

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 0B2 / Noyau 0B2

Gatineau, Québec K1A 0S5

Bid Fax: (819) 997-9776

Request For a Standing Offer Demande d'offre à commandes

National Individual Standing Offer (NISO)

Offre à commandes individuelle nationale (OCIN)

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

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

Comments - Commentaires

Vendor/Firm Name and Address

Raison sociale et adresse du fournisseur/de l'entrepreneur

Issuing Office - Bureau de distribution

Electrical & Electronics Products Division

11 Laurier St./11, rue Laurier

7B3, Place du Portage, Phase III

Gatineau, Québec K1A 0S5

Title - Sujet VARIOUS GOODS FOR INMATES	
Solicitation No. - N° de l'invitation 21120-143244/A	Date 2014-11-28
Client Reference No. - N° de référence du client 21120-143244	GETS Ref. No. - N° de réf. de SEAG PW-\$\$\$HN-333-66252
File No. - N° de dossier hn333.21120-143244	CCC No./N° CCC - FMS No./N° VME
Solicitation Closes - L'invitation prend fin at - à 02:00 PM on - le 2015-01-12	Time Zone Fuseau horaire Eastern Standard Time EST
Delivery Required - Livraison exigée See Herein	
Address Enquiries to: - Adresser toutes questions à: Chow, Mejuine	Buyer Id - Id de l'acheteur hn333
Telephone No. - N° de téléphone (819)956-6283 ()	FAX No. - N° de FAX () -
Destination - of Goods, Services, and Construction: Destination - des biens, services et construction: CORRECTIONAL SERVICE OF CANADA 340 LAURIER AVE W. OTTAWA Ontario K1A0P9 Canada	
Security - Sécurité This request for a Standing Offer does not include provisions for security. Cette Demande d'offre à commandes ne comprend pas des dispositions en matière de sécurité.	

Instructions: See Herein

Instructions: Voir aux présentes

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

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hn33321120-143244

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PART 1 - GENERAL INFORMATION

1. Introduction

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

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

7A, includes the Standing Offer containing the offer from the Offeror and the applicable clauses and conditions;

7B, includes the clauses and conditions which will apply to any contract resulting from a call-up made pursuant to the Standing Offer. |

The Annexes include the Statement of Work, the Basis of Pricing, and any other annexes.

2. Summary

The requirement is to establish up to two (2) National Individual Standing Offer(s) (NISO) for the supply and delivery to Correctional Service Canada (CSC) institutions nationwide of various off-the-shelf items commonly used by inmates, on an as-and-when-required basis. These items vary from clothing and accessories for men and women, to electronics, sporting equipment, over the counter medications and alternative remedies, hobby craft and other miscellaneous goods.

In addition to providing items meeting strict security features, the Offeror must also create an online ordering storefront and provide after-sale services for all products delivered across Canada.

The duration of the Standing Offer (SO) is for a period of fifteen (15) months from date of issuance, with four (4) additional one-year options.

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).

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As per the Integrity Provisions under section 01 of Standard Instructions [2006](#), offerors must provide a list of all owners and/or Directors and other associated information as required. Refer to section [4.21](#) of the Supply Manual for additional information on the Integrity Provisions.

3. Security Requirements

There is no security requirement associated with this Standing Offer.

4. Debriefings

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

PART 2 - OFFEROR INSTRUCTIONS

1. Standard Instructions, Clauses and Conditions

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

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

The 2006 (2014-09-25) Standard Instructions - Request for Standing Offers - Goods - Competitive Requirements, are incorporated by reference into and form part of the RFSO.

Subsection 5.4 of 2006, Standard Instructions - Request for Standing Offers - Goods or Services - Competitive Requirements, is amended as follows:

Delete: sixty (60) days

Insert: hundred and twenty (120) days

1.1 SACC Manual Clauses

Reference	Section	Date
<u>M9033T</u>	Financial Capability	2011-05-16
<u>M1004T</u>	Condition of Material	2011-05-16

2. Submission of Offers

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

Due to the nature of the Request for Standing Offers, transmission of offers by facsimile to PWGSC will not be accepted.

3. Enquiries - Request for Standing Offers

All enquiries must be submitted in writing to the Standing Offer Authority no later than ten (10) calendar days before the Request for Standing Offers (RFSO) closing date. Enquiries received after that time may not be answered.

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

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4. Applicable Laws

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

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

PART 3 - OFFER PREPARATION INSTRUCTIONS

1. Offer Preparation Instructions

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

Section I: Technical Offer (2 hard copies & 2 soft copies)
Section II: Financial Offer (1 hard copy and 1 soft copy)
Section III: Certifications (1 hard copy)

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

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

Canada requests that Offerors follow the format instructions described below in the preparation of their offer.

- (a) use 8.5 x 11 inch (216 mm x 279 mm) paper;
- (b) use a numbering system that corresponds to that of the Request for Standing Offers.

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

- 1) use 8.5 x 11 inch (216 mm x 279 mm) paper containing fibre certified as originating from a sustainably-managed forest and 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 Offer

In their technical offer, Offerors should explain and demonstrate as per Attachment 1 – Evaluation Grid how they propose to meet the requirements and how they will carry out the Work described in Annex A.

Offerors are to complete Annex B – Basis of Pricing, as per the Mandatory Technical Criteria detailed in Part 4, 1.1. The Offeror must also identify the manufacturer and provide a short description of the item proposed.

1.1 Product Offering

- 1. Products that are equivalent in form, fit, function and quality to the item(s) specified in the Request for Standing Offer will be considered where the Offeror designates the brand name and model and/or part number of the proposed product;
- 2. Products offered will not be considered if:

- (a) the Offeror fails to provide all the information requested to allow the Standing Offer Authority to fully evaluate form, fit, function and quality each product; or
 - (b) the product offered fails to meet or exceed the mandatory performance criteria specified in the Request for Standing Offer for that item.
3. In conducting its evaluation of the offers, Canada may, but will have no obligation to, request Offerors offering a product to provide technical information demonstrating the form, fit, function and quality to the item specified in the solicitation, at the sole cost of Offerors, within five (5) business days of the request. If the Offeror fails to provide the requested information within the specified delay, Canada may declare the offer non-responsive.

1.2 Samples

Canada reserves the right to request a sample from the Offeror in order to determine its form, fit, function and quality specified in the Request for Standing Offer.

The Offeror must, upon request from the Standing Offer Authority, provide a sample to the Technical Authority, transportation charges prepaid, and without charge to Canada, within ten (10) calendar days from the date of request. The sample submitted by the Offeror will remain the property of Canada and will not be considered as part of the deliverables in any resulting contract. If the sample does not meet the requirements of the Request for Standing Offer or the Offeror fails to comply with the request of the Standing Offer Authority, the offer will be declared non-responsive.

1.3 Origin of Work Provisions – Cut and Sew Tier (as applicable)

For each line item, Offerors 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 Offeror 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: _____

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

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

Section II: Financial Offer

Offerors must submit their financial offer in accordance with Annex B - Basis of Pricing. The total amount of Applicable Taxes are extra.

1.4 Payment by Credit Card

Canada requests that Offerors complete one of the following:

- (a) () Government of Canada Acquisition Cards (credit cards) will be accepted for payment of call-ups against the standing offer.

The following credit card(s) are accepted:

() VISA

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() Master Card

- (b) () Government of Canada Acquisition Cards (credit cards) will not be accepted for payment of call-ups against the standing offer.

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

Acceptance of credit cards for payment of call-ups will not be considered as an evaluation criterion.

1.5 Exchange Rate Fluctuation

The requirement does not provide for exchange rate fluctuation protection. Any request for exchange rate fluctuation protection will not be considered and will render the offer non-responsive.

Section III: Certifications

Offerors must submit the certifications required under Part 5.

PART 4 - EVALUATION PROCEDURES AND BASIS OF SELECTION

1. Evaluation Procedures

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

Evaluation Criteria

All offers must be completed in full and provide all of the information requested in the RFSO document to enable full and complete evaluation.

Mandatory Technical and Financial Criteria Requirements

Technical and financial Offer submission review will be against mandatory evaluation criteria. This will determine responsive proposals for further evaluation or non-responsive proposals which will be given no further consideration.

1.1 Technical Evaluation

1.1.1 Mandatory Technical Criteria

The following Mandatory technical criteria must be met (See Appendix 1 Evaluation Grid for additional details):

- a) Offers must be submitted in all categories in either Group 1, or Group 2 or Group 1 and 2. The Categories are grouped as follows:
 - a. Group 1
 - i. Category 1 – Clothing, footwear and accessories (men);
 - ii Category 2 – Clothing, footwear and accessories (women);
 - iii Category 6 – Miscellaneous Goods; and
 - iv Category 7 – Hobby
 - b. Group 2
 - i. Category 3 – Electronics and related items
 - ii Category 4 – Sporting Equipment
 - iii Category 5 – Over the Counter (OTC) Medications, Dietary Supplements and Alternative Remedies
 - iv Category 5.1 – Health and Personal

Within each category submitted, at least 80% of the items must be quoted.

- b) Offers must provide delivery to all institutions listed in Annex A – Attachment 2;
- c) Offeror must have a minimum of 5 years of experience in providing similar products identified in Annex A – Attachment 1, to clients in institutional settings or commercial institutions;
- d) Offeror must propose a CSC Account Manager with, in the past 10 years, a minimum of 2 years of experience in managing sales and/or distribution of similar products identified in Annex A – Attachment 1, to clients in institutional settings or commercial institutions;

- e) Offeror must have an online electronic storefront interface that allows processing of orders via their website;
- f) Offeror must provide email and telephone customer service as well as telephone messaging service system;
- g) Offeror must have a catalogue for their existing clients;
- h) Offeror must have a Quality Assurance and return/replacement process similar to the one identified in Annex A;
- i) Offeror must have a reporting system that can generate Inventory/Sales Reports with, at a minimum, the ability to report sales volume per item, per category, per region and per location;
- j) Offeror must have a order management and tracking system; and
- k) Offeror must have a system to address order discrepancies.

Offers not meeting all the mandatory requirements will be given no further consideration

1.2 Financial Evaluation

1.2.1 Pricing Basis

The Offeror must quote firm unit prices in Canadian dollars, DDP Delivered Duty Paid (CSC Institution destination), Applicable Taxes extra and all other costs such as, but not limited to, fees of all sorts, customs duties, excise tax and freight charges to the point of delivery must be included.

NOTE: Price per item must not vary between delivery points listed in Attachment 2.

1.2.2 Evaluated Price

Offer Price

Step 1:

For Offers declared technically responsive, the Offer Price will be calculated as follows:

- A) For categories where all Offerors submit 100% of the items, the evaluated price **per category** is obtained by:

Step i) Calculating the average price over the five year period for each item; and

Step ii) sum all the average unit prices obtained in Step i).

- B) For a category where at least one Offeror submitted less than 100%, but at least 80%, of the items, only items submitted by **all** responsive Offers will be used to calculate the evaluated price of the specified category. The evaluated price per category will be obtained by:

Step i) identifying only the items submitted by all Offerors under the category;

Step ii) averaging each of these item's unit prices provided for the five year period; and

Step iii) adding only these select average unit prices.

The Average Unit Price per item is for evaluation purposes only. However, the proposed firm unit prices in **Annex B, Basis of Pricing** will form the Basis of Payment for any resulting standing offer.

Step 2:

The Offer Price will be calculated for Group 1 and Group 2 by applying the following weighting against the evaluated price of the categories as calculated in Step 1.

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A) Group 1

- a. Clothing, footwear and accessories (men and women) – 75%
- b. Miscellaneous Goods – 10%
- c. Hobby – 15%

B) Group 2

- a. Electronics and related items – 94%
- b. Sporting equipment – 3%
- c. Over the Counter (OTC) Medications, Dietary Supplements and Alternative Remedies and Health and Personal – 3%

2 Basis of Selection

An offer must comply with the requirements of the Request For Standing Offer (RFSO) and meet all mandatory technical evaluation criteria to be declared responsive. The responsive offer with the lowest Offer price on a Group by Group basis will be recommended for issuance of a Standing Offer.

PART 5 – CERTIFICATIONS & FINANCIAL REQUIREMENTS

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

The certifications provided by Offerors to Canada are subject to verification by Canada at all times. Canada will declare an offer non-responsive, will have the right to set-aside a standing offer, or will declare a contractor in default in carrying out any of its obligations under any resulting contracts, if any certification made by the Offeror is found to be untrue whether made knowingly or unknowingly during the offer evaluation period, during the Standing Offer period, or during the contract period.

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

1. Certifications Precedent to Issuance of a Standing Offer

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

1.1 Integrity Provisions - Associated Information

By submitting an offer, the Offeror certifies that the Offeror and its Affiliates are in compliance with the provisions as stated in Section 01 Integrity Provisions - Offer of Standard Instructions 2006. 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 - Standing Offer Certification

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

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

PART 6 - STANDING OFFER AND RESULTING CONTRACT CLAUSES

A. STANDING OFFER

1 Offer

The Offeror offers to fulfill the requirement in accordance with the Statement of Work at Annex A.

2. Security Requirements

There is no security requirement applicable to this Standing Offer.

3. Standard Clauses and Conditions

All clauses and conditions identified in the Standing Offer and resulting contract(s) by number, date and title are set out in the [Standard Acquisition Clauses and Conditions Manual](https://buyandsell.gc.ca/policy-and-guidelines/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.

3.1 General Conditions

2005 (2014-09-25) General Conditions - Standing Offers – Goods, apply to and form part of the Standing Offer.

3.2 Standing Offers Reporting

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

The Offeror must provide data monthly in accordance with the reporting requirements detailed in Annex A – Statement of Work, Section 8. Reporting. If some data is not available, the reason must be indicated. If no goods or services are provided during a given period, the Offeror must still provide a "nil" report.

The data must be submitted to the CSC Technical Authority and the Standing Offer Authority no later than fifteen (15) calendar days after the end of the reporting period.

4. Term of Standing Offer

4.1 Period of the Standing Offer

The period for making call-ups against the Standing Offer is from _____ to _____.

4.2 Extension of Standing Offer

If the Standing Offer is authorized for use beyond the initial period, the Offeror offers to extend its offer for an additional four (4) twelve-month periods, under the same conditions and at the rates or prices specified in the Standing Offer, or at the rates or prices calculated in accordance with the formula specified in the Standing Offer.

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The Offeror will be advised of the decision to authorize the use of the Standing Offer for an extended period by the Standing Offer Authority before the expiry date of the Standing Offer. A revision to the Standing Offer will be issued by the Standing Offer Authority.

4.3 Transition Period

The Offeror acknowledges that the nature of the services provided under the Standing Offer requires continuity and that a transition period may be required at the end of the Standing Offer period. The Offeror agrees that Canada may, at its discretion, extend the Standing Offer by a period of 60 days under the same conditions to ensure the required transition. The Offeror agrees that, during the extended period of the Standing Offer, it will be paid in accordance with the applicable provisions as set out in the Basis of Payment.

The Offeror will be advised of the decision to authorize the use of the Standing Offer for an extended period by the Standing Offer Authority before the expiry date of the Standing Offer. A revision to the Standing Offer will be issued by the Standing Offer Authority.

5. Authorities

5.1 Standing Offer Authority

The Standing Offer Authority is:

Mejuine Chow
Public Works and Government Services Canada - Acquisitions Branch
Logistics, Electrical, Fuel and Transportation Directorate - HN Division
7B3, Place du Portage, Phase III,
11 Laurier Street
Gatineau (QC) K1A 0S5
Telephone: (819) 956-6283 Facsimile: (819) 953-4944
E-mail address: mejuine.chow@pwgsc-tpsgc.gc.ca

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

5.2 Procurement Authority

The Procurement Authority for the Standing Offer is:

Name: will be inserted at issuance of Standing Offer
Title: will be inserted at issuance of Standing Offer
Telephone: (xxx) xxx-xxxx
Facsimile: (xxx) xxx-xxxx
E-mail: will be inserted at issuance of Standing Offer

The Procurement Authority named above is the representative of the department or agency for whom the Work is being carried out under the Standing Offer (SO) and is responsible for all matters concerning the technical content of the Work under the SO. Technical matters may be discussed with the Procurement Authority; however the Procurement 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 an amendment issued by the Standing Offer Authority.

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5.3 Project Authority

The Project Authority for the Standing Offer is identified in the call-up against the Standing Offer.

The Project Authority is the representative of the department or agency for whom the Work will be carried out pursuant to a call-up against the Standing Offer and is responsible for all the technical content of the Work under the resulting Contract.

5.4 Technical Authority

The Technical Authority is the representative of the department or agency for whom the Work will be carried out and is responsible for the Departmental management and oversight of the Standing Offer.

5.5 Offeror's Representative

Name and telephone number of the person responsible for :

Call-ups: (will be inserted at issuance of standing offer)

Name:

Title:

Telephone: (xxx) xxx-xxxx Facsimile: (xxx) xxx-xxxx

E-mail:

Delivery follow-up will be inserted at standing offer

Name:

Title:

Telephone: (xxx) xxx-xxxx Facsimile: (xxx) xxx-xxxx

E-mail:

6. Identified Users

The Identified User authorized to make call-ups against the Standing Offer is the Correctional Service of Canada.

7. Call-up Instrument

The Requirement will be authorized or confirmed by the Identified User(s) using form PWGSC-TPSGC 942, Call-up Against a Standing Offer.

8. Limitation of Call-ups

Individual call-ups against the Standing Offer must not exceed \$40,000.00. (Applicable Taxes included).

Individual call-ups over \$40,000.00 and under \$400,000.00 must be submitted to the Standing Offer Authority for authorization and a request will be made to the Offeror for a potential volume discount.

Individual requirements exceeding the amounts of \$400,000.00 will be submitted to PWGSC in a funded requisition for processing as a separate requirement.

Requirements must not be broken into a number of call-ups for the purpose of requisitioning pursuant to the standing offer.

9. Priority of Documents

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

- a) the call up against the Standing Offer, including any annexes;
- b) the articles of the Standing Offer;
- c) the general conditions 2005 (2014-09-25), General Conditions - Standing Offers - Goods
- d) the general conditions 2010A (2014-11-27) General Conditions – Goods (Medium Complexity)
- e) Annex A, Statement of Work;
- f) Annex B, Basis of Pricing;
- g) the Offeror's offer dated _____ (*date of offer*), as clarified/amended on _____ (*if applicable*).

10. Certifications

Compliance

The continuous compliance with the certifications provided by the Offeror with its offer and the ongoing cooperation in providing associated information are conditions of issuance of the Standing Offer (SO). Certifications are subject to verification by Canada during the entire period of the SO and of any resulting contract that would continue beyond the period of the SO. If the Offeror does not comply with any certification, fails to provide the associated information, or if it is determined that any certification made by the Offeror in its offer is untrue, whether made knowingly or unknowingly, Canada has the right to terminate any resulting contract for default and set aside the Standing Offer.

11. Applicable Laws

The Standing Offer and any contract resulting from the Standing Offer must be interpreted and governed, and the relations between the parties determined, by the laws in force in _____. (*Insert the name of the province or territory as specified in offer, if applicable*).

12. New Line Items and Alternate Products

Canada reserves the right to add new items and new alternate products to the Standing Offer as required by departmental programs in keeping with the scope of Categories on the Standing Offer. The following procedures will apply:

1. For any new item having an estimated total annual cost up to \$25,000.00, the Offeror will certify as follows:

"The price submitted is not in excess of the lowest price charged anyone else, including the Offeror's most favored customer, for like quality and quantity of the products. The Offeror's certification that the price is not in excess of the lowest price charged anyone else and is subject to verification by government audit, at Canada's discretion";

2. Any new additional item and alternate product that is requested to be added to the Standing Offer must be approved by both the CSC Technical Authority and the Standing Offer Authority.

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3. Any replacement items must be approved by the Standing Offer Authority and the CSC Technical Authority. The unit price for replacement items must not exceed 10% of the original item price (for example, replacement of one obsolete Red T-shirt with another Red T-Shirt).

4. Offerors can only add items to Categories for which they hold a Standing Offer.

13. Post Standing Offer Meeting

The Post Standing Offer Meeting can be held at the Offerors' plant or through video conferencing. In the event that the meeting is held at plant, the Technical Authority or his/her delegated representatives must be afforded access to the Offerors' plant and all other premises where pertinent processes are being performed.

A post standing offer meeting may be convened within twenty (20) calendar days after issuance of standing offer. Participants may include representatives of the Offeror, the Technical Authority, the Standing Offer Authority, and the Procurement Authority. Other meetings may be convened as required.

The Offeror is responsible for the recording and distribution of the minutes for all Standing Offer -related meetings. The minutes must be sent to the Technical Authority for acceptance prior to the distribution to all participants or as otherwise directed in the Standing Offer within ten (10) calendar days of the subject meeting. The minutes will be used only as a record of proceedings.

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B. RESULTING CONTRACT CLAUSES

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

1. Statement of Work

The Contractor must provide the items detailed in the call-up against the Standing Offer.

2. Standard Clauses and Conditions

2.1 General Conditions

2010A (2014-11-27), General Conditions - Goods (Medium Complexity) apply to and form part of the Contract.

Section 16 Interest on Overdue Accounts, of 2010A (2014-11-27), General Conditions – Goods (Medium Complexity) will not apply to payments made by credit cards. (*When payment by credit cards is accepted by the Offeror*)

2.2 SACC Manual Clauses

SACC Reference	Section	Date
<u>B1501C</u>	Electrical Equipment	2006-06-16
<u>B7500C</u>	Excess Goods	2006-06-16

3. Term of Contract

3.1 Delivery Date

Delivery must be completed in accordance with the call-up against the Standing Offer or with the schedule established in sub-section 4.5 of the SoW.

4. Payment

4.1 Basis of Payment

In consideration of the Contractor satisfactorily completing its obligations under the Contract, the Contractor will be paid a firm unit price specified in Annex B – Basis of Payment, in Canadian funds, DDP Incoterms® 2000 for the various delivery destinations in Annex A, Attachment 2 excluding Applicable Taxes but including all other costs such as, but not limited to, fees of all sorts, customs duties, excise tax and freight charges to the point of delivery.

4.2 Limitation of Price

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

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4.3 Single Payment / Multiple Payments

SACC Manual clause [H1000C](#) (2008-05-12) Single Payment

Or

SACC Manual clause [H1001C](#) (2008-05-12) Multiple Payments

4.4 SACC Manual Clauses

SACC Reference	Section	Date
A9116C	T1204 - Information Reporting by Contractor	2007-11-30
A9117C	T1204 - Direct Request by Customer Department	2007-11-30
C0100C	Discretionary Audit - Commercial Goods	2010-01-11
G1005C	Insurance	2008-05-12

4.5 Payment by Credit Card

The following credit cards are accepted: _____ and _____.

5. Invoicing Instructions

1. The Contractor must submit invoices in accordance with the section entitled "Invoice Submission" of the general conditions. Invoices cannot be submitted until all work identified in the invoice is completed.
2. Invoices must be distributed as follows:
 - (a) as per the detailed instructions in the standing offer; or
 - (b) the address shown in the "ship to block" on the Call-up Against a Standing Offer form; or
 - (c) as indicated in the "special instructions" block on the Call-up Against a Standing Offer form.

The original and one (1) copy must be forwarded to the consignee for certification and payment.

6. SACC Manual Clauses (Delivery) as applicable

SACC Reference	Section	Date
D2000C	Marking	2007-11-30
D2001C	Labelling	2007-11-30
D9002C	Incomplete Assemblies	2007-11-30

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21120-143244

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7. Shipping Instructions - Delivery at Destination

Goods must be consigned to the destination specified in the Contract and Delivered Duty Paid (DDP) (CSC Institution Destination indicated in Call-up), Incoterms 2000 for shipments from a commercial contractor.

7.1 Shipping Instructions

Packing and packaging per Institution must be in accordance with good commercial practice to ensure safe arrival of all items at destination in an undamaged condition. Appropriate documentation to record the transaction and material shall be included.

In the event that a shipment contains orders from multiple call-ups, goods for each call-up must be identified separately with a call-up number.

7.2 Shipping - Scheduling

The Contractor or its carrier must arrange delivery appointments by contacting the CSC Institution (or any individual designated as "Delivery Contact" in the call-up) at least twenty-four (24) hours before delivery. The consignee may refuse shipments when prior arrangements have not been made. Any reshipping cost will be the Contractor's responsibility.

8. Origin of Work – Cut and Sew Tier - Disclosure of Information (as applicable)

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 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.

APPENDIX 1

EVALUATION GRID

	Mandatory Criteria	Y/N
M1	<p>The Offeror must have a minimum of five (5) years of experience providing products similar in nature to those listed in Attachment 1 to the Statement of Work, to clients in <u>institutional or commercial installations or settings</u>*.</p> <p>Offerors must provide the following details as to how the stated experience was obtained:</p> <ol style="list-style-type: none"> 1. Name of the client organization(s) and contact information; 2. Start and end dates; 3. Nature and scope of the services provided; 4. Details about the work performed by the Offeror on the project including deliverables; 5. A professional reference that can attest the Offeror's experience. <p>The Offeror's experience must have been acquired in the ten (10) years prior to date of offer closing.</p> <p><u>*Institutional or commercial installations or settings</u> which facilitate their clients or residents with access to goods and services are defined as, but not restricted to correctional facilities, hospitals, schools, hotels, community based residential facilities, shelters/missions, community centres etc.</p>	
M2	<p>The Offeror must designate one individual as the CSC Account Manager. The Offeror must provide a detailed CV and covering letter for the CSC Account Manager which includes all pertinent information.</p> <p>The Offeror must include, as a minimum, in their CV:</p> <ol style="list-style-type: none"> 1. A covering letter which describes the details of their corporate experience; 2. Employment history 3. Educational credentials 4. A minimum of two (2) professional references 	
M3	<p>The Offeror's proposed CSC Account Manager must have a minimum of two (2) years of experience managing the sales and/or distribution of products similar in nature to those listed in Attachment 1 to the Statement of Work, to clients in <u>institutional or commercial installations or settings</u>*.</p> <p>Offerors must provide the following details as to how the stated experience was obtained:</p> <ol style="list-style-type: none"> 1. Name of the client organization(s) and contact information; 2. The total number of years of experience; 3. The start and end dates of the assignment(s) and/or project(s); 4. Details about the work performed by the proposed resource on the assignment(s) including deliverables; 5. A professional reference that can attest the proposed resource's experience. <p>The proposed resource's experience must have been acquired in the ten (10) years prior to date of offer closing.</p>	

	<p><u>*Institutional or commercial installations or settings</u> which facilitate their clients or residents with access to goods and services are defined as, but not restricted to correctional facilities, hospitals, schools, hotels, community based residential facilities, shelters/missions, community centres etc.</p>	
M4	<p>The Offeror must, at time of offer closing, have an online electronic storefront interface, which allows authorized personnel to order items online via their website.</p> <p>Offerors must provide the following information to substantiate their response:</p> <ol style="list-style-type: none"> 1. A web link and/or screen capture of the Offeror's online electronic storefront interface. 	
M5	<p>The Offeror must, at the time of offer closing, provide a customer service function that includes all of the following;</p> <ol style="list-style-type: none"> i. An email and telephone contact (including a toll-free number), in order to respond to queries that may include, but not be limited to, order status, return procedures, return authorization and complaint resolution. ii. A telephone messaging service system to capture messages left by customer's staff outside of the customer service hours. <p>Offerors must provide the following information to substantiate their response:</p> <ol style="list-style-type: none"> 1. A copy of an internal policy and/or corporate document which addresses customer service function described above. 	
M6	<p>The Offeror must, at the time of offer closing, have a catalogue for their existing clients which contains all of the following:</p> <ol style="list-style-type: none"> i. pictures and descriptions of all items in the catalog; ii. specifications of all items in the catalog (if appropriate); iii. a sizing chart (if applicable) for all items in the catalog; iv. pricing for all items in the catalog. <p>Offerors must provide the following information to substantiate their response:</p> <ol style="list-style-type: none"> 1. A copy of their catalog which addresses the requirements specified above. 	
M7	<p>The Offeror must have quality assurance (QA) and returns/replacement processes as described in Section 4.6 of the Statement of Work.</p> <p>Offerors must provide the following information to substantiate their response:</p> <ol style="list-style-type: none"> 1. A copy of an internal policy and/or corporate document which addresses the QA and returns/replacement processes described above. 	

M8	<p>The Offeror must, at time of offer closing, have a reporting system that can generate Inventory / Sales Reports as described in Section 8 of the Statement of Work. The Inventory / Sales Reports must contain, at a minimum, the ability to report all of the following information;</p> <ol style="list-style-type: none">sales volume per item;sales volume per category;sales volume per region; andsales volume per location. <p>Offerors must provide the following information to substantiate their response:</p> <ol style="list-style-type: none">A copy of a report and/or a screen capture that demonstrates the reporting requirement described above.	
M9	<p>The Offeror must have an order management and tracking system which describes the individual steps performed when orders are reviewed and processed.</p> <p>Offerors must provide the following information to substantiate their response:</p> <ol style="list-style-type: none">A copy of an internal policy and/or corporate document which addresses order revision and processing as described above.	
M10	<p>The Offeror must have a system that addresses order discrepancies when deliveries are made (e.g. missing products, undeliverable orders, defective products, etc.).</p> <p>Offerors must provide the following information to substantiate their response:</p> <ol style="list-style-type: none">A copy of an internal policy and/or corporate document which addresses order discrepancies as described above.	

ANNEX A

STATEMENT OF WORK

1. Background:

The Correctional Service of Canada (CSC) is a federal government agency within the portfolio of Public Safety, which also includes the Royal Canadian Mounted Police, the Parole Board of Canada, the Canada Border Services Agency and the Canadian Security Intelligence Service.

CSC is responsible for administering court-imposed sentences of two years or more for offenders, including supervising those under conditional release in the community. On a typical day during 2012-13, CSC was responsible for 22,762 offenders, of which 15,056 were in federal custody and 7,706 were supervised in the community.

1.1 Purchasing Practices for Inmates:

When inmates arrive at an institution, they are provided with the essential items and can have personal items sent in from the community during a specific time period at the beginning of their sentence. Subsequently, inmates can purchase perishable items, hygiene items and other sundries at the institutional canteen. All other purchases are facilitated by CSC staff through suppliers based in the community. These purchases must be deemed to not pose security or fire safety risks, be in line with the inmate's correctional plan and be within the parameters of inmate spending. Inmates pay for their purchases in full and can have up to \$1,500.00 worth of personal property. Once an inmate reaches the \$1,500.00 limit, they can choose to send some items to their community contacts in order to allow for new purchases, essentially to remain within the \$1,500.00 threshold.

Inmates purchase a variety of items over the course of their sentences and spend the most on electronics and associated items, followed by clothing and footwear. Inmates are generally required to wear institutional clothing during working and programming hours but they are permitted to wear their own clothes in the evenings and on weekends. Women inmates, minimum-security male inmates and inmates at Aboriginal Healing Lodges are allowed to wear their own clothing throughout the day, every day.

On April 15, 2012, 22% of inmates were classified as minimum security, 62.3% were medium security and 15.7% were classified as maximum security inmates and there were 603 women in federal penitentiaries¹.

In fiscal year 2010-11, inmates spent an estimated \$4.5 million on personal property. The table below indicates the percentage of purchases (based on dollar value) by category of goods during that same one year period, and broken down by category and region.

¹ Corrections and Conditional Release Statistical Overview (2012).

Breakdown of Purchases by Dollar Value		Breakdown of Percentage of Sales by Dollar Value by Category and Region				
Category	Percentage	ATL	QUE	ONT	PRA	PAC
Electrical	47.53%	8%	23%	28%	28%	13%
Clothing	34.03%	6%	28%	27%	27%	12%
Hobby craft	7.17%	1%	50%	28%	21%	1%
Regular	3.82%	6%	32%	23%	26%	13%
Jewellery	2.23%	4%	28%	26%	26%	16%
Over the Counter (OTC) Medications, Dietary Supplements and Alternative Remedies	1.74%*	n/a	n/a	n/a	n/a	n/a
Sport Equipment	1.49%	5%	28%	30%	30%	7%
Musical	1.07%	6%	40%	18%	24%	11%
Computer	0.38%	0%	49%	51%	0%	0%
Educational	0.32%	0%	4%	86%	10%	0%
Religious	0.22%	0%	0%	15%	63%	21%
Other	0.01%	0%	0%	0%	0%	100%

***Note:** the dollar value by category and region is not available for these items.

It should be noted that the category entitled "electrical" includes items such as televisions, desk fans, headphones, audio CDs, radio alarm clocks. The "regular" category includes water bottles, plastic containers and office supplies.

CSC does not guarantee level of sales similar to those indicated above. Rather, CSC is offering a market to successful suppliers in specific goods categories.

2. Objectives:

CSC is seeking to standardize its inmate purchasing process and make uniform the types of personal property items available for purchase by inmates. This initiative aims to increase efficiencies and enhance institutional safety. CSC has developed a list of items that it will make available for purchase to inmates. It is found in [Attachment 1](#) to the Statement of Work. The inmate population will select goods through a bound paper catalogue provided by one or more suppliers capable of delivering these items to all CSC institutions.

CSC must ensure that the same items are available to all inmates, at the same price(s), regardless of institution location.

This new purchasing plan represents a departure from how purchasing was traditionally handled in CSC facilities. CSC's intention is to have one or more suppliers offer quality items of lasting value that meet CSC's stringent security features.

3. Scope of Work:

1. The Offeror(s) must provide commonly and commercially-available off-the-shelf items in accordance with Attachment 1 to the Statement of Work as part of a national inmate purchasing process at CSC institutions across Canada.
2. The Offeror(s) must provide customer service, a customized catalogue, an online ordering storefront, the packaging and delivery of goods country-wide and options for quality assurance and returns/exchange processes as described in 4.6.
3. The Offeror(s) must provide professional services via designated CSC Account Manager(s);
4. The Offeror(s) must provide a Reporting requirement as described in Section 8 of this Statement of Work.

3.1 CSC Account Manager(s) - Tasks/Responsibilities:

The Offeror(s) must designate one individual as the CSC Account Manager. The CSC Account Manager(s) shall support the CSC Technical Authority by providing services which include, but are not limited to:

1. Act as the single point of contact for the CSC Technical Authority and CSC Procurement Authority;
2. On an as requested basis, provide updates and information to the CSC Technical Authority and CSC Procurement Authority in regards to the Work.

4. Requirements:

The Offeror(s)/Contractor(s) must address and include the following elements associated with this requirement.

4.1 Categories of Goods / List of Goods

The Offeror(s) must provide 80% of the items in the categories they have included in their offer. Items and categories are listed in [Attachment 1](#) to the Statement of Work to all CSC institutions (locations listed in [Attachment 2](#) to the Statement of Work). These goods are separated in the following categories:

1. Clothing, footwear and accessories (men);
2. Clothing, footwear and accessories (women);
3. Electronics and related items;
4. Sporting equipment;
5. Over the Counter (OTC) Medications, Dietary Supplements and Alternative Remedies;
 5.1 Health and Personal
6. Miscellaneous goods;
7. Hobby craft.

All items must meet all [Canadian Health and Safety Regulations](#).

4.1.1 Over the Counter (OTC) Medications, Dietary Supplements and Alternative Remedies

1. The list of goods is found in Attachment 1 to the Statement of Work, section 5.

2. As the selection of such items can be quite extensive, arrangements will be made between the Offeror(s) and CSC to devise a workable ordering system.
3. The requirements relating to the provision of a catalogue (Section 4.3 Catalogue / Ordering) and electronic storefront (Section 4.4 Electronic Storefront) do not apply to this category.
4. The Offeror(s) must provide a selection of Over the Counter Medications, Dietary Supplements and Alternative Remedies comparable to those found at a national retail supplier in the community.
5. The Contractor supplying these items must ensure that items sold to inmates do not contain any of the prohibited ingredients listed below:

Items must not include the following prohibited ingredients: Dextromethorphan; Alcohol; Ephedrine/Pseudoephedrine; Creatine; Dimenhydrinate; Diphenhydramine; Triethanolamine salicylate; Nicotine; Menthol; or, schedule 2 drugs*

*Schedule 2 drugs can be found on the following link: <http://napra.ca/pages/Schedules/Search.aspx>

4.1.2 Security Constraints

1. The Offeror(s) must provide the items identified in [Attachment 1](#) to the Statement of Work in accordance with the technical requirements specified. No substitutions will be accepted without CSC approval.
2. CSC will restrict the purchase of certain items based on the inmate's institutional security level, with those of lower security having access to a wider variety of goods than those of higher security levels. It will remain the responsibility of CSC staff to ensure the products ordered are authorized for the respective inmate.
3. CSC will search all goods upon entry to identify any attempts to introduce contraband into the institutions.
4. In accordance with CSC's policy on Inmate property, the following is not permitted for any items: Graphics depicting gangs, violence, drugs, sexuality, camouflage or sports team logos.

4.2 Customer Service

1. The Offeror(s) must provide a bilingual (English and French) customer service function, by email and telephone (including a toll-free number), in order to respond to queries that may include, but not be limited to, order status, return procedures, return authorization and complaint resolution.
 - i. This function must be available Monday to Friday, between 08:00 and 05:00 local time for each region except for Federal Statutory Holidays and applicable provincial holidays, which are listed in [Attachment 3](#) to the Statement of Work.
2. The Offeror(s) must provide a telephone messaging service system to capture messages left by CSC staff outside of the Offeror(s)'s customer service hours.
 - i. These messages must be acknowledged via email or telephone message the following business day.

4.3 Catalogue / Ordering

Upon Standing Offer issuance, CSC will work with the Offeror(s) to determine layout of catalogues as items must be organized according to institutional security level.

1. The Offeror(s) must provide, free of charge, two (2) bound colour paper catalogues (one for women and one for men) which must include all of the following:

-
- i. pictures and descriptions of all items in the catalog;
 - ii. specifications of all items in the catalog (if appropriate);
 - iii. a sizing chart (if appropriate) for all items in the catalog;
 - iv. pricing for all items in the catalog; and
 - v. last updated date of the catalog. Ex: Catalog 2014-2015.

2. The Offeror(s) must provide a searchable electronic version (soft copy) of the catalogs. An example would be a PDF version. The search function must work without an internet connection.

3. The catalogues must be bilingual (tumble format) and items must be listed by categories and according to goods authorized in each security level. For example, the first section would include all items, according to categories, offered to minimum security inmates; the second to medium security; the third to maximum security.

4. The Offeror(s) must make multiple copies of the catalogues available and must distribute them as follows:

- i. two (2) hard copies and two (2) soft copies per institution;
- ii. two (2) hard copies and two (2) soft copies to each Regional Headquarters (RHQ); and
- iii. two (2) hard copies and two (2) soft copies to National Headquarters (NHQ).

NOTE: The addresses for Regional and National Headquarters can also be found in [Attachment 2](#) to the Statement of Work.

5. The catalogues must be distributed, as specified in 4.3, 2. above no later than thirty (30) calendar days following approval of the layout

6. Regular updates to the catalogue will be done once per year and will possibly see the removal or replacement of items.

- i. The Offeror(s) must propose the replacement(s) for the item(s) that must be replaced;
- ii. Once the replacement is approved by CSC, the Offeror(s) must provide updated catalogues within 30 days of receiving approval;
- iii. Should there be a security requirement to modify the catalogue(s) prior to the annual review, the Offeror(s) must issue an amendment notice to the catalogue no later than fifteen (15) days following the written notification, from the CSC Project Authority via email, and ensure distribution, as noted above. The notification must be acknowledged within 24 hours of receipt.

7. The Offeror(s) must make available, as and when requested, additional hard and soft copies of the catalog. Requests for additional hard and soft copies of the catalog must be fulfilled no later than ten (10) business days after date of request. The additional hard and soft copies of the catalog must be supplied to CSC at no additional cost.

4.4 Electronic Storefront

1. The Offeror(s) must develop and provide a bilingual (English and French) electronic storefront interface, which allows authorized CSC personnel to order items online via the Offered(s)'s website(s). The electronic storefront must include the following features and functionalities:

- i. must be available within ninety (90) calendar days from date of SOA issuance.

- ii. must include only the pre-approved items;
- iii. must be available on a round-the-clock basis (24 hours/day), 7 days per week, 365 days per year;
- iv. must be operable and available to receive orders 99.9% of the time; the exception being maintenance periods agreed upon between the Offeror(s) and the CSC Technical Authority;
- v. must allow browsing and transactions by registered users only:
 - a. the Offeror(s) must create or disable user accounts on orders of the CSC Technical Authority only;
 - b. the Offeror(s) must provide a unique username and password for each CSC authorized user
- vi. must provide a detailed order confirmation to be available per CSC authorized user:
 - a. within 24 hours after receipt of an order, the Contractor(s) will send an order confirmation to the CSC authorized user by email; The confirmation must contain, at a minimum, the following information:
 - 1. The Contractor's name and address;
 - 2. Item numbers and description for each item ordered;
 - 3. Prices for each item ordered;
 - 4. Quantity for each item ordered;
 - 5. Ship-To, Address/Location where the items will be delivered;
 - 6. Date the order was placed and estimated time of delivery;
 - 7. A reference number for each order that permits CSC to track order status;
 - 8. A notification if an item is back-ordered;
 - 9. Identification of who placed the order (last name, first name);
 - 10. The total price of the order, taxes not included.

Note: The Contractor may include other information as required on the order confirmation.
 - b. in the event any information is incorrect, the CSC authorized user will have 24 hours after confirmation to notify the Contractor of changes.
- vii. must have high-grade encryption algorithm (Minimum 128 bit encryption) of the content and any transactions executed on the storefront;
- viii. must meet [Web Content Accessibility Guidelines \(WCAG\) 2.0.](#)

2. An ordering schedule will be established on a once per month basis. Although orders can be placed at any point in time by CSC authorized users, there will be a determined cut-off period and delivery schedule (refer to section 4.5 Packaging/Shipping/Delivery) that will enable staggered arrival of goods at the institutions, if required.

4.5 Packaging / Shipping / Delivery

All costs for delivery will be borne by the inmates. The per-item costs will be based on a delivered duty paid scheme (DDP). CSC must ensure that the same items are available to all inmates, at the same price(s), regardless of institution location. A list of CSC facilities is included in [Attachment 2](#) to the Statement of Work. CSC's National Facility Directory also provides a list of all institutions: <http://www.csc-scc.gc.ca/institutions/001002-0001-eng.shtml>

Note: CSC reserves the right to modify the delivery/ordering schedule to best suit its requirements. CSC will work with the Offeror(s) when establishing the schedule, and make every reasonable effort to come to an

arrangement that both CSC and the Offeror(s) agree upon. ***The schedule below is an example of what may be established.***

1. The Contractor(s) must package and ship items per institution;
2. Delivery shall be assured according to the following schedule:

Schedule 1 goods: Would be delivered on a set timetable. An example would be: orders must be placed by predetermined date and must be delivered within two (2) weeks.

Schedule 2 goods: Would be delivered on a set timetable as well. This timetable would be established so as to not coincide with the delivery of Schedule 1 goods. For example:

- Schedule 1 goods orders must be placed by the 1st of the month and delivered no later than the 15th.
- Schedule 2 goods orders must be placed by the 14th of the month and delivered no later than the 30th.

Schedule 3 goods: Would be delivered anytime within 30 days after the determined cut-off date.

Category	Delivery
Electronics and related items	Schedule 1
Clothing, footwear and accessories	Schedule 2
Hobby craft	Schedule 3
Sporting equipment	Schedule 3
Over the Counter (OTC) Medications, Dietary Supplements and Alternative Remedies	Schedule 3
Miscellaneous goods	Schedule 3

3. Backordered items must be delivered as and when they become available, regardless of the established schedules.

4. The Contractor(s) must be responsible for all shipping activities, including ensuring the timely and safe arrival of all goods at the specified destination. This includes all tracking of shipments up to confirmation of receipt at destination, for all material.

5. Notification to the destination address must include all the following information:

- i. list of items contained in the shipment;
- ii. quantity of each item;
- iii. shipping date;
- iv. order number; and
- v. telephone number of the institution.

6. Delivery at institutions must be during normal business hours (8:00 AM to 5:00 PM) specific to each Region where the items are being delivered.

7. Each shipment must be accompanied by a clear and detailed packing slip/waybill. All packing slips must indicate the item title, the number items within each box, the total number of boxes for the shipment and the total quantity of each item shipped.

Note – Institutional Security/Lockdown: The Contractor(s) must be aware that they may be faced with delay or refusal of entry to certain areas at certain times (e.g., institutional lockdown or other security related emergencies) even if prior arrangements for access may have been made.

The Contractor(s) is/are advised to call a minimum of 24 hours in advance of delivery to ensure that planned access is still available.

- i. If access is unavailable once they have arrived on-site, the Contractor(s) will adopt a workaround plan identified by the institution in question.
- ii. With the exception of sites located in remote locations, delivery to a nearby facility will be required.
- iii. Where remote sites are concerned, the Contractor(s) must confirm if an alternate delivery location or re-attempt is required.

4.6 Returns/Replacements

1. The quality of the items provided must be assured (i.e. in original, unused condition and free from any defects or damage) and must be fit for the intended purpose.
 - i. Electronics must be guaranteed for a period of at least twelve (12) months from date of purchase.
 - ii. All other goods must be guaranteed for a period of at least thirty (30) days from date of purchase.
 - a. Items otherwise specified, including, but not limited to, hygiene products, clothing, medication and/or seal-proof items, may not be applicable for warranty.
 - iii. Any items that become not fit for the intended purpose within the guarantee periods stated above must be replaced in an expedient fashion and, at no additional delivery cost.
2. Any defected or damaged items must be replaced in an expedient fashion and, at no additional delivery cost.
3. The Contractor(s) must not charge restocking fees.
4. Returns will only be permitted in the following instances, and are expected to be covered by the Contractor(s):
 - i. the item does not fit the inmate;
 - ii. the item delivered is defective and/or not fit for the intended purpose;
 - iii. the item delivered is not the item that was ordered.

5. Deliverables

1. Deliverables will be subject to inspection and acceptance by the CSC Project Authority and CSC Institutional Staff.
2. The Offeror(s)/Contractor(s) must provide the following deliverables associated with this requirement:
 - i. delivery of the items listed in the Statement of Work;
 - a. Individual deliverable items will be specified in each order.
 - ii. a bilingual (English and French) customer service function as described in section 4.2;
 - iii. a bilingual (English and French) telephone messaging service system as described in section 4.2;
 - iv. hard and soft copies of catalogues as described in section 4.3;
 - v. an electronic storefront interface as described in section 4.4;

- vi. a packing slip/waybill for each order as described in section 4.5;
- vii. reporting requirements as described in section 8.

6. Limitations and Constraints:

1. Any proposed changes by the Offeror(s) to the items being provided must be approved by CSC Technical Authority.

7. Technical Environment:

The Offeror(s)'s electronic storefront and electronic catalog must work on standard CSC desktop computers. The desktop includes:

- Windows XP Professional Version 2002 SP3, or Windows 7 Enterprise Version 2009 SP1;
- Internet Explorer 7 or 9; and
- Microsoft Office 2002 or Microsoft Office 2007 SP2.

8. Reporting

The Offeror(s)/Contractor(s) must have reporting capabilities for the following units.

A monthly record of sales transactions report; typically, an Inventory / Sales report will include information such as the sales volume per item, category and region and site. The Contractor(s) must provide the following reports:

- i. sales volume per item;
- ii. sales volume per category;
- iii. sales volume per CSC Region; and
- iv. sales volume per CSC site.

1. These report(s) will be used to monitor types of purchases made by inmates that may require a greater variety and those that could be removed from availability.
2. The reports will be delivered on a recurring monthly basis, for the duration of the agreement(s). The delivery date for the reports will be negotiated and agreed upon after contract award.
3. These report(s) must also be made available, at any time, to the CSC Project/Technical Authority and/or CSC Procurement Authority upon request, in MS Office format, preferably Word or Excel. The Contractor(s) must deliver the report within three (3) business days of the request.

9. Product Recall:

The Offeror(s)/Contractor(s) must implement data tracking and identification procedures to allow system-wide identification and isolation of any contaminated or unsafe products that may contribute to a health hazard of any kind.

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The Offeror(s)/Contractor(s) must establish and follow a process by which items/products are identified, located, withdrawn from circulation/use and, replaced.

This removal/recall will be determined by the Manufacturer(s) and/or the Offeror(s)/Contractor(s).

10. Applicable Documents

The work described in this SOW will be based on the documents provided by CSC that will include:

- [Commissioner's Directive 566-1 – Control of Entry to and Exit from Institutions](#)
- [Commissioner's Directive 566-2 – Control of Vehicle Entry to and Exit from Institutions](#)
- [Commissioner's Directive 566-9 – Searching of Cells, Vehicles and Other Areas](#)
- [Commissioner's Directive 566-12 – Personal Property of Offenders](#)
- [Commissioner's Directive 860 – Offender's Money](#)
- [Commissioner's Directive 890 – Inmate Owned Canteens](#)
- [Web Content accessibility Guidelines](#)

11. Location of Work:

The work is to be carried out on at the Offeror(s) place of business.

**Attachment 1
To the
Statement of Work**

LIST OF GOODS TO BE MADE AVAILABLE TO INMATES BY CATEGORIES

1. Clothing, Footwear and Accessories (Men)

Items made available for purchase/ Styles	Sizes	Variety/ Specifications
Short sleeve v-neck	XS to XXL	For all 5 styles:
Short sleeve crew neck	XS to XXL	100% cotton
Muscle/sleeveless T-shirt	XS to XXL	solid colours: grey, green, purple
Long sleeve crew neck	XS to XXL	2 different logos: pop culture icons, musicians, etc. Not permitted: graphics depicting gangs, violence, drugs, sexuality, or camouflage
Long sleeve v-neck	XS to XXL	
Short sleeved golf shirt	XS to XXL	100% cotton 2 solid colours: grey, green
Cardigan long sleeve sweater	XS to XXL	100% cotton, cotton-blend or wool Choice of two colours or print Not permitted: hooded sweaters; graphics depicting gangs, violence, drugs, sexuality; the following colours: red, blue, black or white or camouflage print
Crew neck long sleeve sweater	XS to XXL	
Pullover sweatshirt	XS to XXL	100% cotton or cotton blend Solid colours: grey and green Not permitted: hooded sweatshirts; small logo is permitted providing it does not contain graphics depicting gangs, violence, drugs, sexuality or camouflage print
Zip-up sweatshirt	XS to XXL	Fleece Solid colours: grey and green Not permitted: hooded sweatshirts; small logo is permitted providing it does not contain graphics depicting gangs, violence, drugs, sexuality or camouflage print
Relaxed fit jeans	XS to XXL	Both styles:
Straight leg jeans	XS to XXL	Denim construction 4 pocket jeans Button rather than snap closure Blue (light or dark)
Casual pants	XS to XXL	100% cotton or cotton blend Beige and grey 4 pocket style Button rather than snap closure Not permitted: cargo pants
Cotton elastic waist sweatpants	XS to XXL	100% cotton or cotton blend Solid colour: grey
Cotton tie-up waist sweatpants	XS to XXL	100% cotton or cotton blend Solid colour: grey

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Nylon wind pants	XS to XXL	Solid colour: black or navy A small logo will be permitted providing it does not contain graphics depicting gangs, violence, drugs or sexuality Not permitted: tear-aways
Athletic shorts	XS to XXL	Polyester or nylon Tie-waist construction Colour: black, navy or grey A small logo will be permitted providing it does not contain graphics depicting gangs, violence, drugs or sexuality
Cotton or cotton-blend short	XS to XXL	Solid colours: beige and grey 4 pocket design Button rather than snap closure Not permitted: cargo style, camouflage design
Boxers	XS to XXL	Styles are to be available in the following fabrics:
Briefs	XS to XXL	100% cotton
Boxer briefs	XS to XXL	Cotton-lycra blend Colours: black and white
Athletic socks	Various	Colour: white Ankle high Logo will be permitted providing it does not contain graphics depicting gangs, violence, drugs or sexuality
Cotton-blend dress socks	Various	Colours: beige, navy and black
Wool socks	Various	Colours: beige and grey
Cotton or cotton-blend short sleeve long pant pyjamas	XS to XXL	Elastic waist pants 1 colour/print selection
Flannel long sleeve and long pant pyjamas	XS to XXL	Not permitted: camouflage design
Bathrobe	XS to XXL	Terry cloth; full-length Not permitted: hoods
Windbreaker/nylon athletic-style jacket	XS to XXL	Colour must exclude red, blue, black and white A small logo will be permitted providing it does not contain graphics depicting gangs, violence, drugs or sexuality Not permitted: hoods, camouflage print, inside pockets
Spring/fall jacket	XS to XXL	Light insulated jacket Brown or grey Machine washable with no inner pockets Not permitted: hoods, camouflage print, inside pockets
Winter jacket	XS to XXL	Colour must exclude red, blue, black and white Insulated Bomber-style/short jacket Not permitted: hoods, camouflage print, inside pockets
Trunk-style swimsuit	XS to XXL	Colour: black
Leather belt	XS to XXL	Brown and black No oversized buckle (no more than 2"x2")
Fabric belt	XS to XXL	Beige No oversized buckle (no more than 2"x2")
Winter gloves	XS to XXL	Water-resistant shell (nylon)
Mittens	XS to XXL	Insulated to -20 degrees Celsius Colour: black Not permitted: leather

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Scarf	Various	Cotton-blend Grey
Toque	Various	Cotton-blend Grey
Ballcap	Various	2 styles Pop culture icons, musicians and small logos will be permitted providing they do not contain graphics depicting gangs, violence, drugs or sexuality Colours to exclude: red, blue, black, white and camouflage print
Suspenders	Various	Black
Leather winter boots	Various	6" shaft Not permitted: steel inserts
Leather casual shoe with laces	Various	Lace-up design Colour: black and brown Not permitted: steel inserts or hollow heels
Running shoe - stability shoe that offers moderate pronation control	Various	Lace-up design
Running shoe - motion-control shoe that controls pronation	Various	
Running shoe - neutral-cushioned shoe that encourages a more natural foot motion (underpronation)	Various	
Cross-trainers	Various	
Velcro nylon strap sandals	Various	Lightweight Rubber-soled
Leather thong sandals	Various	Black or brown leather straps Hard-soled
Slippers	Various	Slip on design Foam insole Hard-soled Colours: navy and grey
Aviator-style sunglasses		100% UV protection sunglasses Not permitted: mirrored
Wrap-around sunglasses		
Fully analog watch		Round face not exceeding 2" in diameter Leather strap: black or brown not exceeding 1" in width Date function

2. Clothing, Footwear and Accessories (Women)

Items made available for purchase/ Styles	Variety/ Specifications
Short sleeve v-neck Short sleeve crew neck Tank top Long sleeve v-neck Short sleeve crew neck Golf shirt	For all 6 styles: <ul style="list-style-type: none"> 100% cotton solid colours: grey, black, white, pink, green, blue 2 different graphics: pop culture icons, musicians and small logos are permitted providing they do not depict gangs, violence, drugs, sexuality or camouflage print Sizes – XS to XL
Short sleeve blouse Long sleeve blouse	For both styles: <ul style="list-style-type: none"> 100 % cotton Button-up Standard collar Colours: blue, white and vertical stripes Sizes – XS to XL
Short sleeve crew neck sweater Short sleeve v-neck sweater Long sleeve cardigan sweater	<ul style="list-style-type: none"> 100% cotton, cotton-blend or wool Colours: grey, blue, green and 2 prints Sizes – XS to XL
Long sleeve crew neck sweater Long sleeve v-neck sweater	Not permitted: hooded sweaters; graphics depicting gangs, violence, drugs, sexuality; camouflage print
Pullover sweatshirt	<ul style="list-style-type: none"> 100% cotton or cotton blend Solid colours: grey, blue, pink, green Sizes – XS to XL Not permitted: hooded sweatshirts; small logo is permitted providing it does not contain graphics depicting gangs, violence, drugs, sexuality or camouflage print
Zip-up sweatshirt	<ul style="list-style-type: none"> Fleece Solid colours: grey, red, blue, purple Sizes – XS to XL Not permitted: hooded sweatshirts; small logo is permitted providing it does not contain graphics depicting gangs, violence, drugs, sexuality or camouflage print
Yoga-style sweatpants	<ul style="list-style-type: none"> Solid colour: black Sizes – XS to XL
Cotton tie-up waist sweatpants	<ul style="list-style-type: none"> 100% cotton or cotton blend Solid colour: grey and navy Sizes – XS to XL
Nylon wind pants	<ul style="list-style-type: none"> Solid colour: black or navy A small logo will be permitted providing it does not contain graphics depicting gangs, violence, drugs or sexuality Sizes – XS to XL Not permitted: tear-aways
One-button blazer	<ul style="list-style-type: none"> Fitted, Lined
Three-button blazer	<ul style="list-style-type: none"> Colours: black and beige

	<ul style="list-style-type: none"> • Sizes – XS to XL
Boot cut mid-rise jeans	All three styles:
Straight leg mid-rise jeans	<ul style="list-style-type: none"> • Denim construction • 4 pocket jeans • Button rather than snap closure • Blue (light or dark)
High waist relaxed fit jeans	<ul style="list-style-type: none"> • Sizes – XS to XL
Full-length casual pants	<ul style="list-style-type: none"> • 100% cotton or cotton blend • Beige, black and grey • 4 pocket style • Button rather than snap closure
Capri pants	<ul style="list-style-type: none"> • Sizes – XS to XL
	Not permitted: cargo pants
Athletic shorts	<ul style="list-style-type: none"> • Polyester or nylon • Tie-waist construction • Colour: black, navy or grey • A small logo will be permitted providing it does not contain graphics depicting gangs, violence, drugs or sexuality • Sizes – XS to XL
Cotton or cotton-blend casual shorts	<ul style="list-style-type: none"> • Solid colours: beige, black and grey • 4 pocket design • Button rather than snap closure • Sizes – XS to XL
	Not permitted: cargo style, camouflage design
Denim shorts	<ul style="list-style-type: none"> • 4 pockets • Button rather than snap closure • Blue (light or dark) • Mid-thigh length • Sizes – XS to XL
	Not permitted: cargo style
Cotton or cotton-blend skirt	<ul style="list-style-type: none"> • Zipper closure • For summer/spring wear • Colours: beige, navy and one print (not camouflage) • Lengths: just above knee and full length • Straight cut and flair • Sizes – XS to XL
Polyester or wool skirt	<ul style="list-style-type: none"> • Skirt for winter wear • Lengths: just above knee and full length • Pencil skirt and flair bottom • Zipper closure • lined • Black and one print (not camouflage) • Sizes – XS to XL
Sun dress	<ul style="list-style-type: none"> • Cotton or cotton-blend, Knee-length skirt • Minimum width on straps 1" • Two colours/print: Camouflage print not permitted • Sizes – XS to XL
Fall/winter dress	<ul style="list-style-type: none"> • Cotton or cotton-blend

	<ul style="list-style-type: none"> • Knee-length skirt • Fully lined • Short or long sleeves • Two colours/prints: Camouflage print not permitted • Sizes – XS to XL
Sweater dress	<ul style="list-style-type: none"> • Cotton, cotton-blend or wool • Knee-length skirt • Long sleeves • Two colours/print: Camouflage print not permitted • Sizes – XS to XL
Non-padded bra Padded push-up bra	<ul style="list-style-type: none"> • One style with underwire and one without • Colours for both styles: skin tone, white and black • Hook and eye closure • Sizes – XS to XL
Sports bra	<ul style="list-style-type: none"> • High impact support • Hook and eye closure • Colours: white and black • Sizes – XS to XL
High-cut brief Bikini-style brief Thong	<ul style="list-style-type: none"> • Cotton, cotton-blend or Lycra • Some lace detailing is permissible • Solid colours: black, white and pink • Sizes – XS to XL
Pantyhose	<ul style="list-style-type: none"> • Regular and control top • Colours: nude and black • Reinforced toe • Sizes – XS to XL
Knee highs	<ul style="list-style-type: none"> • Reinforced toe • Colours: nude and black • Sizes - various
Athletic socks	<ul style="list-style-type: none"> • Colour: white • Ankle high • Logo will be permitted providing it does not contain graphics depicting gangs, violence, drugs or sexuality • Sizes - various
Cotton-blend dress socks	<ul style="list-style-type: none"> • Colours: beige, navy and black • Sizes - various
Wool socks	<ul style="list-style-type: none"> • Colours: beige and grey • Sizes - various
Cotton or cotton-blend short sleeve long pant pyjamas Flannel long sleeve and long pant pyjamas	<ul style="list-style-type: none"> • Elastic waist pants • Colours: 2 patterns to choose from <p>Not permitted: camouflage design Sizes – XS to XL</p>
Cotton or cotton-blend short sleeve nightgown Flannel long sleeve nightgown	<ul style="list-style-type: none"> • Colours: 2 patterns to choose from <p>Not permitted: camouflage design Sizes – XS to XL</p>
Full-length long sleeve bathrobe	<ul style="list-style-type: none"> • Terry cloth; full-length <p>Not permitted: hoods Sizes – XS to XL</p>
Knee-length short sleeve bathrobe	<ul style="list-style-type: none"> • Cotton or cotton-blend

	<p>Not permitted: hoods Sizes – XS to XL</p>
Windbreaker/nylon athletic-style jacket	<ul style="list-style-type: none"> Colours: 2 to choose from A small logo will be permitted providing it does not contain graphics depicting gangs, violence, drugs or sexuality <p>Not permitted: hoods, camouflage print, inside pockets Sizes – XS to XL</p>
Spring/fall jacket	<ul style="list-style-type: none"> Light insulated jacket Tailored – ¾ length (mid-thigh) Machine washable with no inner pockets <p>Not permitted: hoods, camouflage print, inside pockets Sizes – XS to XL</p>
Winter jacket	<ul style="list-style-type: none"> Two colour to choose from Insulated Bomber-style/short jacket <p>Not permitted: hoods, camouflage print, inside pockets Sizes – XS to XL</p>
One-piece swimsuit	<ul style="list-style-type: none"> Racer back swimsuit Colour: black and red Sizes – XS to XL
Two-piece swimsuit	<ul style="list-style-type: none"> Bikini bottom with tank-style top Colour: black and red Sizes – XS to XL
Leather belt	<ul style="list-style-type: none"> Brown and black ½" width and 1" width <p>No oversized buckle (no more than 2"x2") Sizes – Various</p>
Fabric belt	<ul style="list-style-type: none"> Brown and black Clip buckle 1" width <p>No oversized buckle (no more than 2"x2") Sizes – Various</p>
Winter gloves	<ul style="list-style-type: none"> Water-resistant shell (nylon)
Mittens	<ul style="list-style-type: none"> Insulated to -20 degrees Celsius Colours: black and brown <p>Not permitted: leather Sizes – XS to XL</p>
Scarf	<ul style="list-style-type: none"> Cotton-blend Black, brown, red, pink, blue
Toque	<ul style="list-style-type: none"> Cotton-blend Black, brown, red, pink, blue Sizes – XS to XL
Ballcap	<ul style="list-style-type: none"> 2 styles pop culture icons, musicians and small logos will be permitted providing they do not contain graphics depicting gangs, violence, drugs or sexuality <p>Sizes – XS to XL</p>
Leather winter boots	<ul style="list-style-type: none"> Colours: black and brown
Leather or synthetic fashion boots (not lined)	<ul style="list-style-type: none"> Mid-calf height Slide-on design Heels not over 1" in height

	<p>Not permitted: steel inserts</p> <p>Sizes – Various</p>
Leather casual shoe	For both styles:
Leather-look casual shoe	<ul style="list-style-type: none"> Colours: black and brown Heels not over 1" in height Slip on or with buckle <p>Not permitted: steel inserts or hollow heels</p> <p>Sizes – Various</p>
Running shoe - stability shoe that offers moderate pronation control	<ul style="list-style-type: none"> Lace-up design
Running shoe - motion-control shoe that controls pronation	<ul style="list-style-type: none"> Sizes – Various
Running shoe - neutral-cushioned shoe that encourages a more natural foot motion (underpronation)	
Cross-trainers	
Velcro nylon strap sandals	<ul style="list-style-type: none"> Lightweight Rubber-soled Sizes – Various
Leather thong sandals	<ul style="list-style-type: none"> Black or brown leather straps Hard-soled Sizes – Various
Flip flops	<ul style="list-style-type: none"> Colours: blue, black and beige Sizes – Various
Slippers	<ul style="list-style-type: none"> Slip on design Foam insole Hard-soled Colours: navy and grey Sizes – Various
Aviator-style sunglasses	<ul style="list-style-type: none"> 100% UV protection sunglasses
Wrap-around sunglasses	Not permitted: mirrored.
Fully analog watch	<ul style="list-style-type: none"> Round face not exceeding 2" in diameter Leather strap: black or brown not exceeding 1" in width Date function

3. Electronics and Related Items

Items made available for purchase/ Styles	Variety/ Specifications
Clock radio/ alarm clock	<ul style="list-style-type: none"> LED Display AM/FM analog tuner Alarm with snooze Wake to radio or buzzer Permanently attached AC Cord Not permitted: internal memory, WIFI, Bluetooth
Desk fan	<ul style="list-style-type: none"> 12" diameter 2 speed, quiet motor Adjustable angle head Plastic construction
Power bar	<ul style="list-style-type: none"> Maximum of 4 outlets Grounded polarized cord Integrated circuit breaker Built-in surge protector
Reading lamp	<ul style="list-style-type: none"> 60 W maximum (non halogen) Not permitted: goose necked or weighted base
40 W non-halogen bulbs	<ul style="list-style-type: none"> 2-pack
60 W non-halogen bulbs	<ul style="list-style-type: none"> Base compatible with reading lamp above
19" LED television with remote control and headphone jack	<p>Not permitted:</p> <ul style="list-style-type: none"> wireless communication (e.g. infrared ports, Bluetooth, Wi-Fi) external data connection to other devices (e.g. serial or parallel ports including USB, FireWire and Ethernet, etc.) storage media connection (e.g. solid state or hard drives, SD, USB; it cannot contain MP3s, images, video or other data) smart TV capabilities
One piece portable stereo system with CD player	<ul style="list-style-type: none"> 10 W RMS or 50W PMP (peak music power) on the amplifier Non-recording only <p>Not permitted:</p> <ul style="list-style-type: none"> condenser microphones, microphones, short wave capacity, loud hailer capacity, recording capacity wireless communication (e.g. infrared ports, Bluetooth, Wi-Fi) external data connection to other devices (e.g. serial or parallel ports including USB, FireWire and Ethernet, etc.) storage media connection (e.g. solid state or hard drives, SD, USB; it cannot contain MP3s, images, video or other data)
Portable CD player/ radio	<ul style="list-style-type: none"> AM/FM radio CD functions: skip, search, play, repeat Battery operation Non-recording only <p>Not permitted: wireless communication (e.g., infrared ports, Bluetooth, WiFi,), external data connect to other devices (e.g., serial or parallel ports including USB, FireWire, Ethernet, etc.); storage capacity (e.g., solid state hard drives; it cannot contain MP3s, images, video or other data).</p>
CD cleaner	<ul style="list-style-type: none"> Dry type
Audio CDs or CD-ROM disks	<ul style="list-style-type: none"> All genres <p>Not permitted: CD-ROM disks must not be CD-RW, CD-R-Write</p>

	CD-RW, CD-R-Write, DVD or "Burned" permitted
Headphones (adjustable headband) Ear buds	<ul style="list-style-type: none"> All plastic construction Maximum 10' long cord <p>Not permitted: wireless; storage capacity, MP3 built-in, wireless Bluetooth capabilities</p>
Coaxial cable	<ul style="list-style-type: none"> 10' maximum

4. Sporting Equipment

Items made available for purchase/ Styles	Variety/ Specifications
Tennis racquet	<ul style="list-style-type: none"> Lightweight Standard head size Mid-range stiffness
Squash racquet	<ul style="list-style-type: none"> Weight: 140 to 170 grams Mid-range stiffness
Badminton racquet	<ul style="list-style-type: none"> Lightweight steel frame Reinforced nylon strings Anti-slip grip
Racquet ball racquet	<ul style="list-style-type: none"> Medium weight racquet (170 – 185 grams) Even balance head 3" 5/8 grip size
Ping pong racquet	<ul style="list-style-type: none"> Mid-range weight (roughly 85 grams)
Broom ball racquet	<ul style="list-style-type: none"> Solid hardwood handle Plastic resin head
Set of lifting straps	<ul style="list-style-type: none"> 100% heavy-duty cotton Extra length for additional wrapping around the bar Machine washable
Ball glove	<ul style="list-style-type: none"> Regular adult (12") left and right-hand Synthetic leather construction Overlapping Velcro closure
Handball glove	<ul style="list-style-type: none"> Regular adult left and right-hand Synthetic leather construction Overlapping Velcro closure
Batting glove	<ul style="list-style-type: none"> Men and women Leather palm Lycra knuckle bridge
Bag gloves	<ul style="list-style-type: none"> Leather or synthetic Padded interior grip cord Hook and loop wrist straps Cotton-lined <p>Not permitted: metal inserts, Mixed Martial Arts gloves</p>
Jump rope	<ul style="list-style-type: none"> Contour foam handles Precision ball-bearing rotation Adjustable rope length – to a max of 8' <p>Not permitted: weighted handles</p>

Aerobic stepper	<ul style="list-style-type: none"> Non-slip surface Adjustable to two height levels: 4" and 6"
Yoga mat	<ul style="list-style-type: none"> 68"X24"X 1/8" Non-slip foam Colour: black
Yoga block	<ul style="list-style-type: none"> 4"X6"X9" Foam Colour: black
Women's ice skates	<ul style="list-style-type: none"> Hockey-style skates Vinyl outer boot Reinforced ankle support Stainless steel blades
Men's ice skates	<ul style="list-style-type: none"> Hockey-style skates Vinyl outer boot Reinforced ankle support Stainless steel blades Sizes – Various
Weight belt	<ul style="list-style-type: none"> Minimum 1/4" thick Suede top and lining Foam lumbar pad Roller buckle
Weight gloves	<ul style="list-style-type: none"> Fingerless Polyester – machine washable Velcro closure Men and women's sizes
Cleats	<ul style="list-style-type: none"> Thin synthetic leather upper Firm-ground cleats Non-removable cleats only Not permitted: metallic construction and no toe guard
Wrist supports/wraps for lifting	<ul style="list-style-type: none"> Durable cotton elastic webbing Thumb loop for added support
Sweat head bands	<ul style="list-style-type: none"> Men and women Elastic cotton-blend A small logo will be permitted providing it does not contain graphics depicting gangs, violence, drugs or sexuality.
Athletic supports	<ul style="list-style-type: none"> Wide belt Colour: white Size 25-37" hip measurement
Mouth guards	<ul style="list-style-type: none"> Teeth and jaw protection while exercising Centre breath channel for unobstructed air flow Plastic construction

5. Over the Counter (OTC) Medications, Dietary Supplements and Alternative Remedies

The following list of items is not exhaustive and is indicative of the types of products which may be required for purchasing.

Items must not include the following prohibited ingredients: Dextromethorphan; Alcohol; Ephedrine/Pseudoephedrine; Creatine; Dimenhydrinate; Diphenhydramine; Triethanolamine salicylate; Nicotine; Menthol; or, schedule 2 drugs

Vitamin / Mineral Supplements

*Solid tablet/caplet or capsule softgel form only. Not to exceed 250 max tablets/caplets/softgels per bottle/container. Product shall be stored in original bottle/container. No bulk powdered products are permitted.

Vitamin Supplements	<ol style="list-style-type: none"> 1. A (Retinoids: retinol, retinoids and carotenoids) 2. B1 (Thiamine), 3. B2 (Riboflavin), 4. B3 (Niacin, niacinamide), 5. B5 (Pantothenic acid), 6. B6 (Pyridoxine, pyridoxamine, pyridoxal), 7. B7 (Biotin), 8. B9 (Folic acid, folinic acid), 9. B12 (Cyanocobalamin, hydroxycobalamin, methylcobalamin), 10. C (Ascorbic Acid), 11. D (Ergocalciferol, cholecalciferol), 12. E (Tocopherols, tocotrienols), 13. K (Phylloquinone, menaquinones). 14. Multivitamin (i.e. Centrum; other) 	
Mineral Supplements	<ol style="list-style-type: none"> 1. Boron, 2. Calcium, 3. Chloride, 4. Chromium, 5. Cobalt, 6. Copper, 7. Iodine, 8. Magnesium, 9. Manganese, 10. Molybdenum, 11. Nickel, 12. Phosphorus, 13. Potassium, 14. Selenium, 15. Sodium, 16. Sulfur, 17. Vanadium, 18. Zinc 	

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Alternative Therapies

*Solid tablet/caplet or capsule softgel form only. Not to exceed 250 max tablets/caplets/softgels per bottle/container. Product shall be stored in original bottle/container.

Herbal/botanical supplements <i>(derived from botanical sources such as plants, trees, seeds, roots, fruits, and vegetables)</i>	<ol style="list-style-type: none">1. Ginkgo Biloba,2. Milk Thistle,3. Resveratrol,4. Saw Palmetto,5. Cranberry,6. Fruit/Vegetable Extracts,7. Ginseng,8. Echinacea,9. Rose Hips,10. Pomegranate,11. Lycopene,12. Bioflavonoids,13. Green Tea,14. Valerian,15. Flax Seed Oil,16. Methylsulfonylmethane (MSM),17. Circumin (Turmeric)18. Peppermint Oil.	
Biological supplements <i>(derived from biological sources such as shellfish, animal cartilage, bone, tissue)</i>	<ol style="list-style-type: none">1. Glucosamine,2. Chondroitin,3. Coenzyme Q10,4. Hyaluronic acid,5. Fish Oil (Omega 3 Fatty Acid)	
Protein Supplements	<ol style="list-style-type: none">1. Protein Bar (i.e. Caramel, Coconut, vanilla, peanut, etc)2. Protein Energy Bars3. Protein Powder (i.e. Soy, Whey) Flavor (Vanilla, Chocolate, Strawberry, etc)	

Over the Counter Medications

*Liquid, tablet, capsule formats are permitted.

Rash medications	<ol style="list-style-type: none"> 1. Antifungal foot cream 2. Hydrocortisone cream 3. Benadryl cream 4. Cold sore ointment 	
Acne medications	<ol style="list-style-type: none"> 1. Stridex pads 2. Benzoyl peroxide 	
Stomach/Digestive medications *Products containing Acetylsalicylic acid not permitted	<ol style="list-style-type: none"> 1. Antacids (Rolaids) 2. Ranitidine 3. Omeprazole 4. Gas-X 5. Lactose intolerance pills 6. Pepto Bismol 	
Diarrhea medications	<ol style="list-style-type: none"> 1. Imodium 2. Kaopectate 	
Constipation medications	<ol style="list-style-type: none"> 1. Fiber tablets or Metamucil 2. Stool softeners (Colace) 	
Cold and flu medications *Extra strength products not permitted *Products containing alcohol not permitted *Products containing dextromethorphan not permitted *Products containing methyl salicylate, triethanolamine salicylate and menthol not permitted	<ol style="list-style-type: none"> 1. Saline nasal spray 2. Afrin nasal spray 3. Cough drops 4. Sore throat lozenges (i.e. Cepacol) 5. Ibuprofen 6. Acetaminophen 7. Cough syrup (i.e. Buckley's) 8. Neo Citron 	
Muscle ache remedies *Products containing A-535 antiphlogestine are not permitted	<ol style="list-style-type: none"> 1. Muscle rub 2. Ibuprofen 3. Tiger Balm 	
Psoriasis and dandruff medications	<ol style="list-style-type: none"> 1. Dandruff shampoo 2. Coal tar shampoo 3. Coal tar lotion 	
Smoking cessation products	<ol style="list-style-type: none"> 1. Nicotine chewing gum 	

Personal Care and Hygiene Products

Personal Hygiene *Deodorant/anti-perspirant must not contain alcohol	1. Cotton swabs (i.e. q-tips) 2. Cotton balls 3. Lip balm 4. Moisturizing lotion 5. Bladder control protection 6. Laundry detergent 7. Sunblock (minimum SPF 30) 8. Soap 9. Anti-perspirant – men's 10. Anti-perspirant – women's 11. Deodorant – men's 12. Deodorant – women's 13. Shampoo 14. Conditioner 15. Razors – men's 16. Razors – women's 17. Shaving Cream/Gel 18. Hair removal lotion 19. Sanitary Napkins (Pads) 20. Tampons	
Oral Hygiene	1. Toothbrush(soft/med/hard) 2. Toothpaste 3. Dental floss 4. Dental picks 5. Mouth wash 6. Denture cleanser 7. Denture adhesive	*Products must not contain alcohol
Ocular Hygiene/Care	1. Eye drops (i.e. Visine) 2. Contact Lens Cleaning Solution	

5.1 Health and Personal

Items made available for purchase/ Styles	Variety/ Specifications
Electric razor	<ul style="list-style-type: none"> • Permanently attached AC cord • Rubber grip • Stainless steel blade
Hair cutting kit	<ul style="list-style-type: none"> • Permanently attached AC cord • Stainless steel blade • One fixed blade (interchangeable blades are not permitted) • Blade guards, combs are permitted but not scissors • Cleaning brush and lubricating oil
Beard/ moustache/ nose trimmer	<ul style="list-style-type: none"> • Preference would be for permanently attached AC cord but battery operated will be considered • Stainless steel blade • Combs • Cleaning brush and lubricating oil
Oral irrigation appliance	<ul style="list-style-type: none"> • Portable model/cordless

	<ul style="list-style-type: none"> Two speed settings
Electric toothbrush and head replacements	<ul style="list-style-type: none"> Waterproof ergonomic handle with a charge level display Recharging station Round toothbrush head refill brush head with indicator bristles that fade to indicate when to change brush heads Replacement heads to come in a four pack.
Hair dryer/ blower	<ul style="list-style-type: none"> Hand held 2000W maximum 2 heat / 2 speed settings Diffuser and concentrator to be included
Finish dresser comb	<ul style="list-style-type: none"> Two-sided with both fine and wide-spaced teeth Colour: black
Long wide-teeth comb (Afro pick)	<ul style="list-style-type: none"> Plastic construction Colour: black
Hair clips	<ul style="list-style-type: none"> Plastic construction with metallic hinge Spaced teeth for holding hair Colours: black and brown Sizes: small (2" wide) and medium (3" wide)
Snap clips	<ul style="list-style-type: none"> Metal construction Triangular shaped barrettes that clip in place with bending action Colours: black and brown 2" maximum in length
Rounded barrettes	<ul style="list-style-type: none"> Plastic top with contoured metallic arched clip 3" maximum in length Colours: black and brown
Hard plastic headbands	<ul style="list-style-type: none"> Non-flexible plastic construction Colours: black and brown
Elastics hair ties	<ul style="list-style-type: none"> 2" in diameter maximum Round elastic designed to hold hair in place Colours: black and brown
Bobby pins	<ul style="list-style-type: none"> Available in pack of 25 Brown colour Metallic construction 2.5" in length maximum
Oval cushion hair brush	<ul style="list-style-type: none"> Comfort grip handle Ball-tip plastic bristles
Natural bristles paddle brush	<ul style="list-style-type: none"> Natural boar bristles Comfort grip handle
Medium barrel round-brush	<ul style="list-style-type: none"> For all hair types Use on wet or dry hair Comfort grip handle Approx. 1.5" diameter
Large barrel round-brush	<ul style="list-style-type: none"> For all hair types Use on wet or dry hair Comfort grip handle Approx. 3" diameter

Electric curling iron	<ul style="list-style-type: none"> • 1" diameter barrel • Automatic shut-off • Permanently attached cord • Readiness indicator
Flat iron	<ul style="list-style-type: none"> • Heating plates must not be more than 3" in width • Permanently attached cord • Hinge must not provide for opening greater than 3" • Automatic shut-off
Electric curler set	<ul style="list-style-type: none"> • Heating base and 12 individual curlers of no more than 1.5" in diameter • Base must have permanently attached cord • On/off indicator • Readiness indicator • Velvet touch surface on curlers • Metallic curler clips included
"Velcro" type curlers	<ul style="list-style-type: none"> • Three sizes: small (no more than 1" in diameter); medium (no more than 1.5" in diameter) and large (no more than 2" in diameter) hollow, Velcro rollers
Blunt end cuticle scissors	<ul style="list-style-type: none"> • Curved blades • Stainless steel • Comfortable finger rings for ease of use
Nail file	<ul style="list-style-type: none"> • Cardboard-based emery board for nails • No more than 7" in length and 1" in width
Cuticle pusher	<ul style="list-style-type: none"> • Plastic construction • One slanted cushioned end to push back cuticles • One slanted hard-plastic end • Length must not exceed 6"
Tweezers	<ul style="list-style-type: none"> • Stainless steel construction • Slanted flat-edges • Must not exceed 4" in length
Make-up bag	<ul style="list-style-type: none"> • Fabric or water-resistant plastic fabric • Zipper closure • Dimensions not exceeding 7"X 10"X 2"
Foundation	<ul style="list-style-type: none"> • Liquid • Available in: fair, medium and dark
Pressed powder	<ul style="list-style-type: none"> • In compact with puff and mirror • Available in fair, medium and dark
Blush	<ul style="list-style-type: none"> • Pressed powder form • Includes small brush • Available in light pink, coral and dark pink
Eye shadow	<ul style="list-style-type: none"> • Pressed powder form • Includes double-ended applicator (round and pointed edges) • Quads: 4 colours per set • 4 complimentary shades of colours from the following colour families: blue, brown, purple and pink
Eye liner	<ul style="list-style-type: none"> • Kohl pencils • No longer than 6" in length • Colours: navy, brown and black

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Eye liner pencil sharpener	<ul style="list-style-type: none"> Single size sharpener for standard pencil Plastic construction with fixed metal blade
Mascara	<ul style="list-style-type: none"> Wand and container to not exceed 5" in length Colours: brown and black
Eyelash curler	<ul style="list-style-type: none"> Metal construction with flexible plastic pad No more than 6" in length
Lipstick	<ul style="list-style-type: none"> plastic tube construction Colours: light pink, coral, dark pink and red
Toiletry bag	<ul style="list-style-type: none"> Fabric or water-resistant plastic fabric Zipper closure Dimensions not exceeding 7"X 10"X 2"
Supports: Knee Elbow Wrist Ankle	<ul style="list-style-type: none"> Neoprene construction Slide-on type Design to mobilize and protect joint from injury Not permitted: tensor bandages – must be specific to joints mentioned

6. Miscellaneous Goods

Items made available for purchase/ Styles	Variety/ Specifications
Musical Keyboard	<ul style="list-style-type: none"> Maximum of 1 meter in length No amplifiers; speakers only Power supply: adaptor Headphone jack
Acoustic full size guitar	<ul style="list-style-type: none"> No electrical pickup Six steel strings Mahogany back and sides Spruce top or approved equivalent PVC pick guard Size: 15"to 18"W x 38" to 41"L x 4" to 6" H Left-handed version must also be made available
Classical Full Size Guitar	<ul style="list-style-type: none"> No electrical pickup Six nylon strings Mahogany back and sides Spruce top or approved equivalent Size: 15"to 18"W x 38" to 41"L x 4" to 6" H Left-handed version must also be made available
Classical Guitar Strings	<ul style="list-style-type: none"> Silver-plated basses with clear nylon trebles High tension .028/.032/.040/.030/.035/.043 or similar string gauges Ball end and plain end
Bronze Folk Guitar Strings	<ul style="list-style-type: none"> X-light, light, and medium gauges

Guitar pick	<ul style="list-style-type: none"> Nylon or shell plastic picks – pack of 10 Plastic thumb pick Plastic finger pick
Guitar tuner	<ul style="list-style-type: none"> Built-in microphone No input / output jacks Battery power supply: 2 “AAA” Batteries (not to be included)
Plastic containers	<ul style="list-style-type: none"> Pack of 2 X 500 ml with covers Color: clear Re-usable Re-sealable Microwave safe BPA free
Scissors	<ul style="list-style-type: none"> Blunt ends only Maximum 6” long, including the handles Plastic shell with recessed stainless steel, blunt end cutting blade
Travelling mug	<ul style="list-style-type: none"> Maximum capacity: 16 ounces Plastic construction Leak-proof sealing lid No double-walled insulation For hot and cold beverages
Drinking mug	<ul style="list-style-type: none"> Maximum capacity: 16 ounces Plastic construction BPA free Handle Microwave safe
Water bottle	<ul style="list-style-type: none"> Plastic construction BPA-free Maximum 16 ounces Leak-proof sealing lid Color: transparent Impact, odor and stain resistant
Photo albums	<ul style="list-style-type: none"> With solid color cover Includes pages in clear plastic to insert photos Holds 4” x 6” print sizes Must hold a maximum of 250 photos ACID and PVC Free Not permitted: wire coils
Picture frames	<ul style="list-style-type: none"> Plastic and wood picture frame in sizes: 4”x 6” and 5”x 7” Dual desktop stand and wall mount No glass panes; flexible, anti-glare, non-breakable plastic or no panes will be permitted
Compact disc holder	<ul style="list-style-type: none"> Maximum capacity of 40 Durable exterior to protect CDs Zipper closure Outer material resistant to heat, moisture and tearing Includes sleeves to protect CDs from scratches

One-player games	<ul style="list-style-type: none"> • Selection of four games for one player 8 years+ • No magnets • Non-electronic
Board games	<ul style="list-style-type: none"> • Selection of six board games for two to four players • For players 8 years old and above • No magnets • Non-electronic
Jigsaw puzzles	<ul style="list-style-type: none"> • Four designs • Minimum 100 pieces • Puzzle image must not contain graphics depicting gangs, violence, drugs or sexuality
Battery Charger starter pack	<ul style="list-style-type: none"> • Charges AA or AAA batteries • Energy Star qualified • Includes 4 rechargeable AA batteries • AC plug-in adapter
Replacement rechargeable batteries	<ul style="list-style-type: none"> • Minimum 800 charge cycles • Pre-charged and prepared for use out of the pack • Maximum 4 per pack
Clothes hangers	<ul style="list-style-type: none"> • All-plastic construction • 10 per pack
Men's Leather Wallet	<ul style="list-style-type: none"> • Bi-fold, no snap closure • One compartment for cash • 6 slots for cards • Colours: black and brown
Men's Synthetic Material Wallet	
Women's Leather Wallet	
Women's Synthetic Material Wallet	<ul style="list-style-type: none"> • One compartment for cash • 12 slots for cards • Magnetic closure • Colours: black and brown
Stapler	<ul style="list-style-type: none"> • Standard stapler for 1/4" staples • Maximum 210 staples in cartridge • Can staple up to 15 sheets using standard staples • Opens for tacking • Not permitted: electric-powered stapler
Basic hand held calculator	<ul style="list-style-type: none"> • Easy to read 8-digit LCD display • solar power operation • 3-key memory includes memory plus, memory minus and recall/clear memory keys • Includes percent, square root keys, and sign change keys
Scientific handheld calculator	<ul style="list-style-type: none"> • LCD display • solar power operation • 3-key memory includes memory plus, memory minus and recall/clear memory keys • Includes percent, square root keys, and sign change keys • Performs trigonometric functions, logarithms, roots, powers, reciprocals, and factorials • Not permitted: any communication capability
Geometry set	<ul style="list-style-type: none"> • Minimum 6 piece geometry set • Drafting tools in centimetres and inches

Floppy disk	<ul style="list-style-type: none"> • Must include: 1 compass, 1 pencil, 1 ruler, 2 set squares and 1 protractor • Includes case • Blank disks • 3-1/2" Floppy Disk • Plastic Slider • Packs of 5
Manual typewriter	<ul style="list-style-type: none"> • Variable line spacing • 10 pitch 44 keys • Carriage release • 10-characters-per-inch Pica 87 font • Paper release lever • Carrying case to be included
Replacement ribbon/correction tape	<ul style="list-style-type: none"> • Compatible with typewriter
Electric typewriter	<ul style="list-style-type: none"> • Pitch Selections—10, 12 • Print Speed—12 cps • View mode to view typing line • Formatting features including line indent, automatic underlying, bold typing, and right margin flush • Automatic paper insertion • Automatic repeat for all characters • Lift-Off Ribbon Cartridge • Carrying case to be included
Replacement ribbon cartridge/correction tape	<ul style="list-style-type: none"> • Compatible with typewriter

7. Hobby Craft

Items made available for purchase/ Styles	Variety/ Specifications
Jewelry construction items	Beads (seed, lined, pony/crow, bone, hematite, pearls, wooden, silver, plastic, glass), clasps/snaps, fish hooks, earrings, metal hoops, jump rings, string, leather cords, storage boxes, crimping beads, pliers (needle-nose, wire-cutting, crimping)
Embellishments	Pipe cleaner, ribbon, pompoms, shells, stickers, googly eyes, glitter, scrapbook accessories, stamps
Fabric and sewing supplies	Fur, denim, cotton, velvet, broad cloth, elastic, zippers, spools of thread
Painting supplies	Paintbrushes (liner, blender, fan, square, rollers, foam/sponge, nylon, camel hair), paint bottles (acrylic, gloss, fabric, latex, leather), stains/varnishes, thinners, polishing oils, stencils. Liquids must be provided in clear 500ml bottles
Sanding tools and accessories	Sandpaper (different grades)
Kits	Clock dials, model cars and planes, moccasin, drum making kits, rug hooking, cross-stitch
Ink and dyes	Various colours and types; airbrush kits; for textiles, drawing, calligraphy
Pencils, markers and sharpeners	Permanent markers, felt markers, crayons, pens, pencils, gel pens, chalk, oil pastels, metallic
Thread and yarn	Wool, bamboo strips, embroidery floss, beading thread, cross-stitch thread, quilting thread, leather, stretchy/elastic cord, assorted spools of wire

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Needles	Sewing, knitting, quilting, tatting, beading, embroidery, safety pins, crochet hooks, cross-stitch needles, glover's needle, plastic, metal, circular, harness, tapestry
Canvas and embroidery cloth	Various sizes and types; boards, stretched, painted, prints
Tools	Screwdrivers (Allan keys, square, Phillips, Frearson, Robertson, mini), specialty scissors, carving tools (leather, wood, lacing chisels, etc.), X-acto, hacksaw, pliers (needle, mini, bulldog, running, cotter pin), saws, scrapers, punch (snap, stamping, rotary), awl, tape measure, drill bits, drill, mallet, soldering gun, planer, grinder
Adhesives and fasteners	Glue sticks, instant glue, flux gel, white glue, wood glue, cement/glue for leather, scotch tape, glue gun and sticks, nails, bolts, screws, snaps, thumb tacks, clamps
Safety equipment	Ear plugs, safety glasses, dust masks, sewing thimbles, gloves

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**Attachment 2
To the
Statement of Work**

CORRECTIONAL SERVICE CANADA INSTITUTIONS

Atlantic Region (ATL)

Atlantic Institution (Max)
13175 Route 8
PO Box 102
Renous, New Brunswick
E9E 2E1

Dorchester Penitentiary (Med)
4902 Main Street
Dorchester, New Brunswick
E4K 2Y9

Springhill Institution (Med)
330 McGee Street
PO Box 2140
Springhill, Nova Scotia
B0M 1X0

Dorchester Penitentiary (Min)
4902 A Main Street
Dorchester, New Brunswick
E4K 2Y9

Nova Institution for Women (Multi)
180 James Street
Truro, Nova Scotia
B2N 6R8

Shepody Healing Centre (Multi)
4902 Main Street
Dorchester, New Brunswick
E4K 2Y9

Québec Region (QUE)

Donnacona Institution (Max)
1537 Highway 138
Donnacona, Quebec
G3M 1C9

Port-Cartier Institution (Max)
Chemin de l'Aéroport
PO Box 7070
Port-Cartier, Quebec
G5B 2W2

Regional Reception Centre (Multi)
246 Montée Gagnon
Sainte-Anne-des-Plaines, Quebec
J0N 1H0

Cowansville Institution (Med)
400 Fordyce Avenue
Cowansville, Quebec
J2K 3G6

Archambault Institution (Med)
242 Montée Gagnon
Sainte-Anne-des-Plaines, Quebec
J0N 1H0

La Macaza Institution (Med)
321 Chemin de l'Aéroport
La Macaza, Quebec
J0T 1R0

Drummond Institution (Med)
2025 Jean-de-Brébeuf Blvd.
Drummondville, Quebec
J2B 7Z6

Archambault Institution (Min) (Min)
244 Montée Gagnon
Sainte-Anne-des-Plaines, Quebec
J0N 1H0

Federal Training Centre (Min)
6099 Lévesque Boulevard east
Laval, Quebec
H7C 1P1

Regional Mental Health Centre (Multi)
242 Montée Gagnon
Sainte-Anne-des-Plaines, Quebec
J0N 1H0

Joliette Institution (Multi)
400 Marsolais Street
Joliette, Quebec
J6E 8V4

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Ontario Region (ONT)

Millhaven Institution (Max)

Highway 33
PO Box 280
Bath, Ontario
K0H 1G0

Collins Bay Institution (Max/Med)

1455 Bath Road
PO Box 190
Kingston, Ontario
K7L 4V9

Joyceville Institution (Med)

Highway 15
PO Box 880
Kingston, Ontario
K7L 4X9

Warkworth Institution (Med)

County Road #29
PO Box 760
Campbellford, Ontario
K0L 1L0

Bath Institution (Med)

5775 Bath Rd.
PO Box 1500
Bath, Ontario
K0H 1G0

Beaver Creek Institution (Med)

2000 Beaver Creek Drive
P.O. Box 5000
Gravenhurst, Ontario
P1P 1Y2

Regional Treatment Centre Collins Bay Institution (Multi)

1455 Bath Road
PO Box 7500
Kingston, Ontario
N7L 5E6

Beaver Creek Institution (Min)

PO Box 1240
Gravenhurst, Ontario
P1P 1W9

Joyceville Institution (Min)

Highway 15, No. 3766
PO Box 4510
Kingston, Ontario
K7L 5E5

Grand Valley Institution for Women (Multi)

1575 Homer Watson Blvd.
Kitchener, Ontario
N2P 2C5

Regional Treatment Centre – Millhaven Institution (Multi)

Highway 33
PO Box 280
Bath, Ontario
K0H 1G0

Collins Bay Institution (Min)

1455 Bath Road
PO Box 7500
Kingston, Ontario
K7L 5E6

Prairies Region (PRA)

Edmonton Institution (Max)

21611 Meridian Street
PO Box 2290
Edmonton, Alberta
T5J 3H7

Saskatchewan Penitentiary (Min/Med /Max)

15th Street West
PO Box 160
Prince Albert, Saskatchewan
S6V 5R6

Stony Mountain Institution (Min/Med)

Highway #7
PO Box 4500
Winnipeg, Manitoba
R3C 3W8

Drumheller Institution (Med /Min)

Highway #9
PO Box 3000
Drumheller, Alberta
T0J 0Y0

Bowden Institution and Annex (Med/Min)

Highway #2
PO Box 6000
Innisfail, Alberta
T4G 1V1

Grande Cache Institution (Med/Min)

Hoppe Avenue
Bag 4000
Grande Cache, Alberta
T0E 0Y0

Grierson Centre (Min)

9530 – 101 st Avenue
(Basement)
Edmonton, Alberta
T5H 0B3

Regional Psychiatric Centre (Multi-level)

2520 Central Avenue North
PO Box 9243
Saskatoon, Saskatchewan
S7K 3X5

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Pê Sâkâstêw Centre (Min)
Highway #2A
P.O. Box 1500
Hobbema, Alberta
T0C 1N0

**Okimaw Ohci Healing Lodge
(Med/Min)**
PO Box 1929
Maple Creek, Saskatchewan
S0N 1N0

Willow Cree Healing Centre (Min)
PO Box 520
Duck Lake, Saskatchewan
S0K 1J0

**Edmonton Institution for Women (Multi -
level)**
11151-178th Street
Edmonton, Alberta
T5S 2H9

Pacific Region (PAC)

**Pacific Institution/Regional Treatment Centre
(Multi-Level)**
33344 King Road
PO Box 3000
Abbotsford, British Columbia
V2S 4P4

Kent Institution (Max)
4732 Cemetery Road
PO Box 1500
Agassiz, British
Columbia
V0M 1A0

Matsqui Institution (Med)
33344 King Road
PO Box 2500
Abbotsford, British Columbia
V2S 4P3

Mountain Institution (Med)
4732 Cemetery Road
PO Box 1600
Agassiz, British Columbia
V0M 1A0

**Mission Institution
(Med)**
8751 Stave Lake Street
PO Box 60
Mission, British
Columbia
V2V 4L8

William Head Institution (Min)
6000 William Head Road
Victoria, British Columbia
V9C 0B5

Kwikwêxwelhp Healing Village (Min)
Harrison Mills, British Columbia
(Off Morris Valley Road)
V0M 1L0

Mission Institution (Min)
33737 Dewdney Trunk
Road
PO Box 50
Mission, British
Columbia
V2V 4L8

**Fraser Valley Institution for Women
(Multi-Level)**
33344 King Road
Abbotsford, British Columbia
V2S 6J5

For catalogue distribution only:

National Headquarters
340 Laurier Avenue West
Ottawa, Ontario
K1A 0P9

**Regional Headquarters
Atlantic Region**
1045 Main Street
2nd Floor
Moncton, New Brunswick
E1C 1H1

**Regional Headquarters
Quebec Region**
3 Place Laval
Suite 200
Laval, Quebec
H7N 1A2

**Regional Headquarters
Ontario Region**
443 Union Street
PO Box 1174
Kingston, Ontario
K7L 4Y8

**Regional Headquarters
Prairies Region**
2313 Hanselman Place
PO Box 9223
Saskatoon, Saskatchewan
S7K 3X5

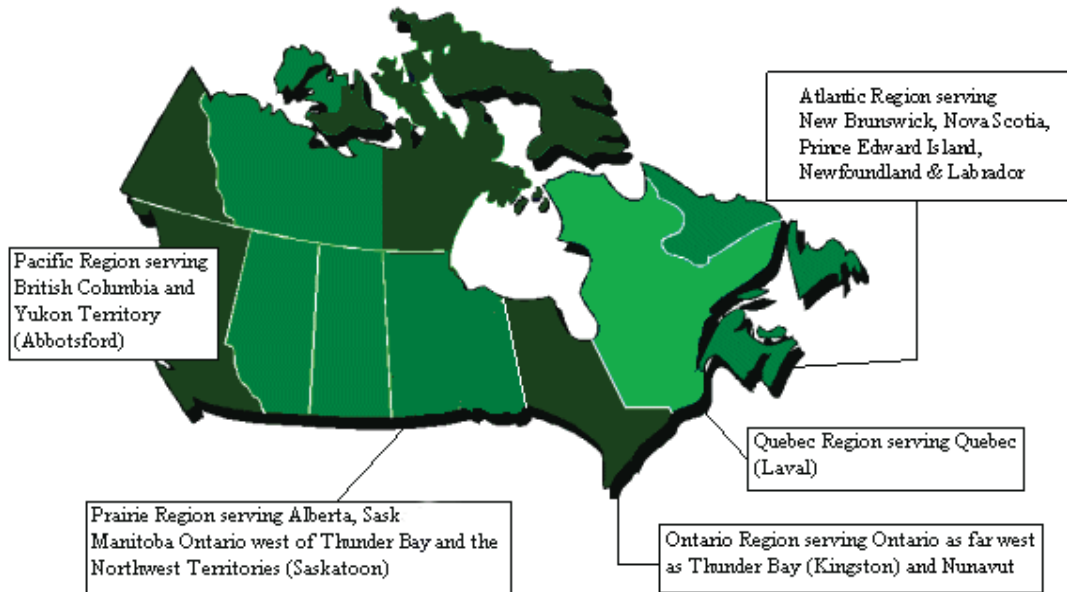
**Regional Headquarters
Pacific Region**
P.O. Box 4500
100-33991 Gladys Avenue
Abbotsford, BC
V2S 2E8

Description of CSC's Regions:

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Region	Region Description and Boundary
Pacific Region (PAC)	Province of British Columbia and Yukon
Prairie Region (PRA)	Provinces of Alberta, Manitoba, Saskatchewan, Ontario (west of Thunder Bay) and Northwest Territories.
Ontario Region (ONT)	Province of Ontario (east of Thunder Bay) and not including the NCR
Québec Region (QUE)	Province of Québec, not including the NCR
National Capital Region (NCR)	Ottawa, Ontario, Gatineau, Quebec, and surrounding urban and rural communities.
Atlantic Region (ATL)	Provinces of New Brunswick, Prince Edward Island, Nova Scotia and Newfoundland.

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**Attachment 3
To the Statement of Work**

**LIST OF FEDERAL GOVERNMENT STATUTORY HOLIDAYS
AND RELATED PROVINCIAL HOLIDAYS**

The ten statutory holidays listed below are mandated by federal legislation for federally regulated employees.

Date	Statutory	Provincial
January 1	New Year's Day	
3 rd Monday in February		Family Day (AB, MB, ON, SK) Unnamed in Manitoba.
Friday prior to Easter	Good Friday	
Monday post Easter	Easter Monday	
3 rd Monday in May	Victoria Day	
June 24		St-Jean Baptiste (QC)
July 1	Canada Day	
1 st Monday in August		AB – Heritage Day BC – BC Day MB – Civic NB – NB Day NS – Natal Day ON – Civic SK – SK Day
1 st Monday in September	Labour Day	
2 nd Monday in October	Thanksgiving	
November 11	Remembrance Day	
December 25	Christmas	
December 26	Boxing Day	

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ANNEX B

BASIS OF PRICING

Electronic Attachment