

**RETURN BIDS TO:  
RETOURNER LES SOUMISSIONS À:**

**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 PROPOSAL  
DEMANDE DE PROPOSITION**

**Proposal To: Public Works and Government  
Services Canada**

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

**Proposition aux: Travaux Publics et Services  
Gouvernementaux Canada**

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

**Comments - Commentaires**

<b>Title - Sujet</b> PASSPORT PHOTOCARDS	
<b>Solicitation No. - N° de l'invitation</b> BPPT1-130343/A	<b>Date</b> 2014-04-03
<b>Client Reference No. - N° de référence du client</b> BPPT1-130343	
<b>GETS Reference No. - N° de référence de SEAG</b> PW-\$\$CW-033-64967	
<b>File No. - N° de dossier</b> cw033.BPPT1-130343	<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 2014-04-23</b>	<b>Time Zone</b> <b>Fuseau horaire</b> Eastern Daylight Saving Time EDT
<b>F.O.B. - F.A.B.</b>	
<b>Plant-Usine:</b> <input type="checkbox"/> <b>Destination:</b> <input checked="" type="checkbox"/> <b>Other-Autre:</b> <input type="checkbox"/>	
<b>Address Enquiries to: - Adresser toutes questions à:</b> Richard, Josette	<b>Buyer Id - Id de l'acheteur</b> cw033
<b>Telephone No. - N° de téléphone</b> (613) 990-3814 ( )	<b>FAX No. - N° de FAX</b> (613) 993-2581
<b>Destination - of Goods, Services, and Construction:</b> <b>Destination - des biens, services et construction:</b> DEPARTMENT OF CITIZENSHIP AND IMMIGRATION 5TH FLOOR 70 RUE CREMAZIE ATT: ANNE BEAUSOLEIL 819-934-3843 GATINEAU Quebec K1A0G3 Canada	

**Instructions: See Herein**

**Instructions: Voir aux présentes**

**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>Delivery Required - Livraison exigée</b> See Herein	<b>Delivery Offered - Livraison proposée</b>
<b>Vendor/Firm Name and Address</b> <b>Raison sociale et adresse du fournisseur/de l'entrepreneur</b>	
<b>Telephone No. - N° de téléphone</b> <b>Facsimile No. - N° de télécopieur</b>	
<b>Name and title of person authorized to sign on behalf of Vendor/Firm</b> <b>(type or print)</b> <b>Nom et titre de la personne autorisée à signer au nom du fournisseur/ de l'entrepreneur (taper ou écrire en caractères d'imprimerie)</b>	
<b>Signature</b>	<b>Date</b>

## TABLE OF CONTENTS

### PART 1 - GENERAL INFORMATION

1. Introduction
2. Summary
3. Debriefings

### PART 2 - BIDDER INSTRUCTIONS

1. Standard Instructions, Clauses and Conditions
2. Submission of Bids
3. Enquiries - Bid Solicitation
4. Applicable Laws
5. Improvement of Requirement During Solicitation Period
6. Basis for Canada's Ownership of Intellectual Property

### PART 3 - BID PREPARATION INSTRUCTIONS

1. Bid Preparation Instructions

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

1. Evaluation Procedures
2. Basis of Selection

### PART 5 - CERTIFICATIONS

1. Mandatory Certifications Required Precedent to Contract Award

### PART 6 - RESULTING CONTRACT CLAUSES

1. Statement of Work
2. Standard Clauses and Conditions
3. Security Requirement
4. Term of Contract
5. Authorities
6. Payment
7. Invoicing Instructions
8. Certifications
9. Applicable Laws
10. Priority of Documents
11. Insurance
12. SACC Manual Clauses

#### List of Annexes:

Annex "A"	Statement of Work
Annex "B"	Basis of Payment
Annex "C"	Federal Contractors Program for Employment Equity - Certification

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## **PART 1 - GENERAL INFORMATION**

### **1. Introduction**

The bid solicitation is divided into seven parts plus attachments and annexes, as follows:

- Part 1 General Information: provides a general description of the requirement;
- Part 2 Bidder Instructions: provides the instructions, clauses and conditions applicable to the bid solicitation;
- Part 3 Bid Preparation Instructions: provides bidders with instructions on how to prepare their bid;
- Part 4 Evaluation Procedures and Basis of Selection: indicates how the evaluation will be conducted, the evaluation criteria that must be addressed in the bid, and the basis of selection;
- Part 5 Certifications: includes the certifications to be provided;
- Part 6 Resulting Contract Clauses: includes the clauses and conditions that will apply to any resulting contract.

The Annexes include the Statement of Work, the Basis of Payment and the Federal Contractors Program for Employment Equity - Certification.

### **2. Summary**

The Passport Program which is under the Department of Citizenship and Immigration Canada has a requirement for the production, storage and delivery of various custom die-cut photocards with serial numbering and barcodes. There may be also a requirement for the redesign of the photocard format by the Contractor during the contract period.

The contract will be from contract award till March 31, 2015 inclusive, with the option to extend the contract by up to three (3) additional one (1) year period.

Bidders must provide a list of names of all individuals who are currently directors of the Bidder or other related information as needed, pursuant to section 01 of Standard Instructions 2003.

There is a Federal Contractors Program (FCP) for employment equity requirement associated with this procurement; see Part 5 - Certifications, Part 6 - Resulting Contract Clauses and Annex "C" named *Federal Contractors Program for Employment Equity - Certification*.

The requirement is limited to Canadian goods and/or services.

### **3. Debriefings**

Bidders may request a debriefing on the results of the bid solicitation process. Bidders should make the request to the Contracting Authority within 15 working days of receipt of the results of the bid solicitation process. The debriefing may be in writing only.

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## PART 2 - BIDDER INSTRUCTIONS

### 1. Standard Instructions, Clauses and Conditions

All instructions, clauses and conditions identified in the bid solicitation 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.

Bidders who submit a bid agree to be bound by the instructions, clauses and conditions of the bid solicitation and accept the clauses and conditions of the resulting contract.

The 2003 (2014-03-01) Standard Instructions - Goods or Services - Competitive Requirements, are incorporated by reference into and form part of the bid solicitation.

### 2. Submission of Bids

Bids 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 bid solicitation.

Due to the nature of the bid solicitation, bids transmitted by facsimile to PWGSC will not be accepted.

### 3. Enquiries - Bid Solicitation

All enquiries must be submitted in writing to the Contracting Authority no later than **five (5) calendar days before the bid closing date**. Enquiries received after that time may not be answered.

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

### 4. Applicable Laws

Any resulting contract must be interpreted and governed, and the relations between the parties determined, by the laws in force in Ontario.

Bidders may, at their discretion, substitute the applicable laws of a Canadian province or territory of their choice without affecting the validity of their bid, 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 bidders.

### 5. Improvement of Requirement During Solicitation Period

Should bidders consider that the specifications or Statement of Work contained in the bid solicitation could be improved technically or technologically, bidders are invited to make suggestions, in writing, to the Contracting Authority named in the bid solicitation. Bidders must clearly outline the suggested

Solicitation No. - N° de l'invitation

BPPT1-130343/A

Amd. No. - N° de la modif.

File No. - N° du dossier

cw033BPPT1-130343

Buyer ID - Id de l'acheteur

cw033

CCC No./N° CCC - FMS No/ N° VME

BPPT1-130343

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improvement as well as the reason for the suggestion. Suggestions that do not restrict the level of competition nor favour a particular bidder will be given consideration provided they are submitted to the Contracting Authority at least five (5) days before the bid closing date. Canada will have the right to accept or reject any or all suggestions.

## **6. Basis for Canada's Ownership of Intellectual Property**

The Passport Program which is under the Department of Citizenship and Immigration Canada has determined that any intellectual property rights arising from the performance of the Work under the resulting contract will belong to Canada, on the following grounds:

Where the material developed or produced consists of material subject to copyright, with the exception of computer software and all documentation pertaining to that software.

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## PART 3 - BID PREPARATION INSTRUCTIONS

### 1. Bid Preparation Instructions

Canada requests that bidders provide their bid in separately bound sections as follows:

- Section I:** Technical Bid (1 hard copy + 1 soft copy on USB)  
**Section II:** Financial Bid (1 hard copy + 1 soft copy on USB)  
**Section III:** Certifications (1 hard copy)

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

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

Canada requests that bidders follow the format instructions described below in the preparation of their bid:

- (a) use 8.5 x 11 inch (216 mm x 279 mm) paper;
- (b) use a numbering system that corresponds to the bid solicitation.

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) (<http://www.tpsgc-pwgsc.gc.ca/ecologisation-greening/achats-procurement/politique-policy-eng.html>). To assist Canada in reaching its objectives, bidders 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 Bid**

In their technical bid, bidders should demonstrate their understanding of the requirements contained in the bid solicitation and explain how they will meet these requirements. Bidders should demonstrate their capability in a thorough, concise and clear manner for carrying out the work.

The technical bid should address clearly and in sufficient depth the points that are subject to the evaluation criteria against which the bid will be evaluated. Simply repeating the statement contained in the bid solicitation is not sufficient. In order to facilitate the evaluation of the bid, Canada requests that bidders address and present topics in the order of the evaluation criteria under the same headings. To avoid duplication, bidders may refer to different sections of their bids by identifying the specific paragraph and page number where the subject topic has already been addressed.

#### **Section II: Financial Bid**

Bidders must submit their financial bid in accordance with the Basis of Payment, in Annex B. The total amount of Applicable Taxes must be shown separately.

Solicitation No. - N° de l'invitation

BPPT1-130343/A

Amd. No. - N° de la modif.

File No. - N° du dossier

cw033BPPT1-130343

Buyer ID - Id de l'acheteur

cw033

CCC No./N° CCC - FMS No/ N° VME

BPPT1-130343

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### **Section III: Certifications**

Bidders must submit the certifications required under Part 5.

## PART 4 - EVALUATION PROCEDURES AND BASIS OF SELECTION

### 1. Evaluation Procedures

- (a) Bids will be assessed in accordance with the entire requirement of the bid solicitation including the financial evaluation criteria.
- (b) The Contracting Authority will evaluate the bids.

### 1.1 Technical Evaluation

#### 1.1.1 Mandatory Technical Criteria

The following definitions apply for the purposes of the Mandatory Criterion M.1

**"Large volume"** means a minimum of 1,000,000 forms printed and finished in a single production run.

**"Non-standard flat/business forms"** means custom printed flat forms or business forms with specialty finishing such as die-cutting or other custom finishing. This does not include the printing and finishing of standard letterhead, stationary, kit folders or other die-cut folders and die-cut covers for publications/reports. It does not include flat forms or other loose leaf products requiring only standard four (4) way trimming or drilling holes.

**"External client(s)"** means clients exterior to the Bidder's own legal entity (or joint venture partnership) and excludes the parent, subsidiaries or other affiliates of the Bidder.

**"Internal client(s)"** means clients within the Bidder's own legal entity (or joint venture partnership) and includes the parent, subsidiaries and other affiliates of the Bidder.

#### M.1 Corporate Experience and Capability

The Bidder must demonstrate that it has been contractually bound to an external client or to external clients (outside of the Bidder's own company) for a contract or contract(s) to provide the services as described in Annex A - Statement of Work.

This contract or these contracts must have been undertaken or completed within the last five (5) years prior to the closing date of this RFP.

During the evaluation no corporate experience gained through internal clients will be accepted or reviewed.

This contract or these contracts (when combined) must include all of the following services (M.1.a-M.1.i):

- M.1.a Printing and finishing (*i.e. die-cutting, glueing, binding, etc.*) of large volumes of non-standard flat/business forms as defined for M.1
- M.1.b Printing barcodes and man readable equivalents on forms;
- M.1.c Warehousing of printed flat forms, business forms or printed publications;
- M.1.d Inventory reporting;
- M.1.e Ordering by the Client using the Bidder's internet based ordering system;
- M.1.f Order activity reporting and order tracking;
- M.1.g Order fulfillment;
- M.1.h Preparation for distribution/delivery;



M.1.i Delivery to destination(s).

### **Response Format:**

For **each** contract the Bidder must provide the following information:

- As applicable to the contract, a description of the required services (M.1.a, - M.1.i) provided to the client(s) as specified to meet M.1;
- The start date and completion date of the contract for which the services were provided (example: March 2008 – December 2009 or April 10, 2010 to February 13, 2013 or March 2008 to present);
- Client information for the Contract.

### **M.2 Business Continuity Plan**

The Bidder must provide a Business Continuity Plan (BCP) detailing how it will maintain production, supply and delivery of CIC-Passport Program Photocards during events that would negatively impact the Bidder's normal operations.

The BCP must provide details to demonstrate how the Bidder will maintain the production, supply and delivery of Passport Photocards to meet CIC-Passport Program requirements for **each** of the following activities (M.2.a – M.2.g) as specified in the Annex A - Statement of Work:

- M.2.a Internet based ordering;
- M.2.b Order tracking;
- M.2.c Finishing of photo-cards (die-cutting and application of photo pouch)
- M.2.d Printing semi-finished Passport photocards;
- M.2.e Warehousing;
- M.2.f Overprinting; and
- M.2.g Inventory management and reporting

### **M.3 Bidder's Internet Ordering System**

The Bidder must provide a description of the Bidder's current internet ordering system. The description must demonstrate how the Bidder's existing internet ordering system will provide all of the following (M.3.a - M.3.g below) to meet the requirements of the Statement of Work.

- M.3.a Internet based ordering by clients for order fulfillment;
- M.3.b Password login features for individual clients;
- M.3.c Address selection from a pre-established list;
- M.3.d Order tracking number generation;
- M.3.e Order status tracking;
- M.3.f Up-to-date order reporting; and
- M.3.g Available inventory for ordering.

## **1.2 Financial Evaluation**

The price of the bid will be evaluated in Canadian dollars, the Goods and Services Tax or the Harmonized Sales Tax excluded, FOB destination, Canadian customs duties and excise taxes included.

Solicitation No. - N° de l'invitation

BPPT1-130343/A

Amd. No. - N° de la modif.

File No. - N° du dossier

cw033BPPT1-130343

Buyer ID - Id de l'acheteur

cw033

CCC No./N° CCC - FMS No/ N° VME

BPPT1-130343

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The prices requested in the Annex B - Basis of Payment of this RFP (Request for Proposal) will be multiplied by the corresponding quantities for evaluation and then totalled to determine the total evaluated price, as specified in the Annex B - Basis of Payment Excel spreadsheet being distributed through the following website: <https://buyandsell.gc.ca/procurement-data/tenders>

## **2. Basis of Selection**

A bid must comply with the requirements of the bid solicitation and meet all mandatory technical evaluation criteria to be declared responsive. The responsive bid with the lowest evaluated price will be recommended for award of a contract.

## PART 5 - CERTIFICATIONS

Bidders must provide the required certifications and associated information to be awarded a contract.

The certifications provided by bidders to Canada are subject to verification by Canada at all times. Canada will declare a bid non-responsive, or will declare a contractor in default in carrying out any of its obligations under the Contract, if any certification made by the Bidder is found to be untrue, whether made knowingly or unknowingly, during the bid evaluation period or during the contract period.

The Contracting Authority will have the right to ask for additional information to verify the Bidder's certifications. Failure to comply and to cooperate with any request or requirement imposed by the Contracting Authority may render the bid non-responsive or constitute a default under the Contract.

### 1. Certifications Required Precedent to Contract Award

#### 1.1 Integrity Provisions - Associated Information

By submitting a bid, the Bidder certifies that the Bidder and its Affiliates are in compliance with the provisions as stated in Section 01 Integrity Provisions - Bid of Standard Instructions 2003. The associated information required within the Integrity Provisions will assist Canada in confirming that the certifications are true.

#### 1.2 Federal Contractors Program for Employment Equity - Bid Certification

By submitting a bid, the Bidder certifies that the Bidder, and any of the Bidder's members if the Bidder is a Joint Venture, is not named on the Federal Contractors Program (FCP) for employment equity "FCP Limited Eligibility to Bid" list ([http://www.labour.gc.ca/eng/standards\\_equity/eq/emp/fcp/list/inelig.shtml](http://www.labour.gc.ca/eng/standards_equity/eq/emp/fcp/list/inelig.shtml)) available from Employment and Social Development Canada (ESDC) - Labour's website.

Canada will have the right to declare a bid non-responsive if the Bidder, or any member of the Bidder if the Bidder is a Joint Venture, appears on the "FCP Limited Eligibility to Bid" list at the time of contract award.

Canada will also have the right to terminate the Contract for default if a Contractor, or any member of the Contractor if the Contractor is a Joint Venture, appears on the "FCP Limited Eligibility to Bid" list during the period of the Contract.

The Bidder must provide the Contracting Authority with a the completed annex "C" - Federal Contractors Program for Employment Equity - Certification, before contract award. If the Bidder is a Joint Venture, the Bidder must provide the Contracting Authority with a completed annex Federal Contractors Program for Employment Equity - Certification, for each member of the Joint Venture.

### 2. Additional Certifications Precedent to Contract Award

The certifications listed below 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 Bidder and provide the Bidder 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.

## 2.1 Canadian Content Certification

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

This procurement is limited to Canadian services.

The Bidder certifies that:

- ( ) the services offered are Canadian services as defined in paragraph 2 of clause A3050T.

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## PART 6 - RESULTING CONTRACT CLAUSES

The following clauses and conditions apply to and form part of any contract resulting from the bid solicitation.

### 1. Statement of Work

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

### 2. Standard Clauses and Conditions

All clauses and conditions identified in the Contract 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.

#### 2.1 General Conditions

2030 (2014-03-01), General Conditions - Higher Complexity - Goods, apply to and form part of the Contract.

### 3. Security Requirement

There is no security requirement applicable to this Contract.

### 4. Term of Contract

#### 4.1 Period of the Contract

The period of the Contract is from **contract award date to March 31, 2015 inclusive**.

#### 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 three (3) additional one (1) year period 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 fifteen (15) 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:

**Josette Richard**

Supply Officer

Public Works and Government Services Canada

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Acquisitions Branch  
Communications Procurement Directorate  
360 Albert Street, 12th Floor, Ottawa ON, K1A 0S5

Telephone: 613-990-3814                      Facsimile: 613-991-5870  
E-mail: [josette.richard@pwgsc.gc.ca](mailto:josette.richard@pwgsc.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

The Project Authority for the Contract is: *(to be completed at time of Contract award)*.

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 completed at time of Contract award)*.

## 6. Payment

### 6.1 Basis of Payment

The Contractor will be reimbursed for the costs reasonably and properly incurred in the performance of the Work, as determined in accordance with the Basis of Payment in Annex B.

### 6.2 Limitation of Expenditure

1. Canada's total liability to the Contractor under the Contract must not exceed \$ \_\_\_\_\_ (to be completed upon contract award). Customs duties are included and Goods and Services Tax or Harmonized Sales Tax is extra, if applicable.
2. 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

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(c) as soon as the Contractor considers that the contract funds provided are inadequate for the completion of the Work, whichever comes first.

3. 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.

### 6.3 **SACC Manual Clauses**

SACC Manual clause H1001C (2008-05-12) Multiple Payments

## 7. **Invoicing Instructions**

1. The Contractor must submit invoices 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.
2. The Contractor must prepay transportation costs. Prepaid transportation costs must be shown as a separate item on the invoice, supported by a certified copy of the prepaid transportation bill of lading.
3. Invoices must be distributed **once a month** (one invoice per month) as follows:
  - (a) The original and one (1) copy must be forwarded to the address shown on page 1 of the Contract for certification and payment.
  - (b) One (1) copy must be forwarded to the Contracting Authority identified under the section entitled "Authorities" of the Contract.

## 8. **Certifications**

### 8.1 **Compliance**

Compliance with the certifications and related documentation 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, provide the related documentation or if 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.

### 8.2 **SACC Manual Clauses**

SACC Manual Clause A3060C (2008-05-12) Canadian Content Certification

## 9. **Applicable Laws**

The Contract must be interpreted and governed, and the relations between the parties determined, by the laws in force in Ontario.

## 10. 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) the general conditions 2030 (2014-03-01), General Conditions - Higher Complexity - Goods;
- (c) Annex A Statement of Work;
- (d) Annex B, Basis of Payment;
- (e) the Contractor's bid dated \_\_\_\_\_ (insert date of bid).

## 11. Insurance

SACC *Manual* clause G1005C (2008-05-12) Insurance

## 12. SACC Manual clauses

The following terms and conditions are incorporated herein.

<b>SACC Reference</b>	<b>Title</b>	<b>Date</b>
D5328C	Inspection and Acceptance	2007-11-30
P1005C	Packaging and Packing of Printed Products	2010-01-11
P1010C	Quality Levels for Printing	2010-01-11
P1009C	Author's Alterations	2010-01-11
P1016C	Quality Levels for Binding	2010-01-11
P1013C	Quality Level for Forms	2010-01-11
B7500C	Excess Goods	2006-06-16



## ANNEX "A" - STATEMENT OF WORK

### CIC-Passport Program Photocards

#### 1. OVERVIEW

CIC-Passport Program has a requirement for the production, storage and delivery of various custom die-cut photocards with serial numbering and barcodes. There may be also a requirement for the redesign of the photocard format by the Contractor.

#### 2. HISTORICAL PERSPECTIVE OF ACTIVITY

CIC-Passport Program has ordered between 3,000,000 and 5,500,000 photocards per year over the last three (3) years. This is a historical perspective of activity only and it does not represent a commitment from the Crown that the same level of ordering will be maintained throughout the contract.

#### 3. REQUIREMENT

##### 3.1 SCOPE OF WORK

The Contractor must provide CIC-Passport Program with the following:

- Supply all raw materials to produce the photocards in a semi-finished (without barcodes and serial numbers) and a finished state (barcodes and serial numbers added at time of order).
- Design and composition of photocards.
- Provide proofs prior to production of photocards.
- Produce (print, custom die-cut, apply polyester photo pouches as specified) and store the semi-finished photocards until overprinting (barcodes and serial numbers) and distribution is required.
- At the time of order placement, overprint barcodes and serial numbering on photocards, in black text, as mentioned below in article **3.6 - SPECIFICATIONS**
- Pick, pack and deliver finished photocards as per the order received.
- Warehouse semi-finished products.
- Provide an internet based ordering system to deliver finished photocards to multiple locations across Canada.
- Provide a backup plan to support the internet based ordering system.

##### 3.2 DESCRIPTION OF PHOTOCARDS

There are currently four (4) different photocards (PPT 195, 362, 364 and 365) in circulation. All photocards are designed to allow passport applicant photos (front and back) to be easily scanned and include a die-cut window for photos, two (2) photo pouches.

The photocards (PPT 362,364 and 365) are stocked in a semi-finished state by the Contractor. These include an additional barcode and man readable equivalents printed on the document. Once an order is placed for distribution and delivery, these photocards, (PPT 362,364 and 365) are overprinted with a barcode and man readable equivalent.

### 3.3 REDESIGN SERVICES

CIC-Passport Program may require the redesign of the CIC-Passport Program photocard format at any time during the period of the Contract or the option periods. The layout and content of the currently existing photocard may need to be adapted or even a new photocard format developed, if necessary, by the Contractor and the Project Authority.

The Technical Authority will send an email to the Contractor advising of any major or minor modifications for a design or redesign of the photocards.

These are defined as follows:

**A) Minor modification:** Layout remains unchanged, content is updated.

**B) Major modification:** Layout and/or format is updated. Format and/or layout revisions will not change the size of the basic card and will not increase the number of die-cut areas.

### 3.4 OVERRUNS/UNDERRUNS

**3.4.1** For the semi-finished photocards produced to stock, no overruns and no underruns will be accepted.

**3.4.2** For the delivery of finished photocards with barcodes, no overruns will be accepted. If overruns are delivered, they will be returned to the supplier at no cost to CIC-Passport Program. All destroyed or missing numbers must be accounted for on the packing slip and emailed to the Project Authority.

Damaged semi-finished cards during the finalization process must be replaced at no cost to CIC-Passport Program. These must be reported to the Project Authority and added to CIC-Passport Program stock after every order.

### 3.5 QUALITY LEVELS FOR PRINTING

The print quality level of the photocard is informational, in accordance with the Public Works and Government Services Canada (PWGSC) Publication entitled "Quality Levels for Printing" and/or "Quality Levels for Colour Reproduction", latest issues.

To produce the semi-finished photocards, the Contractor must use a printing process that will allow the overprinting specified below to meet the required print quality levels.

### 3.6 SPECIFICATIONS

**Size:** 8-1/2" wide x 5-1/2" high  
**Text:** Printed one side only, black, no bleeds  
**Stock:** White ledger paper 64m text

**Photo Window and Left Photo Pouch:**

The photo window is a die-cut window on the left side of the photocard at 2-1/32" from the left edge and 1-7/16" from the top edge.

Die-cut size 1-9/16" w x 1-13/16" h and covered from the back of the photocard with a 2 mil, frosted, clear polyester patch measuring 3" w x 3-¼" h, glued on three (3) sides to allow an opening of 2-3/16" at the top and 2-7/8" deep.

**RIGHT PHOTO POUCH:**

The right photo pouch is constructed with 2 mil, frosted, clear polyester patch measuring 3" w x 3-¼" h located on the front of the photocard at 4-1/2" from the left edge and 11/16" from the top edge. It is glued 3 sides to allow an opening of 2-3/16" at the top and 2-7/8" deep.

**MATERIAL SUPPLIED BY CIC-PASSPORT PROGRAM:**

Print ready copies of the base stock of each of the four (4) different photocards (PPT 195, 362, 364 and 365) will be supplied to the Contractor in an electronic format.

**NUMBERING AND BARCODES FOR THE PHOTOCARDS (PPT 362, 364 AND 365):**

A seven (7) digit sequential serial number consisting of either (one) 1 alpha and six (6) numeric or two (2) alpha and five (5) numeric must be laser printed in black at the top left hand corner of the photocard. The matching Code 039 barcode (also laser printed in black) will be located to the right of the numbering, centered above the window.

The prefix used is dependent to the location to which the materiel will be delivered. Prefix logical will be provided to the contractor post contract award. Project Authority may request alternate barcode numbering through the online ordering system.

To overprint the photocard with the Code 039 barcode, the printer may use digital printing. The print resolution must be a minimum of 600 dpi and must meet ANSI Grade \*B\* requirement.

**3.7 PROOFS**

Two (2) complete sets of proofs (blueprints or digital proofs) must be submitted to the Technical Authority for approval prior to printing and die-cutting of the initial quantities. The proofs are to be provided only prior to the initial production run and in the event of a redesign of the photocard or as otherwise specified by the Technical Authority. The Technical Authority will return the approved proofs to the Contractor within (5) business days of receipt of the proofs at the address specified in 3.7.1.

Twelve (12) samples of each of the four (4) different photocards (PPT 195, 362, 364 and 365) printed without barcodes including the two (2) glued photo pockets must be submitted to the Technical Authority before the first production run begins.

Proofs must be accounted for within the schedule.

**3.7.1 DELIVER PROOFS TO:**

Forms Management  
CIC-Passport Program

70 Crémazie, 5th floor  
Gatineau, Québec  
J8Y 3P2

### 3.8. ORDERING

#### 3.8.1 INTERNET BASED ORDERING

The Contractor must have an existing internet based ordering system which can be used by CIC-Passport Program to place orders for distribution of finished products to multiple locations across Canada as well as create and generate reports.

The Contractor's system must provide a "Welcome Page" at a minimum in English, which must link to the Ordering Tool.

CIC-Passport Program expects to use a system already in use by the Contractor and will therefore not consider paying costs required for the development of such a system. CIC-Passport Program will not consider utilizing any system which will require the purchase or lease of proprietary hardware or software.

The Contractor's internet based ordering system must be directly integrated with their inventory management system so that any ordering activities undertaken by a CIC-Passport Program representative will be conducted using information on the status of the Passport Program material in inventory that is current for the time the order is placed.

The Contractor's system must provide secure information management for the CIC-Passport Program, separate from any other of the Contractor's clients.

The internet based ordering system must allow multiple, authorized CIC-Passport Program representatives to conduct ordering activities simultaneously. The ordering system must include the following features:

- 1) User and Password log-in features
- 2) Delivery address selection (from a pre-established list)
- 3) Available inventory to be distributed/delivered
- 4) Order status tracking
- 5) Provision of a special "Comments" section for special barcoding requests

At the end of the ordering session, the system must display an Order Tracking Number. The system must not generate an invoice to the ordering office at the time of the order. The ordering costs must be included in the monthly invoice sent to the Project Authority.

The information displayed in the summary at the end of the ordering session must be printed on a waybill clearly stating, "This is not an invoice, do not pay", which must be included with the shipped items.

At a minimum, the Contractor's internet based ordering system must permit access and functionality for CIC-Passport Program Representatives in Microsoft Internet Explorer Windows 7. The version of Microsoft Internet Explorer in Windows currently used may be upgraded over the term of the contract.

### **3.8.2 MANAGEMENT FUNCTION**

The ordering system must contain a management function which will only permit CIC-Passport Program Project Authority to view information on the ordering activity. The information must be compiled daily.

The management function must allow the CIC-Passport Program Project Authority to view information on orders placed and items shipped in progressively finer levels of detail as required. Information queries may be based the following:

- a. number of orders placed by ordering office
- b. number of orders placed during identified reporting period
- c. number of orders and related quantities for each of the four (4) different photocards
- d. inventory status
- e. When any item reaches the established reorder point, the ordering system must provide an alert to the CIC-Passport Program Project Authority by e-mail.

### **3.8.3. TECHNICAL PERSONNEL**

The Contractor must have technical personnel available to work with the CIC-Passport Program representatives to set up and maintain the ordering methods.

### **3.8.4 BACK-UP ORDERING AND TRACKING METHOD**

Order placement by email or by facsimile must also be made available as a contingency should the internet based ordering system become non functional or unavailable.

## **3.9 REPORTING**

**The Contractor must provide the following elements to the Project Authority upon request:**

- a. Monthly inventory status report
- b. Monthly order report
- c. Shipping documentation in the shipment and an electronic copy to the Project Authority
- d. Online reporting as specified in 3.8
- e. Periodic reports (quarterly or a frequency determined between the Contractor and Project Authority upon contract award) on how it ensures that the lowest cost of freight is applied to each shipment.

## **4. QUANTITIES**

During the initial contract period, the Contractor must produce a combined initial quantity of a minimum of 3,000,000 semi-finished photocards (without barcodes and serial numbers) and store them at the Contractor's facility until the Project Authority requests them for overprinting and distribution.

After contract award, the Project Authority will specify the number of each type of photocards (PPT 195, 362, 364 and 365) to be produced. The timeframe for the initial production of the semi-finished photocards is four (4) weeks from the receipt of the production quantity request from CIC-Passport Program.

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In addition to the initial quantity of photocards, the Contractor must store the quantity supplied by CIC Passport Program of unfinished photocards base stock from the previous photocards contract until the Project Authority requests them for overprinting and delivery. The quantity of unfinished photocards supplied to the Contractor by Passport Canada must be depleted in the overprinting and delivery process before the initial quantity produced by the Contractor is used in the overprinting and delivery process.

#### **4.1. OPTIONAL PHOTOCARDS**

CIC-Passport Program may require additional quantities of photocards at any time during the initial period of the Contract or during any time of the option periods. Should additional quantities be required, the Contracting Authority will issue a contract amendment that will specify the combined quantity of semi-finished photocards (without barcodes) to be printed. Once the semi-finished photocards are produced, the Contractor must store them at the Contractor's facility until the Project Authority requests them for overprinting and distribution.

#### **4.2 REDESIGN AND CONTRACT END**

In the event of a redesign, or at contract end, CIC-Passport Program will purchase any remaining photocards the Contractor may have in stock as jointly agreed through the monthly inventory report. CIC-Passport Program will specify the quantity of each photocard to be delivered based on remaining stock held by the Contractor.

### **5. OVERPRINTING AND DELIVERY PROCESS**

#### **5.1 PHOTOCARD PPT 362,364 AND 365**

CIC-Passport Program will place an online order via the Contractor's internet based ordering system that will specify the quantity of each photocard type to be distributed and delivered. The Contractor must deliver the overprinted photocards with barcodes to the appropriate service location.

The Project Authority may make a special request to number various quantities outside of the predetermined numbering sequence.

The estimated quantities for each distribution request (with numbering and barcodes) may vary between 5,000 and 60,000 photocards.

The time frame to overprint the photocards and to deliver **via ground transportation** to the appropriate service location is fifteen (15) business days from date the online request is sent.

The Contractor must ensure that it allots sufficient time for ground shipments to reach their designated locations without charging expedited courier fees or air transport.

#### **5.2 PHOTOCARD PPT 195**

CIC-Passport Program will place an online order via the Contractor's internet based ordering system that will specify the quantity of each product type to be distributed/delivered. The Contractor must deliver the photocards to the appropriate service location.

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The estimated quantities for each distribution/delivery request may vary between 5,000 and 60,000 photocards.

## 6. LIST MANAGEMENT

The Contractor must keep an up to date list of all of the serial numbers used along with the delivery dates and their destinations. All destroyed or missing numbers must be accounted for. The Contractor must be able to provide this list to the client at any given time in order to prevent duplication.

## 7. PACKAGING INSTRUCTIONS

### 7.1 LABELING

The Contractor must address any items being delivered according to the delivery address(es) supplied, including all activities and materials for the output and application of any required labels.

### 7.2 PACKAGING

Polywrap in 250's. Label polywrapped packages with title, catalogue number, quantity and series numbers (from # to #).

### 7.3 CARTONS

Package in uniform cartons of ten (10) packages of 250's (face up) per carton. The cartons must be sturdy and able to sustain considerable handling. Label cartons with title, catalogue number, quantity and series numbers (from # to #) included in each box.

All pallets should have the same number of boxes per row and the same number of rows per pallet.

## 8. DELIVERY LOCATIONS

CIC-Passport Program will only reimburse the Contractor for non-expedited ground transportation to all destinations. Delivery will be across Canada. The destination addresses will be specified with each request for overprinting and delivery.

## 9. COMPONENTS OF WORK

All components pertaining to the job including artwork, negatives, proofs and electronic files (be it original or modified products), whether supplied by CIC-Passport Program or purchased by, or supplied by, the Contractor, are to be considered property of Canada and must be forwarded at no cost, upon completion of the work.

The Contractor must return all components to the Project Authority at the end date of the Contract at no additional cost to Canada. Components must be packaged appropriately and shipped in a manner to ensure safe delivery at the specified destination.

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**10. FAULTY PHOTOCARDS**

Photocards that are deemed faulty are to be returned to the Contractor for disposal and must be returned at no extra charge to CIC-Passport Program. All faulty materiel is to be issued a monthly credit memo. The Contractor is responsible for disposal of the faulty photocards at no extra charge.

Replacement order must be shipped within five (5) business days if order is greater than 50% of defective material.

**11. QUALITY ASSURANCE**

The Contractor must perform all necessary quality assurance procedures to ensure the product meets the specified quality levels and specifications of the Annex A - Statement of Work.



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## ANNEX "B" - BASIS OF PAYMENT

**B.1** Bidders must provide pricing in the format specified in this Annex B - Basis of Payment. Failure to provide prices in the format specified will render the proposal non-responsive.

For the combined quantity of PPTC 195, 362, 364 and 365, bidders must submit firm, all-inclusive prices in Canadian dollars, the Goods and Services Tax or the Harmonized Sales Tax excluded, FOB destination, Canadian customs duties and excise taxes included. Shipping costs extra.

Payment for photocards will be made in accordance with the quantities specified in each request for overprinting and delivery. Payment for overprinted photocards will be made following the complete delivery of the overprinted photocards to the final destination specified in each request for overprinting and Delivery.

If pricing is not provided for a component, a price of zero will be assigned for the component and the bidder will be provided an opportunity to agree with the zero amount. If the bidder agrees then the Basis of Payment will be considered compliant. However if the bidder disagrees then the proposal will be found non-compliant and no further evaluation will be done.

Prices must include all materials and operations (set-up charges, custom die-cutting, provision of proofs, production of unfinished photocards, provision of samples, storage, overprinting of numbering and barcodes, packaging materials, labels and their application as well as provision of ordering tool as specified in Annex A - Statement of Work) to supply the final products and ready the items for shipping.

### DELIVERY / SHIPPING CHARGES

CIC-Passport Program will only reimburse the Contractor's shipping costs to offices outside of a radius of 25 km from the Contractor's warehouse location. No shipping costs will be incurred by CIC-Passport Program within this radius.

For deliveries outside of the specified 25 km radius, the Contractor will be reimbursed for the shipping costs reasonably and properly incurred in the performance of the Work, at cost, without any allowance for profit and/or administrative overhead. A copy of the bill of lading from the carrier must be submitted to the Project Authority along with the associated invoice. All payments are subject to government audit.

The Quantity for Evaluation shown in the pricing grid (refer to B.3) of the Annex B - Basis of Payment are estimates for evaluation purposes only and are not indicative nor a guarantee of the actual number of items to be ordered.

**BIDDERS ARE RESPONSIBLE TO ENTER THEIR PRICES ON THE MS EXCEL SPREADSHEET SUPPLIED TO THEM AND RETURN IT ON **USB** ALONG WITH A PRINT OUT OF THE COMPLETED ANNEX B: BASIS OF PAYMENT WITH THEIR PROPOSAL.**

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

## B.2 PAPER ESCALATION CLAUSES (SOLICITATION AND CONTRACT)

Bidders must complete the B.2.1 Escalation Clause and include it with their Bid. If the Bidder does not complete and provide the *B.2.1 P2010 - T - Escalation for Paper* Clause with the Bid, no Escalation Clause will be included in the Contract and no price escalation will be granted based on increased paper costs during the period of the Contract.

### B.2.1 P2010 - T - Escalation for Paper

1. The resulting contract will contain a provision for price adjustment (increase or decrease) of the portion of the price directly related to the base transaction cost of paper. Price adjustment will apply only to increase or decrease of the base transaction cost of paper that may occur at any time during the resulting Contract period but not before thirty (30) days after Contract award.
2. Bidders must provide their base transaction cost(s) and the quantity of the paper on which the base transaction cost is established in their bid as follows:
  - (a) Stock: \_\_\_\_\_ lb. at a base transaction cost per Cwt. of \$\_\_\_\_\_, and which represent \_\_\_\_\_ percent of the firm lot price(s). Brand name and paper supplier: \_\_\_\_\_.
  - (b) Stock: \_\_\_\_\_ lb. at a base transaction cost per Cwt. of \$\_\_\_\_\_, and which represent \_\_\_\_\_ percent of the firm lot price(s). Brand name and paper supplier: \_\_\_\_\_.
3. Upon request from the Contracting Authority, bidders must provide supporting documentation to confirm the base transaction cost. Such documentation may consist of copy of quotation from the paper supplier(s).

### B.2.1 Escalation for paper clause to be included in contract:

1. The portion of the price directly related to the base transaction cost of paper is subject to price adjustment (increase or decrease) at any time during the contract period but not before the end of the 30-day period after contract award. The price will be adjusted using the percentage of the announced increase or decrease that came into effect by applying it to the applicable base transaction cost.
2. To request a price adjustment, the Contractor must provide the Contracting Authority with a notice indicating the increase or decrease in the base transaction cost of the paper necessary to complete the requirement of the Contract, if applicable. Such notice must contain the price as publicly announced by at least three (3) paper supplier who supply the grade specified in the Contract and the date the price came into effect.
3. The base transaction cost of paper subject to price adjustment is as follows:
  - (a) stock: \_\_\_\_\_ lb. at a base transaction cost per Cwt. of \$\_\_\_\_\_, and which represent \_\_\_\_\_ percent of the firm lot price(s). Brand name and paper supplier: \_\_\_\_\_.
  - (b) stock: \_\_\_\_\_ lb. at a base transaction cost per Cwt. of \$\_\_\_\_\_, and which represent \_\_\_\_\_ percent of the firm lot price(s). Brand name and paper supplier: \_\_\_\_\_.

Solicitation No. - N° de l'invitation

BPPT1-130343/A

Amd. No. - N° de la modif.

File No. - N° du dossier

cw033BPPT1-130343

Buyer ID - Id de l'acheteur

cw033

CCC No./N° CCC - FMS No/ N° VME

BPPT1-130343

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4. The Contractor must provide a copy of the quotation from the paper supplier(s) to support the above base transaction cost and a copy of the invoice(s) from the paper supplier(s) to support the adjusted base transaction cost.
  5. Any price adjustment must be approved by the Contracting Authority and will be evidenced through a Contract amendment.

**ANNEX "C"**  
**FEDERAL CONTRACTORS PROGRAM**  
**FOR EMPLOYMENT EQUITY - CERTIFICATION**

I, the Bidder, by submitting the present information to the Contracting Authority, certify that the information provided is true as of the date indicated below. The certifications provided to Canada are subject to verification at all times. I understand that Canada will declare a bid non-responsive, or will declare a contractor in default, if a certification is found to be untrue, whether during the bid evaluation period or during the contract period. Canada will have the right to ask for additional information to verify the Bidder's certifications. Failure to comply with any request or requirement imposed by Canada may render the bid non-responsive or constitute a default under the Contract.

For further information on the Federal Contractors Program for Employment Equity visit [Employment and Social Development Canada \(ESDC\)-Labour's website](#).

Date: \_\_\_\_\_ (YYYY/MM/DD) (If left blank, the date will be deemed to be the bid solicitation closing date.)

Complete both A and B.

A. Check only one of the following:

- A1. The Bidder certifies having no work force in Canada.
- A2. The Bidder certifies being a public sector employer.
- A3. The Bidder certifies being a federally regulated employer being subject to the *Employment Equity Act*.
- A4. The Bidder certifies having a combined work force in Canada of less than 100 employees (combined work force includes: permanent full-time, permanent part-time and temporary employees [temporary employees only includes those who have worked 12 weeks or more during a calendar year and who are not full-time students]).

A5. The Bidder has a combined workforce in Canada of 100 or more employees; and

- A5.1. The Bidder certifies already having a valid and current Agreement to Implement Employment Equity (AIEE) in place with ESDC-Labour.

**OR**

- A5.2. The Bidder certifies having submitted the Agreement to Implement Employment Equity (LAB1168) to ESDC-Labour. As this is a condition to contract award, proceed to completing the form Agreement to Implement Employment Equity (LAB1168), duly signing it, and transmit it to ESDC-Labour.

B. Check only one of the following:

- B1. The Bidder is not a Joint Venture.

**OR**

- B2. The Bidder is a Joint venture and each member of the Joint Venture must provide the Contracting Authority with a completed annex Federal Contractors Program for Employment Equity - Certification. (Refer to the Joint Venture section of the Standard Instructions).