

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

SOLICITATION AMENDMENT
MODIFICATION DE L'INVITATION

The referenced document is hereby revised; unless otherwise indicated, all other terms and conditions of the Solicitation remain the same.

Ce document est par la présente révisé; sauf indication contraire, les modalités de l'invitation demeurent les mêmes.

Comments - Commentaires
THIS DOCUMENT CONTAINS A SECURITY
REQUIREMENT

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

Title - Sujet CBSA UNIFORM PROGRAM	
Solicitation No. - N° de l'invitation 47131-144608/B	Amendment No. - N° modif. 003
Client Reference No. - N° de référence du client 1000304608	Date 2014-10-24
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 2014-11-27	
Time Zone Fuseau horaire Eastern Standard Time EST	
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:	

Instructions: See Herein

Instructions: Voir aux présentes

Delivery Required - Livraison exigée	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

This Solicitation Amendment is published to do the following changes:

- 1) To correct at Annex “A” (Statement of Work) the number of locations at which the CBSA is providing services in Canada.**
- 2) To modify the sections of the Statement of Work related to the Clothing Technologist and to the Textile Technologist.**
- 3) To correct at Annex D (Security Requirement Check List) the Summary Chart under Part C.**
- 4) To modify at Annex “F” (Evaluation Criteria), the following rated criteria :**
 - R1 b)**
 - R1 d)**
 - R2 c)**
 - R3 a)**

1) At Annex “A” Statement of Work, Delete:

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>)

And insert:

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 254 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>)

2) At Annex "A" Statement of Work, Delete:

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

And insert:

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;
- 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;
- iv. Providing guidance on clothing scales of measurement for inclusion in purchase descriptions and specifications;
- v. Facilitate the manufacturing and design of the Uniform components; and
- vi. Support review of uniform inventories and recommend disposal or reassignment options.

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 and sealed samples
- iii. Provide recommendations for revisions to existing specifications, drawings, evaluation of existing sealed samples and supporting the design and development of textiles used for the components.
- iv. 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 recommend designs, patterns, or specifications changes for the uniform, equipment or accessory components specifications ;
- iii. Review component designs, materials , processes and recommend solutions to identified technical problems in consultations with CBSA.
- iv. Evaluate textiles against technical specifications;
- v. Support the requirements for assessment of new requirements including laboratory and testing processes.
- vi. Make recommendations on clothing design and product improvement; and
- vii. Facilitate the manufacturing and design of the Uniform components.

Solicitation No. - N° de l'invitation

47131-144608/B

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

1000304608

Amd. No. - N° de la modif.

003

File No. - N° du dossier

pr75547131-144608

Buyer ID - Id de l'acheteur

pr755

CCC No./N° CCC - FMS No/ N° VME

3) Delete Annex “D” in its entirety and replace it with the new Annex “D” attached.

4) Delete Annex “F” in its entirety and replace it with the new Annex “F” attached.

ALL OTHER TERMS & CONDITION REMAIN THE SAME.

ANNEX F



Government of Canada / Gouvernement du Canada

Contract Number / Numéro du contrat

4731-14402 (100304608)

Security Classification / Classification de sécurité

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	
Canada Border Services Agency		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 date 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 <input type="checkbox"/>	PROTECTED A / PROTÉGÉ A <input type="checkbox"/>	
PROTECTED B / PROTÉGÉ B <input checked="" type="checkbox"/>	NATO NON CLASSIFIED <input type="checkbox"/>	PROTECTED B / PROTÉGÉ B <input type="checkbox"/>	
PROTECTED C / PROTÉGÉ C <input type="checkbox"/>	NATO RESTRICTED <input type="checkbox"/>	PROTECTED C / PROTÉGÉ C <input type="checkbox"/>	
CONFIDENTIAL / CONFIDENTIEL <input type="checkbox"/>	NATO DIFFUSION RESTREINTE <input type="checkbox"/>	CONFIDENTIAL / CONFIDENTIEL <input type="checkbox"/>	
SECRET / SECRET <input type="checkbox"/>	NATO CONFIDENTIAL <input type="checkbox"/>	SECRET / SECRET <input type="checkbox"/>	
TOP SECRET / TRÈS SECRET <input type="checkbox"/>	NATO CONFIDENTIEL <input type="checkbox"/>	TOP SECRET / TRÈS SECRET <input type="checkbox"/>	
	NATO SECRET <input type="checkbox"/>	TOP SECRET (SIGINT) / TRÈS SECRET (SIGINT) <input type="checkbox"/>	
	NATO SECRET <input type="checkbox"/>		
	COSMIC TOP SECRET <input type="checkbox"/>		
	COSMIC TRÈS SECRET <input type="checkbox"/>		



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 / Non Yes / 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 / Non Yes / 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 / Non Yes / Oui
If Yes, will unscreened personnel be escorted?
Dans l'affirmative, le personnel en question sera-t-il escorté? No / Non Yes / 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 / Non Yes / 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 / Non Yes / 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 / Non Yes / 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 / Non Yes / 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 / Non Yes / Oui



Contract Number / Numéro du contrat 4731-144608 (1000304608)
Security Classification / Classification de sécurité

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

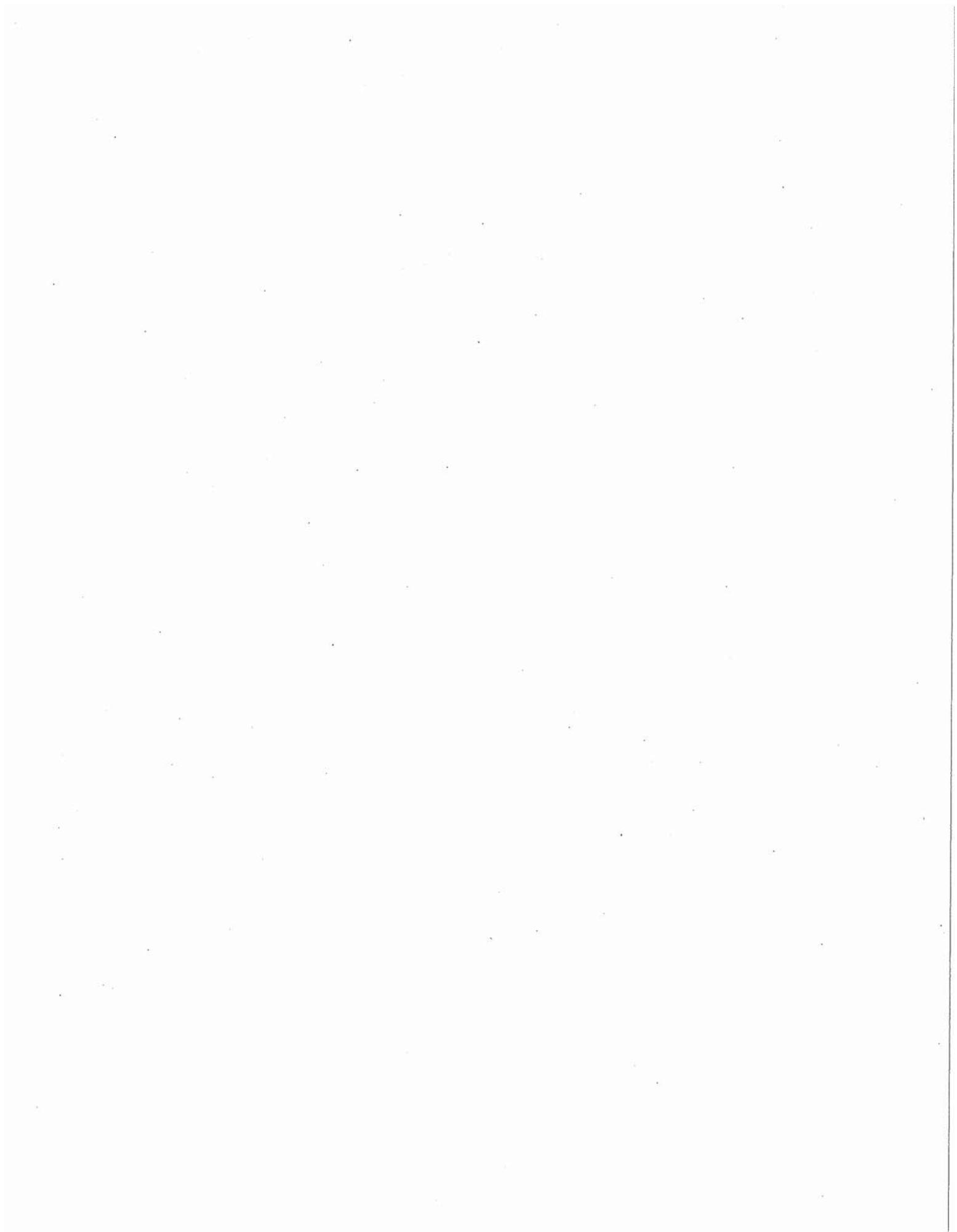
Category / Catégorie	PROTECTED / PROTÉGÉ			CLASSIFIED / CLASSIFIÉ			NATO				COMSEC					
	A	B	C	CONFIDENTIAL / CONFIDENTIEL	SECRET	TOP SECRET / TRÈS SECRET	NATO RESTRICTED / NATO DIFFUSION RESTREINTE	NATO CONFIDENTIAL / NATO CONFIDENTIEL	NATO SECRET	COSMO TOP SECRET / COSMO TRÈS SECRET	PROTECTED / PROTÉGÉ			CONFIDENTIAL / CONFIDENTIEL	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 indiquez qu'il y a des pièces jointes (p. ex. SECRET avec des pièces jointes).



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 14 points/project will be awarded as follows:</p> <p>(i) Number of delivery locations: 5 points/project – Over 100 delivery locations; 3 point/project – Over 50 delivery locations; 1 point/project – Over 20 delivery locations; or 0 points/project – Less than 20 delivery locations;</p> <p>(ii) Size of user order-base: 4 points/project – Over 5000 uniform-wearing users; 3 point/project – Over 2000 uniform-wearing users; 1 point/project – Over 1000 uniform-wearing users; or 0 points/project – Less than 1000 uniform-wearing users;</p> <p>(iii) Number of items in the uniform garment catalogue: 5 points/project – Over 60 items; 3 point/project – Over 40 items; 1 point/project – Over 20 items; or 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; 3 points/project – Uniform footwear; 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; 4 points/project – Uniform Restricted Items such as metal badges, embroidered flashes or other related insignia.</p>
d) The similarity of the scope of the project summaries provided by the bidder with respect to the CBSA requirements as	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		
described in 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 transfer and configuration of the web-based uniform ordering and management system.	10	Up to 5 points for each of the following: i. i. Processes are in place for the secure transfer of CBSA user data and consumption history; 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, that would pertain to similar services identified in 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: <ul style="list-style-type: none"> 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: <ul style="list-style-type: none"> 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: <ul style="list-style-type: none"> 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: <ul style="list-style-type: none"> 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: <ul style="list-style-type: none"> 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: <ul style="list-style-type: none"> 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: <ul style="list-style-type: none"> 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: <ul style="list-style-type: none"> 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: <ul style="list-style-type: none"> 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: <ul style="list-style-type: none"> 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: <ul style="list-style-type: none"> 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	20 points = 10 years of relevant experience in the specified area within the past ten (10) years; 18 points = 8 to 10 years of relevant experience in the specified area within the past ten (10) years; 14 points = 6 to 8 years of relevant experience in the specified area within the past ten (10) years.
b) For the Transition Project Manager's experience over and above M5.	20	20 points = 7 or more specific projects OR 10 years of relevant experience in the specified area within the past ten (10); 18 points = 5-6 projects specific projects OR 8 to 10 years of relevant experience in the specified area within the past ten (10); 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;
MAXIMUM AVAILABLE POINTS	40	
Grand Total	1470	