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**Bid Receiving - PWGSC / Réception des soumissions -
TPSGC**

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Core 0A1 / Noyau 0A1**

Gatineau

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K1A 0S5

Bid Fax: (819) 997-9776

Revision to a Request for a Standing Offer

Révision à une demande d'offre à commandes

National Master Standing Offer (NMSO)

Offre à commandes principale et nationale (OCPN)

The referenced document is hereby revised; unless otherwise indicated, all other terms and conditions of the Offer remain the same.

Ce document est par la présente révisé; sauf indication contraire, les modalités de l'offre demeurent les mêmes.

Comments - Commentaires

Vendor/Firm Name and Address

**Raison sociale et adresse du
fournisseur/de l'entrepreneur**

Issuing Office - Bureau de distribution

Communication Procurement Directorate/Direction de
l'approvisionnement en communication
360 Albert St. / 360, rue Albert
12th Floor / 12ième étage
Ottawa
Ontario
K1A 0S5

Title - Sujet GRAPHIC DESIGN SERVICES		
Solicitation No. - N° de l'invitation EN578-133360/B	Date 2013-09-30	
Client Reference No. - N° de référence du client EN578-13-3360	Amendment No. - N° modif. 003	
File No. - N° de dossier cx011.EN578-133360	CCC No./N° CCC - FMS No./N° VME	
GETS Reference No. - N° de référence de SEAG PW-\$CX-011-63447		
Date of Original Request for Standing Offer		2013-09-06
Date de la demande de l'offre à commandes originale		
Solicitation Closes - L'invitation prend fin at - à 02:00 PM on - le 2013-10-10		Time Zone Fuseau horaire Eastern Daylight Saving Time EDT
Address Enquiries to: - Adresser toutes questions à: Amaral(CX Div.), Paola		Buyer Id - Id de l'acheteur cx011
Telephone No. - N° de téléphone (613) 993-5642 ()	FAX No. - N° de FAX (613) 993-2581	
Delivery Required - Livraison exigée		
Destination - of Goods, Services, and Construction: Destination - des biens, services et construction:		
Security - Sécurité This revision does not change the security requirements of the Offer. Cette révision ne change pas les besoins en matière de sécurité de la présente offre.		

Instructions: See Herein

Instructions: Voir aux présentes

Acknowledgement copy required	Yes - Oui	No - Non
Accusé de réception requis	<input type="checkbox"/>	<input type="checkbox"/>
The Offeror hereby acknowledges this revision to its Offer. Le proposant constate, par la présente, cette révision à son offre.		
Signature	Date	
Name and title of person authorized to sign on behalf of offeror. (type or print) Nom et titre de la personne autorisée à signer au nom du proposant. (taper ou écrire en caractères d'imprimerie)		
For the Minister - Pour le Ministre		

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AMENDMENT 003

This solicitation amendment is issued to provide responses to questions received in response to this RFSO (continued from Amendment 002), and to make changes to the RFSO solicitation document.

QUESTIONS AND ANSWERS:

Question #34:

“The Identified User through its Contracting Authority will proceed as follows to issue a Call-up against the Standing Offer:

(a) All Call-ups against a Standing Offer can be made with any of the qualified Standing Offer Holders in the applicable Category of Service.

(b) The responsibility for Standing Offer Holder selection for any specific Call-up lies solely with the Identified User.”

What measures will be undertaken by the Identified User to show fairness in the selection process and will a bid solicitation to 3 suppliers be required?

Answer #34:

Individual call-ups against the resulting Standing Offers must not exceed **\$25,000.00** (Goods and Services Tax or Harmonized Sales Tax included).

In accordance with the Government Contract Regulations Part 1, Section 6 (b) which permits the award of contracts without soliciting bids, where the estimated expenditure does not exceed \$25,000.00, the responsibility for Standing Offer Holder selection for any specific Call-up lies solely with the Identified User.

Competitive bids will not be solicited under the resulting Standing Offers.

Question #35:

“The Standing Offer Holder’s web site must not suggest that other services, not offered and/or approved by PWGSC for supply against this NMSO, are available for purchase through Call-ups against the Standing Offer. In the event of any discrepancy between the Standing Offer Holder’s website and the NMSO, the NMSO shall prevail.”

This statement seems to imply that an Offeror’s web site may not list other services which are normally offered to other government clients and private enterprise clients if they are not warranted on this RFSO. For example our firm also offers language editing and photography services—can you confirm that we may not list these services on our web site?

Answer #35:

The Standing Offer Holder’s website must not suggest that other services, other than the ones approved by PWGSC for supply against this NMSO, are available **through Call-ups against the Standing Offer.**

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Please refer to #4 in the *Insertion and Deletion* section in Amendment 001.

Question #36:

“An Offeror may qualify for one or more Categories under this solicitation, however an Offeror should submit only one (1) offer in response to this Request for Standing Offers.”

Can an Offeror submit one offer that includes two or all 3 categories?

Answer #36:

Yes, only one offer should be submitted in response to this RFSO. Offerors should clearly identify which categories of services they are submitting for and ensure that all requirements of the RFSO are met for each category of service.

Question #37:

“For each category of service for which the Offeror is submitting, the Offeror must provide two (2) samples of design projects which were completed by the Offeror after July 01, 2010.”

Can more than 2 samples be submitted for each category?

Is it possible for an Offeror to submit a proposal for this RFSO for just one category?

Answer #37:

Only two (2) project samples are to be submitted for each category of service for which the Offeror is submitting.

An Offeror may qualify / submit offers for one or more Categories under this RFSO.

Question #38:

In offer preparation instructions it is stated that for environmental considerations that offerors use an environmentally-preferable format including black and white printing instead of colour printing, printing double sided/duplex, using staples or clips instead of cerlox, duotangs or binders.

Is it acceptable to show black and white images of samples for colour graphic design services in the print proposal?

Answer #38:

Although we request that Offeror's incorporate environmental considerations into the procurement process, samples must be submitted in colour.

Question #39:

Annex "B" Basis of Payment spreadsheet indicates multiple types of service for which hourly rates are required. Do all the categories have to be completed, or only the ones that we provide (i.e. we have only a senior graphic designer but no intermediate nor junior graphic designer)?

Answer #39:

Please refer to *Question and Answer #29* in Amendment 002.

Question #40:

The language certification states that "the firm is capable of providing services in both official languages (English and French)". What is meant by "providing services"? We have produced designs and products in both official languages throughout our history but have only rudimentary French language proficiency. Must all employees be bilingual, or only one? To what degree must we be fluent?

Answer #40:

The language certification has been removed.

Please refer to the *Insertions and Deletions* section below.

Question #41:

Is it possible to extend the closing date of this solicitation by one week in order to provide time to collect all of the required reference letters?

Answer #41:

Please refer to #1 in the *Insertions and Deletions* section in Amendment 001.

Question #42:

M.4 states: For each category of service for which the Offeror is submitting, the Offeror must provide two (2) samples of design projects which were completed by the Offeror after July 01, 2010 that are similar in scope to the items identified in Annex "A" - Statement of Work.

Does this require the physical sample of the product to be included with the bid, or simply a description of the project, along with a reference letter from the client. For example, for Web design work, would a link to the website we designed by sufficient? For the exhibit category, do you require a digital copy of the old brochure we designed? A physical copy? For Graphic design, do you want an electronic copy of what we designed? A physical copy?

Answer #42:

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In accordance with the 2006 (2013-06-01) Standard Instructions - Request for Standing Offers - Goods or Services - Competitive Requirements, Section 5 – Submission of Offers, sub-section 7, **links to websites will not be accepted.**

Physical or electronic samples will be accepted.

Please refer to #3 in the *Insertions and Deletions* section in Amendment 001.

Question #43:

With respect to item 2.2.2 on page 19 of the RSFO: This certification asks the Offeror to provide the following certification for each owner and employee who is Aboriginal. Does this mean that every employee of the Aboriginal business with whom we have a 51/49 joint venture would have to complete such a declaration? This could be a sizeable number, and schedules may not allow for all employees to make such a declaration. Likewise the "owner" of the Aboriginal business is the Band, which owns the business on behalf of the members. The members of the First Nation "own" the company through the band. Getting certifications in this situation could be impossible. What is the appropriate way to deal with this matter and remain compliant with the certification?

Answer #43:

A formal certification is required as part of the Offer documentation to qualify business enterprises under the set-aside program for Aboriginal business. Offerors are required to certify that they meet the eligibility criteria, will honour the Aboriginal content requirements, and are prepared to comply with eligibility auditing provisions. With your Offer, the certification must be of the Owner or, in this case, the representative of the band.

As well, if your Aboriginal business has six or more full-time employees at the date of submitting the certification and is required by Canada to substantiate that at least thirty-three percent of the full-time employees are Aboriginal, **it is upon request by the Standing Offer Authority** that the business would have to provide a completed Owner/Employee Certification form for each full-time employee who is Aboriginal.

We are therefore revising section 2.2.2 Owner/Employee Certification – Set-aside for Aboriginal Business. Please refer to the *Insertions and Deletions* section below for revision.

Question #44:

By your response I am led to believe then, all I have to do is supply a list of 5 jobs completed,—one per year for the last five years. You do not want any staff CV's , management practices or any other description of our services—just the 5 projects and the client back ground info?

Answer #44:

Staff CV's are not required. Please refer to #2 in the *Insertions and Deletions* section in Amendment 001 for more information on how to submit an Offeror's Performance Resume.

Question #45:

Can you clarify what is required when we are asked to submit a "Corporate Performance Curriculum Vitae"?

Do you want us to provide:

- **a list of projects that have been successfully completed for each category (Design; Web; Exhibits?)**
- **CV's for our Design; Web; Exhibit design team members?**

Answer #45:

Please refer to #2 in the *Insertions and Deletions* section in Amendment 001.

Question #46:

In M.4 it states that "electronic samples must be provided on a USB key in .pdf file format or Windows Media Player." Can electronic sample pages (cover and inside spread) be submitted in the proposal or do you require that bidders submit the entire sample (the publication) separately or should bidders complete both? Can the electronic samples be submitted on the same USB key as the technical offer or do they require a separate USB key?

Answer #46:

Physical **or** electronic samples will be accepted. Samples must be submitted in full (i.e: if a publication is submitted, the **entire** publication must be submitted, not only sample pages such as the cover and inside spread).

Samples can be submitted on the same USB key as the technical offer.

Question #47:

Can you confirm what the closing date is for this RFSO? I see an amendment for 10/10/2013, just want to make sure that's the date we're working towards.

Answer #47:

The closing date of this RFSO is October 10, 2013 at 2:00pm Eastern Daylight Savings Time.

Question #48:

This page (<https://buyandsell.gc.ca/procurement-data/tender-notice/PW-CX-011-63447>) indicates the following:

"Offerors must submit a list of names, or other related information as needed, pursuant to section 01 of Standard Instructions 2006"

I referred to article 01 of the Standard Instructions 2006 (

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<http://www.tpsgc-pwgsc.gc.ca/app-acq/lc-pl/ch2006-eng.html>) **and found the following:**

01. Procurement Business Number

Canadian suppliers are required to have a Procurement Business Number (PBN) before issuance of a standing offer. Suppliers may register for a PBN in the Supplier Registration Information service online at the [Buy and Sell](#) website. For non-Internet registration, suppliers may contact the buy and Sell InfoLine at 1-800-811-1148 to obtain the telephone number of the nearest Supplier Registration Agent.

In lieu of/ Deriving from:

SACC - A9109T (Procurement Business Number)

Comments:

- **All Canadian suppliers require a PBN prior to Contract award (Supply Manual [SM] - 5.123).**
- **Wording revised for PL purposes.**

Does this mean that we must provide the certificate of incorporation (Canada Business Corporations Act) that includes the corporation number?

Answer #48:

The link identified in the question #48 is not up to date.

As indicated in the RFSO the 2006 (2013-06-01) Standard Instructions - Request for Standing Offers - Goods or Services - Competitive Requirements can be found on the Buy and Sell website (<https://buyandsell.gc.ca/policy-and-guidelines/standard-acquisition-clauses-and-conditions-manual/1/2006/15>).

Question #49:

Having just received the update on Buy-and-Sell related to the above mentioned document, could you confirm that the update relates only to the new closing date?

Answer #49:

Further revisions have been made to this RFSO, including the Annex "B" Basis of Payment and the mandatory evaluation criteria. It is the Offeror's responsibility to ensure that it has obtained all amendments to the RFSO. It is essential that offers submitted by Offerors are in accordance with the most up to date version of the RFSO including all amendments and the most up to date version of Annex "B" Basis of Payment.

Question #50:

For preparing our proposal for this bid, we are wondering if we can provide links because some of the files can get relatively large. We can show the two examples in screen shot format, but it

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would be nice if we can have links to our website for other portfolio examples. Please provide us with suggestions on this.

Answer #50:

Please refer to *Question and Answer #42* above.

Please refer to #3 in the *Insertions and Deletions* section of Amendment 001 for information on how to submit samples.

Question #51:

If we are currently on the Standing Offer list for Graphic Design services, are we able to extend our contract or do we need to re-submit a proposal?

Answer #51:

The previous Standing Offer for Graphic Design Services does not have any option periods remaining and will therefore not be extended. A new offer must be submitted in order to qualify for the new Standing Offer.

Please refer to *Question and Answer #6* in Amendment 001.

Question #52:

Could you please confirm that out of town submissions will be accepted if they are post-marked 24 hours prior to the proposal due date/time? There is no "next day" delivery service from our part of the country to Ottawa. Delivery takes a minimum of 2 days, and we do not want to be non-compliant due to late delivery.

Answer #52:

An offer delivered to the specified Bid Receiving Unit after the closing date and time but before the standing offer issuance date **may** be considered, provided the Offeror can prove the delay is due solely to a delay in delivery that can be attributed to the Canada Post Corporation (CPC).

Please refer to the 2006 (2013-06-01) Standard Instructions - Request for Standing Offers - Goods or Services - Competitive Requirements, Section 7 – Delayed Offers.

Question #53:

Will a new document will issued since there are so many article replacements.

Answer #53:

A new document will not be issued. It is the Offeror's responsibility to ensure that it has obtained all amendments to the RFSO.

Question #54:***For M.3 Offeror's Performance Resume:***

a) For Completion date of each project listed - is year only ok or should this also detail month and/or date?

b) For Client information for each project - please define what information is required? Is Organization name only acceptable or are additional details such as contact name, phone, email, etc. required. If so please list the specific coordinates that are required. Some of these contacts no longer work under the same function or have changed positions and we may not be able to provide current coordinates if you expect to potentially contact any of them.

Answer #54:

- a) The month and year of project completion must be included in each project description.
- b) Organization/department name or client name is required.

Please refer to the *Insertions and Deletions* section below.

Question #55:

For M4 Project Samples: We understand the Financial and Technical proposals must be provided on separate USB sticks. Can the Samples also be included on the same USB stick as the Technical proposal (in a separate folder)?

Answer #55:

Please refer to *Question and Answer # 46* above.

Question # 56:

We were not aware that there was a change to the deadline for the PWGSC RFSO Sol # EN578-133360/B (changed from September 26th to October 10th).

We will be submitting an updated RFSO response (considering the various updates and changes to the RFSO document) - to replace the documents submitted today – before the revised October deadline.

Should we have our driver pick up the documents that were delivered today OR can we simply clearly mark on the updated RFSO that it is the VERSION that should be reviewed?

Answer #56:

If your proposal has already been submitted, it can be modified by sending an amendment identified with file no. EN578-133360/B to the attention of the Bid Receiving Unit, Public Works and Government Services Canada, Place du Portage, Phase III, Main Lobby, Core A1, 11 Laurier St., Gatineau, Quebec, K1A 0S5.

INSERTIONS AND DELETIONS

1. In Part 4 - Evaluation Procedures and Basis of Selection, **delete** M.3 Offeror's Performance Resume in its entirety, and **replace with the following**:

M.3 Offeror's Performance Resume

The Offeror must demonstrate having been in the Graphic Design, Web Design, and or Exhibit and Display Design business, as applicable, for a minimum of five (5) years prior to the closing date of this RFSO by submitting a corporate performance curriculum vitae which demonstrates five (5) years experience for **each** category submitted.

Response Format:

To demonstrate the Offeror's experience, the Offeror must provide the following information as a part of the Corporate Performance Curriculum Vitae:

- A list of projects provided to clients which includes a minimum of one (1) project per year completed within the last five (5) years prior to the closing date of this RFSO. The Offeror must clearly identify which categories the listed projects are being submitted for;
- The completion date (including month and year) of each project listed;
- The client information (including organization / department name or client name) for each project listed.

2. In Part 4 - Evaluation Procedures and Basis of Selection, **delete** M.4 Project Samples in its entirety, and **replace with the following**:

M.4 Project Samples

For **each** category of service for which the Offeror is submitting, the Offeror must provide a description and a sample of two (2) design projects which were completed by the Offeror after July 01, 2010 that are similar in scope to the items identified in Annex "A" - Statement of Work, as applicable. A project sample may be used to demonstrate the experience for more than one category of service.

Each project description must include the project completion date (month and year).

The Offeror must clearly identify which categories the project samples are being submitted for.

Electronic samples must be provided on a USB Key in .pdf file format or Windows Media Player. Screen shots will be acceptable. Samples provided to Canada in a form or format that cannot be opened and viewed from a Government of Canada computer will not be accepted. If an Offeror is uncertain as to whether a particular form or format will be accepted, the Offeror must submit this as a question during the Enquiries period. Samples provided in other formats (ie. hard copy posters, banners, or models) will become the property of Canada and will not be returned to the Offeror unless the Offeror makes arrangements in advance for return packaging and postage, or pick-up. Canada will not be responsible for samples which are damaged, destroyed, or lost during shipping or during the evaluation process.

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3. In Part 4 – Evaluation Procedures and Basis of Selection, **delete** M.7 Language in its entirety.

4. In Part 5 – Certifications, **delete** Section 2.2.2 Owner/Employee Certification – Set-aside for Aboriginal Business in its entirety, and **replace with the following**:

2.2.2 Owner/Employee Certification - Set-aside for Aboriginal Business

If requested by the Contracting Authority, the Offeror must provide the following certification for each owner and employee who is Aboriginal:

1. I am _____ (insert "an owner" and/or "a full-time employee") of _____ (insert name of business), and an Aboriginal person, as defined in Annex 9.4 of the Supply Manual entitled "Requirements for the Set-Aside Program for Aboriginal Business".

2. I certify that the above statement is true and consent to its verification upon request by Canada.

Printed name of owner and/or employee

Signature of owner and/or employee

Date

ALL OTHER TERMS AND CONDITIONS REMAIN UNCHANGED.

**EVALUATION GRID FOR RFSO FOR GRAPHIC, WEB, AND EXHIBIT AND DISPLAY
DESIGN SERVICES
AMENDMENT 003**

Offeror:

Evaluator's Initials:

EVALUATION SUMMARY FOR RFSO FOR GRAPHIC, WEB, AND EXHIBIT AND DISPLAY DESIGN SERVICES
MANDATORY REQUIREMENTS: <input type="checkbox"/> MET <input type="checkbox"/> NOT MET
Mandatories Checked by: _____ Date: _____
Overall Comments:

**EVALUATION GRID FOR RFSO FOR GRAPHIC, WEB, AND EXHIBIT AND DISPLAY
DESIGN SERVICES
AMENDMENT 003**

Offeror:

Evaluator's Initials:

EVALUATION TEAM SIGNATURES:

_____ Date: _____

NOTE TO EVALUATORS: These evaluation grids contain the basic criteria. These grids must be used in conjunction with the RFSO document to ensure the evaluation is being conducted strictly in accordance with the published criteria.

**EVALUATION GRID FOR RFSO FOR GRAPHIC, WEB, AND EXHIBIT AND DISPLAY
DESIGN SERVICES
AMENDMENT 003**

Offeror:

Evaluator's Initials:

1.1 TECHNICAL EVALUATION

1.1.1 MANDATORY REQUIREMENTS

Evaluation Criteria	Met	Not met
The bid is signed and bid submission requirements of Standard Instructions 2006 are met.		
The certifications in Part 5 have been completed and signed (either upon or following bid submission).		
Comments:		

Evaluation Criteria	Met	Not met
M.1 FINANCIAL PROPOSAL		
The Offeror must provide costing information strictly in accordance with the Basis of Payment stipulated in Annex "B" and Appendix "2".		
Comments:		

Evaluation Criteria	Met	Not met
M.2 OFFEROR'S PROFILE		
The Offeror must complete the Offeror's Profile chart from Part 4 of the bid solicitation document.		
Comments:		

**EVALUATION GRID FOR RFSO FOR GRAPHIC, WEB, AND EXHIBIT AND DISPLAY
DESIGN SERVICES
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Offeror:

Evaluator's Initials:

Evaluation Criteria	Met	Not met
M.3 OFFEROR'S PERFORMANCE RESUME		
<p>The Offeror must demonstrate having been in the Graphic Design, Web Design, and or Exhibit and Display Design business, as applicable, for a minimum of five (5) years prior to the closing date of this RFSO by submitting a corporate performance resume which demonstrates five (5) years experience for each category submitted.</p> <p>Response Format:</p> <p>To demonstrate the Offeror's experience, the Offeror must provide the following information as a part of the Corporate Performance Curriculum Vitae:</p> <ul style="list-style-type: none"> • A list of projects provided to clients which includes a minimum of one (1) project per year completed within the last five (5) years prior to the closing date of this RFSO. The Offeror must clearly identify which categories the listed projects are being submitted for; • The completion date (including month and year) of each project listed; • The client information (including organization / department name or client name) for each project listed. 		
Comments:		

Evaluation Criteria	Met	Not met
M.4 PROJECT SAMPLES		
<p>For each category of service for which the Offeror is submitting, the Offeror must provide a description and a sample of two (2) design projects which were completed by the Offeror after <u>July 01, 2010</u> that are similar in scope to the items identified in Annex "A" - Statement of Work, as applicable. A project sample may be used to demonstrate the experience for more than one category of service.</p> <p>Each project description must include the project completion date (month and year).</p> <p>The Offeror must clearly identify which categories the project samples are being submitted for.</p> <p>Electronic samples must be provided on a USB Key in .pdf file format or Windows Media Player. Screen shots will be acceptable. Samples provided to Canada in a form or format that cannot be opened and viewed from a Government of Canada computer will not be accepted. If an Offeror is</p>		

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<p>uncertain as to whether a particular form or format will be accepted, the Offeror must submit this as a question during the Enquiries period. Samples provided in other formats (ie. hard copy posters, banners, or models) will become the property of Canada and will not be returned to the Offeror unless the Offeror makes arrangements in advance for return packaging and postage, or pick-up. Canada will not be responsible for samples which are damaged, destroyed, or lost during shipping or during the evaluation process.</p>		
Comments:		

Evaluation Criteria	Met	Not met
M.5 REFERENCES		
The Offeror must provide a letter of reference that corresponds with each project samples submitted in M.4.		
Comments:		

Evaluation Criteria	Met	Not met
M.6 ENVIRONMENTAL CONSIDERATIONS		
The Offeror must provide the following:		
(a) An existing or proposed company-wide environmental statement and mission (including environmental measures undertaken in office operations);		
(b) An existing or proposed action plan for energy sourcing (measures taken to improve energy efficiency, intended use of alternative fuel.power sources if the Offeror's premises is owned); and		
(c) An existing or proposed proposed action plan for materials/equipment sourcing (intended use of recycled or reused products, waste management strategy).		
Comments:		

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Offeror:

Evaluator's Initials:

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