

RETURN BID TO/ RETOURNER LES SOUMISSIONS À :

The Embassy of Canada
501 Pennsylvania Ave. NW, Washington, DC 20001
United States of America
**Mail Room is open from Monday to Friday inclusively,
between the hours of 08:00 and 17:00, excluding
Statutory Holidays.**

Ambassade du Canada, Washington, États-Unis
d'Amérique
501 Pennsylvanie Ave. NW, Washington, DC
États-Unis d'Amérique

**La Réception des soumissions est ouverte du lundi
au vendredi inclusivement, entre les heures de 8h00
à 17h00, à l'exclusion des jours fériés.**

**Request for Standing Offer
Demande d'Offre a commande**

**Proposal to: Foreign Affairs and International
Trade Canada (DFAIT)**

We hereby offer to sell to Her Majesty the Queen in
right of Canada, in accordance with the terms and
conditions set out herein, referred to herein or
attached hereto, the goods, services, and
construction listed herein and on any attached sheets
at the price(s) set out therefor.

**Proposition à: Affaires étrangères et Commerce
international Canada (MAECI)**

Nous offrons par la présente de vendre à Sa Majesté
la Reine du chef du Canada, aux conditions énoncées
ou incluses par référence dans la présente et aux
appendices ci-jointes, les biens, services et
construction énumérés ici sur toute feuille ci-annexée,
au(x) prix indiqué(s).

Comments — Commentaires :

Title — Sujet: RFSO for Office Supplies for Canadian Missions in the USA	
Solicitation No. — N° de l'invitation 13-69135A	Date: 2013-10-15

Solicitation Closes — L'invitation prend fin	Time Zone — Fuseau horaire
At / à: 11:00 AM (hours/heures)	<input type="checkbox"/> EST (Eastern Standard Time) / HNE (heure normale de l'Est)
On / le: 2013-11-25 (yyyy-mm-dd) / (aaaa-mm-jj)	<input checked="" type="checkbox"/> EDT (Eastern Daylight Saving Time) / HAE (heure avancée de l'Est)
F.O.B. — F.A.B.	
Plant-Usine: <input type="checkbox"/> Destination: <input type="checkbox"/> Other — Autre: <input type="checkbox"/>	
Address Enquiries to — Adresser toutes questions à: Pema Tulotsang	
Telephone No. — No de téléphone: 202-448-6580	FAX No. — No de télécopieur : 202-682-7738
Destination - of Goods and or Services: Destination — des biens et ou services : The Embassy of Canada 501 Pennsylvania Ave. NW, Washington, DC 20001	

Instructions: See Herein — Voir aux présentes

Delivery Required — Livraison exigée See herein — voir aux présentes	Delivery Offered — Livraison proposée
Vendor/Firm Name and Address — Raison sociale et adresse du fournisseur/de l'entrepreneur:	
Telephone No. — No de téléphone:	FAX No. — No de télécopieur :

Name and title of person authorized to sign on behalf of Vendor/Firm (type or print) — Nom et titre de la personne autorisée à signer au nom du fournisseur/de l'entrepreneur (taper ou écrire en caractères d'imprimerie)	
Signature	Date

This bid solicitation cancels and supersedes previous bid solicitation number 13-69135 dated June 18th, 2013 with a closing of July 29, 2013 at 11:00AM. A debriefing or feedback session will be provided upon request to bidders/offerors/suppliers who bid on the previous solicitation.

PART 1 - GENERAL INFORMATION

1. Introduction

The Request for Standing Offers (RFSO) is divided into seven parts plus attachments and annexes, as follows:

- Part 1 General Information: provides a general description of the requirement;
- Part 2 Offeror Instructions: provides the instructions applicable to the clauses and conditions of the RFSO;
- Part 3 Offer Preparation Instructions: provides offerors with instructions on how to prepare their offer to address the evaluation criteria specified;
- Part 4 Evaluation Criteria, Procedures and Basis of Selection: indicates how the evaluation will be conducted, the evaluation criteria which must be addressed in the offer, and the basis of selection, and certifications;
- Part 5 Security, Financial and Insurance Requirements: includes specific requirements that must be addressed by offerors; and
- Part 6 7A, Standing Offer Clauses, and 7B, Resulting Contract Clauses:
 - 7A, includes the Standing Offer containing the offer from the Offeror and the applicable clauses and conditions;
 - 7B, includes the clauses and conditions which will apply to any contract resulting from a call-up made pursuant to the Standing Offer.

The following Annexes:

Annex A: Statement of Requirement

Annex B: Basis of Payment

Annex C: Name(s) of Contractor Account Representative(s) for each Mission

2. Summary

The Canadian missions in the United States seek a company to supply and deliver office supplies on an as-needed basis to the participating missions.

3. Debriefings

After issuance of a standing offer, offerors may request a debriefing on the results of the request for standing offers process. Offerors should make the request to the Standing Offer Authority within 15 working days of receipt of the results of the request for standing offers process. The debriefing may be in writing, by telephone or in person.

PART 2 - OFFEROR INSTRUCTIONS

1. Standard Instructions, Clauses and Conditions

All instructions, clauses and conditions identified in the Request for Standing Offers (RFSO) by number, date and title are set out in the *Standard Acquisition Clauses and Conditions Manual* (<https://buyandsell.gc.ca/policy-and-guidelines/standard-acquisition-clauses-and-conditions-manual>) issued by Public Works and Government Services Canada.

Offerors who submit an offer agree to be bound by the instructions, clauses and conditions of the RFSO and accept the clauses and conditions of the Standing Offer and resulting contract(s).

The 2006 (2013-06-01) Standard Instructions - Request for Standing Offers - Goods or Services - Competitive Requirements, are incorporated by reference into and form part of the RFSO.

2. Submission of Offers

Offers must be submitted only to the Embassy of Canada located at: 501 Pennsylvania Ave., NW, Washington, D.C., United States of America, by the date, time and place indicated on the first page of the Request for Standing Offers.

Due to the nature of the RFSO, transmission of offers by facsimile to DFATD will not be accepted.

3. Enquiries - Request for Standing Offers

All enquiries must be submitted in writing to the Standing Offer Authority no later than **ten (10)** calendar days before the Request for Standing Offers (RFSO) closing date. Enquiries received after that time may not be answered.

Offerors should reference as accurately as possible the numbered item of the RFSO to which the enquiry relates. Care should be taken by offerors to explain each question in sufficient detail in order to enable Canada to provide an accurate answer. Technical enquiries that are of a proprietary nature must be clearly marked "proprietary" at each relevant item. Items identified as "proprietary" will be treated as such except where Canada determines that the enquiry is not of a proprietary nature. Canada may edit the questions or may request that offerors do so, so that the proprietary nature of the question is eliminated, and the enquiry can be answered with copies to all offerors. Enquiries not submitted in a form that can be distributed to all offerors may not be answered by Canada.

4. Applicable Laws

The Standing Offer and any contract resulting from the Standing Offer must be interpreted and governed, and the relations between the parties determined, by the laws in force in Ontario.

Offerors may, at their discretion, substitute the applicable laws of a Canadian province or territory of their choice without affecting the validity of their offer, by deleting the name of the Canadian province or territory specified and inserting the name of the Canadian province or territory of their choice. If no change is made, it acknowledges that the applicable laws specified are acceptable to the offerors.

PART 3 - OFFER PREPARATION INSTRUCTIONS

1. Offer Preparation Instructions

Canada requests that offerors provide their offer in separately bound sections as follows:

Section I: Technical Offer (4 hard copies) and one (1) soft copies on CD",

Section II: Financial Offer (2 hard copies) and one (1) soft copies on CD",

If there is a discrepancy between the wording of the soft copy and the hard copy, the wording of the hard copy will have priority over the wording of the soft copy.

Prices must appear in the financial offer only. No prices must be indicated in any other section of the offer.

Canada requests that offerors follow the format instructions described below in the preparation of their offer.

- (a) use 8.5 x 11 inch (216 mm x 279 mm) paper;
- (b) use a numbering system that corresponds to that of the Request for Standing Offers.

In April 2006, Canada issued a policy directing federal departments and agencies to take the necessary steps to incorporate environmental considerations into the procurement process Policy on Green Procurement (<http://www.tpsgc-pwgsc.gc.ca/ecologisation-greening/achats-procurement/politique-policy-eng.html>). To assist Canada in reaching its objectives, offerors should:

- 1) use 8.5 x 11 inch (216 mm x 279 mm) paper containing fiber certified as originating from a sustainably-managed forest and containing minimum 30% recycled content; and
- 2) use an environmentally-preferable format including black and white printing instead of color printing, printing double sided/duplex, using staples or clips instead of cerlox, duotangs or binders.

Section I: Technical Offer

In their technical offer, offerors should explain and demonstrate how they propose to meet the requirements and how they will carry out the Work.

Section II: Financial Offer

Offerors must submit their financial offer in accordance with Annex B, Basis of Payment. The total amount of Goods and Services Tax or Harmonized Sales Tax must be shown separately, if applicable.

Payment Method Canada requires that offerors accept payment by Electronic Funds Transfer and credit card. The method of payment may vary with each mission.

PART 4 - EVALUATION PROCEDURES AND BASIS OF SELECTION

1. Evaluation Procedures

- (a) Offers will be assessed in accordance with the entire requirement of the Request for Standing Offers including the technical and financial evaluation criteria.
- (b) An evaluation team composed of representatives of Canada will evaluate the offers.

1.1. Technical Evaluation

1.1.1 Mandatory Technical Criteria (See Section A of Evaluation Criteria on Page 7)

1.1.2 Point Rated Technical Criteria (See Section B of Evaluation Criteria on Page 8)

1.2 Financial Evaluation

1.2.1 Please (See Section C of the Evaluation Criteria)

2. Basis of Selection

2.1 Highest Combined Rating of Technical Merit and Price (10% Technical and 90 % prices)

- 1. To be declared responsive, a bid must:
 - a. comply with all the requirements of the bid solicitation; and
 - b. meet all mandatory criteria; and
 - c. obtain the required minimum of 27 points (60%) overall for the technical evaluation criteria which are subject to point rating. The rating is performed on a scale of 45 points.
- 2. Bids not meeting (a) or (b) or (c) will be declared non-responsive.
- 3. To establish the technical merit score, the overall technical score for each responsive bid will be determined as follows: total number of points obtained / maximum number of points available multiplied by the ratio of 10 %
- 4. To establish the pricing score, each responsive bid will be prorated against the lowest evaluated price and the ratio of 90 %.
- 5. For each responsive bid, the technical merit score and the pricing score will be added to determine its combined rating.
- 6. Neither the responsive bid obtaining the highest technical score nor the one with the lowest evaluated price will necessarily be accepted. The responsive bid with the highest combined rating of technical merit and price will be recommended for award of a contract.

The table below illustrates **an example** where all three bids are responsive and the selection of the Contractor is determined by a 90/10 ratio of price and technical merit, respectively. The total available number of points is 45 and the lowest evaluated price is 289,000.00.

Basis of Selection - Highest Combined Rating Technical Merit (10%) and Price (90%)

		Bidder 1	Bidder 2	Bidder 3
Overall Technical Score		39/45	41/45	43/45
Bid Evaluated Price (total cost for all items listed in the pricing list)		\$350,000.00	\$353,000.00	\$289,000.00
Calculations	Technical Merit Score	39/45 x 10 = 8.66	41/45 x 10 = 9.11	43/45 x 10 = 9.55
	Pricing Score	289,000.00 / 350,000.00 x 90 = 74.31	289,000.000 / 353,000.00 X 90= 73.68	289,000 / 289,000 X 90 = 90
Combined Rating		82.97	82.99	99.55
Overall Rating		3rd	2nd	1st

3. Mandatory Certifications Required Precedent to Issuance of a Standing Offer

3.1 Code of Conduct and Certifications - Related documentation

By submitting an offer, the Offeror certifies as per section 01 of Standard Instructions 2006, for himself and his affiliates, to be in compliance with the Code of Conduct and Certifications clause of the Standard instructions. The related documentation therein required will help Canada in confirming that the certifications are true.

4. Evaluation Criteria

Proposals must identify the qualifications and experience of the firm to carry out the tasks by systematically addressing each of the experience requirements as detailed below.

SECTION A: MANDATORY REQUIREMENTS
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MANDATORY CRITERIA	Pass / Fail	Page Ref #
M1. Bidder must provide: 1. a link to its current on-line catalogue as part of its proposal; and 2. a hard copy of its 2013 – 2014 published retail catalogue.		
M2. Bidder must confirm no shipping fee will be charged and invoices can be sent to Identified Users via e-mail in PDF or Excel format) broken down by Identified User as required by the Canadian Mission.		
M3. Bidder must guarantee 24 hour delivery on all stationary supplies.		
M4. Bidder must submit a brief summary about its corporate history, the services and products it provides, and the names of its major clients.		
M5. Bidder must confirm Identified Users can place orders electronically via the bidder's website.		

SECTION B: POINT-RATED CRITERIA

The following criteria will be awarded up to a maximum of 45 points. A minimum of 27 points is required to be considered compliant.

Proponents evaluated solely on the information provided in their proposal. No additional information (such as website links) will be considered in the evaluation.

POINT RATED CRITERIA	Maximum Points Available	Points allotted to offerer	Page in Bid
<p><u>R1. Environmental Responsibility</u> Bidder should describe any environmental policy, recycling programs, green products, etc. that it may have in place or any environmental certification it has received must be provided with the bid.</p> <ul style="list-style-type: none"> • 5 points = suppliers' environmental approach exceeds industry standards based on Embassy's understanding • 3 points = suppliers' approach meets industry standards and Embassy's expectations • 0 points = suppliers' approach below industry standards and Embassy's expectations 	5		
<p><u>R2. Bidder website and online purchasing</u> Bidder must describe its online purchasing process from the point of Identified User placing the order to delivery to mission.</p> <ul style="list-style-type: none"> • Description: Up to 5 points = supplier provides a clear, descriptive, comprehensive, step-by-step overview of the ordering process from the point of online submission to final delivery of product(s); 1 point deducted for any perceived complexities or lack of clarity in process • Process: Up to 10 points = supplier's process is simple, easy to follow without formal training, quick to enter online, and efficient. Further, the user interface is comprehensive, intuitive to navigate, and tracks the user's order in a cart; 1 point deducted for each feature lacking in the description 	15		

POINT RATED CRITERIA	Maximum Points Available	Points allotted to offerer	Page in Bid
<p><u>R3. Description of the procedure for product returns (i.e. identify the steps an Identified User would follow for product returns);</u></p> <ul style="list-style-type: none"> • 5 points = process with less than 3 steps for product return (a step is considered to be an action required by the Identified User) and an efficient, client-friendly policy • 3 points = process with less than 3 steps, but with deficiencies in terms of efficiency and/or client-friendliness • 0 points = process with more than 3 steps 	5		
<p><u>R4. Restocking fee:</u></p> <ul style="list-style-type: none"> • 5 points = “no restocking fee” charged by supplier • 0 points = supplier charges restocking fee 	5		
<p><u>R5. Resolving invoice concerns, processing and issuing refunds, processing and issuing credits (i.e. the offerer must explain in its offer under which circumstances credits and refunds will be issued):</u></p> <p>a) <u>Credit for returns</u></p> <ul style="list-style-type: none"> • 5 points = value of return directly applied in the form of credit towards immediate or future purchases with minimal steps required by client • 0 points = value of return is being returned via refund and cannot be directly applied towards future purchases, or many steps required to obtain value of return <p>b) <u>Process for addressing invoices</u></p> <ul style="list-style-type: none"> • 5 points = invoice concerns are addressed and resolved quickly and efficiently in a client-friendly manner • 3 points = invoice concerns are addressed and resolved, but in a manner that either lacks timeliness, efficiency, or client-friendliness. • 0 points = invoice concerns are addressed and resolved in a manner that falls below industry standards with respect to timeliness, efficiency, or client-friendliness. 	10		

POINT RATED CRITERIA	Maximum Points Available	Points allotted to offerer	Page in Bid
<p><u>R6 Customer complaints: Describe the procedure for addressing and resolving customer complaints including service level standards for responses, escalation mechanisms (if any). Provide an example.</u></p> <ul style="list-style-type: none"> • 5 points = complaints from Identified Users are answered in 2 business days in a constructive and client-friendly manner. Appropriate example provided. • 3 points = complaints are dealt with within two (2) business days, but in a manner that either lacks client-friendliness or constructiveness or appropriate example not provided. • 0 points = complaints are addressed and resolved after two (2) business days. 	5		
TOTAL POINTS	45		

SECTION C: Financial Evaluation

Bidders must complete all three (3) charts listed in Section A, B and C below.

The price evaluation will be based on the total cost for all tables A, B and C. The product category discount will be applied to all products ordered in a category. All pricing discounts will be applied to all future option periods.

A) List of 20 high-use office items

#	Product Category	Product Category Percentage discount	Item Description	Unit	Catalogue Unit Price (USD)	Annual Quantity in units (estimate) *	Annual (USD) (est.)	Total Price after % discount (Annual USD – discount %)	Brand/Name of Proposed Product	Page # in 2013/14 Catalogue
1.	Fastening supplies		60% recycled Pressboard Fastener folders with coated fasteners, 1" expansion, legal size, gray/green	Box of 25		80				
2.			Paper clips, No. 1, silver, 100/Box	Pack of 5 Boxes		200				
3.			Binder clips, medium, 1 1/4 x 5/8, black	Pack of 12		200				
4.	Folders, Binders and		Manila file folders, 30% recycled, 1/3 cut, legal size	Box of 100		200				

#	Product Category	Product Category Percentage discount	Item Description	Unit	Catalogue Unit Price (USD)	Annual Quantity in units (estimate) *	Annual (USD) (est.)	Total Price after % discount (Annual USD – discount %)	Brand/Name of Proposed Product	Page # in 2013/14 Catalogue
5.	indexes		Classification folder, Legal size, 25 PT. 10BX, RB	Box of 10		300				
6.			red/brown, 100% recycled pressboard classification folders, 1 divider, legal size,	Pack of 5		30				
7.			100% recycled pressboard classification folders, 2 dividers, legal size, red	Box of 10		30				
8.			2" Slant D ring binders, letter size, white	Each		100				
20.			Top loading sheet protectors, 8 1/2 x 11, standard weight, clear	Box of 100		200				
9.	Labels		Labels for Seiko Smartlabel Printer Model 420, 2 1/8 x 4	Roll of 220		60				
10.			Black-on-white tape, for a Dymo	Each		60				

#	Product Category	Product Category Percentage discount	Item Description	Unit	Catalogue Unit Price (USD)	Annual Quantity in units (estimate) *	Annual (USD) (est.)	Total Price after % discount (Annual USD – discount %)	Brand/Name of Proposed Product	Page # in 2013/14 Catalogue
			Hand labeler 0.5" x 23' feet							
11.			easy to peel clear laser shipping labels, 2 x 4	Box of 500		50				
12.	Paper		30% recycled business notebook, 6 5/8 x 9 1/2, 1 subject, legal ruled, 80 sheets, black	Each		100				
13.			black, 30% recycled composition book, 7 1/4 x 9 1/4, college ruled, 96 sheets,	Each		100				
14.			30% recycled expanding file with open top, 12 pockets, 12 x 10 letter size, brown	Each		50				
15.	Packing Supplies		Self-Sealing Bubble Mailers, size 7	Box of 25		50				
16.			Record Storage Box, 100% recycled, 10 x	Each		100				

B) Copy Paper

Copy Paper: *1 Box has 10 reams of paper of 5,000 sheets					
#	Item Description	1 Box * (USD)	Annual Quantity (estimated)	Annual (USD)	Brand of proposed
1.	8 1/2 x 11, letter sized, copy paper: 100% recycled, White Smooth, 92 brightness		240 boxes		
2.	8 1/2 x 14, legal sized, copy paper, 100% recycled, White Smooth, 92 brightness		12 boxes		
3.	11 x 17, tabloid sized, Copy Paper, , 92 brightness, 100% recycled, 20lbs, White Smooth		12 boxes		
4.	8 1/2 x 11, letter sized, copy paper: 92 brightness, 30% recycled, 20lbs, **, White Smooth				
5.	8 1/2 x 14, legal sized, copy paper, 92 brightness, 30% recycled, 20lbs, **, White Smooth				
6.	11 x 17, tabloid sized, copy paper, 92 brightness, 30% recycled, 20lbs, **, White Smooth				
Total (B) (USD)					

***Note: Pricing information for 30% recycled paper is being requested in this RFP, but will not be factored into the bidder's financial proposal. The bidder will be held to the quoted prices if awarded the final contract, but Embassy reserves the right to determine, at any point during the contract term, whether it will be ordering 100% recycled paper or 30% recycled paper.**

C) Toner

#	Item Description	Unit	Unit Price (USD)	Annual Quantity in units (estimated)	Annual (USD)	Brand of proposed
1.	Black toner For Lexmark X738 MFD (C736H1KG)	each		120		
2.	Cyan toner For Lexmark X738 MFD (C736H1GC)	each		60		
3.	Yellow toner For Lexmark X738 MFD (C736H1YG)	each		60		
4.	Magenta toner For Lexmark X738 MFD (C736H1MG)	each		60		
5.	photoconductor For Lexmark X738 MFD (C734X24G)	package of 4		120		
6.	Toner Waste For Lexmark X738 MFD Container (C734X77G)	each		40		
7.	Black toner for Lexmark X952de MFD (X950X2KG)	each		20		
8.	Cyan toner for Lexmark X952de MFD (X950X2CG)	each		10		
9.	Yellow toner for Lexmark X952de MFD (X950X2YG)	each		10		

#	Item Description	Unit	Unit Price (USD)	Annual Quantity in units (estimated)	Annual (USD)	Brand of proposed
10.	Magenta toner for Lexmark X952de MFD (X950X2MG)	each		10		
11.	photoconductor for Lexmark X952de MFD (C950X71G)	package of 4		20		
Total (C) (USD)						

Evaluation price GRAND TOTAL = A+B+C = USD\$ _____

PART 5 - SECURITY, FINANCIAL AND INSURANCE REQUIREMENTS

1. Security Requirement

For security purposes, when services are required, client department representatives will be required to escort Standing Offer Holder's (SOH's) personnel on their premises unless SOH's personnel has met the security requirements of the client department by obtaining security status.

PART 6 - STANDING OFFER AND RESULTING CONTRACT CLAUSES

A. STANDING OFFER CLAUSES

The offers to fulfill the requirement in accordance with the Requirement at Annex A.

2. Security Requirement

For security purposes, when services are required, client department representatives will be required to escort Standing Offer Holder's (SOH's) personnel on their premises unless SOH's personnel has met the security requirements of the client department by obtaining security status.

3. Standard Clauses and Conditions

All clauses and conditions identified in the Standing Offer and resulting contract(s) by number, date and title are set out in the *Standard Acquisition Clauses and Conditions Manual* (<https://buyandsell.gc.ca/policy-and-guidelines/standard-acquisition-clauses-and-conditions-manual>) issued by Public Works and Government Services Canada.

3.1 General Conditions

2005 (2012-11-19) General Conditions - Standing Offers - Goods or Services, apply to and form part of the Standing Offer.

4. Term of Standing Offer

4.1 Period of the Standing Offer

The period for making call-ups against the Standing Offer is from (contract award date) to (one year from contract award date).

4.2 Option to extend the Standing Offer

The Contractor grants to Canada the irrevocable option to extend the term of the Contract by up to five (5) additional option periods of one (1) year each. The Contractor agrees that, during the extended period of the Contract, it will be paid in accordance with the applicable provisions as set out in the Basis of Payment. The option may only be exercised by the Standing Offer Authority and will be evidenced, for administrative purposes only, through a contract amendment. The Contracting Authority may exercise the option at any time before the expiry of the Contract by sending a written notice to the Contractor.

5. Authorities

5.1 Standing Offer Authority

The Standing Offer Authority is:

Name: Pema Tulotsang
Title: Advisor, Legal Affairs and Procurement
Embassy of Canada
Address: 501 Pennsylvania Ave. NW, Washington DC 20001
Telephone: 202-448-6580
E-mail address: Pema.Tulotsang@international.gc.ca

The Standing Offer Authority is responsible for the establishment of the Standing Offer, its administration and its revision, if applicable. Upon the making of a call-up, as Contracting Authority, she is responsible for any contractual issues relating to individual call-ups made against the Standing Offer by any Identified User.

5.2 Project Authority (will be identified upon contract award)

The Project Authority for the Standing Offer is identified in the Call-up against the Standing Offer. The Project Authority is the representative of the department for whom the Work will be carried out pursuant to a call-up against the Standing Offer, and is responsible for all the technical content of the Work under the resulting Contract.

6 Offeror's Representative

Each delivery location (please see Annex A) will have a Contractor contact name (Annex C), email and phone number and will be updated when required.

7. Identified Users

Identified Users are individuals at the embassies listed in Annex A who are authorized to make call-ups against the Standing Offer (contact information will be provided upon contract award). These Users will be permitted to directly contact the Contractor to place orders for supplies. Individuals who are not listed as Identified Users are not permitted to issue call-ups against the Standing Offer and any costs associated with such unauthorized orders will not be paid for by the Project Authority.

8. Call-up Procedures

A call-up must be completed under the Standing offer using the proper call-up instrument.

9. Call-up Instrument

The Work will be authorized or confirmed by the Identified User(s) using form 942 call-up <http://publiservice-app.pwgsc.gc.ca/forms/pdf/942.pdf> or an electronic version.

10. Limitation of Call-ups

Individual call-ups against the Standing Offer must be no greater than US \$ 25,000.00.

11. Priority of Documents

If there is a discrepancy between the wording of any documents that appear on the list, the wording of the document that first appears on the list has priority over the wording of any document that subsequently appears on the list.

- a) the call up against the Standing Offer, including any annexes;
- b) the articles of the Standing Offer;
- c) the general conditions 2005 (2012-11-19), General Conditions - Standing Offers - Goods or Services
- f) Annex A, Statement of Work
- g) Annex B, Basis of Payment
- h) Annex C, Name(s) of Identified Users for each Canadian Mission

- j) the Offeror's offer dated _____
- k) Evaluation Criteria

12. Applicable Laws

The Standing Offer and any contract resulting from the Standing Offer must be interpreted and governed, and the relations between the parties determined, by the laws in force in Ontario.

B. RESULTING CONTRACT CLAUSES

The following clauses and conditions apply to and form part of any contract resulting from a call-up against the Standing Offer.

1. Statement of Requirement

The Contractor must provide the items detailed in the call-up against the Standing Offer.

2. Standard Clauses and Conditions

2.1 General Conditions

2010A (2013-04-25) General Conditions - Goods (Medium Complexity) apply to and form part of the Contract.

3. Term of Contract

3.1 Delivery

Delivery for all stationary supplies including the high-use office items listed in Appendix B of this RFSO must be completed within 24 hours from receipt of a call-up document; and

4. Payment

4.1 Basis of Payment – Limitation of Expenditure

In consideration of the Contractor satisfactorily completing all of its obligations under the Contract, the Contractor will be paid firm unit prices, as specified in Annex B – Basis of Payment, and the prices as per the Contractor's catalogue less the applicable percentage discount, for any other items. Customs duties are included, and Goods and Services Tax or Harmonized Sales Tax is extra, if applicable. Canada will not pay the Contractor for any design changes, modifications or interpretations of the Work, unless they have been approved, in writing, by the Standing Offer Authority before their incorporation into the Work.

4.2 Single Payment

H1000C (2008-05-12) Single Payment

4.3 Payment by Credit Card

The contractor shall accept payment by Credit Card or over the phone if required.

5. Invoicing Instructions

The contractor must submit its invoices in accordance with the information required in Section 10, Invoice Submission, of the 2010A, General Conditions - Goods and Services (Medium Complexity). The contractor must provide invoices in PDF or Excel broken down by section as required.

6. Insurance

The contractor is responsible for deciding if insurance coverage is necessary to fulfill its obligation under the contract and to ensure compliance with any applicable law. Any insurance acquired or maintained by the contractor is at its own expense and for its own benefit and protection. It does not release the contractor from or reduce its liability under the contract.

Annex A – Statement of Work

1.0 Objective

The Canadian missions in the United States seek a company to supply and deliver office supplies on an as-needed basis to the participating missions. The participating missions are listed in Section 3.0 of this Statement of Work.

2.0 Scope of Work

Contractor will deliver office supplies to the mission locations listed below upon receipt of a call-up from the Identified User. Items which may be ordered by Identified Users include any and all items included in the Contractor's catalogue, in addition to the items listed in Annex B.

Delivery will be made to Identified Users located at the locations listed below.

All locations require 'door to door' delivery unless indicated otherwise below. (Please note all delivery will request a signature from a mission employee in order to approve and track the delivery)

Door-to-door delivery is defined as: to the main entrance of the Canadian Mission

Door-to-dock delivery is defined as: delivery to the loading dock and not to the front door

3.0 Participating Mission locations and Identified User Information (to be completed upon Contract award).

1) Canadian Embassy in Washington

501 Pennsylvania Ave. NW

Washington, DC 20001

Identified User name: _____

Identified User tel. number: _____

Identified User e-mail address: _____

Delivery type: Door to Delivery dock

2) Consulate General of Canada in Detroit

600 Renaissance Center, Suite 1100

Detroit, MI 482-43-1798

Identified User name: _____

Identified User tel. number: _____

Identified User e-mail address: _____

3) Consulate General of Canada in Chicago

Two Prudential Plaza

180 North Stetson Avenue, Suite 2400

Chicago, IL 60601

Identified User name: _____

Identified User tel. number: _____

Identified User e-mail address: _____

4) Consulate General of Canada in Boston

Three Copley Place, Suite 400

Boston, MA 02116

Identified User name: _____

Identified User tel. number: _____

Identified User e-mail address: _____

5) Consulate General of Canada in Dallas

500 N. Akard Street

Suite 2900

Dallas, TX 75201

Identified User name: _____

Identified User tel. number: _____

Identified User e-mail address: _____

6) Consulate General of Canada in Houston

5847 San Felipe Street, Suite 1700

Houston, Texas 77057

Identified User name: _____

Identified User tel. number: _____

Identified User e-mail address: _____

7) Consulate General of Canada in Palo Alto/San Francisco

580 California Street, 14th floor

San Francisco, CA 94104

Identified User name: _____

Identified User tel. number: _____

Identified User e-mail address: _____

8) Consulate General of Canada in New York City

1251 Avenue of the Americas

New York, NY 10020-1175

Identified User name: _____

Identified User tel. number: _____

Identified User e-mail address: _____

9) Permanent Mission of Canada to the Office of the United Nations in New York City

885 Second Ave, 14 Floor

New York, NY 10017

Identified User name: _____

Identified User tel. number: _____

Identified User e-mail address: _____

10) Consulate General of Canada in Denver

1625 Broadway, Suite 2600

Denver, CO 80202

Identified User name: _____

Identified User tel. number: _____

Identified User e-mail address: _____

11) Consulate General of Canada in Los Angeles

550 South Hope Street, 9th Floor

Los Angeles, CA 90071-2627

Identified User name: _____

Identified User tel. number: _____

Identified User e-mail address: _____

12) Consulate General of Canada in Miami

200 South Biscayne Blvd., Suite 1600

Miami, FL 33131

Identified User name: _____

Identified User tel. number: _____

Identified User e-mail address: _____

13) Consulate General of Canada in Minneapolis

701 Fourth Avenue South, Suite 901

Minneapolis, MN 55415-1899

Identified User name: _____

Identified User tel. number: _____

Identified User e-mail address: _____

14) Consulate General of Canada in Seattle

1501 4th Ave., Suite 600

Seattle, WA 98101

Identified User name: _____

Identified User tel. number: _____

Identified User e-mail address: _____

15) Consulate General of Canada in Atlanta

1175 Peachtree Street

100 Colony Square Suite 1700

Atlanta, GA 30361-6205

Identified User name: _____

Identified User tel. number: _____

Identified User e-mail address: _____

Delivery type: Door to door; loading dock cannot receive trucks taller than 13'

Annex B – Basis of Payment

Bidders must complete all three (3) charts listed in Section A, B and C below.

All pricing percentage discounts will be applied to all items of the same category in the suppliers published price list (online or printed catalogue) and for all future option periods. In the case of duplication pricing for certain items, the lowest price will apply.

A) List of 20 high-use office items

Product Category	Product Category Percentage discount(from published price list)
Fastening supplies	
Folders, Binders and indexes	
Labels	
Paper	
Packing Supplies	
Desk Supplies	
Tape	
Writing instruments	

B) Copy Paper

Copy Paper: *1 Box has 10 reams of paper of 5,000 sheets		
#	Item Description	1 Box * (USD)
1.	8 1/2 x 11, letter sized, copy paper: 100% recycled, White Smooth, 92 brightness	
2.	8 1/2 x 14, legal sized, copy paper, 100% recycled, White Smooth, 92 brightness	
3.	11 x 17, tabloid sized, Copy Paper, , 92 brightness, 100% recycled, 20lbs, White Smooth	
4.	8 1/2 x 11, letter sized, <i>copy paper</i> : 92 brightness, 30% recycled, 20lbs, **, <i>White Smooth</i>	
5.	8 1/2 x 14, <i>legal sized, copy paper</i> , 92 brightness, 30% recycled, 20lbs, **, <i>White Smooth</i>	

Copy Paper: *1 Box has 10 reams of paper of 5,000 sheets		
#	Item Description	1 Box * (USD)
6.	11 x 17, tabloid sized, copy paper, 92 brightness, 30% recycled, 20lbs, **, White Smooth	
Total (B)		(USD)

*Note: Pricing information for 30% recycled paper is being requested in this RFP, but will not be factored into the bidder's financial proposal. The bidder will be held to the quoted prices if awarded the final contract, but Embassy reserves the right to determine, at any point during the contract term, whether it will be ordering 100% recycled paper or 30% recycled paper.

C) Toner

#	Item Description	Unit	Unit Price (USD)
1.	Black toner For Lexmark X738 MFD (C736H1KG)	each	
2.	Cyan toner For Lexmark X738 MFD (C736H1GC)	each	
3.	Yellow toner For Lexmark X738 MFD (C736H1YG)	each	
4.	Magenta toner For Lexmark X738 MFD (C736H1MG)	each	
5.	photoconductor For Lexmark X738 MFD (C734X24G)	package of 4	
6.	Toner Waste For Lexmark X738 MFD Container (C734X77G)	each	
7.	Black toner for Lexmark X952de MFD (X950X2KG)	each	
8.	Cyan toner for Lexmark X952de MFD (X950X2CG)	each	
9.	Yellow toner for Lexmark X952de MFD (X950X2YG)	each	
10.	Magenta toner for Lexmark X952de MFD (X950X2MG)	each	
11.	photoconductor for Lexmark X952de MFD (C950X71G)	package of 4	
Total (C)		(USD)	

GRAND TOTAL = A+B+C = USD\$ _____