

**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

**Revision to a Request for a Standing Offer**  
**Révision à une demande d'offre à commandes**  
National Master Standing Offer (NMSO)  
Offre à commandes principale et nationale (OCPN)

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

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

**Comments - Commentaires**

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

**Issuing Office - Bureau de distribution**  
Industrial Vehicles & Machinery Products Division  
11 Laurier St./11, rue Laurier  
7B1, Place du Portage, Phase III  
Gatineau  
Québec  
K1A 0S5

<b>Title - Sujet</b> Long Service&Instant Awards Program	
<b>Solicitation No. - N° de l'invitation</b> E60HS-14AWRD/B	<b>Date</b> 2014-11-05
<b>Client Reference No. - N° de référence du client</b> E60HS-14AWRD	<b>Amendment No. - N° modif.</b> 006
<b>File No. - N° de dossier</b> hs620.E60HS-14AWRD	<b>CCC No./N° CCC - FMS No./N° VME</b>
<b>GETS Reference No. - N° de référence de SEAG</b> PW-\$\$HS-623-65615	
<b>Date of Original Request for Standing Offer</b> Date de la demande de l'offre à commandes originale 2014-08-27	
<b>Solicitation Closes - L'invitation prend fin</b> <b>at - à 02:00 PM</b> <b>on - le 2014-11-14</b>	
<b>Address Enquiries to: - Adresser toutes questions à:</b> Marian Shirwa	<b>Buyer Id - Id de l'acheteur</b> hs620
<b>Telephone No. - N° de téléphone</b> (819) 956-3994 ( )	<b>FAX No. - N° de FAX</b> (819) 956-5227
<b>Delivery Required - Livraison exigée</b>	
<b>Destination - of Goods, Services, and Construction:</b> <b>Destination - des biens, services et construction:</b> See Herein. Précisé dans la présente.	
<b>Security - Sécurité</b> This revision does not change the security requirements of the Offer. Cette révision ne change pas les besoins en matière de sécurité de la présente offre.	

**Instructions: See Herein**

**Instructions: Voir aux présentes**

<b>Acknowledgement copy required</b>	<b>Yes - Oui</b>	<b>No - Non</b>
<b>Accusé de réception requis</b>	<input type="checkbox"/>	<input type="checkbox"/>
<b>The Offeror hereby acknowledges this revision to its Offer.</b> <b>Le proposant constate, par la présente, cette révision à son offre.</b>		
<b>Signature</b>	<b>Date</b>	
Name and title of person authorized to sign on behalf of offeror. (type or print) Nom et titre de la personne autorisée à signer au nom du proposant. (taper ou écrire en caractères d'imprimerie)		
<b>For the Minister - Pour le Ministre</b>		

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### Amendment # 006

**This amendment is raised to provide the following information to the suppliers.**

#### A) Modify the RFSO:

##### 1) On Page 1 of Request For a Standing Offer - Solicitation Closes

**Supprimer:** 2014-11-07 at 02:00 PM Eastern Daylight Saving Time EDT

**Insérer:** 2014-11-14 at 02:00 PM Eastern Standard Time (EST).

##### 2) On Page 7, 3. Former Public Servants

**Delete:** In it's entirety.

##### 3) On page 9, 1. Offer Preparation Instructions

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

**Insert:** Section II: Financial Offer (one (1) hard copy) and (one (1) soft copy on CD-ROM) of Annex C-1 Pricing and Manufacturer's Suggested Retail Price (MSRP) – Long Service Awards Program and Annex C-2 Pricing and Manufacturer's Suggested Retail Price (MSRP) – Instant Awards Program;

##### 4) On page 13, 2. Basis of Selection

**Delete:** In it's entirety.

**Insert:**

###### 2. Basis of Selection

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

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

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

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

- (2) To be declared responsive, for the Instant Awards Program, an offer must
- A. comply with the requirements of the RFSSO; and
  - B. meet all mandatory technical evaluation criteria; and
  - C. Obtain the required minimum of 905.8 points overall for the technical evaluation criteria which are subject to point rating. The rating is performed on a scale of 1294 points.
  - D. Obtain the required number of points per technical evaluation criteria which are subject to point rating.
  - E. meet all mandatory financial evaluation criteria;

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

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

Maximum two (2) responsive offers will be recommended for issuance of a Standing Offer:

One (1) Standing Offer for the Long Service Awards Program and;

One (1) Standing Offer for the Instant Service Awards Program.

## B) Modify the Annexes

### 1) Annex D-1 Mandatory and Point Rated Technical Evaluation Criteria Long Service Awards Program

**Delete:** In it's entirety.

**Insert:** Annex D-1 Mandatory and Point Rated Technical Evaluation Criteria Long Service Awards Program - Modified October 30, 2014

### 2) Annex D-2 Mandatory and Point Rated Technical Evaluation Criteria Instant Awards Program

**Delete:** In it's entirety.

**Insert:** Annex D-2 Mandatory and Point Rated Technical Evaluation Criteria Instant Awards Program - Modified October 30, 2014

## C) Question and Answers

### Question 1:

**Reference:** Page 33: Annex A - Statement of Work - Long Service Awards Program 4.1.2. Awards and gifts (Long Service and Retirement) and Page 42: Annex C-1 – Pricing and Manufacturers Suggested Retail Price (MSRP) – Long Service Awards

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

As per the above statement from Annex A, we understand that an award shall be deemed as one (1) item if a choice of a men's or women's version is offered. How are we expected to submit the MSRP information required in Annex C-1 for two (2) items deemed as one (1), if the MSRP is different for the men's version and women's version of the product? The Microsoft Excel document provided does not allow for manipulation or addition of rows to incorporate the MSRP for two (2) items that will be deemed as one (1).

**Answer 1:** For evaluation purposes only one of the two gifts will be evaluated. You still have to provide proof of the item MSRP for both gifts.

### Question 2:

**Reference:** Page 33: Annex B - Statement of Work - Instant Awards Program - 4.1.1. Awards and Page 42: Annex C-2 – Pricing and Manufacturers Suggested Retail Price (MSRP) – Instant Awards Program

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

As per the above statement from Annex B, we understand that an award shall be considered as one (1) single item if a choice of a men's or women's version is offered. How are we expected to submit the MSRP information required in Annex C-2 for two (2) items considered as one (1), if the MSRP is different for the men's version and women's version of the product? The Microsoft Excel document provided does not allow for manipulation or addition of rows to incorporate the MSRP for two (2) items that will be considered as one (1).

**Answer 2:** For evaluation purposes only one of the two gifts will be evaluated. You still have to provide proof of the item MSRP for both gifts.

### Question 3:

Amendment number 001 was issued on September 9, 2014. We understand the clarification for point number 1. We are unclear about points 2. and 3. wherein you state Delete: in its entirety and Replace with: that which you stated. We assume the intent here was to Delete only the a) portion on Page 51 and the a) portion on Page 54 of the bid document, and everything else that follows remains the same. For further clarity:

1) For the Long Service Awards Program, if our assumption is correct articles b), c), d), e), f), g) and h) remain in full force and effect and will be scored?

2) For the Instant Awards Program if our assumption is correct articles b) and c) remain in full force and effect and will be scored?

Solicitation No. - N° de l'invitation

E60HS-14AWRD/B

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

E60HS-14AWRD

Amd. No. - N° de la modif.

006

File No. - N° du dossier

hs620E60HS-14AWRD

Buyer ID - Id de l'acheteur

hs620

CCC No./N° CCC - FMS No/ N° VME

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**Answer 1 :**

1) Yes, It still remains in full effect.

The amendment 001 should have stated as delete Para (a) Awards (Long Service) and replaced it with

(a) Gifts

2) Yes, It still remains in full effect. It only affected Para (a) . The amendment 001 should have read  
as

deleted Para (a) Awards and replaced it with (a) Gifts

**All other terms and conditions remain unchanged.**

Modified: 2014-10-30

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

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

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

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

**Stage 1 - Mandatory Technical Evaluation Criteria**

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

**Stage 3 - Evaluation of Pre-award Samples**

<b>STAGE 1 - MANDATORY TECHNICAL EVALUATION CRITERIA:</b>
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**M.1 Experience and Expertise of the Firm**

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

**M.1.2** The Offeror must demonstrate that it has experience in providing customer service in both official languages. A member of the Program Management Team must be fluent in both official languages. Fluent means that the individual must be able to communicate orally and in writing without any assistance and with a minimum of errors;

**M.1.3** The Offeror must demonstrate that it has experience in developing a website in both official languages for a Long Service Awards Program.

**M.2 Experience and Expertise of the Proposed Personnel**

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

**M.2.2** The Offeror must demonstrate the proposed Program Manager has at least three (3) years of experience in the last five (5) years in managing a Long Service Awards Program and related services;

**M.2.3** The Offeror must demonstrate that the proposed Program Manager has experience in providing customer services in both of Canada's official languages;

### **M.3 Other**

**M.3.1** The Offeror must demonstrate how it will set-up an operational website no later than two (2) months from date of issuance of the standing offer;

**M.3.2** The Offeror must demonstrate how the website will be:

- a) navigable using Internet Explorer,
- b) be accessible to the visually impaired and to the people with disabilities as described in the WCAG 2.0 criteria's Guidelines (<http://www.w3.org/TR/WCAG20/>).

**M.3.3** The Offeror must demonstrate how it will meet the requirement for routine and urgent delivery, for the Long Service Awards Program as detailed in the Request for a Standing Offer (RFSO);

**M.3.4** The Offeror must demonstrate that the packaging used for the Long Service Awards Program is a "green" product, as specified in the RFSO;

**M.3.5** The Offeror must provide with its offer, one (1) sample selection kit for each milestone category including a "green" product, a tree certificate and a congratulatory letter for the Long Service Awards Program as detailed in Annex A – Statement of Work.

## **STAGE 2 - POINT RATED TECHNICAL EVALUATION CRITERIA:**

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

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

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

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

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

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

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

The Offeror must provide sufficient detail to clearly demonstrate how they propose to meet the objectives/requirements and service level of the Long Service Awards Program as detailed in the

Statement of Work at **Annex "A"** The information provided must include, and will be evaluated in accordance with the following point rated criteria:

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

**(Maximum: 300 points/Minimum: 210 points)**

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

**(Maximum: 100 points/Minimum: 70 points)**

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

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

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

**(Maximum: 100 points/Minimum: 70 points)**

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

**(Maximum: 100 points/Minimum: 70 points)**

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

**(Maximum: 100 points/Minimum: 70 points)**

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

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

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

**(Maximum: 75 points/Minimum: 52.5 points)**

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

**(Maximum: 75 points/Minimum: 52.5 points)**

Modified October 30, 2014

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

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

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

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

**Stage 1 - Mandatory Technical Evaluation Criteria**

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

**Stage 3 - Evaluation of Pre-award Samples**

**STAGE 1 - MANDATORY TECHNICAL EVALUATION CRITERIA:**

**M.1 Experience and Expertise of the Firm**

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

**M.1.2** The Offeror must demonstrate that it has experience in providing customer service in both official languages. A member of the Program Management Team must be fluent in both official languages. Fluent means that the individual must be able to communicate orally and in writing without any assistance and with a minimum of errors;

**M.1.3** The Offeror must demonstrate that it has experience in developing a website in both official languages for an Instant Awards Program.

**M.2 Experience and Expertise of the Proposed Personnel**

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

**M.2.2** The Offeror must demonstrate the proposed Program Manager has at least three (3) years of experience in the last five (5) years in managing an Instant Awards Program and related services;

**M.2.3** The Offeror must demonstrate that the proposed Program Manager has experience in providing customer services in both of Canada's official languages.

**M.3 Other**

**M.3.1** The Offeror must demonstrate how it will set-up an operational website no later than two (2) months from date of issuance of the standing offer;

**M.3.2** The Offeror must demonstrate how the website will be:

- a) navigable using Internet Explorer,
- b) be accessible to the visually impaired and to the people with disabilities as described in the WCAG 2.0 criteria's Guidelines (<http://www.w3.org/TR/WCAG20/>).

**M.3.3** The Offeror must demonstrate how it will meet the requirement for routine and urgent delivery, for the Instant Awards Program as detailed in the Request for a Standing Offer (RFSO);

**M.3.4** The Offeror must demonstrate that the packaging for the Instant Awards Program is a "green" product, as specified in the RFSO;

**M.3.5** The Offeror must provide with its offer, one (1) sample selection kit for each milestone category including a "green" product and an e-card for the Instant Awards Program as detailed in Annex B – Statement of Work;

**STAGE 2 - POINT RATED TECHNICAL EVALUATION CRITERIA:**

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

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

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

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

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

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

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

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

the following point rated criteria:

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

**(Maximum: 200 points/Minimum: 140 points)**

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

**(Maximum: 200 points/Minimum: 140 points)**

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

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

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

**(Maximum: 100 points/Minimum: 70 points)**

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

**(Maximum: 100 points/Minimum: 70 points)**

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

**(Maximum: 100 points/Minimum: 70 points)**

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

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

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

**(Maximum: 75 points/Minimum: 52.5 points)**

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

Solicitation No. - N° de l'invitation

E60HS-14AWRD/B

Amd. No. - N° de la modif.

006

Buyer ID - Id de l'acheteur

hs620

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

E60HS-14AWRD

File No. - N° du dossier

hs620E60HS-14AWRD

CCC No./N° CCC - FMS No/ N° VME

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example of the progress report and one (1) sample of the tracking report are to be provided.  
**(Maximum: 75 points/Minimum: 52.5 points)**