



REQUEST FOR PROPOSAL (RFP)

REFERENCE NUMBER 1000160610

CLOSING DATE: July 2, 2014

CLOSING TIME and TIME ZONE: 2:00 PM EST

**PROJECT TITLE: Refurbishing Systems Furniture for use in Health Canada
Facilities Located in the National Capital Region**

**Branch/Directorate: Corporate Services Branch/ Real Property and Security Directorate/National
Capital Real Property Division.**

Bid Submission Envelopes are to be delivered “only” to the following address:

Health Canada Bid Receiving Unit
Federal Records Centre Building
161 Goldenrod Driveway (Loading Dock)
Ottawa, Ontario K1A 0K9
Attention: Brian Spero

FOR ADDITIONAL INFORMATION PLEASE CONTACT:

Departmental Representative
Brian Spero
Senior Procurement and Contracts Officer
Telephone: (613) 952-6249
Fax: (613) 941-2645
brian.spero@hc-sc.gc.ca

RFP Issue Date: May 22, 2014

TABLE OF CONTENTS

PART I STATEMENT OF WORK (SOW)

1.0 Scope

- 1.1 Title
- 1.2 Introduction
- 1.3 Scope
- 1.4 Objectives of the Requirement
- 1.5 Option Periods
- 1.6 Estimated Value

2.0 Document Framework

3.0 Definitions

4.0 References

SECTION A – Mandatory Technical Requirements

- A1.0 General Requirements
- A2.0 Detailed Requirements
- A3.0 Product Performance Requirements
- A4.0 Environmental Requirements
- A5.0 Warranty
- A6.0 Packaging
- A7.0 Supplier's Identification

SECTION B – Mandatory Service Requirements

- B1.0 General Requirements
- B2.0 Detailed Requirements

SECTION C – Furniture Systems Reconfiguration

5.0 Other Terms and Conditions of the SOW

- 5.1 Method and Source of Acceptance
- 5.2 Reporting Requirements
- 5.3 Contractor Management Control Procedures
- 5.4 Change Management Procedures
- 5.5 Ownership of Intellectual Property
- 5.6 Conduct of the Work

- 6.0 Authorities - Contracting
- 6.1 Authorities - Project/Administrative
- 6.2 Health Canada's Obligations
- 6.3 Contractor's Obligations
- 6.4 Location of Work, Work Site, Pick-up and Delivery Point
- 6.5 Language of Work
- 6.6 Personal Information
- 6.7 Security Requirements
- 6.8 Insurance Requirements
- 6.9 Travel and Living Expenses (not applicable)
- 6.10 Schedule of Payments
- 6.11 Project Schedule

PART II PROPOSAL REQUIREMENTS

7.0 Administrative Instructions

- 7.1 General Information
 - 7.1.1 Components, Language and Number of Copies
 - 7.1.2 Bid Validity Period
 - 7.1.3 No Payment for Pre-Contract Costs
- 7.2 Delivery Instructions for Bid/ Proposal
- 7.3 Non-Acceptance of Proposals by Facsimile or Electronic Means
- 7.4 Closing Date and Time
- 7.5 Time Extension to Closing Date
- 7.6 Non-Compliance / Unacceptable Proposals
- 7.7 Bidder's Conference
- 7.8 Announcement of Successful Contractor
- 7.9 Rights of the Crown
- 7.10 Sample Long Form Contract
- 7.11 Employment Equity
- 7.12 Procurement Business Number (PBN)
- 7.13 Order of Precedence

8.0 Technical Proposal

- 8.1 General Information
- 8.2 Understanding of the Requirements
- 8.3 Approach and Methodology
 - 8.3.1 General Approach
 - 8.3.2 Methodology
 - 8.3.3 Work Plan / Project Schedule
 - 8.3.4 Performance and Quality Control
- 8.4 Proposed Team

- 8.4.1 Personnel
- 8.4.2 Contingency Plan
- 8.5 Contractor Profile
 - 8.5.1 Organization
 - 8.5.2 Relevant Work Experience
 - 8.5.3 References
- 8.6 Résumés of Personnel

9.0 Cost / Price Proposal

- 9.1 General Information
 - 9.1.1 Pricing Schedule
 - 9.1.2. Travel
 - 9.1.3 Other Expenses
 - 9.1.4 Goods and Services Tax / Harmonized Sales Tax
- 9.2 Price Justification

10.0 Enquiries

PART III BID SELECTION PROCESS

11.0 Introduction

12.0 Mandatory Requirements

- 12.1 Method of Evaluating
- 12.2 Mandatory Requirements

13.0 Conditions Precedent to Contract Award

14.0 Point Rated Requirements

- 14.1 Method of Evaluating
- 14.2 Point Rated Requirements

15.0 Basis of Awarding Contract

16.0 Task Authorization (TA)

APPENDIX “A” TASK AUTHORIZATION FORM

APPENDIX “B” BIDDER’S INFORMATION AND CERTIFICATIONS

PART I STATEMENT of WORK

1.0 Scope

1.1 Title

Refurbishing Systems Furniture for use in Health Canada
Facilities Located in the National Capital Region

1.2 Introduction

Public Works and Government Services Canada (PWGSC) has taken the lead in facilitating a government wide work place initiative to create a modern workplace that will attract, retain and enable public servants to be responsive, innovative and efficient in serving Canadians. This initiative, named 'Workplace 2.0', is intended to renew outdated office space and to re-brand government as a modern place to work.

The new standards are based on the amount of time workers spend in the office, assigning smaller individual spaces and more group areas. Four types of worker profiles have been developed for workspaces; Fixed Workers, Flex Workers, Free Workers and Leadership Workers.

These new work space standards have also resulted in changes to the standards for office furniture, panels etc. For example, the maximum allowable height for an office panel is now 1370 mm (54 in.).

Health Canada, in collaboration with PWGSC has incorporated elements of Workplace 2.0 at several of its facilities resulting in a 15% to 25% reduction in accommodation costs for the Department.

Health Canada has made a decision to re-use/refresh existing systems furniture as they continue to incorporate elements Workplace 2.0 into their various facilities in the National Capital Region. This decision not only has positive financial implications, but also has a significant environmental impact.

For example;

The reuse of 100 work stations spares approximately 75,000 pounds of waste from entering a landfill site when only the fabric is replaced and the exterior frame refinished on a refurbished panel, the result is that 98% of the panel by weight is reused.

In making this decision Health Canada will make a substantial contribution toward sustaining the environment and meeting the requirements of its Green Building Strategic Framework. Health Canada's Green Building Strategic Framework promotes a lifecycle approach that will result in better environmental and health performance of projects. For office accommodation and fit-up

projects, the Framework commits the department to strive to achieve the environmental performance criteria contained in the LEED CI or Green Globes Fit-up standards.

The Department currently has a requirement up to 2,500 workstations. This Statement of Work describes the requirements for refurbishing open plan panel based work stations for re-use by Health Canada, in their facilities in the National Capital Region. Furniture is currently located at a number of Health Canada-storage locations within the National Capital Region (NCR).

1.3 Scope

This Statement of Work (SOW) describes the requirements for refurbishing open plan panel based work stations for re-use by Health Canada, in their facilities in the National Capital Region. The Original Equipment Manufacturer (OEM's) of the work stations to be refurbished are:

Teknion – TOS Series

The Contractor must provide services as described in the Statement of Work of this RFP, Section 1.0, SECTIONS A, B & C within a 50 kilometre radius of Tunney's Pasture or Downtown Ottawa. Such services include but are not limited to furniture refurbishment, cleaning, warehousing, furniture demolition, installation, and reconfiguration etc...

1.4 Objectives of the Requirement

To re-use/refurbish/re-configure existing systems furniture and incorporate Workplace 2.0 into Health Canada's various facilities in the National Capital Region on an as and when requested basis.

1.5 Option Periods

Upon approval of the Project Authority and issuance of an amendment by the Contracting Authority, Health Canada reserves the right to extend the resulting contract for up to two one year option periods.

1.6 Estimated Value

The total value of any contract(s) resulting from this RFP shall not exceed \$2,000,000.00 including all options and all applicable taxes.

2.0 DOCUMENT FRAMEWORK

The document has been divided into three sections - Section A, Section B and Section C.

Section A identifies the mandatory technical requirements for the open plan panel based work stations being refurbished.

Section B identifies the mandatory service requirements for the successful contractor to refurbish the open plan panel based work stations.

Section C identifies the service requirements for the successful contractor (or sub-contractor) to reconfigure the open plan panel based work stations.

*The Contractor shall be responsible for the delivery of all work described in this Statement of Work and providing all equipment, including personal safety equipment, tools, labour, transportation, vehicles and facilities required to complete the work.

*Note that any reference to “supplier” or “contractor” throughout this document shall mean contractor.

3.0 DEFINITIONS

3.1 Open Plan Panel Based Work Stations

Work stations which are comprised of interconnecting panels, supported components, freestanding components.

3.2 Work Station Refurbishing

For the purposes of this requirement, refurbishing is defined by the following statements.

- A reconditioning of the original open plan panel based work station to add value to the product by being cosmetically improved.
- Panel refurbishing includes but is not limited to replacing worn or dated fabric, replacing or painting trim, reducing panel height and/or width and cleaning, as required.
- Supported component refurbishing includes but is not limited to reducing work surface width and/or depth, altering work surface shapes, replacing laminate on work surfaces, replacing work surface edges and cleaning; painting overhead storage units, replacing hardware such as receding door hardware and locks as required, and cleaning as required.
- Freestanding component and file cabinet (two and four drawer) refurbishing includes but is not limited to painting the unit, replacing top edges, replacing hardware such as casters, drawer slides and locks as required, and cleaning, as required.

4.0 REFERENCES

- 4.1 The following publications including their standards and guidelines are hereby incorporated into this Statement of Work and must be adhered to. An undated reference is to the latest issue.
- 4.2 **American National Standards Institute/National Electrical Manufacturers Association**
NSI/NEMA LD-3 High Pressure Decorative Laminates
- 4.3 **ASTM International**
D523-89(1999) Standard Test Method for Specular Gloss
D4060-01 Standard Test Method for Abrasion Resistance of Organic Coatings by the Taber Abraser

- 4.4 **Association for Contract Textiles** Performance Guidelines
- 4.5 **American National Standards Institute/BIFMA International**
ANSI/BIFMA e3-2011e American National Standard - Furniture Sustainability
ANSI/BIFMA x5.9 American National Standard for Office Furnishings – Storage Units, Tests
NSI/BIFMA x5.6 American National Standard for Office Furnishings - Panel Systems, Tests
- 4.6 **American Association of Textile Chemists and Colorists (AATCC)**
EP-1 Grey Scale for Color Change

SECTION A – MANDATORY TECHNICAL REQUIREMENTS

A1.0 GENERAL REQUIREMENTS

Workmanship

The refurbished components shall be uniform in quality, style, material and workmanship and shall be clean and free from any defects that may affect appearance, serviceability or safety.

All refurbished products supplied under this SOW must be of an equivalent quality, material and workmanship to the OEM product and must withstand daily use with a minimum of maintenance and repair.

Turnaround Time

The turnaround time for workstation refurbishment is as follows:

- 0 – 20 workstations – 2 weeks;
- 20 – 50 workstations – 3 weeks;
- Over 50 workstations – 4 – 6 weeks.

A2.0 DETAILED REQUIREMENTS

A2.1 Panel Refurbishing

The original fabric must be removed from the panel for replacement.

New fabric must be mounted squarely to the panel frame, pulled taut to ensure no sagging and secured in accordance with the OEM's installation instructions.

All exposed metal parts must be cleaned to remove dirt, scuff marks, blemishes etc., accumulated during service.

Metal parts must be inspected for scratches, and if necessary prepared for surface refinishing.

All metal parts, such as side rails, connectors, base plates etc., requiring painting shall be removed from the panel. Leveling glides are to be verified if functional and repaired.

Metal parts requiring surface refinishing must be sanded, cleaned and finished using low VOC content or non-toxic surface coatings.

There must be no tool, machine or cross sanding marks.

Panels include individual panels and segmented panels.

Panels must be cut to provide an opening of 915 mm (36 in.) for wheelchair access, and 1295 - 1372 mm (51 - 54 in.) seated privacy. The dimensions listed are for information purposes only.

A2.2 Panel Fabric

The fabric used to reupholster panels shall be manufactured from recycled or other environmentally appropriate material.

The fabric used to reupholster panels must not contain any chlorinated artificial fibres.

The fabric used to reupholster panels must not contain any halogenated fire retardants.

There shall be at least five (5) distinct, mid-range quality, fabric patterns and solids with multiple colour ways proposed, all of which must be available for Health Canada to select from.

All fabric patterns offered must meet the performance requirements stated in Section A3.2.

A2.3 Work Surfaces

All work surfaces must be cleaned to remove dirt, blemishes etc. accumulated during service.

When a surface must be re-laminated, the resultant work surface must be a balanced construction to resist warping and the underside must be smoothly finished.

Work surface laminates must be available in grey, beige and wood grain as a minimum.

The laminate used must meet the performance requirements specified in Section A3.1.

When a work surface edge is replaced, the resultant work surface edge that is designed for a user to rest the forearm or wrist must have a radius of at least 3mm (0.12in.).

Rectangular work surfaces must be cut to depths of 610 mm (24 in.), and widths ranging between 305 mm - 1485 mm (12 - 66 in.).

Non-rectangular work surfaces e.g. 5-sided corners, transitional work surfaces, must be cut to the size and shape specified by Health Canada.

A2.4 Pedestals

All pedestals must be cleaned to remove dirt, blemishes etc. accumulated during service.

All exposed metal must be inspected for scratches, and if necessary prepared for surface refinishing.

Metal parts requiring surface refinishing must be sanded, cleaned and finished using low VOC content or non-toxic surface coatings.

There must be no tool, machine or cross sanding marks.

All worn, dysfunctional or missing moving parts such as drawer slides, casters and locks must be replaced.

Replacement drawer slides for file drawers must allow the drawer to fully extend, allowing complete vertical access to usable clear space.

Replacement drawer slides for box drawers must allow the drawer to extend a minimum three quarter extension.

The locks or locking devices must be re-cored or rekeyed as applicable. A master key must be provided for all key lock combinations.

Replacement hardware must meet the performance requirements specified in Section A3.3.

A2.5 Overhead Storage Units and File Cabinets (2 drawer and 4 drawer)

All overhead storage units and file cabinets (2 and 4 drawer) must be cleaned to remove dirt, blemishes etc. accumulated during service.

All exposed metal must be inspected for scratches, and if necessary prepared for surface refinishing.

Metal parts requiring surface refinishing must be sanded, cleaned and finished using low VOC content or non-toxic surface coatings.

There must be no tool, machine or cross sanding marks.

All worn, dysfunctional or missing moving parts such as slides and locks must be replaced.

A2.6 Adhesives

Adhesives used in the refurbishing of open plan panel based work stations shall be free of Hazardous Air Pollutants (HAP's)

A3.0 PRODUCT PERFORMANCE REQUIREMENTS

The materials used to refurbish work stations must meet the performance requirements listed below.

A3.1 Work Surface Replacement Laminate

If a high pressure laminate is not used to re-laminate work surfaces, the following tests must be performed on the material used to ensure compliance with the National Standard for Interconnecting Panel Systems and Supported Components – CAN/CGSB 44.229.

Gloss – When tested in accordance with ASTM D 523-89(1999), the 60° specular gloss shall not be greater than 45.

Impact Resistance - There shall be no cracking at 762 mm (30 in.) when tested in accordance with ANSI/NEMA LD 3-2005.

Abrasion Resistance - The loss of the finish shall not exceed 0.020 g per 500 cycles, using a CS-10 wheel with a 1000g load when tested in accordance with ASTM D 4060-01.

Colour Stability – The finish, after exposure, when tested in accordance with ANSI/NEMA LD3-2005, section 3, shall not show a change in colour greater than grey scale 4 contrast by reference to AATCC EP1.

A3.2 Fabrics

The fabric must pass the applicable tests and acceptance levels specified in the ACT Voluntary Performance Guidelines for Wrapped Panels and Upholstered Walls in accordance with the requirements listed below.

Properties	Test Method	Requirements
Flammability	ASTM E84-03	Class A or Class 1
Wet Crocking	AATCC 8-2001	Grade 3 minimum
Dry Crocking	AATCC 8-2001	Grade 4 minimum
Colourfastness to Light	AATCC 16 Option 1 or 3-2003	Grade 4 minimum at 40 hours
Breaking Strength	ASTM D5034-95 (2001) (Grab Test)	35 lbs. minimum in warp and weft

A3.3 Drawer Slides, Casters and Lock Mechanisms

Replacement drawer slides, casters and lock mechanisms must meet the applicable acceptance levels, when tested in accordance with the appropriate sections of ANSI/BIFMA X5.9 – Storage Units – Tests.

A3.4 Receding Door Hardware for Overhead Storage Units

Replacement receding door hardware must meet the applicable acceptance levels, when tested in accordance with the appropriate sections of ANSI/BIFMA X5.6 (2010) – Panel Systems – Tests.

A4.0 ENVIRONMENTAL REQUIREMENTS

The refurbished furniture components must minimize the environmental impact by using materials and processes that improve the sustainability of the products and practices without compromising the quality of the furniture components.

A5.0 WARRANTY

The refurbished work stations must have a lifetime of at least five (5) years in daily use in an office environment, from the day of delivery and acceptance to Health Canada.

A6.0 PACKAGING

Packaging must consist of readily recyclable material, and/or materials taken from renewable resources or be a multi-use system i.e. reusable.

All packaging materials must be easily separable by hand into recyclable parts consisting of one material (e.g. cardboard, plastic, paper).

A7.0 SUPPLIER'S IDENTIFICATION

Each refurbished workstation component consisting of a work surface, or panel or serves as storage, must be permanently and legibly marked with:

- the suppliers name;
- the contract number and;
- the expiry date of warranty or the date of refurbishing.

SECTION B – MANDATORY SERVICE REQUIREMENTS

B1.0 GENERAL REQUIREMENTS

Services

The requirements contained in this section define the minimum level of refurbishing services to be accepted under this solicitation. The services covered are as follows:

1. Inspection and inventory of open plan panel based workstations on site at Health Canada Facilities.
2. Dismantling and removal of workstations on site at Health Canada Facilities.
3. Refurbishing of open plan panel based workstations.
4. Pick up and delivery and transportation of work stations from Health Canada's facility to the supplier's facility to a Health Canada facility in the National Capital Area.
5. Installation of refurbished work stations.
6. Storage of refurbished and non-refurbished open plan panel based work stations and small parts/hardware items.
7. Maintenance of an inventory of at least 50 panel based refurbished work stations and small parts/hardware items.
8. Provide reports on a monthly basis detailing the TA's made against this contract.
9. Provide and maintain an Asset Management System on line, for Health Canada to access inventoried assets.
10. Design services- Entails using AutoCAD softwares to render floor plans as per Health Canada's scope of work. Design services must be executed according to the PWGSC CAD-layering Standards.
11. Storage Services The contractor must have the labour, equipment and materials necessary to perform Services 1 to 9 inclusive for work station refurbishing as defined in this Statement of Work. Or alternatively, the contractor must have an agreement with a sub-contractor(s) with the

labour, equipment and materials necessary to perform one (1) or more Services 1 to 8 inclusive. Service 9 "Maintain an Asset Management System" is desirable.

The contractor must carry out the refurbishing services detailed in this solicitation in an environmentally sound manner.

The Contractor's employees/representatives must present themselves professionally and conduct the work in a professional manner. They should be clean and neat in appearance and should wear clothes that are suitable for their work.

The Contractor must be able to begin work within 48 hours from the time the Task Authorization is awarded. The Contractor must provide a back-up supervisor should the supervisor not be available.

The Contractor will be required to respect all environmental sensitivity postings and guidelines in Health Canada occupied space.

It is required that the contractor evaluate compliance to all applicable environmental and health and safety regulations, acts and laws that govern toxic and hazardous substance use.

B2.0 DETAILED REQUIREMENTS

B2.1 Inspection of Existing Open Plan Work Stations and File Cabinets

***The Contractor is responsible for the cost of inspection of the workstations.**

Work stations must be inspected on site with Health Canada personnel.

The inspection must evaluate the structural integrity of the open plan work stations and confirm that any damage is superficial or can be addressed fully by refurbishing.

Work station components, such as panels, work surfaces, pedestals must be categorized to define the level of refurbishing required as follows:

- Limited structural integrity;
- Severely damaged;
- Require cleaning only;
- Require cleaning and limited replacement of component hardware;
- Require new finishes, i.e. re-skin panels, re-laminate work surfaces, re-paint pedestals;
- Require new finishes as stated above, with limited replacement of component hardware.

Those components which are deemed to have limited structural integrity or to be severely damaged must be set aside for component salvage and recycling by Health Canada.

Components which require cleaning only and limited replacement of component hardware such as glide replacement, lock replacement, must be set aside for on-site cleaning/replacing in an unoccupied area of the Health Canada facility.

All other work station components must be picked up by the Contractor and delivered to the contractor's facility for refurbishing services.

B2.2 Cleaning of Panels

When 'cleaning only' is required, cleaning must be completed on-site.

When cleaning and limited replacement of component hardware such as glide replacement and lock replacement, these services must be completed on-site.

The cleaning process used, both on-site at Health Canada facilities and off-site at the contractor's location must extract soil, dust emulsified oils, bio pollutants such as hair, skin cells and pollens, and any residue left by previous cleaning processes.

The cleaning agents used must be hypo-allergenic, non-toxic, dye and perfume free, contain no solvents, volatile organic compounds (VOC's), phosphates or other hazardous materials and be fully biodegradable.

The environmental impacts of cleaning must be addressed through a reduction in the use of cleaning chemicals, through the use of appropriate dosages or the use of cleaning techniques such as Cleaning Force Ratio (CFR) technology.

Turnaround Time - Cleaning of Panels

The turnaround time for cleaning of is as follows:

0 – 20 workstations – 1 week;
21 – 50 workstations – 2 weeks;
Over 50 workstations – 3 – 4 weeks.

B2.3 Work Station Refurbishing

The Contractor is responsible for on-site removal of accessories, undermount lights, keyboards and undermount pencil trays. The Contractor will also ensure under that previous holes are filled in to facilitate the next keyboard installation.

All components picked up by the contractor for refurbishing must be cleaned, disassembled as needed, painted and/or resurfaced and reassembled with replacement components when necessary.

The cleaning agents used must be hypo-allergenic, non-toxic, dye and perfume free, contain no solvents, volatile organic compounds (VOC's), phosphates or other hazardous materials and fully biodegradable.

All hardware and components must be neatly installed to the manufacturer's instructions, and properly fitted and adjusted to ensure correct operation.

All work must be fabricated square, level, plumb and straight.

All components must be refurbished in accordance with the requirements stated in paragraphs A2.1, A2.3 A2.4 and A2.5

Previous holes are filled in to facilitate the next keyboard install.

All components and hardware which will not be used in the refurbished work station must be set-aside for disposal or recycling by Health Canada.

Fabric removed from panels must be set-aside for disposal or recycling.

All hardware components including gables, C Legs and bracketry are to be painted when required to match panel frame colour.

Power poles are to be painted and/or cut when required.
File Cabinets are to be cleaned, disassembled as needed, painted and reassembled with replacement components when necessary.

All products are to be reassembled, then cleaned on site.

B2.4 Pick Up, Delivery and Transportation of Product

The successful contractor shall use vehicles in good working condition and in compliance with all federal and provincial laws and regulations for operation.

Vehicles used to transport product should be energy efficient to reduce the impacts of climate change

All vehicles must be sufficiently equipped with clean protective equipment to ensure the safe transit and delivery of the refurbished work stations.

The successful contractor is responsible for picking up and delivering refurbished product to the staging areas. (Health Canada will make all of the necessary arrangements with building managers for the use of elevators and loading docks). Transportation, inspection, pick-up and delivery costs are the responsibility of the contractor.

The refurbished work stations must be picked up and delivered to and staged at the exact location specified on the Task Authorization (TA) document. Delivery to the loading dock is not acceptable.

When applicable, the successful contractor must take all necessary actions to safeguard refurbished work stations during inclement weather.

The successful contractor must leave the government facilities in a clean condition and remove all packing materials, rubbish and debris, when delivering work stations to Health Canada.

Pick-up and delivery must be made during the normal working hours of 8:00 to 16:30 EST, Monday to Friday, unless otherwise mutually agreed in writing between Health Canada and the Contractor.

All vehicles used on the site shall be clearly identified, clean and meet provincial safety standards. Parking and driving on turf is to be avoided. The Contractor must ensure that all the vehicles used are properly registered and carry all permits, licenses or exemptions required by the appropriate Municipal, Provincial or Federal Regulatory Bodies and all related costs. Health Canada may ask for proof of operating licenses and permits upon request.

*The successful contractor shall be responsible for the transferring of all inventory to their storage facility from the previous contractor (if applicable) at their own cost.

B2.5 Installation

When required installation must be completed in accordance with the OEM's published guidelines.

Upon completion of the installation, each component of the open plan panel based work stations must be in an operable condition.

The successful contractor must leave the government facilities in a clean condition and remove all packing materials, rubbish and debris, upon completion of the installation of workstations at Health Canada. The site shall present a neat and orderly appearance. Final clearing and cleanup shall be done promptly and properly. The contractor is required to deliver to their premises and recycle cardboard containers and packaging materials.

Installation must be made during the normal working hours of 8:00 to 18:00 EST, Monday to Friday, unless otherwise mutually agreed in writing between the purchaser and contractor.

B2.6 Storage

All open plan panel based work station components refurbished and non-refurbished must be stored in a secured facility which meets all safety requirements.

The facility must be equipped with a wet sprinkler system, alarm and a temperature-controlled climate.

All products must be stored clear of the floor in a manner to prevent damage.

Storage must be available on both a short term and mid-term basis, where mid-term storage is defined as no more than 90 days.

Storage fees shall not be charged until after a period of one month after the furniture has been refurbished and confirmation that the services have been rendered and accepted by Health Canada.

B2.7 Maintenance of an Inventory

Health Canada will provide the contractor initially with a request using the Task Authorisation (see Appendix "A") to re-furbish, before they are required to maintain an inventory.

The successful contractor must maintain an inventory of at least fifty (50) refurbished open plan panel based work stations for delivery within 48 hours to a Health Canada facility.

The minimum parts/component information required for all stored parts must be by part number, part description, quantity on hand, refurbished or non-refurbished, quantity reserved for Health Canada refurbishing project (referencing the Health Canada Project Number and Task Authorisation Number), quantity on order and substitute parts if applicable.

There must be a copy of all of the components/ parts carried in the Contractor's stores.

The minimum parts/component information must be by OEM systems manufacturer.

All inventories are to be kept within each mini project and by Task Authorization number and Contract number.

B2.8 Provide Quarterly Reports

The contractor must provide a usage report on January 15th, April 15th, July 15th and October 15th to the designated Health Canada Project Manager. This report, as a minimum, must identify each Project Number and Task Authorisation Number made against this Contract during the reporting period, the dollar value for each TA, the date the TA was made and the date of delivery.

B2.9 Maintain an Asset Management System

The contractor should maintain an asset management system on-line which would allow designated Health Canada officials access to information, 24 hours a day, 7 days a week, regarding Health Canada's inventory of products, both refurbished and non-refurbished products.

The asset management system should:

- Maintain a component parts listing required to refurbish work stations for each open plan panel system manufacturer used by Health Canada;
- Maintain a components parts listing by open plan panel system manufacturer for all products which have been refurbished;
- Maintain a components parts listing by open plan panel system manufacturer for all products which have been received by the contractor, but not yet refurbished;
- Have the ability to reserve components for a job;
- Have the ability to notify a designated Health Canada official when items are refurbished for a job;
- Have the ability to notify the designated Health Canada official(s) when an item reorder is needed to refurbish open plan panel systems;
- Have the ability to produce easy to read reports detailing HC inventories.

B3.0 Service Location

The Contractor must provide services as described in the Statement of Work of this RFP, SECTION A, B & C within a 50 kilometre radius of Tunney's Pasture or Downtown Ottawa. Such services include but are not limited to furniture refurbishment, cleaning, warehousing, reconfiguration etc...

SECTION C – FURNITURE SYSTEMS RECONFIGURATION

C1.0 Furniture Systems Reconfiguration

To de-install systems furniture into its parts, pack, pick-up, load, relocate, transport, re-install in accordance with specifications and floor layouts provided by the Health Canada Project Manager (PM) and in accordance with the manufacturer's specifications as instructed by the Health Canada PM. The Contractor must provide the tools and trained staff necessary to conduct this work.

Turnaround Time

All timelines are based on 10 men crews and a combination of working hours and after hours (activities include: dismantling, packing, pick-up, loading, relocating, transporting, re-installation of workstations).

1 – 20 workstations: 30 hours

21 – 50 workstations: 60 hours

51 - 100 workstations: 120 hours

Over 100 workstations: to be negotiated

C2.0 Design Services

Design services entail using AutoCAD softwares to render floorplans as per Health Canada`s scope of work. Design services must be executed according to the PWGSC CAD-layering Standards.

Turnaround Time

5 Business days from issuance of Task Authorisation and and contractor's receipt of furniture.

2 Business days from the issuance and receipt of a Change Order

5.0 Other Terms and Conditions of the Statement of Work

5.1 Method and Source of Acceptance

All deliverables/services rendered under this requirement are subject to inspection by the Project Authority. Should any deliverable/service not be to the satisfaction of the Project Authority, as submitted, the Project Authority shall have the right to reject it or require correction before payment will be authorized.

Where specifically required to do so by Health Canada, the Contractor must provide the services of the personnel named in the proposal to perform the work, unless the Contractor is unable to do so for reasons beyond his/her control.

5.2 Reporting Requirements

The contractor must submit quarterly status reports quarterly to the Project Manager. Status reports must be created in Excel (editable version) and submitted by email and hard copy when required.

In addition, the contractor is to immediately notify the Project Authority of any issues, problems, or areas of concern in relation to any work completed under the contract.

5.3 Contractor Project Management Control Procedures

All anticipated work will be submitted to the Project Authority for approval prior to undertaking the work. The Project Authority will consult with the Contractor and other representatives of Health Canada, as appropriate, on various tasks and deliverables in the Contract.

The Contractor shall be responsible for the overall management of the work related to this contract.

5.4 Change Management Procedures

The Contractor shall propose (in writing) any changes to the scope of work for the consideration and agreement by the Project Authority. In identifying a suggested change, the Contractor shall identify why they are recommending the change, the estimated cost of the change, and the impact on resources (Contractor and Crown) and project deliverables.

No changes will be implemented to this Statement of Work without first obtaining the approval of the Project Authority, and upon receipt of a formal amendment to the contract raised by the Contracting Authority signed by the Departmental Representative. The Contractor shall not proceed with work outside of the scope of the contract prior to receiving a written amendment.

5.5 Ownership of Intellectual Property

Contractor will own any intellectual property if applicable to this contract.

5.6 Conduct of Work

1. The Contractor represents and warrants that:
 - a. they are competent to perform the Work;
 - b. have everything necessary to perform the Work, including the resources, facilities, labour, technology, equipment, and materials; and
 - c. have the necessary qualifications, including knowledge, skill, know-how and experience, and the ability to use them effectively to perform the Work.

2. The Contractor must:
 - a. perform the Work diligently and efficiently;
 - b. except for Government Property, supply everything necessary to perform the Work;
 - c. use, as a minimum, quality assurance procedures, inspections and controls generally used and recognized by the industry to ensure the degree of quality required by the Contract;
 - d. select and employ a sufficient number of qualified people;
 - e. perform the Work in accordance with standards of quality acceptable to Health Canada and in full conformity with the specifications and all the requirements of the Contract;

- f. provide effective and efficient supervision to ensure that the quality of workmanship meets the requirements of the Contract.
3. The Work must not be performed by any person who, in the opinion of Health Canada, is incompetent, unsuitable or has conducted himself/herself improperly.

6.0 Authorities

The Contracting Authority is:

Brian Spero
Senior Procurement Contracting Officer
Telephone: (613) 952-6249
Fax: (613) 941-2645
e-mail: brian.spero@hc-sc.gc.ca

The Contracting Authority is responsible for all aspects of the procurement activities in support of this requirement. Any changes to the requirement must be authorized in writing, by the Contracting Authority.

6.1.1 Project Authority:

Will be identified in the resulting contract.

The Project Authority is responsible for all aspects of the overall project management of this requirement. Any proposed changes to the scope of the work are to be discussed with the Project Authority, but any resulting changes can only be authorized by an amendment issued by the Contracting Authority.

6.1.2 Administrative Authority:

Will be identified in the resulting contract.

The administrative Authority is responsible for all matters concerning the administration and invoicing related to this requirement.

6.2 Health Canada's Obligations

Health Canada shall:

Provide to the Contractor, all relevant information, documentation, policies and procedures and other materials relating to the SOW;
Provide input/feedback on all draft reports and other work materials submitted by the Contractor within five (5) business days of receiving the document;
Meet with the Contractor upon request to discuss progress, problems and other issues relating to the SOW.

6.3 Contractor's Obligations

In addition to the obligations outlined in Section 2.0 of this Statement of Work, the Contractor shall:
Keep all documents and proprietary information confidential;
Return all materials belonging to Health Canada upon completion of the Contract;
Submit all written reports in electronic Excel format (editable version);
Maintain security clearance at the levels detailed in Section 6.7 with no conflict for the duration of the contract;
Attend meeting(s) at Health Canada sites, if required; and/or,
conduct and maintain all documentation in a secure area.

6.4 Location of Work, Work Site and Delivery Point

Due to existing workload and deadlines, all personnel assigned to any contract resulting from this RFP must be ready to work in close and frequent contact with the Project Manager and other departmental personnel.

6.5 Language of Work

The application and services provided must be available in both English and French. All deliverables described in the Statement of Work, Section 2.0 of this RFP may be submitted in English, French or both.

6.6 Personal Information

The Contractor will keep confidential all information, including personal information, provided to the Contractor by or on behalf of Health Canada in connection with the Work, acquired by the Contractor in the course of performing the Work or created by the Contractor as part of the Work. The Contractor will not disclose the information to any person without the written permission of the Project Authority, except as may be allowed under the terms of the contract.

Upon request, the Contractor will return to the Project Authority all information provided to the Contractor by or on behalf of Health Canada or acquired by the Contractor in connection with the Work and any copies of the information, in any form whatsoever.

6.7 Security Requirements

There are no security requirements pertinent to this contract. The Contractor personnel requiring access to Health Canada sites will be escorted by the Project Authority or their designated replacement at all times.

6.8 Insurance Requirements

The Contractor must obtain Commercial General Liability Insurance and maintain it in force throughout the duration of the contract for not less than \$2,000,000 per accident or occurrence.

The Contractor is responsible for deciding if additional insurance coverage is necessary to fulfil its obligation under the Contract and to ensure compliance with any applicable law. Any additional insurance coverage is at the Contractor's expense, and for its own benefit and protection.

The Commercial General Liability Insurance must include the following:

- a) Additional Insured: Health Canada is added as an additional insured, but only with respect to liability arising out of the Contractor's performance of the Contract.
- b) Bodily Injury and Property Damage to third parties arising out of the operations of the Contractor.
- c) Products and Completed Operations: Coverage for bodily or property damage arising out of goods or products manufactured, sold, handled, or distributed by the Contractor and/or arising out of operations that have been completed by the Contractor.
- d) Personal Injury: While not limited to, the coverage must include Violation of Privacy, Libel and Slander, False Arrest or Imprisonment and Defamation of Character.
- e) Cross Liability/Separation of Insureds: Without increasing the limit of liability, the policy must protect all insured parties to the full extent of coverage provided. Further, the policy must apply to each insured in the same manner and to the same extent as if a separate policy had been issued to each.
- f) Blanket Contractual Liability: The policy must, on a blanket basis or by specific reference to the Contract, extend to assumed liabilities with respect to contractual provisions.
- g) Employees, visitors and if applicable volunteers must be included as Additional Insured.
- h) Employers' Liability (or confirmation that all employees are covered by Worker's compensation (WSIB). At any time during the term of the Contract, when requested by Health Canada, the Contractor shall provide such evidence of compliance by the Contractor, its subcontractors and any other person at any tier and any other person performing part of the Work who is required to comply with such legislation.

Prior to the commencement of work, the Contractor shall provide evidence of compliance with worker's compensation legislation applicable to the place of the work, including payments thereunder. The Contractor must provide proof of a valid Certificate and number. Health Canada may call Worker's Compensation to verify the Contractor's status in this regard.

- i) The Contractor must hold a valid WHIMS Certification and must provide a copy of their certificate upon request to Health Canada.

At any time during the term of the Contract, when requested by Health Canada, the Contractor shall provide such evidence of compliance by the Contractor, its subcontractors and any other

person at any tier and any other person performing part of the work who is required to comply with such legislation.

- j) Broad from Property Damage including Completed Operations: Expands Property Damage coverage to include certain losses that would otherwise be excluded by the standard care, custody or control exclusion found in a standard policy.
- k) Notice of Cancellation: The Insurer will endeavour to provide the Contracting Authority thirty (30) days written notice of policy cancellation.
- l) If the policy is written on a claims-made basis, coverage must be in place for a period of at least 12 months after the completion or termination of the Contract.
- m) Non-owned Automobile Liability - Coverage for suits against the Contractor resulting from the use of hired or non-owned vehicles.

The Contractor must forward to the Contracting Authority within ten (10) days after the date of award of the Contract, a Certificate of Insurance evidencing the insurance coverage and confirming that the insurance policy complying with the requirements is in force. Coverage must be placed with an Insurer licensed to carry out business in Canada. The Contractor must, if requested by the Contracting Authority, forward to Health Canada a certified true copy of all applicable insurance policies. A copy of the certification must be provided to Health Canada upon request.

6.8.1 All Risk Property Insurance

The Contractor must obtain All Risks Property insurance while the Government Property is under its care, custody or control, and maintain it in force throughout the duration of the Contract, in an amount of not less than \$2,000,000.00. The Government's Property must be insured on Replacement Cost (new) basis.

1. Administration of Claims: The Contractor must notify Health Canada promptly about any losses or damages to Government Property and monitor, investigate and document losses of or damage to ensure that claims are properly made and paid.
2. The All Risks Property insurance policy must include the following:
 - (a) Notice of Cancellation: The Insurer will endeavor to provide the Contracting Authority at least thirty (30) days written notice of policy cancellation.
 - (b) Loss Payee: Health Canada as its interest may appear or as it may direct.
 - (c) Waiver of Subrogation Rights: Contractor's Insurer to waive all rights of subrogation against Health Canada as represented by the Federal Government Department who issued the Task Authorization document for any and all loss of or damage to the property however caused.

6.8.2 Warehouseman's Legal Liability Insurance

1. The Contractor must obtain Warehouseman's Legal Liability Insurance coverage on Government Property, and maintain it in force while under its care, custody or control for storage, in an amount

-
- of not less than \$2,000,000.00. The Government's Property must be insured on a Replacement Cost (new) basis.
2. Administration of Claims: The Contractor must notify Health Canada promptly about any losses or damages to Government Property and monitor, investigate and document losses of or damage to Government Property to ensure that claims are properly made and paid.
 3. The following endorsements must be included:
 - (a) Notice of Cancellation: The Insurer will endeavor to provide the Contracting Authority thirty (30) days written notice of cancellation.
 - (b) Settlement of Claims: The insurance proceeds regarding any loss of or damage to Government Property must be payable to the appropriate party as directed by the Contracting Authority.
 - (c) Loss Payee: Health Canada as its interest may appear or it may direct.
 - (d) Waiver of Subrogation Rights: Contractor's Insurer to waive all rights of subrogation against Health Canada as represented by the Federal Government Department who issued the Task Authorization for any and all loss of or damage to the property however caused.

6.8.3 All Risk in Transit Insurance

1. The Contractor must obtain on the Government's Property, and maintain in force throughout the duration of the Contract, All Risk Property in Transit insurance coverage for all applicable conveyances while under its care, custody or control, in an amount of not less than \$2,000,000.00 per shipment. Government Property must be insured on Replacement Cost (new) basis.
2. Administration of Claims: The Contractor must notify Health Canada promptly about any losses or damages to Government Property and monitor, investigate and document losses of or damage to ensure that claims are properly made and paid.
3. The All Risk Property in Transit insurance must include the following:
 - (a) Notice of Cancellation: The Insurer will endeavor to provide the Contracting Authority at least thirty (30) days written notice of any policy cancellation.
 - (b) Loss Payee: Health Canada as its interest appears or as it may direct.
 - (c) Waiver of Subrogation Rights: Contractor's Insurer to waive all rights of subrogation against Health Canada as represented by the Federal Government Department who issued the Task Authorization document for any and all loss of or damage to the property however caused.

6.8.4 Automobile Liability Insurance

1. The Contractor must obtain Automobile Liability Insurance, and maintain it in force throughout the duration of the Contract, in an amount usual for a contract of this nature, but for not less than \$2,000,000 per accident or occurrence.
2. The policy must include the following:
 - (a) Third Party Liability - \$2,000,000 Minimum Limit per Accident or Occurrence
 - (b) Accident Benefits - all jurisdictional statutes

-
- (c) Uninsured Motorist Protection
 - (d) Notice of Cancellation: The Insurer will endeavor to provide the Contracting Authority thirty (30) days written notice of cancellation.

It is the sole responsibility of the contractor to fulfill its obligation under the contract, and to ensure compliance with required federal, provincial or municipal law. Any such insurance shall be provided maintained by the contractor at its own expense.

Any insurance secured is to the benefit and protection of the contractor and shall not be deemed to release or diminish in any manner including as may be referenced elsewhere by the provisions of this contract.

*Note: Health Canada may at any time for the duration of the contract request the Contractor to provide a copy of its insurance certificate for Clauses 6.8, 6.8.1, 6.8.2, 6.8.3 and 6.8.4 referenced herein.

6.9 Travel and Living Expenses (not applicable)

6.10 Schedule of Payments

6.10.1 Progress payment

Progress payment for services rendered will be made, monthly in arrears, upon completion and acceptance of the work/deliverables to the approval of the Project Authority, following receipt of detailed invoice(s).

6.10.2 Payments by Her Majesty to the Contractor shall be made:

6.10.3 within thirty (30) days following the date of receipt of a duly completed invoice for each deliverable as set out in the Schedule of Payments, or within thirty (30) days following the date on which the deliverable is received, whichever date is later;

6.10.4 within thirty (30) days following the date of receipt of a duly completed final invoice, or within thirty (30) days following the date on which all work is accepted, whichever date is later.

6.11 Project Schedule

6.11.1 Expected Start and Completion Dates

Work conducted under this contract shall commence from contract award to March 31, 2015. Health Canada reserves the right to extend the period of this contract by up to two (2) additional one (1) year option periods. Health Canada may exercise this option at any time by written notice to the Contractor and raising an official amendment prior to the contract expiry date or any extension thereof.

PART II PROPOSAL REQUIREMENTS

7.0 Administrative Instructions for Completion of the RFP

7.0 Administrative Information

7.1 General Information

7.1.1 Components, Language and Number of Copies

You are invited to submit four (4) written copies in either official language (English or French) of the Technical and two (2) of the Cost Proposals. The RFP Reference Number and the name of the Departmental Representative must be marked on all documents, binders and respective envelopes. Your proposal must be structured in the following manner:

- one covering letter, signed by an authorized representative of your firm;
- four (4) copies of the Technical Proposal; and
- two (2) copies of the Cost/Price Proposal, contained in a *separate sealed envelope*.
- four (4) copies of the Certification document Appendix “B”.

7.1.2 Bid Validity Period

Certify below that all pricing identified in the bid/ proposal will be valid for a period of ninety (90) days from the closing date of the RFP.

Signature of Authorized Representative of the bidder

Date

7.1.3 No Payment for Pre-Contract Costs

No payment will be made for costs incurred in the preparation and submission of a proposal in response to this RFP. No costs incurred before receipt of a signed contract or specified written authorization from the Departmental Representative can be charged to the proposed contract.

7.2 Delivery Instructions for Bid / Proposal

Bid submission envelopes are to be delivered to the following address:

Health Canada Bid Receiving Unit
Federal Records Centre Building,
161 Goldenrod Driveway (Loading Dock),
Ottawa, Ontario K1A 0K9
Attention: Brian Spero
RFP Reference Number: 1000160610

Hours of Operation: 07h30 to 16h30 (EST)

All bids must be time stamped at the Bid Receiving Unit. Each bid submission envelope must include:

- the RFP reference number and
- the name of the responsible Departmental Representative

Proposals are to be submitted directly to the attention of the Departmental Representative and address shown as the “Issuing Office” on the cover page of this RFP package.

The onus for submitting bids on time at the specified location rests with the bidder. It is the responsibility of the bidder to ensure correct and timely delivery of the entire bid to the Crown, including all required information and proposal pages.

7.3 Non-Acceptance of Proposal by Facsimile or Electronic Means

Proposals sent by fax, telex, e-mail and telegraphic means will **not** be accepted.

7.4 Closing Date and Time

All proposals must be received at the specified location by the closing date and time indicated on the cover page of this RFP. Proposals received after this time will be returned unopened.

7.5 Time Extension to Closing Date

Requests for a time extension to the closing date will not be considered.

7.6 Non-Compliance / Unacceptable Proposals

Failure to meet the mandatory requirements of this RFP will result in your proposal being declared non-responsive.

Proposals received after the proposal closing time will not be considered and will be returned unopened to the bidder. Further, for any proposals which are found to be non-compliant, the financial part of the bid or proposal will be returned unopened with a letter from Health Canada indicating that the bid/proposal was non-compliant.

7.7 Bidder’s Conference (Not-Applicable)**7.8 Announcement of Successful Contractor**

The name of the successful bidder will be announced on Buy and Sell only upon contract award and sign-off.

7.9 Rights of the Crown

The Crown reserves the right to:

- reject any or all proposals received in response to this RFP;
- accept any proposal in whole or in part; and
- cancel and/or re-issue this requirement at any time.

7.10 Sample Long Form Contract

The successful bidder for this requirement will be expected to enter into agreement with Health Canada as per departmental contract terms and conditions.

7.11 Employment Equity

The Federal Contractors Program for Employment Equity requires that some organizations bidding for federal government contracts make a formal commitment to implement employment equity, as a pre-condition to the validation of their bids. All bidders must check the applicable boxes below. **Failure to do so may render the bid non-responsive.**

Program requirements do not apply for the following reason(s):

- bid is less than \$200,000;
- this organization has fewer than 100 permanent part-time and/or full time employees across Canada;
- this organization is a federally regulated employer;

or, program requirements do apply:

- copy of signed Certificate of Commitment is enclosed; or
- Certificate number is _____

NOTE: *The Federal Contractors Program for Employment Equity applies to Canadian-based bidders only. The Certificate of Commitment criteria and other information about the Federal Contractors Program for Employment Equity are available in the PWGSC Standard Acquisition Clauses and Conditions (SACC) Manual, Section 2, and on the Government Electronic Tendering Service.*

7.12 Procurement Business Number (PBN)

Public Works and Government Services Canada (PWGSC) has adopted the Procurement Business Number (PBN) for all its purchasing databases, and now requires that its

suppliers have one for each of their offices that may be awarded contracts. Register with Contracts Canada's Supplier Registration Information (SRI) service to obtain your PBN. As an existing or potential supplier to the Department, you must obtain a PBN to avoid possible delays of any contract award. It is Health Canada's intention to use this sourcing system for all its procurements of goods and services to which the trade agreements do not apply.

SRI is a database of suppliers who have registered to do business with the Government of Canada. The PBN is created using your Canada Customs and Revenue Agency Business Number to uniquely identify a branch, division or office of your company. Unlike many existing departmental vendor databases, your information in SRI is accessible to all federal government buyers. SRI can help to open up new opportunities with the federal government for requirements not posted on the electronic tendering service, Buy and Sell.

Visit the Contracts Canada Internet site at <http://ssi-iss.tpsgc-pwgsc.gc.ca/pa-ap/nea-pbn-eng.html> for information and registration procedures. Alternatively, you may contact a Supplier Registration Agent at: 1-800-811-1148 or, in the National Capital Region, at (613) 956-3440.

7.13 Order of Precedence

In the case of any dispute which may arise during the period which may be covered by any ensuing contract, the following documents will be considered in order of precedence in terms of importance in resolving any disputes between the parties:

- The Health Canada Contract;
- Any changes to the terms and conditions contained herein which have been approved by General Counsel for Health Canada;
- The Statement of Work in this RFP, Appendix "A" & "B"; and
- The terms identified in this RFP.

8.0 Technical Proposal

8.1 General Information

Your technical proposal must address all the requirements of the SOW and demonstrate that you are capable of meeting all obligations of the contractor specified in the same.

Your technical proposal must meet **all of the Mandatory Requirements** listed in Section 12.0, The **Conditions Precedent to Contract** Award Section 14.0 as well as the **minimum score identified for the Point Rated Requirements** in Section 13.0.

Furthermore, your technical proposal should include the following:

8.2 Understanding of the Requirements

A brief statement that demonstrates that the contractor understands the requirements of the SOW, including the objectives, scope of work and deliverables.

8.3 Approach and Methodology:

8.3.1 General Approach

A description of the overall approach and strategy to this project.

8.3.2 Methodology

Identify methodologies and techniques to be used, including identifying any proprietary information which is proposed to be used in the program.

8.3.3 Work Plan / Project Schedule

Break down the work by task - show phases, planned start, completion dates and the estimated level of effort (i.e. person days/hours) needed to complete the task. The work plan may include a matrix and/or time line charts. A project schedule structured in weeks, reflecting milestones and deliverables, should be included.

8.3.4 Performance and Quality Control

Specify how you propose to deal with the performance and quality assurance of the work provided by your organization to the Crown. Include information about quality control methods and reporting mechanisms.

8.4 Proposed Team

8.4.1 Personnel

Identify the proposed personnel, including **Project Manager**, who will be assigned to this contract, describe the role they will be performing, including the amount of direct time dedicated to the project by principals and/or senior personnel, and explain why they are well suited for the work, referring to their qualifications, certifications, education and experience.

If applicable, **include a list of proposed sub-contractors**, with reference to their capabilities, experience and degree of involvement in the work.

The bidder must certify in the technical proposal that the information provided in all the personnel résumés has been verified to be true and accurate. In addition, for every resource proposed by the bidder who is not an employee of the firm, the actual resource must certify that they are aware that they are being bid as part of the bid/ proposal and state their relationship with the firm.

8.4.2 Contingency Plan

If the contract cannot be completed by the assigned personnel, the following individual(s) will complete the work. *Attach résumés.*

8.5 Contractor Profile

8.5.1 Organization

Provide background information about your company, including its legal name and the province in which the company is incorporated.

8.5.2 Relevant Work Experience

Describe your company's capacity and experience in this field.

8.5.3 References are required for evaluation purposes under the Rated Criteria under Section 14.0 of this RFP

8.6 Résumés of Personnel

Attach résumé of the Project Manager and back-up.

9.0 Cost / Price Proposal

9.1 General Information

9.1.1 Pricing Schedule

The successful contractor will be responsible for all costs of materials, labour, pick-up, delivery, tools, equipment, vehicles and any other accessories necessary to refurbish/re-configure or install the open plan panel based workstations.

***Note: Pricing will be valid for the initial contract period and all resulting option periods if applicable.**

*The Contractor is to complete the following tables and prices. The Contractor is responsible for all delivery charges to and from Health Canada, furniture inspection charges and relocation charges for current inventory to their storage facility and are incorporated into the Statement of Work

**Pricing Grid "A and B" – See ANNEX"A" continuation of 9.1.1, Grid "B"
9.1.2, 9.1.3 Design Services and Storage Services.**

***NOTE:** Approximately 95% of panels will have a finished height of 1295 - 1372 mm (51 - 54 in.)

***NOTE:** The Contractor is to provide same pricing based upon 3 segmented panels or 4 segmented panels.

***NOTE:** Cost of hardware must include installation of hardware to component

9.1.2 Travel (Not Applicable)

9.1.3 Other Expenses

List any other expenses which may be applicable.

9.1.4 Goods and Services Tax / Harmonized Sales Tax

Various items in your cost proposal may be subject to GST / HST or custom duties, and this charge must be included in the cost estimates where applicable.

9.2 Price Justification

The Bidder must provide, on Health Canada's request, one or more of the following price justification:

- a current published price list indicating the percentage discount available to Health Canada; or
- a copy of paid invoices for the like quality and quantity of the goods, services or both sold to other customers; or
- a price breakdown showing the cost of direct labour, direct materials, purchased items, engineering and plant overheads, general and administrative overhead, transportation, etc., and profit; or
- price or rate certifications; or
- any other supporting documentation as requested by Health Canada.

10.0 Enquiries

All enquiries or issues concerning this procurement must be submitted **in writing only** to the Departmental Representative named on the front cover page of this RFP document **not later than seven (7) calendar days prior to the bid closing date.**

To ensure consistency and quality of information to Bidders, the Departmental Representative will provide, simultaneously to all bidders to which this solicitation has been sent,

- any information with respect to significant enquiries received, and
 - the replies to such enquiries without revealing their sources,
- provided that such enquiries are received no less than seven (7) calendar days prior to the bid closing date.**

All enquiries and other communications with government officials throughout the solicitation and evaluation period are to be directed **only** to the Departmental

Representative named on the front cover page of this RFP document. **Non-compliance with this condition during the bid solicitation and evaluation period may be sufficient reason for bid disqualification.**

PART III BID SELECTION PROCESS

11.0 Introduction

Following the closing of this RFP, proposals received by Health Canada by the closing date and time, as indicated on the cover page, will be evaluated by an Evaluation Committee within Health Canada. Proposals which are not received by the closing date and time are not eligible for evaluation and will be returned unopened.

The Technical Proposal will be evaluated on the basis of the Mandatory Requirements (See Section 12.2 of this RFP).

Only those Technical Proposals which are compliant with all Mandatory Requirements will be further evaluated on the basis of the Bidder's Financial Proposal.

Evaluation in response to those criteria are based on a "rules of evidence" approach. That is, the Health Canada Bid Evaluation Committee may only evaluate a Bidder on the basis of the contents of the Bidder's submitted Technical and Financial Proposals, and not on any prior knowledge or experience with the Bidder or the Bidder's work. It is therefore the Bidder's responsibility to ensure his/her proposal is complete, clear, and provides sufficient detail to allow HC to evaluate it on the basis of the criteria contained within.

12.0 Mandatory Requirements

12.1 Method of Evaluation

Mandatory requirements are evaluated on a simple pass or fail basis. Failure by bidders to meet any of the mandatory requirements will render the bidder's proposal **non-responsive**. The treatment of mandatory requirements in any procurement process is absolute.

Proposers must meet **all** the mandatory requirements described below. This will be evaluated as either "**Yes**" or "**No**". Proposals not receiving "**Yes**" for any mandatory requirement will **not** be considered further.

**SUBMITTAL REQUIREMENTS: FOR COMPLIANCE
TO STATEMENT OF WORK**

SUBMITTAL REQUIREMENTS: GENERAL INFORMATION

Bidders must meet all of the requirements stated in the Statement of Work (SOW) for "Refurbishing Open Plan Panel Based Work Stations for Use in Health Canada facilities in the National Capital Region", Section A and Section B.

Bidders must submit sufficient information to complete the technical evaluation of the criteria stated in the SOW with their proposal. **The following submittals/documentation is required with your bid:**

SECTION A - MANDATORY TECHNICAL REQUIREMENTS

Submittals: A2.0 Detailed Requirements
--

***Note that where it is indicated bidders are required to certify they meet the Statement of Compliance criteria.**

Paragraph A2.1 Panel Refurbishing

- a) Statement of Compliance to all requirements.
- b) MSDS (Material Safety Data Sheet) for metal surface coating.

Paragraph A2.2 Panel Fabric

- a) Statement of Compliance to all requirements.
- b) All fabrics proposed. Bidders are required to provide actual fabric cards. Photos or facsimiles are not acceptable.

Paragraph A2.3 Work Surfaces

- a) Statement of Compliance to all requirements.
- b) All laminates proposed. Bidders are required to provide actual laminate samples. Photos or facsimiles are not acceptable.
- c) All work surface edges proposed. Bidders are required to provide actual edging samples. Photos or facsimiles are not acceptable.

Paragraph A2.4 Pedestals

- a) Statement of Compliance to all requirements.
- b) MSDS (Material Safety Data Sheet) for metal surface coating.
- c) Descriptive literature/documentation for replacement components proposed:
 - Box drawer slides;
 - File drawer slides;
 - Casters;
 - Locks.

Paragraph A2.5 Overhead Storage Units and File Cabinets (2 drawer and 4 drawer)

- a) Statement of Compliance to all requirements.
- b) MSDS (Material Safety Data Sheet) for metal surface coating.
- c) Descriptive literature/documentation for replacement components proposed:
 - Receding door hardware;
 - Locks.

Paragraph A2.6 Adhesives

- a) MSDS (Material Safety Data Sheet) for adhesives.

Submittals: A3.0 Product Performance Requirements

Paragraph A3.1 Work Surface Replacement Laminate.

If the laminates proposed are NOT high pressure laminate, documentation and/or test reports for the following tests:

- Gloss when tested in accordance to ASTM D 523-89 (1999).
- Impact Resistance when tested in accordance with ANSI/NEMA LD 3-2005.
- Abrasion Resistance when tested in accordance to ASTM D 4060-01.
- Colour Stability when tested in accordance to ANSI/NEMA LD3-2005.

Paragraph A3.2 Fabrics

Documentation and/or test reports on the following tests, for all fabrics offered:

- Flammability to ASTM E84-03.
- Wet Crocking to AATCC 8-2001.
- Dry Crocking to AATCC 8-2001.
- Colourfastness to Light to AATCC 16 Option 1 or 3-2003.
- Breaking Strength to ASTM D5034-95 (2001) (Grab Test).

Paragraph A3.3 Drawer Slides, Casters, Lock Mechanisms

a) A Statement of Compliance is required when the drawer slides, casters and lock mechanisms proposed are equivalent to the original model number from the OEM.

b) If the drawer slides, casters and lock mechanisms proposed are not equivalent to the original model number from the OEM, test reports to indicate that the component has met the acceptance criteria provided in ANSI/BIFMA X5.9 , when tested in accordance with the appropriate tests from the standard must be submitted as follows:

Drawer Slides:

- Cycle Test – Extendible Element Deeper than Wide - Test No. 15.2.
- Extendible Element Retention Impact and Durability Test - Test No. 12.
- Extendible Element Rebound Test - Test No 13.

Locking Mechanism:

- Force Test for Extendible Element Locks - Test No. 14.2.
- Locking Mechanism Cycle Test - Test No. 14.4.

Casters:

- Movement Durability Test for Mobile Storage Units - Test No. 11.

Paragraph A3.4 Receding Door Hardware, Lock Mechanisms

a) A Statement of Compliance is required when the receding door hardware and lock mechanisms proposed are equivalent to the original model number from the OEM.

b) If the receding door hardware and lock mechanisms proposed are not equivalent to the original model number from the OEM, test reports to indicate that the component has met the acceptance criteria provided in ANSI/BIFMA X5.6 , when tested in accordance with the appropriate tests from the standard must be submitted as follows:

Receding Door Hardware:

- Wear and Fatigue Tests for Hinged Doors - Test No. 10.2.
- Drop Test for Horizontally Hinged Doors - Cyclic - Test No. 10.3.
- Wear and Fatigue Tests for Horizontal Receding Door - Test No. 10.4.

Locking Mechanism:

- Test for Extendible Element Locks - Test No. 9.1.
- Locking Mechanism Cycle Test - Test No. 10.16

Submittals: A5.0 Warranty

a) Statement of Compliance

Submittals: A6.0 Packaging

a) Statement of Compliance

Submittals: A7.0 Supplier Identification

a) Sample of supplier identification

SECTION B - MANDATORY SERVICE REQUIREMENTS

Submittals: B2.0 Detailed Requirements

***Note that where it is indicated bidders are required to certify they meet the Statement of Compliance criteria.**

Paragraph B2.1 Inspection of Existing Open Plan Work Stations

a) Statement of Compliance

Paragraph B2.2 Cleaning of Panels

- a) Statement of Compliance to all requirements.
- b) MSDS (Material Safety Data Sheet) for cleaning agents.

Paragraph B2.3 Work Station Refurbishing

- a) Statement of Compliance to all requirements.
- b) MSDS (Material Safety Data Sheet) for cleaning agents.

Paragraph B2.4 Pick Up, Delivery and Transportation of Product

a) Statement of Compliance

Paragraph B2.5 Installation

a) Statement of Compliance

Paragraph B2.6 Storage

a) Statement of Compliance

Paragraph B2.7 Maintenance of an Inventory

a) Statement of Compliance

Paragraph B2.8 Provide Quarterly Reports

a) Statement of Compliance

Paragraph B2.9 Maintain an Asset Management System

a) See 'Submittal Requirements for Compliance to Point Rated Criteria'

Paragraph B3.0 Service Location

a) Statement of Compliance

SECTION C – SYSTEMS CONFIGURATION

C1.0 Furniture Systems Reconfiguration

***Note that where it is indicated bidders are required to certify they meet the Statement of Compliance criteria.**

Paragraph C1.0

a) Statement of Compliance

SUBMITTAL REQUIREMENTS: FOR COMPLIANCE TO POINT-RATED CRITERIA

SUBMITTAL REQUIREMENTS: GENERAL INFORMATION

The Point-Rated Criteria are additional criteria on which a contracting authority will base its award decision. As such, they are not pass/fail criteria.

Bidders must submit sufficient information with their proposal to complete the evaluation of the point-rated criteria. One or more of each of the following submittals/documentation is required for each of the criteria.

ITEM NO.	RATED CRITERIA	SUBMITTAL REQUIREMENTS
1.	Quality Management	<ul style="list-style-type: none"> • Copy of ISO 9001 certification • Copy of third party documentation to attest to the equivalency of their quality management plan to ISO 9001 • Copy of supplier's documentation to attest to meeting the requirements of ISO 9001 or an equivalent quality management standard • Copy of basic quality management plan in place

2.	Business Information	<ul style="list-style-type: none"> Evidence the firm has successfully refurbished panel based work stations from one (1) or more of the OEM's listed in the SOW Evidence the firm has successfully installed/reconfigured panel based work stations from one (1) or more of the OEM's listed in the SOW CV's of key personnel Information on the activities the supplier is engaged in e.g. web site address, promotional material etc. If using a sub-contractor, CV's of key personnel performing work for Health Canada description on the techniques and practices Evidence of training/input from one (1) or more of the OEM's listed in the SOW
3.	Asset Management	<ul style="list-style-type: none"> Evidence that a system is proposed which can track and manage a parts inventory Evidence the system can pull up a full inventory of all products in storage by OEM (or find one specific piece) & provide condition of each product e.g. refurbished/ not refurbished Evidence the system features easy to-read reports detailing Health Canada inventories Evidence that Health Canada designated officials can access asset inventories 24 hours a day, 7days a week Evidence the system can quantify existing inventory to determine purchases of parts and/or materials required for refurbishing/reconfiguring additional product
4.	Past Performance	<ul style="list-style-type: none"> References: Provide the name, address, telephone number and e-mail contact (if available) for three (3) projects of a similar or more complex nature. The Project Authority will check references to assess your firm in the areas of quality, delivery/timeliness, performance, reliability, customer support, and responsiveness
5.	Environmental Management	<ul style="list-style-type: none"> Copy of ISO 14001 certification Third party documentation to attest to the equivalency of their environmental management plan to ISO 14001 Supplier's documentation to attest to meeting the requirements of ISO 14001 or an equivalent environmental management standard Suppliers documentation to attest to meeting the requirements of the BIFMA Sustainability Guidelines for Office Furniture Manufacturers and Suppliers or equivalent Copy of basic environmental management plan
ITEM NO.	RATED CRITERIA	SUBMITTAL REQUIREMENTS
6.	Commitment to Sustainability	<ul style="list-style-type: none"> Provide evidence of methods to reduce/recycle waste Provide evidence of energy saving and/or energy efficiency initiatives Provide evidence for water saving and or /water re-use/recycling initiatives Provide evidence of a training program Copy of the chemical management policy Copy of agreements with supply chain which reflect sustainability objectives

7.	Materials and Processes	<ul style="list-style-type: none"> • Provide details on the materials used for replacement components e.g. work surface edges, pencil trays, etc. • provide MSDS for all cleaning chemicals and adhesives • Provide details on the cleaning process used for panels, components etc. • provide details on the processes and materials used for painting • provide details on the processes used for re-skinning panels • Provide evidence of compliance to all applicable environmental and health and safety regulations governing toxic and hazardous substance use.
8.	Delivery and Transportation	<ul style="list-style-type: none"> • Describe initiatives implemented to reduce the environmental impacts associated with transportation • Describe initiatives to improve efficiencies in delivery • Provide evidence of energy efficient vehicles • Provide evidence of methods used to dispose of used oil/tires • Provide company names and addresses of component parts
9.	Disposal	<ul style="list-style-type: none"> • Copy of the management plan for the disposal of components/materials • Name(s) of facility intended for use, including licenses • Copy of arrangements/formal agreements in place to accept components/material • Provide details of how you guarantee that each item ends up at the destination intended • Provide evidence demonstrating chain of custody method, including sign-off sheets • Provide evidence that packaging is taken back and is recycled and or re-used
10.	Project Manager's experience:	<ul style="list-style-type: none"> • Describe the Project Manager's Related experience and expertise • Projects completed • Describe initiatives in scheduling of work, in the control of time and quality • Provide evidence on how they use a management control system • Copy of Résumé required • Back-up resource Résumé required
11.	Management Team	<ul style="list-style-type: none"> • Provide evidence of team members' qualifications and direct relevance to previous experience on projects • Provide details on the Proposed Project Management Plan • Provide details outlining of responsibilities and functions • Provide details on back-up resources

12.2 Mandatory Requirements

Attention Bidders: Write beside each of the criteria the relevant page number(s) from your proposal which addresses the requirement identified in the criteria.			
	Page #	Yes	No
M1. The Bidder must confirm their Statement of Compliance with SECTION A Mandatory Technical Requirements and SECTION B Mandatory Service requirements as described in Part I, The Statement of Work of this RFP.			
M2. The Bidder must have completed work similar to the scope of work described in the Statement of Work of this RFP within the past three (3) years (proof required).			
M3. The Project Manager assigned to this project must have completed work similar in scope to the work described in the Statement of Work of this RFP within the past 3 years (proof required). Résumé required.			

13.0 Conditions Precedent to Contract Award

Bidders are recommended to provide as much of the following information as possible with their bid. All of the following information will be required prior to contract award.

Attention Bidders: Write beside each of the criteria the relevant page number(s) from your proposal which addresses the requirement identified in the criteria.			
	Page #	Yes	No
C1. Bidders must provide assurance that they are in compliance with and that their employees have received adequate instruction in the WHMIS regulations.			
C2. Bidder's must provide a valid Workplace Safety and Insurance Board (WSIB) number and clearance certificate.			
C3. The Bidder must provide a copy of their Health and Safety Policy and Program and site specific safety plan for the proposed work prior to contract award.			
C4. The Bidder must provide a list of all sub-contractors and a description of what work will be sub-contracted.			
C5. Bidders must provide a copy of a certificate from an insurance broker or an insurance company licensed to operate in Canada stating that the Bidder, if awarded a contract as a result of the RFP, can be insured in accordance with the Commercial General Liability Insurance requirements (Insurance Conditions) Part 1, Section 6.8 of the RFP, and in the amount of \$2,000,000.00. *Note that Health Canada has other Insurance Terms in this RFP under Part 1, Section 6.8.1, 6.8.2, 6.8.3, 6.8.4 which the Bidder must follow if awarded a contract.			

14.0 Point Rated Requirements

14.1 Method of Evaluation

A proposal with a score less than 50% for technical compliance as a whole will be considered **non responsive**, and eliminated from the competition.

The bidder must meet all of the Mandatory Criteria, Section 12.2 and Conditions Precedent to Contract Award Section 13.0

The points received in each rated category are then totaled and a calculation made to ensure that the bidder has received a passing mark of 50 percent or greater to be considered responsive. Failure to meet 50 percent or greater in one of the three categories will render the bid non-compliant and it will be given no further consideration.

For all remaining compliant bids, contractor selection is based on the highest combined rating of points/technical merit 40% and price 60%. The proposal which offers the highest overall point rating for technical merit and cost is recommended for award.

14.2 Point Rated Requirements

* Notes to Bidders:

The Point-Rated Criteria in this section are not mandatory in the way the Statement of Work – ‘Section A Mandatory Technical Requirements’, ‘Section B Mandatory Service Requirements’ are.

The Point-Rated Criteria are additional criteria on which a contracting authority will base its award decision. As such, they are not pass/fail criteria. This means that offers which do not comply with the Point-Rated Criteria may still be considered for the final award decision, depending upon their score on other award criteria, such as price.

Criteria	Page #	Points allocated for the criteria	Score
<p>The rated criteria should be based on the SOW, in sufficient detail.</p> <p>R1. Quality Management - This category assesses how the supplier approaches quality management for the services/products proposed. Describe the system, processes and practices that enable your organization to manage the quality control of the products/services. Criteria considered :</p> <ul style="list-style-type: none"> ▪ the existence of an operational quality management system; meeting recognized standards such as ISO 9001; ▪ a quality management policy which commits the organization to a program of quality improvement ; ▪ the organizations quality management strategy; objectives and targets, as well as key performance indicators for these targets; ▪ how the quality management policy, strategy and targets are communicated to all staff . 		15	
<p>R2. Business Information - This category assesses the ability and technical capacity of the supplier. Criteria considered:</p> <ul style="list-style-type: none"> ▪ main areas of activity of the company; ▪ the use of sub-contractors and their resultant expertise for the services noted; ▪ individual qualifications of contractors key personnel who will be responsible for the services listed in the SOW; ▪ experience in refurbishing panel based work stations from Haworth, Herman Miller and Teknion; ▪ training/input from OEM's. 		5	

<p>R3. Asset Management - This category assesses the asset management system (available 24 hours a day, 7 days a week) applicable to the resultant refurbishing contract. Criteria considered:</p> <ul style="list-style-type: none"> ▪ system to maintain a complete parts listing by OEM for a work station; ▪ system to maintain a component parts listing by OEM for both refurbished and non-refurbished components; ▪ system to notify designated HC officials when additional parts/materials required to refurbish components/work stations; ▪ system to notify designated HC officials when items are refurbished for a job; ▪ system to have the ability to reserve components for a specific job; ▪ system to have the ability to produce easy to read reports, detailing HC inventories. 		5	
<p>R4. Past Performance - This category assesses the extent of successful completion by the supplier on similar or more complex projects within the past three years. Criteria considered:</p> <ul style="list-style-type: none"> ▪ suppliers record of conforming to standards of good workmanship and quality; ▪ suppliers adherence to contract schedules; ▪ level of customer satisfaction with contractors performance and reliability; ▪ customer support and responsiveness. 		10	
<p>R5. Environmental Management - This category assesses how the supplier approaches environmental management for the services/products proposed. Describe the system, processes and practices that enable your organization to manage your environmental performance etc. Criteria considered:</p> <ul style="list-style-type: none"> ▪ the existence of an operational environmental management system (EMS); meeting recognized standards such as ISO 14001; ▪ an environmental policy which commits the organization to a program of environmental improvement; ▪ the organizations environmental strategy, objectives and targets, as well as key performance indicators for these targets ; ▪ how the environmental policy, strategy and targets are communicated to all staff . 		10	

<p>R6. Commitment to Sustainability - This category assesses how the organization is improving its sustainability performance. Describe the processes and practices the organization has undertaken to identify and analyze the sustainability impacts associated with its business. Criteria considered:</p> <ul style="list-style-type: none"> ▪ initiatives that have been implemented to achieve improved sustainability outcomes within the organizations operations e.g. methods employed to reduce/recycle waste, for energy saving and/or energy efficiency, for water saving and or /water re-use/recycling; ▪ the organization's chemical management policy to assess and reduce human and ecosystem health impact for chemicals used in the facility; ▪ demonstrated social responsibility through training and/or employment opportunities ; ▪ how the firm's supply chain is encouraged to meet sustainability objectives. 		5	
<p>R7. Materials and Processes - This category assesses the environmental impact of the components/materials used and the manufacturing processes undertaken to refurbish work stations. Criteria considered:</p> <ul style="list-style-type: none"> ▪ materials used are recyclable, bio-degradable, renewable and recycled e.g. any replacement plastic parts ≥ 50 g shall be marked for recycling and not contain additions of other materials that may impact recycling, VOC content of adhesives used shall not exceed 10% by weight; ▪ processes used are environmentally sound and efficient e.g. painting process uses 95% of sprayed paint, and recovers 95 – 100% of overspray, does not use solvents that can evaporate or contaminate drainage water; ▪ cleaning process does not use chemicals which are corrosive, strongly irritating, classified as carcinogens, ozone depleting etc., ▪ compliance to all applicable environmental and health and safety regulations that govern toxic and hazardous substance use. 		15	

<p>R8. Pick-up, Delivery and Transportation - This category assesses initiatives that have been implemented to reduce the environmental impacts directly associated with the transportation of the component parts and the refurbished products. Criteria considered:</p> <ul style="list-style-type: none"> ▪ initiatives to improve efficiencies in pick-up delivery e.g. components/products obtained from local sources; ▪ initiatives to reduce the environmental impacts of travel e.g. fuel efficiency, reduced air and noise; ▪ pollution or reduced carbon emissions, use of energy efficient vehicles; ▪ routes/number of trips planned to minimize travel; ▪ proper collection of used lubricants and tires. 		5	
<p>R9. Disposal - This category assesses the disposal methods for the components and /or materials and packaging. Criteria considered:</p> <ul style="list-style-type: none"> ▪ the existence of a management plan for the disposal of components/materials; ▪ name(s) of facility intended for use, including licenses; ▪ arrangements/formal agreements in place with intended facility to accept components/material; ▪ evidence provided to demonstrate a chain of custody of the disposed items to their final disposal facility; ▪ evidence that packaging is taken back and is recycled and or re-used. 		5	
<p>R10. Project Manager's experience:</p> <ul style="list-style-type: none"> ▪ related experience and expertise ▪ similar projects completed ▪ scheduling of work ▪ control of time and quality ▪ management control system 		15	
<p>R11. Management Team</p> <ul style="list-style-type: none"> ▪ team members' qualifications and direct relevance to previous experience on similar projects ▪ Project Management Plan Proposed ▪ outline of responsibility and functions ▪ back-up resources 		10	
<p>Supplier Characteristics (R1. – R4): Number of Points Minimum score 18/35</p>		35	

Environmental Characteristics (R5 – R9): Number of Points – Minimum score 20/40		40	
Management Characteristics (R10 – R11): Number of Points – Minimum score 13/25		25	
Minimum Score 50 Points out of 100 (50%)			
		Total 100 Points	

15.0 BASIS OF AWARDING CONTRACT

It is understood by the parties submitting proposals that, to qualify, bidders **must** meet all mandatory requirements as well as the minimum score identified for the point-rated criteria. The contract will be awarded based on a determination of best value taking into account both the technical merit of the proposals and the price evaluations. To arrive at an overall score achieved by a firm, a weighting has been established whereby technical merit will be valued at 40% of the bid and price at 60%.

For all remaining compliant bids, contractor selection is based on the highest combined rating of points/technical merit 40% and price 60%. The proposal which offers the highest overall point rating for technical merit and cost is recommended for award.

For the purpose of ranking all technically acceptable proposals, the following ratio will factor the technical and the price component to establish a total percentage score.

Technical: 40%

Price: 60%

Technical Score = $\frac{\text{Bidder's Points}}{\text{Maximum Points}} \times 40\%$ **Cost Score** = $\frac{\text{Lowest Bid}}{\text{Bidder's Cost}} \times 60\%$

Total Score = Technical Score + Cost Score (Pricing GRID “A” 40% + Pricing GRID “B” 20%)

The contract will be recommended to **the highest total technical and price score.**

The potential value of the contract, including the original period with all option periods may not exceed \$2,000,000.00 inclusive of all expenses and all applicable taxes.

Example of scoring:

BASIS OF SELECTION - HIGHEST COMBINED RATING POINTS/TECHNICAL MERIT 40% - PRICE 60%						
BIDDER	PRICE PROPOSED	PRICING SCORE	TECHNICAL MERIT/POINTS ASSESSED	TECHNICAL MERIT SCORE	COMBINED RATING	OVERALL RATING
No. 1	\$2,000,000	1,900/2,000 X 60 = 57	55	55/75 X 40 = 29.3	57 + 29.3 = 86.3	1
No. 2	\$2,300,000	1,900/2,300 X 60 = 49.6	65	65/75 X 40 = 34.7	49.6 + 34.7 = 84.3	2
No. 3	\$2,100,000	1,900/2,100 X 60 = 54.3	50	50/75 X 40 = 26.7	54.3 + 26.7 = 81	5
No. 4	\$1,900,000	1,900/1,900 X 60 = 60	40	40/75 X 40 = 21.3	60 + 21.3 = 81.3	4
No. 5	\$2,200,000	1,900/2,200 X 60 = 51.8	60	60/75 X 40 = 32	51.8 + 32 = 83.8	3

16.0 Task Authorization

The Work or a portion of the Work to be performed under any resulting Contract will be on an "as and when requested basis" using a Task Authorization (TA) form. The Work described in the TA must be in accordance with the scope of the Contract.

The Project Authority will provide the Contractor with a description of the task using the "Task Authorization Form in Appendix "A".

2. The Task Authorization (TA) will contain the details of the activities to be performed, a description of the deliverables, and a schedule indicating completion dates for the major activities or submission dates for the deliverables. The TA will also include the applicable basis and methods of payment as specified in the Contract.
3. The Contractor must provide the Project Authority within 3 calendar days of its receipt, the proposed total cost for performing the task and a breakdown of that cost, established in accordance with the Basis of Payment specified in the Contract.
4. The Contractor must not commence work until a TA authorized by the Project Authority and issued by the Contracting Authority has been received by the Contractor. The Contractor acknowledges that any work performed before a TA has been received will be done at the Contractor's own risk.
5. Basis of Payment – Task Authorization

In consideration of the Contractor satisfactorily completing all of its obligations under the authorized Task Authorization (TA), the Contractor will be paid as detailed in the Basis of

Payment and specified in the authorized TA. Customs duties are excluded and Goods and Services Tax or Harmonized Sales Tax is extra, if applicable.

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

Appendix "A"

TASK AUTHORIZATION				
Contractor:		Contract Number:		
Commitment Number:		Financial Coding:		
Task Number:	Project Number:	Date:		
TA Request (For completion by Technical Authority)				
1. Description of Work to be Performed Statement of Work Description of any Deliverable(s) required				
2. PERIOD OF SERVICES		From:	To:	
3. Work Location				
4. Details - # of Workstations				
5. Other Details				
6. Task Proposal (insert rows as required) Check (<input type="checkbox"/>):		Estimated Cost	Fixed Price	
7. LEVEL OF SECURITY CLEARANCE REQUIRED FOR THE CONTRACTOR'S PERSONNEL				
<input type="checkbox"/> Reliability Status Secret Top Secret Other Not Required				
8. BILINGUALISM Not applicable				
		<input type="checkbox"/> YES	<input checked="" type="checkbox"/> NO	
TA Proposal (For completion by Contractor)				
9. Estimated Cost Contract (insert rows as required)				
Details	Project Number	Quantity	# s	Total cost

TASK AUTHORIZATION		
Services estimated cost	Total	
	HST	
	Grand Total	
Other	Estimated Cost	
	HST	
	Other	
Grand Total for Labour and Travel		
TA APPROVAL		
10. Signing Authorities		
Name, Title and Signature of Individual Authorized to Sign on Behalf of Contractor (type or print)	Contractor	Date
Project Authority Name, Title and Signature of Individual Authorized to Sign on Behalf of Health Canada	<Client Department>	Date
Contract Authority Name, Title and Signature of Individual Authorized to Sign on Behalf of Health Canada		
11. Basis of Payment & Invoicing		
<p>In Accordance with the article entitled "Basis of Payment" in the Contract.</p> <p>Payment to be made based on receipt of detailed monthly invoices for services rendered, subject to full acceptance by the Project Authority. Total of payments not to exceed the grand total.</p> <p>Original invoices shall be sent to the Project Authority. One copy of each invoice, together with attachments, shall be sent to the Contracting Authority.</p>		

APPENDIX "B"

BIDDER'S INFORMATION AND CERTIFICATIONS

The following information/certifications are required with each copy of your technical proposal. Failure to provide a copy of the information/certifications document with each technical proposal may render your bid non responsive.

1.0 Legal name and bidder's information (print clearly)

Bidder's Legal Name _____

Bidder's Complete Address _____

Bidder's Phone number (_____) _____

Bidder's Authorized Representative _____

Bidder's Authorized Representative Phone number (_____) _____

Bidder's Authorized Representative e-mail _____

Bidder's Procurement Business Number (if available) _____

Bidder's Province in which he/she is incorporated. _____

Bidder's email address _____

2.0 Compliance with Terms and Conditions

The Bidder by signing below hereby certifies that it has read the RFP in its entirety, including the Statement of Work, and signifies compliance with and acceptance of all the articles, clauses, terms and conditions contained or referenced in this RFP document.

Signature of the Authorized Representative

Date

3.0 Certification of Education, Experience and Qualifications

Proposal, to be considered responsive, must contain the following certification:

"The Bidder hereby certifies that all statements made with respect to education and experience are true and that any person proposed by the Bidder to perform the work or part of the work is either an employee of the Bidder or under a written agreement to provide services to the Bidder."

The Crown reserves the right to verify the above certification and to declare the bid non-responsive for any of the following reasons:

- unverifiable or untrue statement;
- unavailability of any person proposed on whose statement of education and experience the Crown relied to evaluate the offer and award the Contract.

Signature of the Authorized Representative

Date

4.0 Certification of Availability and Status of Personnel

Availability of Personnel and Facility

The Bidder certifies that, should it be authorized to provide services under any Contract resulting from this RFP, the persons and facility proposed in its offer will be available to commence performance of the work within a reasonable time from Issuance of the Task Authorization Contract, and will remain available to perform the work in relation to the fulfillment of this requirement.

Status of Personnel

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

During the offer evaluation, the Bidder MUST upon the request of the Procurement and Contracting Officer provide a copy of such written permission, in relation to any or all employees proposed. The Bidder agrees that failure to comply with such a request may lead to disqualification of the Bidder's offer from further consideration.

Signature of the Authorized Representative

Date

5.0 Bid Validity Period

This is to certify that all pricing identified in the bid/proposal will be valid for a period of ninety (90) days from the closing date of the RFP.

Signature of the Authorized Representative

Date

6.0 Employment Equity

The Federal Contractors Program for Employment Equity requires that some organizations bidding for federal government contracts make a formal commitment to implement employment equity, as a pre condition to the validation of their bids. All Bidders must check the applicable box(es) below. Failure to do so may render the bid non responsive.

Program requirements do not apply for the following reason(s):

- this organization has fewer than 100 permanent part time and/or full time employees across Canada;
 - this organization is a federally regulated employer;
- or, program requirements do apply:
- copy of signed Certificate of Commitment is enclosed; or
 - Certificate number is _____

NOTE: The Federal Contractors Program for Employment Equity applies to Canadian based bidders only. The Certificate of Commitment criteria and other information about the Federal Contractors Program for Employment Equity are available in the PWGSC Standard Acquisition Clauses and Conditions (SACC) Manual, Section 2, and on the Government Electronic Tendering Service.

Signature of the Authorized Representative Date

7.0 Normal Hours of Operation

Monday to Friday _____ to _____

Saturday _____ to _____

Sunday _____ to _____

8.0 Conflict of interest

The Bidder certifies that it has no ACTUAL, APPARENT or POTENTIAL conflict of interest in submitting a proposal on this RFP.

Signature of the Authorized Representative Date

The Bidder certified that his bid is submitted to the Crown as a: (please choose one)

Individual

A company

A Joint Venture (bidder must provide detail)

Partnership (bidder must provide detail)

Signature of the Authorized Representative

Date