



RETURN BIDS TO/ RETOURNER LES SOUMISSIONS À:

Address:
High Commission of Canada
#11-01 One George Street
Singapore, Singapore
049145
Re: Photocopier Maintenance Contract

Attention: Florence Charbonneau

REQUEST FOR PROPOSAL (RFP)

Proposal to: Foreign Affairs, Trade and Development

We hereby offer to lease 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 therefore.

DEMANDE DE PROPOSITION (DP)

Proposition aux: Affaires étrangères, Commerce et Développement

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

TITLE - SUJET Supply and Service of Digital Photocopiers for the High Commission of Canada in Singapore	
SOLICITATION NO. – NO. DE L’INVITATION SPORE-14-82548	DATE March 14, 2014
SOLICITATION CLOSES / L’INVITATION PREND FIN On Friday, April 25, 2014 at 14:00 Singapore Time Zone Le vendredi le 25 avril, 2014 à 14:00h heure Fuseau horaire Singapour	
ADDRESS ENQUIRIES TO – ADRESSER TOUTES QUESTIONS À: Michele Remillard	
Telephone: 343-203-1325 Email: Michele.remillard@international.gc.ca	
DESTINATION OF GOODS/SERVICES-DESTINATION DES BIENS/SERVICES High Commission of Canada #11-01 One George Street Singapore, Singapore 049145	
VENDOR/FIRM NAME AND ADDRESS – RAISON SOCIALE ET ADRESSE DU FOURNISSEUR/DE L’ENTREPRENEUR Telephone No. - No de telephone.: Facsimile No. – No de télécopieur:	
NAME AND TITLE OF PERSON AUTHORIZED TO SIGN ON BEHALF OF THE VENDOR/_{FIRM} NOM ET TITRE DE LA PERSONNE AUTORISÉE À SIGNER AU NOM DU FOURNISSEUR/DE L’ENTREPRENEUR _____ Signature	Corporate Seal _____ Date

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PART 1 – INTRODUCTION

Request for Proposal (RFP) Foreign Affairs, Trade and Development Canada (DFATD)**1. Purpose of this Request for Proposal (RFP)**

The purpose of this RFP is to select a supplier to enter into a contract with the Department of Foreign Affairs, Trade and Development (DFATD) to perform the Work described in the Statement of Work – Appendix “A” attached herein, hereinafter referred to as the “Work”.

2. Proposed Period of Contract

The initial period of the contract is from date of award for a period of thirty five (35) months. The contract award date is tentatively set for May 1, 2014. However, in the event of unusual circumstances, the contract could be awarded at a sooner or later date.

2.1 Option to Extend the Contract

The Contractor grants to Canada the irrevocable option to extend the term of the Contract by up to two (2) additional periods of one year each under the same conditions. 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.

Canada may exercise this option at any time by sending a written notice to the Contractor at least thirty (30) calendar days before the expiry date of the Contract. The option may only be exercised by the Contracting Authority, and will be evidenced for administrative purposes only, through a contract amendment.

3. Security Requirements

Not applicable.

4. Work Location

The services provided by the Contractor shall be performed at One George Street #11-01, Singapore 049145.

PART 2 - CONDITIONS, INSTRUCTIONS AND INFORMATION**1. Terminology**

For your proposal to be considered responsive, you must comply with all the requirements of this Request for Proposal (RFP) identified as mandatory. **Mandatory criteria are also expressed by using imperative verbs such as “shall”, “must” and “will” irrespective of where they appear in the RFP.**

2. Enquiries - Solicitation Stage

- 2.1 All enquiries or issues concerning this procurement must be submitted in writing to the Contracting Authority named below as early as possible within the bidding period. Enquiries and issues must be received by the Contracting Authority no later than eight (8) calendar days prior to the bid closing date specified herein to allow sufficient time to provide a response. Enquiries received after that time may not be able to be answered prior to the bid closing date.
- 2.2 To ensure consistency and quality of information provided to Offerors, the Contracting Authority will provide, simultaneously to all companies to which this solicitation has been sent, any information with respect to significant enquiries received and the replies to such enquiries without revealing the sources of the enquiries.
- 2.3 All enquiries and other communications with government officials throughout the solicitation period shall be directed ONLY to the Contracting Authority named below. Non-compliance with this

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condition during the solicitation period may (for that reason alone) result in disqualification of your bid.

2.4 Contracting Authority:

Michele Remillard
Contracting Specialist
Foreign Affairs, Trade and Development Canada
E-mail: michele.remillard@international.gc.ca

3. Offeror Improvement to the Requirement during Bid Period

- 3.1 Should the Offeror consider that the specifications or Statement of Work contained in this Request for Proposal (RFP) can be improved technically or technologically, the Offeror is invited to make suggestions, in writing, to the Contracting Authority named herein. The Offeror must clearly outline the suggested improvements as well as the reason for the suggestion. Suggestions which do not restrict the level of competition nor favour a particular Offeror will be given consideration provided they are received by the Contracting Authority no later than eight (8) calendar days prior to bid closing date specified herein. Canada reserves the right to accept or reject any or all suggestions.

4. Proposal (bid) Preparation Cost

The costs, including travel incurred by the Offeror in the preparation of its proposal and/or the negotiation (if applicable) of any resulting contract **will not** be reimbursed by DFATD.

5. Proposal (Bid) Delivery

- 5.1 Proposals (bids) are to be sent **ONLY** to the address stipulated on page 1 of the RFP.
- 5.2 Offerors should ensure that the RFP Number SPORE-0002-2013 is clearly marked on their envelopes or parcels. Proposal closing date and time should also be indicated on bid envelopes or parcels.
- 5.3 Proposals (bids) and/or amendments thereto, will only be accepted by DFATD if they are received at the address indicated above, on or before the closing date and time specified herein.
- 5.4 **Responsibility for proposal (bid) delivery:** The Offeror has sole responsibility for the timely receipt of a proposal (bid) by DFATD and cannot transfer this responsibility to the Government of Canada. DFATD will not assume responsibility for proposals (bids) that are directed to a location other than the one stipulated in paragraph 5.1 above.
- 5.5 **Delayed Proposals (bids):** A proposal (bid) received after the closing date and time, but before the contract award date may be considered, provided the delay can be proven by the Offeror to have been due solely to a delay in delivery that can be attributed to incorrect handling by DFATD, after the proposal (bid) has been received at the location stipulated in paragraph 5.1 above.
- 5.6 **Late Proposals (bids):** It is DFATD's policy to return unopened bids received after the stipulated bid closing date and time, unless they qualify under the provisions of the Delayed Proposals clause stipulated in paragraph 5.5 above.

6. Proposal (bid) Closing Date and Time:

In order for the proposal (bid) to be given consideration, the Offeror's proposal (bid) must be received at the address and by the date and time stipulated on page 1 of this RFP.

7. Validity of Proposal (bid)

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Any proposal (bid) must remain open for acceptance for a period of not less than ninety (90) days after the closing date of the RFP.

8. Rights of Canada

Canada reserves the right:

- a. during the evaluation, to submit questions or conduct interviews with Offerors, at Offeror cost, upon forty eight (48) hours' notice, to seek clarification or verify any or all information provided by the Offeror with respect to this RFP;
- b. to reject any or all proposals received in response to this RFP;
- c. to enter into negotiations with one or more Offerors on any or all aspects of its proposal;
- d. to accept any proposal in whole or in part without prior negotiation;
- e. to cancel and/or re-issue this RFP at any time;
- f. to award one or more contracts, if applicable;
- g. to retain all proposals submitted in response to this RFP;
- h. not to accept any deviations from the stated terms and conditions;
- i. to incorporate all, or any portion of the Statement of Work, Request for Proposal and the successful proposal in any resulting contract; and
- j. not to contract at all.

9. Incapacity to Contract with Government

9.1 Canada may reject a bid where the Contractor, including the contractor's officers, agents and employees, has been convicted of an offence under the following provisions of the Criminal Code:

- a. Section 121, Frauds upon the Government;
- b. Section 124, Selling or Purchasing Office;
- c. Section 418, Selling Defective Stores to her majesty;

9.2 Subsection 750 (3) of the Criminal Code prohibits anyone who has been so convicted from holding public office, contracting with the government or benefiting from a government contract.

10. Incurring of Cost

No costs incurred before receipt of a signed contract or specified written authorization from the Contracting Officer can be charged to any resulting contract. In addition, the Contractor is not to perform work in excess of or outside the scope of any resulting Contract based on verbal or written requests or instructions from any government personnel other than the aforementioned officer. Your attention is drawn to the fact that the Contracting Officer is the only authority which can commit the Government to the expenditure of the funds for this requirement.

11. Legal Capacity

The Offeror must have the legal capacity to contract. If the Offeror is a sole proprietorship, a partnership or a corporate body, the Offeror must provide, if requested by the Contracting Authority, a statement and any requested supporting documentation indicating the laws under which it is Registered or incorporated together with the registered or corporate name and place of business. This also applies to Offerors submitting a bid as a joint venture.

12. Qualifying Joint Venture Bids

A joint venture, regardless of how it has chosen to structure itself, can only be qualified as an eligible Offeror if it is a financially viable legal entity. In joint ventures proposals, only one of the parties must function as the prime contractor and assume full responsibility for the execution of the contract. As such, Offerors must identify in their bid who the prime contractor will be.

13. Definition of Offeror

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"Offeror" means the person or entity (or, in the case of a joint venture, the persons or entities) submitting a bid to perform a contract for goods, services or both. It does not include the parent, subsidiaries or other affiliates of the Offeror, or its subcontractors.

14. Language of the Bid

Proposals shall be submitted in either English or French. Translation costs will be the Offeror's responsibility.

PART 3 - PRESENTATION OF PROPOSALS**1. Submissions of Proposals (bids)*****PROPOSALS (BIDS) SUBMITTED BY FACSIMILE OR E-MAIL WILL NOT BE ACCEPTED***

- 1.1 Electronic transmission of your proposal (bids) by such means as facsimile or email is not considered to be practical and therefore will not be accepted.
- 1.2 When responding, the proposal (bids) **MUST** be delivered to the location and by the time and date stipulated herein.
- 1.3 Proposals (bids) submitted in response to this RFP will not be returned with the exception of bids received after the specified date and time stipulated herein which shall be returned unopened to the Offeror and given no further consideration.

2. Format and Content of Proposals (Bids)

- 2.1 Proposals (bids) should be organized in an identical fashion to, and reference the same paragraph numbers as this RFP. Additional subsections may be used as appropriate. Offerors should respond to every paragraph of the RFP. In some instances "Noted" or "N/A" may be sufficient, or a reference may be made to another paragraph.
- 2.2 The Offeror is to provide a signed covering letter with their proposal (bid) submitted in response to this RFP at closing date and time or upon request from the Contracting Authority. The covering letter must reference the RFP No. The Offeror's signature indicates acceptance of the terms and conditions set out herein. The signatory must have authority to commit the organization by making such a proposal. Ensure that the proposal includes a contact name, address and phone number. A contract will not be awarded until a signed covering letter from the Offeror is received by the Crown. If the Offeror fails to provide a signed covering letter when requested to do so by the Contracting Authority, then the Offeror shall be disqualified from the bidding process and be declared non-compliant.
- 2.3 The proposal (bid) should be structured in separately bound sections as follows:

Part A: Technical Proposal, four (4) hardcopies.
Part B: Financial Proposal, two (2) hardcopies.
Part C – Certifications, two (2) hardcopies

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

2.4 Technical Proposal

- 2.4.1 Your proposal (bid) should be concise and should address, but not necessarily be limited to the points that are subjected to the mandatory requirements and evaluation criteria identified herein,

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against which the proposal will be evaluated.

It is strongly recommended that Offerors ensure each of the requirements is addressed in sufficient depth to ensure a fair and complete evaluation of the proposal.

The technical proposal must not simply be a repetition of the requirement(s), but must explain and demonstrate how the Offeror will meet the requirements and carry out the required Work. Simply stating that the Offeror or its proposed solution complies is not sufficient. Where Canada determines that the substantiation is not complete, the Offeror will be considered non-responsive and disqualified.

2.4.2 Offerors are advised that only listing experience without providing any supporting information data such as: references, credentials, number of projects completed and in progress, the period of the work performed in number of months and years in past and present employment, where and how such experience was obtained will not be considered to be “demonstrated” for the purpose of this evaluation.

2.4.3 Only those proposals which fulfill all mandatory requirements identified in this RFP will be further evaluated based upon the financial proposal.

3. Certifications

3.1 The certifications in Appendix “C” – Certifications, should be completed, signed and submitted with your proposal (bid). A contract will not be awarded until all certifications have been signed by the Offeror and received by the Crown. If the Offeror fails to provide the certifications when requested to do so by the Contracting Authority, then the Offeror shall be disqualified from the bidding process and be declared non-compliant.

3.2 Compliance to the Certifications the Offeror has provided Canada is subject to discretionary audit. In the event that it is determined that any certification made by the Offeror is untrue, whether made knowingly or unknowingly, any contract entered into may be determined to be in default and the Minister shall be entitled, pursuant to the provisions of the contract, to terminate for default.

4. Financial Proposal

4.1 Prices must appear in the financial proposal ONLY. Failure to comply will result in your proposal being declared non-compliant and rejected from further consideration. Financial proposals will only be opened after the evaluation of the technical proposal is completed.

4.2 Offerors must submit their financial bid in accordance with Appendix “D” – Pricing Schedule.

4.3 All prices must be quoted in Singapore Dollars (SGD), FOB destination including all delivery charges and all related maintenance services as described herein, customs duty included and Value Added Tax extra. Pricing must be inclusive of all parking, travel & living expenses associated with all work carried out under the contract.

4.4 The price of the bid will be evaluated in Singapore Dollars (SGD), Value Added Tax excluded.

5. Basis of Selection – Lowest Price per Point

To be declared responsive, a bid must:

- a) Comply with all the requirements of the bid solicitation;
- b) Meet all mandatory technical evaluation criteria; and,
- c) Obtain the required minimum of 60 percent overall of the points for the technical evaluation criteria which are subject to point rating in Annex B.

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Bids not meeting (a) or (b) or (c) will be declared non-responsive. The responsive bid with the lowest evaluated price per point will be recommended for award of contract.

The following table is for illustrative purposes only.

Bidder	Financial Proposal	Total Technical	Cost per point	Rank
Bidder 1	\$75,000.00	78	\$964.54	2nd
Bidder 2	\$92,000.00	83	\$1,108.44	3rd
Bidder 3	\$81,000.00	88	\$920.46	1st

***In this example, bidder 3 would be awarded the contract**

6. Insurance Requirements

The Contractor shall, at its own expense, provide and maintain the following insurance, in its own name, during the full Term of the Contract:

The Contractor must ensure that insurance cover provides for Employer's liability for an unlimited sum and Public Liability to a minimum amount equal to the contract value for each and every accident or occurrence and that it must be unlimited in respect of the Contract.

The Contractor shall at all times maintain in force such policies of insurance with reputable insurers or underwriters as shall fully insure and indemnify the Contractor against liability:

- a) To the Crown and to any employee of the Crown;
- b) To the employees of the Contractor;
- c) To any other person;
- d) To any property;

to the sum equal to the total contract value.

PART 4 - GENERAL PROVISIONS OF RESULTING CONTRACT

The Government of Canada is committed to publicly disclose all contracts entered into it for amounts over \$10,000, with only very limited exceptions such as national security. These requirements cover the procurement contracts for goods and services. It will be a term of any resulting contract pursuant to this RFP that information contained in it in relation to the following data elements - vendor name, reference number, contract date, description of work, contract period or delivery date, contract value - will be gathered, and posted on the departmental Intranet site

http://www.international.gc.ca/about-a_propos/proactive_disclosure-divulgation_proactive.aspx?menu_id=49&menu=L

Information that would normally be withheld under the Access to Information Act and Privacy Act will not appear on that website. This "public disclosure" is intended to ensure that contract information is collected and presented consistently across government and in a manner that promotes transparency and facilitates public access.

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In the event of inconsistencies between the wording of Parts 1 to 4 of the Request for Proposal and the appendices attached thereto, the wording of Parts 1 to 4 of the Request for Proposal shall prevail.

The following terms and conditions will form part of any resulting contract:

1. General Conditions

General Conditions - Higher Complexity - Services 2035 (2013/06/27) shall form part of this solicitation document and any resulting Contract. They can be viewed at the following website addresses:

<https://buyandsell.gc.ca/policy-and-guidelines/standard-acquisition-clauses-and-conditions-manual/3/2035/11>

The 2035 (2013/6/27) General Conditions are hereby modified as follows:

- a) Section 20 Copyright is deleted
- i. b) insert: A9068C 2010-01-11 Government Site Regulations

2. Statement of Work

The Contractor must perform the Work in accordance with the Statement of Work at Appendix "A".

3. Security Requirement

- 3.1 At missions abroad, the Contractor and/or all other personnel involved in the work shall hold a valid personnel security screening level of **RELIABILITY STATUS** for work to be performed in the Mission, Official Residence (OR) or Staff Quarters (SQ). The Contractor and/or all other personnel involved in the work must be properly supervised on the premises of the Mission, or SQ. Access to the restricted zones of the Mission may only be granted under the escort and constant supervision of a member of the Canada-based staff (CBS). Failure to obtain the Reliability Status would render the Contract null and void. The minimum security screening level required is granted by the Mission Security Officer or other CBS authorized by the Head of Mission in accordance with the procedures outlined in the Personnel Security Screening Reference Guide for Mission Managers. Missions requesting a security clearance for Contractors to perform work in restricted zones of the Mission or to access classified information/assets must consult with Security Operations and Personal Safety Division (ISR) and Corporate Security Division (ISC).
- 3.2 If the Contractor breaches Sub-paragraph (1) above, DFATD shall terminate this Contract immediately without notice or any further obligation to the Contractor. The Contractor shall immediately refund to the Receiver General of Canada via DFATD all unspent funds provided under this Contract.

4. Term of Contract**4.1 Period of Contract**

The period of the Contract is from (To be determined at contract award), for a period of thirty five (35) months.

4.2 Option to Extend the Contract

The Contractor grants to Canada the irrevocable option to extend the term of the Contract by up to two (2) additional periods of one (1) year each under the same conditions. 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.

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Canada may exercise this option at any time by sending a written notice to the Contractor at least thirty (30) calendar days before the expiry date of the Contract. The option may only be exercised by the Contracting Authority, and will be evidenced for administrative purposes only, through a contract amendment.

5. Authorities**5.1 Contracting Authority**

The Contracting Authority for the Contract is:

Michele Remillard

Contracting Specialist

Foreign Affairs, Trade and Development Canada – SPP Division

125 Sussex Drive, Ottawa, Ontario

Telephone: 343-203-1325

E-mail address: Michele.Remillard@international.gc.ca

The Contracting Authority is responsible for the management of the Contract and any changes to the Contract must be authorized in writing by the Contracting Authority. The Contractor must not perform work in excess of or outside the scope of the Contract based on verbal or written requests or instructions from anybody other than the Contracting Authority.

5.2 Project Authority [to be filled in by DFATD at contract award]

The Project Authority for the Contract is:

Name:

Branch

Address

Telephone:

Fax:

E-mail address:

The Project Authority is the representative of the department or agency for whom the Work is being carried out under the Contract and is responsible for all matters concerning the technical content of the Work under the Contract. Technical matters may be discussed with the Project Authority, however the Project Authority has no authority to authorize changes to the scope of the Work. Changes to the scope of the Work can only be made through a contract amendment issued by the Contracting Authority.

5.3 Contractor's Representative [to be filled in by DFATD at contract award]

Name:

Title:

Organization:

Telephone:

Fax:

E-mail:

6. Payment**6.1 Basis of Payment**

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. Customs and duties are excluded (subject to exemption") and Goods and Services Tax, Harmonized Sales Tax, or Value added tax is extra, if applicable.

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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 Contracting Authority before their incorporation into the Work.

6.2 Limitation of Expenditure

Canada's total liability to the Contractor under the Contract must not exceed \$ [to be filled in by DFATD at contract award].in Singapore dollars (SGD). Customs duties are included and Goods and Services Tax or Harmonized Sales Tax or Value Added Tax is extra, if applicable.

No increase in the total liability of Canada or in the price of the Work resulting from any design changes, modifications or interpretations of the Work, will be authorized or paid to the Contractor unless these design changes, modifications or interpretations have been approved, in writing, by the Contracting Authority before their incorporation into the Work. The Contractor must not perform any work or provide any service that would result in Canada's total liability being exceeded before obtaining the written approval of the Contracting Authority. The Contractor must notify the Contracting Authority in writing as to the adequacy of this sum:

- a) when it is 75 percent committed, or
- b) four (4) months before the contract expiry date, or
- c) as soon as the Contractor considers that the contract funds provided are inadequate for the completion of the Work, whichever comes first.

If the notification is for inadequate contract funds, the Contractor must provide to the Contracting Authority a written estimate for the additional funds required. Provision of such information by the Contractor does not increase Canada's liability.

6.4 Travel and Living Expenses

Travel and Living Expenses are included in the firm monthly rates including any relocation required to satisfy the terms of the contract.

6.5 Method of Payment – Monthly Payments

Canada will pay the Contractor on a monthly basis for work performed during the month covered by the invoice in accordance with the payment provisions of the Contract if:

- a) an accurate and complete invoice and any other documents required by the Contract have been submitted in accordance with the invoicing instructions provided in the Contract;
- b) all such documents have been verified by Canada;
- c) the Work performed has been accepted by Canada.

7. Invoicing Instructions

The Contractor must submit invoices by e-mail in accordance with the section entitled "Invoice Submission" of the general conditions. Invoices cannot be submitted until all work identified in the invoice is completed. Each invoice must be supported by:

The e-mail invoice together with supporting documents shall be forwarded to the Project Authority for certification and payment.

8. Personnel

- 8.1 DFATD reserves the right to conduct periodic background checks on personnel employed or subcontracted by the contractor.

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8.2 DFATD reserves the right, in its sole discretion, to decide that personnel employed or subcontracted by the contractor are unsuitable. In such circumstances, the contractor shall ensure that personnel are removed from property and replaced with personnel suitable to DFATD.

9. Applicable Laws

This contract shall be governed by and construed in accordance with the laws in force in Ontario; provided, however, that the Contractor shall be bound to comply with all local laws, statutes, regulations pertaining to or otherwise affecting his/her performance at the work site.

10. Government Smoking Policy

Where the performance of work requires the presence of the Contractor's personnel on government premises, the Contractor shall ensure that its personnel shall comply with the policy of the Government of Canada which prohibits smoking on any government premises.

11. Certifications

Compliance with the certifications provided by the Contractor in its bid is a condition of the Contract and subject to verification by Canada during the term of the Contract. If the Contractor does not comply with any certification or it is determined that any certification made by the Contractor in its bid is untrue, whether made knowingly or unknowingly, Canada has the right, pursuant to the default provision of the Contract, to terminate the Contract for default.

12. Anti-terror

The Contractor shall not use the funds for the purpose of any payment to persons or entities, or for the supply of goods, if such payment or supply to the Contractor's knowledge or belief, is prohibited by a decision of the United Nations Security Council taken under Chapter VII of the Charter of the United Nations or is made, directly or indirectly, to finance, support, facilitate or benefit a terrorist or a terrorist group listed under the Canadian *Criminal Code*, the *United Nations Al-Qaida and Taliban Regulations* or the *Regulations Implementing the United Nations Resolutions on the Suppression of Terrorism*.

If the Contractor breaches paragraph 13.1 above, DFATD shall terminate this Contract immediately without notice or any further obligation to the Contractor. The Contractor shall immediately refund to the Receiver General of Canada *via* DFATD all unspent funds provided under this Contract.

13. 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 Agreement;
- b) 2035 (2013/06/27) General Conditions - Services (Higher Complexity);
- c) Appendix "A", Statement of Work;
- d) Appendix "D", Pricing Schedule;

Request for Proposal (RFP) Foreign Affairs, Trade and Development Canada (DFATD)**Appendix "A" – Statement of Work****1.0 Title**

Supply and Service of Digital Photocopiers for the High Commission of Canada in Singapore.

2.0 Background

Digital photocopiers offer a variety of new features and have similar capabilities to desktop computers, scanners, printers and fax machines. Technological advances in digital photocopiers have generated a series of security concerns that did not exist with the older analogue photocopiers. Therefore, digital photocopiers must be afforded similar protection as that given to computer equipment in the Security Zone of the High Commission of Canada in Singapore.

A typical digital photocopier has a large amount of volatile memory and may be equipped with a large capacity internal hard drive. When hard drives are present, the photocopied image is stored on the hard drive before being printed. The hard drive may contain numerous images even though these stored images are not readily accessible from the photocopier control panel. Images in volatile memory can also be resident for an indefinite period of time.

Many digital photocopiers can be connected directly to a local area network and/or a phone line so they can be used both as a printer and fax machine. Digital copiers may contain a diagnostic capability via a telephone line for remote diagnostics and troubleshooting. Technicians may also be able to connect a laptop computer directly to the photocopier for diagnostic purposes. In both cases, the technician could have direct access to the data stored on the photocopier. It is currently departmental policy that only "departmentally approved" equipment may be connected to either Signet D or Signet C networks and, at this time, no digital photocopiers are approved for such a connection, whether it is in the Security Zone, High Security Zone or the Operational Zone of a mission.

3.0 Objective

The Department of Foreign Affairs, Trade and Development (DFATD) intends to contract for the lease and maintenance of digital photocopiers for the High Commission of Canada in Singapore.

4.0 Scope

The Contractor must perform tasks and provide deliverables as detailed herein:

4.1 General

The Contractor must supply and service the digital photocopiers detailed herein during the entire contract period including providing equipment, supplies, imaging consumables, installation, training, relocation, removal at the end of the lease period, and preventive and remedial maintenance services.

The Contract is for fully comprehensive services during the Period of Maintenance (PM) in all aspects of labour and replacement parts whether or not specifically mentioned which also includes consumables such as toner cartridges. The supply of paper consumables is not included. The contract shall include and make allowance for equipment to be fully replaced at no additional cost to the High Commission should any photocopier not have fully functional operation for 5 consecutive working days.

The Contract will include for call out emergency cover on all aspects of the equipment. Service maintenance call out must be responded to by a site visit within 4 to 6 Hours. All Service Personnel shall be dedicated to the site and shall obtain a Canadian government security clearance as detailed in the contract. The High Commission shall reserve the right to refuse access should the security clearance fail to be obtained.

Removal and return of the equipment at the end of the contract period and the relocation of equipment within the High Commission of Canada in Singapore is included in the Contract.

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The specifications and quantity of photocopiers required for leasing is detailed within Appendix B Mandatory Technical Specifications.

4.2.1 Material Supplied

The photocopiers and equipment must be off-the-shelf in that each product must be composed of standard equipment requiring no further research or development and must be in current production and conform to the current issue of the applicable specification and/or part number of the Original Equipment Manufacturer.

All equipment must be new, in that it must not be refurbished equipment and in that all photocopiers and equipment must be of current manufacture. All parts supplied by the Contractor in performing the maintenance services must be new or of substantially equal quality.

Recognizing that parts and reconfiguration equipment for photocopiers may not always be available for the full life of a discontinued model, these items must be new or of substantially equal quality.

Any applicable software must be the current release, unless otherwise specified, in general use and require no further research and development to meet this specification. The software must be supported by, and fully compatible with, the equipment up to the limit of the photocopier's capability. All photocopier software must be completely integrated and fully interfaced to the equipment and hardware.

4.3 Delivery

The Contractor must make complete delivery and installation of the equipment within fifteen (15) calendar days from the date of the contract to the locations detailed within Table 1.

The Contractor must pay all costs associated with replacing any item damaged in transit to the final destination. The Contractor acknowledges that no item will be considered delivered if it is damaged or otherwise not ready for Canada to begin its acceptance procedures. The Contractor must, at a minimum, package the equipment according to industry standards and include a packing slip with each shipment. The Contractor must also arrange for any rigging and drayage necessary to deliver the equipment.

Shipment(s) are to be consigned FOB destination including all delivery charges to the destination specified. All costs associated with packaging, shipping, transportation and delivery are included in the contract.

4.3.1 Packing and Shipping of Purchased Items

For all purchased items such as consumables, items are to be new and packaging and shipping are to be in accordance with the industry standard for the applicable items to ensure their safe arrival at destination. Items must be delivered within seven (7) working days following a request by Canada. Packing slips must accompany each shipment. The Contractor will be responsible for the safe delivery and installation (if required). Orders should be grouped up to ensure a minimum of requests per contract year.

All such purchased items will remain the responsibility of the Contractor until delivered, installed (if required) and accepted by an authorized representative of the High Commission.

4.3.2 Labeling of Supplies

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It will be the responsibility of the Contractor to ensure that the smallest unit container of supplies (ink, toner and/or developer) is labeled to show the Contractor's name, the production batch number and any other information which may be required in order to identify supply quality related problems and to ensure expedient resolution of quality complaints.

4.4 Site Requirements

The Contractor must provide, prior to installation, wiring specifications and special environmental conditions, if any, required for the equipment. Any alterations to the site will be the responsibility of the High Commission. Surge protection and power filtering equipment, if required, must be provided with the photocopiers.

4.5 Service Personnel

All service personnel must be trained to perform work on the photocopiers supplied by the Contractor. Such training must have been authorized by the Original Equipment Manufacturer (OEM). The Contractor must furnish and maintain a list of service personnel who are authorized to perform service on the equipment supplied.

4.5.1 Third Party Certification

All Third Party service providers and sub-contractors must be certified by the Contractor indicating knowledge of the terms and conditions of the contract and compliance with the level of service required.

4.5.2 Personal Injuries

It is understood and agreed that Her Majesty and Her officers, servants, employees and agents will not be liable for claims in respect of death, disease, illness, injury or disability which may arise in carrying out the services as defined herein. The Contractor agrees not to make any claims against Her Majesty and Her officers, servants, employees and agents as well as any party that might seek contribution or indemnity from Her Majesty and Her officers, servants, employees or agents in respect of any of the foregoing contingencies.

4.6 Installation, Integration, Configuration and Training**4.6.1 Installation, Integration and Configuration**

The Contractor must unpack, assemble, install, integrate, interconnect, and configure all the equipment at the location(s) specified in the Contract. Where necessary to complete this part of the Work, the Contractor must provide all required moving and installation resources, including but not limited to personnel, packing material, vehicles, cranes, and floor protection panels. After completing this part of the Work, the Contractor must provide the Project Authority written notification that the equipment is fully functional and ready for use.

The Contractor must supply all materials required to complete the assembly, installation, integration, interconnection, and configuration of the equipment at the location(s) specified in the Contract so that it is ready for use and acceptance, including providing and setting up all the required connections to the power supply and any other necessary utilities, cables, and any other accessories or supplies.

The Contractor must leave all work areas clean and tidy at the end of each workday and once the work is complete, which includes removing and disposing of all packing materials. The Contractor must reuse, recycle or dispose of all packaging materials from the delivered equipment in an environmentally sensitive manner

All costs associated with the work described in this section are included in the price of the Contract.

4.6.2 Network and Analog Fax Resource

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The photocopiers must not be connected to the network or equipped with a modem either for remote diagnostics or faxing. If one is present, it must be removed by the Contractor. Access to the local or wide area network and data through the photocopier's fax telephone line/modem interface must not be possible. The fax and network subsystems must be completely separate. All options for document delivery through telephone or wireless must be disabled to meet the security and safety standards of the Canadian High Commission.

4.6.3 Training

The Contractor must, at no extra cost, provide up to a maximum of four (4) hours of user and/or Key Operator training to allow employees to efficiently and effectively operate the equipment provided by the Contractor. Any required training facilities or space will be provided by the High Commission. All training scheduling will be subject to prior approval of the Project Authority.

4.6.4 User Manuals

User manuals must be available for all photocopiers in both Official Languages. The Contractor must provide one complete set of applicable user manuals (bilingual (English/French), or unilingual English or French) for each photocopier. In the event that the Contractor should fail to correctly provide user manuals in the language(s) required, the Contractor must exchange any shrink wrapped manuals for copies in the other language at no cost to the High Commission. User manuals may be supplied on electronic media (CD or DVD, or by means of a website) if this agreed upon in writing by the Project Authority.

4.7 Acceptance of Photocopiers

The photocopiers including all the work related to it, is subject to acceptance by Canada. As part of its acceptance process, Canada may test any function of the photocopiers and equipment to determine whether it meets the specifications. If any of the work does not meet the requirements of the Contract, Canada may reject it or require that it be corrected at the Contractor's expense before accepting it. No payments for the equipment are due under the Contract unless the equipment is accepted by the Project Authority.

Acceptance by Canada does not relieve the Contractor of its responsibility for defects in the equipment or other failures to meet the requirements of the Contract or of its warranty or maintenance obligations under the Contract.

Canada will have thirty (30) days to perform its acceptance procedures from the date the Contractor has notified in writing that the equipment is ready for use and has requested the work be accepted.

If Canada provides notice of any deficiency during the acceptance period, the Contractor must address the deficiency at no cost to Canada as soon as possible and notify Canada in writing once the work is complete, at which time Canada will be entitled to re-inspect the work and the acceptance period will start again from that date.

4.8 Lease Conditions**4.8.1 Ownership and Lease Period**

The Contractor will remain the owner of all the photocopiers and equipment provided under the Contract, with the exception of the consumables. The period of the lease will start on the day the equipment is ready for use and accepted by Canada and will end when it expires in accordance with the contract, unless the lease is terminated earlier in accordance with the Contract.

4.8.2 Warranty for Leased Equipment

The Contractor warrants that the photocopiers and equipment supplied will be free from all defects in materials or workmanship, be free from all design defects, and conform in all ways with the

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requirements of the Contract, including the specifications and minimum availability level requirements. This warranty does not apply to a specific item if the only reason that item fails to conform to the requirements of the Contract is because:

- a) Canada is negligent or does not use the equipment in accordance with the specifications;
- b) electric power or air conditioning or humidity control at the site does not perform according to any special site preparation requirements described in the Contract;
- c) a person other than the Contractor, a subcontractor, or a person approved by either of them modifies the equipment, attaches additional equipment to the photocopiers that was not designed or approved for use with the equipment by the Contractor, a subcontractor, or the manufacturer of the equipment; or
- d) Canada uses consumable supplies or materials in or on the equipment that are supplied by a person other than the Contractor or a subcontractor or a person for whom either of them is responsible, if those consumables or materials do not conform to the specifications or to the equipment manufacturer's instructions to consumers.

4.8.3 Risk of Loss or Damage to Leased Equipment

The Contractor agrees to bear the risk of loss of or damage to the equipment while it is being transported or installed and during the entire time the equipment is in Canada's possession, except losses or damages caused by the negligence of Canada or someone acting on Canada's behalf.

If the equipment is lost or damaged during the contract period, unless the loss or damage is caused by Canada or by someone acting on Canada's behalf, Canada is not required to make lease payments while the Contractor repairs or replaces the equipment. This subsection does not prevent Canada from terminating the Contract for default, if the equipment is unavailable for fully functional operation for more than thirty (30) days.

4.8.4 Modifications to Leased Hardware

Canada agrees not to modify the leased equipment unless it obtains the Contractor's written approval.

4.8.5 Power Filtering / Power Cleansing

The High Commission cannot be held responsible for reduced performance by or damage to the photocopier caused by fluctuations or surges in power that are beyond its control. The Contractor is responsible for providing the appropriate power filtering, or surge suppression device(s), if required, to protect its equipment from fluctuations and surges in power.

4.9 Removal of Equipment

The Contractor must de-install and remove the equipment promptly after the expiration or termination of the lease. The Contractor must provide all necessary removal resources, including cranes, and must arrange for any necessary transportation, rigging and drayage in connection with the removal of the equipment from Canada's premises. All costs associated with the de-installation, removal and transportation to the Contractor's premises are included in the firm price of the contract. All internal batteries must be disconnected and the photocopier must remain unplugged from the power mains for a minimum of 24 hours to clear the volatile memory.

If the Contractor does not de-install and remove the equipment within thirty (30) days of the end or termination of the contract, at Canada's option, ownership of the equipment will automatically transfer to Canada or Canada may arrange for the de-installation and removal of the equipment, at the Contractor's cost. Canada may deduct this amount from any amount owing by Canada to the Contractor from time to time, under the Contract or otherwise.

4.9.1 Data Protection – Non-Volatile Storage Components

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The following requirements must only be met for photocopiers that are equipped with hard drives or other forms of non-volatile storage used for document imaging:

The photocopier must be equipped with a secure erase function to clear the hard drive immediately after use or on a minimum daily basis. The secure erase function must have a triple overwrite capability (or similar) for residual data which must be executed to the Project Authority's satisfaction prior to removal of the hard drive (and any other non-volatile memory components which may contain client job data) from the premises, or, alternatively, the hard drive (and other non-volatile storage components) must be surrendered to the Project Authority for physical destruction if it is defective or otherwise no longer required for use by the High Commission.

To enable the High Commission to request the removal of the hard drive, where possible, at the end of the lease period, the Contractor should provide a priced option for the purchase of the hard drive. The purchase price must include all services costs to remove the hard drive, if applicable. The purchased hard disk of the photocopier shall remain the property of the High Commission.

The photocopier should include an encryption feature to ensure any stored data is encrypted.

4.10 Maintenance Services

The Contractor must provide preventative and remedial maintenance services for the leased equipment throughout the contract period, agreeing to diagnose and resolve all problems that occur in the equipment by repairing, replacing or otherwise making good the part or parts of the equipment that are defective or do not meet the specifications as soon as possible. The Contractor agrees that a problem is not resolved until the equipment is restored to fully functional operation.

The cost of providing all labour, parts and other materials or travel required to restore the equipment to fully functional operation or perform any other part of the maintenance service described in this section is included in the firm contract price. No additional charges for time, material or other costs related to maintaining the equipment can be made unless the maintenance service is performed outside the Principal Period of Maintenance (PM).

The Contractor must accept and respond to maintenance service calls during the Principal Period of Maintenance (PM) which is defined as nine (9) hours each day, from 08:00 to 17:00 (local Singapore time), Monday to Friday, not including statutory holidays observed by Canada.

Photocopiers with a secure erase function must be cleared prior to maintenance.

Laptop computers used for diagnostics and troubleshooting digital photocopiers located in the High Commission must not leave these missions. It may be necessary for the High Commission to dedicate a laptop computer for technical support. This could be achieved by the recycling of an older but serviceable laptop, loaded with the company provided diagnostic software.

4.10.1 Preventive Maintenance

The Contractor is responsible for maintaining the equipment in good working condition. Preventive maintenance including but not limited to inspection, lubrication and adjustment of the equipment must be performed during the PM.

This service must be performed in accordance with the OEM specifications or as otherwise agreed between the Project Authority and the Contractor. The cost of this maintenance is included in the firm price of the contract. The Contractor must keep a log of all preventive maintenance performed for each photocopier and ensure that the log is available to the Project Authority.

Request for Proposal (RFP) Foreign Affairs, Trade and Development Canada (DFATD)**4.10.2 Remedial Maintenance**

The Contractor will also provide on-call remedial maintenance services, the cost of which is included in the firm price of the contract. Remedial maintenance or emergency repair service on any photocopier including replacement of unserviceable parts and labour, during the PM, must be responded to by a site visit within 4 to 6 hours.

4.10.3 Replacement Parts

Replacement parts must be available for all photocopiers supplied for the full duration of the contract. All parts supplied by the Contractor in performing the maintenance services must be new or of substantially equal quality. The provision of parts for maintaining the photocopiers is included in the firm price of the contract. Removed parts of any lease photocopiers and equipment are the property of the Contractor with the exception of hard drive(s) purchased by DFATD at the end of the lease period. Software items must be to the latest version released, unless otherwise specified, and must be provided with the normal Manufacturer's warranty and customer support.

4.10.4 Site Regulations (On-site Service)

The Contractor undertakes and agrees to comply with all standing orders or other regulations, in force on the site where the work is to be performed, relating to the safety of persons on the site or the protection of property against loss or damage from any and all causes including fire.

4.10.5 Licensing

The Contractor must obtain and maintain all permits, licenses and certificates of approval required for the Work to be performed under any applicable federal, provincial or municipal legislation. The Contractor will be responsible for any charges imposed by such legislation or regulations. Upon request, the Contractor must provide a copy of any such permit, license, or certificate to Canada.

4.10.6 Safety Regulations and Labour Codes

The Contractor must adhere to all health and safety rules, regulations and labour codes applicable to performance of the work.

4.10.7 Dispatch of Personnel

The Contractor must have a process to log service calls and dispatch trained personnel. These logs must be available to the Project Authority upon request. The Contractor must indicate clearly how the High Commission is to contact the Contractor's service personnel in the event of service disruption including providing a toll free maintenance dispatch number to allow the High Commission to request assistance in the event of service related problems or disruption. At a minimum the toll free maintenance telephone number, must be accessible to the High Commission during the PM.

Upon commencing any maintenance services, the Contractor must work continuously in performing the maintenance until the photocopier(s) and/or any equipment being serviced is returned to fully functional operation or until the end-user notifies the Contractor to suspend work.

4.10.8 Photocopier Maintenance History Report

For each visit to perform remedial maintenance, a maintenance service call report must be prepared by the Contractor and signed by the individual requesting service. This report, one (1) copy of which is to be left with the individual, must include the following as a minimum:

- a) Contract number;
- b) client's name, telephone number and location;
- c) date and time of receipt of request for service and the name of the service centre that received it;
- d) dispatch date and time;
- e) site arrival/departure date and time;
- f) total down time;

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- g) reason for call;
- h) photocopier serial number;
- i) action taken/service performed, including list of parts replaced/installed;
- j) technician's name and signature; and
- k) any remarks.

Copies of these reports must be made available to the Project Authority within thirty (30) days of request.

4.10.9 Level of Service

The Contractor warrants and guarantees that the photocopiers and equipment furnished under this contract will perform with a loss of print or copy service (i.e. downtime) of not more than an aggregate equivalent of one normal working day within one period of twenty (20) working days, due to either remedial or preventive maintenance. This will ensure 95% availability in a normal work month. In those instances where the High Commission employs equipment for longer working days, 95% availability must still be met.

Such aggregate downtime is to commence at the time of notifying the Contractor in the case of a problem or at start of shutdown in the case of preventive maintenance and is to end when fully functional operation is restored. Individual cases involving loss of service in excess of the above norm in any one month, leading to serious disruption of work, must be brought to the attention of the Project Authority and the Contractor must take necessary steps to rectify the situation. In the event that the Contractor does not remedy the situation to the satisfaction of the High Commission within two (2) weeks from the date the excessive downtime commenced, the Contractor will be deemed in default of Contract.

The Contractor must restore the photocopier and/or equipment to fully functional operation within five (5) consecutive working days or must deliver a replacement that meets the requirements of the Contract at no additional cost to the High Commission.

In the event any given photocopier has four (4) or more remedial equipment failures in a 30 day period, then the Contractor must replace such photocopier with same or like equipment.

4.10.10 Remedies

The Contractor will not be responsible for any deficiencies arising from any use of the equipment that is inconsistent with practices or procedures published by the OEM or any other procedure previously published by the Contractor and accepted by the Project Authority or any factors beyond the reasonable control of the Contractor.

The Project Authority must claim the applicable remedy, in writing, within 30 days from the time that the failure resulting in the application of the remedy could reasonably be noted. Any such claim for a remedy must include reasonable documentation to support such claim.

Where the application of any remedy results in the requirement of the Contractor to replace the equipment then such replacement equipment must be installed within 48 hours of receipt of the request by the Contractor.

5.0 Quality Management & Environmental Systems**5.1 Quality Management System**

The Contractor (or its Original Equipment Manufacturer) must be registered under ISO 9001:2000 from a nationally accredited registrar under the ISO 9001 Program for the manufacturing facility where the specific photocopiers are manufactured.

Request for Proposal (RFP) Foreign Affairs, Trade and Development Canada (DFATD)**5.2 Environmental Programs in Place**

The following Environmental Programs are mandatory:

5.2.1 ISO 14001 Certification

The Contractor (or its Original Equipment Manufacturer) must be registered under ISO 14001 from a nationally accredited registrar under the ISO 14001 Program for the manufacturing facility where the supplied photocopiers are manufactured.

5.2.2 Packaging Recycling

The Contractor must currently promote recycling through an established and ongoing packaging recycling program as per the following:

- All materials in which the photocopiers are packaged and shipped must be recyclable.

The Contractor must reuse, recycle or dispose of all packaging materials in an environmentally sensitive manner.

5.2.3 Consumables Container Recycling Program

Where consumables containers cannot be recycled through local recycling programs, the Contractor must provide its own consumables recycling program by either:

- providing prepaid, postage-return packaging with the consumable when it is originally delivered, or available for download from the manufacturer's website; or,
- picking up used consumables containers at no charge.

5.2.4 Hardware Take-Back and Recycling Program

The Contractor must control electronic waste through the establishment of an ongoing hardware take-back and recycling program.

The Contractor must recycle or dispose of all equipment taken back in an environmentally sensitive manner. At a minimum, the recycling of equipment should involve material recovery and metals recovery processes. Facilities used to process end of life electronics must meet all applicable health, safety, environment, transport and export regulations. Facilities must possess all required permits and appropriate insurance.

Acceptable processes include manual dismantling and sorting into major material categories (non-hazardous materials, electronic scrap materials, and hazardous materials) and mechanical processing for dismantling and/or material separation, with provision of dust collection and operator risk assessments and protection.

Major Material categories are defined as follows:

- Non-Hazardous Materials include ferrous metal, non-ferrous metal, other metals (brass, bronze, metal fines), plastics, wood, and glass (non-lead).
- Electronic Scrap Materials include cables and wires, printed circuit boards (high, medium and low grade), components, including hard drives, chips and other electronic components.
- Hazardous Materials include cathode ray tubes (CRT), CRT frit, leaded plasma display glass and other leaded glass, rechargeable batteries, non-rechargeable batteries, including alkaline, lead acid, and coin cell batteries on circuit boards, mercury bearing lamps and switches, components containing polychlorinated biphenyls, Ink and toner cartridges.

Electronic scrap materials and hazardous materials:

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- exporting of these materials must be done in compliance to the Export and Import of Hazardous Waste and Hazardous Recyclable Material Regulation applicable to Singapore.

In the event that it is determined by the High Commission that the Contractor is refusing to take back product or not recycling that product in accordance with the minimum requirements of the contract, Canada will arrange to have the subject material recovered and disposed of appropriately at the cost of the Contractor.

6.0 Equipment Delivery Location and Usage Detail

A total of ten (10) photocopiers including equipment must be delivered in accordance to the table below.

Location	Category of Equipment*	Average Monthly Usage
Immigration TRV	B	1500
Accounts	B	4000
HOM copier RM	B	600
Trade copier RM	B	1500
Immigration Registry	B	2500
Consular int booth	A	500
Admin Copier RM	B	1600
Immigration Hallway	C	6000
Immigration Store	B	1500
Admin Reception	A	700

*The Category of Equipment is further explained in the Appendix B – Mandatory Technical Specifications

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Appendix B – Mandatory Technical Specifications

The mandatory requirements are listed in the following tables. Failure to meet any of the mandatory requirements will result in the proposal being deemed non-compliant. Proposals that are determined to be non-compliant will receive no further consideration.

Offerors should indicate compliance or non-compliance to the mandatory requirements by putting check-marks or a Yes or No in the appropriate boxes under the column entitled Compliant. The Offeror must provide supporting documentation demonstrating compliance to all mandatory technical specifications.

TABLE B1 GENERAL PHOTOCOPIER SPECIFICATIONS				
	Mandatory Specifications / Services	Compliant		Statement of Compliance / Description
		Yes	No	
	All photocopiers must meet the following :			
(a)	Must use digital electro photographic printing technology or equivalent digital technology, to produce output from normal and complex office automation applications such as word processing, spreadsheets, graphics, and a combination of text and graphics on the same page.			
(b)	Must be capable of double-sided printing and copying from all required paper input sources and in all required paper sizes. The photocopiers must be set either at the factory or when delivered to the delivery location, to default to print doubled-sided and to make two sided copies from single sided originals (i.e. Default Duplex).			
(c)	Must be equipped with an alarm or indicator through hardware or software to alert the user when the photocopier is out of paper.			
(d)	Must be fully operational in a normal office environment at normal room temperature.			
(e)	Must operate with 8 1/2" X 11" plain paper normally used in office correspondence such as 80gsm, plain offset stock, or pre-printed letterhead sheets as well as with any other sizes of paper stipulated herein.			
(f)	Must not generate noise levels in excess of 75 dB(A).			
(g)	Must have a warm up time to recover from sleep / energy saver mode of less than 30 seconds			
(H)	Must be Energy Star qualified or equivalent, and be delivered with the low-power feature activated or enabled.			
(I)	For photocopier(s) that include hard drives: Must be equipped with a secure erase function that meets the following: a) Clears the hard drive immediately after use or on a minimum daily basis.			

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	b) Uses a triple overwrite capability (or similar) for residual data which must be executed to the Project Authority's satisfaction prior to removal of the hard drive (and any other non-volatile memory components which may contain client job data) from the premises, or, alternatively, the hard drive (and other non-volatile storage components) must be surrendered to the Project Authority for physical destruction if it is defective or otherwise no longer required for use by the High Commission.			
(j)	Must not be equipped with a modem either for remote diagnostics or faxing. Access to the local or wide area network and data through the photocopier's fax telephone line/modem interface must not be possible. The fax and network subsystems must be completely separate. All options for document delivery through telephone or wireless must be disabled to meet the safety standards of the Canadian High Commission.			

**TABLE B2
CATEGORY "A" PHOTOCOPIER SPECIFICATIONS**

	Mandatory Specifications / Services	Compliant		Statement of Compliance / Description
		Yes	No	
Category A photocopiers must meet the following :				
(a)	Have a machine rated print speed of minimum 15 pages per minute (ppm) at 600 dpi in monochrome to minimum paper letter size (8 1/2 x11) A quantity of two (2) is required.			Include Model Number, etc.
(b)	Have zoom capability of minimum 50% to 200% for walk-up copying.			
(c)	Include minimum 256 MB RAM.			
(d)	Have an originals document feeder with a capacity of at least 30 sheets.			
(e)	Include minimum 3 paper sources with automatic switching and a total capacity of minimum 1000 sheets, with at least one offering letter size media.			
(f)	Be configured with duplex as standard; stack less or with a minimum 50 sheet tray.			
(g)	Have an output capacity of minimum 100 sheets			
(h)	Have letter size (8 1/2 x11) copying capability from the platen and the document feeder			
(j)	Be 13 AMP minimum.			
(k)	Be able to produce multiple prints from both the			

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	document feeder and the platen.			
(l)	Be able to produce minimum 256 gray scales.			

**TABLE B3
CATEGORY "B" PHOTOCOPIER SPECIFICATIONS**

	Mandatory Specifications / Services	Compliant		Statement of Compliance / Description
		Yes	No	
Category B photocopiers must meet the following :				
(a)	Have a machine rated print speed of minimum 25 pages per minute (ppm) at 600 dpi in monochrome to minimum paper size of A3 (297mm x 420mm) and a rated volume capacity of minimum 25,000 pages per month. A quantity of seven (7) is required.			Include Model Number, etc.
(b)	Have zoom capability of minimum 50% to 200% for walk-up copying.			
(c)	Include minimum 32 MB RAM;			
(d)	Have a hard drive capacity of minimum 10 GB			
(e)	Have an originals document feeder with a capacity of at least 30 sheets;			
(f)	Include minimum 3 paper sources with automatic switching and a total capacity of minimum 1000 sheets, with at least one offering letter size media;			
(g)	be configured with duplex as standard; stack less or with a minimum 50 sheet tray;			
(h)	have an output capacity of minimum 500 sheets, separated through either offset stacking or sorting			
(i)	have auto-stapling capability with a minimum 30 sheet capacity			
(j)	Have A5, letter size, and A3 copying capability from the platen and the document feeder, as well as printing capability for all sizes.			
(k)	Be 13 AMP minimum.			
(l)	Be able to produce multiple prints from both the document feeder and the platen.			
(m)	Be able to produce minimum 256 gray scales.			

**TABLE B4
CATEGORY "C" PHOTOCOPIER SPECIFICATIONS**

	Mandatory Specifications / Services	Compliant		Statement of Compliance / Description
		Yes	No	
Category C photocopiers must meet the following :				
(a)	Have a machine rated print speed of minimum 55 pages per minute (ppm) at 600 dpi in monochrome to minimum paper size of A3 (297mm x 420mm) A quantity of one (1) is required.			Include Model Number, etc.

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(b)	Have zoom capability of minimum 25% to 400% for walk-up copying.			
(c)	Include minimum 128 MB RAM			
(d)	Have a hard drive capacity of minimum 40 GB			
(e)	Have an originals document feeder with a capacity of at least 50 sheets			
(f)	Include minimum 3 paper sources with automatic switching and a total capacity of minimum 1500 sheets, with at least one offering letter size media.			
(g)	Have stack bypass or manual feed minimum 50 sheets.			
(h)	Be configured with duplex as standard; stack less or with a minimum 50 sheet tray.			
(i)	Have an output capacity of minimum 1000 sheets, separated through either offset stacking or sorting			
(j)	Have auto-stapling capability with a minimum 30 sheet capacity			
(k)	Have A5, letter size, and A3 copying capability from the platen and the document feeder, as well as printing capability for all sizes.			
(l)	Be 13 AMP minimum.			
(m)	Be able to produce multiple prints from both the document feeder and the platen.			
(n)	Be able to produce minimum 256 gray scales.			

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**TABLE B6
GENERAL REQUIREMENTS, MAINTENANCE AND SUPPORT SERVICES**

	Mandatory Specifications / Services	Compliant		Statement of Compliance / Description
		Yes	No	
(a)	Appendix A – Section 4.2.1 Material Supplied			
(b)	Appendix A – Section 4.3 Delivery (not including 4.3.1 and 4.3.2)			
(c)	Appendix A – Section 4.5 Service Personnel			
(d)	Appendix A – Section 4.5.1 Third Party Certification			
(e)	Appendix A – Sections 4.6.1 Installation, Integration and Configuration			
(f)	Appendix A – Section 4.6.3 Training			
(g)	Appendix A – Section 4.8.2 Warranty			
(h)	Appendix A – Sections 4.8.3 Risk of Loss or Damage to Leased Equipment			
(i)	<p>Appendix A – Section 4.10 including 4.10.1 to 4.10.10</p> <p>The Offeror must include a description of its maintenance and support services for the photocopiers, which must be consistent with all the requirements described in Section 4.10 including 4.10.1 to 4.10.10 of the Statement of Work. The following must also be addressed in the Offeror's description:</p> <p>(A) the Offeror's problem reporting and response procedures, should a problem occur relating to the provision of photocopiers, support and services;</p> <p>(B) the Offeror's escalation procedures for photocopier failure and repeated service issues including replacement, if necessary.</p> <p>(C) Any enhancements to the basic requirements that the Offeror is offering.</p> <p>(D) how the Offeror will provide end users with direct access to the Contractor for service and support.</p> <p>(E) the Offeror's process for creating and addressing requests for Photocopier Maintenance from the time the request for maintenance service is made until the work is completed, all within the service response timelines. how the Contractor will respond to and solve the request, including a detailed report.</p>			

Request for Proposal (RFP) Foreign Affairs, Trade and Development Canada (DFATD)

Appendix "C" – Certifications

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

1. Certification of Understanding

The Offeror certifies that all parts of this RFP have been reviewed in detail and are completely understood in order to make its proposal. Under no circumstances will the Statement of Work, specifications, or task description be subject to revised interpretation or amended following Contract award except where the Contracting Authority so authorizes in writing.

Signature Offeror/Contractor

Date

2. Certification of Education, Experience and Legal Right to Work in Singapore

We certify that all statements made with regard to the experience and legal right to work in Singapore of individuals proposed for completing the subject work are accurate and factual, and we are aware that the Project Authority reserves the right to verify any information provided in this regard and that untrue statements may result in the proposal being declared non-responsive.

Should verification by the Project Authority disclose untrue statements, the Project Authority shall have the right to treat any Contract resulting from this Bid as being in default and to terminate it accordingly.

Signature Offeror/Contractor

Date

3. Certification of Availability and Status of Personnel

Certification from the Offeror that all technicians will be available to commence the work at the period specified herein, and will remain available to perform the work in relation to the fulfilment of this requirement.

If the Offeror/Contractor has proposed any person in fulfilment of this requirement who is not an employee of the Offeror/Contractor, the Offeror/Contractor hereby certifies that it has written permission from such person (or the employer of such person) to propose the services of such person in relation to the work to be performed in fulfilment of this requirement and to submit such person's résumé to the Contracting Authority.

If the Offeror/Contractor has proposed any person in fulfilment of this requirement who is or who is not an employee of the Offeror/ Contractor, the Offeror/Contractor hereby certifies that such a person is under no restrictive covenant in relation to a constraint of trade that would prevent the person from fulfilling his or her services in relation to the work.

During the bid evaluation, the Offeror/Contractor MUST upon the request of the Contracting Authority provide a copy of such written permission, in relation to any or all non-employees proposed. The Offeror/Contractor agrees that failure to comply with such a request may lead to disqualification of the Offeror's/Contractor's proposal from further consideration.

Signature Offeror/Contractor

Date

Request for Proposal (RFP) Foreign Affairs, Trade and Development Canada (DFATD)

4. Certification of Identity or Legal Capacity of Offeror

In order to establish the legal capacity under which a Offeror proposes to enter into the Contract, any Offeror who carries on business in other than its own personal name shall, if requested by the Contracting Authority, provide proof of the legal capacity under which it carries on business to the Contracting Authority prior to Contract award. Such proof may be in the form of a copy of the articles of incorporation or of the registration of the business name of a sole proprietor, of a trade name, of a partnership, etc.

Signature Offeror/Contractor

Date

5. Former Public Servant Certification

Contracts with former public servants (FPS) in receipt of a pension or of a lump sum payment must bear the closest public scrutiny, and reflect fairness in the spending of public funds. In order to comply with Treasury Board policies and directives on contracts with FPS, Offerors must provide the information required below.

Definitions

For the purposes of this clause,

"former public servant" is any former member of a department as defined in the *Financial Administration Act*, R.S., 1985, c. F-11, a former member of the Canadian Armed Forces or a former member of the Royal Canadian Mounted Police. A former public servant may be:

- (a) an individual;
- (b) an individual who has incorporated;
- (c) a partnership made of former public servants; or
- (d) a sole proprietorship or entity where the affected individual has a controlling or major interest in the entity.

"lump sum payment period" means the period measured in weeks of salary, for which payment has been made to facilitate the transition to retirement or to other employment as a result of the implementation of various programs to reduce the size of the Public Service. The lump sum payment period does not include the period of severance pay, which is measured in a like manner.

"pension" means, in the context of the fee abatement formula, a pension or annual allowance paid under the *Public Service Superannuation Act* (PSSA), R.S., 1985, c. P-36, and any increases paid pursuant to the *Supplementary Retirement Benefits Act*, R.S., 1985, c. S-24 as it affects the PSSA. It does not include pensions payable pursuant to the *Canadian Forces Superannuation Act*, R.S., 1985, c. C-17, the *Defence Services Pension Continuation Act*, 1970, c. D-3, the *Royal Canadian Mounted Police Pension Continuation Act*, 1970, c. R-10, and the *Royal Canadian Mounted Police Superannuation Act*, R.S., 1985, c. R-11, the *Members of Parliament Retiring Allowances Act*, R.S., 1985, c. M-5, and that portion of pension payable to the *Canada Pension Plan Act*, R.S., 1985, c. C-8.

Former Public Servant in Receipt of a Pension

Is the Offeror a FPS in receipt of a pension as defined above? **YES** () **NO** ()

If so, the Offeror must provide the following information:

- (a) name of former public servant;
- (b) date of termination of employment or retirement from the Public Service.

Request for Proposal (RFP) Foreign Affairs, Trade and Development Canada (DFATD)**Work Force Reduction Program**

Is the Offeror a FPS who received a lump sum payment pursuant to the terms of a work force reduction program? **YES** () **NO** ()

If so, the Offeror must provide the following information:

- (a) name of former public servant;
- (b) conditions of the lump sum payment incentive;
- (c) date of termination of employment;
- (d) amount of lump sum payment;
- (e) rate of pay on which lump sum payment is based;
- (f) period of lump sum payment including start date, end date and number of weeks;
- (g) number and amount (professional fees) of other contracts subject to the restrictions of a work force reduction program.

For all contracts awarded during the lump sum payment period, the total amount of fees that may be paid to a FPS who received a lump sum payment is \$5,000, including the Goods and Services Tax or Harmonized Sales Tax.

Certification

By submitting a bid, the Offeror certifies that the information submitted by the Offeror in response to the above requirements is accurate and complete.

Signature Offeror/Contractor

Date

Request for Proposal (RFP) Foreign Affairs, Trade and Development Canada (DFATD)

Appendix “D” – Pricing Schedule

1.1 The Offeror must complete this pricing schedule and include it in its financial proposal. Pricing must only be contained in the financial proposal.

1.1 Offerors must quote in the pricing tables below a FIXED COST PER COPY RATE in Singapore Dollars (SGD)

1.2 that includes all costs necessary to perform the work, FOB destination including all delivery charges, customs duties included, GST, HST or VAT excluded, where applicable.

1.3 The quoted rates are firm, all inclusive and must include cost of labor, direct materials and supplies, consumables (except paper), equipment lease, fringe benefits, general and administrative expenses, overhead and profit, as applicable. All overhead expenses normally incurred in providing the services such as project office space and furnishings, word processing, work estimates, photocopying, courier and telephone charges, local travel, parking are included in the firm rates identified hereunder and will not be permitted as direct charges.

1.4 The estimated average quarterly usage is provided in good faith and does not constrain Canada to use this amount. The actual usage may be higher or lower than the stated number.

D1. Initial Contract Period:

TABLE D1 – INITIAL CONTRACT PERIOD					
	A	B	C	D	E= (A or B)*C*D)
Digital Photocopiers As per Annex A and Annex B	Fixed Cost per copy Rate	Estimated number of copies (per month)	Quantity	Number of Months	Total
Category A	_____	500	2	35	_____
Category B	_____	600	7	35	_____
Category C	_____	6000	1	35	_____
Total Evaluated Price (sum of column E) =					_____
Total GST, HST or VAT (if applicable) =					_____

Request for Proposal (RFP) Foreign Affairs, Trade and Development Canada (DFATD)

D2. Option Year Period 1 (one year period)

TABLE D2 – OPTION PERIOD 1					
	A	B	C	D	E= (A or B)*C*D)
Digital Photocopiers As per Annex A and Annex B	Fixed Cost per copy Rate	Estimated number of copies (per month)	Quantity	Number of Months	Total
Category A	_____	500	2	12	_____
Category B	_____	600	7	12	_____
Category C	_____	6000	1	12	_____
Total Evaluated Price (sum of column E) =					_____
Total GST, HST or VAT (if applicable) =					_____

D3. Option Year Period 2 (one year period)

TABLE D3 – OPTION PERIOD 2					
	A	B	C	D	E= (A or B)*C*D)
Digital Photocopiers As per Annex A and Annex B	Fixed Cost per copy Rate	Estimated number of copies (per month)	Quantity	Number of Months	Total
Category A	_____	500	2	12	_____
Category B	_____	600	7	12	_____
Category C	_____	6000	1	12	_____
Total Evaluated Price (sum of column E) =					_____

Request for Proposal (RFP) Foreign Affairs, Trade and Development Canada (DFATD)

TABLE D3 – OPTION PERIOD 2

	A	B	C	D	E= (A or B)*C*D)
Digital Photocopiers As per Annex A and Annex B	Fixed Cost per copy Rate	Estimated number of copies (per month)	Quantity	Number of Months	Total
Total GST, HST or VAT (if applicable) =					_____

D4. Summary

TABLE D4

Total Evaluated Price (Sum of Tables D1 to D3 inclusively) =	_____
	(GST, HST or VAT excluded)

D5. Hard Drive Removal – if applicable

For hard drive removal, if applicable, as per Annex A Statement of Work, Offerors should quote a price in Table D5, including all removal costs. This rate will not be part of the financial evaluation but will be added to the contract as an optional service at the rate that is indicated in the proposal.

A	B	C	D
Hard Drive Removal as per Annex A (if applicable)	Firm all inclusive Unit Rate Initial Contract Period	Firm all inclusive Unit Rate Option Period One	Firm all inclusive Unit Rate Option Period Two
Category A			
Category B			
Category C			