

**RETURN BIDS TO:**  
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## Bid Receiving - PWGSC / Réception des soumissions - TPSGC

**11 Laurier St. / 11, rue Laurier**

### Place du Portage, Phase III

### Core 0A1 / Noyau 0A1

## Gatineau

**Québec**

**K1A 0S5**

**Bid Fax: (819) 997-9776**

## Request For Supply Arrangement - Demande pour un arrangement en matière d'approvisionnement

Offer to: Department of Public Works and Government Services

We hereby offer to provide to Canada, as represented by the Minister of Public Works and Government Services, in accordance with the terms and conditions set out herein or attached hereto, the goods, services, and construction detailed herein and on any attached sheets.

Offre au: Ministère des Travaux publics et des Services  
gouvernementaux

Nous offrons par la présente de fournir au Canada, représenté par le ministre des Travaux publics et des Services gouvernementaux, aux conditions énoncées ou incluses par référence dans la présente et aux annexes ci-jointes, les biens, services et construction énumérés ici et sur toute feuille ci-annexée.

## 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

<b>Title - Sujet</b> Media Monitoring	
<b>Solicitation No. - N° de l'invitation</b> EN578-141942/A	<b>Date</b> 2013-12-18
<b>Client Reference No. - N° de référence du client</b> EN578-14-1942	<b>GETS Ref. No. - N° de réf. de SEAG</b> PW-\$\$CY-007-64228
<b>File No. - N° de dossier</b> cy007.EN578-141942	<b>CCC No./N° CCC - FMS No./N° VME</b>
<b>Solicitation Closes - L'invitation prend fin</b> <b>at - à 02:00 PM</b> <b>on - le 2014-01-20</b>	<b>Time Zone</b> <b>Fuseau horaire</b> Eastern Standard Time EST
<b>Delivery Required - Livraison exigée</b> See Herein	
<b>Address Enquiries to: - Adresser toutes questions à:</b> Westall, Susan	<b>Buyer Id - Id de l'acheteur</b> cy007
<b>Telephone No. - N° de téléphone</b> (613)949-8350 ( )	<b>FAX No. - N° de FAX</b> (613)991-5870
<b>Destination - of Goods, Services, and Construction:</b> <b>Destination - des biens, services et construction:</b> DEPARTMENT OF PUBLIC WORKS AND GOVERNMENT SERVICES CANADA PORTAGE III 6B1 11 LAURIER ST Gatineau Quebec K1A0S5 Canada	
<b>Security - Sécurité</b> This request for a Supply Arrangement does not include provisions for security. Cette Demande pour un arrangement ne comprend pas des dispositions en matière de sécurité.	

**Instructions: See Herein**

**Instructions: Voir aux présentes**

Vendor/Firm Name and Address Raison sociale et adresse du fournisseur/de l'entrepreneur	
Telephone No. - N° de téléphone Facsimile No. - N° 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

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## TABLE OF CONTENTS

### PART 1 - GENERAL INFORMATION

1. Introduction
2. Summary
3. Canadian Content
4. Debriefings
5. Key Terms

### PART 2 - SUPPLIER INSTRUCTIONS

1. Standard Instructions, Clauses and Conditions
2. Submission of Arrangements
3. Former Public Servant - Notification
4. Federal Contractors Program for Employment Equity - Notification
5. Enquiries - Request for Supply Arrangements
6. Applicable Laws
7. Environmental Considerations

### PART 3 - ARRANGEMENT PREPARATION INSTRUCTIONS

1. Arrangement Preparation Instructions

### PART 4 - EVALUATION PROCEDURES AND BASIS OF SELECTION

1. Evaluation Procedures
2. Basis of Selection

### PART 5 - CERTIFICATIONS

Certifications Precedent to Issuance of a Supply Arrangement and Certifications Required with the Arrangement

### PART 6 - SUPPLY ARRANGEMENT AND RESULTING CONTRACT CLAUSES

#### A. SUPPLY ARRANGEMENT

1. Arrangement
2. Standard Clauses and Conditions
3. Term of Supply Arrangement
4. Authorities
5. Identified Users
6. On-going Opportunity for Qualification
7. Limitation of Contract
8. Priority of Documents
9. Certifications
10. Applicable Laws

Solicitation No. - N° de l'invitation

EN578-141942/A

Amd. No. - N° de la modif.

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File No. - N° du dossier

CCC No./N° CCC - FMS No/ N° VME

EN578-14-1942

cy007EN578-141942

---

**B. BID SOLICITATION**

1. Bid Solicitation Documents
2. Bid Solicitation Process

**C. RESULTING CONTRACT CLAUSES**

1. General

**List of Annexes:**

Annex "A"	Statement of Work
Annex "B"	Basis of Payment
Annex "C"	Supply Arrangement Reporting Quarterly Usage Report
Annex "D"	List of Environmental Attributes
Annex "E"	Rated Requirements Evaluation Grid

## PART 1 - GENERAL INFORMATION

### 1. Introduction

The Request for Supply Arrangements (RFSA) is divided into six parts plus attachments and annexes, as follows:

- Part 1 General Information: provides a general description of the requirement;
- Part 2 Supplier Instructions: provides the instructions applicable to the clauses and conditions of the RFSA;
- Part 3 Arrangement Preparation Instructions: provides suppliers with instructions on how to prepare the arrangement to address the evaluation criteria specified;
- Part 4 Evaluation Procedures and Basis of Selection: indicates how the evaluation will be conducted, the evaluation criteria which must be addressed in the arrangement, the security requirement, and the basis of selection;
- Part 5 Certifications: includes the certifications to be provided; and
- Part 6 6A, Supply Arrangement, 6B, Bid Solicitation, and 6C, Resulting Contract Clauses:
  - 6A, includes the Supply Arrangement (SA) with the applicable clauses and conditions;
  - 6B, includes the instructions for the bid solicitation process within the scope of the SA;
  - 6C, includes general information for the conditions which will apply to any contract entered into pursuant to the SA.

The Annexes include the Statement of Work, Basis of Payment, Supply Arrangement Reporting Quarterly Usage Report, the Suppliers list of environmental attributes and the Rated Requirements Evaluation Grid.

### 2. Summary

- (i) Services included in this request for Supply Arrangement are as follows:
  1. Monitoring of National, regional and local daily, weekly and community newspapers in Canadian provinces or territories for the provision of summaries and news articles;
  2. Monitoring of Canadian and International ethnic print media for the provision of print summaries and news articles and/or monitoring of Canadian and International ethnic radio and television news and public affairs programming for the provision of broadcast summaries, transcripts, audio and video clips;
  3. Monitoring of National, regional and local radio and television news and public affairs programming broadcasting in Canadian provinces and territories for the provision of broadcast summaries; and
  4. Transcripts (verbatim **and/or** closed caption), audio and video clips of items from radio and television news and public affairs programming broadcasting in Canadian provinces and territories.

**BIDDERS MAY BID ON ONE OR MORE OF THE ABOVE SERVICE CATEGORIES. EACH SERVICE CATEGORY WILL BE EVALUATED SEPARATELY.**

- (ii) Authorized clients include all departments and agencies listed in schedules I through III of the Financial Administration Act;
- (iii) The period of the supply arrangement is from February 1, 2014 to January 31, 2019;  
  
The Nature of Proposed Procurement (NPP) will be published on the Government Electronic Tendering System (GETS) on an ongoing basis to allow suppliers to qualify for the Supply Arrangement at any time.
- (iv) The requirement is subject to the provisions of the Agreement on Internal Trade (AIT);
- (v) The requirement covered by the bid solicitation of any resulting supply arrangement may be subject to a preference for Canadian goods and/or services or may be limited to Canadian goods and/or services.

### **3 Canadian Content**

The goods and/or services covered by the Supply Arrangement may be limited to Canadian goods and/or services as defined in clause A3050T.

*SACC Manual* clause A3050T (2010-01-11) Canadian Content Definition

### **4. Debriefings**

Suppliers may request a debriefing on the results of the request for supply arrangements process. Suppliers should make the request to the Supply Arrangement Authority within 15 working days of receipt of the results of the request for supply arrangements process. The debriefing may be in writing, by telephone or in person.

### **5. Key Terms**

<b>Term</b>	<b>Description</b>
RFSA	Request for Supply Arrangement
Supply Arrangement (SA)	A Supply Arrangement (SA) is not a contract. Supply Arrangements are non-binding agreements between PWGSC or other government departments (arranged on their behalf by PWGSC) and suppliers to provide a range of goods or services on an as requested basis. A Supply Arrangement is a list of qualified suppliers identified as potential sources from which PWGSC or their clients, can solicit bids for specific requirements. Supply Arrangements include a set of predetermined terms and conditions that will apply to any subsequent contracts.

## **PART 2 - SUPPLIER INSTRUCTIONS**

### **1. Standard Instructions, Clauses and Conditions**

All instructions, clauses and conditions identified in the Request for Supply Arrangements (RFSA) 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.

Suppliers who submit an arrangement agree to be bound by the instructions, clauses and conditions of the RFSA and accept the clauses and conditions of the Supply Arrangement and resulting contract(s).

The 2008 (2013-06-01) Standard Instructions - Request for Supply Arrangements - Goods or Services, are incorporated by reference into and form part of the RFSA.

Subsection 5.4 of 2008, Standard Instructions - Request for Supply Arrangements - Goods or Services, is amended as follows:

Delete: sixty (60) days  
Insert: ninety (90) days

## **2. Submission of Arrangements**

Arrangements must be submitted only to Public Works and Government Services Canada (PWGSC) Bid Receiving Unit by the date, time and place indicated on page 1 of the Request for Supply Arrangements.

Transmission of arrangements by facsimile to PWGSC will be accepted.

## **3. Former Public Servant - Notification**

Service contracts awarded to former public servants in receipt of a pension or a lump sum payment must bear the closest public scrutiny and reflect fairness in the spending of public funds. Therefore, the bid solicitation will require that you provide information that, were you to be the successful bidder, your status with respect to being a former public servant in receipt of a pension or a lump sum payment, will be required to report this information on the departmental websites as part of the published proactive disclosure reports generated in accordance with Treasury Board policies and directives on Contracting Policy Notice 2012-2 and the Guidelines on the Proactive Disclosure of Contracts.

## **4. Federal Contractors Program for Employment Equity - Notification**

The Federal Contractors Program (FCP) for employment equity requires that some contractors make a formal commitment to Human Resources and Skills Development Canada (HRSDC) - Labour to implement employment equity. In the event that this Supply Arrangement would lead to a contract subject to the Federal Contractors Program (FCP) for employment equity, the bid solicitation and resulting contract templates would include such specific requirements. Further information on the Federal Contractors Program (FCP) for employment equity can be found on HRDCS-Labour's website.

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## 5. Enquiries - Request for Supply Arrangements

All enquiries must be submitted in writing to the Supply Arrangement Authority no later than seven (7) calendar days before the Request for Supply Arrangements (RFSA) closing date. Enquiries received after that time may not be answered. All enquiries must be submitted to: **susan.westall@pwgsc.gc.ca**

Suppliers should reference as accurately as possible the numbered item of the RFSA to which the enquiry relates. Care should be taken by suppliers 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 suppliers do so, so that the proprietary nature of the question is eliminated, and the enquiry can be answered with copies to all suppliers. Enquiries not submitted in a form that can be distributed to all suppliers may not be answered by Canada.

## 6. Applicable Laws

The Supply Arrangement (SA) and any contract awarded under the SA must be interpreted and governed, and the relations between the parties determined, by the laws in force in Ontario.

Suppliers may, at their discretion, substitute the applicable laws of a Canadian province or territory of their choice without affecting the validity of the arrangement, 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 suppliers.

## 7. Environmental Considerations

Canada is committed to greening its supply chain. In April 2006, Canada issued a policy directing federal departments and agencies 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>) by taking the necessary steps to acquire products and services that have a lower impact on the environment than those traditionally acquired.

Environmentally preferable goods and services are those that have a lesser or reduced impact on the environment over the life cycle of the good or service, when compared with competing goods or services serving the same purpose. Environmental performance considerations include, among other things: the reduction of greenhouse gas emissions and air contaminants; improved energy and water efficiency; reduced waste and support reuse and recycling; the use of renewable resources; reduced hazardous waste; and reduced toxic and hazardous substances.

In accordance with the Policy on Green Procurement, for this solicitation:

- 1- Suppliers are encouraged to offer or suggest green solutions whenever possible.
- 2- Suppliers should consider the complete lifecycle of products and services provided to favour strategies, processes, and materials that assure sustainable development.
- 3- Suppliers are requested to provide all correspondence including (but not limited to) documents, reports and invoices in electronic format unless otherwise specified by the Contracting Authority or Project Authority, thereby reducing printed material. If correspondence is not provided in electronic format, double-sided printing in black and white is strongly encouraged, whenever possible.

Solicitation No. - N° de l'invitation

EN578-141942/A

Amd. No. - N° de la modif.

Buyer ID - Id de l'acheteur

cy007

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File No. - N° du dossier

CCC No./N° CCC - FMS No/ N° VME

EN578-14-1942

cy007EN578-141942

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- 4- The paper format of the offer / arrangement should be certified as originating from a sustainable managed forest and/or with a minimum of 30% recycled content.
- 5- Suppliers should recycle (shred) unneeded copies of non-classified/secure documents (taking into consideration the Security Requirements).

## PART 3 - ARRANGEMENT PREPARATION INSTRUCTIONS

### 1. Arrangement Preparation Instructions

Canada requests that suppliers provide the arrangement in separately bound sections as follows:

Section I: Technical Arrangement (3 hard copies).

Section II: Certifications (1 hard copy)

Canada requests that suppliers follow the format instructions described below in the preparation of the arrangement.

- (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 Supply Arrangements.

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, suppliers should:

- 1) use 8.5 x 11 inch (216 mm x 279 mm) paper containing fibre 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 colour printing, printing double sided/duplex, using staples or clips instead of cerlox, duotangs or binders.

#### Section I: Technical Arrangement

In the technical arrangement, suppliers should explain and demonstrate how they propose to meet the requirements and how they will carry out the Work.

Bidders should indicate which service categories are included in their proposals by completing the following table:

Category	Description	Included in proposal (Y/N)
Category 1	Monitoring of Canadian print media	
Category 2	Monitoring of Canadian ethnic radio, television and print media	
Category 3	Monitoring of Canadian radio and television	
Category 4	Provision of verbatim <b>and/or</b> closed caption transcripts, audio and video from Canadian radio and television.	<b>Verbatim (Y/N):</b> <b>Closed Caption (Y/N):</b>

#### Section II: Certifications

Suppliers must submit the certifications required under Part 5.

## PART 4 - EVALUATION PROCEDURES AND BASIS OF SELECTION

## 1. Evaluation Procedures

- (a) Arrangements will be assessed in accordance with the entire requirement of the Request for Supply Arrangements including the technical and financial evaluation criteria.
- (b) An evaluation team composed of representatives of Canada will evaluate the arrangements.
- (c) The evaluation team will determine first if there are three (3) or more proposals with valid Canadian Content certification. In that event, the evaluation process will be limited to the proposals with the certification; otherwise, all proposals will be evaluated. If some of the proposals with a valid certification are declared non-responsive, or are withdrawn, and less than three responsive proposals with a valid certification remain, the evaluation will continue among those proposals with a valid certification. If all proposals with a valid certification are subsequently declared non-responsive, or are withdrawn, then all the other proposals received will be evaluated.

### 1.1. Technical Evaluation

Bidders are advised to address these requirements in the following order and in sufficient depth. An item not addressed in the proposal will be deemed as either not meeting the Mandatory Requirements or given zero points under the point rating system. Bidders are advised to address each evaluation criteria in sufficient depth to permit a complete analysis and assessment.

#### 1.1.1 Mandatory Technical Criteria

To be considered responsive, proposals must meet the mandatory requirements of this Request for Supply Arrangement as identified below. Proposals not meeting the mandatory requirements will be given no further consideration and will be declared non-responsive.

Bidders MUST demonstrate their ability to meet all of the following mandatory requirements as applicable for each of the service categories to which they are responding.

Bidders that do not demonstrate their ability to meet all mandatory requirements for a service category to which they are responding, will be deemed non-compliant for that service category.

### M.1 LANGUAGE CAPABILITIES

#### **FOR EACH OF THE SERVICE CATEGORIES (EXCEPT FOR CATEGORY 2):**

Bidders must provide high quality English and French language media materials.

To demonstrate this ability, bidders must describe how they are organized to provide high quality bilingual media materials.

**FOR SERVICE CATEGORY 2 ONLY:**

Bidders must provide high quality English and French language materials translated from non-English and non-French ethnic media. To demonstrate this ability, bidders must describe how they are organized to deliver high quality media monitoring materials translated into English and into French.

**M.2 EXPERIENCE****FOR EACH OF THE SERVICE CATEGORIES:**

Bidders must demonstrate a minimum of one (1) year experience providing services as outlined in the statement of work, within the last three (3) years from closing date of this RFSA. To demonstrate this experience, bidders must describe when and how the experience was obtained.

**M.3 PREVIOUS PROJECTS****FOR EACH OF THE SERVICE CATEGORIES:**

Bidders must have provided services outlined in the statement of work to a minimum of three (3) organizations within the last three (3) years (from closing date of this RFSA). Bidders must demonstrate they meet this requirement by providing the following information for each project:

- i. Organization name and contact information;
- ii. Project date; and
- iii. A description of the work performed.

The contact information may be used to verify the information provided.

*A total of three projects must be provided for each service category. For example, if the bidder is responding to four (4) categories of service, a total of 12 projects must be provided. Projects provided for one service category may be repeated for other service categories if they are applicable.*

**1.1.2 Point Rated Technical Criteria**

To be considered responsive Bidders MUST obtain a minimum 70% score for each of the point rated criteria (R1, R2, R3, R4) for each of the service categories to which they are responding. Bidders must also obtain a minimum overall score of 75% (90 points) of the total points available for R1, R2, R3 and R4 combined (120 points). Points scored for R5 (up to an additional 9 points) will be added to the bidders overall points scored.

Bidders that do not meet the minimum point rated criteria for a service category to which they are responding, will be deemed non-compliant for that service category.

**R.1 APPROACH AND METHODOLOGY (30 points / 21 points minimum)****FOR EACH OF THE SERVICE CATEGORIES:**

For each service category included in their proposal, bidders should provide sufficient detail to allow for a complete and full understanding of how tasks and activities will be undertaken to meet the requirements described in the statement of work.

Bidders should describe the approach and methodology that will be used in completing all aspects of the Statement of Work. The approach and methodology should demonstrate an understanding of the requirement. Bidders should demonstrate how they are organized to meet the deadline requirements identified in the statement of work as well as how the bidder is able to respond to urgent requests, changes in keywords and media sources. By whom, when and how client liaison will be maintained should also be described.

**R.2 EXPERIENCE AND EXPERTISE OF THE FIRM (30 points / 21 points minimum)****FOR EACH OF THE SERVICE CATEGORIES:**

For each service category included in their proposal, Bidders should outline their experience providing services described in the statement of work by providing details of three (3) previous projects completed or ongoing in the last three (3) years prior to the closing date of this RFSA. (if the bid includes descriptions of more than this number of projects, Canada will decide in its discretion which ones to evaluate)

Details should include a description of the work performed, turnaround times and the contact information (organization, contact name, email address and phone number).

The project must have been completed by the Bidder itself (and does not include the experience of any proposed subcontractor or any affiliate of the Bidder, or any corporate predecessor). However, several entities may combine their experience by submitting a bid as a joint venture; in that case, the bid can describe the previous experience of one or more joint venture members to meet the experience requirement – that is, one similar project could be described for one joint venture member and another different project could be described for another joint venture member, as long as the total number of projects is met (if two members of the joint venture worked on the same project, it will only be counted once).

**Note: Projects cited for one service category may be repeated for other service categories if applicable.**

**R.3 QUALITY CONTROL (30 points / 21 points minimum)****FOR EACH OF THE SERVICE CATEGORIES:**

For each service category included in their proposal, bidders should describe the quality control system in place to ensure all relevant media materials are captured, accurate and relevant to the department, and delivered on time. The Bidder should also outline a contingency plan that would be followed in case of system failure or unavailability of key personnel. The following information should be included:

- ✓ Quality control activities;
- ✓ Mechanisms and performance standards to ensure day-to-day operations;
- ✓ Back-up provisions;

**R4 – SCOPE OF COVERAGE (30 points / 21 points minimum)**

Bidders should submit source lists as follows for evaluation of scope of coverage:

**For Category 1:**

Bidders should provide a list of newspapers regularly monitored. Lists may be submitted in hardcopy, on CD, DVD or USB, and should include the name of the newspaper and where it is published (city and province).

**For Category 2:**

Bidders should provide a list of ethnic newspapers and a list of ethnic radio and television stations regularly monitored. Lists may be submitted in hardcopy or on CD, DVD or USB, and should include the name of the newspaper, language and where it is published (city and province).

**Category 3:**

Bidders should provide a list of radio and television stations regularly monitored. Lists may be submitted in hardcopy or on CD, DVD or USB, and should include province, city and station name.

**Category 4:***Verbatim transcripts, audio and video:*

Bidders should provide a list of radio and television stations for which they have access for the delivery of transcripts, audio and video items. Lists may be submitted in hardcopy or on CD, DVD or USB, and should include the province, city, station name and program name.

**AND/OR***Closed caption transcripts:*

Bidders should provide a list of television stations for which they provide access to closed caption transcripts in near real time. Lists may be submitted in hardcopy or on CD, DVD or USB, and should include the province, city and station name.

**R.5 ENVIRONMENTAL CONSIDERATIONS (9 POINTS)**

Bidders should 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 Supplier's premises is owned); and
- c) An existing or proposed action plan for materials/equipment sourcing (intended use of recycled or reused products, waste management strategy).

Provision of each of the above is worth three (3) points. Partial points will not be awarded.

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Bidders should also provide a listing of environmental attributes for its firm. This will not be evaluated but will form part of any resulting Supply Arrangement

## **2. Basis of Selection**

### **FOR EACH OF THE SERVICE CATEGORIES:**

1. To be declared responsive, a bid must:
  - (a) comply with all the requirements of the Request for Supply Arrangements; and
  - (b) meet all mandatory technical evaluation criteria; and
  - (c) obtain the required minimum of points for the technical evaluation criteria which are subject to point rating and the minimum overall score of the combined total points available for the technical evaluation criteria subject to point rating.
2. Bids not meeting (a), (b) or (c) above will be declared non-responsive.

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## PART 5 - CERTIFICATIONS

Suppliers must provide the required certifications and documentation to be issued a supply arrangement (SA).

The certifications provided by suppliers to Canada are subject to verification by Canada at all times. Canada will declare an arrangement non-responsive, or will declare a contractor in default, if any certification made by the Supplier is found to be untrue whether during the arrangement evaluation period, or during the period of any supply arrangement arising from this RFSA and any resulting contracts.

The Supply Arrangement Authority will have the right to ask for additional information to verify the Suppliers certifications. Failure to comply with this request will also render the arrangement non-responsive, or will constitute a default under the Contract.

### 1. Mandatory Certifications Required Precedent to Issuance of a Supply Arrangement

#### 1.1 Code of Conduct and Certifications - Related documentation

By submitting an arrangement, the Supplier certifies that the Supplier and its affiliates are in compliance with the Code of Conduct and Certifications - Arrangement in Section 01 of Standard Instructions 2008. The related documentation therein required will assist Canada in confirming that the certifications are true.

#### 1.2 Canadian Content Certification

This procurement is conditionally limited to Canadian services.

The Bidder certifies that:

( ) the services offered are Canadian services as defined in paragraph 4 of clause A3050T.

### 2. Additional Certifications Precedent to Issuance of a Supply Arrangement

The certifications listed below should be completed and submitted with the arrangement, but may be submitted afterwards. If any of these required certifications is not completed and submitted as requested, the Supply Arrangement Authority will so inform the Supplier and provide the Supplier with a time frame within which to meet the requirement. Failure to comply with the request of the Supply Arrangement Authority and meet the requirements within that time period will render the arrangement non-responsive.

#### 2.1 Suppliers Representation Certification

The Bidder represents and warrants that in performing the services detailed in this Supply Arrangement or in performing any work pursuant to this Supply Arrangement:

- 1) it shall not infringe or in any manner interfere with the copyright or other proprietary interest of any person, corporation or organization; and
- 2) it shall obtain an appropriate license or consent from the owner of any copyright or other proprietary interest with respect to the use of such interest to the extent which such license or consent may be required in order to enable it to lawfully perform the said services or work.

Solicitation No. - N° de l'invitation

EN578-141942/A

Amd. No. - N° de la modif.

File No. - N° du dossier

cy007EN578-141942

Buyer ID - Id de l'acheteur

cy007

CCC No./N° CCC - FMS No/ N° VME

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The Bidder further recognizes and acknowledges that this SA neither expressly nor implied authorized it, nor is intended to authorize it, to perform the services or work herein in a manner which constitutes an unlawful use of the copyright or other proprietary interest of any person, corporation or organization.

## **2.2 Education and Experience**

*SACC Manual* clause S1010T (2008-12-12) Education and Experience

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## PART 6 - SUPPLY ARRANGEMENT AND RESULTING CONTRACT CLAUSES

### A. SUPPLY ARRANGEMENT

#### 1. Arrangement

The Supply Arrangement covers the Work described in the Statement of Work at Annex A. The Supply Arrangement may be used to solicit bids for requirements to any location across the provinces and territories except the Comprehensive Land Claims Settlement Areas.

#### 2. Security Requirement

There is no security requirement applicable to this Supply Arrangement.

#### 3. Standard Clauses and Conditions

All clauses and conditions identified in the Supply Arrangement 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

2020 (2013-04-25) General Conditions - Supply Arrangement - Goods or Services, apply to and form part of the Supply Arrangement.

##### 3.2 Supply Arrangement Reporting

The Supplier must compile and maintain records on its provision of goods, services or both to the federal government under contracts resulting from the Supply Arrangement. This data must include all purchases paid for by a Government of Canada Acquisition Card.

The Supplier must provide this data in accordance with the reporting requirements detailed in Annex "C". If some data is not available, the reason must be indicated. If no goods or services are provided during a given period, the Supplier must still provide a "NIL" report.

The data must be submitted on a quarterly basis to the Supply Arrangement Authority.

The quarterly reporting periods are defined as follows:

1st quarter: April 1 to June 30;  
2nd quarter: July 1 to September 30;  
3rd quarter: October 1 to December 31;  
4th quarter: January 1 to March 31.

The data must be submitted to the Supply Arrangement Authority no later than fifteen (15) calendar days after the end of the reporting period.

#### **4. Term of Supply Arrangement**

##### **4.1 Period of the Supply Arrangement**

The period for awarding contracts under the Supply Arrangement is from February 1, 2014 to January 31, 2019.

#### **5. Authorities**

##### **5.1 Supply Arrangement Authority**

The Supply Arrangement Authority is:

Susan Westall  
Supply Team Leader  
Public Works and Government Services Canada  
Public Opinion Research and Media Monitoring Procurement Section  
Constitution Square I - Floor: 12th Floor - Room: 32 360 Albert Street  
Ottawa, Ontario K1A 0S5  
Telephone : 613-949-8350  
Fax : 613-991-5870  
E-mail : susan.westall@tpsgc-pwgsc.gc.ca

The Supply Arrangement Authority is responsible for the issuance of the Supply Arrangement, its administration and its revision, if applicable.

##### **5.2 Suppliers Representative**

#### **6. Identified Users**

The Identified Users include any government department, agency or Crown Corporation listed in Schedules I, I.1, II, III, of the *Financial Administration Act*, R.S., 1985, c. F-11.

#### **7. On-going Opportunity for Qualification**

The Nature of Proposed Procurement (NPP) will be published on the Government Electronic Tendering System (GETS) on an ongoing basis to allow suppliers to qualify for the Supply Arrangement at any time.

#### **8. Limitation of Contracts**

Individual contracts against this Supply Arrangement must not exceed a total value of \$750,000 (Harmonized Sales Tax included)

#### **9. 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 articles of the Supply Arrangement;
- (b) the general conditions 2020 (2013-04-25) General Conditions - Supply Arrangement - Goods or Services

- 
- (c) Annex "A"- Statement of Work;
  - (d) Annex "B"- Basis of Payment;
  - (e) the Supplier's arrangement dated \_\_\_\_\_

## **10. Certifications**

### **10.1 Compliance**

Compliance with the certifications and related documentation provided by the Supplier in the arrangement is a condition of the Supply Arrangement (SA) and subject to verification by Canada during the term of the SA and of any resulting contract that would continue beyond the period of the SA. If the Supplier does not comply with any certification, provide the related documentation or if it is determined that any certification made by the Supplier in the arrangement is untrue, whether made knowingly or unknowingly, Canada has the right to terminate any resulting contract for default and suspend or cancel the SA.

## **11. Applicable Laws**

The Supply Arrangement (SA) and any contract resulting from the SA must be interpreted and governed, and the relations between the parties determined, by the laws in force in Ontario.

## B. BID SOLICITATION

### 1. Bid Solicitation Documents

Canada will use the bid solicitation templates Simple, for low dollar value requirements; MC for medium complexity requirements; HC for more complex requirements, available in the *Standard Acquisition Clauses and Conditions Manual* (<https://buyandsell.gc.ca/policy-and-guidelines/standard-acquisition-clauses-and-conditions-manual>) based on the estimated dollar value and complexity of the requirement.

The bid solicitation will contain as a minimum the following:

- (a) a complete description of the Work to be performed;
- (b) 2003, Standard Instructions - Goods or Services - Competitive Requirements; or 2004, Standard Instructions - Goods or Services - Non-competitive Requirements;

Bidders who are incorporated or who are a sole proprietorship, including those bidding as a joint venture, have already provided a list of names of all individuals who are directors of the Bidder, or the name of the owner, at the time of submitting an arrangement under the Request for Supply Arrangement (RFSA). These bidders must diligently maintain this list up-to-date by informing Canada in writing of any change occurring during the validity period of the bid as well as during the period of any contract arising from this bid solicitation.

Canada may, at any time, request that a Bidder provide properly completed and Signed Consent Forms (Consent to a Criminal Record Verification form - PWGSC-TPSGC 229) for any or all individuals aforementioned within the time specified. Failure to provide such Consent Forms within the time period provided will result in the bid being declared non-responsive.)

- (c) bid preparation instructions;
- (d) instructions for the submission of bids (address for submission of bids, bid closing date and time);
- (e) evaluation procedures and basis of selection;
- (f) certifications;
- (g) conditions of the resulting contract.

### 2. Bid Solicitation Process

**2.1** Bids will be solicited for specific requirements within the scope of the Supply Arrangement (SA) from suppliers who have been issued a SA.

**2.2** The bid solicitation will be sent directly to suppliers.

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## 2.3 Procedures to issue contracts

### 2.3.1 Contractor selection for requirements valued at under \$25,000 (HST included)

Identified Users/Departmental Authority or PWGSC Supply Arrangement Authority will send a Request for Quotation (RFQ) or a Request for Proposal (RFP) to the supply arrangement(s) holder of their choice (based on the Government Contracting Regulations Part 1, Section 6 (b) - contracting authority may enter into a contract without soliciting bids where the estimated expenditure does not exceed (i) \$25,000) or **according to their Departmental/Agency policies and procedures**, using the Supply Arrangement holder list.

### 2.3.2 Contractor selection for requirements valued at over \$25,000

The PWGSC Supply Arrangement Authority will issue a Request for Quotation (RFQ) or a Request for Proposal (RFP) for the specific requirements within the scope of the Supply Arrangement to all the firms on the Supply Arrangement holder list.

## C. RESULTING CONTRACT CLAUSES

### 1. General

The conditions of any contract awarded under the Supply Arrangement will be in accordance with the resulting contract clauses of the template used for the bid solicitation.

For any contract to be awarded using the template:

- (a) **Simple** (for low dollar value requirements), general conditions 2029 will apply to the resulting contract;
- (b) **HC** (for higher complexity requirements), general conditions 2035 will apply to the resulting contract.

The above templates 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.

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**ANNEX "A"****STATEMENT OF WORK****1. BACKGROUND**

Media Monitoring is a critical function in the support of a department's effort to identify and track current and emerging public issues and trends as reported in the media. An integral part of media monitoring is performed through the monitoring of print and broadcast media.

**2. OBJECTIVES**

To provide one or more of the following media monitoring services:

1. Monitoring of National, regional and local daily, weekly and community newspapers in Canadian provinces or territories for the provision of summaries and news articles;
2. Monitoring of Canadian and International ethnic print media for the provision of print summaries and news articles and/or monitoring of Canadian and International ethnic radio and television news and public affairs programming for the provision of broadcast summaries, transcripts, audio and video clips;
3. Monitoring of National, regional and local radio and television news and public affairs programming broadcasting in Canadian provinces and territories for the provision of broadcast summaries; and
4. Transcripts (verbatim and/or closed caption), audio and video clips of items from radio and television news and public affairs programming broadcasting in Canadian provinces and territories.

Contractors may bid on one or more of the above service categories.

**3. SCOPE AND TASKS****3.1 Category 1: Monitoring of Canadian Print Media****3.1.1 Requirement**

Monitoring of Canadian daily, weekly and community French and English language newspapers for articles, or summaries of relevant articles, according to keywords and subjects of interest as defined by the Project Authority.

The Contractor must deliver or provide access to articles or article summaries via the Internet, FTP or e-mail. If electronic copies are not available, articles must be sent by fax. Summaries of articles must be in electronic format.

### 3.1.2 Specifications

News articles or article summaries must contain at a minimum:

- Name of publication
- Publication date
- Page number
- Headline
- Byline
- Full text of the article or a summary of the article as requested by the Project Authority.

Summaries of articles must be in the same language as the originating article.

### 3.1.3 Turnaround Times

Turnaround times for articles and article summaries will be specified for each resulting requirement. The following minimum standards for turnaround times are required:

Description	Deliverable	Turnaround time for issues published Mon through Friday	Turnaround time for issues published on Sat, Sun and statutory holidays
Major daily Newspapers	Full article	7:00 a.m. the day of publication	7:00 a.m. the following business day
	Article summary	8:00 a.m. the day of publication	8:00 a.m. the following business day
Regional daily newspapers	Full article	12:00 noon the day of publication	7:00 a.m. the following business day
	Article summary	8:00 a.m. the following business day	8:00 a.m. the following business day
Weekly and community newspapers from major centers <sup>1</sup>	Full article	Within 5 days of publication	
	Article summary	Within 5 days of publication	
Weekly and community newspapers from outside major centers <sup>2</sup>	Full article	Within 7 days of publication <sup>2</sup>	
	Article summary	Within 7 days of publication <sup>2</sup>	

## For Article Summaries only:

Following receipt of article summaries, the Project Authority may, on an 'as and when requested basis, require access to the full article. The full article must be available to the Project Authority within two (2) hours of request if the request is placed during business hours (Monday through Friday from 6:00 a.m. to 6:00 p.m.) or by 8:00 a.m. the following business day for requests placed outside of business hours.

*Note: The times listed above are Eastern Standard Time*

<sup>1</sup>Major centers include all metropolitan areas of Canada with a population greater than 100,000

<sup>2</sup>The Contractor must provide upon request a list of sources where the turnaround time cannot be met due to geographic location, time zones and delivery methods

## 3.2 Category 2: Monitoring of Canadian and International Ethnic Media

### 3.2.1 Print Monitoring

Monitoring of Canadian and International Ethnic Print Media for articles or summaries of articles, according to keywords and subjects of interest as defined by the Project Authority.

The Contractor must deliver or provide access to relevant articles or article summaries via the Internet, FTP or e-mail. If electronic copies are not available, articles must be sent by fax. Summaries of articles must be in electronic format.

#### 3.2.1.1 Specifications

##### News Articles

News Articles must contain at a minimum:

- Name of publication
- Publication date
- Page number
- Headline
- Full text of the article

The Project Authority may, on an as and when requested basis, require full translation of news articles from publications that are neither French nor English.

##### Print Summaries

Language:

- Summaries of articles from English publications must be in English;
- Summaries of articles from French publications must be in French;
- Summaries of articles from publications that are neither English nor French must be translated from the language of origin into either English or French as defined by the Project Authority.

Print summaries must contain at a minimum:

- Name of publication
- Publication date
- Page number
- Headline
- Language of Origin
- A summary of the article

### 3.2.1.2 Turnaround Times

Turnaround times for articles and article summaries will be specified for each resulting requirement. The following minimum standards for turnaround times are required:

Description	Deliverables	Turnaround time
Daily newspapers	Full article or article summary or translated article summary	Within 5 days of publication
Weekly and community newspapers from major centers <sup>1</sup>	Full article or article summary or translated article summary	Within 7 days of publication
Weekly and community newspapers from outside major centers <sup>2</sup>	Full article or article summary or translated article summary	Within 14 days of publication <sup>2</sup>

**Note:**

Following receipt of article summaries, the Project Authority may, on an 'as and when requested basis, require access to the full article in the language of origin or translated into English or French. The full article must be available to the Project Authority within two (2) hours of request if the request is placed during business hours (Monday through Friday from 6:00 a.m. to 6:00 p.m.) or by 8:00 a.m. the following business day for requests placed outside of business hours. Articles requiring translation must be available to the Project Authority within 24 hours of request.

*Note: The times listed above are Eastern Standard Time*

<sup>1</sup>Major centers include all metropolitan areas of Canada with a population greater than 100,000

<sup>2</sup>The Contractor must provide upon request a list of sources where the turnaround time cannot be met due to geographic location, time zones and delivery methods

### 3.2.2 Monitoring News and Public Affairs Programming

Monitoring of Canadian and International Ethnic Radio and Television programming as requested by the Project Authority for the delivery of summaries according to keywords and subjects of interest defined by the Project Authority. Verbatim transcripts, translation of transcripts, audio and video clips are also required on an 'as and when requested' basis.

The Contractor should maintain a video and audio archive of a minimum period of one month in order to provide transcripts, audio and video clips of items that have aired up to one-month prior to the day of request.

#### 3.2.2.1 Specifications

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Summaries and transcripts from English broadcasts must be written in English. Summaries and transcripts from French broadcasts must be written in French. Summaries and transcripts from broadcasts that are neither English nor French must be translated from the language of origin to either English or French as defined by the Project Authority.

### **Summaries**

The Contractor must deliver or provide access to relevant summaries via the Internet, FTP or e-mail.

Summaries must contain at a minimum:

- Air time and date;
- Length;
- Language of origin;
- City, station and program;
- Headline or keywords (search term); and
- Brief description of content including interviewees.

### **Transcripts**

All transcripts must include the date and time of broadcast, program name, length of the program and language of origin, station, city, reporter(s) and interviewee(s).

Transcripts must be delivered electronically via the Internet, FTP or e-mail.

### **Audio/Video clips**

The Contractor must provide audio and video clips electronically via email or FTP as well as on audiocassette, videocassette, CDROM and DVD.

Audio and video items must be labelled with the date, station, city, program, item length, broadcast time and headline.

#### **3.2.2.2 Turnaround Times**

Turnaround times for relevant summaries, transcripts, audio and video items will be specified for each resulting requirement. The following minimum standards for turnaround times are required:

## Summaries

Description	Broadcast time	Turnaround time for Mon to Thu broadcasts	Turnaround time for Fri broadcasts	Turnaround time for Sat, Sun and statutory holiday broadcasts
Summaries from National radio and television network programming	Between 6 a.m. and 6 p.m. daily	Within 4 hours of broadcast time <sup>3</sup>	Within 4 hours of broadcast time <sup>3</sup>	7:00 a.m. the following business day <sup>3</sup>
	After 6:00 p.m. daily	Next day by 7:00 a.m. <sup>3</sup>	Monday by 7:00 a.m. <sup>3</sup>	7:00 a.m. the following business day <sup>3</sup>
Summaries from radio and television programming airing on stations in major centres <sup>1</sup>	Between 6 a.m. and 6 p.m. daily	Within 6 hours of broadcast time <sup>3</sup>	Within 6 hours of broadcast time <sup>3</sup>	10:00 a.m. the following business day <sup>3</sup>
	After 6:00 p.m. daily	Next day by 10:00 a.m.	Monday by 10:00 a.m.	10:00 a.m. on the following business day
Summaries from radio and television programming airing on stations outside major centres <sup>2</sup>	Between 6 a.m. and 6 p.m. daily	Within 8 hours of broadcast time <sup>3</sup>	Within 8 hours of broadcast time <sup>3</sup>	12:00 p.m. the following business day <sup>3</sup>
	After 6:00 p.m. daily	Next day by 12:00 p.m. <sup>3</sup>	Monday by 12:00 p.m. <sup>3</sup>	12:00 p.m. on the following business day <sup>3</sup>

<sup>1</sup>Major centers include all metropolitan areas with a population greater than 100,000

<sup>2</sup>The Contractor must provide upon request a list of sources where the turnaround time cannot be met due to geographic location and time zones

<sup>3</sup>Summaries that require translation (from non-English and non-French broadcasts) must be delivered within 24 hours of this turnaround time

**Transcripts**

<b>Region</b>	<b>Description</b>	<b>Turnaround time for items under 5 mins in length</b>	<b>Turnaround time for items between 5 and 10 mins in length</b>	<b>Turnaround time for items between 10 and 15 mins in length</b>
National radio and television network programming	Ordered between 6:00 a.m. and 6 p.m. Mon-Fri	Within 3 hours of request	Within 4 hours of request	Within 5 hours of request
	Ordered after 6:00 p.m. Mon-Thu	Next day by 8:00 a.m.	Next day by 8:00 a.m.	Next day by 8:00 a.m.
	Ordered after 6:00 p.m. on Friday, or on Saturdays and Sundays	Monday by 8:00 a.m.	Monday by 8:00 a.m.	Monday by 8:00 a.m.
Radio and television programming airing on stations in major centres <sup>1</sup>	Ordered between 6:00 a.m. and 6 p.m. Mon-Fri	Within 4 hours of request	Within 5 hours of request	Within 6 hours of request
	Ordered after 6:00 p.m. Mon-Thu	Next day by 8:00 a.m.	Next day by 8:00 a.m.	Next day by 8:00 a.m.
	Ordered after 6:00 p.m. on Friday, or on Saturdays and Sundays	Monday by 8:00 a.m.	Monday by 8:00 a.m.	Monday by 8:00 a.m.
Radio and television programming airing on stations outside major centres <sup>2</sup>	Ordered between 6:00 a.m. and 6 p.m. Mon-Fri	Within 6 hours of request	Within 7 hours of request	Within 8 hours of request
	Ordered after 6:00 p.m. Mon-Thu	Next day by 12:00 noon	Next day by 12:00 noon	Next day by 12:00 noon
	Ordered after 6:00 p.m. on Friday, or on Saturdays and Sundays	Monday by 12:00 noon	Monday by 12:00 noon	Monday by 12:00 noon

For items over 15 minutes in length, the turnaround time is to be determined at the time of the request.

The turnaround time for transcripts requiring translation (from non-English and non-French broadcasts) will be determined at the time of the request.

<sup>1</sup>Major centers include all metropolitan areas with a population greater than 100,000

<sup>2</sup>The Contractor must provide upon request a list of sources where the turnaround time cannot be met due to geographic location and time zones

### **Audio/Video Items**

The following turnaround times do not include the time required for delivery to destination.

Region	Description	Turnaround time for items under 10 minutes in length	Turnaround time for items between 10 and 20 minutes in length	Turnaround time for items between 20 and 30 minutes in length
National radio and television network programming	Ordered between 6:00 a.m. and 6 p.m. Mon-Fri	Within 3 hours of request	Within 4 hours of request	Within 5 hours of request
	Ordered after 6:00 p.m. Mon-Thu	Next day by 8:00 a.m.	Next day by 8:00 a.m.	Next day by 8:00 a.m.
	Ordered after 6:00 p.m. on Friday, or on Saturdays and Sundays	Monday by 8:00 a.m.	Monday by 8:00 a.m.	Monday by 8:00 a.m.
Radio and television programming airing on stations in major centres <sup>1</sup>	Ordered between 6:00 a.m. and 6 p.m. Mon-Fri	Within 4 hours of request	Within 5 hours of request	Within 6 hours of request
	Ordered after 6:00 p.m. Mon-Thu	Next day by 8:00 a.m.	Next day by 8:00 a.m.	Next day by 8:00 a.m.
	Ordered after 6:00 p.m. on Friday, or on Saturdays and Sundays	Monday by 8:00 a.m.	Monday by 8:00 a.m.	Monday by 8:00 a.m.
Radio and television programming airing on stations outside major centres <sup>2</sup>	Ordered between 6:00 a.m. and 6 p.m. Mon-Fri	Within 6 hours of request	Within 7 hours of request	Within 8 hours of request
	Ordered after 6:00 p.m. Mon-Thu	Next day by 12:00 noon	Next day by 12:00 noon	Next day by 12:00 noon
	Ordered after 6:00 p.m. on Friday, or on Saturdays and Sundays	Monday by 12:00 noon	Monday by 12:00 noon	Monday by 12:00 noon

For items over 30 minutes in length, the turnaround time is to be determined at the time of the request.

<sup>1</sup>Major centers include all metropolitan areas with a population greater than 100,000

<sup>2</sup>The Contractor must provide upon request a list of sources where the turnaround time cannot be met due to geographic location and time zones

### 3.3 Category 3: Monitoring of Canadian Radio and Television News and Public Affairs Programming

#### 3.3.1 Requirement

Monitoring of news and public affairs programming from Canadian radio and television networks for items according to keywords and subjects of interest as defined by the Project Authority.

The Contractor must deliver or provide access to summaries of relevant items via the Internet, FTP or e-mail.

#### 3.3.2 Specifications

Summaries must be in the language of the broadcast and contain the following:

- Air time and date;
- City, station and program;
- Headline or keywords (search term); and
- Brief description of content including interviewees.

#### 3.3.3 Turnaround Times

Turnaround times for relevant summaries will be specified for each resulting requirement. The following minimum standards for turnaround times are required:

Description	Broadcast time	Turnaround time for Mon to Thu broadcasts	Turnaround time for Fri broadcasts	Turnaround time for Sat, Sun and statutory holiday broadcasts
Summaries from National radio and television network programming	Between 6 a.m. and 6 p.m. daily	Within 4 hours of broadcast time	Within 4 hours of broadcast time	7:00 a.m. on the following business day
	After 6:00 p.m. daily	Next day by 7:00 a.m.	Monday by 7:00 a.m.	7:00 a.m. on the following business day
Summaries from radio and television programming airing on stations in major centres <sup>1</sup>	Between 6 a.m. and 6 p.m. daily	Within 6 hours of broadcast time	Within 6 hours of broadcast time	8:00 a.m. on the following business day

Description	Broadcast time	Turnaround time for Mon to Thu broadcasts	Turnaround time for Fri broadcasts	Turnaround time for Sat, Sun and statutory holiday broadcasts
	After 6:00 p.m. daily	Next day by 8:00 a.m.	Monday by 8:00 a.m.	8:00 a.m. on the following business day
Summaries from radio and television programming airing on stations outside major centres <sup>2</sup>	Between 6 a.m. and 6 p.m. daily	Within 8 hours of broadcast time	Within 8 hours of broadcast time	12:00 p.m. on the following business day
	After 6:00 p.m. daily	Next day by 12:00 p.m.	Monday by 12:00 p.m.	12:00 p.m. on the following business day

*Note: The times listed above are Eastern Standard Time*

<sup>1</sup>Major centers include all metropolitan areas of Canada with a population greater than 100,000

<sup>2</sup>The Contractor must provide upon request a list of stations where the turnaround time cannot be met due to geographic location and time zones.

### 3.3.4 Special Requests - Monitoring of Talk Radio

On an as and when requested basis, the Contractor must monitor specific talk radio programs for the provision of broadcast summaries including an overview paragraph summarizing subject specific issues broadcast during the program. The Contractor must have the ability to include air time by subject and tone from the host/guests/callers for each broadcast summary provided

## 3.4 Category 4: Transcription, audio and video clips of Canadian Broadcast Media

### 3.4.1 Verbatim Transcripts

The Contractor must provide verbatim transcripts (not closed captioning) from Canadian radio and television programming on an 'as and when requested' basis or on an automatic basis according to defined keywords and stations.

All transcripts must be verbatim in the language of the broadcast and include the date, time of broadcast, program name, and length of the program, station, city, reporter(s) and interviewee(s).

Transcripts must be delivered electronically via the Internet, FTP or e-mail.

#### 3.4.1.1 Turnaround Times

Turnaround times for delivery of transcripts will be specified for each resulting requirement. The following minimum standards for turnaround times are required:

Region	Description	Turnaround time for items under 5 minutes in length	Turnaround time for items between 5 and 10 minutes in length	Turnaround time for items between 10 and 15 minutes in length
National radio and television network programming	Ordered between 6:00 a.m. and 6 p.m. Mon-Fri	Within 3 hours of request	Within 4 hours of request	Within 5 hours of request
	Ordered after 6:00 p.m. Mon-Thu	Next day by 8:00 a.m.	Next day by 8:00 a.m.	Next day by 8:00 a.m.
	Ordered after 6:00 p.m. on Friday, or on Saturdays and Sundays	Monday by 8:00 a.m.	Monday by 8:00 a.m.	Monday by 8:00 a.m.
Radio and television programming airing on stations in major centres <sup>1</sup>	Ordered between 6:00 a.m. and 6 p.m. Mon-Fri	Within 4 hours of request	Within 5 hours of request	Within 6 hours of request
	Ordered after 6:00 p.m. Mon-Thu	Next day by 8:00 a.m.	Next day by 8:00 a.m.	Next day by 8:00 a.m.
	Ordered after 6:00 p.m. on Friday, or on Saturdays and Sundays	Monday by 8:00 a.m.	Monday by 8:00 a.m.	Monday by 8:00 a.m.
Radio and television programming airing on stations outside major centres <sup>2</sup>	Ordered between 6:00 a.m. and 6 p.m. Mon-Fri	Within 6 hours of request	Within 7 hours of request	Within 8 hours of request
	Ordered after 6:00 p.m. Mon-Thu	Next day by 12:00 noon	Next day by 12:00 noon	Next day by 12:00 noon
	Ordered after 6:00 p.m. on Friday, or on Saturdays and Sundays	Monday by 12:00 noon	Monday by 12:00 noon	Monday by 12:00 noon

*For items over 15 minutes in length, the turnaround time is to be determined at the time of the request.*

<sup>1</sup>Major centers include all metropolitan areas of Canada with a population greater than 100,000

<sup>2</sup>The Contractor must provide upon request a list of stations where the turnaround time cannot be met due to geographic location and time zones.

### 3.4.2 Audio and video clips

The Contractor must provide audio and video clips on an 'as and when requested' basis or on an automatic basis according to defined keywords and stations.

The Contractor must maintain a video and audio archive of a minimum of one month in order to deliver or provide access to transcripts of items that have aired up to one-month prior to the day of request.

The Contractor must provide audio and video clips electronically via email or FTP as well as on CDROM, VHS cassette or DVD.

#### 3.4.2.1 Turnaround Times

Turnaround times for delivery of audio and video clips will be specified for each resulting requirement. The following minimum standards for turnaround times are required.

Turnaround times do not include the time required for delivery to destination.

Region	Description	Turnaround time for items under 10 minutes in length	Turnaround time for items between 10 and 20 minutes in length	Turnaround time for items between 20 and 30 minutes in length
National radio and television network programming	Ordered between 6:00 a.m. and 6 p.m. Mon-Fri	Within 3 hours of request	Within 4 hours of request	Within 5 hours of request
	Ordered after 6:00 p.m. Mon-Thu	Next day by 8:00 a.m.	Next day by 8:00 a.m.	Next day by 8:00 a.m.
	Ordered after 6:00 p.m. on Friday, or on Saturdays and Sundays	Monday by 8:00 a.m.	Monday by 8:00 a.m.	Monday by 8:00 a.m.
Radio and television programming airing on stations in major centres <sup>1</sup>	Ordered between 6:00 a.m. and 6 p.m. Mon-Fri	Within 4 hours of request	Within 5 hours of request	Within 6 hours of request
	Ordered after 6:00 p.m. Mon-Thu	Next day by 8:00 a.m.	Next day by 8:00 a.m.	Next day by 8:00 a.m.
	Ordered after 6:00 p.m. on Friday, or on Saturdays and Sundays	Monday by 8:00 a.m.	Monday by 8:00 a.m.	Monday by 8:00 a.m.
Radio and television programming airing on stations outside major centres <sup>2</sup>	Ordered between 6:00 a.m. and 6 p.m. Mon-Fri	Within 6 hours of request	Within 7 hours of request	Within 8 hours of request

Region	Description	Turnaround time for items under 10 minutes in length	Turnaround time for items between 10 and 20 minutes in length	Turnaround time for items between 20 and 30 minutes in length
	Ordered after 6:00 p.m. Mon-Thu	Next day by 12:00 noon	Next day by 12:00 noon	Next day by 12:00 noon
	Ordered after 6:00 p.m. on Friday, or on Saturdays and Sundays	Monday by 12:00 noon	Monday by 12:00 noon	Monday by 12:00 noon

*For items over 30 minutes in length, the turnaround time is to be determined at the time of the request.*

<sup>1</sup>Major centers include all metropolitan areas of Canada with a population greater than 100,000

<sup>2</sup>The Contractor must provide upon request a list of stations where the turnaround time cannot be met due to geographic location and time zones.

### 3.4.3 Closed caption transcripts in near real time

The Contractor must deliver or provide electronic access to closed caption transcripts in near-real time, on an automatic basis according to defined keywords and stations, from national, regional and local television stations from across Canada.

Near real time is defined as the delay in time required for electronic communication and automatic data processing. This implies that there are no significant delays. Transcripts must be available within minutes of the end of a broadcast, as soon as they are available and no later than 10 minutes following the end of the broadcast.

The contractor must electronically deliver or provide access, to hand-held device or desktop, news alerts with items of interest to the Project Authority (based on keywords determined by the Project Authority) within minutes of posting and containing either the full closed caption transcript, or a portion of the transcript with the option to view the full closed caption transcript.

The Contractor must provide the ability for the Project Authority to create and manage their own keyword searches which will automatically and continuously filter the closed caption transcripts; and to quickly scan search results.

#### 3.4.3.1 Video

The Contractor should provide electronic access to video clips within minutes of airtime.

#### 3.4.3.1 Archive

The Contractor should provide electronic access to a searchable archive of closed caption transcripts and video.

## 4. CONSTRAINTS

The Contractor must have a system in place to monitor the required sources according to keywords defined by the Project Authority. Modifications to keywords, as defined by the Project Authority, must be implemented within 24 hours of request.

The Contractor must have a backup procedure in place in the event that the normal method of delivery or access of media materials is not available. Backup procedures must include automatic notification describing the nature of the problem, corrective action being taken and an estimate of the time at which the service will resume.

On request, the Contractor must provide the Project Authority with a current list of sources monitored.

From the Contractors list of sources, the Project Authority as required may add or remove sources to be monitored. Sources must be added or removed within 24 hours of request.

## **5. SPECIAL REQUESTS**

The Project Authority may require the Contractor to respond to special requests including:

- Archival research for coverage of past events;
- Delivery of services on weekends and statutory holidays;
- Archival research for specific broadcast or print items on radio or television stations or newspapers not included as sources to be monitored as described in the statement of work of resulting contracts;
- Archival research for specific broadcast items or newspaper articles covering subjects or events not included as keywords regularly monitored as defined by the Project Authority; and
- Archival research for broadcast items for the purposes of transcription or audio/video copy where the Project Authority has limited information on the station, program, date or time of the broadcast.

Prior to the commencement of any archival research, the Contractor must provide a written estimate of the time and cost for the research, which must be agreed to in writing by the Project Authority.

## **6. CUSTOMER SUPPORT**

The Contractor should be available to respond to requests from the Project Authority (or authorized representative) between 6:00 a.m. and 11:00 p.m. EST Monday through Friday and from 7:00 a.m. until 6:00 p.m. on weekends and holidays.

The Contractor must be available to attend progress meetings either in person or by teleconference on a regular basis or as requested according to the requirements defined by the Project Authority.

The Contractor, on an ongoing basis, must work with the Project Authority to ensure relevant media material is being delivered.

## **7. ENVIRONMENTAL CONSIDERATIONS**

All non-electronic correspondence and deliverables should be certified as originating from a sustainable managed forest and/or with a minimum of 30% recycled content and processed chlorine free, whenever possible. Double-sided photocopying will be the default unless otherwise specified by the Project or Contracting Authority. Photocopied documents are to be in black and white format unless otherwise specified.

Solicitation No. - N° de l'invitation

EN578-141942/A

Amd. No. - N° de la modif.

Buyer ID - Id de l'acheteur

cy007

Client Ref. No. - N° de réf. du client

File No. - N° du dossier

CCC No./N° CCC - FMS No/ N° VME

EN578-14-1942

cy007EN578-141942

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## **ANNEX "B"**

### **BASIS OF PAYMENT**

Pricing will be treated separately for each resulting request for quotation (RFQ) or request for proposals (RFP) and will be part of the Bid Solicitation Documents.

Solicitation No. - N° de l'invitation

EN578-141942/A

Amd. No. - N° de la modif.

Buyer ID - Id de l'acheteur

cy007

Client Ref. No. - N° de réf. du client

File No. - N° du dossier

CCC No./N° CCC - FMS No/ N° VME

EN578-14-1942

cy007EN578-141942

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## ANNEX "C"

### SUPPLY ARRANGEMENT REPORTING

<b>Supply Arrangement Number:</b>				
<b>Period of Report:</b>				
<b>Contract Number</b>	<b>Client Department</b>	<b>Service Category(ies)</b>	<b>Contract Start Date</b>	<b>Total Value of the Contract</b>

Solicitation No. - N° de l'invitation

EN578-141942/A

Amd. No. - N° de la modif.

Buyer ID - Id de l'acheteur

cy007

Client Ref. No. - N° de réf. du client

File No. - N° du dossier

CCC No./N° CCC - FMS No/ N° VME

EN578-14-1942

cy007EN578-141942

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## **ANNEX "D"**

### **SUPPLIERS LIST OF ENVIRONMENTAL ATTRIBUTES**

(To be inserted by the Supply Arrangement Authority prior to Supply Arrangement authorization, if included in the Supplier's response to R.5 Environmental Considerations. Otherwise, this appendix will be deleted.)

## ANNEX "E"

### RATED REQUIREMENTS EVALUATION GRID

**Each category of service included in the bidders proposal will be evaluated separately.**

Bidders must score the minimum points required for rated criteria R1, R2, R3 and R4 for each service category included in the bidders proposal, and must score an overall 75% of the total points available for R1, R2, R3 and R4. Points scored for R5 will be added to the overall points scored.

#### R.1 APPROACH AND METHODOLOGY (30 points / 21 points minimum)

**Approach and Methodology will be evaluated as follows for each of the service categories included in the bidders proposal:**

For Each Service Category:				
Criteria	*Weighting	0 points	1 point	2 points
a) understanding of the requirement (max 10 points)	5	-not provided	-approach and methodology is described but is unclear	-approach and methodology is complete and detailed and demonstrates a full understanding of the requirements
b) Ability to meet deadline requirements as described in the statement of work (max 10 points)	5	-not provided	-is described but is unclear and does not demonstrate the ability to meet deadline requirements	-is complete and detailed and demonstrates the ability to meet the deadline requirements
c) Ability to meet urgent requests (max 5 points)	2.5	-not provided	-is described but is unclear and does not demonstrate the ability to meet urgent requests;	-is complete and detailed and demonstrates the ability to meet urgent requests; -demonstrates changes to keywords and sources are implemented within 24 hours.
d) Client Liaison (max 5 points)	2.5	-not provided	-is described but unclear	-is complete and detailed and demonstrates a good level of customer service; -a key contact is provided.

**\*Weighting:** To determine the offerors points, the points obtained for each criteria listed will be multiplied by the weighting factor. For example, where a weighting factor for a criteria is 5 and the offerors score is 2 points, the total points for that criteria will be 10.

#### R.2 EXPERIENCE AND EXPERTISE OF THE FIRM (30 points / 21 points minimum)

**Experience and Expertise of the firm will be evaluated as follows for each of the service categories included in the bidders proposal:**

For each service category:				
Criteria	*Weighting	0 points	1 point	2 points
a) Project description (max 7 points/project)	3.5	-not provided	-project description does not demonstrate experience providing the services required as outlined in the statement of work	-project description demonstrates experience in providing all services required as outlined in the statement of work
b) Ability to meet deadline requirements (max 3 points per project)	1.5	-not provided	-is described but is unclear and does not demonstrate the ability to meet deadline requirements	-is complete and detailed and demonstrates the ability to meet the deadline requirements

### R.3 QUALITY CONTROL (30 points / 21 points minimum)

**Quality Control will be evaluated as follows for each of the service categories included in the bidders proposal:**

For each service category:				
	Weighting	0 points	1 point	2 points
Quality Control Plan (max 10 points)	5	-not provided	-Quality control plans provide limited details	-Details demonstrate adequate quality control mechanisms are in place.
Performance Standards (max 10 points)	5	-not provided	-Limited details provided to demonstrate mechanisms and performance standards are in place; -There is little assurance that all relevant media materials will be captured.	-Complete and detailed and demonstrates mechanisms and performance standards are in place for all aspects of service delivery; -Details demonstrate the bidder's process ensures relevant media materials are not missed;

Contingency Plan (max 10 points)	5	-not provided	-Limited details provided to demonstrate a contingency plan is in place	-Details demonstrate adequate contingency plans to meet client requirements; -Demonstrates availability of backup personnel; -Demonstrates availability of backup systems;
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**R4 – SCOPE OF COVERAGE (30 points / 21 points minimum)****For Category 1:**

Criteria	Weighting	0 points	1 point	2 points
Daily Canadian newspapers monitored (15 points max)	5	-not provided	-limited -few newspapers -many major cities not covered	-comprehensive -all major cities as well as many of the smaller markets are included
Weekly / Community newspapers monitored (15 points max)	10	-not provided	-limited -few newspapers -many communities not covered	-comprehensive -all major communities included and many of the smaller markets

**For Category 2:**

Criteria	Weighting	0 points	1 point	2 points
Number of newspapers monitored (6 points max)	3	-not provided	-limited -few newspapers (less than 10) -few provinces (less than 3)	-comprehensive -more than 50 newspapers monitored -newspapers monitored in five or more provinces including Ontario, British Columbia and Quebec
Number of languages (newspapers) monitored (6 points max)	3	-not provided	-limited -less than 3 languages monitored	-comprehensive -more than 7 languages monitored
Number radio stations monitored (6 points max)	3	-not provided	-limited -few radio stations (less than 5) -few provinces (less than 3)	-comprehensive -more than 20 radio stations monitored -stations monitored in five or more provinces including Ontario, British Columbia and Quebec

Number of television stations monitored (6 points max)	3	-not provided	-limited -few television stations less than 3) -few provinces (less than 3)	-comprehensive -more than 10 television stations monitored -television monitored in five or more provinces including Ontario, British Columbia and Quebec
Number of languages monitored (6 points max)	3	-not provided	-limited -less than 3 languages monitored	-comprehensive -more than 7 languages monitored

**For Category 3:**

Criteria	Weighting	0 points	1 point	2 points
List of Canadian radio stations monitored (15 points max)	7.5	-not provided	-limited -few radio stations -many major cities not covered	-comprehensive -coverage includes most major cities as well as many of the smaller markets are included
List of Canadian television stations monitored (15 points max)	7.5	-not provided	-limited -few stations -many major cities not covered	-comprehensive -coverage includes most major cities as well as many of the smaller markets are included

**For Category 4:**

Criteria	Weighting	0 points	1 point	2 points
List of Canadian radio stations for which bidders have access for the delivery of verbatim transcripts, audio and video items and/or closed caption transcripts (15 points max)	7.5	-not provided	-limited -few radio stations -many major cities not covered	-comprehensive -coverage includes most major cities as well as many of the smaller markets are included
List of Canadian television stations for which bidders have access for the delivery of verbatim transcripts, audio and video items and/or closed caption transcripts(15 points max)	7.5	-not provided	-limited -few stations -many major cities not covered	-comprehensive -coverage includes most major cities as well as many of the smaller markets are included

**R.5 ENVIRONMENTAL CONSIDERATIONS (9 POINTS)**

Evaluation Criteria	Not provided	Provided
An existing or proposed company-wide environmental statement and mission	0 points	3 points
An existing or proposed proposed action plan for energy sourcing	0 points	3 points
An existing or proposed proposed action plan for materials/equipment	0 points	3 points

Solicitation No. - N° de l'invitation

EN578-141942/A

Amd. No. - N° de la modif.

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File No. - N° du dossier

CCC No./N° CCC - FMS No/ N° VME

EN578-14-1942

cy007EN578-141942

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TOTAL POINTS AVAILABLE FOR EACH SERVICE CATEGORY FOR RATED CRITERIA R1, R2, R3, R4: 120

MINIMUM TOTAL POINTS REQUIRED TO BE COMPLIANT FOR EACH SERVICE CATEGORY: 90

POINTS SCORED FOR R.5 WILL BE ADDED TO THE BIDDERS TOTAL POINTS SCORED AND WILL BE EVALUATED AS PART OF THE MINIMUM TOTAL POINTS REQUIRED TO BE COMPLIANT FOR EACH SERVICE CATEGORY.