

Request for Standing Offer
Foreign Affairs, Trade and Development Canada

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PART 1 - GENERAL INFORMATION

1. Introduction

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

- Part 1 General Information: provides a general description of the requirement;
- Part 2 Offeror Instructions: provides the instructions applicable to the clauses and conditions of the RFSO;
- Part 3 Offer Preparation Instructions: provides offerors with instructions on how to prepare their offer to address the evaluation criteria specified;
- Part 4 Evaluation Procedures and Basis of Selection: indicates how the evaluation will be conducted, the evaluation criteria which must be addressed in the offer, and the basis of selection;
- Part 5 Certifications: includes the certifications to be provided;
- Part 6 6A, Standing Offer, and 6B, Resulting Contract Clauses:
6A, includes the Standing Offer containing the offer from the Offeror and the applicable clauses and conditions;

6B, includes the clauses and conditions which will apply to any contract resulting from a call-up made pursuant to the Standing Offer.

2. Summary

Foreign Affairs, Trade and Development Canada (FATDC) is seeking to establish a Standing Offer for the provision of web to print services on an "as and when requested" basis including the order taking, printing, packaging, shipping and managing of business cards and departmental stationery. Delivery will be required to the National Capital Region (NCR) and to the department's Regional Offices (RO) across Canada on behalf of employees located in Canada and at missions around the world.

Currently, the department's ordering process is resource intensive in that employees must complete an internal form for any required business cards and departmental stationery (except for letterhead which is ordered on an as and when requested basis). The internal form is submitted to the Center of Expertise (CoE) at DFATD Headquarters in Ottawa, ON. They in turn prepare the necessary procurement documentation which is forwarded to a private sector contractor to produce proofs which are faxed, e-mailed or delivered in person to DFATD for review and approval, then returned to the contractor for fulfillment and shipping to DFATD Headquarters in the National Capital Region (NCR). Invoices are generated by the contractor and forwarded to DFATD for processing and cheque issuance. Graphic design services will also be required for the development of new electronic templates for business cards and departmental stationery. To reduce the demand on existing resources, and to improve efficiency and client service, the department intends to award a standing offer agreement for web to print services.

The Standing Offer Agreement is tentatively set for award on June 1, 2014 and will be for an initial period of three (3) years with two (2) additional option periods of one (1) year each.

3. Debriefings

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

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PART 2 - OFFEROR INSTRUCTIONS

1. Standard Instructions, Clauses and Conditions

All instructions, clauses and conditions identified in the Request for Standing Offers (RFSO) by number, date and title are set out in the [Standard Acquisition Clauses and Conditions Manual](#) issued by Public Works and Government Services Canada.

The SACC manual is available at the following address:

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

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

The 2006 (2014-03-01) Standard Instructions - Request for Standing Offers - Goods or Services - Competitive Requirements, are incorporated by reference into and form part of the RFSO.

1.1 The 2006 Standard Instructions - Request for Standing Offers - Goods or Services - Competitive Requirements, is amended as follows:

1.1.1 At Section "General Information":
Delete this section in its entirety

Replace by:

General Information

One method of supply used by Foreign Affairs, Trade and Development Canada (FATDC) to satisfy requirements is to arrange with suppliers to submit a standing offer to provide goods, services or both during a specified period. The department would then authorize call-ups against the standing offer detailing the exact quantities of goods or level of services they wish to order at a particular time, during the effective period of the standing offer in accordance with the predetermined conditions.

The process normally starts with a Request for Standing Offers (RFSO) that suppliers may obtain through the Government Electronic Tendering Service (GETS). A RFSO is an invitation to suppliers to provide the department with a standing offer. The quantity of goods, level of services and estimated expenditure specified in the RFSO are only an approximation of requirements given in good faith. A RFSO does not commit the department to authorize the utilization of a standing offer or to procure or contract for any goods, services or both. A standing offer is not a contract. The issuance by the department of a Standing Offer and Call-up Authority to successful suppliers does not constitute an agreement by Canada to order any or all of the goods, services or both offered. The department may make one or several call-ups against a standing offer.

1.1.2 Delete the following Subsections in their entirety: 01.4, 01.5, 05.2 (d), 12.1(a), 12.1(b) et 20.2

1.1.3 At Subsection 5.4:
Delete: sixty (60) days
Replace by: one hundred and twenty (120) days

1.1.4 At Section 6 and at Section 7:
Delete: PWGSC
Replace by: FATDC

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2. Submission of Offers

Offers must be submitted only to Foreign Affairs, Trade and Development Canada by the date, time and place indicated on page 1 of the Request for Standing Offers.

Due to the nature of the Request for Standing Offers, transmission of offers by facsimile or other electronic means will not be accepted.

3. Enquiries - Request for Standing Offers

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

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

4. Applicable Laws

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

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

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 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 fifteen (15) days before the bid closing date. Canada will have the right to accept or reject any or all suggestions.

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PART 3 - OFFER PREPARATION INSTRUCTIONS

1. Offer Preparation Instructions

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

- Section I: Technical Offer (4 hard copies)
Section II: Financial Offer (1 hard copy, 1 soft copy on CD or 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 offer only. No prices must be indicated in any other section of the offer.

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

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

In April 2006, Canada issued a policy directing federal departments and agencies to take the necessary steps to incorporate environmental considerations into the procurement process [Policy on Green Procurement](#) available at the following address:

<http://www.tpsgc-pwgsc.gc.ca/ecologisation-greening/achats-procurement/politique-policy-eng.html>

To assist Canada in reaching its objectives, offerors should:

- 1) use 8.5 x 11 inch (216 mm x 279 mm) paper containing 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 Offer

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

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

Section II: Financial Offer

2.1 The Offeror must submit firm prices in accordance with Annex B, Basis of Payment that will apply for the entire period of the Standing Offer. All prices must be in Canadian dollars and the total amount of Applicable Taxes must be shown separately, as applicable.

2.2 The Offeror must include all costs for the requirement described in the solicitation for the entire period of the Standing Offer including any option periods. The identification of all necessary labour, materials,

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tools, equipment, software, peripherals, and components required and the associated costs of these items is the sole responsibility of the Offeror.

2.3 Escalation for Paper

Offerors must provide their base transaction cost(s) and the quantity of the paper on which the base transaction cost is established in accordance with Annex B, Basis of Payment.

2.4 Offerors are requested to insert a price for all items as set out in the pricing tables in Annex B Basis of Payment. If the Offeror leaves any price blank, Canada will treat the price item as "\$0.00" for evaluation purposes and may request that the Offeror confirm the price. Offerors will not be permitted to modify a price as part of this confirmation. Any Offeror who does not confirm that the price for a blank item is \$0.00 will be declared non-responsive.

2.5 Unless otherwise indicated, the Offeror must include a single firm price in each cell requiring an entry in the pricing tables in Annex B, Basis of Payment. The Offeror must not modify the pricing tables.

Section III: Certifications

Offerors must submit the certifications required under Part 5.

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PART 4 - EVALUATION PROCEDURES AND BASIS OF SELECTION

1. Evaluation Procedures

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

1.1. Technical Evaluation

1.1.1 Mandatory Technical Criteria

- (a) Each offer will be reviewed to determine whether it meets the mandatory requirements of the solicitation. All elements of the offer solicitation that are mandatory requirements are identified specifically with the words "must" or "mandatory". Offers that do not comply with each and every mandatory requirement will be considered non-responsive and disqualified.
- (b) The mandatory technical criteria are described in Attachment 1 to Part 4.
- (c) Canada reserves the right to conduct reference checks to verify the information contained in the Technical Offer. This may be conducted in writing by e-mail or by phone. Canada will obtain reference contact information from the Offeror and send e-mail reference check requests to contacts at the same time. These contacts must respond within 5 working days. On the third working day during this period, if Canada has not received a response, the Offeror will be notified by e-mail, to contact its reference directly to ensure that it responds to Canada in the required period. Wherever information provided by a reference differs from the information supplied by the Offeror, the information supplied by the reference will be the information evaluated.

1.2 Financial Evaluation

1.2.1 The price of the Offer will be evaluated in Canadian dollars, Applicable Taxes excluded, FOB Destination, Canadian customs duties and excise taxes included.

1.2.2 For offer evaluation purposes only, the Overall Evaluated Price (OEP) of the Offer will be determined as follows:

(a) Pricing Schedule A

For items no. 1 to 14 inclusive the price quoted in columns C, D, E will be added to calculate the Total in column F. For item no. 15 the price quoted will be the Total in column F. Each Total will be multiplied by the associated weight factor in column G to calculate the Evaluated Price in column H. The Total Evaluated Price will be the sum total of each Evaluated Price in column H.

(b) Pricing Schedule B

For items no. 1 to 12 inclusive the price quoted in columns C, D, E, F, G will be added to calculate the Total in column H. For item no. 13 the price quoted will be the Total in column H. Each Total will be multiplied by the associated weight factor in column I to calculate the Evaluated Price in column J. The Total Evaluated Price will be the sum total of each Evaluated Price in column J.

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(c) Summary Pricing Schedule

The OEP will be the sum of the Total Evaluated Price for each Pricing Schedule for each period of the Standing Offer (i.e. sum of 1A, 1B, 2A, 2B, 3A, 3B).

2. Basis of Selection – Mandatory Technical Criteria

2.1 An offer must comply with the requirements of the Request for Standing Offer and meet all mandatory technical evaluation criteria to be declared responsive. The responsive offer with the lowest evaluated price will be recommended for issuance of a standing offer.

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ATTACHMENT 1 TO PART 4

TECHNICAL EVALUATION CRITERIA

1.0 Mandatory Technical Criteria

The Offer must meet the mandatory technical criteria specified below. The Offeror must provide the necessary documentation to support compliance with this requirement.

Offers which fail to meet the mandatory technical criteria will be declared non-responsive. Each mandatory technical criterion should be addressed separately.

Mandatory Technical Criteria	Offeror's Substantiation
1.0 Web to Print Portal (W2P) Requirements	
1.1 The Offeror must have an existing and established web to print portal that permits DFATD employees to order business cards and departmental stationery on an "as and when requested basis".	
1.2 W2P must permit DFATD employees to access the web to print portal for ordering business cards via the secure DFATD Intranet site without the use of User IDs or passwords.	
1.3 W2P must permit DFATD CoE staff to access the web to print portal for ordering departmental stationery via the secure DFATD intranet site utilizing an Offeror assigned user ID and password.	
1.4 W2P must be a secure site that uses SSL with 128-bit encryption as a minimum.	
1.5 W2P must provide DFATD employees with the ability to order business cards with up to three (3) languages including English, French and one (1) foreign language. DFATD employees must also be able to order business cards in braille, as required.	
1.6 W2P must have the ability to allow DFATD employees to copy text for the tri-lingual cards only. This would only be applicable for the A-3 and F-3 card types.	
1.7 W2P must display all web site content in both official languages (English and French) including for ordering, review, modification and approval of proofs, payment activities, tracking orders and all required reporting.	
1.8 W2P must generate an order confirmation number for each order placed by a DFATD employee.	
1.9 W2P must provide DFATD employees with an order confirmation number that can be printed and must contain at a minimum: <ul style="list-style-type: none"> i. the name of the requestor (placing the order); 	

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Mandatory Technical Criteria	Offeror's Substantiation
<ul style="list-style-type: none"> ii. name of the order recipient; iii. the Offeror's order tracking/reference number item(s) description and quantity ordered for each item; iv. cost for each item and total order cost; and, v. applicable taxes. 	
1.10 W2P must allow DFATD employees to add multiple items to their order baskets.	
1.11 W2P must allow DFATD employees to save order baskets at any time before finalizing their orders.	
1.12 W2P must allow DFATD employees to cancel orders before they are released to print.	
1.13 W2P must include the ability to identify mandatory information fields that must be completed before an order or payment can be processed.	
1.14 W2P must not allow DFATD employees to modify in any way the templates provided by DFATD for printing the business cards and departmental stationery.	
1.15 W2P must permit DFATD employees to enter their own business contact information in the pre-populated text fields and to select a pre-populated departmental heading (title).	
1.16 W2P must save business card requests submitted by DFATD employees so that they can search for or retrieve previous requests they had initiated.	
1.17 W2P must include the ability to allow only the Technical Authority to request graphic design services.	
1.18 W2P must not store any credit card information, nor allow the distribution, selling, trading, sharing or unauthorized access to any information related to the Standing Offer.	
1.19 W2P must be fully functional, ready and available for departmental use twenty-four (24) hours a day, 365 days a year.	
1.20 W2P must have the ability to restrict DFATD employees' access to their respective ordering history, acquisition card information and transactions.	

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Mandatory Technical Criteria	Offeror's Substantiation
1.21 W2P must incorporate the electronic templates in PDF and EPS formats that are required to print the business cards and departmental stationery described in the Standing Offer and not allow alteration of the departmental headings unless specifically authorized by the Technical Authority.	
2.0 Web to Print Portal Maintenance and Support Services	
2.1 The Offeror must respond to technical support requests from the Technical Authority by phone and e-mail from 8:00 a.m. to 4:00 p.m., Eastern Time, Monday through Friday, excluding statutory holidays observed by Canada. All technical support requests must be responded to within one (1) business hour of receiving the request. DFATD employees must be referred to the Technical Authority who will initiate technical support requests to the Offeror.	
2.2 For all system errors and outages, the Offeror must notify and report each instance to the Technical Authority. System errors and outages must be corrected immediately at the sole cost of the Offeror. Scheduled system maintenance must be completed outside of the hours defined in 2.1 above to minimize any impact to DFATD employees.	
3.0 Experience of the Offeror	
<p>3.1 The Offeror must have acquired experience, within the last three years from the bid closing date, in producing business cards and departmental stationery for the federal government similar in scope to the requirement in Annex A, Statement of Work.</p> <p>To demonstrate the experience, a minimum of three (3) projects must be provided. Each project of similar scope is defined as follows:</p> <ul style="list-style-type: none"> (a) for one or more federal government organizations; (b) for business cards and departmental stationery produced in accordance with: <ul style="list-style-type: none"> i) the policies and standards established in the Federal Identity Program (FIP). ii) PWGSC quality levels and guides for printing. http://www.tpsgc-pwgsc.gc.ca/app-acq/guides/guide-eng.html#b1 <p>A client reference must be provided for each project including name, telephone number and e-mail address.</p>	
4.0 Printing Standards	

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4.1 The Offeror must describe its production methods including printing standards, quality control and quality assurance, and its environmental practices to meet the requirements detailed in section 8.0 of the Statement of Work.	
5.0 Invoicing and Payment	
5.1 W2P must allow for payment by government acquisition card at the time of ordering and provide DFATD employees with confirmation of the financial transaction after the order is placed.	
5.2 W2P must allow DFATD employees to view all orders and related financial transactions initiated by them in the current government fiscal year which is the 12 month period from April to March.	
5.3 W2P must allow shipping costs and applicable sales taxes such as Provincial Sales Taxes (PST), Goods and Services Tax (GST), Quebec Sales Tax (QST) and Harmonized Sales Tax (HST) to be calculated and reflected as a separate item(s) to the financial transaction.	
6.0 Shipping and Delivery	
6.1 The Offeror must describe its shipping, handling and delivery methods and strategy to meet the delivery requirements and standards detailed within section 10.2 and 10.3 of the Statement of Work.	
7.0 Graphic Design Services	
7.1 The Offeror must provide graphic designers that have experience with the policies and standards of the Federal Identity Program.	
7.2 The Offeror must describe its methods to respond to any requests for graphic design services within four (4) business hours of receiving the request and provide proofs in PDF format via electronic mail within two (2) business days of receiving the request for services.	
8.0 Reports	
8.1 W2P must permit authorized DFATD users to retrieve and download reports in Excel format that include all fields of information contained in the portal.	
8.2 W2P must permit the Technical Authority and his/her delegated representative to have access to all ordering and payment activities.	
8.3 The Offeror must provide the Technical Authority with reports on all	

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Mandatory Technical Criteria	Offeror's Substantiation
activities on a quarterly basis or more frequently, as required.	
9.0 Standing Offer (SO) Administrator	
9.1 The Offeror must identify an individual as Standing Offer Administrator on its behalf, who will be assigned to manage the standing offer agreement and any order (or call-up) against the Standing Offer (all service related matters). The individual must have the authority and responsibility to ensure that the terms and conditions of the standing offer agreement and any order or call-up is adhered to by the Offeror including fulfilling all orders, reporting requirements and resolving all service related matters and issues associated with the standing offer agreement.	
9.2 The SO Administrator must be available during regular business hours and be able to communicate fluently, both orally and in writing, in both English and French.	
10.0 Training	
10.1 The Offeror must provide bilingual online training on the use of the web to print portal in accordance with section 14.0 of the Statement of Work.	

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PART 5 - CERTIFICATIONS

Offerors must provide the required certifications and documentation to be issued a standing offer.

The certifications provided by offerors to Canada are subject to verification by Canada at all times. Canada will declare an offer non-responsive, will have the right to set-aside a standing offer, or will declare a contractor in default, if any certification is found to be untrue whether during the offer evaluation period, during the Standing Offer period, or during the contract period.

The Standing Offer Authority will have the right to ask for additional information to verify the Offeror's certifications. Failure to comply with this request will also render the Offer non-responsive or may result in the setting aside of the Standing Offer or will constitute a default under the Contract.

1. Certifications Precedent to Issuance of a Standing Offer

The certifications listed in Attachment 1 to Part 5 should be completed and submitted with the offer, but may be submitted afterwards. If any of these required certifications is not completed and submitted as requested, the Standing Offer 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 Standing Offer Authority and meet the requirement within that time period will render the offer non-responsive.

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ATTACHMENT 1 TO PART 5

CERTIFICATIONS PRECEDENT TO ISSUANCE OF A STANDING OFFER

1. Code of Conduct and Certifications - Related documentation

By submitting an offer, the Offeror certifies that the Offeror and its affiliates are in compliance with the provisions as stated in Section 01 Code of Conduct and Certifications - Offer of Standard Instructions 2006.

2. Federal Contractors Program for Employment Equity - Standing Offer Certification

By submitting an offer, the Offeror certifies that the Offeror, and any of the Offeror's members if the Offeror is a Joint Venture, is not named on the Federal Contractors Program (FCP) for employment equity "[FCP Limited Eligibility to Bid](#)" list available from [HRSDC-Labour's](#) website at: http://www.labour.gc.ca/eng/standards_equity/eq/emp/fcp/list/inelig.shtml

Canada will have the right to declare an offer non-responsive, or to set-aside a Standing Offer, if the Offeror, or any member of the Offeror if the Offeror is a Joint Venture, appears on the "[FCP Limited Eligibility to Bid](#)" list at the time of issuing of a Standing Offer or during the period of the Standing Offer.

3. Status and Availability of Resources

The Offeror certifies that, should it be issued a standing offer as a result of the Request for Standing Offer, every individual proposed in its offer will be available to perform the Work resulting from a call-up against the Standing Offer as required by Canada's representatives and at the time specified in a call-up or agreed to with Canada's representatives. If for reasons beyond its control, the Offeror is unable to provide the services of an individual named in its offer, the Offeror may propose a substitute with similar qualifications and experience. The Offeror must advise the Standing Offer Authority of the reason for the substitution and provide the name, qualifications and experience of the proposed replacement. For the purposes of this clause, only the following reasons will be considered as beyond the control of the Offeror: death, sickness, maternity and parental leave, retirement, resignation, dismissal for cause or termination of an agreement for default.

If the Offeror has proposed any individual who is not an employee of the Offeror, the Offeror certifies that it has the permission from that individual to propose his/her services in relation to the Work to be performed and to submit his/her résumé to Canada. The Offeror must, upon request from the Standing Offer Authority, provide a written confirmation, signed by the individual, of the permission given to the Offeror and of his/her availability. Failure to comply with the request may result in the offer being declared non-responsive.

4. Education and Experience

The Offeror certifies that all the information provided in the résumés and supporting material submitted with its offer, particularly the information pertaining to education, achievements, experience and work history, has been verified by the Offeror to be true and accurate. Furthermore, the Offeror warrants that every individual offered by the Offeror for the requirement is capable of performing the Work resulting from a call-up against the Standing Offer.

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5. Former Public Servant – Competitive Requirements

Contracts awarded to 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 awarded to FPS, offerors must provide the information required below before the issuance of a standing offer. If the answer to the questions and, as applicable the information required have not been received by the time the evaluation of offers is completed, Canada will inform the Offeror of a time frame within which to provide the information. Failure to comply with Canada's request and meet the requirement within the prescribed time frame will render the offer non-responsive.

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 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

As per the above definitions, is the Offeror a FPS in receipt of a pension? **YES** () **NO** ()

If so, the Offeror must provide the following information, for all FPS in receipt of a pension, as applicable:

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

By providing this information, Offerors agree that the successful Offeror's status, with respect to being a former public servant in receipt of a pension, will be reported on departmental websites as part of the published proactive disclosure reports in accordance with [Contracting Policy Notice: 2012-2](#) and the [Guidelines on the Proactive Disclosure of Contracts](#).

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Work Force Adjustment Directive

Is the Offeror a FPS who received a lump sum payment pursuant to the terms of the Work Force Adjustment Directive? **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 adjustment 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 Applicable Taxes.

Certification

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

Name & Signature of Authorized Individual

Date

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PART 6 - STANDING OFFER AND RESULTING CONTRACT CLAUSES

6A. STANDING OFFER

1. Offer

The Offeror offers to perform the Work in accordance with the Statement of Work at Annex "A".

2. Security Requirement

There is no security requirement applicable to this Standing Offer.

3. Standard Clauses and Conditions

All clauses and conditions identified in the Standing Offer and resulting contract(s) by number, date and title are set out in the *Standard Acquisition Clauses and Conditions Manual* issued by Public Works and Government Services Canada.

3.1 General Conditions

2005 (2014-03-01) General Conditions - Standing Offers - Goods or Services, apply to and form part of the Standing Offer.

The General Conditions are available at the following address:

<https://buyandsell.gc.ca/policy-and-guidelines/standard-acquisition-clauses-and-conditions-manual/3/2005/8>

1.1 The 2005 General Conditions is amended as follows:

1.1.1 At Section 01 Interpretation:

Delete: the Minister of Public Works and Government Services
Replace by: the Minister of Foreign Affairs

1.1.2 At Section 06 Withdrawal:

Delete: thirty (30) days
Replace by: one hundred and twenty (120) days

1.1.3 At Section 11 Integrity Provisions – Standing Offer:

Delete: Subsection 11.4 in its entirety.

3.2 Periodic Usage Reports - Standing Offer

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

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

The data must be submitted on a quarterly basis to the Standing Offer Authority.

The quarterly reporting periods are defined as follows:

- (a) 1st quarter: April 1 to June 30;
- (b) 2nd quarter: July 1 to September 30;
- (c) 3rd quarter: October 1 to December 31;
- (d) 4th quarter: January 1 to March 31.

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The data must be submitted to the Technical Authority and the Standing Offer Authority no later than fifteen (15) calendar days after the end of the reporting period.

4. Term of Standing Offer

4.1 Period of the Standing Offer

The period for making call-ups against the Standing Offer is from _____ to _____.

4.2 Extension of Standing Offer

If the Standing Offer is authorized for use beyond the initial period, the Offeror offers to extend its offer for two (2) additional one (1) year periods, under the same conditions and at the rates or prices specified in the Standing Offer or at the rates or prices calculated in accordance with the formula specified in the Standing Offer.

The Offeror will be advised of the decision to authorize the use of the Standing Offer for an extended period by the Standing Offer Authority fifteen (15) days before the expiry date of the Standing Offer. A revision to the Standing Offer will be issued by the Standing Offer Authority.

5. Authorities

5.1 Standing Offer Authority

The Standing Offer Authority is:

Peggy Miller
Contracting Officer
Foreign Affairs, Trade and Development Canada
Corporate Operations Bureau - SPP
125 Sussex Drive Ottawa ON K2B 1B3

Telephone: 343-203-1330

Facsimile: 613-944-2222

E-mail address: Peggy.Miller@international.gc.ca

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

5.2 Technical Authority

The Technical Authority for the Standing Offer is: **[to be entered at award]**

Name: _____

Title: _____

Organization: _____

Address: _____

Telephone: ____ - ____ - _____

Facsimile: ____ - ____ - _____

E-mail address: _____

The Technical Authority named above is the representative of the department responsible for all matters concerning the technical content of the Standing Offer. Technical matters may be discussed with the Technical Authority, however the Technical Authority has no authority to authorize changes to the Standing Offer. Changes to the Standing Offer can only be made through a revision issued by the Contracting Authority.

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5.3 Project Authority

The Project Authority for the Standing Offer is identified in each call-up or contract against the Standing Offer.

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

5.4 Offeror's Representative [to be entered at award]

6. Identified Users

The Identified Users authorized to make contracts/call-ups against the Standing Offer are employees of the department.

7. Call-up Instrument

The Work will be authorized or confirmed by the Identified User(s) using the Government of Canada Acquisition Card or DFATD form Call-up against a Standing Offer or an electronic version.

8. Limitation of Call-ups

Individual contracts/call-ups against the Standing Offer must not exceed \$400,000.00 (Applicable Taxes included).

9. Escalation for Paper Clause

9.1 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 standing offer period but not before _____ *(insert the date corresponding to the end of the 30-day period after the issuance of the standing offer)*. 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.

9.2 To request a price adjustment, the Offeror must provide the Standing Offer Authority with a notice indicating the increase or decrease in the base transaction cost of paper identified below. Such notice must contain the price as publicly announced by at least three (3) paper suppliers who supply the grade specified in the Standing Offer and the date the price came into effect.

9.3 The base transaction cost of paper subject to price adjustment is as follows:

- (a) cover stock (if applicable): _____ lb. at a base transaction cost per Cwt. of \$_____, and which represent _____ percent of the unit price(s).
Brand name and paper supplier: _____.
- (b) text stock (if applicable): _____ lb. at a base transaction cost per Cwt. of \$_____, and which represent _____ percent of the unit price(s).
Brand name and paper supplier: _____.

9.4 The Offeror must provide a copy of the quotation from the paper supplier(s) to support the above base transaction cost and a copy of the revised quotation from the paper supplier(s) to support the adjusted base transaction cost.

9.5 Any price adjustment must be approved by the Standing Offer Authority and will be evidenced through a revision to the Standing Offer.

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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 call up against the Standing Offer, including any annexes;
- b) the articles of the Standing Offer;
- c) the General Conditions 2005 (2014-03-01) - Standing Offers - Goods or Services;
- d) the General Conditions 2030 (2014-03-01) - Higher Complexity – Goods;
- e) Annex A, Statement of Work;
- f) Annex B, Basis of Payment;
- g) Annex C, Sample Call-up Against a Standing Offer;
- h) Annex D, Sample Performance Monitoring Survey;
- i) The Offeror's offer dated _____, as clarified _____.

11. Certifications**11.1 Compliance**

Compliance with the certifications and related documentation provided by the Offeror is a condition of authorization of the Standing Offer and subject to verification by Canada during the term of the Standing Offer and of any resulting contract that would continue beyond the period of the Standing Offer. In the event that the Offeror does not comply with any certification or if it is determined that any certification made by the Offeror in its offer is untrue, whether made knowingly or unknowingly, Canada has the right to terminate any resulting contract for default and set aside the Standing Offer.

12. Applicable Laws

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

13. Insurance

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

14. SACC Manual Clauses

Number	Date	Title
M1004T	2011-05-16	Condition of Material
M3020C	2010-01-11	Status and Availability of Resources

15. Performance Evaluation

The performance of the work during and upon completion of the services may be evaluated by Canada. The evaluation may include all or some of the following criteria: Design, Quality of Outputs, Delivery, Website Availability, etc. The survey described in Annex D, Sample Performance Monitoring Survey may be used to document the Offeror's performance.

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6B. RESULTING CONTRACT CLAUSES

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

1. Statement of Work

The Contractor must perform the Work described in the contract/call-up against the Standing Offer.

2. Standard Clauses and Conditions**2.1 General Conditions**

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

Section 19 Interest on Overdue Accounts of 2030 General Conditions - Higher Complexity - Goods will not apply to payments made by credit cards.

2.1.1 The 2030 General Conditions is amended as follows:

(a) At Section 01 Interpretation:

Delete: the Minister of Public Works and Government Services
 Replace by: the Minister of Foreign Affairs

(b) At Section 43 Integrity Provisions - Contract:

Delete: Subsection 43.4 in its entirety.

3. Term of Contract**3.1 Delivery Date**

Delivery must be completed in accordance with the contract/call-up against the Standing Offer.

4. Payment**4.1 Basis of Payment**

The firm prices/rates must be in accordance with the Basis of Payment in Annex B of the Standing Offer.

For web to print services:

4.1.1 Basis of Payment – Firm Lot Price(s) and/or Firm Unit Price(s)

In consideration of the Contractor satisfactorily completing all of its obligations under the contract, the Contractor will be paid firm lot price(s) and/or firm unit price(s), as specified in the contract. Customs duties are included and Applicable Taxes are extra.

Canada will not pay the Contractor for any design changes, modifications or interpretations of the Work, unless they have been authorized, in writing, by the Contracting Authority before their incorporation into the Work.

For graphic design services:

4.1.1 Basis of Payment – Firm Hourly Rates

The Contractor will be paid firm hourly rates as specified in the contract, for work performed in accordance with the Contract. Customs duties are included and Applicable Taxes are extra.

4.1.2 Limitation of Expenditure

Canada's total liability to the Contractor under the contract must not exceed the amount specified in the Contract. Customs duties are included and Applicable Taxes are extra.

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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.

4.2 Method of Payment

The following methods of payment will apply to any resulting contract:

4.2.1 Single Payment

Canada will pay the Contractor upon completion and delivery of the Work 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 delivered has been accepted by Canada.

-or-

4.2.2 Payment by Credit Card

Government of Canada Acquisition Cards (credit cards) must be accepted for payment.

The following credit cards must be accepted: VISA and MasterCard.

4.3 SACC Manual Clauses

Number	Date	Title
C0705C	2010-01-11	Discretionary Audit
D4002C	2013-04-25	Shipping Instructions -Free on Board Destination and Delivery Duty Paid
D5328C	2007-11-30	Inspection and Acceptance

5. Invoicing Instructions

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.

Each invoice must be supported by:

- (a) a copy of time sheets to support the time claimed;
- (b) a copy of the invoices, receipts, vouchers for all direct expenses;

Invoices must be distributed as follows: The original and one (1) copy must be forwarded to the consignee at the address shown on page 1 of the Contract for certification and payment.

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6. SACC Manual Clauses

Number	Date	Title
P1005C	2010-01-11	Packaging and Packing of Printed Products
P1010C	2010-01-11	Quality Levels for Printing
P1011C	2010-01-11	Quality Levels for Colour Reproduction
P1012C	2010-01-11	Quality Levels for Envelopes
P1014C	2010-01-11	Quality Levels for Typesetting

7. Author's Alterations

Author's alterations are changes requested by the Project Authority to approved text or layout at any stage during production.

If author's alterations are requested, the Contractor must provide details of the alterations and associated costs to the Project Authority for review and approval. The Contractor cannot undertake any alteration without the written authorization of the Project Authority.

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ANNEX "A"

STATEMENT OF WORK

1.0 Title

Standing Offer Agreement for Business Cards and Departmental Stationery

2.0 Objective

To provide the department with a procurement instrument whereby business cards and departmental stationery can be ordered and shipped via a secure web to print application.

3.0 Background

The Department of Foreign Affairs, Trade and Development (DFATD) orders business cards and departmental stationery for both Headquarters and missions around the world. These cards are ordered on behalf of Ministers, Deputy Minister's, DFATD employees based in Canada and representatives abroad. The cards are printed in accordance with Treasury Board governing policy detailed in the Federal Identity Program (FIP) and its manual.

The ordering process is currently resource intensive in that DFATD employees must complete an internal form for any required business cards and departmental stationery (except for letterhead which is ordered on an as and when requested basis). The internal form is submitted to the Center of Expertise (CoE) at DFATD Headquarters in Ottawa, ON. They in turn prepare the necessary procurement documentation which is forwarded to a private sector contractor to produce proofs which are faxed to DFATD for review and approval, then returned to the contractor for fulfillment and shipping to DFATD Headquarters in the National Capital Region (NCR). Invoices are generated by the Contractor and forwarded to DFATD for processing and cheque issuance.

The ordering of letterhead is currently resource intensive in that the DFATD Center of Expertise (CoE) prepares the necessary procurement documentation which is forwarded to a private sector contractor to produce PDF or blue proofs. The proofs are sent by email or delivered in person to DFATD for review and approval, then returned to the contractor for fulfillment and shipping to DFATD Headquarters in Ottawa, ON. Invoices are generated by the contractor and forwarded to DFATD for processing and cheque issuance.

To reduce the demand on existing resources, and to improve efficiency and client service, the department intends to award a standing offer agreement for web to print services.

4.0 Scope

The Offeror will provide web to print services on an "as and when requested" basis including the order taking, printing, packaging, shipping and managing of business cards and departmental stationery using an established web based application. Delivery will be required to the National Capital Region (NCR) and to the department's Regional Offices (RO) across Canada on behalf of employees located in Canada and at missions around the world. Graphic design services for the development of new electronic templates for business cards and departmental stationery will also be required. DFATD will not purchase, rent, lease or pay a user fee for utilizing the web to print application (software).

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5.0 Web to Print Portal

5.1 Requirements

The Offeror must have an existing and established web to print portal that permits DFATD employees to order business cards and departmental stationery on an "as and when requested basis".

The web to print portal must:

- (a) for ordering business cards: permit DFATD employees to access the web to print portal via the secure DFATD Intranet site without the use of User IDs or passwords;
- (b) for ordering departmental stationery : permit DFATD CoE staff to access the web to print portal via the secure DFATD intranet site utilizing an Offeror assigned user ID and password;
- (c) allow DFATD employees to order via the DFATD Intranet site from anywhere in the world;
- (d) be a secure site that uses SSL with 128-bit encryption as a minimum;
- (e) provide DFATD employees with the ability to order business cards with up to three (3) languages including English, French and one (1) foreign language. DFATD employees must also be able to order business cards in braille, as required;
- (f) for tri-lingual business cards only: have the ability to allow DFATD employees to copy text. This would only be applicable for the A-3 and F-3 card types.
- (g) display all web site content in both official languages (English and French) including for ordering, review, modification and approval of proofs, payment activities, tracking orders and all required reporting;
- (h) generate an order confirmation number for each order placed by a DFATD employee;
- (i) provide DFATD employees with an order confirmation number that can be printed and must contain at a minimum:
 - i. the name of the requestor (placing the order);
 - ii. name of the order recipient;
 - iii. the Offeror's order tracking/reference number item(s) description and quantity ordered for each item;
 - iv. cost for each item and total order cost;
 - v. applicable taxes;
- (j) allow DFATD employees to add multiple items to their order baskets;
- (k) allow DFATD employees to save order baskets at any time before finalizing their orders;
- (l) allow DFATD employees to cancel orders before they are released to print;
- (m) include the ability to identify mandatory information fields that must be completed before an order or payment can be processed;
- (n) not allow DFATD employees to modify in any way the templates provided by DFATD for printing the business cards and departmental stationery;

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- (o) permit DFATD employees to enter their own business contact information in the pre-populated text fields and to select a pre-populated departmental heading (title). The departmental headings will be provided by the Technical Authority in PDF and EPS formats to be incorporated into the web to print portal;
- (p) save business card requests submitted by DFATD employees so that they can search for or retrieve previous requests they had initiated; and
- (q) include the ability to allow only the Technical Authority to request graphic design services;
- (r) must not store any credit card information, nor allow the distribution, selling, trading, sharing or unauthorized access to any information related to the Standing Offer;
- (s) must be fully functional, ready and available for departmental use twenty-four (24) hours a day, 365 days a year;
- (t) must ensure that environmental logos do not appear on any ordered business cards and departmental stationery.
- (u) must not provide any text translation services to DFATD.

5.2 Maintenance and Support Services for Web to Print Portal

- (a) The Offeror must respond to technical support requests from the Technical Authority in English and French, by phone and e-mail from 8:00 a.m. to 4:00 p.m., Eastern Time, Monday through Friday, excluding statutory holidays observed by Canada. All technical support requests must be responded to within one (1) business hour of receiving the request. The Offeror should refer DFATD employees to the Technical Authority who will initiate all technical support requests to the Offeror.
- (b) For all system errors and outages, the Offeror must notify and report each instance to the Technical Authority. System errors and outages must be corrected immediately at the sole cost of the Offeror. Scheduled system maintenance must be completed outside of the hours defined above to minimize any impact to DFATD.

6.0 Material Supplied

The Technical Authority will provide the Offeror with the electronic templates, in PDF and EPS formats to incorporate in the web to print application that are required to print the business cards and departmental stationery described in section 7.0. The departmental headings are not to be altered unless specifically authorized in writing by the Technical Authority.

The DFATD employee will review and approve the proofs through the web to print portal prior to production.

6.1 Federal Identity Program

The Federal Identity Program (FIP) is the Government of Canada's corporate identity program. FIP requirements are made mandatory through policies and standards approved by Treasury Board. The FIP policy and its related manual govern the use and production of business cards and departmental stationery in the Government of Canada. Offerors must consult and adhere to the detailed specifications contained in the following web links for the complete FIP technical requirements:

Federal Identity Program: <http://www.tbs-sct.gc.ca/fip-pcim/index-eng.asp>
Federal Identity Program Manual <http://www.tbs-sct.gc.ca/fip-pcim/man-eng.asp>

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7.0 Business Cards and Departmental Stationery Requirements

The descriptions presented below are representative summaries of the requirement for both general use and Ministerial business cards and departmental stationery. The requirements of the FIP will take precedence over the specifications detailed in this Statement of Work or resulting contract/call-up.

The Offeror must not use any sub-contractors in the processing and production of DFATD business cards and departmental stationery.

7.1 Business Cards

7.1.1 General Use Business Cards Descriptions

Four types of cards have been designed for general use (types F1 to F4 inclusive) offering a choice in the presentation of both official languages and accommodating texts of varying length. DFATD employees may choose one of these types depending on their requirements.

For Ministers, Parliamentary Secretaries and their offices three types of cards have also been designed (types A1 to A3 inclusive).

Each card will have total of 14 lines of typesetting on both sides (if applicable) which includes English, French and one (1) foreign language. This total also includes the typesetting of the Canada Wordmark, Coat of Arms and Federal signature (Flag and Departmental logo). A line is defined to be a horizontal line consisting either of letters, numbers, tabs, symbols and/or spaces spanning from edge to edge of the card, in any language. The Offeror must provide the option to print more than 14 lines of typesetting.

Cards printed and delivered within Canada are to be printed in both official languages. Cards can be printed in a foreign language on card types F-3 and A-3 only. In those cases, the cards are to be printed with both official languages side by side and the foreign language on the other side of the card.

The Offeror must produce and supply business cards Types F-1, F-2 and F-3 sized 9.0 x 5.0 cm and F-4 sized 9.0 x 5.0 cm when folded (9.0 x 8.6 cm when flat) as described and illustrated in the Federal Identity Program and its related manual.

7.1.2 General Use Business Cards Technical Requirements

Paper Stock:

All General Use Card Types: 80 lb cover; paper Rolland, 30% recycle, bright white, plate finish or equivalent product is acceptable.

Size:

Card Types F1, F2 and F3: 9.0 x 5.0 cm

Card Type F4: 9.0 x 5.0 cm when folded (9.0 x 8.6 when flat)

7.1.3 Ministerial Use Business Cards Descriptions

The Offeror must produce and supply business cards for use by Ministers, Parliamentary Secretaries and their offices of Types A-1, A-2 and A-3 as described and illustrated in the links to the Federal Identity Program and the Federal Identity Program Manual above.

7.1.4 Ministerial Use Business Cards Technical Requirements

Paper Stock:

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80 lb cover, paper Rolland, 30% recycle, bright white, plate finish or equivalent

Size:

Types A1, A2 and A3: 9.0 x 5.0 cm

7.2 Departmental Stationery Requirements

7.2.1 Departmental Stationery Paper Stock

Paper stock to be used for the printing of all departmental and ministerial stationery - Strathmore Script, Ultimate White, 90g/m² (24 lb.), smooth with watermark

7.2.2 General Use Letterhead Technical Requirements

Letterhead, P4

Size: 21.5 x 28 cm

Letterhead, P5

Size: 14.0 x 21.5 cm (This letterhead may be a folded P4 sheet or a single unfolded sheet).

7.2.3 Ministerial Use Letterhead Technical Requirements

These requirements are for letterhead for Ministers and their offices.

Letterhead, P4

Size: 21.5 x 28 cm

Letterhead, P5

Size: 14.0 x 21.5 cm (This letterhead may be a folded P4 sheet or a single unfolded sheet).

7.2.4 General Use Envelopes Technical Requirements

These technical specifications set out the requirements for white letter envelopes identified by the flag symbol signature and the Canada Wordmark.

White Envelope No.9

Size: 10.2 x 22.0 cm

Envelope for P5 letterhead

Size: 11.4 x 14.9 cm

7.2.5 Ministerial Envelope Technical Requirements

These technical specifications set out the requirements for white letter envelopes for Ministers and their offices.

White Envelope No.10

Size: 10.2 x 22.0 cm

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Envelope for P5 letterhead

Size: 11.4 x 14.9 cm

7.2.6 General Use Note Paper and Complimentary Slips Technical Requirements

Complimentary slip:

Size: 10.7 x 7.0 cm when folded (10.7 x 14.0 cm when flat).

Notepaper, P6

Size: 10.7 x 14.0 cm

Notepaper, P5

Same size and paper stock Letterhead P4 General Use except this item is folded in half.

7.2.7 Ministerial Use Note Paper and Complimentary Slips Technical Requirements

Notepaper P5: (same as Letterhead P4 General Use except this item is folded in half).

Size: 21.5 x 28 cm

Notepaper P6:

Size: 10.7 x 14.0 cm

Complimentary slip:

Size: 10.7 x 7.0 cm when folded (10.7 x 14.0 cm when flat).

8.0 Printing Standards

8.1 Quality Levels

The Offeror must meet PWGSC criteria for print quality level for the categories of Office and Informational, unless otherwise specified in the contract/call-up.

Print quality levels are specified within the Public Works and Government Services Canada (PWGSC) publications entitled "Quality Levels for Printing", "Quality Levels for Color Reproduction", "Quality Levels for Envelopes" and "Quality Levels for Typesetting", latest Issues.

8.2 Printing OVERRUNS/UNDERRUNS

No overruns/ underruns will be accepted

8.3 Quality Assurance

The Offeror will perform all necessary quality assurance to ensure the deliverable items, documents, goods and services rendered meet the specified quality levels and specifications. Items may be rejected for problems including (but not limited to) the following:

- (a) Failure to follow specifications and quality levels.
- (b) Failure to provide proofs as specified.
- (c) Final product not in accordance with the final approved artwork/proofs.

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- (d) Image problems not resulting from supplied components including, but not limited to, offsetting, blurred print/images or inconsistent ink density, etc..
- (e) Damaged shipments.

8.4 Environmental Considerations

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

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

8.4.3 The Offeror must make every possible effort in supplying print services that are the result of environmentally sound processes, without detracting from the appearance of said items. This may include but not limited to providing: environmentally preferred end products, such as minimized paper size, format and weight; ink colours and coverage minimized; use of non-toxic or vegetable-based inks; print quantities are accurate and at a minimum; fibres in paper and wood products used are certified as originating from a sustainably managed forest; recycled, reused and processed chlorine free paper and materials used; waste material from production process is minimized; packaging is minimal, reusable and/or recyclable; and end product components (i.e. paper and materials) are recyclable and/or reusable.

8.4.4 Environmental Criteria for Printing Inks

In order to reduce the environmental impact of its print publishing activities, the Government of Canada chooses to use environmentally preferable inks, containing vegetable oil-based materials. The printing inks used by the Offeror must adhere to the following criteria for percentage % of vegetable oils as well as the % of VOC within the ingredients composing the ink.

8.4.4.1 Volatile Organic Compounds (VOC) Criteria

The common VOC in a conventional lithographic printing ink is high-boiling aliphatic petroleum distillate. This distillate is used to dissolve the resins that will eventually bind to the substrate during printing. The amount of ink VOC that is released to the atmosphere depends on the process; heatset inks release 80% of their VOCs while sheetfed inks release only 5%. VOC in an environmentally preferable ink would have below 18 wt% for sheetfed inks, below 30 wt% for sheetfed varnishes, and below 40 wt% for heatset inks and heatset overprint varnishes.

8.4.4.2 Vegetable Oil Criteria

Vegetable oils are renewable resources and can include Linseed Oil, Soya Oil, Chinawood Oil and similar plant oils or combinations of them. In conventional lithographic printing inks (heatset and sheetfed) these oils and their derivatives can be used as is, or modified to provide the appropriate press and finished product properties. The environmentally preferable oil-based ink would have above 25 wt% for sheetfed inks and overprint varnishes, and above 10 wt% for heatset inks and overprint varnishes.

8.4.5 Papers

The Offeror must use only environmentally preferable paper stocks to produce any of the work unless specified otherwise by the Contracting Authority. Selection of these papers must be based on factors such as sustainable development, life-cycle management and/or **forest management**. The Offeror must use, only papers having a minimum 30% recycled content, from manufacturers certified under the Environmental Choice Program (ECP), and who are using fiber originating from a sustainably-managed

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forest certified to a third-party verified forest certification standard such as the Forestry Stewardship Council (FSC), Sustainable Forestry Initiative (SFI) or the Canadian Standards Association Sustainable Forest Management Standard (CSA/SFMS) will be acceptable for completion of the work

8.4.6 Environmental Certification(s)

The Offeror must hold certification under one (1) of the following environmental programs:

- (a) Environmental Choice Program - EcoLogoM Program CCD-041 (Lithographic Printing Services)
- (b) Environmental Choice Program - EcoLogoM Program CCD-141 (Digital Printing Services)
- (c) Forest Stewardship Council (FSC) Chain-of-Custody Certification(COC)
- (d) Sustainable Forestry Initiative (SFI) Chain-of-Custody Certification
- (e) Canadian Standards Association Sustainable Forest Management Standards (CSA/SFMS)
- (f) Program for the Endorsement of Forest Certifications (PEFC)
- (g) ISO 14001.

The Offeror will be requested to provide proof of certification within five (5) working days of award of the Standing Offer.

9.0 Invoicing and Payment

9.1 Departmental Stationery

The Offeror's web to print portal must have the ability to invoice and allow for payment by government acquisition card at the time of ordering when departmental stationery is ordered by the Center of Expertise. The Offeror must provide the COE with electronic confirmation of the financial transaction at the time the order is placed or via e-mail within two (2) hours of the order being placed. Should the invoicing method be selected, the Offeror must send the invoice by e-mail (preferred) or to the consignee address provided by the COE.

9.2 Business Cards

The Offeror's web to print portal must:

- (a) Allow for payment by government acquisition card at the time of ordering and provide DFATD employees with electronic confirmation of the financial transaction at the time the order is placed or via e-mail within two (2) hours of the order being placed.
- (b) allow DFATD employees to view all orders and related financial transactions initiated by them in the current fiscal year which is the period between April 01 and March 31st. (excluding information on the acquisition card)
- (c) Allow applicable sales taxes such as Provincial Sales Taxes (PST), Goods and Services Tax (GST), Quebec Sales Tax (QST) or Harmonized Sales Tax (HST) to be calculated and reflected as a separate item(s) to the financial transaction.

10.0 Packaging, Labelling and Delivery of Business Cards and Departmental Stationery

10.1 Packaging and Labelling Instructions

Each box or package must be packaged and labeled in accordance with the minimum standards detailed in SACC clause P1005C. Each box or package is to be labelled clearly in box letters on at least one end of the box or package. Each label must have the following information:

- i. Name of DFATD requestor;
- ii. Name of shipment recipient
- iii. Offeror's order confirmation number;
- iv. DFATD Standing Offer Number;
- v. Item description and quantity; and

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- vi. Offeror Name and address.

Packaging must be recyclable unless otherwise specified.

10.2 Shipping

10.2.1 All shipments are FOB destination and remain the responsibility of the Offeror until delivered, inspected and accepted by the Project Authority. Shipping costs will consist of transportation and freight charges to destination (handling by the Offeror in preparation for shipment excluded). The Offeror is responsible for determining the most economical means of shipping suitable to meet the specified delivery date and for providing tracking of all shipments up to confirmation of receipt at destination. Costs associated with damage in transit to the destination will be borne by the Offeror. Any shipment of poor quality, poor packaging or in a damaged condition will be replaced promptly by the Offeror at no additional charge to DFATD. The Offeror is responsible for replacing all items and for all return shipping costs.

10.2.2 Business cards and departmental stationery ordered by DFATD employees in the National Capital Region (NCR) or by DFATD employees working outside of Canada will be delivered to the Central Receiving (BG-131) at the Lester B. Pearson Building, 125 Sussex Drive, Ottawa, ON K1A 0G2.

10.2.3 Business cards and departmental stationery ordered by DFATD employees located in Canada but outside the National Capital Region (NCR) will be delivered to the office location specified at the time of ordering in accordance with Attachment 1 "DFATD Regional Offices (RO)". This listing is accurate at the time of publication of this requirement however the locations are subject to change during the period of the Standing Offer.

10.3 Delivery Standards

The Offeror must meet the following delivery standards:

10.3.1 Delivery to Lester B. Pearson Building/Central Receiving

- a) Regular delivery: receipt of goods within 5 business days of receipt of order from DFATD.
- b) Urgent Delivery: receipt of goods within 2 business days of receipt of order from DFATD.

10.3.2 Delivery to DFATD Regional Offices:

- (a) Regular delivery: receipt of goods within 7 business days of receipt of order from DFATD.
- (b) Urgent delivery: receipt of goods within 3 business days of receipt of order from DFATD.

11.0 Graphic Design Services

11.1 The Offeror must provide graphic design services on an "as and when requested basis" including developing new electronic templates for business cards, stationery and similar artwork.

11.2 All graphic design services provided to DFATD must be approved by the Technical Authority.

11.3 All graphic design produced by the Offeror must meet the requirements of the Government of Canada Federal Identity Program (FIP).

11.4 The Offeror must provide graphic designers that have experience with the policies and standards of the Federal Identity Program.

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11.5 The Offeror must respond to any requests for graphic design services within four (4) business hours of receiving the request.

11.6 The Offeror must provide the Technical Authority, via electronic mail, with an estimate of costs based on the prices established in the Standing Offer.

11.7 The Offeror must provide initial proofs in Adobe Acrobat format via electronic mail within two (2) business days of receiving the initial request for services.

11.8 The Offeror's hourly rate includes provision and revision of up to ten (10) proofs.

12.0 Reports

12.1 The Offeror's web to print portal must permit all DFATD employees to retrieve and download reports in Excel format.

12.2 All fields of information contained in the Offeror's web to print portal must be available for retrieval and download in Excel format.

12.3 The Offeror's web to print portal must have the ability to restrict DFATD employees' access to their respective ordering and acquisition card information and transactions unless otherwise authorized by the Technical Authority.

12.4 The Technical Authority and his/her delegated representative must have access to all ordering and payment activities.

12.5 The Offeror must provide the Technical Authority with reports on all activities at regular intervals (quarterly) as defined by the Standing Offer reporting clause or more frequently, as required by the Technical Authority.

13.0 Standing Offer Administrator

13.1 The Offeror must identify an individual as the Standing Offer Administrator on its behalf, who will be assigned to manage the Standing Offer including any contract or call-up. The individual must have the authority and responsibility to ensure that the terms and conditions of the Standing Offer including any contract or call-up is adhered to by the Offeror including fulfilling all orders, reporting requirements and resolving any issues or conflicts.

13.2 The SO Administrator will be responsible for receiving and addressing all service-related matters and issues including to co-ordinate and liaise with the Project Authority and his/her delegated representative(s).

13.3 The SO Administrator must be available to meet with the Technical Authority and his/her delegated representative(s) as required, or as regularly scheduled by the Technical Authority, to review service performance and address any conflicts or issues.

13.4 The Offeror's SO Administrator must provide the Technical Authority with a written update or a written action plan to address any issues or conflicts identified within two (2) working days of being notified in writing.

13.5 The Offeror's SO Administrator must be available during regular business hours and be able to communicate fluently, both orally and in writing, in both English and French.

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14.0 Training

14.1 During the period of the Standing Offer, the Offeror must provide online training on a quarterly basis to DFATD employees at a time and location mutually agreed to with the Technical Authority or his/her delegated representative.

14.2 The Offeror must develop online training sessions in both English and French for review and approval by the Technical Authority within fourteen (14) business days after award of the Standing Offer.

14.3 Online Training will be provided using an online tutorial application (i.e. WebEx or equivalent) and must be provided in both English and French.

14.4 The training will include information on:

- i. how to access the Offeror's web site from DFATD's Intranet site;
- ii. the features of the Offeror's web site;
- iii. how to order business cards and departmental stationery;
- iv. how to pay for business cards and departmental stationery;
- v. how to retrieve orders and track shipments; and
- vi. how to search for and access and download reports on orders placed during the current fiscal year.

15.0 Web to Print Portal Acceptance Timeline

15.1 Prior to the award of the Standing Offer, DFATD will perform a Risk Management Input analysis to identify any potential threats or vulnerabilities and safeguards of the Offeror's web to print portal and website with the goal of mitigating any potential threats to DFATD's network and/or technical environment. The Offeror must provide all information requested by DFATD to complete the Risk Management Input analysis and promptly correct any noted deficiencies.

15.2 The Technical Authority will provide input (and sample screen shots) for the development of the Offeror's web to print portal including final approval of the website layout.

15.3 The Offeror must provide the Technical Authority with a demonstration of the functionality of the web to print portal at a mutually agreed location within fourteen (14) calendar days after the award of the Standing Offer by DFATD.

15.4 If following the demonstration of the Offeror's web to print portal the department identifies deficiencies in the functionality of the portal the Offeror must correct the deficiencies within three (3) business days of notification by the Technical Authority.

15.5 The Offeror must ensure the web to print portal is ready for use, fully functional and adapted to meet the DFATD requirements described in the Standing Offer and passes inspection and acceptance by the Technical Authority, twenty one (21) calendar days after the award of the Standing Offer.

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ATTACHMENT 1 TO ANNEX "A"

DFATD REGIONAL OFFICES (RO)

DFATD REGIONAL OFFICES (RO)	
Region	Address
Atlantic	Canadian Trade Commissioner Service – Atlantic 1791 Barrington Street, Suite 1101 Halifax, Nova Scotia B3J 3L1
Québec	Canadian Trade Commissioner Service – Québec 800 de la Gauchetière Street West Place Bonaventure South-West Entrance, 8th Floor, Suite 8750 Montréal, Québec H5A 1K6
Ontario	Canadian Trade Commissioner Service – Ontario 151 Yonge Street, 4 th floor Toronto, Ontario M5E 1G4
Prairie & Northern	Canadian Trade Commissioner Service – Prairie and Northern 639 - 5th Avenue, S.W., Suite 300 Calgary, Alberta T2P 0M9
British Columbia	Canadian Trade Commissioner Service – British Columbia 300 West Georgia Street, Suite 2000 Vancouver, British Columbia V6B 6E1

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Date: April 9, 2014

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**ANNEX "B"
BASIS OF PAYMENT**

Refer to the attachment entitled "Annex B - Basis of Payment".

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ANNEX "C"
SAMPLE PERFORMANCE MONITORING SURVEY

Employee Name: _____

Location: _____

Order #: _____

A. Ordering

1. The SO Holder provided services in the official language of my choice. Yes [] No [] N/A []
2. The SO Holder provided confirmation of receipt of my order. Yes [] No [] N/A []
3. The SO Holder's website was available when required. Yes [] No [] N/A []

B. Delivery

1. The SO Holder delivered my print order to the proper location. Yes [] No [] N/A []
2. The SO Holder completed delivery within the established time. Yes [] No [] N/A []
3. The SO Holder's web portal provided tracking of my order delivery. Yes [] No [] N/A []
4. The SO Holder resolved any delivery issues on a timely basis. Yes [] No [] N/A []

C. Quality

1. The SO Holder provided final proofs as required. Yes [] No [] N/A []
2. The quality of the final product was acceptable. Yes [] No [] N/A []
3. The final product met all required specifications. Yes [] No [] N/A []
4. The SO Holder resolved any product quality issues. Yes [] No [] N/A []
5. The SO Holder resolved any product quality issues within the established time. Yes [] No [] N/A []

D. Contract Management

1. The SO Holder submitted invoice(s) in accordance with the SO/call-up. Yes [] No [] N/A []
2. The SO Holder obtained written approval from the Project Authority for any alterations or additional costs. Yes [] No [] N/A []
3. The SO Holder's web portal allowed downloading of reports for my order(s) Yes [] No [] N/A []

E. Overall

1. How do you rate the SO Holder's overall performance?

Below Expectations [] Met Expectations [] Above Expectations []

F. Comments

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ANNEX "D"
SAMPLE CALL-UP AGAINST A STANDING OFFER



COMMANDE SUBSEQUENTE A UNE OFFRE PERMANENTE
CALL-UP AGAINST A STANDING OFFER

To - A :		Originator - Initiateur		Contact - Personne-ressource		Tel. No. - N° du tél.		Fax. No. - N° de télécop.		Order No. - N° de la demande	
Vendor No. - N° du fournisseur		Tel. No. - N° du tél.		Fax. No. - N° de télécop.		Inc./Doc. - Aug./Dim.		Revised value - Montant révisé		Date required - Demande pour la	
Standing Offer - Offres à commandes OC		Supply Amendment - Augment. en offre - Suppl. AWA		Amendment No. - N° de la modification		Previous Value - Valeur précédente		Order date - Date de l'ajustement			

Item No. / Article n°	Description	U of I / U de D	Quantity / Quantité	Unit Price / Prix unitaire	Ext. Price / Prix prévu

To the Supplier: Your standing offer referred to above is hereby accepted as follows: You are required to supply the goods and/or services shown above at the prices or pricing basis and in accordance with the other terms and conditions stated in the standing offer. Only goods and services included in the standing offer shall be supplied against this call-up. Each shipment shall be accompanied by a packing slip or delivery slip. All invoices, shipping bills and packing slips must show the order number.

Au fournisseur: Votre offre permanente, dont le numéro figure ci-haut, est acceptée selon les modalités suivantes: Vous êtes prié de fournir les biens ou services indiqués ci-haut aux prix ou selon les modalités de prix et en conformité des autres conditions stipulées dans l'offre permanente. Ne seront fournis en vertu de la présente commande que les biens et services figurant dans l'offre permanente. Chaque envoi sera accompagné d'un bordereau d'emballage ou d'expédition. Les factures, connaissements et bordereaux d'emballage doivent tous porter le numéro de la demande.

Delivery Address - Adresse de livraison		Invoicing address - Adresse de facturation		FOB - FAS		Amount - Montant / CAD	
Foreign Affairs Trade & Development Canada Aff. étrangères, commerce et Dev Canada L.B. Pearson Building BG-131 Receiving 125 chemin Sussex Drive Ottawa ON K1A 0G2				Terms of payment - Modalités de paiement Net 30		T. taxes - T. taxes / CAD	
				T. Amount - Montant T. / CAD			

TEST PRINT

IMPRESSION TEST

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ANNEX "E"

ESTIMATED ANNUAL USAGE BY ITEM

The following quantities are estimates only provided in good faith to assist the Offeror. They are not to be construed as a contractual commitment. Canada's actual usage may be higher or lower.

Estimated Annual Usage by Item		
<u>Item</u>	<u>Estimated Annual Usage</u>	<u>Notes</u>
Business Cards	200,000	The majority of the business cards ordered are types F-3 and A-3
Letterhead P4 for General Use	18,000	
Letterhead P4 for Ministerial Use	47,000	
Letterhead P5 folded	1,000	
No.9 Envelope White	2,500	
No. 10 Envelope White	27,000	
Envelope P5	6,000	
Complimentary Slip	2,000	
Note Paper P6	6,000	
Note Paper P5	13,000	