

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

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

**REQUEST FOR PROPOSAL
DEMANDE DE PROPOSITION**

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

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

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

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

Comments - Commentaires

**THIS DOCUMENT CONTAINS A SECURITY
REQUIREMENT**

Title - Sujet CBSA UNIFORM PROGRAM	
Solicitation No. - N° de l'invitation 47131-144608/B	Date 2014-08-28
Client Reference No. - N° de référence du client 1000304608	
GETS Reference No. - N° de référence de SEAG PW-\$\$PR-755-65635	
File No. - N° de dossier pr755.47131-144608	CCC No./N° CCC - FMS No./N° VME
Solicitation Closes - L'invitation prend fin at - à 02:00 PM on - le 2014-10-09	Time Zone Fuseau horaire Eastern Daylight Saving Time EDT
F.O.B. - F.A.B. Specified Herein - Précisé dans les présentes Plant-Usine: <input type="checkbox"/> Destination: <input type="checkbox"/> Other-Autre: <input checked="" type="checkbox"/>	
Address Enquiries to: - Adresser toutes questions à: Benoit, Patrick	Buyer Id - Id de l'acheteur pr755
Telephone No. - N° de téléphone (819) 956-2598 ()	FAX No. - N° de FAX (819) 956-5454
Destination - of Goods, Services, and Construction: Destination - des biens, services et construction: Specified Herein Précisé dans les présentes	

Instructions: See Herein

Instructions: Voir aux présentes

Vendor/Firm Name and Address

**Raison sociale et adresse du
fournisseur/de l'entrepreneur**

Issuing Office - Bureau de distribution

Clothing and Textiles Division / Division des vêtements et
des textiles
11 Laurier St./ 11, rue Laurier
6A2, Place du Portage
Gatineau, Québec K1A 0S5

Delivery Required - Livraison exigée See Herein	Delivery Offered - Livraison proposée
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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Buyer ID - Id de l'acheteur

pr755

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

1000304608

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pr75547131-144608

CCC No./N° CCC - FMS No/ N° VME

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PART 1 - GENERAL INFORMATION

1. Introduction

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

- Part 1 General Information: provides a general description of the requirement;
- Part 2 Bidder Instructions: provides the instructions, clauses and conditions applicable to the bid solicitation;
- Part 3 Bid Preparation Instructions: provides bidders with instructions on how to prepare their bid;
- Part 4 Evaluation Procedures and Basis of Selection: indicates how the evaluation will be conducted, the evaluation criteria that must be addressed in the bid, and the basis of selection;
- Part 5 Certifications: includes the certifications to be provided;
- Part 6 Security, Financial and Other Requirements: includes specific requirements that must be addressed by bidders; and
- Part 7 Resulting Contract Clauses: includes the clauses and conditions that will apply to any resulting contract.

The Annexes include the Statement of Work (Annex A), the Basis of Payment (Annex B), Item purchase descriptions & specifications (Annex C), the Security Requirements Checklist (Annex D), the Form PWGSC-TPSGC 572 Task Authorization (Annex E), the Evaluation Criteria (Annex F), the Certification for Federal Contractors Program for Employment Equity (Annex G) and a list of items without specifications (Annex H).

2. Summary

The Canada Border Services Agency (CBSA) has a requirement for the provision of uniforms and related accessories, management services including but not limited to uniform design, manufacturing, inventory management and warehousing, ordering, distribution and program data management services. National and international deliveries may be required by CBSA and destinations will be specified at time of orders. The requirement is for an initial period of 3 years with 2 options to extend the Contract period by 2 year each.

There is a security requirement associated with this requirement. For additional information, consult Part 6 - Security, Financial and Other Requirements, and Part 7 - Resulting Contract Clauses. Bidders should consult the "Security Requirements for PWGSC Bid Solicitations - Instructions for Bidders" (<http://www.tpsgc-pwgsc.gc.ca/app-acq/lc-pl/lc-pl-eng.html#a31>) document on the Departmental Standard Procurement Documents Web site.

The requirement is subject to the provisions of the World Trade Organization Agreement on Government Procurement (WTO-AGP), the North American Free Trade Agreement (NAFTA), and the Agreement on Internal Trade (AIT).

There is a Federal Contractors Program (FCP) for employment equity requirement associated with this procurement; see Part 5 - Certifications, Part 7 - Resulting Contract Clauses and the annex named Federal Contractors Program for Employment Equity - Certification.

3. Debriefings

After contract award, bidders may request a debriefing on the results of the bid solicitation process. Bidders should make the request to the Contracting Authority within 15 working days of receipt of the results of the bid solicitation process. The debriefing may be in writing, by telephone or in person.

PART 2 - BIDDER INSTRUCTIONS

1. Standard Instructions, Clauses and Conditions

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

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

The 2003 (2014-06-26) Standard Instructions - Goods or Services - Competitive Requirements, are incorporated by reference into and form part of the bid solicitation.

Subsection 5.4 of 2003, Standard Instructions - Goods or Services - Competitive Requirements, is amended as follows:

Delete: sixty (60) days

Insert: two-hundred and ten (210) days

2. Submission of Bids

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

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

3. Enquiries - Bid Solicitation

All enquiries must be submitted in writing to the Contracting Authority no later than seven (7) calendar days before the bid closing date. Enquiries received after that time may not be answered.

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

4. Applicable Laws

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

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

5. Basis for Canada's Ownership of Intellectual Property

The Canada Border Services Agency has determined that any intellectual property rights arising from the performance of the Work under the resulting contract will belong to Canada, on the following grounds: National security.

5. Technical Requirement of Line Items and Sealed Samples

Item purchase descriptions (Annex C) are available in PDF format and can be provided to bidders upon request from the Contracting Authority. As there are many different line items, sealed samples will not be available for viewing during the solicitation period.

PART 3 - BID PREPARATION INSTRUCTIONS

1. Bid Preparation Instructions

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

Section I: Technical Bid (3 hard copies)

Section II: Financial Bid (1 hard copies)

Section III: Certifications (1 hard copies)

Section IV: Additional Information (1 hard copies)

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

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

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

In April 2006, Canada issued a policy directing federal departments and agencies to take the necessary steps to incorporate environmental considerations into the procurement process Policy on Green Procurement

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

- 1) use 8.5 x 11 inch (216 mm x 279 mm) 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.

Section I: Technical Bid

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

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

Section II: Financial Bid

1.1 Bidders must submit their financial bid in accordance with the Basis of Payment in Annex "B". The total amount of Applicable Taxes is extra.

1.2 Exchange Rate Fluctuation

C3011T (2013-11-06), Exchange Rate Fluctuation

Section III: Certifications

Bidders must submit the certifications required under Part 5.

Section IV: Additional Information

1.1 Origin of Work

For each line item, bidders must identify the name(s) of the country or countries where the apparel goods are cut (or knit to shape) and sewn, regardless of whether the work is to be performed by the Bidder or one of its subcontractor(s).

The following information must be provided for each location where any of the goods are cut (or knit to shape) or sewn:

Line Item number _____

Country: _____

(Bidders must add additional lines if there is more than one manufacturer or one country per line item.)

Bidders must immediately inform Canada in writing of any and all changes affecting the information provided under this clause during the entire bid validity period.

1.2 Bidder's Proposed Site or Premises Requiring Safeguard Measures

As indicated in Part 6 under Security Requirement, the Bidder must provide the required information below, on the Bidder's proposed site or premises for which safeguard measures are required for Work Performance.

Address:

Street Number / Street Name, Unit / Suite / Apartment Number

City, Province, Territory / State

Postal Code / Zip Code

Country

PART 4 - EVALUATION PROCEDURES AND BASIS OF SELECTION

1. EVALUATION PROCEDURES

(a) Bids will be assessed in accordance with the entire requirement of the bid solicitation including the technical and financial evaluation criteria. There are several steps in the evaluation process, which are described below. Even though the evaluation and selection will be conducted in steps, the fact that Canada has proceeded to a later step does not mean that Canada has conclusively determined that the Bidder has successfully passed all the previous steps. Canada may conduct steps of the evaluation in parallel.

(b) An evaluation team composed of representatives of Canada will evaluate the bids.

Step 1: Evaluation against the Mandatory Criteria

Each bid will be reviewed to determine whether it meets the mandatory requirements of the bid solicitation. Any element of the bid solicitation identified with the words "must" or "mandatory" is a mandatory requirement. Bids that do not comply with each and every mandatory requirement will be declared non-responsive and be disqualified.

Step 2: Evaluation against the Point-Rated Criteria

Each bid will be rated by assigning a score to the rated requirements, which are identified in the bid solicitation by the word "rated" or by reference to a score. Bidders who fail to submit complete bids with all the information requested by this bid solicitation will be rated accordingly. Bids must achieve an overall pass mark of 70% on the Point-Rated Criteria to be considered for contract award.

Step 3: Evaluation of Financial Bids

Bids meeting all the Mandatory Criteria and the pass mark of 70% on the Point-Rated Criteria will be evaluated on their Financial Bid.

1.1 Technical Evaluation

1.1.1 Mandatory Technical Criteria

The Mandatory Technical Criteria are listed at Annex "F" Evaluations Criteria.

1.1.2 Point Rated Technical Criteria

The Point Rated Technical Criteria are listed at Annex "F" Evaluation Criteria.

1.2 Financial Evaluation

1.2.1 Mandatory Financial Criteria

The Bidder must submit Firm Line Item Unit Costs (LIUC) in Canadian funds for the first three (3) years for the items listed at Table One of Annex "B", Sale Taxes extra, DDP Incoterms 2000, transportation costs extra, all applicable Canadian Customs Duties and Excise taxes included.

The Bidder must submit a Firm Line Item Mark-up Rate to be in effect for the first three (3) years of the Contract and all option periods at Annex "B".

The Bidder must submit firm all-inclusive hourly rates for the "As-and-when requested" Professional Services for the first three (3) years of the Contract at Annex "B". This pricing element will not form part of the bid evaluation but will be subject to time verification and rate certification and discretionary audit.

1.2.2 Financial Evaluation Methodology

For the purpose of establishing a bid price for evaluation purposes only, each of the LIUC found in Annex "B" will be multiplied by the estimated quantity per year of each item. The resultant total for all LIUC will be multiplied by the offered firm Line Item Mark-up (LIM) to establish the Total Bid Price.

Formula: (All LIUC x Estimated quantity per year) x LIM = Total Bid Price

The formula is for evaluation purposes only and the bid evaluation quantities must not be interpreted as a guarantee of actual usage.

2. Basis of Selection

1. To be declared responsive, a bid must:
 - a. comply with all the requirements of the bid solicitation; and
 - b. meet all mandatory criteria; and
 - c. obtain the required minimum of 70% overall for the technical evaluation against Point-Rated Criteria.

The Point-Rated Criteria is based on a scale of 450 points.

2. Bids not meeting 1.a, b and c will be declared non-responsive.
3. The responsive bid with the highest combined rating of technical merit and price will be recommended for award of a contract. The ratio will be 60% for the technical merit and 40% for the price.

4. To establish the technical merit score, the overall technical score for each responsive bid will be determined as follows: total number of points obtained / maximum number of points available multiplied by the ratio of 60%.
5. To establish the pricing score, each responsive bid will be prorated against the lowest evaluated price and the ratio of 40%.
6. For each responsive bid, the technical merit score and the pricing score will be added to determine its combined rating.
7. Neither the responsive bid obtaining the highest technical score nor the one with the lowest evaluated price will necessarily be accepted.

The table below illustrates an example where three bids are responsive and the selection of the contractor is determined by a 60/40 ratio of technical merit and price, respectively. The total available points equals 135 and the lowest evaluated price is \$45,000 (45).

**Basis of Selection - Highest Combined Rating Technical Merit
(60%) and Price (40%)**

		Bidder 1	Bidder 2	Bidder 3
Overall Technical Score		115/135	89/135	92/135
Bid Evaluated Price		\$55,000.00	\$50,000.00	\$45,000.00
Calculations	Technical Merit Score	115/135 x 60 = 51.11	89/135 x 60 = 39.56	92/135 x 60 = 40.89
	Pricing Score	45/55 x 40 = 32.73	45/50 x 40 = 36.00	45/45 x 40 = 40.00
Combined Rating		83.84	75.56	80.89
Overall Rating		1st	3rd	2nd

PART 5 - CERTIFICATIONS

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

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

The Contracting Authority will have the right to ask for additional information to verify the Bidder's certifications. Failure to comply with this request will also render the bid non-responsive or will constitute a default under the Contract.

1. Mandatory Certifications Required Precedent to Contract Award

1.1 Integrity Provisions - Associated Information

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

1.2 Federal Contractors Program for Employment Equity - Bid Certification

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

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

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

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

2. Additional Certifications Precedent to Contract Award

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

2.1 Status and Availability of Resources

SACC Manual clause A3005T (2010-08-16) Status and Availability of Resources

2.2 Rate Certification

The Contractor certifies that the rate quoted is based on costs computed in accordance with Contract Cost Principles, 1031-2, and includes an estimated rate of profit of _____ percent.

2.3 Education and Experience

SACC Manual clause A3010T (2010-08-16) Education and Experience

2.4 Official Languages

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The Bidder must certify that the resources proposed for the Contractor Representative and the Transition Project Manager under any resulting contract are able to provide all services in both official languages (English & French).

PART 6 - SECURITY, FINANCIAL AND OTHER REQUIREMENTS

1. Security Requirement

1. Before award of a contract, the following conditions must be met:

(a) the Bidder must hold a valid organization security clearance as indicated in Part 7 - Resulting Contract Clauses;

(b) the Bidder's proposed individuals requiring access to classified or protected information, assets or sensitive work site(s) must meet the security requirement as indicated in part 7 - Resulting Contract Clauses;

(c) the Bidder must provide the name of all individuals who will require access to classified or protected information, assets or sensitive work sites.;

(d) the Bidder's proposed location of work performance or document safeguarding must meet the security requirement as indicated in Part 7 - Resulting Contract Clauses;

(e) the Bidder must provide the address(es) of proposed location(s) of work performance or document safeguarding as indicated in Part 3 - Section IV Additional Information.

2. Bidders are reminded to obtain the required security clearance promptly. Any delay in the award of a contract to allow the successful bidder to obtain the required clearance will be at the entire discretion of the Contracting Authority.

3. For additional information on security requirements, bidders should consult the "Security Requirements for PWGS Bid Solicitations - Instructions for Bidders" (<http://www.tpsgc-pwgsc.gc.ca/app-acq/lc-pl/lc-pl-eng.html#a31>) document on the Departmental Standard Procurement Documents Web site.

1.1 CBSA Security Requirement

CBSA SECURITY REQUIREMENT: The Client\CBSA will conduct its own personnel Reliability Status assessment on the proposed Contractor and its personnel** as per the Treasury Board Secretariat of Canada's (TBS) "Security and Contracting Management Standard" and the Policy on Government Security - Personnel Security Standard, irrespective of whether such assessment has already been conducted under any such policies. The Reliability Status assessment conducted by the CBSA will include a credit check performed by an authorized security official with the CBSA's "Personnel Security Screening Section" (PSSS), which is independent of the Public Works and Government Services Canada's (PWGSC), "Canadian Industrial Security Directorate" (CISD) and the "International Industrial Security Directorate" (IISD).

For each proposed resource, the bidder must submit a completed signed original TBS 330-23 Form - Personnel Screening Consent and Authorization (<http://www.tbs-sct.gc.ca/tbsf-fsct/330-23-eng.pdf>) upon request of the Contracting Authority prior to Contract Award.

In the event the Contractor / Offeror (specifically the Contractor / Offeror personnel) does not pass the security screening process required by the CBSA, the said Contractor's proposal will be considered

non-responsive and the next ranked bidder will be contacted. If only one bid was obtained and the proposed bidder does not meet the security requirement, then, the contracting officer will determine the next steps in order to ensure all requirements are met.

Until the credit check and all other security screening processes required by this Request for Proposal have been completed and the Contractor and its personnel is considered suitable by the CBSA, no contract will be awarded and the recommended Contractor / Offeror (specifically the Contractor / Offeror personnel) shall not be permitted access to Protected / Classified information or assets, and further, shall not be permitted to enter sites where such information or assets are kept.

** Contractor/Offeror personnel can include in some instances landlords, property management employees and principles of companies when the latter have access to the premises where the CBSA designated or classified information\assets are kept.

2. Financial Capability

SACC Manual clause A9033T (2012-07-16) Financial Capability

3. Insurance Requirements

The Bidder must provide a letter from an insurance broker or an insurance company licensed to operate in Canada stating that the Bidder, if awarded a contract as a result of the bid solicitation, can be insured in accordance with the Insurance Requirements specified in the Resulting Contract Clauses .

If the information is not provided in the bid, the Contracting Authority will so inform the Bidder and provide the Bidder with a time frame within which to meet the requirement. Failure to comply with the request of the Contracting Authority and meet the requirement within that time period will render the bid non-responsive.

PART 7 - RESULTING CONTRACT CLAUSES

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

1. Statement of Work

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

1.1 Task Authorization

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

1.1.1 Task Authorization Process

1. The Project Authority will provide the Contractor with a description of the task using the Task Authorization form specified in Annex "E" .

2. The Task Authorization (TA) will contain the details of the activities to be performed, a description of the deliverables, and a schedule indicating completion dates for the major activities or submission dates for the deliverables. The TA will also include the applicable basis and methods of payment as specified in the Contract.
3. The Contractor must provide the Project Authority, within 20 calendar days of its receipt, the proposed total estimated cost for performing the task and a breakdown of that cost, established in accordance with the Basis of Payment specified in the Contract.
4. The Contractor must not commence work until a TA authorized by the Project Authority has been received by the Contractor. The Contractor acknowledges that any work performed before a TA has been received will be done at the Contractor's own risk.

1.1.2 Task Authorization Limit

The Project Authority may authorize individual task authorizations up to a limit of \$25,000, Goods and Services Tax or Harmonized Sales Tax included, inclusive of any revisions.

Any task authorization to be issued in excess of that limit must be authorized by the Project Authority and Contracting Authority before issuance.

1.1.3 Canada's Obligation - Portion of the Work - Task Authorizations

SACC Manual clause C5201C (2008/05/12) Canada's Obligation - Portion of the Work - Task Authorizations

2. Standard Clauses and Conditions

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

2.1 General Conditions

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

2.2 Supplemental General Conditions

4007 (2010-08-16) Canada to Own Intellectual Property Rights in Foreground Information, apply to and form part of the Contract.

3. Security Requirement

- 3.1 The following security requirement (SRCL and related clauses) applies and form part of the Contract.

SECURITY REQUIREMENT FOR CANADIAN SUPPLIER:

1. The Contractor must, at all times during the performance of the Contract, hold a valid Des-ignated Organization Screening (DOS) with approved Document Safeguarding and Production Capabilities at the level of PROTECTED B, issued by the Canadian Industrial Security Directorate, Public Works and Government Services Canada.
2. The Contractor personnel requiring access to PROTECTED information, assets or work site(s) must EACH hold a valid RELIABILITY STATUS, granted or approved by the Canadian Industrial Security Directorate (CISD), Public Works and Government Services Canada (PWGSC).
3. The Contractor MUST NOT utilize its Information Technology systems to electronically process, produce or store PROTECTED information until the CISD/PWGSC has issued written approval. After approval has been granted or approved, these tasks may be performed at the level of PROTECTED B.
4. Subcontracts which contain security requirements are NOT to be awarded without the prior written permission of CISD/PWGSC.
5. The Contractor must comply with the provisions of the:
 - (a) Security Requirements Check List and security guide (if applicable), attached at Annex "D";
 - (b) Industrial Security Manual (Latest Edition)

3.2 Contractor's Site or Premises Requiring Safeguard Measures

The Contractor must diligently maintain up-to-date, the information related to the Contractor's site or premises, where safeguard measures are required in the performance of the Work, for the following addresses:

Address:

Street Number / Street Name, Unit / Suite / Apartment Number:

City, Province, Territory / State:

Postal Code / Zip Code:

Country:

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

The period of the Contract will be from date of Contract to _____. **(To be completed at contract award)**

4.2 Options to extend the period of the contract

The Contractor grants to Canada the irrevocable option to extend the period of the Contract by up to 2 additional two-year periods, under the same terms and conditions. The Contractor agrees that, during the extended period of the Contract, it will be paid in accordance with the applicable provisions as set out in the Basis of Payment.

Canada may exercise the option at any time by sending a written notice to the Contractor at least 60 calendar days before the Contract expiry date. The option may only be exercised by the Contracting Authority, and will be evidenced for administrative purposes only, through a contract amendment.

4.3 SACC Manual Clauses

C5201C 2008/05/12 Prepaid Transportation Costs

W0002D 2000/12/01 Delivery Requirements Outside a Comprehensive Land Claims Settlement Area

1031-2 (2012-07-16), Contract Cost Principles, apply to and form part of the Contract.

5. Authorities

5.1 Contracting Authority

The Contracting Authority for the Contract is:

Name: Patrick Benoit

Title: Supply Team Leader

Public Works and Government Services Canada

Acquisitions Branch

Commercial and Consumer Products Directorate (CCPD)

Clothing & Textiles Division

Place du Portage, Phase III, 6A2

11 Laurier Street

Gatineau, Quebec K1A 0S5

Telephone : 819-956-2598 Facsimile: 819-956-5454

E-mail address: patrick.benoit@pwgsc.gc.ca

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

5.2 Project Authority (To be completed at contract award.)

The Project Authority for the Contract is:

Name: _____

Title: _____

Organization: _____

Address: _____

Telephone: ____-____-____

Facsimile: ____-____-____

E-mail address: _____

The representative of the CBSA responsible for monitoring the Contractor's execution of the work under the Contract. Any proposed changes to the scope of the requirement are to be discussed with the Project Authority, but any resulting change can only be confirmed by a contract amendment issued by the Contracting Authority.

5.3 Technical Authority

The representative of the CBSA responsible for matters concerning the technical content of the Work under the Contract. 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 through a contract amendment issued by the Contracting Authority.

5.4 Contractor's Representative

(To be completed at contract award.)

6. Payment

6.1 Basis of Payment

In consideration of the Contractor satisfactorily completing all of its obligations under the Contract, the Contractor will be paid firm unit prices as per Annex B. Customs duties are included and applicable taxes are extra.

6.2 Limitation of Expenditure

1. Canada's total liability to the Contractor under the Contract must not exceed the total estimated value of the Contract. Customs duties are included and Goods and Services Tax or Harmonized Sales Tax is extra, if applicable.

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

- (a) when it is 75 percent committed, or
- (b) four (4) months before the contract expiry date, or

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

whichever comes first.

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

6.3 Limitation of Price

SACC Manual clause C6000C (2011-05-16) Limitation of Price

6.4 Multiple Payments

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

6.5 Discretionary Audit

SACC Manual clause C0100C (2010/01/11) Discretionary Audit - Commercial Goods and/or Services

6.6 Time Verification

SACC Manual clause C0710C (2007/11/30) Time and Contract Verification

SACC Manual clause C0711C (2008/05/12) Time Verification

7. Invoicing Instructions

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

2. Invoices must be distributed as follows:

(a) The original and one (1) copy must be forwarded to the address shown on page 1 of the Contract for certification and payment.

(b) One (1) copy must be forwarded to the Contracting Authority identified under the section entitled "Authorities" of the Contract.

(c) One (1) copy must be forwarded to the consignee.

8. Certifications

8.1 Compliance

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

8.2 Federal Contractors Program for Employment Equity - Default by the Contractor

The Contractor understands and agrees that, when an Agreement to Implement Employment Equity (AIEE) exists between the Contractor and HRSDC-Labour, the AIEE must remain valid during the entire period of the Contract. If the AIEE becomes invalid, the name of the Contractor will be added to the "FCP Limited Eligibility to Bid" list. The imposition of such a sanction by HRSDC will constitute the Contractor in default as per the terms of the Contract.

9. Applicable Laws

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

10. Priority of Documents

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

- (a) the Articles of Agreement;
- (b) the supplemental general conditions 4007 (2010/08/16) Canada to Own Intellectual Property Rights in Foreground Information;
- (c) the general conditions 2030 (2014-06-26), General Conditions - Higher Complexity - Goods;
- (d) Annex A, Statement of Work;
- (e) Annex B, Basis of Payment;
- (f) Annex C, Item purchase descriptions;
- (g) Annex D, Security Requirements Check List;
- (h) Annex G, Federal Contractors Program for Employment Equity - Certification;
- (i) Sealed Samples/Sealed Patterns;
- (j) the signed Task Authorizations (including all of its annexes, if any);
- (k) the Contractor's bid dated _____, **(to be completed at contract)**

11. SACC Manual Clauses

SACC Manual clause D2001C (2007-11-30) Labelling

SACC Manual clause E0008C (2011-05-16) Security Deposit Definition

SACC Manual clause A9113C (2008-12-12) Handling of Personal Information

12. Materials: Contractor Total Supply

The Contractor will be responsible for obtaining all materials required in the manufacture of the items specified. The delivery stated for the items allows the necessary time to obtain such materials.

13. Procedures for Design Change/Deviations

The Contractor must complete Part 1 of form PWGSC-TPSGC 9038, Design Change/Deviation, and forward 1 copy to the Project Authority and one (1) copy to the Contracting Authority.

14. Sub-Contractors

Pursuant to subsection 06 of the General Conditions 2030 - High Complexity - Goods, the sub-contractors listed in Annex “___” **(to be completed at contract)** will be utilized in the performance of the Contract.

Subcontractors, other than those listed above, may not be utilized without the written permission of the Contracting Authority.

15. Origin of Work - Disclosure of Information

1. For each line item, the Contractor must specify the name(s) of all countries where the apparel goods are cut (or knit to shape) or sewn, regardless of whether the work is to be performed by the Contractor or one of its subcontractor(s).
2. The Contractor agrees that Canada may publicly disclose the information provided with respect to the countries of origin.
3. The Contractor must immediately inform Canada in writing of any and all changes affecting the information provided under this clause during the entire contract period.

16. Overshipment

Overshipment will not be accepted unless prior approval is obtained from the Contracting Authority.

17. Pre-Production Samples

1. The Contractor must provide one pre-production sample for each line item (size to be specified at time of request), accompanied by the sealed samples, if applicable, to the Technical Authority for acceptance within 60 calendar days from date of contract award.
2. Pre-production samples will also be a requirement when 1) there is a change in a sub-contractor during the life of the Contract; or 2) there is a major technical change to the item; or 3) when a new line item is added to the Contract.
3. If the pre-production samples are rejected, the Contractor must submit a second pre-production sample within 20 calendar days of notification of rejection from the Technical Authority.
4. If the pre-production samples are accepted by either full acceptance or conditional acceptance, the Contractor must proceed with production as per the Contract requirements.

5. Rejection by the Technical Authority of the second pre-production samples submitted by the Contractor for failing to meet the contract requirements will be grounds for termination of the Contract for default.

6. The Contractor must carry out all required inspection and tests to verify conformance to the technical requirements of the Contract.

7. In addition to providing the pre-production samples, the Contractor must provide a copy of the inspection reports and laboratory test reports and/or Certificates of compliance, as applicable, to the Contracting Authority and Technical Authority, transportation charges prepaid, and without charge to Canada.

8. The pre-production samples submitted by the Contractor will remain the property of Canada.

9. The Technical Authority will notify the Contractor, in writing, of the full acceptance, conditional acceptance, or rejection of the pre-production samples. A copy of this notification will also be provided by the Technical Authority to the Contracting Authority. The notice of the full acceptance or conditional acceptance does not relieve the Contractor from complying with all requirements and conditions of the Contract.

10. The Contractor must not commence or continue with production of the items and must not make any deliveries until the Contractor has received a written notification from the Technical Authority that the pre-production samples are fully acceptable or conditionally acceptable. Any production of items before pre-production sample acceptance will be at the sole risk of the Contractor.

11. The pre-production samples may not be required if the Contractor is currently in production. The request for waiver of pre-production samples must be made by the Contractor in writing to the Contracting Authority. The waiving of this requirement will be at the sole discretion of the Technical Authority and will be evidenced through a contract amendment.

CERTIFICATE OF COMPLIANCE - COMPONENT MANUFACTURER - DEFINITION

A Certificate of Compliance is defined as a signed and dated certification by an appropriate official of the component manufacturer (e.g. zipper, hook and loop, webbing, etc.). It must specifically address the adherence of the offered component to the specification or manufacturing data of the technical requirement.

A separate Certificate of Compliance must be provided for each individual product as required in the specifications. The Certificate of Compliance must be dated within six months from date of PPS submission.

The Contractor is to note that copies of invoices, purchase orders and Certificate of Compliance for products or components that are not manufactured by the certifier are not suitable for use as a Certificate.

CERTIFICATE OF COMPLIANCE - FABRIC - DEFINITION

A Certificate of Compliance is a written statement from an appropriate official Fabric Supplier attesting the full compliance of the product to the Contract specification, or portion of the specification, referenced. The Certificate of Compliance must be on official company stationery. It must be dated within six months from date of PPS submission. It must make reference to the applicable specification and have the original signature of the company's designated representative. Canada reserves the right to

verify the statements made in the Certificate of Compliance. Full laboratory test results, demonstrating the product's compliance, will be accepted in lieu of a Certificate of Compliance.

18. All Risks Property Insurance

The Contractor must obtain All Risks Property Insurance while the Government Property is under its care, custody, or control, and maintain it in force throughout the duration of the Contract, in an amount of not less than \$3,000,000.00. The Government's Property must be insured on a replacement cost (new) basis.

1. Administration of Claims: The Contractor must notify Canada promptly about any losses or damages to Government Property and monitor, investigate, and document losses of or damage to ensure that claims are properly made and paid.

2. The All Risks Property Insurance policy must include the following:

(a) Notice of Cancellation: The Insurer will endeavour to provide the Contracting Authority at least thirty (30) days written notice of policy cancellation.

(b) Loss Payee: Canada as its interest may appear or as it may direct.

(c) Waiver of Subrogation Rights: Contractor's Insurer to waive all rights of subrogation against Canada as represented by CBSA and PWGSC for any and all loss of or damage to the property however caused.

19. Canadian General Standards Board (CGSB) - Standards

A copy of the CGSB Standards referred to in the Contract is available and may be purchased from:

Canadian General Standards Board Sales Centre

Place du Portage III, 6B1

11 Laurier Street

Gatineau, Québec

Telephone: (819) 956-0425 or 1-800-665-CGSB (Canada only)

Fax: (819) 956-5740

E-mail: ncr.cgsb-ongc@pwgsc.gc.ca

CGSB Website: <http://www.pwgsc.gc.ca/cgsb/home/index-e.html>.

20. Contract Financial Security

1. The Contractor must provide the following contract financial security within 20 calendar days after the date of contract award:

- A security deposit as defined in clause E0008C in the amount of \$500,000.00.

Any bond must be accepted as security by one of the bonding companies listed in Treasury Board Contracting Policy, Appendix L, Acceptable Bonding Companies.

2. Security deposits in the form of government guaranteed bonds with coupons attached will be accepted only if all coupons that are unmaturing, at the time the security deposit is provided, are attached to the bonds. The Contractor must provide written instructions concerning the action to be taken with respect to coupons that will mature while the bonds are pledged as security, when such coupons are in excess of the security deposit requirement.

3. If Canada does not receive the required financial security within the specified period, Canada may terminate the Contract for default pursuant to the Contract default provision.

21. Liquidated Damages

1. If the Contractor fails to perform Error Free Order Processing services as specified in the Contract, the Contractor agrees to pay to Canada liquidated damages in the amount of ten percent of the Unit Price (Line Item Unit Cost + Firm Line Item Mark-up) due to an error in meeting the order specifications as set out in the Statement of Work. The total amount of the liquidated damages for Error Free Order Processing services must not exceed ten percent of the contract price.

2. The Contractor must maintain a paper record of all return forms for the purpose of generating the invoice for Error Free Order Processing services and maintain the paper records for the timeframe set out in the Contract.

3. If the Contractor also fails to perform order processing services within the Order Processing Times as set out in the Contract, the Contractor agrees to pay to Canada liquidated damages in the amount of ten percent of each Uniform Item not meeting Order Processing Times as set out in the Statement of Work. The total amount of the liquidated damages for Order Processing Times must not exceed ten percent of the contract price.

4. The Contractor must calculate the liquidated damages for not meeting the Order Processing Times quarterly, providing a quarterly adjustment invoice to CBSA that must supply supporting documentation in the form of a consolidated Service Delivery Report. The Contractor must then deduct the liquidated damages for not meeting Order Processing Times from the first invoice following the quarterly adjustment invoice.

5. Services provided under the Contract may be subject to liquidated damages for both Error Free Order Processing services and Order Processing Times.

6. Canada and the Contractor agree that the amounts stated above are their best pre-estimate of the loss to Canada in the event of such a failure, and that they are not intended to be, nor are they to be interpreted as, a penalty.

7. In addition to the above, Canada will have the right to hold back, drawback, deduct or set off from and against the amounts of any monies owing at any time by Canada to the Contractor, any liquidated damages owing and unpaid under this section.

8. Canada may, at its sole discretion, waive the liquidated damages to which it is entitled.

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9. Nothing in this section must be interpreted as limiting the rights and remedies which Canada may otherwise have under the Contract.

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ANNEX "A"
STATEMENT OF WORK
(Refer to document attached)

ANNEX "B"

BASIS OF PAYMENT

The Contractor will be paid in accordance with the following:

1. FIRM LINE ITEM UNIT COSTS (LIUC)

The Contractor must provide LIUCs for each of the Contract line items, in Canadian funds for the initial three (3) years of the Contract, Delivered Duty Paid, (Incoterms 2000), transportation costs extra, Goods and Services Tax, Harmonized Sales Tax and Quebec Sales Tax are extra. Canadian Customs Duties, where applicable, sales, excise and other and similar taxes levied, assessed or imposed under any legal jurisdictions in respect of anything to be furnished, sold or delivered by the Contractor pursuant to the Contract; all export and import licenses, permits where applicable; and any other related costs must be included in the LIUC.

1.1 LIUC - Option Periods

The Contractor agrees that, for each of the two (2) option periods of the Contract, if exercised, the line item unit costs (LIUC) (increases or decreases) will be adjusted in accordance with Statistics Canada's average Consumer Price Index (all items) for municipalities in Canada, with the municipality closest to the Contractor's main area of operations used for this purpose. The adjustment will be made annually, at the exercise of the option, based on the average of the CPI of the most recently reported twelve-month period using the LIUC of the previous year.

2. FIRM LINE ITEM MARK-UP (LIM)

The firm all-inclusive LIM is applicable for the initial contract period and the option periods of the Contract. This mark-up is intended to cover all elements of the Contractor's costs, excluding the firm LIUC which is addressed separately above. The LIM must include all of the functions required in the Statement of Work, attached as Annex "A", excluding the "As-and-when requested" Professional Services, transportation costs, and applicable taxes.

Firm Line Item Mark-up (LIM) offered
for the first three years and two option periods _____%

2.1 Government Owned Inventory

Goods that are transferred from Canada to the Contractor during the course of the Contract will become the responsibility of the Contractor. When Canada will request delivery of these goods, the Contractor will only charge their LIM. For calculation purposes, the Contractor will use the appropriate LIUCs listed in the Contract for the subject goods. If no LIUC exist in the Contract, Canada will provide to the Contractor a LIUC based on a estimated market value for similar goods.

3. "As-and-when requested" Professional Services

Firm all-inclusive hourly rates are as follows:

Catégories	1ère année	2ème année	2ème année
Training Services	\$	\$	\$
Secure Destruction	\$	\$	\$
Design and Engineering Services	\$	\$	\$
Tailoring Services	\$	\$	\$

Any materials, findings and other services required to perform the "As-and-when requested" Professional Services will be reimbursed at cost supported by invoice. Any materials/equipment required to perform the work must be included in the estimate. Any unexpected expenses must be forwarded under a revised cost estimate to the Project Authority for approval.

Adjustment of firm all-inclusive hourly rates for option years will be in accordance with Statistics Canada's average Consumer Price Index (all items) for municipalities in Canada, with the municipality closest to the Contractor's main area of operations used for this purpose. The adjustment will be made annually, at the exercise of the option, based on the average of the CPI of the most recently reported twelve-month period using the hourly rates of the previous year.

4. TRAVEL COSTS

The Contractor will be reimbursed for previously authorized travel (outside of what is covered under section 15 of the SOW), accommodation and living expenses associated with the completion of a Tasking, in accordance with the Treasury Board Travel Directive. For further information refer to the current TBS Travel Directive at:

http://www.tbs-sct.gc.ca/pubs_pol/hrpubs/TBM_113/menu-travel-voyage_e.asp

5. NEW LINE ITEMS

Canada reserves the right to add new line items to the Contract as required by departmental programs in keeping with the scope of line items required under the Contract. The process outlined below will be followed for new line items to be added to the Contract. New line items will only be added to the Contract if the prices submitted are considered in Canada's sole discretion to be fair and reasonable. Upon receipt of a written notice from Canada, the Contractor must provide pricing and a price justification to the Contracting Authority as follows:

For any new line item, the Contractor must demonstrate as follows that the price submitted is competitive:

A) For goods produced by the Contractor the Contractor must submit their quote and quotes from two competing firms; or

B) For goods produced by sub-contractors, the Contractor must submit quotes from three competing firms, where possible. If the Contractor is unable to provide three quotes from competing firms, the reason must be provided to the Contracting Authority; and

C) In the event that there is only one source available for a particular new line item, the proposed cost along with price justification (published price list, previous invoices, or cost breakdown) must be provided to the Contracting Authority for review and approval. The Contractor must also provide a justification to the Contracting Authority as to why only one source is available for a particular new line item.

3. If the Contracting Authority is of the opinion that a cost quote submitted is fair and reasonable, the Contracting Authority will approve the cost in writing. Canada reserves the right to reject the proposed pricing on a new line item and procure the item itself. Once a cost is approved by the Contracting Authority, the inclusion of the new line item and the price agreed to by Canada will be evidenced for administrative purposes only through a contract amendment.

For new line items that have been added after Contract Award only, the Contractor will be allowed to submit a request for a LIUC adjustment when changes in the industry significantly impact the cost of an item. The request from the Contractor must be substantiated by providing current quote(s) or invoice(s), demonstrating a significant change in costs. The decision to modify the cost of a new line item will be at the sole discretion of the Contracting Authority.

6. INVENTORY BUY-BACK

At the end of the Contract where there is a new contract with another supplier or Canada takes over the services under contract, the Contractor must provide Canada up to a maximum 30% of the Canada's average yearly consumption of the line items (on a per line item basis rather than on an aggregate basis). If Canada requires additional quantities, they may at Canada's sole discretion opt to purchase additional quantities. The prices applicable to all uniform line items included in this Inventory Buy-Back will be the total of the LIUC and 50% of LIM.

Canada's average yearly consumption will be based on the sales of the previous 24 months period commencing 6 months prior to the Contract end date. Another period may be used upon mutual consent of the Parties. The sizing for each quantity of line item to be delivered to Canada under this provision will be determined using the total quantity per size ordered during the average yearly consumption period. The Contractor must perform all calculations and provide Canada with all the data pertaining to the Inventory Buy-Back within 21 calendar days after request of the Contracting Authority.

If the Contract is terminated for default, Canada reserves the right to not proceed with the Inventory Buy-Back described.

7. CANADA OWNED INVENTORY

Canada Owned Inventory must be returned to Canada at the end of the Contract, unless the current Contractor is awarded a new contract to continue to provide similar goods and services to Canada. The Contractor will be paid for the return of any Canada Owned Inventory at 50% of LIM, transportation charges extra. The Contractor must deliver the Canada Owned Inventory within 10 business days after receipt of written notice from the Project Authority. Canada reserves the right to extend the delivery period at its sole discretion.

8. BULK FABRIC BUY-BACK

At the end of the Contract, Canada may purchase remaining bulk fabric held by the Contractor, through a Bulk Fabric Buy-Back. The price paid by Canada for the Bulk Fabric Buy-Back will be the Contractor's direct costs for the fabric (i.e. net of overhead and profit), evidenced by supporting documentation provided by the Contractor, to the sole satisfaction of the Contracting Authority.

Canada may exercise the Bulk Fabric Buy-Back at any time prior to the Contract end date. If Canada contemplates exercising the Bulk Fabric Buy-Back, the Contracting Authority will send the Contractor a request for the direct costs breakdown. If following review of the direct costs breakdown, Canada decides in its sole discretion to exercise the Bulk Fabric Buy-Back, the Bulk Fabric Buy-Back will be evidenced for administrative purposes only through a contract amendment. The Contractor must deliver

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the Bulk Fabric Buy-back within 10 business days after receipt of the Contract amendment from the Contracting Authority. Canada reserves the right to extend the delivery period at its sole discretion and will evidence the change in the delivery period for administrative purposes only through the contract amendment.

9. OBSOLETE ITEMS

During the Contract, the Project Authority will advise the Contractor in writing when a line item has become obsolete due to Canada's decision. Canada agrees to compensate the Contractor for the remaining obsolete inventory or 100% of the average yearly consumption based on the 24 month period prior to the written notice, whichever is less, using the LIUC listed in the Contract.

Table One of Annex B - Line Items

#	Purchase Description #	Component - English	Article - français	Estimated Annual Quantity / Quantité annuelle estimée	Line Item Unit Cost (LIUC), For three years, GST/HST extra, freight extra
1	PD 001 ARM	Defensive Spray - Securable Holder	Support du Pulvérisateur de défense	1000	
2	PD 002 ARM	Earmuffs	Protecteurs d'oreilles	700	
3	PD 003 ARM	Rubber Grip Sleeves	Manchons de poignée de caoutchouc	800	
4	PD 004 ARM	Safety Glasses - Regular	Lunettes de sécurité - Normales	700	
5	PD 005 ARM	Safety Glasses - Over-the-Glass	Lunettes de sécurité - Portées sur les lunettes de prescription	350	
6	PD 006 ARM	Safety Glasses Case - Over-the Glass	Étui de lunettes de sécurité – Portées sur les lunettes de prescription	200	
7	PD 007 ARM	Safety Glasses Case - Regular	Étui de lunettes de sécurité – Normales	650	
8	PD 008 ARM	Serial Numbered Shipping Seals	Plombs d'expédition portant un numéro de série	14000	
9	PD 009 ARM	Small Shipping Case	Petit contenant d'expédition	10	
10	PD 010 ARM	Large Shipping Case	Gros contenant d'expédition	10	
11	PD 011 ARM	Collapsible Baton Scabbord	Étui à ouverture latérale pour matraque télescopique	600	
12	PD 012 ARM	Magazine Loading Aid	Outil d'aide au remplissage du chargeur	800	
13	PD 013 ARM	Padlock for Shipping Case	Cadenas pour caisse d'expédition	10	
14	PD 014 ARM	Firearm Cleaning Kit	Trousse de nettoyage pour arme à feu	800	
15	PD 015 ARM	Firearm Cable Lock	Câble de sûreté à feu	800	
16	PD 016 ARM	Holster Mounting Plate	Plaque de montage d'étui	50	

#	Purchase Description #	Component - English	Article - français	#	Purchase Description #
17	PD 017 ARM	Firearm Duty Magazine Pouch	Pochette pour chargeurs d'arme à feu de service	1000	
18	PD 018 ARM	Concealment Magazine Pouch	Porte - chargeurs de dissimulation	150	
19	PD 019 ARM	Firearm Holster	Étui régulier pour arme à feu de service	800	
20	PD 020 ARM	Concealment Firearm Holster	Étui de dissimulation pour arme à feu de service	200	
21	PD 101	Name Tag, Metal, Gold	Insigne nominatif, Métal, Doré	100	
22	PD 103	Gloves, White, Ceremonial	Gants blancs de cérémonie	150	
23	PD 104	Name Tag, Fabric	Insigne nominatif, Tissue	700	
24	PD 105	Name Tag, Metal, Silver	Insigne nominatif, Métal, Argent	600	
25	PD 106	Hat, Baseball	Chapeau, Baseball	2500	
26	PD 107	Hat, Tuque	Chapeau, Tuque	600	
27	PD 109 ARM	Defensive Spray, "INERT"	Pulvérisateur interte	4300	
28	PD 110	Pants, Cargo, Male & Female	Pantalon cargo pour hommes et femmes	26 000	
29	PD 111	Cargo Belt, Leather 2"	Ceinturon de service, cuire, 2 po	500	
30	PD 112	Concealment Belt, Leather	Ceinture, dissimulable, cuire	150	
31	PD 112	Defence Spray Securable Holder	Support du pulvérisateur de défense	400	
32	PD 114	Shirt, Duty, Male & Female	Chemise de service pour hommes et femmes	22 000	
33	PD 115	Coveralls, Unisex	Combinaison, Unisex	200	
34	PD 116	Sweater, Unisex	Chandail unisexe	1450	
35	PD 119	Hat, Fur, Unisex	Chapeau D'Hiver Unisexe Orné de Fourrure	400	
36	PD 120	Shirt, Polo, Crested, Unisex	Chemise polo unisexe ornée d'un écusson	900	
37	PD 121	Tie, Blue	Cravate, Bleue	250	
38	PD 122	Shirt, Turtleneck, Unisex	Chandail à col roulé unisexe	1800	
39	PD 123	Shirt, "T", Crested, Unisex	T-Shirt Écusson Unisexe	200	
40	PD 124	Parka, Three-in-one, Unisex	Manteau trois en un unisexe	150	
#	Purchase Description #	Component - English	Article - français	#	Purchase

					Description #
41	PD 125	Jacket, Bomber and Fleece Unisex	Blouson style aviateur et doublure en molleton, unisexe	800	
42	PD 125	Jacket, Bomber and Fleece Unisex (FLEECE)	Blouson style aviateur et doublure en molleton, unisexe (doublure en molleton)	**(New/nouveau) 2000	
43	PD 125	Jacket, Bomber and Fleece Unisex (OUTER)	Blouson style aviateur et doublure en molleton, unisexe (extérieur)	**(New/nouveau) 2000	
44	PD 126	Sweatshirt, Crested, Unisex	Sweat-shirt Écusson Unisexe	150	
45	PD 128	Shoulder Insignia, Large & Small	Petits et grands Insignes d'épaule	50000	
46	PD 129	Reflective Tape, Large & Small	Ruban réfléchissant petits et grands	150	
47	PD 130	Shoulder Insignia, Ceremonial	Insigne d'épaule cérémonie	150	
48	PD 131	Pants, Cargo, Ripstop, Male & Female	Pantalon cargo Indéchirable pour hommes et femmes	**New/nouveau 26,000	
49	PD 132	Hat, Baseball, Red	Chapeau, Baseball, Rouge	100	
50	PD 133	Jacket, Softshell Unisex	Blouson à coquille souple, unisexe	**New/nouveau 2000	
51	PD 200	Heavy Nylon Ballistic Web Duty Belt System	Ceinturon de service en nylon pare-balles robuste	1800	
52	PD 201	Glove, Slash Resistant	Gants résistant aux coupures	**New/nouveau 800	
53	PD 202	Stamp Holder	Étui pour timbre	600	
			** New Component. initial requirement is expected to be higher in the first year**	**Nouvel article. Il est prévu que la quantité initiale requise sera plus élevée dans la première année **	

ANNEX "C"
ITEM PURCHASE DESCRIPTIONS & SPECIFICATIONS
(Refer to electronic documents attached)

#	Purchase Description #	Component - English	Article - français
1	PD 001 ARM	Defensive Spray - Securable Holder	Support du Pulvérisateur de défense
2	PD 002 ARM	Earmuffs	Protecteurs d'oreilles
3	PD 003 ARM	Rubber Grip Sleeves	Manchons de poignée de caoutchouc
4	PD 004 ARM	Safety Glasses - Regular	Lunettes de sécurité - Normales
5	PD 005 ARM	Safety Glasses - Over-the-Glass	Lunettes de sécurité - Portées sur les lunettes de prescription
6	PD 006 ARM	Safety Glasses Case - Over-the Glass	Étui de lunettes de sécurité – Portées sur les lunettes de prescription
7	PD 007 ARM	Safety Glasses Case - Regular	Étui de lunettes de sécurité – Normales
8	PD 008 ARM	Serial Numbered Shipping Seals	Plombs d'expédition portant un numéro de série
9	PD 009 ARM	Small Shipping Case	Petit contenant d'expédition
10	PD 010 ARM	Large Shipping Case	Gros contenant d'expédition
11	PD 011 ARM	Collapsible Baton Scabbord	Étui à ouverture latérale pour matraque télescopique
12	PD 012 ARM	Magazine Loading Aid	Outil d'aide au remplissage du chargeur
13	PD 013 ARM	Padlock for Shipping Case	Cadenas pour caisse d'expédition
14	PD 014 ARM	Firearm Cleaning Kit	Trousse de nettoyage pour arme à feu
15	PD 015 ARM	Firearm Cable Lock	Câble de sûreté à feu
16	PD 016 ARM	Holster Mounting Plate	Plaque de montage d'étui
17	PD 017 ARM	Firearm Duty Magazine Pouch	Pochette pour chargeurs d'arme à feu de service

#	Purchase Description #	Component - English	Article - français
18	PD 018 ARM	Concealment Magazine Pouch	Porte - chargeurs de dissimulation
19	PD 019 ARM	Firearm Holster	Étui régulier pour arme à feu de service
20	PD 020 ARM	Concealment Firearm Holster	Étui de dissimulation pour arme à feu de service
21	PD 101	Name Tag, Metal, Gold	Insigne nominatif, Métal, Doré
22	PD 103	Gloves, White, Ceremonial	Gants blancs de cérémonie
23	PD 104	Name Tag, Fabric	Insigne nominatif, Tissu
24	PD 105	Name Tag, Metal, Silver	Insigne nominatif, Métal, Argent
25	PD 106	Hat, Baseball	Chapeau, Baseball
26	PD 107	Hat, Tuque	Chapeau, Tuque
27	PD 109 ARM	Defensive Spray, "INERT"	Pulvérisateur interte
28	PD 110	Pants, Cargo, Male & Female	Pantalon cargo pour hommes et femmes
29	PD 111	Cargo Belt, Leather 2"	Ceinturon de service, cuire, 2 po
30	PD 112	Concealment Belt, Leather	Ceinture, dissimulable, cuire
31	PD 112	Defence Spray Securable Holder	Support du pulvérisateur de défense
32	PD 114	Shirt, Duty, Male & Female	Chemise de service pour hommes et femmes
33	PD 115	Coveralls, Unisex	Combinaison, Unisex
34	PD 116	Sweater, Unisex	Chandail unisexe
35	PD 119	Hat, Fur, Unisex	Chapeau D'Hiver Unisexe Orné de Fourrure
36	PD 120	Shirt, Polo, Crested, Unisex	Chemise polo unisexe ornée d'un écusson
37	PD 121	Tie, Blue	Cravate, Bleue
38	PD 122	Shirt, Turtleneck, Unisex	Chandail à col roulé unisexe
39	PD 123	Shirt, "T", Crested, Unisex	T-Shirt Écusson Unisexe
40	PD 124	Parka, Three-in-one, Unisex	Manteau trois en un unisexe
41	PD 125	Jacket, Bomber and Fleece Unisex	Blouson style aviateur et doublure en molleton, unisexe
42	PD 125	Jacket, Bomber and Fleece Unisex (FLEECE)	Blouson style aviateur et doublure en molleton, unisexe (doublure en molleton)
43	PD 125	Jacket, Bomber and Fleece Unisex (OUTER)	Blouson style aviateur et doublure en molleton, unisexe (extérieur)

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#	Purchase Description #	Component - English	Article - français
44	PD 126	Sweatshirt, Crested, Unisex	Sweat-shirt Écusson Unisexe
45	PD 128	Shoulder Insignia, Large & Small	Petits et grands Insignes d'épaule
46	PD 129	Reflective Tape, Large & Small	Ruban réfléchissant petits et grands
47	PD 130	Shoulder Insignia, Ceremonial	Insigne d'épaule cérémonie
48	PD 131	Pants, Cargo, Ripstop, Male & Female	Pantalon cargo Indéchirable pour hommes et femmes
49	PD 132	Hat, Baseball, Red	Chapeau, Baseball, Rouge
50	PD 133	Jacket, Softshell Unisex	Blouson à coquille souple, unisexe
51	PD 200	Heavy Nylon Ballistic Web Duty Belt System	Ceinturon de service en nylon pare-balles robuste
52	PD 201	Glove, Slash Resistant	Gants résistant aux coupures
53	PD 202	Stamp Holder	Étui pour timbre

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ANNEX “D”
SECURITY REQUIREMENTS CHECK LIST
(Refer to document attached)

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ANNEX "E"
TASK AUTHORIZATION FORM PWGSC-TPSGC 572
(Refer to document attached)

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ANNEX "F"
EVALUATION CRITERIA
(Refer to document attached)

ANNEX G

FEDERAL CONTRACTORS PROGRAM FOR EMPLOYMENT EQUITY - CERTIFICATION

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

For further information on the Federal Contractors Program for Employment Equity visit [HRSDC-Labour's website](#).

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

Complete both A and B.

A. Check only one of the following:

- () A1. The Bidder certifies having no work force in Canada.
- () A2. The Bidder certifies being a public sector employer.
- () A3. The Bidder certifies being a federally regulated employer being subject to the *Employment Equity Act*.
- () A4. The Bidder certifies having a combined work force in Canada of less than 100 employees (combined work force includes: permanent full-time, permanent part-time and temporary employees [temporary employees only includes those who have worked 12 weeks or more during a calendar year and who are not full-time students]).
- A5. The Bidder has a combined workforce in Canada of 100 or more employees; and

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

OR

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

B. Check only one of the following:

- () B1. The Bidder is not a Joint Venture.

OR

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

ANNEX H

LIST OF ITEMS WITHOUT SPECIFICATIONS

Component - English	Article - français	Average annual average / Usage annuel moyen
BADGE - leather support	INSIGNE - porte-insigne en cuir	50
BADGE - Wallet	INSIGNE - portefeuille	100
BALACLAVA	PASSE-MONTAGNE	50
BELT - Dress	CEINTURE pour tenue habillée	50
BELT - Duty - Buckle	CEINTURON DE SERVICE - boucle de ceinture	150
BELT - Duty - Inner	CEINTURON DE SERVICE - ceinture intérieure	200
BELT - Duty - Keepers	CEINTURON DE SERVICE - passants	850
BUTTONS - Large	BOUTONS de grande taille	850
BUTTONS - Small	BOUTONS de petite taille	1000
COVERALLS - Insulated	SURVÊTEMENT isolant	25
FLASHLIGHT	LAMPE DE POCHE	800
FLASHLIGHT - Accessories	LAMPE DE POCHE - accessoires	800
FLASHLIGHT - Holder	LAMPE DE POCHE - étui	800
GLOVES - Winter leather	GANTS d'hiver en cuir	1200
HANDCUFFS	MENOTTES	800
HANDCUFF, Case	Etui de menottes	800
HAT - Service	CHAPEAU réglementaire	50
HAT - Service Badge - English	CHAPEAU réglementaire - insigne en anglais	50
HAT - Service Badge - French	CHAPEAU réglementaire - insigne en français	50
HAT - Button Service/Ceremonial	CHAPEAU réglementaire - bouton cérémonie	250
HAT - Service, Band	CHAPEAU réglementaire - bande	50
HAT - Tilley	CHAPEAU de style Tilley	50
JACKET - Dress / Ceremonial	BLOUSON pour tenue habillée ou de cérémonie	200
JACKET - Rain, High Visibility	BLOUSON imperméable haute visibilité	100
LANYARD	CORDON	100
PANTS - Cargo - Maternity	PANTALON cargo de maternité	75
PANTS - Dress / Ceremonial	PANTALON pour tenue habillée ou de cérémonie	200
PANTS - Rain	PANTALON imperméable	75
PIN, Lapel (ENGLISH)	ÉPINGLETTE de revers d'habit (ANGLAIS)	200
PIN, Lapel (FRENCH)	ÉPINGLETTE de revers d'habit (FRANÇAIS)	50
PIN- PIP	ÉTOILE	50
RAINWEAR	VÊTEMENT IMPERMÉABLE	100

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RANK INSIGNIA	INSIGNE DE GRADE	150
SAFETY GLASSES - High Impact	LUNETTES DE PROTECTION très résistantes	50
SAFETY GLASSES - Perscription Insert	LUNETTES DE PROTECTION correctrices	50
SERVICE BARS	INSIGNES DE SERVICE	75
SHIRT - Maternity	CHEMISE de maternité	100
SHIRT - White	CHEMISE blanche	1200
SHORT - Marine	CULOTTE COURTE - mode maritime	25
UNDERGARMETS - THERMAL - bottom-female	SOUS-VÊTEMENTS THERMIQUES - bas pour femme	400
UNDERGARMETS - THERMAL - bottom-male	SOUS-VÊTEMENTS THERMIQUES - bas pour homme	800
UNDERGARMETS - THERMAL - top-unisex	SOUS-VÊTEMENTS THERMIQUES - haut unisex	1000
VEST - High Visibility	GILET DE SÉCURITÉ de haute visibilité	200
FLAG	DRAPEAU	250
FOOTWEAR,PARADE BOOTS	CHAUSSARE, BOTTINES NOIRES	New (700)

This list contains items for which CBSA presently doesn't have specifications for and that could be added to the Contract. This list is provided for information purposes only and doesn't constitute any kind of commitment from Canada.

**ANNEX A
STATEMENT OF WORK (SOW)**

UNIFORM SUPPLY AND MANAGEMENT SERVICES

SW1.0 INTRODUCTION

The Canada Border Services Agency (CBSA) ensures the security and prosperity of Canada by managing the access of people and goods to and from Canada.

The CBSA is responsible for providing integrated border services that support national security and public safety priorities and facilitate the free flow of persons and goods, including animals and plants, which meet all requirements under the program legislation.

The CBSA carries out its responsibilities with a workforce of approximately 14,000 employees, including approximately 8,000 uniformed personnel who provide services at approximately 1,154 points across Canada and at 39 international locations:

- The CBSA manages 117 land-border crossings and operates at 13 international airports. Of these land-border crossings, 61 operate on a 24/7 basis, as well as 10 of the international airports. For more information about CBSA locations, please refer to:
<http://www.cbsa.gc.ca/contact/listing/indexpages/index-e.html>
- Uniformed personnel carry out marine operations at major ports, the largest being Halifax, Montréal and Vancouver, and at numerous marinas and reporting stations.
- Uniformed personnel also perform operations at 27 rail sites.
- The CBSA processes and examines international mail at three mail processing centres.

(For additional information please see <http://www.cbsa.gc.ca/agency-agence/what-quoi-eng.html>)

Uniformed Personnel

It is the policy of the CBSA that uniformed personnel engaged in the enforcement of program legislation administered or enforced by the CBSA wear protective and defensive equipment when dealing with members of the public or when likely to encounter members of the public. Further, the CBSA uniform also includes clothing, equipment and accessories that may be issued to the uniformed personnel engaged in other enforcement duties that clearly identify them as members of the CBSA, such that the appearance and dress reflect the professional image of the CBSA and the public service.

The Uniform Program of the CBSA is responsible for the sourcing, design and delivery of uniform, equipment and accessory components to all uniformed personnel entitled to wear a CBSA uniform. As indicated above, there are approximately 8,000 uniformed personnel across Canada to whom the CBSA provides uniform clothing (work and dress), equipment and accessories. While the dress uniform is currently provided to approximately 1000 uniformed personnel across Canada, the CBSA is interested in extending this availability to all uniformed personnel.

CBSA Uniform Allocation

Uniform, equipment and accessory components, are ordered for the CBSA uniformed personnel who are entitled to wear a uniform in the performance of their work at the time of hiring, and are also ordered to replace the worn out garments of existing CBSA uniformed personnel. The distribution of uniform, equipment and accessory components under the existing CBSA Uniform Program is currently allocated by mode and time entitlement, and as such, each uniform item has been assigned a mode and lifecycle which in turn is used to determine the number of items that type of an uniformed personnel is entitled to receive and on which basis.

As part of the overall change to the way in which the Uniform Program will be administered, the CBSA is changing the current system (i.e. yearly entitlement) to acquire uniform, equipment and accessories. The

change will be to a points-based system, which will involve indicating the value in points of the various available items, and will allow uniformed personnel with an available point allocation (based on position and replenishment) from which to acquire the components, at the uniformed personnel's discretion, provided the uniformed personnel has the available "points" to acquire the desired item (and it is available for order within the uniformed personnel's entitlement).

Regarding the needs of the CBSA recruitment, the CBSA currently trains approximately 800 new recruits every eighteen (18) months, with staggered starting dates for each class. The timelines for new intakes of recruits are typically known in advance and will be communicated to the Contractor to alert them to expected peaks in ordering. However, unexpected urgent requests may still arise.

SW2.0 REQUIREMENT

End-to-end delivery of uniform design, professional services, manufacturing or subcontracting, inventory management, inventory tracking, warehousing, ordering, order distribution, quality assurance activities and program data management services are required by the CBSA to ensure that its employees and recruits have timely access to the proper clothing, equipment and accessories specific to their modes, roles and responsibilities within the CBSA to properly and safely perform their work.

The CBSA requires a qualified contractor for the provision of uniform design, professional services, manufacturing or subcontracting, inventory management, inventory tracking, warehousing, ordering, order distribution, quality assurance, and program data management services as further described within this SOW. Ongoing client support will be required.

In support of the CBSA Uniform, Equipment and Accessory order management function, the CBSA is seeking access to the Contractor's, 24 hour-7 days a week available, web-accessible online ordering system with the exception of short term maintenance periods agreed upon in advance by the Contractor and the CBSA. The CBSA will not host the application on Government premises, nor support and maintain it with Government staff.

SW3.0 BUSINESS OBJECTIVES

The CBSA requires the following services to support its uniform program delivery:

- i. on-going uniform manufacturing services, including quality assurance activities related to the overall finished product;
- ii. on-going warehousing and inventory management of the CBSA uniforms and related items;
- iii. on-going order processing and distribution services for the CBSA uniform, equipment and accessory orders, including quality assurance activities related to the timeliness and accuracy of the completed orders, utilizing a web-based ordering system and a complete and up-to-date CBSA Uniform Catalogue;
- iv. on-going client support services, including related communications and client satisfaction monitoring activities;
- v. on-going reporting and data management activities; and
- vi. "As and when requested" professional services, including technical support services, textile analysis, fabrication of prototypes, re-designs, production of drawings, technical specifications, supply of textiles, tailoring, custom embroidery and research of products.

SW4.0 DEFINITIONS

Term/Acronym	Definition
Batch shipment	A delivery shipment containing more than one order within the shipment.
Bulk Order Items	Uniform clothing items bought in large quantities, and distributed after delivery.
CBSA	The Canada Border Services Agency
CBSA Uniform Catalogue	The current collection of the CBSA uniform items, including the detailed design and manufacturing specification for each uniform item.
CBSA Uniform Item Specifications	The minimum per-uniform item design and manufacturing requirements identified by the CBSA with respect to garment labelling, packaging, colour(s), material(s) used, stitching instructions, sewing instructions, and sizing. Refer to Item purchase descriptions and specifications.
Custom Order	Uniform item orders for non-standard items, which may include but are not limited to uniform components for uniformed personnel with allergies to types of fabrics or fabric dyes, and custom sizing for uniformed personnel not able to order off of the standard range of available sizes or requiring special alterations for medical reasons (e.g. mastectomy or to accommodate an insulin pump, etc.).
Manufacturer's Defects	<p>Manufacturer's Defects includes but is not limited to:</p> <p>Sewing defects - include open seams, wrong stitching techniques used, same colour garment, but usage of different colour threads on the garment, miss out of stitches in between, creasing of the garment, erroneous thread tension and raw edges;</p> <p>Colour effects – include a difference of the colour of final produced garment to the sample shown, accessories used are of wrong colour combination and mismatching of dye amongst the pieces;</p> <p>Sizing defects – include wrong gradation of sizes, a difference in measurement of a garment part from another (for example- sleeves of 'XL' size but body of 'L' size); and</p> <p>Garment defects – include faulty zippers, irregular hemming, loose buttons, improper button holes, uneven parts, inappropriate trimming, and a difference in fabric colours.</p>
Mode	Within the CBSA, refers to various methods of transportation (i.e. marine, air, rail and highway). Uniformed CBSA BSOs working in these various modes may be entitled to different uniform components, based on the environment in which they work.
Return Merchandise Authorization	<p>A numbered authorization provided by the Contractor to permit the return of a product. Returns may be due to manufacturer defect and/or incorrect sizing.</p> <p>The initiation of the Return Merchandise Authorization process alerts the Contractor to the return and the CBSA can use the Return Merchandise Authorization number to inquire on the progress of a return.</p>
SOW	Statement of Work

Term/Acronym	Definition
Styling Sample	A prototype sample for the purposes of demonstrating a new or revised uniform item design, provided by the Contractor to the CBSA for approval prior to developing a Pre-Production Sample.
Successor	The entity (whether it is the CBSA or a new Supplier) to whom the incumbent Contractor must provide materials and information to during the transition of service delivery at the expiration of the Contract.
Uniform Restricted Items	Items that bear the CBSA corporate signature, the Canada word-mark, or the heraldic badge as may be so designated from time to time by the CBSA for the duration of the Contract. Uniform components, equipment and accessories classed as a restricted item are subject to a requirement for secure destruction rather than disposal.
User Profile	Information relating to a CBSA employee or recruit (i.e. end user) of the Contractor's Web-based Uniform, Equipment and Accessory Ordering and Management System, including user account name, password, rank, location of delivery, entitlements and uniform measurements.

SW5.0 APPLICABLE DOCUMENTS

5.1 The following documents provide guidance for the provision of Uniform Supply and Management Services. The Contractor must conform to and maintain working knowledge of the Government of Canada requirements, including, but not limited to, all amendments, any superseding instruments, and any subsequent requirements (i.e. regulations, directives, standards, etc.):

- i. *The Official Languages Act:*
<http://laws.justice.gc.ca/en/O-3.01/>
- ii. *The Privacy Act:*
<http://laws.justice.gc.ca/en/P-21/>
- iii. *Access to Information Act:*
<http://laws.justice.gc.ca/en/A-1/>
- iv. *The Policy on Privacy Protection:*
http://www.tbs-sct.gc.ca/Pubs_pol/gospubs/TBM_128/CHAP1_1-2_e.asp
- v. *The Personal Information Protection and Electronic Documents Act:*
<http://laws.justice.gc.ca/en/P-8.6/>
- vi. *Treasury Board of Canada Secretariat Standard on Web Accessibility:*
<http://www.tbs-sct.gc.ca/pol/doc-eng.aspx?section=text&id=23601>
- vii. *Policy on Access to Information:*
http://www.tbs-sct.gc.ca/pubs_pol/gospubs/TBM_121/CHAP1_1_e.asp
- viii. *Policy on Management of Information Technology:*
http://www.tbs-sct.gc.ca/pubs_pol/ciopubs/TB_IT/pmit-pgti_e.asp
- ix. *Communications Policy of the Government of Canada*

<http://www.tbs-sct.gc.ca/pol/doc-eng.aspx?id=12316>

SW6.0 SCOPE OF WORK

6.1 Phased Implementation Approach

6.1.1 The Contractor will receive written notification from the Project Authority and must not proceed to work on any Phase of the Work prior to receiving the written notification from the Project Authority for each Phase of the Work as described herein the Contract. The Project Authority will provide a copy of the notification to the Contracting Authority.

6.1.2 Work under the Contract must be conducted in the following Phases:

6.2 Phase 1 – Transition-In

6.2.1 The primary objective of this phase is to facilitate a smooth and seamless transition of Uniform System service delivery from the CBSA to the Contractor.

6.2.2 The CBSA anticipates a period of not more than four months to complete the transition-in of the Contractor's services. The required date of commencement of Phase 2 via the Contractor must be no later than four (4) months after contract award. The vendor must ensure continuity of stock supply and uninterrupted service as of the commencement of Phase 2.

6.2.3 During the Transition-In phase, the Contractor must work collaboratively, cooperatively and in good faith with the CBSA in the effective and timely transition from the delivery of services to the delivery of services by the Contractor.

6.2.4 The Contractor must confirm with the CBSA business requirements of the Uniform Program and provide best practices advice on ways to best transition internal processes to be most compatible with a turn-key uniform supply solution.

6.2.5 Upon contract award, the Contractor must review the CBSA's Uniform Entitlement breakdown charts and develop and recommend a methodology for a level 2 issuance (i.e.: a yearly uniform replacement and a yearly uniform sales component) , which must include:

- i. Applicable point values for each item;
- ii. Applicable dollar values to acquire each item;
- iii. Procedures to be undertaken to provide maternity uniform component items, and uniform items available as a result of a temporary and or special assignment;
- iv. Procedures for special orders, due to medical (allergies to fabrics) or size requirements;
- v. Procedures for an over-entitlement process to accommodate uniformed personnel who require an item but who have already exhausted their available uniform allocation; and
- vi. Procedures to be undertaken to provide uniform items on a priority basis (i.e. receive a Rush Order).

6.2.6 Upon contract award, the Contractor must review the format and fields of the CBSA's current uniform specifications and provide suggestions as to possible improvements wherever practicable.

6.2.7 Upon contract award, the Contractor must provide advice and recommendations on the process to handle Uniform Restricted Items.

This may include but is not limited to the adoption of a process whereby the Contractor would be required to sew insignia onto any items that require these identifiers (e.g. shirts, jackets, etc.) at the time of order placement rather than holding prepared stock in advance, in an effort to reduce the sensitivity of the remainder of the uniform items, and the amount of materials that require secure storage and destruction.

6.2.8 Upon Contract award, the CBSA will provide to the Contractor, an electronic copy of the most current version of the following information via email, USB Key or CD:

- i. The CBSA Uniform, Equipment and Accessories Catalogue in electronic format which contains the detailed uniform specifications;
 - ii. The CBSA Scale of Entitlements tables, which include a breakdown of what each position, rank or mode of CBSA uniformed personnel eligible to wear a uniform (e.g. in a variety of modes, recruits, trainers, and management) is allowed to order;
 - iii. The CBSA's Uniform, Equipment and Accessories ordering process (i.e. business rules) for uniform ordering, such as initial uniform entitlement, renewal procedures and timing, and any additional procedures (for example, procedures for temporary assignment or maternity); and
 - iv. An export of the database schema inclusive of uniform, equipment and accessory entitlements based on work modes to be used by the Contractor to populate the Contractor's database. The database export will be formatted either as an Excel file or as a flat text file (e.g. comma separated values (CSV) format).
- 6.2.9 No later than thirty (30) calendar days after Contract award, the Contractor must submit for approval by the Project Authority, a comprehensive Transition-In Plan. The Transition-In Plan must present in chronological order, the detailed description of each action item the Contractor must complete in order to ensure the seamless implementation of services. Additionally, the Contractor's Transition-In Plan must detail the administrative actions required to manage the data and inventory of the CBSA Uniform Program. Elements to be included within the Contractor's Transition-In Plan include the following:
- i. Confirming the format of all necessary data fields that will constitute a CBSA User Profile within the Contractor's on-line ordering system;
 - ii. Populating the Contractor system or database with uniform component information;
 - iii. Populating the Contractor system or database with User Profile data including current available entitlement;
 - iv. Confirming the proper process for providing order tracking information in response to an order submitted by mail or facsimile (i.e. not through the Contractor's web-based ordering system);
 - v. Adapting, as necessary, the Contractor's database structure and graphical user front-end interface of its online ordering system to comply with the CBSA's defined business rules and data format (e.g. for User Profile information and for Uniform Entitlement allotment rules);
 - vi. User Acceptance Testing by the Project Authority of the Contractor's Web-Based Uniform, Equipment and Accessory Ordering and Management System. This includes confirmation of all necessary data fields and database contents, such as the uniform entitlement system and the CBSA Uniform Catalogue components, in accordance with the requirements described in section 6.5.6 (*Web-Based Uniform, Equipment and Accessory Ordering and Management System*).
 - vii. Within 21 calendar days of contract award, the Contractor must provide the CBSA their recommendation of how to transfer CBSA owned stock to their location.
 - viii. Formal written acceptance of the Contractor's Web-Based Uniform, Equipment and Accessory Ordering and Management System by the Project Authority is required prior to the Service Commencement Date.
- 6.2.10 Upon the CBSA's acceptance of the Contractor's Transition-In Plan, the Contractor must implement the Transition-In Plan.
- 6.2.11 The Project Authority will provide the Contractor with an Excel file or final flat file export via email, USB Key or CD to ensure accurate and up-to-date information is in the Contractor's system as of the Service Commencement Date.
- 6.2.12 The contents of the CBSA's Uniform Item Catalogue, which contains the complete set of CBSA Uniform Item Specifications must be incorporated into and made available for use within the Contractor's Web-Based Uniform, Equipment and Accessory Ordering and Management System within ninety (90) calendar days of Contract award.
- 6.2.13 The Contractor must receive, prepare and be able to re-distribute any Transition-In Inventory from the CBSA no later than one week prior to the beginning of Phase 2.

- 6.2.14 The CBSA will make arrangements, at its sole expense, to deliver the Transition-In Inventory to the Contractor on the agreed upon date. The exact value of inventory will be calculated by the CBSA based on inventory counts that occur during the transition period. Contractor to complete a detailed inventory of all stock provided by the CBSA to be received and confirmed in writing by the CBSA that the inventory is correct.
- 6.2.15 Within the Transition Plan, the vendor must provide a plan to address all components identified on the Items without Specifications List, including design, implementation, timelines etc.

6.3 Phase 2: On-going Uniform Supply and Management

- 6.3.1 Once the Transition-In Plan and related Work as set out in Phase 1 have been completed to the satisfaction of the CBSA and the Contractor's Web-Based Uniform, Equipment and Accessories System has been accepted by the Project Authority as fully functional, the CBSA will commence operational usage of the Contractor as the primary portal for uniform ordering, distribution and management services.
- 6.3.2 The Contractor must operate, maintain and provide access to the Contractor's Web-Based Uniform, Equipment and Accessories System to CBSA end users. The Contractor must provide on-going Uniform Supply and Management services (as described in detail below at section 6.5.6 "On-going Uniform Supply and Management Services", including but not limited to uniform design, professional services, manufacturing or subcontracting, inventory management, inventory tracking, warehousing, ordering, order distribution, quality assurance activities and program data management services during the initial period of the Contract, and any extension.
- 6.3.3 The Contractor must provide advice and recommendations on the possible disposition of any existing over-stock of uniform components, including any items that are deemed no longer suitable for distribution to uniformed personnel (e.g. discontinued uniform designs, non-matching dye-lots, poorly sized articles, etc.).
- 6.3.4 At the CBSA's sole discretion, it may change the list of items within the CBSA Uniform, Equipment and Accessories Catalogue, by adding, deleting or modifying. Changes may constitute any of the following:
- i. Removal of item(s) due to changes in the uniform, equipment and accessory standard or as a result of consistently poor client reviews or historical lack of usage of an item.
 - ii. Uniform, equipment and accessory component redesign;
 - Addition of item(s), due to changes in the uniform, equipment and accessories standard or as a result of client requests or changes to the Uniform Program; and
 - Addition of non-garment uniform components, which may require additional security measures, must be implemented to ensure the proper controls are in place with respect to handling, storage, access, and shipment of these items.
 - All technical specifications have been developed to avoid and/or eliminate brand name products. In the event that a brand name is listed in a technical specification, please note that an equivalent product is appropriate, in consultation with the Technical Authority.

6.4 Phase 3 – Transition-Out

- 6.4.1 At the request of the Project Authority, the Contractor must provide support for transition of service delivery to the Successor.
- 6.4.2 During the Transition-Out Phase, the Contractor must work collaboratively cooperatively and in good faith with the CBSA in the effective and timely transition from the delivery of services by the Contractor to the delivery of services by the Successor.
- 6.4.3 **Transition Planning**
- i. Within 30 business days of the CBSA's request, the Contractor must develop a **Transition-Out Plan**, which must include a strategy to efficiently and effectively transfer all Contract activities from the

Contractor to the Successor, without service disruptions to the CBSA. As part of the Transition-Out Plan, the Contractor must submit an MS EXCEL report or comparable data file to the CBSA via email, USB Key or CD with the minimum quantities to be purchase in accordance with Inventory Buy-Back described in the Basis of Payment. The Contractor must also provide inventory and sales reports via email, USB Key or CD with the Transition-Out Plan.

- ii. The Transition-Out Plan must be approved in writing by Project Authority prior to its implementation by Contractor.
- iii. Upon acceptance by the CBSA, the Contractor must implement the Transition-Out Plan and report to the CBSA on a bi-weekly basis (and on an as-requested basis by the CBSA), the status of the Transition-Out Plan activities for which the Contractor is responsible, issues or obstacles to meeting the schedule time lines and corrective actions taken.
- iv. During the Transition-Out Period, up to the expiration date of the contract, the Contractor must maintain services to CBSA, as described in Phase 2, and must transfer data, documentation and any other required items to the CBSA Project Authority, in a timely and secure manner.
- v. Upon acceptance of the Contractor's Transition-Out Plan, the CBSA will verify the completion of all contractual requirements and will review all data, documentation and any other required items returned by the Contractor. The CBSA will notify the Contractor of where and when the data, documentation and any other required items are to be returned.

6.4.4 Return of CBSA Data and Information

- i. At the end of the Contract Period, the Contractor must return all data it has collected during the course of providing Uniform System services (such as but not limited to uniformed personnel data and order histories) to the CBSA in the format required by the CBSA;
- ii. At the end of the Contract, the Contractor must return all uniform, equipment and accessory designs developed or modified during the Contract to the CBSA in the format required by the CBSA, free of all Contractor labels, brandings and identification markings; and
- iii. At the end of the Contract, the Contractor must return the CBSA Uniform, Equipment and Accessory Specifications and related guidelines to the CBSA in the format required by the CBSA, free of all Contractor labels, brandings and identification markings.

6.5 On-going Uniform Supply and Management Services

- 6.5.1 The Contractor must provide the following services during Phases 2 and 3 of the Contract in accordance with the Service Standards outlined in section 12.

6.5.2 Manufacturing services

- i. The Contractor must manufacture or sub-contract uniform clothing, equipment and accessory components in accordance with the defined requirements within the CBSA Uniform Specifications. CBSA reserves the right to add, modify or remove items from the catalogue, as further described in section 6.3.4.
- ii. The Contractor must monitor the quantities of uniform items ordered that fall outside the range(s) of standard sizing (i.e. Custom Orders) and must adjust its standard sizing charts to include any frequently ordered items which fall outside the existing sizing chart ranges;
- iii. The Contractor must ensure that uniform items are labelled in accordance with the Canadian General Standards Board (CGSB) standard CAN/CGSB-86.1-2003 and in accordance with any special instructions, as detailed within a given garment specification, as included in CBSA Uniform Specifications;
- iv. The Contractor must ensure it has a process in place to facilitate custom, and special (including maternity or medical) orders; and

- v. All manufactured garments, must meet or exceed the approved Styling Sample for that type of uniform component. Further, all components of each garment must be cut in accordance with the best practice of the industry to ensure the best wearing qualities, appearance, minimum seam pulling, twisting, puckering and ensure there is no discernible difference in shade between the body components. Unless directly stated otherwise in the detailed specifications (e.g. in collars, waistbands, etc.) all shell body components must be cut in the same direction of the fabric so that the warp will run in the vertical direction on all parts. All uniform pants must be hemmed to the individual requested length before shipping to employees or recruits.

6.5.3 **Quality Assurance Processes**

The Contractor must ensure that each uniform, equipment and accessory item shipped by the Contractor to the End-User complies with the quality standards of requirements defined within the CBSA Uniform Specifications, prior to shipment.

a) Inspection and Test Plan (ITP):

The Contractor must develop and implement an ITP for each uniform, equipment and accessory item, defining the complete manufacturing cycle, the process controls in place at each stage, the location and method of verification within the manufacturing process, the acceptance criteria and the records created.

b) Fabric Testing:

Upon request by the Technical Authority in relation to a proposed change in the type of fabric used to manufacture a uniform component item, the Contractor must provide independent laboratory test data to demonstrate the suitability of the materials selected for the intended use and to verify the conformance of materials to the design requirements.

c) Traceability of Materials:

The Contractor must have a system to trace, from the garment label, the lot number, date of manufacture and origin of fabrics used in any garment.

d) Pre-Production Samples

In addition to a comprehensive Quality Management System, the Contractor must adhere to the following Pre-Production Requirements, submitting them prior to the start of production to the CBSA Technical Authority for approval unless otherwise directed:

- sample(s) of the item, fully representative of the finished product demonstrating compliance with the specified technical requirements; and
- for all Contractor supplied components, test reports showing compliance to the technical requirements using the test methods specified – textile test reports must be accompanied with a one-meter sample of the textile.

The Contractor must not commence production without authorization from the CBSA Technical Authority.

e) Wear and Field Testing:

The Contractor must conduct garment wear testing processes. This may include, but is not limited to:

- developing wear test survey(s),
- maintaining wear tester lists,
- randomly selecting wear test participants based on selection criteria provided by the CBSA and recommendations offered by the Contractor; and
- compiling the surveys returned by the employees and recruits, and generating reports which indicate client feedback.

The Contractor may be requested to conduct field testing processes. This may include, but is not limited to:

- developing field test survey(s);
- maintaining field tester lists;

- testing the uniform, equipment or accessory component with uniformed personnel in a regional context;
- randomly selecting field test participants based on selection criteria provided by the CBSA and recommendations offered by the Contractor; and
- compiling the surveys returned by the employees and recruits, and generating reports which indicate client feedback.

e) Fit Testing:

The Contractor must conduct fit tests on live models to verify the fit, ease, appearance and drape of garments and to verify that the measurement charts provided by the Contractor for use when ordering are correct.

The sizes to be fit tested must include as the median and both extremes of the normal size range for each garment. Fit testing of other sizes will be at the Contractor's discretion.

Upon request by the Project Authority in relation to a proposed change, made by the Contractor, in the type of fabric used to manufacture a uniform component, the Contractor must provide laboratory test data to demonstrate the suitability of the materials selected for the intended use and to verify the conformance of materials to the design requirements. Pre-production samples are required.

f) Lot by Lot Testing:

Approval of lot-to-lot variations in colour, must be pre-approved by the CBSA Technical Authority.

6.5.4 Warehousing and Inventory Management

- i. The safety and security requirements mentioned are in addition to any other safety and security requirement that may be required elsewhere within the Contract.
- ii. The Contractor must ensure that all the CBSA uniform, equipment and accessory component inventory is warehoused in a secure facility with controlled access.
- iii. While being stored or shipped, all uniform, equipment and accessory components must be safeguarded against theft or loss and kept clean and unwrinkled in a climate-controlled environment that will ensure the items are not subject to water, dampness, fire, chemicals, excessive heat or cold, soiling, stagnant air, odours, insects, pests, damage or alteration. The CBSA will not be held liable for any shipments received that contains any of the above damage or for any components that are not in accordance with the Contract.
- iv. For any uniform items returned as damaged and not suitable for resale or discontinued by the CBSA, including Uniform Restricted Items (i.e. they contain the CBSA corporate signature, the Canada word-mark, the heraldic or are designated as a restricted item by the Project Authority during the Contract), the Contractor must destroy the items, upon authorization by the CBSA, and must provide the Project Authority a certification of secure destruction upon completion via email, USB Key, CD or hardcopy.
- v. The Contractor must at all times maintain a minimum level of inventory in order to supply CBSA uniformed personnel with the required uniform items within the stipulated Order Processing Times (refer to the Order Processing Timetable in section 12.1.3.). The CBSA will not be held financially liable for any excess inventories.
- vi. The Contractor must continuously provide and maintain an inventory tracking system to record placed orders, track inventory, review and report on consumption of inventory items, monitor costs and produce reports on any combination of these activities. This system must not contain proprietary rights that would prevent the electronic transfer of information to the CBSA via email, USB Key or CD.
- vii. The Contractor must manage new additions or modifications in the same manner as required for items entered at the start of the contract; including items for one time distribution or ongoing.
- viii. The Contractor must have a system in place with the capability of distinguishing between CBSA-Owned Inventory and Contractor-Owned Inventory. The contractor must sell or use CBSA-Owned Inventory as

a priority before selling Contractor-Owned Inventory, when both are in stock, unless otherwise instructed by the CBSA.

- ix. The Contractor must maintain accurate and up to date records to provide the CBSA any of the following: documenting evidence of garment delivery to final destination; documenting evidence of meeting service standards (refer to the Order Processing Timetable in section 12.1.3.); shipping status and location of shipment while in transit; inventory status; review consumption; monitor costs; and any forecasting and planning data required to fulfill orders.
- x. The Contractor must have in place a returns and exchange system that complies with the service standards (refer to the Order Processing Timetable in section 12.1.3.). Any returns due to the CBSA's error will be shipped at the CBSA's expense. Any returns due to the Contractor's error will be shipped at the Contractor's expense.

6.5.5 **Order Processing and Distribution**

- i. The Contractor must have in place a means to process orders, product returns, and exchanges.
- ii. The Contractor must provide the means such that valid orders can be placed by the CBSA employees and recruits using the uniformed personnel's entitlement funds through three ordering mechanisms:
 - Using the Contractor's Web-Based Uniform, Equipment and Accessory Ordering and Management System (as described in section 6.5.6 below); and
 - Using a paper-based format, where the CBSA employee or recruit, when necessary (i.e.: remote port) may submit orders on hardcopy Order Forms either by mail or by fax to the Contractor. When such an order is received, the order must be entered in the Web-Based Uniform, Equipment and Accessory Ordering and Management System by the contractor on behalf of the CBSA and must be tracked similar to all online orders (i.e. must show under uniformed personnel's holdings).
 - Using a phone system, where the CBSA employee or recruit, when necessary (i.e.: remote port) may submit orders by phone to the Contractor. When such an order is received, the order must be entered in the Web-Based Uniform, Equipment and Accessory Ordering and Management System by the contractor on behalf of the CBSA and must be tracked similar to all online orders (i.e. must show under uniformed personnel's holdings).
- iii. The Contractor must develop and maintain all order forms in both of Canada's Official Languages (English and French), which must be made available to all uniformed personnel.
- iv. The Contractor must obtain acceptance from the Project Authority before implementing any modification to the order forms. Modifications to the order forms or ordering process may include:
 - The Project Authority may amend the design of the order form or ordering process upon thirty (30) days' notice and within that time, the Contractor must implement the amended design of the order form or ordering process; and
 - Any other order forms required to be developed or distributed by the Contractor will be determined by the Project Authority as and when required.
 - The Contractor must have a process to handle and prioritize rush orders. Rush orders may require special approval by the Project Authority prior to being processed.
 - The Contractor must deliver ordered uniform, equipment and accessory components from the Contractor's distribution warehouse(s) to the specified shipping address related to each order placed by the CBSA employee or recruit. National and international deliveries may be required by the CBSA and destinations will be specified at time of orders. Where practical, and while respecting order processing times, individual orders to be shipped to the same destination are to be consolidated into a Batch Shipment. The Contractor must ship all orders in accordance with the shipping methods outlined in section 12.1.4.
- v. The Contractor must include a Packing Slip indicating the purchase order (if applicable), employee or recruit who ordered the component(s), complete shipping address, description of contents, quantity

ordered, and a signature field for sign off by an employee or recruit receiving the order. In regards to shipments:

- The Contractor must produce an electronic “alert” or email to confirm receipt of the order directly to the employee or recruit when an order is placed, indicate if items are on backorder, and notify when the shipment has been sent. The Contractor must be capable of providing up to date information from the initial order to acceptance at the specified location.
 - If an order is partially shipped, the packing slip must clearly identify the quantity ordered, quantity shipped, quantity back ordered, and expected delivery date;
 - The Contractor must ensure that each order within a Batch Shipment is packaged in a separate shipping container (i.e.; cardboard box, or other type of container to package an order) with the packing slips related to each separate order within each shipping box;
 - Where practical, a shipping box may contain multiple orders for a single employee or recruit. For clarity, if an employee or recruit places three separate orders on the Contractor’s web-based system on the same day, the three orders may be placed in the same shipping box; and
 - The Contractor must use packing methods and shipping boxes that are durable enough to withstand a minimum of two shipments and not be easily damaged during the shipping process, since the boxes used by the Contractor to ship the ordered uniform, equipment or accessory components to the CBSA employee or recruit may also be used to return damaged or incorrect uniform items to the Contractor, when required.
- vi. In addition to packing slips, the following must be included with each individual shipment:
- Returns Instructions: A copy of the returns instruction guide, which includes a copy of the returns form (as further described in section 7.5).
 - The Contractor must replace and ship all items returned by CBSA employees and recruits due to manufacturer defect or delivery of an incorrect size or item (regardless of the age of the garment as long as it has not been altered, washed, dry cleaned or worn) at the Contractor’s expense, including shipping costs.
 - The CBSA employee or recruit will communicate with the Contractor’s Client Support Service to receive proper Return Merchandise Authorization (RMA) instructions. The returns instruction guide included within each order should facilitate this process.

6.5.6 Web-Based Uniform, Equipment and Accessory Ordering and Management System

- i. The Contractor must provide an electronic storefront (i.e. Web-Based Uniform, Equipment and Accessory Ordering and Management System) on a Contractor-hosted Internet site.
- ii. The Contractor must maintain the customized Web-Based Uniform, Equipment and Accessory Ordering and Management System, which must be subject to review and approval by the Project Authority;
- iii. The Contractor must administer the Web-Based Uniform, Equipment and Accessory Ordering and Management System and process all orders placed by the CBSA employees and recruits via the web-based system, with the use of the Contractor’s on-line catalogue of uniform items, according to the CBSA Uniform, Equipment and Accessory Specifications;
- iv. The Contractor must provide an online, bilingual (English and French interfaces), ordering system, for CBSA employees and recruits to place orders.
- v. The Contractor’s Web-Based Uniform, Equipment and Accessory Ordering and Management System, in the event of failure, must be able to be recovered to its prior operational state within 12 hours. The Contractor’s Web-Based Uniform, Equipment and Accessory Ordering and Management System, in the event of disaster, must be able to be reconstituted to its prior operational state with the last transaction committed to its database.

- vi. Short maintenance periods must be agreed upon in advance by the Contractor and the Project Authority. All maintenance periods must be posted on the Web-Based Uniform, Equipment and Accessory Ordering and Management System main page in advance to advise CBSA employees and recruits.
- vii. The Contractor must reserve a section within the system for the CBSA to be able to add, modify or delete communiqués and updates, as approved by the Project Authority. This will include but is not limited to upcoming changes to staff, such as a removal of or changes to a uniform, equipment or accessory component.
- viii. Access to the Contractor's Uniform, Equipment and Accessory Ordering and Management System must be restricted to authorized CBSA employees and recruits only, and must require a unique user account name and password for each CBSA employee and recruit. User accounts and passwords must be able to be re-set by the Contractor and the CBSA Project Authority.
- ix. The contents of the CBSA's Uniform, Equipment and Accessory Component Catalogue, which contains the complete set of CBSA Uniform, Equipment and Accessory Components Specifications must be incorporated into, maintained up to date and made available for use within the Contractor's Web-Based Uniform, Equipment and Accessory Ordering and Management System.
- x. The Contractor's Web-Based Uniform, Equipment and Accessory Ordering and Management System must:
 - Display the applicable acquisition value (in points and sales "monetary" value) as well as written and pictorial descriptions (including front and back) of all currently available uniform components items available for order via individual point allocation or direct delivery system (for any established over-entitlement process to allow uniform ordering when the point allocation is exhausted); and
 - Update information within ten (10) calendar days after receiving written notification from the CBSA of a change or addition to the inventory of uniform items.
- xi. The Contractor's Web-Based Uniform, Equipment and Accessory Ordering and Management System must include in the online system, a measuring guide that is available in written, audio, printable and video format for use by CBSA employees and recruits;
- xii. The Contractor must develop and maintain a Maintenance and Care user guide for all uniform, equipment and accessory components. The Contractor's Web-Based Uniform, Equipment and Accessory Ordering and Management System must provide access to the Contractor's Maintenance and Care user guide. The Maintenance and Care user guide must be available online within the Contractor's Web-Based Uniform, Equipment and Accessory Ordering and Management System and hardcopy.
- xiii. The Contractor's Web-Based Uniform, Equipment and Accessory Ordering and Management System must provide an online help guide with clear instructions, available in print format;
- xiv. The Contractor's Web-Based Uniform, Equipment and Accessory Ordering and Management System must provide a complaint form available for electronic or hard copy submission, with a tracking number to facilitate the resolution process;
- xv. The Contractor's Web-Based Uniform, Equipment and Accessory Ordering and Management System must provide the functionality to set tombstone data (such as financial coding fields, destination addresses, user account names, ranks, and language preference, specifically for the automatic order of French or English first Restricted items etc.) to mandatory fields so orders are not delayed. There must be a defined process in place to allow the Contractor or designated CBSA employees (e.g. Supervisors, Clerks or Uniform Program employees) to enter or change these values;
- xvi. The Contractor's Web-Based Uniform, Equipment and Accessory Ordering and Management System must provide a personal information section where an individual personal profile can be updated by an authorized user;
- xvii. The Contractor's Uniform, Equipment and Accessory Ordering and Management System must also have the capability to track orders, post back orders, generate reports, record uniform issue history by type of

component employee, recruit or region, or other and allow the change of delivery location, in response to a transfer of an employee or recruit to a new region;

- xviii. The Contractor's Web-Based Uniform, Equipment and Accessory Ordering and Management System must allow authorized CBSA employees (e.g. Supervisors, Clerks or Uniform Program employees) to produce reports to accurately identify: order activity, cost customer service activity or other. Reports must have a query-down capability in order to provide more detail on specific issues and highlight common issues or problem areas;
- xix. The Contractor's Web-Based Uniform, Equipment and Accessory Ordering and Management System must provide a tracking system to monitor uniform entitlement usage for uniformed personnel, and advise the employee or recruit of the points available after the issuance of an item. The Contractor's system must ensure that maximum entitlement for each uniformed personnel is not exceeded when an order is being placed (i.e. uniformed personnel cannot carry a negative fund allotment). The Contractor must also provide a tracking system to monitor "sales" uniform entitlement usage for each CBSA uniformed personnel, and advise the uniformed personnel of the quantity available after the issuance of an item;
- xx. The Web-Based Uniform, Equipment and Accessory Ordering and Management System must allow authorized CBSA employees and recruits to order uniform, equipment and accessory items and have the order delivered to the area identified or requested;
- xxi. The Contractor's Web-Based Uniform, Equipment and Accessory Ordering and Management System must acknowledge all orders directly to the employee or recruit via email or electronic "alert" after an order has been received or that an item is on back order, with an expected delivery date of the order;
- xxii. The Contractor's Web-Based Uniform, Equipment and Accessory Ordering and Management System must provide the ability to track an order from the time of receipt by the Contractor until delivery to the order recipient;
- xxiii. The Contractor's Web-Based Uniform, Equipment and Accessory Ordering and Management System must provide access to historical data within the system to view previous orders and uniform items received by individual CBSA employees and recruits. The Contractor must maintain individual order history to simplify re-ordering;
- xxiv. The Contractor's Web-Based Uniform, Equipment and Accessory Ordering and Management System must provide the ability to order components individually or in bulk and custom orders when required;
- xxv. The Contractor's Web-Based Uniform, Equipment and Accessory Ordering and Management System must provide the ability for CBSA employees on special assignment to order uniform items without affecting fund allocation for regular duties.
- xxvi. The Contractor's Web-Based Uniform, Equipment and Accessory Ordering and Management System must provide the ability for CBSA employees to place as many orders as desired as long as it is within their mode entitlements and points allocation.

6.6 Information Management

- i. The contractors website must be compatible to allow access from the CBSA intranet site and align with the Government of Canada information management policies.

6.7 One Time Service at Transition In Phase

- i. The Contractor must provide at least one qualified Clothing Technologist and Textile Technologist to work with the CBSA during the Transition In Phase on any issues relating to clothing design and textile suitability in relation to the specifications provided for the CBSA uniform, equipment and accessory components, to facilitate the manufacturing and design requirements of the Uniform Program, and to make recommendations on clothing design and product improvement, ensuring the best component;
- ii. The Contractor must work with the CBSA during the Transition In Phase to develop and design uniform, equipment and accessory components on the Items Without Specifications List.

6.8 Data Management and Reporting

Data Management

- i. The Contractor must manage and administer the CBSA Uniform Program in accordance with the CBSA uniform, equipment and accessory entitlement control system or any replacement methodology provided to the Contractor based on internal CBSA decision to revise the process over the duration of the Contract, such as but not limited to a decision to use funds as the method of uniform valuation instead of an order limit based on useful lifecycle of a particular garment. The Contractor must utilize its Web-Based Uniform, Equipment and Accessory Ordering and Management System to support this functionality.
- ii. The Contractor must update the CBSA Uniform, Equipment and Accessory Specifications based on the CBSA's acceptance and approval of any newly designed or redesigned uniform component item or fabric or design requirements. Updates must be completed and provided to the project Authority within thirty (30) days of the approved design or modification;
- iii. The Contractor must create and maintain an electronic database, that includes a record of all CBSA Uniform, Equipment and Accessory Supply and Management transactions, including but not limited to all employee and recruit data and measurements, orders, returns, exchanges, shipments made and received, entitlement data, and any other information collected and processed.
- iv. The Contractor must provide, in an electronic medium compatible to the CBSA's systems, a copy of the Computer Database, at any time as reasonably requested by the Project Authority, and at the expiration or termination of the Contract, via email, USB Key or CD.
- v. The Contractor must populate its entitlement control database with the necessary historical CBSA data pertaining to available uniform, equipment and accessory component items, user profiles and entitlement rules prior to the commencement of CBSA usage of the Web-Based Uniform, Equipment and Accessory Ordering and Management System (as further described in section 6.5.6);
- vi. The Contractor must continue to maintain its entitlement control database in an up-to-date state (i.e. the creation of new system User Profiles for new CBSA uniformed personnel, and the deactivation of User Profiles, as required) in accordance with the methodology established in Phase 1;
- vii. The Contractor must support external audits of the Web-Based Uniform, Equipment and Accessory Ordering and Management System:
 - to confirm the adequacy of the Web-Based Uniform, Equipment and Accessory Ordering and Management System when audits are conducted on behalf of the Project Authority, for the duration of the contract;
 - to respond to audit findings and adjust the Web-Based Uniform, Equipment and Accessory Ordering and Management System accordingly during the contract period; and
 - to provide access, without delay, to ongoing audit and follow up reports in hard copy and electronic format.
- viii. The Contractor must utilize its entitlement control database and any other information collected to determine the following:
 - identify any newly entitled CBSA personnel and provision the employees/recruit profiles with the correct initial uniform entitlement based on the applicable rank or position and or mode ;
 - identify any changes in a CBSA uniformed personnel's uniform entitlement and make any corrective changes necessary to the employee or recruit's available point allocation (e.g. at fiscal year beginning, as a result of a job change);
 - track CBSA uniformed personnel point allocation usage;
 - retain a history for all CBSA uniformed personnel, which includes sizing measurements, ordering history (including returns) and point allocation usage, language preference, and movement within job and/or/ uniform entitlements for each uniformed personnel; and
 - forecast usage for planning and program management purposes.

SW7.0 REPORTING AND KEY PERFORMANCE INDICATORS

- i. The Contractor must provide reports and analysis in an efficient and effective manner for any data collected and stored related to its provision of Uniform, Equipment and Accessory Supply and Management services to the CBSA such as, but not limited to, inventory holdings, ordering patterns and history, returns, exchanges, deliveries, pricing, or any other information collected by the Contractor for any time period as requested by the CBSA. This will be done electronically via email, USB Key, CD or hardcopy for audit purposes.
- ii. The Contractor must establish and use a computerized tracking system suitable for immediate, up-to-date reporting (real-time reporting is preferable), for the report types listed below. The Contractor must provide reports electronically via email, USB Key, CD or hardcopy according to the identified reporting frequency, in an agreed-upon electronic format which must be compatible with CBSA systems (e.g. Microsoft Word and Excel) or when requested, in paper format. These reports are to be received by CBSA within 10 business days from the request.
- iii. **User Point Allocation** (Upon a CBSA Request) - The Contractor must report on the status of each of the CBSA's uniformed personnel's uniform entitlement point allocation (i.e. remaining balances, any accounts over-drawn etc.) This report must be produced for individual uniformed personnel, for all uniformed personnel within a single delivery location, for all uniformed personnel within a region, or for all the CBSA, depending upon the request from authorized CBSA personnel;
- iv. **Inventory Levels** (Upon CBSA Request) – The Contractor must report on inventory quantities in stock in real time showing Contractor's current inventory levels by uniform, equipment and accessory item and size.
- v. **Usage** (Upon CBSA Request) – The Contractor must report on usage including but not limited to uniform item, uniformed personnel group, gender, location, cost center, quantities per size or measurements, and previous usage quantities.
- vi. **Cumulative Sales Statement** (Monthly, with Quarterly roll-up, or as requested by the CBSA) - The Contractor must provide the Project Authority with a report of the cumulative total of all monthly sales. The report must provide the CBSA with information concerning the total quantity by region, by port, by named uniformed personnel, item, size and value of goods sold.
- vii. **Backorders** (Monthly, with Quarterly roll-up or as requested by the CBSA) - The Contractor must provide the Project Authority with a report providing the status of back orders to include but not limited to item number, size, date of back orders, date back orders shipped;
- viii. **Returns** (Monthly, with Quarterly roll-up or as requested by the CBSA) - The Contractor must provide the Project Authority with a report on all return transactions. As a minimum the following information must be captured: uniformed personnel's name, return order control number, item details, quantities returned, date of receipt of return, reason for return (classification in accordance with section 7.5), resolution taken, date of resolution (e.g. date replacement items were shipped), and cost to the CBSA (if applicable and identifiable);
- ix. **Complaints** (Monthly, with Quarterly roll-up or as requested by the CBSA) – Complaints received by the Contractor's Client Service department are to be tracked. The Contractor must provide the CBSA with a report of: the date and source of the complaint; a description or an order number for which the complaint was received; detailed summary of the complaint; and resolution method taken to address the complaint; and
- x. **Service Delivery Report** (Quarterly, or as requested by the CBSA) - The Contractor must provide the Project Authority with a report for all deliveries made to all CBSA personnel, indicating the Order Processing Time as defined in section SW12.0 – Service Standards. This report must clearly identify which orders were within and outside (with explanation) of the Order Processing Times described within section 12.1.3.

7.1 Client Support Services

- i. The Contractor must provide assistance to the CBSA to efficiently use the Contractor's ordering system, including but not limited to the Contractor's Web-Based Uniform, Equipment and Accessory Ordering and Management System.
- ii. The Contractor must establish and implement a method to facilitate queries and questions to the Contractor from CBSA employees and recruits.
- iii. Such client support processes must include (i) email and web-based support, (ii) telephone-based support and (iii) fax-based support, in addition to paper based instructions and templates and must provide a clear understanding of how queries and questions will be dealt with and responded to, and the timeframes associated with the Contractor's response and resolution (as further described below).

7.2 Email and Web-Based Client Support:

- i. For each query or question submitted by a CBSA employee or recruit to the Contractor via either a specifically designated email address or via a specific form within the Web-based Uniform, Equipment and Accessory Ordering and Management System, the Contractor must ensure that a receipt acknowledgment email is sent back to the originator according to the timeframes established within section SW12.0 below, which addresses Performance and Service Standards;
- ii. At a minimum such acknowledgment email must contain the following information: 1. Acknowledgement of receipt of the query; 2 A client number assigned to the query to be used for response tracking purposes; 3. An estimated timeframe within which the Contractor must respond to the query/question; and 4. Contact information for additional questions or concerns.
- iii. The initial acknowledgement email must be in a bilingual format, whereas the subsequent response must be in the Official Language in which the query was submitted.

7.3 Telephone-Based Client Support Service System:

- i. The Contractor must provide a toll-free Client Support Help-line telephone service in both Official Languages;
- ii. At a minimum, the Client Support Help-line must be available for use from 8:00 a.m. to 10:00 p.m. (ET) Monday through Friday (excluding statutory holidays);
- iii. **Core (Business) Hours:** Telephone queries or questions must be answered promptly within by either a Customer Service Representative or an answering machine to take a message. Telephone messages must be collected, addressed and responded to by the Contractor according to the timeframes established within section SW12.0 below, which addresses Performance and Service Standards;
- iv. **After (Business) Hours:** Outside of the Client Support Help-line service hours (8:00 a.m. to 10:00 p.m. ET), the Contractor must provide a telephone messaging service in both Official Languages to record telephone messages received by the Contractor. Telephone messages must be collected, addressed and responded to by the Contractor according to the timeframes established within section SW12.0 below, which addresses Performance and Service Standards; and
- v. All responses to queries or questions must be in the Official Language of Canada that is the caller's preference.

7.4 Fax-Based Client Support Services:

- i. The Contractor must ensure client access to a 24 hour fax-based client support service;
- ii. Faxes received by the Contractor must be collected, addressed and responded to by the Contractor according to the timeframes established within section SW12.0 below, which addresses Performance and Service Standards; and
- iii. Responses to faxed queries must be in the Official Language of Canada in which the query was submitted.

7.5 Return Services:

- i. The Contractor must develop and implement a formal Returns process to allow CBSA employees and recruits to return any uniform, equipment or accessory items found to be damaged, defective, shipped in error or other, back to the Contractor. In order to facilitate this process, the Contractor must include with each order shipped to the CBSA employee or recruit a returns instruction guide, which must include a Returns Form;
- ii. The Contractor must develop and maintain a Return Instructions Guide that is a user guide detailing the steps required of the CBSA employee or recruit to return a uniform, equipment or accessory item to the Contractor by initiating a Return Merchandise Authorization process. The Contractor's Web-Based Uniform, Equipment and Accessory Ordering and Management System must provide access to the Contractor's Return Instruction guide, including a Return Form. The Return Instructions Guide and Returns Form must be available online within the Contractor's Web-Based Uniform, Equipment and Accessory Ordering and Management System and hardcopy. The returns form must be developed by the Contractor to facilitate the return process and must allow for the CBSA employee or recruit to clearly delineate one of the following reasons or justifications for returning uniform, equipment or accessory items:
 - Improper size sent by Contractor - Item size ordered does not match item delivered;
 - Incorrect item sent by Contractor - Item sent did not match the catalogue number ordered;
 - Manufacturer defect;
 - Other (To be jointly defined by the Project Authority and the Contractor).
- iii. Unless otherwise agreed to by the CBSA, the Contractor must correct and replace items returned at no additional cost to the CBSA. Contractor must retain all records of returned items for the duration of the Contract. The process implemented by Contractor must ensure accurate documentation of the time and date on which the return item(s) were received by the Contractor. The replacement of return items must be measured in accordance with the Order Processing Times for Return Orders. The return process listed above must be used by the Contractor to monitor its service level;
- iv. **Return Service Labels:** The Contractor must ensure that, at no additional cost to the CBSA, all returns are sent using a shipping method which includes a tracking number. In order to fulfill this requirement, the Contractor may choose to provide the CBSA with pre-paid Return Service Labels (which include a tracking number) in a sufficient quantity to facilitate returns, to be replenished as required on request of the CBSA. The Contractor may choose an alternative method to the above suggested option to fulfill this requirement.

7.6 Physical Security

- 7.6.1 Any security incidents related to physical tangible assets (e.g. pants, shirt or a combination thereof) on the contractor's premises and during delivery to the CBSA client must be reported as soon as possible to the CBSA Project Authority.
- 7.6.2 The contractor must maintain a log of all incidents of loss or theft of the physical tangible assets (e.g. pants, shirt or a combination thereof) for the period of the contract and for one year after the expiration or termination of this contract in order to provide support for investigations if and as required by the CBSA Project Authority.

SW8.0 "AS-AND-WHEN REQUESTED" PROFESSIONAL SERVICES

These services are in addition to the core services of the Contract, which are covered by the all-inclusive Line Item Mark-up (LIM) define in the Basis of Payment of the Contract. These additional professional services are priced separately as defined within the Basis of Payment and may be requested by Canada by means of the issuance of a Task Authorization (TA) Form specifying the scope of work and timelines for completion, according to the TA Procedures as described in the Contract.

In addition to the provision of implementation, operation, support and maintenance services in support of the delivery of Uniform Supply and Management Services to CBSA, the Contractor must provide any

combination of the following “as-and-when requested” Professional Services when requested to do so by Canada by means of the issuance of a TA Form. These “as-and-when requested” Professional Services can be requested during any phases of the Contract.”

a) Training Services

The Contractor must provide on-site training services “As-and-when requested” basis. This training can be in the form of a Train-the-Trainer type initial training program during the Transition-in Phase, but may also be extended to include periodic ordering system orientation and uniform measurement sessions for new CBSA recruits as part of the CBSA Officer Induction Training Program (and will therefore coincide with CBSA intake periods for new recruits) and associated logistical support for distribution of uniform components. Any such requested training is anticipated to occur at the Main Campus in Rigaud, Quebec. Other training formats and or delivery locations may also be required. It is anticipated that topics may include but not limited to:

- Creating and updating an user’s profile within the Web-Based Uniform, Equipment and Accessory Ordering and Management System;
- Using the Web-Based Uniform, Equipment and Accessory Ordering and Management System to order uniform items and update uniform sizing information;
- Methods for initiating customer service and for proper return of a uniform item; and
- Uniform measuring workshops (i.e. how to self-measure for a correct uniform fit);

b) Secure Destruction

- All uniform items that are to be disposed of, and/or discarded including those belonging to the category of Uniform Restricted Items cannot simply be discarded, donated or otherwise disposed of, therefore the CBSA requires a secure means to dispose of these items.
- The Contractor must provide upon CBSA request, secure recycling/disposal services, the type of which must be approved by the CBSA, for any uniform items including Uniform Restricted Items held by the Contractor (such as discontinued items, returned defective merchandise) and any items shipped back by the CBSA to the Contractor expressly for this purpose (such as a collection of discontinued, worn or unwearable items).
- Whenever practical the Contractor shall perform periodic bulk destruction rather than per item destruction.
- The Contractor must provide CBSA with a Certificate of Destruction electronically via email, USB Key, CD or hardcopy to confirm completion and provide a separate appropriate audit trail for any such authorized destruction of all uniform items including Uniform Restricted Items during the Contract.

c) Design and Engineering Services

- Design and Engineering services will be required during all phases of the Contract, on an as and when requested basis and in accordance with the Basis of Payment.

The Contractor must provide a qualified Clothing Technologist and Textile Technologist to work with the CBSA on an as and when requested basis on any issues relating to clothing design and textile suitability, to facilitate the manufacturing and design requirements of the Uniform Program, and to make recommendations on clothing design and product improvement;

- i.
- ii. The Contractor must design and engineer new uniform, equipment or accessory component styles or design solutions in response to user problems and/or new requirements in accordance with the CBSA’s on-going

requirements (e.g. material, fabric, durability, color, style and CBSA identification) or other items as requested by the CBSA;

- iii. The Contractor must, on an as and when requested basis, provide advice and recommendations on the appropriate procedure to be undertaken to provide uniform, equipment or accessory components that meet the needs of individuals with special requirements (i.e. alternative fabrics for individuals with allergies to a type of fabric or fabric dye, special sizing for medical reasons such as mastectomy or to accommodate an insulin pump, etc.).
- iv. The Contractor must on an as and when requested basis, develop or revise designs, patterns, processes, or detailed specifications for the uniform, equipment or accessory components included in the CBSA Uniform, Equipment and Accessory Catalogue.
- v. For any proposed new design or modification to existing uniform, equipment or accessory components, in order to first achieve initial approval to proceed with the development of physical prototypes, the Contractor must submit to the Project Authority, Virtual Styling Samples, to demonstrate proposed fit and styling of the item as well as fabric swatches and colour samples of the proposed construction material. The Contractor must submit the Virtual Styling Sample(s) and fabrics electronically via email, USB Key, CD or hardcopy within fifteen (15) business days of receiving such a request (i.e. for new item introductions or re-design) for sign off approval by the Project Authority.
- vi. The Project Authority will provide comments, recommendations or approval in regards to each Virtual Styling Sample within thirty (30) business days after receipt of the Contractor's proposed Virtual Styling Sample.
 - Once the Virtual Styling Sample for an item has been approved, the Contractor must submit electronically via email, USB Key, CD or hardcopy to the Project Authority, Styling Samples to fully demonstrate styling, fabric and construction for any proposed new or modification to uniform, equipment or accessory components to demonstrate any change in material, specification, or manufacturing systems of the current garments.
 - The Contractor must submit the two (2) "Styling Samples" within thirty (30) business days of receiving approval of the Virtual Styling Sample for sign off approval by the Project Authority.
 - The Project Authority will provide comments, recommendations or approval in regards to each Styling Samples lot within thirty (30) business days after receipt and the Contractor must incorporate any comments and recommendations into further Styling Samples, or Pre-Production Samples as the CBSA may request.
 - The Contractor must submit the following with each Styling Sample:
 - 1) A copy of all test data and any other documentation electronically via email, USB Key, CD or hardcopy which demonstrates that the requirements of uniform, equipment and accessory manufacturing are met, including but not limited to, detailed garment specifications and patterns; and
 - 2) A sample tag that clearly indicates the garment, equipment or accessory number, specification, name and revision date.
 - The Contractor must secure acceptance from the Project Authority for each Styling Sample or modification to a garment, equipment or accessory before proceeding to pattern development and Pre-Production Sample.

- Following approval of a Styling Sample by the CBSA, the Contractor must proceed with pattern development and grading to develop the full range of sizes for dimensional charts. All patterns and grading are to be submitted once completed to form part of the Styling Sample and the detailed design specification for that particular uniform item.
- Once a Styling Sample is approved by the CBSA through sign-off, the Uniform, Equipment or Accessory Specifications are finalized and the CBSA reserves the right to reject any garment, equipment or accessory not conforming to sign off Uniform, Equipment or Accessory Specification and the Contractor is fully responsible to comply with the CBSA approved modified requirement.
- The Contractor must configure and maintain control of up to date patterns and markers, both manually and electronically.
- The Contractor must update the CBSA Uniform, Equipment and Accessory Specifications based on the CBSA's acceptance and approval of any newly designed (or redesigned) uniform, equipment or accessory component item or fabric/design requirements and must be provided to the Project Authority within thirty (30) calendar days of the CBSA's approval of the design/modification.

d) Tailoring Services

- Tailoring services will be required during all phases of the Contract, on an as and when requested basis and in accordance with the Basis of Payment.

SW9.0 DELIVERABLES

- The Contractor must submit to CBSA all deliverables or services as specified in each Project Phase.

9.1 Milestones and Dates

- The CBSA requires the commencement of uniform ordering and supply services no later than one hundred and twenty (120) days after contract award.

Specific deliverables and service requirements include, but are not limited to, the following:

Deliverable	Schedule
Phase 1 (Transition-In)	
Project Coordination Meeting(s)	Commencing within two weeks of Contract Award, ongoing, and as requested by the Project Authority
Best Practices Advice and Recommendations	As requested by the Project Authority
Contractor Transition-In Plan	Within thirty (30) calendar days following Contact award
CBSA Transition-In inventory received, warehoused and ready for distribution by the Contractor	In accordance with the Transition-In Plan
CBSA Data Migrated to Contractor system/database electronically via email, USB Key or CD	In accordance with the Transition-In Plan
Web-Based Uniform, Equipment and Accessory Ordering and Management System ready for CBSA employee and recruit orders (tested and accepted)	Within ninety (90) calendar days of Contract award
User Training Support	As requested by the Project Authority

Deliverable	Schedule
Progress Reports	Bi-weekly or as requested by the Project Authority
Phase 2 (On-going Uniform Supply and Maintenance services)	
Service Commencement Date	One hundred and twenty (120) calendar days after contract award
Ongoing Uniform, Equipment and Accessory Supply and Maintenance	As per Contract
Progress Reports	As requested by the Project Authority
Contract and Technical Review Meetings	As requested by the Project Authority
Contract and Technical Review Meeting Agendas (Bilingual format)	Distributed at least five (5) business days prior to a scheduled meeting
Bilingual Contract and Technical Review Meeting Minutes (Bilingual format)	Distributed within ten (10) business days after meeting date
Reports	<p><i>Monthly</i> Delivered electronically via email, USB Key, CD or hardcopy to the Project Authority within 10 business days after month end</p> <p><i>Quarterly</i> Delivered electronically via email, USB Key, CD or hardcopy to the Project Authority within 10 business days after end of quarter</p> <p><i>As required</i> Delivered electronically via email, USB Key, CD or hardcopy to the Project Authority within 5 business days after request</p>
Phase 3 (Transition-Out)	
Contractor Transition-Out Plan	Within thirty (30) business days of CBSA's request
Transfer back of all CBSA data	In accordance with the Transition-Out Plan
Transfer of all existing uniform, equipment and accessory stock included within the Inventory Buy-Back (including any bulk fabric optioned by the CBSA)	In accordance with the Transition-Out Plan

9.2 Reporting and Communication

- 9.2.1 In addition to the timely submission of all deliverables and fulfillment of obligations specified within the Contract, the Contractor must facilitate and maintain regular communication with the Project Authority and the Technical Authority
- 9.2.2 Communication is defined as all reasonable effort to inform all parties of plans, decisions, proposed approaches, implementation, and results of work, to ensure that the work is progressing well and in accordance with expectations. Communication may include (but is not limited to) telephone calls, electronic mail, facsimiles, mailings, and meetings.
- 9.2.3 The Contractor will provide a dedicated representative to work with the Uniform Program during the Transition-In Phase.

9.2.4 **Surveys**

- i. In consultation with the Project Authority the Contractor must develop and administer client feedback surveys via the Contractor's Web-Based Uniform, Equipment and Accessory Ordering and Management System, or email. Survey topics may include but are not limited to satisfaction with the uniform, equipment and accessory components, delivery timeframes, service standards, usability of the system etc. The Contract may deliver the surveys via the same interface as the Contractor's Web-Based Uniform, Equipment and Accessory Ordering and Management System, if the capacity exists.
- ii. The Contractor must:
- iii. Administer the client feedback surveys;
- iv. Collect and analyze the responses within the completed surveys; and
- v. Provide the Project Authority with the accurate and detailed results of the surveys.
- vi. Based on the information collected and received from the completed client feedback surveys, the Contractor may be required to complete modifications or improvements to the Web-Based Uniform, Equipment and Accessory Ordering and Management System, processes, forms, or uniform, equipment or accessory components to the satisfaction of the Project Authority.

9.2.5 **Delivery of Reports**

- i. The Contractor must possess and maintain a computerized tracking system suitable for immediate as-and-when requested, up-to-date reporting to the CBSA. The Contractor must produce and provide hard copies and/or electronic copies via email, USB Key, CD or mail (Microsoft Word and/or Excel) of reports, as required by the Project Authority, in the requested Official Language. The reports must present all required information identified in section 6.5.8– "Data Management and Reporting".

9.3 **Meetings**

- 9.3.1 The Contractor must attend Progress Review and Technical Review meetings with the Project Authority to discuss day-to-day operations of the Contractor's service delivery to the CBSA, as well as review forecasts of the CBSA's ongoing requirements for uniform supply and management services. There will be a minimum of four meetings per year at the discretion of the Project Authority.

- 9.3.2 General meetings will take place within CBSA facilities within the National Capital Region (NCR). Meeting attendance may be either in-person or via teleconference, at the Project Authority's discretion, unless specifically requested otherwise by the CBSA Project Authority at the time of meeting request.

9.3.3 ***Meeting Agendas***

- i. The Contractor must prepare both English and French agendas in consultation with the Project Authority and distribute the agenda for receipt at least five (5) business days prior to a scheduled meeting.
- ii. The Contractor must confirm meeting attendance with the Project Authority.

9.3.4 ***Meeting Minutes***

- i. The Contractor must record and distribute to the Project Authority, in English and French, the minutes from all meetings within ten (10) business days of the meeting.
- ii. The minutes will be used as a record of proceedings.
- iii. Meeting minutes must include but are not be limited to a summary of all action items, proposed response timelines and decisions.

9.4 **Deliverable Format**

- 9.4.1 The Contractor must provide that all reports and document-based deliverables under the Contract are provided in a format compatible with the CBSA's standard desktop processing software, currently, Microsoft Office Suite (Word, Excel, Outlook and PowerPoint) electronically via email, USB Key, CD.

- 9.4.2 The Contractor must transfer of all CBSA data back from Contractor systems in an electronic medium compatible with the CBSA's electronic systems, via email, USB Key or CD. Any transferred copy of the CBSA's data must be accompanied by an instruction manual describing the structure of any database and the method by which its contents may be accessed by the CBSA.

SW10.0 CONTRACTOR RESOURCE REQUIREMENTS

10.1 Resource Categories

- i. The Contractor must provide the services of named resources within each of the following Resource Categories:
 - Contractor Representative;
 - Transition Project Manager;
 - Clothing Technologist; and
 - Textile Technologist

Contractor Representative:

10.1.2 *Minimum Qualifications*

- i. Experience performing related work experience involving similar services to those described in the SOW for at least five (5) years within the past ten (10) years.
- ii. Must be fluently bilingual in English and French.

10.1.3 *The Contractor must:*

- i. Act as the Contractor's single point of contact for Canada for the work, including any service, financial or invoice or contract-related issues, if any arise;
- ii. Act as escalation point for service level management and dispute resolution activities;
- iii. Manage the Contractor's resources and ensure that work is conducted within the time, cost and performance parameters;
- iv. Liaise with the CBSA Project Manager and Technical Authority and attend Contract and Technical Review meetings; and
- v. Be responsible for quality oversight on all submitted deliverables.

10.2 Transition Project Manager

10.2.1 *Minimum Qualifications*

- i. Experience as a Project Manager for at least five (5) years within the past ten (10).
- ii. Experience on at least two (2) projects in the past five (5) years involving transition of service delivery involving similar services to those described within this SOW.
- iii. Experience with project management principles such as, but not limited to, finance management, personnel management, dispute resolution, resource scheduling and client relations.
- iv. Must be fluently bilingual in English and French.

10.2.2 *The Transition Project Manager's role is to:*

- i. Develop and maintain Transition Plan(s);
- ii. Manage Transition-In or Transition-Out phases of the work by the Contractor;
- iii. Maintain work schedule and provide regular (bi-weekly) status updates and reports to the Project Authority throughout the Transition-In and for the first month of on-going operation (Phase 2); and
- iv. Identify areas of process change to support the new mode of uniform ordering and support the timely implementation of service delivery to the CBSA.

10.3 Clothing Technologist

10.3.1 *Minimum Qualifications*

- i. Experience as a Clothing Technologist for at least five (5) years within the past ten (10).
- ii. Experience with preparing clothing technical specifications, manufacturing data, purchase descriptions, sealed samples, revising existing specifications, drawings, evaluation of existing sealed samples, and supporting the design and development of clothing.
- iii. Must be fluently bilingual in English and French.

10.3.2 *The Clothing Technologist is to:*

- i. Develop uniform, equipment and accessory components;
- i. Review and revise designs, patterns, or specifications for the uniform, equipment or accessory components specifications included;
- ii. Make recommendations on clothing design and product improvement; and
- iii. Facilitate the manufacturing and design of the Uniform Program

10.4 Textile Technologist

10.4.1 *Minimum Qualifications*

- i. Experience as a Textile Technologist for at least five (5) years within the past ten (10).
- ii. Experience with preparing new clothing technical specifications, manufacturing data, purchase descriptions, production drawings, sealed samples and revising existing specifications, drawings, evaluation of existing sealed samples and supporting the design and development of textiles.
- iii. Must be fluently bilingual in English and French.

10.4.2 *The Textile Technologist is to:*

- i. Develop uniform, equipment and accessory components;
- ii. Review and revise designs, patterns, or specifications for the uniform, equipment or accessory components specifications included;
- iii. Make recommendations on clothing design and product improvement; and
- iv. Facilitate the manufacturing and design of the Uniform Program

- 10.5** In addition to the above resources, the Contractor must provide a sufficient number of resources, with sufficient qualifications to complete the work in the time allotted. Sufficiency, qualifications, and categories of resources required must be determined by the Contractor.

SW11.0 CONSTRAINTS

11.1 All Uniform Items including Uniform Restricted Items

- 11.1.1 All uniform, equipment or accessory components that contain the CBSA corporate signature, the Canada word-mark, or the heraldic badge are deemed to be Uniform Restricted Items. These items must be stored in a facility with proper access controls in place to properly safeguard them, inventory controls must be in place to accurately track their location at all times, and commensurate care must be used when shipping these items to CBSA employees or recruits authorized to receive them.

- i. Further, any uniform items including Uniform Restricted Items which have been either: (i) returned as damaged; or (ii) correspond to Uniform, Equipment and Accessory designs which have been discontinued by the CBSA must be properly destroyed in a manner acceptable to the Project Authority rather than simply disposed of by the Contractor.
- ii. The Contractor must provide a Certificate of Destruction electronically via email, USB Key, CD or hardcopy to confirm and provide a separate appropriate audit trail for any such destruction of uniform items including Uniform Restricted Items during the Contract.

11.1.2 Certification from the Contractor stating the following:

The Contractor must review the requirements of the SOW, in particular the requirements concerning the protection of personal information. The Contractor must ensure that personal information that is managed, accessed, collected, used, disclosed, retained, received, created, or disposed of in order to fulfil the requirements of the Contract must be treated in accordance with the *Privacy Act* R.S. 1985, c. P-21 (http://www.priv.gc.ca/leg_c/p_principle_e.asp) and Treasury Board privacy policies.

SW12.0 PERFORMANCE AND SERVICE STANDARDS

12.1 Service Standard Expectations

12.1.1 Web-Based Uniform, Equipment and Accessory Ordering and Management System Availability

- i. Scheduled Maintenance activities related to the Contractor's Web-Based Uniform, Equipment and Accessory Ordering and Management system functionality (i.e. patches, upgrades, and fixes) must only be scheduled outside of the Core Hours of usage (as defined below) or will be otherwise undetectable to the system end users. There must be a minimal impact to CBSA employees and recruits.
- ii. Emergency Maintenance for patches, upgrades, and fixes, related to a security or service impacting issue, must be addressed, fixed and brought to the attention of the Project Authority as soon as possible.

12.1.2 Client Support Availability

The Contractor must provide the following access and availability to CBSA employees and recruits:

Support Hours of Access		
Access Periods	Days	Hours
Core Hours	Mon-Fri (excluding statutory holidays)	08:00 to 22:00 ET
After Hours	Mon, Tues, Wed, Thursday, Fri-Sun	22:01 to 07:59 ET
	Sat	00:01- 24:00 ET
	Statutory Holidays	00:01- 24:00 ET

Support Service		
Access Periods	Access Method	Response
Core Business Hours	Telephone Access	Initial call answered by live operator or voice mail in both Official Languages. Follow-up within one (1) business day, if required.
	E-mail Access	Automated first response in both Official Languages within two (2) hours of receipt of the query, follow-up within one (1) business day.
	Facsimile Access	Response in the Official Language indicated within next business day.
After Business Hours	Telephone Access	Initial call answered by voice mail in both Official Languages. Follow-up within next business day.
	E-mail Access	Automated first response in both Official Languages within two (2) hours of receipt of the query, follow-up within next business day
	Facsimile Access	Response in the Official Language indicated within next business day.

12.1.3 Order Delivery

In the provision of Uniform, Equipment and Accessory Supply and Management services to the CBSA, the Contractor must adhere to the CBSA's required order processing service level(s), as described below:

- i. Error Free Order Processing: Each item shipped matches the order specifications. This encompasses both *order accuracy* (i.e. the item ordered matches the size specified or the sizing chart of the individual placing the order and the order contained the proper Uniform Item(s) as per catalogue number requested) and overall quality of the uniform, equipment and accessory items (i.e. uniforms are free of manufacturer's defects ; and
- ii. On-Time Order Processing: Each item ordered must be processed and shipped with a Contractor tracking number and within the Order Processing Times outlined in the table below. Order Processing Times will be determined and measured using the time the CBSA employee or recruit places the order with the Contractor (as recorded in the Contractor's Web-Based Uniform, Equipment and Accessory Ordering and Management System) to the time the order is received by the shipping entity from the Contractor:

iii. Order Processing Timetable

Order Type	Maximum Acceptable Order Processing Time
Initial Allotment	Five (5) Business Days
Regular	Five (5) Business Days
Custom	Twenty-five (25) Business Days
Returns	Three (3) Business Days
Rush	One (1) Business Day
Non-garment Restricted Items	To be determined on an item-by-item basis, subject to the CBSA approval
Bulk	Ten (10) Business Days

12.1.4 Shipping Methods:

- i. The Contractor must:
- i. ensure that uniform items are shipped to the destination in a timely manner; and
- ii. use a shipping method which employs a tracking number system.
- ii. All non-rush shipments by the Contractor should use a shipping method which guarantees shipping times which are equivalent to or exceed that of the "Expedited" service level offered by Canada Post.
- iii. For non-rush shipments to remote locations, such as but not limited to Northern Canada, a shipping method which guarantees shipping times which, at a minimum, are equivalent to Canada Post's "Priority Post" should be used.
- iv. For rush shipments the Contractor must use the fastest commercially reasonable method available.

SW13.0 INFORMATION AND TECHNOLOGY SECURITY

- 13.1** In the event that CBSA data must be removed from the contractor's site(s), devices, or media, pre-approval to do so must be obtained from the CBSA Project Authority.
- 13.2** CBSA data processed and/or stored on the contractor's devices and media must be marked with the appropriate security classification in accordance with GoC policies, directives, standards, guidelines, etc. to indicate the highest level of sensitivity.
- 13.3** Any incidents affecting the confidentiality, integrity, and availability of CBSA data processed and/or stored on the contractor's devices and media as well as CBSA data received by email, courier, or registered mail from CBSA must be reported as soon as possible to the CBSA Project Authority.
- 13.4** In the event of failure, the contractor must be able to recover CBSA data processed and/or stored in the uniform ordering and management system to its prior operational state within 12 hours.
- 13.5** In the event of disaster, the contractor must be able to reconstitute CBSA data processed and/or stored in the uniform ordering and management system to its prior operational state with the last transaction committed to its database.
- 13.6** Administration, support, and use of the contractor's devices that process and/or store CBSA data must be restricted to uniquely identifiable contractor user accounts. These user accounts must have only the minimum access required for the performance of the previously mentioned duties. When no longer required, this access must be removed from these user accounts.
- 13.7** The contractor's devices that process and/or store CBSA data and the web site for the uniform ordering and management system must be protected by strong passwords (e.g. minimum 8 alpha-numeric characters with at least 1 uppercase letter, 1 lowercase letter, 1 number, and 1 symbol e.g. @), enforce a limit of 5 consecutive invalid login attempts, and initiate a session lock that prevents further access and hides what was previously visible on the screen or in the CBSA user internet browser window after 10 minutes of inactivity or upon receiving a request from the user of the contractor or CBSA client user account.
- 13.8** The contractor's devices and the uniform ordering and management system must produce audit records that capture, at a minimum, the following events performed by contractor and CBSA client user accounts:
 - a. Type (e.g. login, logoff);
 - b. When (e.g. 2013-01-01 5:00am EST);
 - c. Where (e.g. system ID);
 - d. Source (e.g. workstation ID);
 - e. Outcome (e.g. success, fail); and
 - f. Identity (e.g. user account ID).
- 13.9** The contractor must protect contractor and CBSA client user account audit records produced by their devices and the uniform ordering and management system from unauthorized access, modification, and deletion.

- 13.10** The contractor must retain contractor and CBSA client user account audit records produced by their devices and the uniform ordering and management system for the period of the contract and for one year after the expiration or termination of this contract in order to provide support for investigations if and as required by the CBSA Departmental Security Officer.
- 13.11** The contractor's devices and the uniform ordering and management system must be able to generate reports for contractor and CBSA client user account audit records in a readable format (e.g. Common Event Expression) that can be provided upon request on paper or electronically to the CBSA Departmental Security Officer.
- 13.12** CBSA data processed and/or stored on the contractor's devices and media must be segregated from other parties data that are under contract with the contractor. This also applies to CBSA data received by email, courier, or registered mail from CBSA. Additionally, it must not be shared with other parties without approval to do so from the CBSA Project Authority.
- 13.13** The contractor's devices and media that process and/or store CBSA data must have CSEC approved media encryption installed, configured, and used. If this is not possible, when at rest they must be locked in an RCMP approved storage container and when in transit they must be locked in an RCMP approved briefcase. This also applies to CBSA data received by courier or registered mail from CBSA.
- 13.14** The contractor's devices processing and/or storing CBSA data must have CSEC approved email encryption installed, configured, and used. If this is not possible, a zip utility can be used to transmit data to and from the CBSA Project Authority provided that the password for files is shared through other means (e.g. telephone) as agreed upon between the contractor and the CBSA Project Authority. In the event that this is not possible (e.g. file size is above 10mb), the contractor must use two gum-sealed envelopes with a security marking appearing on the inner envelope only and the address appearing on both envelopes. The inner envelope must be marked "To be opened by addressee only". The envelopes must be sent only by courier or registered mail, with proof of mailing and a record of transit and delivery provided to the contractor. If the use of envelopes is not possible, a double-wrap or box sealed with tape and covered with a wrapping is an acceptable alternative provided that the outer wrapping does not have a security marking.
- 13.15** Email shipping notifications sent by the contractor's uniform ordering and management system must be able to be customized (e.g. only send order number with link to Canada Post tracking web site) by the CBSA Project Authority.
- 13.16** In the event that the contractor's devices need to be redeployed or repaired/replaced by an outside vendor, the contractor must sanitize or physically destroy the hard disk drives, solid state drives, and/or internal memory on them in accordance with applicable CSEC guidance if they have processed and/or stored CBSA data. This also applies to media that have archived CBSA data.
- 13.17** Upon expiration or termination of this contract and after the return of CBSA data to the CBSA Project Authority, the contractor must sanitize or physically destroy the hard disk drives, solid state drives, and/or internal memory on their devices in accordance with applicable CSEC guidance if they have processed and/or stored CBSA data. This also applies to media that have archived CBSA data.
- 13.18** A certificate of destruction that verifies that a CBSA data has been sanitized or physically destroyed in accordance with applicable CSEC guidance must be provided upon completion of either of these activities by the contractor to the CBSA Project Authority. This certificate must contain a description of the CBSA data sanitized or physically destroyed, the date of sanitization or physical destruction, and the signature of the person who witnessed the sanitization or physical destruction. Additionally, the certificate must be retained by the contractor for the period of this contract and for one year after the expiration or termination of this contract and after the return of CBSA data to the CBSA Project Authority in the event that it is required by the CBSA Departmental Security Officer.
- 13.19** The network infrastructure that the contractor's devices uses must be protected by a firewall and a regularly updated anti-malware product setup in accordance with applicable CSEC guidance. This also applies to the contractor's devices when they are connected to the Internet.

- 13.20** The network infrastructure that the contractor's devices uses must not be accessible wirelessly or remotely, unless protected through the use of an encrypted session or link setup in accordance with applicable CSEC guidance. This also applies to the contractor's devices when they are connected to the Internet.
- 13.21** The contractor must apply security patches and fixes to the software on their devices as soon as possible.
- 13.22** The contractor must implement required remediation actions to known vulnerabilities in the software on their devices as soon as possible.
- 13.23** The contractor's devices and media must not be connected to any other contractor system if they have processed and/or stored CBSA data. This also applies to CBSA data received by courier or registered mail from CBSA.
- 13.24** The contractor must monitor events on their devices and be able to detect attacks against these devices. Additionally, the contractor must also be able to identify unauthorized use of these devices.
- 13.25** The contractor's web site for the uniform ordering and management system must be setup in accordance with applicable CSEC guidance. Any connections to it from a CBSA user device internet browser must use TLS version 1.1 or SSL version 3.0 or higher protocols with CSEC approved encryption algorithms. Additionally, the contractor's web site must not be configured to permit the ability to store a CBSA client user account name and password locally on a CBSA client user device.
- 13.26** The contractor must provide the CBSA Project Authority with full, unrestricted administrator accounts in the uniform ordering and management system in order to instantly create, modify, and delete CBSA client user accounts if and as required (e.g. employees hired, employees suspended, employees terminated, password resets, update user profile information, produce reports, order components). Additionally, the CBSA Project Authority must be able to set parameters for passwords associated with CBSA client user accounts (e.g. temporary passwords set to expire within 7 days).
- 13.27** The name of CBSA client user accounts in the uniform ordering and management system must be able to be customized (e.g. firstname.lastname@canada.ca) by the CBSA Project Authority. Additionally, a unique identifier (e.g. BSO123456789) must be able to be added to a CBSA client user account by the CBSA Project Authority that will be used when confirming the identity of CBSA client user when they are requesting their account be re-activated or password reset by the CBSA Administrator or the contractor.
- 13.28** Passwords associated with CBSA client user accounts in the uniform ordering and management system, including those set during initial customization or configuration and those reset by the CBSA Administrators or the contractor, must be strong passwords (e.g. minimum 8 alpha-numeric characters with at least 1 uppercase letter, 1 lowercase letter, 1 number, and 1 symbol e.g. @). Additionally, these passwords must:
- a. not accept:
 - i. a character repeated more than 3 times;
 - ii. an alphabet sequence (e.g. abcde) or a keyboard sequence (e.g. ghjkl);
 - iii. any dictionary words in any language;
 - iv. passwords that are the same or similar to the previous 24 passwords; and
 - v. the user account name in any variation.
 - b. enforce a minimum lifetime of 24 hours.
 - c. expire every 90 calendar days unless changed by the user of the user account prior to the 90 calendar day threshold.
 - d. be masked (not displayed) during entry and cleared from the screen or login field in all cases of non-acceptance.
- 13.29** The uniform ordering and management system must require a CBSA client user to change their password for their account upon first use after initial customization or configuration or after the CBSA Administrator or contractor has reset it.
- 13.30** CBSA client user accounts in the uniform ordering and management system must be able to be suspended after a maximum of 5 consecutive invalid authentication attempts and must remain suspended until re-activated by the CBSA Administrator or contractor. Additionally, a warning must be provided to the

CBSA client user that their account will be locked out after 5 failed consecutive invalid authentication attempts.

- 13.31** The uniform ordering and management system must restrict CBSA client user accounts to only their profile and the associated data within. This does not apply to the CBSA Project Authority, who must have access to all CBSA client user accounts, their profile, and the associated data within.
- 13.32** The uniform ordering and management system must automatically log off a CBSA client user account after 30 minutes of inactivity.
- 13.33** The contractor must provide a user guide and an administrator guide that describes the use of security features/functions provided by the uniform ordering and management system to the CBSA Project Authority.

SW14.0 GOVERNMENT SUPPORT

- 14.1** As required for the completion of the work, the CBSA will provide the following:
 - 14.1.1** Access to the CBSA 's facilities, the Project and Technical Authority as required for the successful completion of the Work;
 - 14.1.2** Access to relevant documentation and reference materials to which the Contractor would not otherwise have access, including any necessary documentation related to the CBSA's Uniform Program electronically via email, USB Key, CD or hardcopy;
 - 14.1.3** Provide guidance and clarification to the Contractor regarding the CBSA's Uniform Program policies or procedures;
 - 14.1.4** Review of reports and other submitted deliverables, as required, and the provision of comments and suggested revisions, in a timely manner; and
 - 14.1.5** Other assistance and support as appropriate.

SW15.0 LANGUAGE OF WORK

- 15.1** The Contractor must ensure that all verbal and written progress reports and other communication with the CBSA are in the Official Language(s) specified by the Project Authority.
- 15.2** The Contractor must communicate effectively with CBSA employees and recruits in the Official Language preference expressed (French and English), including:
 - i. Email and other written correspondences with Contractor support and Help Desk personnel; and
 - ii. Phone-based correspondences with Contractor support and Help Desk personnel;
 - iii. The Contractor's Web-Based Uniform, Equipment and Accessory Ordering and Management System must comply with the CBSA's obligations under the Official Languages Act, by providing all website and system user interfaces in both Official Languages (English and French).

SW16.0 TRAVEL

Travel Requirements

As required, the Contractor must attend face-to-face meetings with the Project and Technical Authorities at CBSA facilities within the National Capital Region (NCR). The Contractor is responsible for its own travel and accommodation costs and will not be reimbursed to attend meetings within the National Capital Region.



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SECURITY REQUIREMENTS CHECK LIST (SRCL)
LISTE DE VÉRIFICATION DES EXIGENCES RELATIVES À LA SÉCURITÉ (LVERS)

PART A - CONTRACT INFORMATION / PARTIE A - INFORMATION CONTRACTUELLE		
1. Originating Government Department or Organization / Ministère ou organisme gouvernemental d'origine		2. Branch or Directorate / Direction générale ou Direction Operations Branch
3. a) Subcontract Number / Numéro du contrat de sous-traitance		3. b) Name and Address of Subcontractor / Nom et adresse du sous-traitant
4. Brief Description of Work / Brève description du travail CBSA will establish a Consolidated Clothing Contract for all uniform, equipment and accessory components. The Supplier will be responsible end-to-end delivery of uniform design, professional services, manufacturing or subcontracting, inventory tracking, warehousing, ordering, order distribution, quality assurance activities and program data management services.		
5. a) Will the supplier require access to Controlled Goods? Le fournisseur aura-t-il accès à des marchandises contrôlées?		<input checked="" type="checkbox"/> No Non <input type="checkbox"/> Yes Oui
5. b) Will the supplier require access to unclassified military technical data subject to the provisions of the Technical Data Control Regulations? Le fournisseur aura-t-il accès à des données techniques militaires non classifiées qui sont assujetties aux dispositions du Règlement sur le contrôle des données techniques?		<input checked="" type="checkbox"/> No Non <input type="checkbox"/> Yes Oui
6. Indicate the type of access required / Indiquer le type d'accès requis		
6. a) Will the supplier and its employees require access to PROTECTED and/or CLASSIFIED information or assets? Le fournisseur ainsi que les employés auront-ils accès à des renseignements ou à des biens PROTÉGÉS et/ou CLASSIFIÉS? (Specify the level of access using the chart in Question 7. c) (Préciser le niveau d'accès en utilisant le tableau qui se trouve à la question 7. c)		<input type="checkbox"/> No Non <input checked="" type="checkbox"/> Yes Oui
6. b) Will the supplier and its employees (e.g. cleaners, maintenance personnel) require access to restricted access areas? No access to PROTECTED and/or CLASSIFIED information or assets is permitted. Le fournisseur et ses employés (p. ex. nettoyeurs, personnel d'entretien) auront-ils accès à des zones d'accès restreintes? L'accès à des renseignements ou à des biens PROTÉGÉS et/ou CLASSIFIÉS n'est pas autorisé.		<input checked="" type="checkbox"/> No Non <input type="checkbox"/> Yes Oui
6. c) Is this a commercial courier or delivery requirement with no overnight storage? S'agit-il d'un contrat de messagerie ou de livraison commerciale sans entreposage de nuit?		<input checked="" type="checkbox"/> No Non <input type="checkbox"/> Yes Oui
7. a) Indicate the type of information that the supplier will be required to access / Indiquer le type d'information auquel le fournisseur devra avoir accès		
Canada <input checked="" type="checkbox"/>	NATO / OTAN <input type="checkbox"/>	Foreign / Étranger <input type="checkbox"/>
7. b) Release restrictions / Restrictions relatives à la diffusion		
No release restrictions Aucune restriction relative à la diffusion <input checked="" type="checkbox"/>	All NATO countries Tous les pays de l'OTAN <input type="checkbox"/>	No release restrictions Aucune restriction relative à la diffusion <input type="checkbox"/>
Not releasable À ne pas diffuser <input type="checkbox"/>		
Restricted to: / Limité à: <input type="checkbox"/>	Restricted to: / Limité à: <input type="checkbox"/>	Restricted to: / Limité à: <input type="checkbox"/>
Specify country(ies): / Préciser le(s) pays:	Specify country(ies): / Préciser le(s) pays:	Specify country(ies): / Préciser le(s) pays:
7. c) Level of information / Niveau d'information		
PROTECTED A PROTÉGÉ A <input type="checkbox"/>	NATO UNCLASSIFIED NATO NON CLASSIFIÉ <input type="checkbox"/>	PROTECTED A PROTÉGÉ A <input type="checkbox"/>
PROTECTED B PROTÉGÉ B <input checked="" type="checkbox"/>	NATO RESTRICTED NATO DIFFUSION RESTREINTE <input type="checkbox"/>	PROTECTED B PROTÉGÉ B <input type="checkbox"/>
PROTECTED C PROTÉGÉ C <input type="checkbox"/>	NATO CONFIDENTIAL NATO CONFIDENTIEL <input type="checkbox"/>	PROTECTED C PROTÉGÉ C <input type="checkbox"/>
CONFIDENTIAL CONFIDENTIEL <input type="checkbox"/>	NATO SECRET NATO SECRET <input type="checkbox"/>	CONFIDENTIAL CONFIDENTIEL <input type="checkbox"/>
SECRET SECRET <input type="checkbox"/>	COSMIC TOP SECRET COSMIC TRÈS SECRET <input type="checkbox"/>	SECRET SECRET <input type="checkbox"/>
TOP SECRET TRÈS SECRET <input type="checkbox"/>		TOP SECRET TRÈS SECRET <input type="checkbox"/>
TOP SECRET (SIGINT) TRÈS SECRET (SIGINT) <input type="checkbox"/>		TOP SECRET (SIGINT) TRÈS SECRET (SIGINT) <input type="checkbox"/>



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du Canada

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PART A (continued) / PARTIE A (suite)

8. Will the supplier require access to PROTECTED and/or CLASSIFIED COMSEC information or assets?
Le fournisseur aura-t-il accès à des renseignements ou à des biens COMSEC désignés PROTÉGÉS et/ou CLASSIFIÉS? ☒ No ☐ Yes
Non Oui

If Yes, indicate the level of sensitivity:

Dans l'affirmative, indiquer le niveau de sensibilité :

9. Will the supplier require access to extremely sensitive INFOSEC information or assets?
Le fournisseur aura-t-il accès à des renseignements ou à des biens INFOSEC de nature extrêmement délicate? ☒ No ☐ Yes
Non Oui

Short Title(s) of material / Titre(s) abrégé(s) du matériel :

Document Number / Numéro du document :

PART B - PERSONNEL (SUPPLIER) / PARTIE B - PERSONNEL (FOURNISSEUR)

10. a) Personnel security screening level required / Niveau de contrôle de la sécurité du personnel requis

- | | | | |
|---|---|---|--|
| <input checked="" type="checkbox"/> RELIABILITY STATUS
COTE DE FIABILITÉ | <input type="checkbox"/> CONFIDENTIAL
CONFIDENTIEL | <input type="checkbox"/> SECRET
SECRET | <input type="checkbox"/> TOP SECRET
TRÈS SECRET |
| <input type="checkbox"/> TOP SECRET - SIGINT
TRÈS SECRET - SIGINT | <input type="checkbox"/> NATO CONFIDENTIAL
NATO CONFIDENTIEL | <input type="checkbox"/> NATO SECRET
NATO SECRET | <input type="checkbox"/> COSMIC TOP SECRET
COSMIC TRÈS SECRET |
| <input type="checkbox"/> SITE ACCESS
ACCÈS AUX EMPLACEMENTS | | | |

Special comments:

Commentaires spéciaux :

NOTE: If multiple levels of screening are identified, a Security Classification Guide must be provided.

REMARQUE: Si plusieurs niveaux de contrôle de sécurité sont requis, un guide de classification de la sécurité doit être fourni.

10. b) May unscreened personnel be used for portions of the work?
Du personnel sans autorisation sécuritaire peut-il se voir confier des parties du travail? ☒ No ☐ Yes
Non Oui

If Yes, will unscreened personnel be escorted?

Dans l'affirmative, le personnel en question sera-t-il escorté?

☐ No ☐ Yes
Non Oui

PART C - SAFEGUARDS (SUPPLIER) / PARTIE C - MESURES DE PROTECTION (FOURNISSEUR)

INFORMATION / ASSETS / RENSEIGNEMENTS / BIENS

11. a) Will the supplier be required to receive and store PROTECTED and/or CLASSIFIED information or assets on its site or premises?
Le fournisseur sera-t-il tenu de recevoir et d'entreposer sur place des renseignements ou des biens PROTÉGÉS et/ou CLASSIFIÉS? ☐ No ☒ Yes
Non Oui

11. b) Will the supplier be required to safeguard COMSEC information or assets?
Le fournisseur sera-t-il tenu de protéger des renseignements ou des biens COMSEC? ☒ No ☐ Yes
Non Oui

PRODUCTION

11. c) Will the production (manufacture, and/or repair and/or modification) of PROTECTED and/or CLASSIFIED material or equipment occur at the supplier's site or premises?
Les installations du fournisseur serviront-elles à la production (fabrication et/ou réparation et/ou modification) de matériel PROTÉGÉ et/ou CLASSIFIÉ? ☐ No ☒ Yes
Non Oui

INFORMATION TECHNOLOGY (IT) MEDIA / SUPPORT RELATIF À LA TECHNOLOGIE DE L'INFORMATION (TI)

11. d) Will the supplier be required to use its IT systems to electronically process, produce or store PROTECTED and/or CLASSIFIED information or data?
Le fournisseur sera-t-il tenu d'utiliser ses propres systèmes informatiques pour traiter, produire ou stocker électroniquement des renseignements ou des données PROTÉGÉS et/ou CLASSIFIÉS? ☐ No ☒ Yes
Non Oui

11. e) Will there be an electronic link between the supplier's IT systems and the government department or agency?
Disposera-t-on d'un lien électronique entre le système informatique du fournisseur et celui du ministère ou de l'agence gouvernementale? ☒ No ☐ Yes
Non Oui

TBS/SCT 350-103(2004/12)

Security Classification / Classification de sécurité

Canada



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PART C - (continued) / PARTIE C - (suite)

For users completing the form manually use the summary chart below to indicate the category(ies) and level(s) of safeguarding required at the supplier's site(s) or premises.

Les utilisateurs qui remplissent le formulaire manuellement doivent utiliser le tableau récapitulatif ci-dessous pour indiquer, pour chaque catégorie, les niveaux de sauvegarde requis aux installations du fournisseur.

For users completing the form online (via the Internet), the summary chart is automatically populated by your responses to previous questions.

Dans le cas des utilisateurs qui remplissent le formulaire en ligne (par Internet), les réponses aux questions précédentes sont automatiquement saisies dans le tableau récapitulatif.

SUMMARY CHART / TABLEAU RÉCAPITULATIF

Category Catégorie	PROTECTED PROTÉGÉ			CLASSIFIED CLASSIFIÉ			NATO				COMSEC					
	A	B	C	CONFIDENTIAL CONFIDENTIEL	SECRET	TOP SECRET TRÈS SECRET	NATO RESTRICTED NATO DIFFUSION RESTREINTE	NATO CONFIDENTIAL NATO CONFIDENTIEL	NATO SECRET	COSMIC TOP SECRET COSMIC TRÈS SECRET	PROTECTED PROTÉGÉ			CONFIDENTIAL	SECRET	TOP SECRET TRÈS SECRET
											A	B	C			
Information / Assets Renseignements / Biens		✓														
Production		✓														
IT Media / Support IT		✓														
IT Link / Lien électronique		✓														

12. a) Is the description of the work contained within this SRCL PROTECTED and/or CLASSIFIED?

La description du travail visé par la présente LVERS est-elle de nature PROTÉGÉE et/ou CLASSIFIÉE?

☒ No
Non

☐ Yes
Oui

If Yes, classify this form by annotating the top and bottom in the area entitled "Security Classification".

Dans l'affirmative, classifiez le présent formulaire en indiquant le niveau de sécurité dans la case intitulée « Classification de sécurité » au haut et au bas du formulaire.

12. b) Will the documentation attached to this SRCL be PROTECTED and/or CLASSIFIED?

La documentation associée à la présente LVERS sera-t-elle PROTÉGÉE et/ou CLASSIFIÉE?

☒ No
Non

☐ Yes
Oui

If Yes, classify this form by annotating the top and bottom in the area entitled "Security Classification" and indicate with attachments (e.g. SECRET with Attachments).

Dans l'affirmative, classifiez le présent formulaire en indiquant le niveau de sécurité dans la case intitulée

« Classification de sécurité » au haut et au bas du formulaire et indiquer qu'il y a des pièces jointes (p. ex. SECRET avec des pièces jointes).

Task Authorization Autorisation de tâche

Instruction for completing the form PWGSC - TPSGC 572 - Task Authorization
(Use form DND 626 for contracts for the Department of National Defence)

Instruction pour compléter le formulaire PWGSC - TPSGC 572 - Autorisation de tâche
(Utiliser le formulaire DND 626 pour les contrats pour le ministère de la Défense)

Contract Number

Enter the PWGSC contract number.

Contractor's Name and Address

Enter the applicable information

Security Requirements

Enter the applicable requirements

Total estimated cost of Task (GST/HST extra)

Enter the amount

Numéro du contrat

Inscrire le numéro du contrat de TPSGC.

Nom et adresse de l'entrepreneur

Inscrire les informations pertinentes

Exigences relatives à la sécurité

Inscrire les exigences pertinentes

Coût total estimatif de la tâche (TPS/TVH en sus)

Inscrire le montant

For revision only

Aux fins de révision seulement

TA Revision Number

Enter the revision number to the task, if applicable.

Total Estimated Cost of Task (GST/HST Extra) before the revision

Enter the amount of the task indicated in the authorized TA or, if the task was previously revised, in the last TA revision.

Increase or Decrease (GST/HST Extra), as applicable

As applicable, enter the amount of the increase or decrease to the Total Estimated Cost of Task (GST/HST Extra) before the revision.

Numéro de la révision de l'AT

Inscrire le numéro de révision de la tâche, s'il y a lieu.

Coût total estimatif de la tâche (TPS/TVH en sus) avant la révision

Inscrire le montant de la tâche indiquée dans l'AT autorisée ou, si la tâche a été révisée précédemment, dans la dernière révision de l'AT.

Augmentation ou réduction (TPS/TVH en sus), s'il y a lieu

S'il y a lieu, inscrire le montant de l'augmentation ou de la réduction du Coût total estimatif de la tâche (TPS/TVH en sus) avant la révision.

1. Required Work: Complete sections A, B, C, and D, as required.

A. Task Description of the Work required:

Complete the following paragraphs, if applicable. Paragraph (a) applies only if there is a revision to an authorized task.

(a) Reason for revision of TA, if applicable: Include the reason for the revision; i.e. revised activities; delivery/completion dates; revised costs. Revisions to TAs must be in accordance with the conditions of the contract. See Supply Manual 3.35.1.50 or paragraph 6 of the Guide to Preparing and Administering Task Authorizations.

(b) Details of the activities to be performed (include as an attachment, if applicable)

(c) Description of the deliverables to be submitted (include as an attachment, if applicable).

(d) Completion dates for the major activities and/or submission dates for the deliverables (include as an attachment, if applicable).

1. Travaux requis : Remplir les sections A, B, C et D, au besoin.

A. Description de tâche des travaux requis :

Remplir les alinéas suivants, s'il y a lieu : L'alinéa (a) s'applique seulement s'il y a révision à une tâche autorisée.

(a) Motif de la révision de l'AT, s'il y a lieu : Inclure le motif de la révision c.-à.-d., les activités révisées, les dates de livraison ou d'achèvement, les coûts révisés. Les révisions apportées aux AT doivent respecter les conditions du contrat. Voir l'article 3.35.1.50 du Guide des approvisionnements ou l'alinéa 6 du Guide sur la préparation et l'administration des autorisations de tâches.

(b) Détails des activités à exécuter (joindre comme annexe, s'il y a lieu).

(c) Description des produits à livrer (joindre comme annexe, s'il y a lieu).

(d) Les dates d'achèvement des activités principales et (ou) les dates de livraison des produits (joindre comme annexe, s'il y a lieu).

B. Basis of Payment:

Insert the basis of payment or bases of payment that form part of the contract that are applicable to the task description of the work; e.g. firm lot price, limitation of expenditure, firm unit price

C. Cost of Task:**(a) Insert Option 1 or 2:****Option 1:**

Total estimated cost of Task (GST/HST extra): Insert the applicable cost elements for the task determined in accordance with the contract basis of payment; e.g. Labour categories and rates, level of effort, Travel and living expenses, and other direct costs.

Option 2:

Total cost of Task (GST/HST extra): Insert the firm unit price in accordance with the contract basis of payment and the total estimated cost of the task.

(b) Insert GST/HST as a separate item under the Basis of Payment**D. Method of Payment**

Insert the method(s) of payment determined in accordance with the contract that are applicable to the task; i.e. single payment, multiple payments, progress payments or milestone payments. For milestone payments, include a schedule of milestones.

2. Authorization(s):

The client and/or PWGSC must authorize the task by signing the Task Authorization in accordance with the conditions of the contract. The applicable signatures and the date of the signatures is subject to the TA limits set in the contract. When the estimate of cost exceeds the client Task Authorization's limits, the task must be referred to PWGSC.

3. Contractor's Signature

The individual authorized to sign on behalf of the Contractor must sign and date the TA authorized by the client and/or PWGSC and provide the signed original and a copy as detailed in the contract.

B. Base de paiement :

Insérer la base ou les bases de paiement qui font partie du contrat qui sont applicables à la description du travail à exécuter : p. ex., prix de lot ferme, limitation des dépenses et prix unitaire ferme.

C. Coût de la tâche :**(a) Insérer l'option 1 ou 2****Option 1 :**

Coût total estimatif de la tâche (TPS/TVH en sus) Insérer les éléments applicables du coût de la tâche établies conformément à la base de paiement du contrat. p. ex., les catégories de main d'œuvre, le niveau d'effort, les frais de déplacement et de séjour et autres coûts directs.

Option 2 :

Coût total de la tâche (TPS/TVH en sus) : Insérer le prix unitaire ferme conformément à la base de paiement du contrat et le coût estimatif de la tâche.

(b) Insérer la TPS/TVH comme élément distinct sous la Base de paiement**D. Méthode de paiement**

Insérer la ou les méthode(s) de paiement établit conformément au contrat et qui sont applicable(s) à la tâche; c.-à.-d., paiement unique, paiements multiples, paiements progressifs ou paiements d'étape. Pour ces derniers, joindre un calendrier des étapes.

2. Autorisation(s) :

Le client et (ou) TPSGC doivent autoriser la tâche en signant l'autorisation de tâche conformément aux conditions du contrat. Les signatures et la date des signatures appropriées sont assujetties aux limites d'autorisation de tâche établies dans le contrat. Lorsque l'estimation du coût dépasse les limites d'autorisation de tâches du client, la tâche doit être renvoyée à TPSGC.

3. Signature de l'entrepreneur

La personne autorisée à signer au nom de l'entrepreneur doit signer et dater l'AT, autorisée par le client et (ou) TPSGC et soumettre l'original signé de l'autorisation et une copie tel que décrit au contrat.



Task Authorization Autorisation de tâche

Contract Number - Numéro du contrat

Contractor's Name and Address - Nom et l'adresse de l'entrepreneur	Task Authorization (TA) No. - N° de l'autorisation de tâche (AT)
	Title of the task, if applicable - Titre de la tâche, s'il y a lieu
	Total Estimated Cost of Task (GST/HST extra) Coût total estimatif de la tâche (TPS/TVH en sus) \$
Security Requirements: This task includes security requirements Exigences relatives à la sécurité : Cette tâche comprend des exigences relatives à la sécurité <input type="checkbox"/> No - Non <input type="checkbox"/> Yes - Oui If YES, refer to the Security Requirements Checklist (SCRL) included in the Contract Si OUI, voir la Liste de vérification des exigences relative à la sécurité (LVERS) dans le contrat ▶	

For Revision only - Aux fins de révision seulement

TA Revision Number, if applicable Numéro de révision de l'AT, s'il y a lieu	Total Estimated Cost of Task (GST/HST Extra) before the revision Coût total estimatif de la tâche (TPS/TVH en sus) avant la révision \$	Increase or Decrease (GST/HST Extra), as applicable Augmentation ou réduction (TPS/TVH en sus), s'il y a lieu \$
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Start of the Work for a TA : Work cannot commence until a TA has been authorized in accordance with the conditions of the contract.

Début des travaux pour l'AT : Les travaux ne peuvent pas commencer avant que l'AT soit autorisée conformément au contrat.

1. Required Work: - Travaux requis :

A. Task Description of the Work required - Description de tâche des travaux requis	See Attached - Ci-joint <input type="checkbox"/>
B. Basis of Payment - Base de paiement	See Attached - Ci-joint <input type="checkbox"/>
C. Cost of Task - Coût de la tâche	See Attached - Ci-joint <input type="checkbox"/>
D. Method of Payment - Méthode de paiement	See Attached - Ci-joint <input type="checkbox"/>

Contract Number - Numéro du contrat

2. Authorization(s) - Autorisation(s)

By signing this TA, the authorized client and (or) the PWGSC Contracting Authority certify(ies) that the content of this TA is in accordance with the conditions of the contract.

The client's authorization limit is identified in the contract. When the value of a TA and its revisions is in excess of this limit, the TA must be forwarded to the PWGSC Contracting Authority for authorization.

En apposant sa signature sur l'AT, le client autorisé et (ou) l'autorité contractante de TPSGC atteste(nt) que le contenu de cette AT respecte les conditions du contrat.

La limite d'autorisation du client est précisée dans le contrat. Lorsque la valeur de l'AT et ses révisions dépasse cette limite, l'AT doit être transmise à l'autorité contractante de TPSGC pour autorisation.

Name and title of authorized client - Nom et titre du client autorisé à signer

Signature

Date

PWGSC Contracting Authority - Autorité contractante de TPSGC

Signature

Date

3. Contractor's Signature - Signature de l'entrepreneur

Name and title of individual authorized - to sign for the Contractor
Nom et titre de la personne autorisée à signer au nom de l'entrepreneur

Signature

Date

Annex “F”

Evaluation Criteria

- 1.1.1 Information will be considered "relevant" that has a bearing on or connection with Work as described in the Statement Of Work (SOW). The particular section(s) of the SOW that should be considered in determining what is “relevant” will be described in the applicable criterion. In the event no particular section is mentioned, the Bidder should consider the SOW as a whole.
- 1.1.2 Information will be considered “similar” that has the same or some of the same characteristics to that mentioned within the SOW. The particular section(s) of the SOW that should be considered in determining what is “similar” will be described in the applicable criterion. In the event no particular section is mentioned, the Bidder should consider the SOW as a whole.

2.0 Mandatory Criteria

2.1 All dates are based on the posting date of the Request for Proposal (RFP).

MANDATORY CRITERIA	PAGE #
<p>M1 CORPORATE PROFILE</p> <p>1.1 The Bidder must provide an identification of all parties to the Bid, including, as applicable, all joint venture or consortia members, partners or subcontractors that will be involved in the performance of the Work on the Bidder's behalf;</p> <p>1.2 The Bidder must provide an organizational chart and brief description of the Bidder's management structure as it relates to the Contract. In addition, in the case where a joint venture submits a bid, the reporting relationships between the various entities involved in the performance of the Work must also be provided (i.e. decision making processes and accountabilities);</p> <p>1.3 The Bidder must demonstrate its existing capability (either in-house or subcontracted), that has been in place for at least the past three (3) years (calculated as of the posting date of the RFP), to undertake all of the following:</p> <ul style="list-style-type: none"> i. Garment design and testing experience in the design and quality assurance testing items of a similar nature to those described in the RFP; ii. Experience in the manufacturing of items of a similar nature to those described in the RFP iii. Warehousing and inventory management services similar to those described in the Statement of Work; and iv. Order processing and distributions services (including the provision of an electronic storefront interface) similar to those described in the Statement of Work. <p>1.4 The Bidder must identify the physical location(s) of its Web-Based Uniform Ordering and Management System, including its constituent databases.</p> <p>1.5 The Bidder must identify the warehousing locations in Canada and abroad, as applicable, from which it is offering to provide uniform/garment distribution services.</p> <p>P.O. Boxes will not be considered as valid postal addresses of service delivery.</p>	

MANDATORY CRITERIA	PAGE #
<p>M2 DEMONSTRATED EXPERIENCE</p> <p>2.1 The Bidder must demonstrate its experience in the provision of Uniform Supply and Management Services through the provision of three (3) written project summaries in the past five (5) years, calculated as of the posting date of the RFP.</p> <p>Projects may be on-going.</p> <p>Additional Project Summaries beyond the first three (3) listed in the Bid will not be evaluated.</p> <p>2.2 Each project summary provided must be for a minimum overall dollar value of \$1,000,000.00 (CDN).</p> <p>2.3 Within each project summary provided, the Bidder must indicate the following information:</p> <ul style="list-style-type: none"> i. The name of the client organization for whom the work was undertaken; ii. The start and end dates of the project (dates should be identified by month and year – for example March 2004 – February 2007 and should indicate the project duration – for example 36 months). Projects may be on-going; iii. A brief description of the scope, intent and complexity of the project (such as but not limited to types of items offered, locations of delivery, volume of items delivered, size of available catalogue); 	

MANDATORY CRITERIA	PAGE #
<p>M3 CLIENT SUPPORT SERVICES</p> <p>3.1 The Bidder must provide a brief description of its existing infrastructure for the provision of customer service within the stipulated hours and means of service (as described in Service Standards section of the SOW) for the provision of Uniform Supply and Management Services. This includes at a minimum:</p> <ul style="list-style-type: none"> i. Toll-free telephone-based client support services; ii. Email and web-based client support services; and iii. Facsimile-based client support services. <p>3.2 The Bidder must include a description of its current client support services, including its methodology for each of the following:</p> <ul style="list-style-type: none"> i. Problem reporting and order return procedures; and ii. Escalation procedures to address unresolved problems. 	

MANDATORY CRITERIA	PAGE #
<p>M4 BIDDER WEB-BASED UNIFORM ORDERING AND MANAGEMENT SYSTEM</p> <p>4.1 The Bidder must provide evidence of having an existing web-based ordering system and electronic catalogue available for the provision of Uniform Supply and Management Services, as per the Web-Based Uniform Ordering and Management System section of the SOW.</p> <p>The Bidder must include an example of the system and catalogue in use which is similar to the requirements of the RFP. The example must include screen shots of the system, with explanations that demonstrate the core functionality of the Web-Based Uniform Ordering and Management System. The Bidder may modify to delete client references as necessary.</p> <p>Note: Submitted end-user documentation or product literature relating to a proposed or at-present undeveloped solution will NOT be considered by Canada.</p>	

MANDATORY CRITERIA	PAGE #
<p>M5 NAMED RESOURCES</p> <p>5.1 The Bidder must propose one (1) qualified named Resource in each of the following Categories:</p> <ul style="list-style-type: none"> i. Contractor Representative; and ii. Transition Project Manager. <p>The same individual must not be named in more than one of the above resource categories.</p> <p>5.2 The Bidder must include a detailed resume for all management, supervisory and key personnel named within its Bid.</p> <p>5.3 Bidder Resources proposed in compliance with factor 5.1 must meet the following minimum qualifications. Where minimum qualifications reference a date, the required timeframe must be calculated from the date of the RFP posting:</p> <ul style="list-style-type: none"> i. Contractor Representative <ul style="list-style-type: none"> i) The resource must demonstrate experience performing related work experience involving similar services to those described within the Statement of Work for at least five (5) years within the past ten (10). ii. Transition Project Manager: <ul style="list-style-type: none"> i) The resource must demonstrate work experience as a Project Manager for at least five (5) years within the past ten (10); ii) The resource must demonstrate work experience on at least two (2) projects in the past five (5) years involving transition of service delivery involving similar services to those described within the RFP. 	

MANDATORY CRITERIA	PAGE #
<p>M6 DRAFT TRANSITION-IN PROJECT PLAN</p> <p>6.1 The Bidder must provide a Draft Transition-in Project Plan, with respect to the Services to be provided during Work Phase 1 (in accordance with the deliverables and milestone dates indicated in the Statement of Work) by providing a comprehensive, sound and feasible work breakdown to include, but not limited to, the elements listed in the SOW.</p> <p>After the Bidder has fully addressed the Transition-In activities and completion dates identified by Canada, the Bidder may propose a timeline that is shorter than what is outlined within the Statement of Work as an alternate offering, for Canada's consideration. The</p>	

<p>Bidder's Transition-in Project Plan must be accompanied by a narrative which explains the overarching rationale and provides descriptive text for the major activities and milestones.</p> <p>The proposed Draft Transition-in Project Plan may include a matrix or time line chart (i.e. Gantt chart).</p>	
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3.0 POINT-RATED CRITERIA

3.1 Bidders who meet all of the above Mandatory Criteria will be evaluated and point-rated against the following criteria, using the evaluation factors and maximum values specified in each Point Rated Criterion.

3.2 Each Bidder will be evaluated independently against all Point-Rated Criteria.

3.3 Except where the scoring methodology provides an alternate process (e.g. X years of experience = Y points) the Point Rated Requirements will be evaluated using the scale below.

		/5	/10	/15	/20	/25
Excellent	The response is complete in that it addresses and provides exceptionally relevant supporting detail for each of the factors; therefore, the response is considered to have outstanding merit.	5	9-10	13-15	17-20	22-25
Very Good	The response is complete in that it clearly addresses and provides some relevant supporting detail for each of the factors; therefore, the response is considered to have a good level of merit.	4	7-8	11-12	14-16	18-21
Good	The response is complete in that it clearly addresses in some detail each of the factors while providing some supporting detail for most of these factors; therefore, the response is considered on balance to have satisfactory merit.	3	5-6	8-10	10-13	13-17
Poor	The response is not complete in that it fails to fully address some of the factors; it is not clear or is incomplete; therefore, the response is considered to have insufficient merit.	2	3-4	4-7	5-9	7-12
Very Poor	The response is not complete in that it fails to address all the factors and only nominally addresses some factors; therefore, the response is considered to have very little merit.	1	1-2	1-3	1-4	1-6
Unsatisfactory	No response was received or the response does not address any of the factors; therefore, the response cannot be considered to have any merit.	0	0	0	0	0

3.4 Information that is only a repetition, paraphrasing or other re-wording of information in this RFP will result in a score of 0 for that Evaluation Detail or Point-rated Criterion, as applicable.

3.5 All scores will be rounded to two decimal places for scoring purposes and against the minimum Acceptable Pass Mark.

3.6 Summary of the Point-Rated Criteria:

#	Criterion Name	Maximum Available Points	Minimum Acceptable Pass Mark
R1	Previous Experience of the Bidder	195	--
R2	Transition Planning	65	--
R3	Bidder's Quality and Service Delivery Methodologies	210	--
R4	Bidder's Proposed Resource Team	40	--
R1-R4	Total Score	470	329(70%)

Point-Rated Criterion	Points	Scoring
R1. Previous Experience of the Bidder		
<p>The first three (3) projects submitted by the bidder in response of Mandatory Requirement M2 will be evaluated. Points will be awarded, up to a maximum of 195 points, based on the extent to which the project summaries are relevant and similar to the requirements as described within the SOW with regard to the following specific factors.</p> <p>Additional Project Summaries within the Bidder's Technical Proposal beyond the three (3) required in M2 will not be evaluated against this criterion.</p>		
a) The similarity and relevance of the project summary for which the Bidder provided services;	60	<p>Up to 20 points/project will be awarded as follows:</p> <p>5 points/project = Government organization in Canada (Municipal organization, Federal or Provincial department, agency or Crown Corporation) or similar government organization for other countries</p> <p>5 points/project = Military or other enforcement-type organization</p> <p>10 points/project = Web-based ordering system and electronic catalogue used for the provision of Uniform Supply and Management Services.</p>
b) The scope, range and complexity of the project summary's client's requirement;	42	<p>Up to 17 points/project will be awarded as follows:</p> <p>(i) Number of delivery locations:</p> <p>5 points/project – Over 100 delivery locations;</p> <p>3 point/project – Over 50 delivery locations;</p> <p>1 point/project – Over 20 delivery locations; or</p> <p>0 points/project – Less than 20 delivery locations;</p> <p>(ii) Size of user order-base:</p> <p>4 points/project – Over 5000 uniform-wearing users;</p> <p>3 point/project – Over 2000 uniform-wearing users;</p> <p>1 point/project – Over 1000 uniform-wearing users; or</p> <p>0 points/project – Less than 1000 uniform-wearing users;</p> <p>(iii) Number of items in the uniform garment catalogue:</p> <p>5 points/project – Over 60 items;</p> <p>3 point/project – Over 40 items;</p> <p>1 point/project – Over 20 items; or</p> <p>0 points/project – Less than 20 items</p>
c) The scope, range and complexity of the Bidder's service offering;	45	<p>Up to 15 points/project will be awarded as follows, for the provision of uniform items including:</p> <p>3 points/project – Uniform garment items;</p> <p>3 points/project – Uniform footwear;</p> <p>5 points/project – Uniform non-garment items such as enforcement type gear (e.g. for securing firearms, cuffs, batons, aerosol spray etc.) and protective equipment;</p> <p>4 points/project – Uniform Restricted Items such as metal badges, embroidered flashes or other related insignia.</p>
d) The similarity of the summary project's client's challenges, as addressed by the Bidder, that mirrors the CBSA's requirement, as described	48	<p>Up to 16 points/project overall based on up to 4 points for each of the following activities within each cited project:</p> <p>i. Transition from in-house uniform supply and manufacturing service delivery to an outsourced model, including a requirement for</p>

Point-Rated Criterion	Points	Scoring
R1. Previous Experience of the Bidder		
within the SOW.		organizational process change; ii. A requirement for training delivery in-person and on-site at the client's location; iii. A requirement for a process to take over and issue existing client-owned stock; and iv. A requirement for inventory control and secure storage of uniform restricted items.
MAXIMUM AVAILABLE POINTS	195	

Point-Rated Criterion	Points	Scoring
R2. Transition Planning		
Points will be awarded, up to a maximum of 65 points, based on the extent to which the Bidder's proposed Draft Transition-in Project Plan(provided in response to Mandatory Requirement M6) is detailed, feasible, responsive and consistent with the requirement as expressed within the SOW with respect to the following specific factors:		
a) Provided a clear work breakdown, showing a linkage of project milestones and deliverables with expected outcomes and next steps.	20	Up to 10 points for each of the following: i. The functions and activities to be performed during Phase 1, the skills and resources required to perform those functions, and activities that are clearly articulated; and ii. Resources for personnel, equipment, materials and supplies, support services and facilities (including secure warehousing and transportation) required for the commencement of on-going delivery of Uniform Supply and Management Services are clearly articulated.
b) Proposed schedule management and control processes to meet the timeline for commencement of on-going service delivery.	10	Up to 5 points for each of the following: i. Schedule management and control processes are clearly identified; and ii. Processes are in place to ensure key milestones and deadlines are met and to mitigate the occurrence of schedule slippage.
c) Proposed methodology for data migration and configuration of the web-based uniform ordering and management system.	10	Up to 5 points for each of the following: i. Processes are in place for the secure transfer of CBSA user data and order history (i.e. unused uniform entitlements for the year); and ii. The process to configure the Bidder's system to meet the CBSA's uniform allocation and ordering business rules is clearly described.
d) Proposed process for orderly transfer of existing uniform stock to the Bidder for warehousing and distribution.	25	Up to 5 points for each of the following: i. Processes for the secure transfer of CBSA uniform items (which will include Restricted Uniform Items) are clearly described; ii. Processes for the secure storage of CBSA uniform items (which will include Restricted Uniform Items) are clearly described, including whether inventory will be held in a shared or dedicated facility; and iii. Methodology for the calculation of inventory requirements for this program is clearly described. Up to 10 points for the following: iv. Processes for distinguishing government owned goods (as provided by CBSA as Transition-in stock) amongst the remainder of the Bidder's inventory, and maintaining records (coding/reporting) to ensure correct invoicing are clearly described.
MAXIMUM AVAILABLE POINTS	65	

Point-Rated Criterion	Points	Scoring
R3. Bidder's Quality and Service Delivery Methodologies		
Points will be awarded, up to a maximum of 210 points, for the Bidder's proposed service offerings, based on the extent to which the cited approaches are appropriate to the requirements as described within the SOW, with regard to the following specific factors: The Bidder should provide a detailed description of how these activities would be accomplished, including the use of any subcontractors		
a) Existing certifications, as they pertain to the provisions of services similar to CBSA's requirements as described within the SOW.	10	5 points each for any of the following (current and in good standing) certifications held by the Bidder to a maximum total score of 10 points: i. One of ISO 9001:2000 or 9001:2008 for quality management systems (International Organization for Standardization); ii. OHSAS 18001 for occupational health and safety management systems (Occupational Health and Safety Advisory Services); and iii. ISO 14001 for Environmental Management Systems.
b) Experience in delivering Uniform Supply and Management Services with objective and measurable contracted Order Processing Times, similar to those required in SOW;	20	Up to 10 points each for the following areas: i. The Bidder's current standard order processing times are shorter than those stipulated in the Statement of Work; and ii. The Bidder provides a thorough description of how it measures its performance in relation to their contracts, how frequently its performance is measured and how its performance is communicated with the client.
c) Experience in delivering Uniform Design and Manufacturing services similar those required in the SOW.	30	Up to 10 points each for the following: i. Provides evidence of its previous pattern development and grading capability; and ii. Provides evidence of its previous custom design and tailoring experience; iii. Provides evidence of its quality assurance processes, including sample development and testing processes (such as fabric, wear, and fit testing). iv.
d) Experience in delivering Warehousing and Inventory Management services similar to those required in the SOW.	30	Up to 5 points each for the following: i. Demonstrates that the storage and movement of all finished product uniform items and accessories are subject to careful control and documentation procedures; and ii. Demonstrates that an effective control system exists between manufacturing materials, production operation, finished products and waste management. Up to 10 points each for the following: iii. Demonstrates that it has security and access controls in place to safeguard any uniform components designated as a restricted item; and iv. Demonstrates that it has emergency contingency plans in place to mitigate the risk of inventory shortfalls and to address client requirements in the event of an actual client inventory shortage.

Point-Rated Criterion	Points	Scoring
R3. Bidder's Quality and Service Delivery Methodologies		
e) Experience in providing Order Distribution services similar to those required in the Statement of Work.	30	Up to 10 points each for the following: i. Demonstrates a clear process for shipment labelling and order tracking to destination; and ii. Provides evidence of its previous experience shipping both small (single) and large (skids, containers, or bulk) quantities of products to multiple destinations; iii. Provides evidence of its previous experience in shipping items to international destinations.
f) Experience in providing Data Management services, for client user database contents, and related Reporting requirements, similar to those required in the SOW.	35	Up to 5 points for the following: i. Demonstrates comprehensive and adaptable reporting and analysis capabilities, and is able to produce reports in a variety of common document formats (e.g. MS Word, MS Excel, PDF). Up to 10 points each for the following: ii. Demonstrates that it has data recovery and back-up systems in place to protect its clients from loss of data; iii. Demonstrates that it has data validation and verification processes in place to protect its clients from misuse of the system; and iv. Provides evidence that it possesses an adequate level of security as it relates to electronic systems and component databases, and the physical location in which the systems are housed.
g) Experience in managing uniform orders through a Web-Based Uniform Management and Ordering System, similar to those required in the SOW.	20	Up to 5 points for each of the following: i. The provided example (i.e. screenshots and description) reflects a uniform ordering system and catalogue of similar (or greater) size and complexity than required in the SOW; ii. The provided example (i.e. screenshots and description) of the web-based ordering system appears clearly laid out, and relatively simple to use; iii. The provided example (i.e. screenshots and description) of the web-based ordering system includes online user instruction or access to a help section or user manual; and iv. The provided example (i.e. screenshots and description) of the Web-Based Uniform Management and Ordering System demonstrates the availability of client engagement tools, including but not limited to online client satisfaction surveys, updates and notices pages.
h) Experience in managing orders through a system similar to a Uniform Entitlement System similar to those required in the SOW.	25	Up to 25 points based on the following: i. Provides evidence of its previous experience with uniform entitlement system(s) that utilize an available per user points allocation, or demonstrates how experience with a similar entitlement system is directly relatable.
i) Client Support experience, similar to what is required in the SOW.	10	Up to 5 points for each of the following areas: i. Demonstrates a rigorous process to manage any performance or customer satisfaction issues; and ii. Provides evidence that it possesses a thorough conflict management and dispute resolution process.
MAXIMUM AVAILABLE POINTS	210	

Point-Rated Criterion	Points	Scoring
R4. Bidder's Proposed Resource Team		
<p>Points will be awarded for Bidders with any experience over and above the minimum experience required for mandatory criteria M5, up to a maximum of 40 points, based the resumes submitted.</p> <p><i>In order to be considered for the purposes of awarding points against the evaluation factors indicated below, a resource's cited project must include the following information:</i></p> <ul style="list-style-type: none"> • <i>Beginning and ending dates of the work (identifying the month, day and year);</i> • <i>A brief description of the work performed; and</i> • <i>An identification of the client for whom the work was performed.</i> 		
a) For the Contractor Representative, the resource's experience over and above performing related work to that described in M5.	20	<p>20 points = 10 years of relevant experience in the specified area within the past ten (10) years;</p> <p>18 points = 8 to 10 years of relevant experience in the specified area within the past ten (10) years;</p> <p>14 points = 6 to 8 years of relevant experience in the specified area within the past ten (10) years.</p>
b) For the Transition Project Manager's experience over and above M5.	20	<p>20 points = 7 or more specific projects OR 10 years of relevant experience in the specified area within the past ten (10);</p> <p>18 points = 5-6 projects specific projects OR 8 to 10 years of relevant experience in the specified area within the past ten (10);</p> <p>14points = 3-4 projects with relevant experience in the specified area OR 6 to 8 years of relevant experience in the specified area within the past ten (10) years;</p>
MAXIMUM AVAILABLE POINTS	40	
Grand Total	/470	