

RETURN BIDS TO:
RETOURNER LES SOUMISSIONS À:

Bid Receiving - PWGSC / Réception des soumissions - TPSGC

**11 Laurier St. / 11, rue Laurier
Place du Portage, Phase III
Core 0A1 / Noyau 0A1
Gatineau, Québec K1A 0S5
Bid Fax: (819) 997-9776**

Request For a Standing Offer Demande d'offre à commandes

National Master Standing Offer (NMSO)

Offre à commandes principale et nationale (OCPN)

Canada, as represented by the Minister of Public Works and Government Services Canada, hereby requests a Standing Offer on behalf of the Identified Users herein.

Le Canada, représenté par le ministre des Travaux Publics et Services Gouvernementaux Canada, autorise par la présente, une offre à commandes au nom des utilisateurs identifiés énumérés ci-après.

Comments - Commentaires

Vendor/Firm Name and Address
Raison sociale et adresse du
fournisseur/de l'entrepreneur

Issuing Office - Bureau de distribution

Industrial Vehicles & Machinery Products Division
11 Laurier St./11, rue Laurier
7B1, Place du Portage, Phase III
Gatineau
Québec
K1A 0S5

Title - Sujet Long Service and Instant Awards Pro	
Solicitation No. - N° de l'invitation E60HS-14AWRD/A	Date 2014-08-27
Client Reference No. - N° de référence du client E60HS-14AWRD	GETS Ref. No. - N° de réf. de SEAG PW-\$\$HS-623-65614
File No. - N° de dossier hs623.E60HS-14AWRD	CCC No./N° CCC - FMS No./N° VME
Solicitation Closes - L'invitation prend fin at - à 02:00 PM on - le 2014-10-08	Time Zone Fuseau horaire Eastern Standard Time EST
Delivery Required - Livraison exigée	
Address Enquiries to: - Adresser toutes questions à: Allard, Denis	Buyer Id - Id de l'acheteur hs623
Telephone No. - N° de téléphone (819)956-4003 ()	FAX No. - N° de FAX (819)956-5227
Destination - of Goods, Services, and Construction: Destination - des biens, services et construction: See Herein. Précisé dans la présente.	
Security - Sécurité This request for a Standing Offer does not include provisions for security. Cette Demande d'offre à commandes ne comprend pas des dispositions en matière de sécurité.	

Instructions: See Herein

Instructions: Voir aux présentes

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

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PART 1 - GENERAL INFORMATION

1. Introduction

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

- | | |
|--------|---|
| Part 1 | General Information: provides a general description of the requirement; |
| Part 2 | Offeror Instructions: provides the instructions applicable to the clauses and conditions of the RFSO; |
| Part 3 | Offer Preparation Instructions: provides offerors with instructions on how to prepare their offer to address the evaluation criteria specified; |
| Part 4 | Evaluation Procedures and Basis of Selection: indicates how the evaluation will be conducted, the evaluation criteria which must be addressed in the offer, and the basis of selection; |
| Part 5 | Certifications: includes the certifications to be provided; |
| Part 6 | Security, Financial and Insurance Requirements: includes specific requirements that must be addressed by offerors; and |
| Part 7 | 7A, Standing Offer, and 7B, Resulting Contract Clauses: |
| | 7A, includes the Standing Offer containing the offer from the Offeror and the applicable clauses and conditions; |
| | 7B, includes the clauses and conditions which will apply to any contract resulting from a call-up made pursuant to the Standing Offer. |

The Annexes and appendices include the Statement of Works, Pricing and Manufacturer's Suggested Retail Price Tables, Mandatory and Point Rated Technical Evaluation Criteria, Federal Identity Program Policy and Congratulatory Letter.

2. Summary

This requirement is to establish a National Master Standing Offer (NMSO) for the Long Service Awards Program and related services and Instant Awards Program and related services, in accordance with Annex A – Statement of Work for the Long Service Awards Program and related services and Annex B – Statement of Work for the Instant Awards Program and related services for an initial period of two (2) years, with the provision to extend the offer for two (2) additional period of one (1) year.

The successful offeror will have to develop the website and render it operational within two (2) months after issuance of the Standing Offer. It is expected that the period for making call-ups against the standing offer will be from January 1, 2015 to December 31, 2016. The Standing Offer will not be authorized for use before the period identified above.

The Offeror must provide the Long Service Awards Program and related services and Instant Awards Program and related services to departments and agencies of the Government of Canada across the

country, except to locations within Comprehensive Land Claims Agreements (CLCA's), on an as-and-when requested basis.

For delivery requirements to locations within CLCA's, Standing Offers issued pursuant to solicitation E60HS-14AWRD/B apply.

In the event that no Standing Offer is issued pursuant to solicitation number E60HS-14AWRD/B, Canada reserves the right to make call-ups on Standing Offers issued as a result of solicitation number E60HS-14AWRD/A for delivery requirements to locations within CLCA's.

Offerors must indicate if they are submitting an offer for the Long Service Awards Program, the Instant Awards Program or for both. However, Offerors submitting an offer for a particular program, must submit an offer for all items of that program. For example, an Offeror submitting an offer for the Long Service Awards Program must submit an offer for all items of that Program.

This requirement is subject to the provisions of the Agreement on Internal Trade, the North American Free Trade Agreement, the Canada-Columbia Free Trade Agreement, the Canada-Peru Free Trade Agreement and the World Trade Organization-Agreement on Government Procurement.

2.1 Estimated Usage

Long Service Award Program:

Period: Estimated Quantity:

2015-2016	31,000
2016-2017	32,000
2017-2018	34,000
2018-2019	34,000

Retirement Milestone:

Period: Estimated Quantity:

2015-2016	8,300
2016-2017	8,700
2017-2018	8,400
2018-2019	8,400

Instant Award Program:

Period: Estimated Quantity:

2015-2016	10,300
2016-2017	13,300
2017-2018	13,600
2018-2019	14,800

3. Set-aside under the Procurement Strategy for Aboriginal Business

A Request for a Standing Offer – E60HS-14AWRD/B will be published separately for the Set-aside under the Procurement Strategy for Aboriginal Business (SPAB).

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File No. - N° du dossier

CCC No./N° CCC - FMS No/ N° VME

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4. Debriefings

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

PART 2 - OFFEROR INSTRUCTIONS

1. Standard Instructions, Clauses and Conditions

All instructions, clauses and conditions identified in the Request for Standing Offers (RFSO) by number, date and title are set out in the Standard Acquisition Clauses and Conditions Manual (<https://buyandsell.gc.ca/policy-and-guidelines/standard-acquisition-clauses-and-conditions-manual>) issued by Public Works and Government Services Canada.

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

The 2006 (2014-06-26) Standard Instructions - Request for Standing Offers - Goods or Services - Competitive Requirements, are incorporated by reference into and form part of the RFSO.

Subsection 05.4 of 2006, Standard Instructions - Request for Standing Offers - Goods or Services - Competitive Requirements, is amended as follows:

Delete: Offers will remain open for acceptance for a period of not less than sixty (60) days from the closing date of the RFSO

Insert: Offers will remain open for acceptance for a period of not less than one hundred twenty (120) calendar days from the closing date of the RFSO

1.2 Basis for Canada's Ownership of Intellectual Property

Public Works and Government Services Canada has determined that any intellectual property rights arising from the performance of the Work under the resulting standing offer will belong to Canada, on the following grounds: where the material developed or produced consists of material subject to copyright, with the exception of computer software and all documentation pertaining to that software.

2. Submission of Offers

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

3. Former Public Servants

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

4. Enquiries - Request for Standing Offers

All enquiries must be submitted in writing to the Standing Offer Authority no later than seven (7) calendar days before the Request for Standing Offers (RFSO) closing date. Enquiries received after that time may not be answered.

Offerors should reference as accurately as possible the numbered item of the RFSO to which the enquiry relates. Care should be taken by offerors to explain each question in sufficient detail in order to enable Canada to provide an accurate answer. Technical enquiries that are of a proprietary nature must be

clearly marked "proprietary" at each relevant item. Items identified as "proprietary" will be treated as such except where Canada determines that the enquiry is not of a proprietary nature. Canada may edit the questions or may request that offerors do so, so that the proprietary nature of the question is eliminated, and the enquiry can be answered with copies to all offerors. Enquiries not submitted in a form that can be distributed to all offerors may not be answered by Canada.

5. Applicable Laws

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

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

6. Improvement of Requirement During Solicitation Period

Should Offerors consider that the Statement of Work contained in the Request for Standing Offer could be improved technically or technologically, offerors are invited to make suggestions, in writing, to the Standing Offer Authority named in the Request for Standing Offer. Offerors must clearly outline the suggested improvement as well as the reason for the suggestion. Suggestions that do not restrict the level of competition nor favour a particular offeror will be given consideration provided they are submitted to the Standing Offer Authority at least seven (7) calendar days before the Request for Standing Offers closing date. Canada will have the right to accept or reject any or all suggestions.

7. Environmental Considerations

Canada is committed to greening its supply chain. In April 2006, Canada issued a policy directing federal departments and agencies to take the necessary steps to acquire products and services that have a lower impact on the environment than those traditionally acquired. Environmental performance considerations include, among other things: the reduction of greenhouse gas emissions and air contaminants; improved energy and water efficiency; reduced waste and support reuse and recycling; the use of renewable resources; reduced hazardous waste; and reduced toxic and hazardous substances. In accordance with the Policy on Green Procurement, for this solicitation:

The successful Offeror will be requested, after issuance of a Standing Offer, to provide all correspondence including (but not limited to) documents, reports and invoices in electronic format unless otherwise specified by the Standing Offer Authority, the Technical Authority or the Identified User, thereby reducing printed material.

Offeror should recycle (shred) unneeded copies of non-classified/secure documents (taking into consideration the Security Requirements).

Product components used in performing the services should be recyclable and/or reusable, whenever possible.

PART 3 - OFFER PREPARATION INSTRUCTIONS

1. Offer Preparation Instructions

Canada requests that Offerors provide their offer in separately bound sections as follows:

Section I: Technical Offer (four (4) hard copies) of the technical information.

Section II: Financial Offer (one (1) hard copy) and (one (1) soft copy on CD-ROM) of Annex D - Pricing.

Section III: Certifications (one (1) hard copy of the certification and of the additional information).

Section IV: Additional Information

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

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

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

(a) use 8.5 x 11 inch (216 mm x 279 mm) paper;

(b) use a numbering system that corresponds to the Request for Standing Offer.

In April 2006, Canada issued a policy directing federal departments and agencies to take the necessary steps to incorporate environmental considerations into the procurement process **Policy on Green Procurement** (<http://www.tpsgc-pwgsc.gc.ca/ecologisation-greening/achats-procurement/politique-policy-eng.html>). To assist Canada in reaching its objectives, offerors should:

1) use paper containing fibre certified as originating from a sustainably-managed forest and/or containing minimum 30% recycled content; and

2) use an environmentally-preferable format including black and white printing instead of colour printing, printing double sided/duplex, using staples or clips instead of cerlox, duotangs or binders.

Offerors should indicate if they are submitting an offer for the Long Service Awards Program, the Instant Awards Program or both programs.

Please indicate: **Long Service Awards Program:** Yes _____ No _____

Instant Awards Program: Yes _____ No _____

Section I Technical Offer

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

Section II Financial Offer

Offerors must submit their financial offer in accordance with the Basis of Payment detailed in Annex C-1 for the Long Service Awards Program and Annex C-2 for the Instant Awards Program.

OCHRO has pre-established the firm all-inclusive cost (Applicable Taxes and Transportation Charges Extra) of each gift selection, as detailed in Annex "A" Article 4.1 for the Long Service Award Program; and each gift in Annex "B", Article 4.1 for the Instant Award Program.

1. Payment of Invoices by Credit Card

Canada requests that offerors complete one of the following:

☐ Government of Canada Acquisition Cards (credit cards) will be accepted for payment of invoices.

The following credit card(s) are accepted:

☐ VISA

☐ MasterCard

OR

☐ Government of Canada Acquisition Cards (credit cards) will not be accepted for payment of invoices.

The Offeror is not obligated to accept payment by credit card.

Acceptance of credit cards for payment of invoices will not be considered as an evaluation criterion.

2. SACC Manual Clauses

SACC Reference	Title	Date
C3011T	Exchange Rate Fluctuation	2013/11/06

Section III: Certifications

1. Certifications

Offerors must submit the certifications required under Part 5.

Section IV: Additional Information

1. Additional Information

Canada requests that Offerors submit the following information:

1.1 Delivery

1.1.1 Routine Delivery Dates for the Long Service Awards Program

While routine deliveries are requested within fifteen (15) calendar days from receipt of a call-up against the Standing Offer the best delivery that could be offered is as follows:

Routine deliveries will be made within _____ calendar days from receipt of a call-up against the Standing Offer.

1.1.2.1 Urgent Delivery Dates for the Long Service Awards Program

While urgent deliveries are requested within three (3) calendar days from receipt of a call-up against the Standing Offer the best delivery that could be offered is as follows:

Urgent deliveries will be made within _____ calendar days from receipt of a call-up against the Standing Offer.

1.1.3.1. Routine Delivery Dates for the Instant Awards Program

While routine deliveries are requested within fifteen (15) calendar days from receipt of a call-up against the Standing Offer the best delivery that could be offered is as follows:

Routine deliveries will be made within _____ calendar days from receipt of a call-up against the Standing Offer.

1.1.3.2 Urgent Delivery Dates for the Instant Awards Program

While urgent deliveries are requested within three (3) calendar days from receipt of a call-up against the Standing Offer the best delivery that could be offered is as follows:

Urgent deliveries will be made within _____ calendar days from receipt of a call-up against the Standing Offer.

2.2 Offerors Representatives

Canada requests that Offerors provide information for the contact person as follows:

Project Manager

Name: _____
 Telephone No. _____
 Facsimile No. _____
 E-mail address: _____

PART 4 - EVALUATION PROCEDURES AND BASIS OF SELECTION

1. Evaluation Procedures

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

1.1 Technical Evaluation

1.1.1 Mandatory Technical Evaluation Criteria

Offerors submitting an offer for the Long Service Awards Program must meet all mandatory technical evaluation criteria detailed in Annex D-1 and Annex E-1.

Offerors submitting an offer for the Long Service Awards Program must offer awards and gifts in accordance with Annex A - Statement of Work for the Long Service Awards Program.

Offerors submitting an offer for the Instant Awards Program must meet all the technical evaluation criteria detailed in Annex D-2 and Annex E-2.

Offerors submitting an offer for the Instant Awards Program must offer awards in accordance with Annex B - Statement of Work for the Instant Awards Program.

1.1.2 Point Rated Technical Evaluation Criteria

Offerors submitting an offer for the Long Service Awards Program must obtain the required minimum number of points as detailed in Annex D-1 and Annex E-1.

Offerors submitting an offer for the Instant Awards Program must obtain the required minimum number of points as detailed in Annex D-2 and Annex E-2.

1.2 Financial Evaluation

1.2.1 Mandatory Financial Evaluation Criteria

Offerors submitting an offer for the Long Service Awards Program must complete Annex C-1 Pricing and Manufacturer's Suggested Retail Price (MSRP) for the Long Service Awards Program and submit it with their offer.

The MSRP, in Canadian dollars, for each Long Service Awards and Retirement Gifts selection must be equal to or greater than the pre-established firm-all inclusive cost per item.

Offerors submitting an offer for the Instant Awards Program must complete Annex C-2 Pricing and Manufacturer's Suggested Retail Price (MSRP) for the Instant Awards Program and submit it with their offer.

The MSRP, in Canadian dollars, for each Instant Award gift selection must be equal to or greater than the pre-established firm-all inclusive cost per item.

For each item offered, Offerors must submit, with their offer, proof of the item MSRP by providing a copy of the most recent manufacturer's suggested retail price list on the solicitation closing date. For MSRP provided in foreign currency, the noon rate published by the Bank of Canada on the solicitation closing date will be used as the exchange rate to determine the value in Canadian currency.

1.2.2 Aggregate Evaluated Price for the Long Service Awards Program

For Tables 1 to 7, the Manufacturer Suggested Retail Price of all items will be averaged to determine the Average Price per Table.

The average prices per tables will be averaged to determine the Average Price of Table 1 to 7.

The Average Price of Table 1 to 7 will be multiplied by the estimated quantity to determine the Total Price for Table 1 to 7.

For Tables 8 to 10, the Manufacturer Suggested Retail Price of all items will be averaged to determine the Average Price per Table.

The average prices per tables will be averaged to determine the Average Price of Table 8 to 10.

The Average Price of Table 8 to 10 will be multiplied by the estimated quantity to determine the Total Price for Table 8 to 10.

The sum of the Total Price for Table 1 to 7 and Total Price for Table 8 to 10 will determine the Aggregate Evaluated Price of the Offer.

1.2.3 Aggregate Evaluated Price for the Instant Awards Program

For Tables 1 to 7, the Manufacturer Suggested Retail Price of all items will be averaged to determine the Average Price per Table.

The average prices per tables will be averaged to determine the Average Price of Table 1 to 7.

The Average Price of Table 1 to 7 will be multiplied by the estimated quantity to determine the Total Price for Table 1 to 7.

The sum of the Total Price for Table 1 to 7 will determine the Aggregate Evaluated Price of the Offer.

2. Basis of Selection

To be declared responsive, for the Long Service Awards Program, an offer must

- A. comply with the requirements of the RFSO; and
- B. meet all mandatory technical evaluation criteria; and
- C. Obtain the required minimum of 905.8 points overall for the technical evaluation criteria which are subject to point rating. The rating is performed on a scale of 1294 points.

-
- D. Obtain the required number of points per technical evaluation criteria which are subject to point rating.
 - E. meet all mandatory financial evaluation criteria;

Offers not meeting (A) or (B) or (C) or (D) or (E) above will be declared non-responsive.

The responsive offer with the highest evaluated aggregate price will be recommended for issuance of a standing offer.

To be declared responsive, for the Instant Awards Program, an offer must

- A. comply with the requirements of the RFSO; and
- B. meet all mandatory technical evaluation criteria; and
- C. Obtain the required minimum of 905.8 points overall for the technical evaluation criteria which are subject to point rating. The rating is performed on a scale of 1294 points.
- D. Obtain the required number of points per technical evaluation criteria which are subject to point rating.
- E. meet all mandatory financial evaluation criteria;

Offers not meeting (A) or (B) or (C) or (D) or (E) above will be declared non-responsive.

The responsive offer with the highest evaluated aggregate price will be recommended for issuance of a standing offer.

A maximum of two (2) responsive offers will be recommended for issuance of a Standing Offer.

PART 5 - CERTIFICATIONS

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

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

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

1. Mandatory Certifications Required Precedent to Issuance of a Standing Offer

1.1 Code of Conduct and Certifications - Related documentation

By submitting an offer, the Offeror certifies that the Offeror and its affiliates are in compliance with the provisions as stated in Section 01 Code of Conduct and Certifications - Offer of Standard Instructions 2006. The related documentation therein required will assist Canada in confirming that the certifications are true.

1.2 Federal Contractors Program for Employment Equity - Standing Offer Certification

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

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

2. Additional Certifications Precedent to Issuance of a Standing Offer

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

2.1 Status and Availability of Resources

The Offeror certifies that, should it be issued a standing offer as a result of the Request for Standing Offer, every individual proposed in its offer will be available to perform the Work resulting from a call-up against the Standing Offer as required by Canada's representatives and at the time specified in a call-up or agreed to with Canada's representatives. If for reasons beyond its control, the Offeror is unable to provide the services of an individual named in its offer, the Offeror may propose a substitute with similar qualifications and experience. The Offeror must advise the Standing Offer Authority of the reason for

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the substitution and provide the name, qualifications and experience of the proposed replacement. For the purposes of this clause, only the following reasons will be considered as beyond the control of the Offeror: death, sickness, maternity and parental leave, retirement, resignation, dismissal for cause or termination of an agreement for default.

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

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PART 6 - FINANCIAL REQUIREMENTS

1. Financial Capability Requirement:

SACC Manual Clause M9033T (2011-05-16) Financial Capability

PART 7 - STANDING OFFER AND RESULTING CONTRACT CLAUSES

A. STANDING OFFER

1. Offer

The Offeror offers to fulfill the requirement in accordance to Annex A, B, C-1 and C-2.

Annex A	Statement of Work - Long Service Awards Program;
Annex B	Statement of Work - Instant Awards Program;
Annex C-1	Pricing and Manufacturer's Suggested Retail Price (MSRP) - Long Service Awards Program;
Annex C-2	Pricing and Manufacturer's Suggested Retail Price (MSRP) - Instant Awards Program;

The Offeror must provide gifts for the Long Service and Instant Award Programs and related services to departments and agencies of the Government of Canada across the country, except to locations within Comprehensive Land Claims Agreements (CLCA's), on an as-and-when requested basis.

For delivery requirements to locations within CLCA's, Standing Offers issued pursuant to solicitation E60HS-14AWRD/B apply.

In the event that no Standing Offer is issued pursuant to solicitation number E60HS-14AWRD/B, Canada reserves the right to make call-ups on Standing Offers issued as a result of solicitation number E60HS-14AWRD/A for delivery requirements to locations within CLCA's.

2. Standard Clauses and Conditions

All clauses and conditions identified in the Standing Offer and resulting contract(s) by number, date and title are set out in the Manual (<http://sacc.pwgsc.gc.ca/sacc/index-e.jsp>) issued by Public Works and Government Services Canada.

2.1 General Conditions

2005 (2014/06/26) General Conditions - Standing Offers - Goods or Services, apply to and form part of the Standing Offer.

2.2 Standing Offers Reporting

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

The Offeror must provide this data, in both hard copy and electronic format (Excel spreadsheet format), in accordance with the reporting requirements detailed below. If some data is not available, the reason must be indicated. If no goods or services are provided during a given period, the Offeror must still provide a "NIL" report.

The data must be submitted electronically on a quarterly basis to the Standing Offer Authority and the Technical Authority. The Offeror must submit a sample of the Standing Offer Report before the meeting after the issuance of Standing Offer.

The Quarterly reporting periods are defined as follows:

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

The reporting requirements shall include, but is not limited to, the following information:

- General Information on the Standing Offer:
 - * Standing offer name;
 - * Standing offer number;
 - * Reporting period;
 - * Total number of orders per year;
 - * Total dollar value of orders for the reporting period (applicable taxes included);
 - * Total dollar value of orders per year (applicable taxes included); and
 - * Total dollar value of orders from the beginning of the standing offer (applicable taxes included)
 - * Report of most popular items;
 - * Report on returned items and reasons
- General Information on the Order:
 - * Invoice number and the date of issuance;
 - * Type of gift ordered, including a brief description;
 - * Cost of gift ordered, including quantity, and a brief description of where the costing can be found in Annex C-1 and C-2 of the NMSO;
 - * Cost of shipping;
- General Information about the ordering Department/Agency
 - * Name of Department/Agency ordering gifts;
 - * Contact information (name and telephone number) of the Department/Agency ordering gifts;
 - * Address the order is being shipped/installed to (City, Province/Territory);
 - * Date of delivery/installation; and
 - * Call-up number from the Department/Agency

The data must be submitted to the Technical Authority and the Standing Offer Authority no later than thirty (30) calendar days after the end of the reporting period.

2.3 Standing Offers - Final Report

On completion or termination of the National Master Standing Offer (NMSO), the Offeror must produce a detailed final report with all cumulative data of the call-ups. Data must also include all purchases paid for by a Government of Canada Acquisition Card.

The final report must be completed and forwarded electronically to the Standing Offer Authority, no later than thirty (30) calendar days after the end of the completion or the set-aside of the Standing Offer.

3. Term of Standing Offer

3.1 Period of Standing Offer

The period for making call-ups against the Standing Offer is from **(to be inserted by PWGSC)** to **(to be inserted by PWGSC)**

3.2 Extension of the Standing Offer

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

The Offeror will be advised of the decision to authorize the use of the Standing Offer for an extended period by the Standing Offer Authority at least sixty (60) calendar days before the expiry date of the Standing Offer. A revision to the Standing Offer will be issued by the Standing Offer Authority.

4. Authorities

4.1 Standing Offer Authority

The Standing Offer Authority is:

Denis Allard
Public Works and Government Services Canada
Acquisitions Branch
Logistics, Electrical, Fuel and Transportation Directorate
"HS" Division
Place du Portage, Phase III, 7B1
11 Laurier Street
Gatineau, QC K1A 0S5
Telephone : 819-956-4003
Facsimile: 819-956-5227
E-mail address: denis.allard@pwgsc-tpsgc.gc.ca

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

4.2 Technical Authority

The Technical Authority is:

To be inserted by PWGSC

Treasury Board Secretariat
300 Laurier Avenue West
Ottawa, Ontario K1A 0R5

Telephone: _____

Facsimile: _____

E-mail address: _____

The Technical Authority is responsible for all the technical content of the Work under the resulting contracts. Technical matters may be discussed with the Technical Authority, however the Technical Authority has no authority to authorize changes to the scope of the Work. Changes to the scope of the Work can only be made by the Standing Offer Authority.

4.3 Offerors Representatives

Project Manager

Name: To be inserted by PWGSC
 Telephone No. _____
 Facsimile No. _____
 E-mail address: _____

5. Identified Users

The Identified Users authorized to make call-ups against the Standing Offer include any government department, agency or Crown Corporation listed in Schedules I, I.1, II, III, of the Financial Administration Act, R.S., 1985, c. F-11.

6. Call-up Instrument

The Work will be authorized or confirmed by the Identified User using form PWGSC-TPSGC 942, Call-up
 Against a Standing Offer, or;

An equivalent form or electronic call-up document such as a Purchase Order or an email, which at a minimum:

- Identifies the Standing Offer number;
- Signifies acceptance of the terms and conditions of the Standing Offer;
- Includes a description and a unit price for each item or service on the call up;
- Identifies the total value of the call up;
- Identifies a point of delivery;
- Acknowledges that funds are available under Section 32 of the *Financial Administration Act*;

6.1. Government Acquisition Cards (Credit Cards)

Government Acquisition Cards (Credit Cards) must not be used to initiate a call-up against the Standing Offer. It is mandatory to use one of the instrument found in paragraph "7. Call-up Instrument", when issuing a call-up against the Standing Offer. Credit Cards are a method of payment that may be used only

after receipt, inspection and acceptance of the Work by Canada. Credit Cards may be used, as an alternative method of payment, as identified within the Standing Offer.

7. Limitation of Call-ups

Individual call-ups against the Standing Offer must not exceed \$100,000.00 (Applicable Taxes included). All individual call-ups against the Standing Offer exceeding \$100,000.00 (Applicable Taxes included) will be forwarded to the Standing Offer Authority for authorization.

8. Delivery Requirements Outside a Comprehensive Land Claims Settlement Area (CLCSA)

Any contract resulting from a call-up against the Standing Offer is not to be used for deliveries within a Comprehensive Land Claim Settlement Area (CLCSA). All requirements for deliveries within CLCSA's must be handled separately from this standing offer except to the extent set-out in Part 7A, paragraph 1 of the Standing Offer.

9. Priority of Documents

If there is a discrepancy between the wording of any documents that appear on the list, the wording of the document that first appears on the list has priority over the wording of any document that subsequently appears on the list.

- a) the call up against the Standing Offer;
- b) the articles of the Standing Offer;
- c) the general conditions 2005 (2014-06-26), General Conditions - Standing Offers - Goods or Services;
- d) 2030 - General Conditions - Higher Complexity - Goods and Services dated 2014-06-26;
- e) Annex A - Statement of Work - Long Service Awards Program;
- f) Annex B - Statement of Work - Instant Awards Program;
- g) Annex C-1 - Pricing and Manufacturer's Suggested Retail Price (MSRP);
- h) Annex C-2 - Pricing and Manufacturer's Suggested Retail Price (MSRP);
- i) the Offeror's offer dated **(to be inserted by PWGSC)**.

10. Certifications

10.1 Compliance

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

10.2 Federal Contractors Program for Employment Equity - Setting aside

The Offeror understands and agrees that, when an Agreement to Implement Employment Equity (AIEE) exists between the Offeror and HRSDC-Labour, the AIEE must remain valid during the entire period of the Standing Offer. If the AIEE becomes invalid, the name of the Offeror will be added to the "FCP Limited Eligibility to Bid" list. The imposition of such a sanction by HRSDC may result in the setting aside of the Standing Offer.

10.3 Status and Availability of Resources

If for reasons beyond its control, the Offeror is unable to provide the services of an individual named in its offer, the Offeror may propose a substitute with similar qualifications and experience. The Offeror

must advise the Standing Offer Authority of the reason for the substitution and provide the name, qualifications and experience of the proposed replacement. For the purposes of this clause, only the following reasons will be considered as beyond the control of the Offeror: death, sickness, maternity and parental leave, retirement, resignation, dismissal for cause or termination of an agreement for default.

If the Offeror is unable to provide a substitute with similar qualifications and experience, Canada may set aside the standing offer.

11. Substitute Item

In the event that an item is discontinued, the Offeror must offer a substitute item for acceptance through the Standing Offer Authority.

The substitute item must meet all the technical requirements of the Statement of Work, be of a similar nature and must have an MSRP equal to or greater than the MSRP of the item it is replacing in the Standing Offer. An administrative revision will be done in the Standing Offer to reflect the change. Should the substitute item not meet the technical requirement, not be of a similar nature or not have an MSRP equal to or greater than the MSRP of the item it is replacing, Canada reserves the right to set aside the Standing Offer and/or terminate the contract for default in accordance with the General Conditions stated in the Standing Offer and the resulting contract.

12. Meeting after Issuance of Standing Offer

Within ten (10) calendar days from the effective date of the Standing Offer, the Offeror must contact the Standing Offer Authority to determine if a meeting is required. A meeting will be convened at Canada's discretion to review the procedures for making call-ups, the technical and contractual requirements. The Offeror must prepare and distribute the minutes of the meeting within five (5) calendar days after the meeting has been held. The meeting will be held at the Offeror's facilities, at a federal government department facility or via teleconference, at Canada's discretion, at no additional cost to Canada, with representatives of the Offeror, Public Works and Government Services Canada and other federal government departments as required.

13. Progress Meetings

Progress meetings will take place on an as-and-when required basis.

The Offeror must prepare and distribute the agenda and minutes of the meeting. The Offeror must prepare and distribute the minutes of the meeting within five (5) calendar days after the meeting has been held. The meeting will be held at the Offeror's facilities, at a federal government department facility or via teleconference, at Canada's discretion, at no additional cost to Canada, with representatives of the Offeror, Public Works and Government Services Canada and other federal government departments as required.

14. Applicable Laws

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

15. Complete Set of Gifts

The Offeror must provide, within ten (10) calendar days after issuance of the Standing Offer, a complete set of gift for the Long Service Award Program and the Instant Award Program to the Technical Authority

Solicitation No. - N° de l'invitation

E60HS-14AWRD/A

Amd. No. - N° de la modif.

Buyer ID - Id de l'acheteur

hs623

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

File No. - N° du dossier

CCC No./N° CCC - FMS No/ N° VME

E60HS-14AWRD

hs623E60HS-14AWRD

at no additional cost to Canada. Upon expiry of the Standing Offer, if requested by the Offeror, Canada will return the Set of Gift to the Offeror at no additional cost to Canada. The Offeror will be responsible for all transportation cost.

B. RESULTING CONTRACT CLAUSES

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

1. Requirement

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

2. Standard Clauses and Conditions

2.1 General Conditions

2030 - General Conditions - Higher Complexity - Goods and Services (2014/06/26) apply to and form part of the Contract.

Section 12 entitled Inspection and Acceptance of the Work of General Conditions 2030 is amended by deleting subsections 1 in its entirety and replacing it with the following:

1. All the Work is subject to inspection and acceptance by Canada. Inspection and acceptance of the Work by Canada do not relieve the Contractor of its responsibility for defects or other failures to meet the requirements of the Contract. Canada will have the right to reject any work that is not in accordance with the requirements of the Contract and require its correction or replacement at the Contractor's expense. The Contractor must correct or replace the Work within five (5) business days.

All other provisions of the inspection and acceptance of the Work section remain in effect.

Section 22 entitled Warranty of general conditions 2030 is amended by deleting subsections 3 and 4 in its entirety and replacing it with the following:

3. The Work or any part of the Work found to be defective or non-conforming will be returned to the Contractor's plant for replacement, repair or making good. However, when in the opinion of Canada it is not expedient to remove the Work from its location, the Contractor must carry out any necessary repair or making good of the Work at that location. In such cases, the Contractor will be responsible for all Costs (including travel and living expenses) incurred in so doing, Canada will not reimburse these Costs.
4. The Contractor must pay the transportation cost associated with returning the Work or any part of the Work to the Contractor's plant pursuant to subsection 3. The Contractor must also pay the transportation cost associated with forwarding the replacement or returning the Work or part of the Work when rectified to the delivery point specified in the Contract or to another location directed by Canada.

All other provisions of the warranty section remain in effect.

Add Section 45 - Copyright: In this section, "Material" means anything that is created by the Contractor as part of the Work under the Contract, that is required by the Contract to be delivered to Canada and in which copyright subsists. "Material" does not include anything created by the Contractor before the date of the Contract.

Copyright in the Material belongs to Canada and the Contractor must include the copyright symbol and either of the following notice on the Material: © Her Majesty the Queen in right of Canada (year) or © Sa Majesté la Reine du chef du Canada (année).

The Contractor must not use, copy, divulge or publish any Material except as is necessary to perform the Contract. The Contractor must execute any conveyance and other documents relating to copyright in the Material as Canada may require.

The Contractor must provide at the request of Canada a written permanent waiver of moral rights, in a form acceptable to Canada, from every author that contributed to the Material. If the Contractor is the author of the Material, the Contractor permanently waives its moral rights in the Material.

Add Section 46 - Harassment in the Workplace: 1.The Contractor acknowledges the responsibility of Canada to ensure, for its employees, a healthy work environment, free of harassment. A copy of the Policy on Harassment Prevention and Resolution, which is also applicable to the Contractor, is available on the Treasury Board Web site.

2.The Contractor must not, either as an individual, or as a corporate or unincorporated entity, through its employees or subcontractors, harass, abuse, threaten, discriminate against or intimidate any employee, contractor or other individual employed by, or under contract with Canada. The Contractor will be advised in writing of any complaint and will have the right to respond in writing. Upon receipt of the Contractor's response, the Contracting Authority will, at its entire discretion, determine if the complaint is founded and decide on any action to be taken.

Add Section 47 - Access to Information: Records created by the Contractor, and under the control of Canada, are subject to the *Access to Information Act*. The Contractor acknowledges the responsibilities of Canada under the *Access to Information Act* and must, to the extent possible, assist Canada in discharging these responsibilities. Furthermore, the Contractor acknowledges that section 67.1 of the *Access to Information Act* provides that any person, who destroys, alters, falsifies or conceals a record, or directs anyone to do so, with the intent of obstructing the right of access that is provided by *the Access to Information Act* is guilty of an offence and is liable to imprisonment or a fine, or both.

Supplemental General Conditions

4007 (2010/08/16), Canada to Own Intellectual Property Rights in Foreground Information.

3. Term of Contract

3.1 Delivery Dates

Delivery dates of the gift awards, in quantities ordered must be made as follows:

3.1.1 Routine Delivery Dates for the Long Service Awards Program

Routine deliveries must be made within **(To be inserted by PWGSC)** calendar days from receipt of a call-up against the Standing Offer.

3.1.2.1 Urgent Delivery Dates for the Long Service Awards Program

Urgent deliveries must be made within **(To be inserted by PWGSC)** calendar days from receipt of a call-up against the Standing Offer.

3.1.3.1. Routine Delivery Dates for the Instant Awards Program

Routine deliveries will be made within **(To be inserted by PWGSC)** calendar days from receipt of a call-up against the Standing Offer.

3.1.3.2 Urgent Delivery Dates for the Instant Awards Program

Urgent deliveries will be made within **(To be inserted by PWGSC)** calendar days from receipt of a call-up against the Standing Offer.

3.2 Cancellation

There will be no cancellation fee for any call-ups cancelled by any Identified User after five (5) business days following placement of the order.

There shall be a cancellation fee of \$ _____ for any orders cancelled by any government department, agency or Crown Corporation after five (5) business days from placement of the order.

4. Payment

4.1 Basis of Payment

4.1.1 Basis of Payment for the period from **(To be inserted by PWGSC)** to **(To be inserted by PWGSC)**

In consideration of the Contractor satisfactorily completing all of its obligations under the Contract, the Contractor will be paid in Canadian dollars as follows:

4.1.1.1 Basis of Payment for Awards and Gifts for the Long Service Awards Program

Pre-Established Firm-all Inclusive Cost Per Item, in accordance with Annex C-1 – Pricing and Manufacturer's Suggested Retail Price, Canadian Custom Duty and Excise Taxes included where applicable and Applicable Taxes Extra.

4.1.1.2 Basis of Payment for Gifts for the Instant Awards Program

Pre-Established Firm-all Inclusive Cost Per Item, in accordance with Annex C-2 - Pricing and Manufacturer's Suggested Retail Price, Canadian Custom Duty and Excise Taxes included where applicable and Applicable Taxes Extra.

4.1.1.3 Basis of Payment for Shipping

Actual laid down cost, without any allowance for profit and/or administrative overhead and Applicable Taxes Extra.

Laid down cost is defined as the cost incurred by a supplier to acquire a specific product or service for resale to the government. This includes the supplier's invoice price less trade discounts.

4.2 SACC Manual Clauses

SACC Reference	Title	Date
H1001C	Multiple Payments	2008/05/12
C6000C	Limitation of Price	2011/05/16

4.3 Payment of Invoices by Credit Card

The following credit card(s) are accepted:_____ and _____.

5. Invoicing Instructions

1. The Contractor must submit invoices in accordance with the section entitled "Invoice Submission" of the general conditions. Invoices cannot be submitted until all work identified in the invoice is completed.

Each invoice must be supported by:

- (a) a copy of the invoices, receipts, vouchers for all direct expenses, and all travel and living expenses.

2. The Contractor is requested to provide invoices in electronic format unless otherwise specified by the Identified User, thereby reducing printed material.

3. Invoices must be distributed as follows:

- (a) the original and one (1) copy must be forwarded or emailed to the consignee, or as indicated on the call-up against the Standing Offer, for certification and payment.

6. Shipping Instructions

1. The Contractor must ship the goods prepaid DDP - Delivered Duty Paid (... named place of destination) as specified below. Unless otherwise directed, delivery must be made by the most economical means. The Contractor is responsible for all administration, risks of transport and customs clearance, including the payment of customs duties and Applicable Taxes.

2. The Contractor must deliver the goods by appointment only. The Contractor or its carrier must arrange delivery appointments by contacting the person identified below. The consignee may refuse shipments when prior arrangements have not been made.

7. Environmental Considerations

Canada is committed to greening its supply chain. In April 2006, Canada issued a policy directing federal departments and agencies to take the necessary steps to acquire products and services that have a lower impact on the environment than those traditionally acquired. Environmental performance considerations include, among other things: the reduction of greenhouse gas emissions and air contaminants; improved energy and water efficiency; reduced waste and support reuse and recycling; the use of renewable resources; reduced hazardous waste; and reduced toxic and hazardous substances. In accordance with the Policy on Green Procurement:

-
1. The Contractor is requested provide all correspondence including (but not limited to) documents and reports in electronic format unless otherwise specified by the Standing Offer Authority, the Technical Authority or the Identified User thereby reducing printed material.
 2. The Contractor should recycle (shred) unneeded copies of non-classified/secure documents (taking into consideration the Security Requirements).
 3. Product components used in performing the services should be recyclable and/or reusable, whenever possible.

8. SACC Manual Clauses

SACC Reference	Title	Date
D9002C	Incomplete Assemblies	2007/11/30
G1005C	Insurance	2008/05/12

ANNEX A**STATEMENT OF WORK****LONG SERVICE AWARDS PROGRAM****1. REQUIREMENT**

This statement of work (SOW) outlines the tasks, products, services and work to be delivered by the contractor on behalf of the Office of the Chief Human Resources Officer (OCHRO), Treasury Board Secretariat (TBS), for the Long Service Awards Program and related services to be used by participating departments, agencies and Crown corporations.

2. BACKGROUND

The *Financial Administration Act* grants deputy heads the authority to provide awards to employees. Accordingly, departments, agencies and Crown corporations in the federal public service may, at their discretion, recognize the major career milestones of 5, 10, 15, 20, 25, 30, 35, 40, 45 and 50 years of service or more in the public service, and recognize retirements.

3. OBJECTIVE

The contractor shall implement a Long Service Awards Program that the departments, agencies and Crown corporations of the Public Service of Canada may use to recognize the service of employees who have worked in the federal public service for 5, 10, 15, 20, 25, 30, 35, 40, 45 or 50 years or more, and to recognize retirements.

Under the program, awards may be ordered through a website created and managed by the contractor. Moreover, the contractor shall fully manage the awards program and related services.

4. SPECIFICATIONS

The contractor shall develop and administer the Long Service Awards Program (for 5 to 50 years of service or more, and for retirements). The work shall include tasks required to support the various departments, agencies and Crown corporations, specifically receiving orders, providing awards and certificates, quality control, administrative support, inventory maintenance and management, technical support, and the distribution of selection packages containing a sample of each award and a ring sizer.

The contractor shall have database software to identify long service awards recipients, to meet the different needs of each department, agency and Crown corporation.

The contractor shall sign an agreement with Tree Canada to develop a green option that will serve as a legacy for future generations. For each long service award given, a tree shall be planted in the recipient's Canadian region at no additional cost to Canada. Each recipient shall receive a tree planting certificate along with the award selected.

4.1 Long Service Awards and/or Career Milestone Program

The contractor shall work with environmentally responsible partners that have credible certifications, that is, reliable, trustworthy sources, for each award given. The awards shall be made or assembled in Canada.

For each milestone recognized, the contractor shall develop a green option for which each gift is an environmentally responsible product, that is, green purchases that take environmental impacts into account and that are made under socially responsible conditions (for example, fair trade). This option shall provide an opportunity to learn more about sustainable development and take concrete action to protect the environment. In this category, each gift shall include a certificate describing where it is from, what it contains and how it was made. Should the same contractor be awarded both standing offers, the selection of gifts for long service awards and/or career milestone awards shall be different from the selection of gifts for instant awards. The selections shall provide a choice between traditional items and contemporary items, which may include electronics.

The contractor shall provide awards for the following years of service:

(1) 5 years of service

- A selection of ten (10) awards worth \$50.00 each; at least one (1) of the awards shall be a work of art and at least one (1) of the awards shall be a green option. The green option shall be clearly indicated.

(2) 10 years of service

- A selection of ten (10) awards worth \$100.00 each; at least one (1) of the awards shall be a work of art and at least one (1) of the awards shall be a green option. The green option shall be clearly indicated.

(3) 15 years of service

- A selection of ten (10) awards worth \$150.00 each; at least one (1) of the awards shall be a work of art and at least one (1) of the awards shall be a green option. The green option shall be clearly indicated.

(4) 20 years of service

- A selection of ten (10) awards worth \$200.00 each; at least one (1) of the awards shall be a work of art and at least one (1) of the awards shall be a green option. The green option shall be clearly indicated.

(5) 25 years of service

- A selection of ten (10) awards worth \$250.00 each; at least one (1) of the awards shall be a work of art and at least one (1) of the awards shall be a green option. The green option shall be clearly indicated.

- A certificate in a Canadian-assembled glass picture frame with black- or clear-stained bamboo mouldings, worth \$70.00.

(6) 30 years of service

- A selection of ten (10) awards worth \$300.00 each; at least one (1) of the awards shall be a work of art and at least one (1) of the awards shall be a green option. The green option shall be clearly indicated.
- A certificate in a Canadian-assembled glass picture frame with black- or clear-stained bamboo mouldings, worth \$70.00.

(7) 35, 40, 45 or 50 years of service or more

- A selection of ten (10) awards per milestone worth \$350.00 each; at least one (1) of the awards shall be a work of art and at least one (1) of the awards shall be a green option. The green option shall be clearly indicated.
- A certificate in a Canadian-assembled glass picture frame with black- or clear-stained bamboo mouldings worth \$70.00.

4.1.1 Retirement

Retirement gift selections shall differ from long service awards gift selections.

The contractor shall provide a selection of two (2) gifts for each of the following categories of years of service before retirement:

Up to 15 years of service

- A classic or traditional watch worth \$150.00;
- A classic or traditional souvenir worth \$150.00;
- A laminated certificate in a Canadian-assembled, gold- or bronze-lacquered bamboo frame, worth \$35.00.

From 16 to 29 years of service

- A classic or traditional watch worth \$225.00;
- A classic or traditional souvenir worth \$225.00;
- A certificate in a Canadian-assembled glass picture frame with gold- or bronze-lacquered bamboo mouldings, worth \$70.00.

30 years of service or more

- A classic or traditional watch worth \$300.00;

- A classic or traditional souvenir worth \$300.00;

- A certificate in a Canadian-assembled glass picture frame with gold- or bronze-lacquered bamboo mouldings, worth \$70.00.

4.1.2 Awards and gifts (Long Service and Retirement)

The appropriate number of years of service shall be engraved on or affixed to each award or gift. Gifts shall not bear official symbols of the Government of Canada (for more information on the use of official symbols of the Government of Canada, please refer to the Federal Identity Program Policy, Appendix A). Awards shall not be personalized for each recipient.

The selection of awards for 5 to 50 years of service or more shall include a combination of classic and contemporary items accounting for generational and demographic differences (for example, jewelry, writing instruments, crystal ware, works of art, travel accessories and electronics) that instill a feeling of pride and a sense of belonging to the federal public service.

An award for which there is a men's and women's version (for example, a ring or watch) shall be deemed as one (1) item for purposes of determining the number of gifts in each category of years of service.

For works of art, the contractor shall provide a description and details, as well as a certificate of authenticity and a biography of the artist. Items shall reflect the heritage of Canada. All wording shall be identical in both official languages.

The selection of retirement gifts (men's and women's) shall include a classic or traditional watch and one other classic or traditional souvenir appropriate for a retirement.

4.1.3 Certificates (Long Service)

The contractor shall provide a certificate for each long service category beginning with 25 years of service. The certificate: shall indicate the number of years of service; have a different design depending on the number of years of service; and be personalized for each recipient. Certificates shall be provided in an identical format in both official languages. Certificates shall bear the "Canada" wordmark and the corporate signature of the Government of Canada, in accordance with the Federal Identity Program (see Appendix A). Each certificate shall bear two "signatures." Sample signatures shall be provided to the contractor, which shall be responsible for storing them in a secure location. Recipients having 25 years of service or more shall receive a certificate in a Canadian-assembled glass picture frame with black- or clear-stained bamboo mouldings, worth \$70.00.

4.1.4 Certificates (Retirement)

The contractor shall provide a certificate for each category of years of service before retirement. Frames for the certificates shall be made in Canada. The contractor shall purchase preprinted retirement certificates. Retirement certificates shall be framed and personalized for each recipient. Certificates shall

bear the name of the recipient, the number of years of service and the month and year of retirement. Certificates shall be provided in an identical format in both official languages.

4.1.5 Congratulatory Letter (5 to 50 years of service)

The contractor shall provide a non-personalized letter for each long service category. The wording of the congratulatory letter is provided in Appendix B (attached). The letter shall be provided in an identical format in both official languages. It shall bear the "Canada" wordmark and the corporate signature of the Government of Canada, in accordance with the Federal Identity Program (see Appendix A).

4.1.6 Selection Package (Long Service and Retirement)

The contractor shall provide selection packages in both official languages for each category of years of service to the awards coordinators of departments, agencies and Crown corporations, as well as the representatives of OCHRO and Public Works and Government Services Canada (PWGSC).

There shall be a separate selection package in both official languages for each category of years of service. Packages shall be updated to reflect any changes in awards selections, at no additional cost to Canada.

Packages shall include the following:

- a colour photograph of the awards selection for each category of years of service;
- a colour photograph of the certificate in both official languages;
- the congratulatory letter, if applicable;
- an order form to be completed by the employee, indicating the award selected and the language of the certificate; and
- a standard ring sizer to help recipients determine their ring size, if applicable.

4.1.7 Packaging – Awards (Long Service and Retirement)

The packaging shall be that in which the award is to be presented to the recipient. Packaging should be designed to minimize waste, use recycled materials and meet industry standards to ensure the package reaches its destination in good condition.

5. PROGRAM REVIEW

5.1 Annual Review and Evaluation

The Long Service Awards Program shall be reviewed and evaluated annually, and progress review meetings shall be held as required to monitor program effectiveness and review gift selections. Meetings shall be held at the offices of the contractor or PWGSC or OCHRO, or by teleconferencing, at no additional cost to Canada.

6. PROGRAM MANAGEMENT

The contractor shall be responsible for the overall management of the Long Service Awards Program. It shall describe and submit to OCHRO its management method, that is, an effective program architecture, effective control systems, quality assurance, work completion reporting procedures, timelines and activities involving subcontractors.

6.1 Program Manager

The contractor shall designate a program manager who is proficient in both official languages (in writing and orally) and who possesses a minimum of three years of experience in managing a comparable awards program or similar program. The program manager shall be responsible for the following elements: the order-taking process, subcontractors' capacity for delivery of items, returns and exchanges, replacement of outdated items, inventory management, storage and distribution networks, emergency plans, support services, customer service, and the production of quarterly, annual or other reports as requested. The contractor shall work closely with the OCHRO and PWGSC representatives, and with the various department, agency and Crown corporation coordinators.

6.2 Monitoring Reports

The contractor shall keep a record of all orders submitted by the awards coordinators of the various departments, agencies and Crown corporations. The contractor shall set up a numeric tracking system to track orders. At a minimum, the information below shall be retained for each order and provided to the program official (OCHRO) each month:

- (a) the name of the organization that placed the order;
- (b) the order form certifying that the person who placed the order has the authority to do so and that the funds are available;
- (c) the order number;
- (d) a description of the award ordered;
- (e) description of the certificate ordered;
- (f) the quantity ordered;
- (g) quantity delivered;
- (h) the total cost (plus applicable taxes);
- (i) the shipping or delivery costs, or additional costs (express delivery);
- (j) a tree planting report indicating the number of trees planted and the region; and
- (k) the comments; and
- l) a customer satisfaction questionnaire on a quarterly basis (quality of product, timeliness, service satisfaction).

6.3 Training

The contractor shall establish a method for training awards coordinators with regard to the online ordering of long service awards. Initial training shall be offered online through a tutorial and shall cover (but not be limited to) the use of the website to process orders, for all awards coordinators at the various

departments, agencies and Crown corporations, within two (2) months following the issuing of the standing offer. Any additional training shall be provided at no additional cost to Canada.

6.4 Technology

The contractor shall provide and manage a database software package to monitor the project and provide the required support. The database shall consist of a computer system to collect, store, process and use of a variety of information related to the Long Service Awards Program.

The contractor shall create a website for the Long Service Awards Program. The website shall be provided in both official languages. It shall be compatible with the Internet Explorer web browser and be free of accessibility barriers, that is, it shall be accessible to persons with a visual impairment or physical disability. To that end, it shall be compliant with the Web Content Accessibility Guidelines (WCAG) 2.0. Web accessibility refers to the ability of persons with a disability to perceive, understand, navigate and interact with the Web. The website shall be operational no later than two (2) months after the date on which the standing offer was issued. The Long Service Awards Program website shall provide at least the following information:

- a) One (1) colour photograph of each gift offered for each category of years of service, including the categories of years of service before retirement;
- b) A detailed description of each gift;
- c) One (1) colour photograph of the certificate offered for each category of years of service;
- d) A list of contacts for the various services;
- e) A "Frequently Asked Questions" section;
- f) Shipping costs for the items ordered, shown before the ordered is placed;
- g) A list of coordinators that can be updated by national and regional coordinators;
- h) The order form;
- i) The toll-free number and the accessible fax number;
- j) E-cards with images portraying Canada's natural beauty or festive events that shall serve as instant online recognition tools and that shall be appropriate for all sorts of occasions ("thank-you", "job well done", birthdays and special celebrations.
- k) An annual report describing environmental involvement and a tree planting report indicating the number of trees planted and the regions in which they were planted.

6.5 Customer Service

The contractor shall provide customer service in both official languages to all awards coordinators in the various departments, agencies and Crown corporations and shall respond to all inquiries from participating organizations through the toll-free number from Monday to Friday between 9:00 a.m. and 6:00 p.m. Eastern Standard Time (EST), and provide service online, by mail and by fax.

ANNEX B**STATEMENT OF WORK****INSTANT AWARDS PROGRAM****1. REQUIREMENT**

This statement of work outlines the tasks, products, services and work to be delivered by the contractor on behalf of the Office of the Chief Human Resources Officer (OCHRO), Treasury Board Secretariat (TBS), for the purposes of an Instant Awards Program to be used by participating departments, agencies and Crown corporations.

The contractor shall be responsible for managing all aspects of the work outlined herein. The Office of the Chief Human Resources Officer (OCHRO), TBS, is the sponsor of the Instant Awards Program.

Instant awards recipients must be employees of participating departments, agencies and Crown corporations, which shall be responsible for purchasing and presenting awards.

The name of the program official (OCHRO) shall be provided when the standing offer is issued.

2. BACKGROUND

The *Financial Administration Act* grants deputy heads the authority to provide awards to employees. Accordingly, departments, agencies and Crown corporations in the federal public service have the necessary authority and latitude to implement informal recognition activities and practices suited to their specific needs, such as instant awards.

3. OBJECTIVE

The contractor shall implement an Instant Awards Program that all participating departments, agencies and Crown corporations may use for the purpose of informal recognition activities.

Awards under the Program can be ordered through a website created and managed by the contractor. Moreover, the contractor shall fully manage the awards program and related services.

4. SPECIFICATIONS

The contractor shall develop and administer the Instant Awards Program. The work shall include tasks required to support the various departments, agencies and Crown corporations, specifically receiving orders, providing awards, quality control, administrative support, inventory maintenance and management, technical support and distribution of selection packages, which shall include a sample for each award as well as a ring sizer.

The contractor shall have database software to identify instant awards recipients, to meet the different needs of each department, agency or Crown corporation.

4.1 Instant Awards Program

The contractor shall provide awards corresponding to the appropriate levels, as follows:

Level 1: a selection of ten (10) awards valued at \$10.00

Level 2: a selection of ten (10) awards valued at \$25.00

Level 3: a selection of ten (10) awards valued at \$50.00

Level 4: a selection of ten (10) awards valued at \$100.00

Level 5: a selection of ten (10) awards valued at \$150.00

Level 6: a selection of ten (10) awards valued at \$200.00

Level 7: a selection of ten (10) awards valued at \$250.00

Level 8: a selection of ten (10) awards valued at \$350.00

Level 9: a selection of ten (10) awards valued at \$435.00

4.1.1 Awards

Instant awards shall not be personalized and shall not bear official symbols of the Government of Canada. Awards shall be items that reflect current trends (practical and contemporary). For awards of \$10 or less, at least one of the options must be a gift card for coffee or similar purchases. For this award level, the department, agency or Crown corporation may order several awards at a time and build up a reserve.

The contractor shall work with environmentally responsible partners that have credible certifications, that is, reliable, trustworthy sources, for each award given.

For each level the contractor shall create a green option whereby every gift is an environmentally responsible product, i.e. environmentally friendly purchases that take environmental impacts into account and that are manufactured in socially responsible conditions (in accordance with the principles of fair trade, for example). This option shall provide an opportunity to learn more about sustainable development and take concrete steps to protect the environment. In this category, every gift shall include a certificate explaining where it came from, the materials used to produce it and the way in which it was produced. Should the same contractor be awarded both standing offers, the selection of gifts for instant awards shall be different from the selection of gifts for long service awards and/or career milestone awards.

An award that can be offered to either a male or a female recipient shall be considered one (1) single item for the purposes of determining the number of awards for each level.

If recipients are unable to find an award they like in the category allotted to them, they shall have the opportunity to choose awards in a lower category up to the amount allotted to them. The items selected shall be shipped at no additional cost to Canada and shall be considered a single award.

4.1.2 Selection Package (Instant Awards)

The contractor shall provide one (1) selection package in both official languages (in electronic format) to the awards coordinator for each department, agency or Crown corporation as well as to the OCHRO and Public Works and Government Services Canada PWGSC representatives.

Packages shall be updated to reflect any changes in the selection of awards, at no cost to Canada. The selection package shall cover all levels (1 to 9) and shall include the following:

- a colour photo of the awards selection for each level (1 to 9);
- an order form indicating the awards selection.
- a standard ring sizer to help recipients determine their ring size, if applicable.

4.1.3 Packaging

The packaging shall be that in which the award is to be presented to the recipient. Packaging should be designed so as to minimize waste, using recycled materials, and should reflect industry standards to ensure the package reaches its destination in good condition.

5. PROGRAM REVIEW

5.1 Annual Evaluation and Review

The Instant Awards Program shall be subject to annual review and evaluation, and progress assessment meetings shall take place as needed to monitor the Program's effectiveness and, to review the current gift selection. Meetings shall take place at the contractor's premises or those of PWGSC or OCHRO, at no additional cost to Canada.

6. PROGRAM MANAGEMENT

The contractor shall be responsible for overall management of the Instant Awards Program. It shall describe its management method, such as an effective program architecture, effective control systems, quality assurance, reporting procedures on completion of work and time lines as well as activities involving subcontractors.

6.1 Program Manager

The contractor shall designate a program manager who is proficient in both official languages (in writing and orally) and who possesses a minimum of three years of experience in managing a comparable awards program or similar program. The program manager shall be responsible for the following

elements: the process for taking orders; subcontractors' capacity for delivery of items, returns and exchanges, replacement of outdated items, inventory management, storage and distribution networks; emergency plans; support services; customer service, returns and guarantees; and production of quarterly, annual or other reports as requested. The contractor shall work in close collaboration with the OCHRO and PWGSC representatives as well as with the various department, agency and Crown corporation coordinators.

6.2 Monitoring Reports

The contractor shall keep a record of all orders submitted by awards coordinators. The contractor shall set up a numeric tracking system to track orders. At a minimum, the information indicated below shall be retained for every order and submitted to the program official (OCHRO) and PWGSC monthly:

- a) the name of the organization that placed the order;
- b) the order form certifying that the person who placed the order has the authority to do so, and that the funds are available;
- c) the order number;
- d) a description of the award that was ordered;
- e) the quantity ordered;
- f) the quantity delivered;
- g) the total cost (plus applicable taxes);
- h) the shipping or delivery costs or additional costs (express delivery)
- i) a list of coordinators at the participating departments, agencies and Crown corporations;
- j) the comments;
- k) questionnaire on the satisfaction of clients on a quarterly basis (quality of products, response time, satisfaction of service).

6.3 Training

The contractor shall establish a method for training awards coordinators on the online ordering of instant service awards. Initial training shall be offered online through a tutorial and shall cover (but is not limited to) the use of the website to process orders, for all awards coordinators at the various departments, agencies and Crown corporations, within two (2) months following the issuing of the standing offer. Any training over and above the initial training shall be offered at no additional cost to Canada.

6.4 Technology

The contractor shall provide and manage a database software package to monitor the project and offer the necessary support. This database shall consist of computer system to collect, store, process and use of a variety of information related to the Instant Awards Program.

The contractor shall create a website for the Instant Awards Program. The site shall be provided in both official languages. It shall be navigable through Explorer and be free of accessibility barriers, such as it shall be accessible to visually impaired persons and persons with a physical disability. To that end, it shall be consistent with the Web Content Accessibility Guidelines (WCAG) 2.0. Web accessibility means that disabled persons are able to perceive, understand, navigate and interact with the web. The site shall be up and running within two (2) months following the date on which the standing offer was issued.

The Instant Awards website shall provide the following information at a minimum:

-
- a) One (1) colour photograph of each award offered for each level of the Instant Awards Program;
 - b) A detailed description of each award.
 - c) A list of contacts for the various services.
 - d) Shipping costs indicated for items ordered before the order is placed.
 - e) A list of coordinators that can be updated by the national coordinators.
 - f) The order form.
 - g) A "Frequently Asked Questions" section.
 - h) E-cards with images portraying Canada's natural beauty or festive events that shall serve as instant online recognition tools. These cards must lend themselves to being used for all sorts of occasions ("thank-you", "job well done", birthdays and special celebrations).
 - i) The toll-free number and the accessible fax number.

6.5 Customer Service

The contractor shall offer customer service in both official languages for all awards coordinators at the various departments, agencies and Crown corporations, and shall respond to all inquiries from participating organizations through the toll-free number from Monday to Friday between 9:00 a.m. and 6:00 p.m. Eastern Standard Time (EST), and provide service online, by mail and by fax.

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ANNEX C-1

PRICING AND MANUFACTURERS SUGGESTED RETAIL PRICE (MSRP)

LONG SERVICE AWARDS PROGRAM

Annex C-1 is attached as a separate document in Microsoft excel format must be filled out.

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ANNEX C-2

PRICING AND MANUFACTURERS SUGGESTED RETAIL PRICE (MSRP)

INSTANT AWARDS PROGRAM

Annex C-2 is attached as a separate document in Microsoft excel format must be filled out.

ANNEX D-1**MANDATORY AND POINT RATED TECHNICAL
EVALUATION CRITERIA****LONG SERVICE AWARDS PROGRAM**

In order to be considered responsive for the Long Service Awards Program, offers must meet all of the requirements identified as mandatory, achieve a minimum overall passing mark of **595 points (70%)** on a scale of **850 points**, and attain a minimum score of **70%** for each evaluation category (A through C) under Point-rated Criteria (Stage 2) and attain a minimum score of **70%** for Pre-award Samples (Stage 3).

Offers not meeting the mandatory requirements and/or not achieving the minimum scores will be considered non-responsive and no further consideration will be given to the offer.

The evaluation process for each of the programs will be performed in three (3) stages as follows:

Stage 1 - Mandatory Technical Evaluation Criteria

Stage 2 - Point-rated Technical Evaluation Criteria (see Categories A, B and C)

Stage 3 - Evaluation of Pre-award Samples

STAGE 1 - MANDATORY TECHNICAL EVALUATION CRITERIA:

M.1 Experience and Expertise of the Firm

M.1.1 The Offeror must demonstrate that the firm has at least three (3) years of experience and expertise in the last five (5) years managing a Long Service Awards Program and related services;

M.1.2 The Offeror must demonstrate the capability of proposing a Project Manager that has at least three (3) years of experience in the last five (5) years in managing a Long Service Awards Program and related services;

M.2 Experience and Expertise of the Proposed Personnel

M.2.1 The Offeror must demonstrate that the proposed Project Manager has at least three (3) years of experience in the last five (5) years in managing a Long Service Awards Program and related services across Canada;

M.2.2 The Offeror must demonstrate that the proposed Project Manager has at least three (3) years of experience in the last five (5) years in managing and providing customer services in both of Canada's official languages;

M.2.3 The Offeror must have experience in providing customer service in both official languages. A member of the Program Management Team must be fluent in both official languages. Fluent means that

the individual must be able to communicate orally and in writing without any assistance and with a minimum of errors;

M.2.4 The Offeror must have experience in developing a website in both official languages for the Long Service Award Program. The website must be navigable using Internet Explorer, be accessible to the visually impaired and to the people with disabilities as described in the WCAG 2.0 criteria's Guidelines (<http://www.w3.org/TR/WCAG20/>). The website must be set up and operational no later than one (1) month from date of issuance of the standing offer;

M.2.5 The Offeror must have experience in meeting requirements for routine and urgent delivery, for the Long Service Awards Program as detailed in the Request for a Standing Offer (RFSO);

M.2.6 The Offeror must comply that the packaging for the Long Service Awards Program is a "green" product, as specified in the RFSO;

M.2.7 The Offeror must provide with its offer, one (1) sample selection kit for each milestone category including a "green" product, a tree certificate and a congratulatory letter for the Long Service Awards Program as detailed in Annex A – Statement of Work;

M.2.8 The Offeror must demonstrate the capability to supply awards and all the services to deliver the program as detailed in the Statement of Work.

STAGE 2 - POINT RATED TECHNICAL EVALUATION CRITERIA:

Only offers meeting the Mandatory Requirements - Stage 1, will be scored against the Point-rated Criteria detailed herein. Minimum points have been established for selected criterion and for the overall total score for the category. Offers must obtain the minimum number of points required or better, for each criterion, in order to be given further consideration.

By addressing each criterion directly and providing, at a minimum, the information requested, the Offeror has the possibility to maximize its potential score.

The following categories will be evaluated in **Stage 2**, based on a Point-rated System for their technical capabilities:

- A. Project Management and Methodology; (400 points)**
- B. Experience & Expertise; (300 points)**
- C. Data Management and Reporting: (150 points)**

LONG SERVICE AWARD PROGRAM: (Maximum: 850 points / Minimum: 595 points)

Offerors must obtain a minimum overall pass mark of **595** points (70%), on a scale of **850** points, **AND** attain the minimum score of **70%** in each evaluation category, **(A through C) - Stage 2**, to be considered responsive.

A) Project Management and Methodology (Maximum: 400 points/ Minimum: 280 points)

The Offeror must provide sufficient detail to clearly demonstrate how they propose to meet the objectives/requirements and service level of the Long Service Award Program as detailed in the Statement of Work at **Annex "A"** The information provided must include, and will be evaluated in accordance with the following point rated criteria:

1.1 A detailed work plan outlining the methodology on how the work will be accomplished, including a list of tasks, a milestone schedule; developing a web-site exclusively for the use of the Long Service Award Program; respecting the rules of accessibility for the accessibility of contents of the Web 2.0 (WCAG), inventory and quality assurance processes; methods to meet delivery schedules; training with the use of a tutorial; reporting methods for tracking the progress; customer/client service including a list of contacts and coordonators and a section with questions/answers.

(Maximum: 300 points/Minimum: 210 points)

1.2 A description of the infrastructure, including an organization plan, a program manager and team dedicated to the project; human and physical resources available (e.g. warehousing, security); identification of capabilities not currently in place and the plan to acquire them; problem resolution strategies and transition strategies.

(Maximum: 100 points/Minimum: 70 points)

B) Experience and Expertise (Maximum: 300 points/ Minimum: 210 points)

The Offeror must provide detailed information on its experience and expertise as well as customer satisfaction, which will be evaluated in accordance with the following point-rated criteria:

1.1 Identification of a Project Manager for the Long Service Award Program, including a detailed resume; their experience in a management capacity in similar projects; level of responsibility (managerial); number of projects managed; a minimum of three (3) years experience is required;

(Maximum: 100 points/Minimum: 70 points)

1.2 Identification of Team Members including a brief resume and their experience in similar projects; level of responsibility; number of projects involved;

(Maximum: 60 points/Minimum: 42 points)

1.3 Identification of two (2) projects similar in nature and scope to this requirement performed within the last three (3) years, indicating their total monetary value; complexity; duration; list of tasks and responsibilities of personnel; web-based; any major problems and how they were resolved;

(Maximum: 80 points/Minimum: 56 points)

C) Data Management and Reporting (Maximum: 150 points/Minimum: 105 points)

The Offeror must provide detailed information on their technical capabilities with respect to the data base software to be used for the Long Service Award Program as well as the Progress and Tracking Reports, which will be evaluated in accordance with the following point rated criteria:

1.1 A description of the data base software to be used including procedures for managing the program; designed specifically for client; accessibility to customers; help lines, secured site; etc.

(Maximum: 75 points/Minimum: 52.5 points)

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1.2 A description of the format to be used for the progress and tracking reports, including their accessibility to the customer; method of distribution to customer (i.e. electronic or manual); one (1) example of the progress report and one (1) sample of the tracking report are to be provided.

(Maximum: 75 points/Minimum: 52.5 points)

ANNEX D-2**MANDATORY AND POINT RATED TECHNICAL
EVALUATION CRITERIA****INSTANT AWARDS PROGRAM**

In order to be considered responsive for the Instant Awards Program, offers must meet all of the requirements identified as mandatory, achieve a minimum overall passing mark of **595 points (70%)** on a scale of **850 points**, and attain a minimum score of **70%** for each evaluation category (A through C) under Point-rated Criteria (Stage 2) and attain a minimum score of **70%** for Pre-award Samples (Stage 3).

Offers not meeting the mandatory requirements and/or not achieving the minimum scores will be considered non-responsive and no further consideration will be given to the offer

The evaluation process for each of the programs will be performed in three (3) stages as follows:

Stage 1 - Mandatory Technical Evaluation Criteria

Stage 2 - Point-rated Technical Evaluation Criteria (see Categories A, B and C)

Stage 3 - Evaluation of Pre-award Samples

STAGE 1 - MANDATORY TECHNICAL EVALUATION CRITERIA:

M.1 Experience and Expertise of the Firm

M.1.1 The Offeror must demonstrate that the firm has at least three (3) years of experience and expertise in the last five (5) years managing an Instant Award Program and related services;

M.1.2 The Offeror must demonstrate the capability to propose a Project Manager that has at least three (3) years of experience in the last five (5) years in managing an Instant Award Program and related services;

M.2 Experience and Expertise of the Proposed Personnel

M.2.1 The Offeror must demonstrate that the proposed Project Manager has at least three (3) years of experience in the last five (5) years in managing an Instant Awards Program and related services across Canada;

M.2.2 The Offeror must demonstrate that the proposed Project Manager has at least three (3) years of experience in the last five (5) years in managing and providing customer services in both of Canada's official languages;

M.2.3 The Offeror must have experience in providing customer services in both official languages. A member of the Program Management Team must be fluent in both official languages. Fluent means that the individual must be able to communicate orally and in writing without any assistance and with a minimum of errors;

M.2.4 The Offeror must have experience in developing a website in both official languages for the Instant Award Program. The website must be navigable using Internet Explorer, be accessible to the visually impaired and to the people with disabilities as described in the WCAG 2.0 criteria's Guidelines (<http://www.w3.org/TR/WCAG20/>). The website must be set up and operational no later than one (1) month from date of issuance of the standing offer;

M.2.5 The Offeror must have experience in meeting requirements for routine and urgent delivery, for the Instant Awards Program as detailed in the Request for a Standing Offer (RFSO);

M.2.6 The Offeror must comply that the packaging for the Instant Awards Program is a "green" product, as specified in the RFSO;

M.2.7 The Offeror must provide with its offer, one (1) sample selection kit for each milestone category including a "green" product, a tree certificate and a congratulatory letter for the Instant Awards Program as detailed in Annex A – Statement of Work;

M.2.8 The Offeror must demonstrate the capability to supply awards and all the services to deliver the program as detailed in the Statement of Work.

STAGE 2 - POINT RATED TECHNICAL EVALUATION CRITERIA:

Only offers meeting the Mandatory Requirements - Stage 1, will be scored against the Point-rated Criteria detailed herein. Minimum points have been established for selected criterion and for the overall total score for the category. Offers must obtain the minimum number of points required or better, for each criterion, in order to be given further consideration.

By addressing each criterion directly and providing, at a minimum, the information requested, the Offeror has the possibility to maximize its potential score.

The following categories will be evaluated in **Stage 2**, based on a Point-rated System for their technical capabilities:

- A. Project Management and Methodology; (400 points)**
- B. Experience & Expertise; (300 points)**
- C. Data Management and Reporting: (150 points)**

INSTANT AWARD PROGRAM: (Maximum: 850 points/ Minimum: 595 points)

Offerors must obtain the minimum overall pass mark of **850** points (70%), on a scale of **595** points, **AND** attain a minimum score of **70%** in each evaluation category, **(A through C) - Stage 2**, to be considered responsive.

A) Project Management and Methodology (Maximum: 400 points/ Minimum: 280 points)

The Offeror must provide sufficient detail to clearly demonstrate how they propose to meet the objectives/requirements and service level of the Instant Award Program as detailed in the Statement of Work at **Annex "B"**. The information provided must include, and will be evaluated in accordance with

the following point rated criteria:

1.1 A detailed work plan outlining the methodology on how the work will be accomplished, including a list of tasks, a milestone schedule; developing a web-site exclusively for the use of the Instant Award Program; inventory and quality assurance processes; methods to meet delivery schedules; training; reporting methods for tracking the progress and client service.

(Maximum: 200 points/Minimum: 140 points)

1.2 A description of the infrastructure, including an organization plan, a program manager and team dedicated to the project; human and physical resources available (e.g. warehousing, security); identification of capabilities not currently in place and the plan to acquire them; problem resolution strategies and transition strategies.

(Maximum: 200 points/Minimum: 140 points)

B) Experience and Expertise

(Maximum: 300 points/ Minimum: 210 points)

The Offeror must provide detailed information on its experience and expertise as well as customer satisfaction, which will be evaluated in accordance with the following point-rated criteria:

1.1 Identification of a Project Manager for the Instant Awards, including a detailed resume; their experience in a management capacity in similar projects; level of responsibility (managerial); number of projects managed; a minimum of two (2) years experience is required;

(Maximum: 100 points/Minimum: 70 points)

1.2 Identification of Team Members including a brief resume and their experience in similar projects; level of responsibility; number of projects involved;

(Maximum: 100 points/Minimum: 70 points)

1.3 Identification of two (2) projects similar in nature and scope to this requirement performed within the last three (3) years, indicating their total monetary value; complexity; duration; list of tasks and responsibilities of personnel; web-based; any major problems and how they were resolved;

(Maximum: 100 points/Minimum: 70 points)

C) Data Management and Reporting

(Maximum: 150 points/Minimum: 105 points)

The Offeror must provide detailed information on their technical capabilities with respect to the data base software to be used for the Instant Award Program as well as the Progress and Tracking Reports, which will be evaluated in accordance with the following point rated criteria:

1.1 A description of the data base software to be used including procedures for managing the program; designed specifically for client; accessibility to customers; help lines, secured site; etc.

(Maximum: 75 points/Minimum: 52.5 points)

1.2 A description of the format to be used for the progress and tracking reports, including their accessibility to the customer; method of distribution to customer (i.e. electronic or manual); one (1) example of the progress report and one (1) sample of the tracking report are to be provided.

(Maximum: 75 points/Minimum: 52.5 points)

ANNEX E-1**SAMPLES****LONG SERVICE AWARDS AND RETIREMENT GIFTS****STAGE 3 - PRE-AWARD SAMPLES, CERTIFICATES, LETTERS, PACKAGING, ELECTRONIC CARDS AND SELECTION KITS**

Offerors who meet the Mandatory Requirements (Stage 1) and attain the required 70% mark for each of the Evaluation Categories (Stage 2), will be advised in writing by the Standing Offer Authority, that pre-award samples will be required to be presented for evaluation.

NOTE: The Offeror is not to submit pre-award samples, by bid closing date and time, however pre-award samples, must be available for evaluation at their facility, should they attain (Stage 3) of the Evaluation.

All Offerors proceeding to this evaluation (Stage 3) will be notified, in writing by the Standing Offer Authority (PWGSC), upon completion of evaluation Stages 1 and 2, that pre-award samples, must be available and displayed at their facility in a manner suitable for evaluation.

Pre-award samples, must be ready for the evaluation within ten (10) working days from the date of notification by PWGSC.

The pre-award samples, do not have to be engraved/affixed with the number of years of service, however, their placement will have to be explained to the Evaluation Committee.

The time and date for the evaluation of the samples, will be confirmed.

LONG SERVICE AWARDS and RETIREMENT GIFTS:
(Maximum: 444 points / Minimum: 310.8 points)

Pre-Award Samples required for Long Service Awards and the Respective Rated Criterion/Point-Rated Mechanism:

a) AWARDS: (Long Service) (Maximum: 300 points / Minimum: 210 points)

One (1) sample of each offered per Long Service Milestone;
 i.e. ten (10) samples per milestone including the green option: (5, 10, 15, 20, 25, 30, 35, 40, 45, 50 and more years of service).

Total: seventy (70) award samples

Each award item will be assessed based on the following criteria:

- Appearance: maximum of one (1) point for the first milestone of five (5) years and a maximum of two (2) points for the other milestones;
- Appropriateness of award: maximum of one (1) point;

- Creativity and uniqueness of the award selection for each long service milestone: maximum of (.5) points for the first milestone of five (5) years and one (1) point for the other milestones including the green product.

b) GIFTS: (Retirement) (Maximum: 30 points / Minimum: 21 points)

One (1) sample of each offered gift per Retirement Milestone;

i.e. two (2) samples per milestone: (up to 15 years service;
16-29 years service; 30 years or more of service);

Total: six (6) gift samples

Each gift item will be assessed based on the following criteria:

- Appearance: maximum of two (2) points;
- Appropriateness of gift: maximum of one (1) point;
- Creativity and uniqueness of the gift selection for each retirement milestone: maximum of two (2) points per milestone.

c) CERTIFICATES: (Long Service) (Maximum: 30 points/Minimum: 21 points)

One (1) sample of the certificate for each long service milestone; at least one (1) sample certificate must be in French. Sample certificates must be either laminated or framed as per Article 4.1.2. of Annex "A".

Total: six (6) certificate samples

The sample certificates for the long service milestones will be assessed based on the following criteria:

- Appearance: maximum of three (3) points;
- Creativity: maximum of three (3) points;
- Mounting: maximum of one (1) point;

d) CERTIFICATES : (Tree Planting) (Maximum 24 points / Minimum 16.8 points)

One (1) sample certificate for tree planting will be included with each gift as indicated in article 4 of Annex "A".

- Appearance: maximum of twelve (12) points;
- Creativity: maximum of twelve (12) points;

e) CERTIFICATES: (Retirement) (Maximum: 6 points/Minimum: 4.2 points)

One (1) sample of the certificate for each retirement milestone, framed as per Article 4.1.3. of Annex "A".

Total: three (3) certificate samples

The sample certificates for the retirement milestone will be assessed based on the following criteria:

- Appearance: maximum of two (2) points;
- Mounting (mounting et assembly in Canada): maximum of one (1) point.

f) CONGRATULATORY LETTER: (Long Service) (Maximum: 4 points / Minimum: 2.8 points)

One (1) sample of the letter in English and one (1) sample of the letter in French format.

Total: two (2) letter samples

The sample letters for the long service milestones will be assessed based on the following criteria:

- Appearance: maximum of two (2) points per version (English, French).

g) PACKAGING: (Long Service and Retirement) (Maximum: 15 points / Minimum: 10.5 points)

One (1) sample each of the presentation packaging to be used for the long service milestones and retirement milestone;

Total: One (1) sample (1 Award/Gift)

The sample presentation packaging will be assessed based on the following criteria:

Awards/Gifts:

- Appearance: maximum of (.5) point;
- Protection: maximum of one (1) point;
- Green Product: maximum of (.5)point

**h) SELECTION KITS: (Long Service and Retirement)
(Maximum: 35 points / Minimum: 24.5 points)**

One (1) sample of the selection kit for each long service milestone, including the retirement milestone.

Total: seven (7) selection kits

The Selection Kit samples must be in both official languages and include:

- colour photos of the gift selections for each milestone including the green product;
- colour photos of the certificate for each milestone; and
- colour photos of the certificate for the tree planting;
- a sample congratulatory letter for each milestone;
- a sample of the order form;
- a ring sizer (if applicable)

The selection kits for long service and retirement will be assessed based on the following criteria:

- Overall Appearance: maximum of two (2) points;
- Content provided in the kit: maximum of three (3) points.

ANNEX E-2**SAMPLES****INSTANT AWARDS PROGRAM****STAGE 3 - PRE-AWARD SAMPLES, ELECTRONIC CARDS AND SELECTION KITS**

Offerors who meet the Mandatory Requirements (Stage 1) and attain the required 70% mark for each of the Evaluation Categories (Stage 2), will be advised in writing by the Standing Offer Authority, that pre-award samples will be required to be presented for evaluation.

The Offeror is not to submit pre-award samples, by bid closing date and time, however, pre-award samples, must be available for evaluation at their facility, should they attain (Stage 3) of the Evaluation.

All Offerors proceeding to this evaluation (Stage 3) will be notified, in writing, by the Standing Offer Authority (PWGSC), upon completion of evaluation Stages 1 and 2 that pre-award samples must be available and displayed at their facility in a manner suitable for evaluation.

Pre-award samples must be ready for the evaluation within ten (10) working days from the date of notification by PWGSC.

The time and date for the evaluation of the samples, will be confirmed.

INSTANT AWARDS: (Maximum: 444 points / Minimum: 310.8 points)

Pre-award samples required for the Instant Awards and the Respective Rated Criterion/Point-Rated Mechanism:

a) AWARDS: (Maximum: 320 points / Minimum: 224 points)

One (1) sample of each suggested award per level;
i.e. ten (10) samples per level (1 through 9);

Total: ninety (90) award samples (there are 9 levels: \$10\$, \$25, \$50, \$100, \$150, \$200, \$250, \$350 and \$435 with ten samples for each level which equals a total of 90.)

Each award item will be assessed on the following criteria:

- Appearance: maximum of two (2) points;
- Appropriateness: maximum of one (1) point;
- Creativity and variety of award selection for each level: maximum of one (1) point;
- Appearance: Appropriateness and creativity of the electronic cards: maximum of three (3) points.

b) ELECTRONIC CARDS: (Maximum 84 points / Minimum 58.8 points)

One (1) sample of electronic card for each proposed category as specified in Article 6.4 of Annex "B".

-
- Appearance of electronic cards: maximum of (10.5) points;
 - Creativity and variety of electronic cards for each of the requested categories ("thank-you", "job well done", birthdays and special celebrations): maximum of (10.5) points;

c) SELECTION KITS: (Maximum: 40 points / Minimum: 28 points)

One (1) sample of the selection kit is required.

The Selection Kit sample must be in both official languages and include:

- colour photos of the gift selections for each level (1-9);
- colour photos of electronic cards;
- sample order form;
- a ring sizer (if applicable)

The selection kit for the Instant Awards will be assessed based on the following criteria:

- Appearance: maximum of twenty (20) points;
- Content provided in the kit: maximum of twenty (20) points.

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Buyer ID - Id de l'acheteur

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

File No. - N° du dossier

CCC No./N° CCC - FMS No/ N° VME

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APPENDIX A

Federal Identity Program (FIP) Policy

Use of the official symbols of the Government of Canada (identifying signatures incorporating flag symbol or Arms of Canada, and the Canada Wordmark) are governed by the policies and standards of the Government of Canada (www.fip.gc.ca). The official symbols are protected under Canadian law and by international agreements. All communications materials and products produced by the contractor as part of a Government of Canada awards program (including but not limited to: tags, cards, letters, certificates, etc.) must be conform to the Federal Identity Program Policy and standards. The means of identifying years of service and the use of the official marks on or in association with products (including but not limited to pins, customized products or general merchandise), or use of the official symbols for any other purpose is subject to the approval of the Government of Canada.

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Buyer ID - Id de l'acheteur

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

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APPENDIX B

Letter of Congratulations

Long Service Award Program

In honour of your years of service

It is with great pleasure that we offer you our sincere congratulations on your XX years of service with the Public Service of Canada. Your professionalism and dedication over the years are very much appreciated.

In recognition of your many contributions and your service to Canada and Canadian society, we would like to present you with this award. We hope it serves as a proud reminder of your accomplishments.

Congratulations again on reaching this important milestone in your career.

Signature

Title