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See pages 3 to 46

Request for Standing Offer (RFSO)
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This procurement has been set aside under the federal government's Procurement Strategy for Aboriginal Business (PSAB).

PART 1 - GENERAL INFORMATION

1.1 Introduction

The Request for Standing Offers (RFSO) is divided into seven parts plus annexes and appendices, 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 | 6A, Standing Offer, and 6B, Resulting Contract Clauses: |
| | 6A, includes the Standing Offer containing the offer from the Offeror and the applicable clauses and conditions; |
| | 6B, 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 Requirement; the Offeror's Representation Table; the Electronic Financial Offer Template (EFOT), the Instructions for Completing the Electronic Standing Offer Usage Report and the Security Requirements.

The Appendices include the Instructions for Completing the Financial Offer Template, the Electronic Standing Offer Usage Report and the Certification of conformity

1.2. Summary

1.2.1 Requirement

The intent of this request is to establish one Regional Master Standing Offer by region including the Comprehensive Land Claims Settlement Areas (CLCSAs) under the aboriginal set-aside program for the supply and delivery of bond office paper for use by various Federal Government Departments and Agencies across Canada on an "as and when requested" basis for a period of one (1) year with the right to extend for one additional (1) year period under the same terms and conditions.

Two (2) separate solicitation documents will be published on the GETS for this requirement: one (1) solicitation document E60PQ-15PAPR/A aimed at the general industry and one (1) under the aboriginal set-aside program E60PQ-15PAPR/B. If Offerors are eligible and choose to make an offer on both requirements they must submit two (2) separate offer packages.

1.2.2 Trade Agreements

"This procurement is set aside under the federal government Procurement Strategy for Aboriginal Business. For more information on Aboriginal business requirements of the Set-aside Program for Aboriginal Business, see Annex 9.4 of the *Supply Manual*."

1.2.2.1 Canadian Content

The requirement is subject to a preference for Canadian goods and/or services."

1.2.3 Electronic Price List

Any Standing Offer that will be issued as a result of the Request for Standing Offer may be listed by PWSCG on a web-based desk top purchasing aid provided to federal government departments and

1.2.4 Official Language Act

The *Official Languages Act* specifies that PWGSC has an obligation to provide services to other government departments and agencies in the language of work of the region. The Atlantic, Quebec, National Capital Region (NCR), Eastern and the Northern Ontario regions are prescribed under the Act and are therefore designated as bilingual regions for language of work purposes. In regions prescribed as bilingual, any resulting Offeror is required to serve those prescribed regions in both official languages, such as the provision of bilingual Offeror price lists.

For the purposes of this requirement any Offeror across Canada that is quoting on a bilingual designated region must offer documentation in both official languages and must be able to provide bilingual services to those regions, such as a bilingual contact taking orders, etc.

1.3 Security Requirements

The security classification of this Standing Offer is "UNCLASSIFIED". However, the Offeror must treat as confidential, during as well as after the provision of goods or services contracted for, any information of a character confidential to the affairs of Canada, to which the Offeror's servants or agents become privy. The Resulting Contract Clauses contain an Article entitled "Security Requirement". The Standing Offer Authority or Identified User making a Call-up may, at its discretion, substitute an alternative Security Requirement.

In the event an offeror does not satisfy the Security Requirement, the Identified User will take the necessary steps to:

- a) facilitate the short term fulfillment of any resulting contract by providing an escort or alternative delivery arrangements to the Offeror(s); and
- b) facilitate a long term solution by sponsoring the registration / certification of the Offeror at the appropriate level in the Industrial Security Program.

Additional information about the Industrial Security Program is available online at : <http://ssi-iss.tpsgc-pwgsc.gc.ca/index-eng.html>

1.4 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.

1.5. Key Terms

PWGSC	Public Works and Government Services Canada
RFSO	Request for Standing Offer
RMSO	Regional Master Standing Offer
SOH	Standing Offer Holder
NCR	National Capital Region
EFOT	Electronic Financial Offer Template (Price List)
PEFC	Program for the Endorsement of Forest Certification
SFI	Sustainable Forestry Initiative

Delivery Duty Paid (DDP) Incoterm: Seller is responsible for delivering the goods to the named place in the country of the buyer, and pays all costs in bringing the goods to the destination including import duties and taxes.

Large Population Centre: a populated geographical area constituting a city, or municipality and surrounding area with 100,000 residents or more which is road accessible throughout the year.

Medium Population centre: a populated geographical area constituting a city, town or municipality and its surrounding areas with 30,000 to 99,999 residents which is road accessible throughout the year

Small population Centre: a moderately populated geographical area constituting a city, town or municipality and its surrounding areas with 1,000 to 30,000 residents which is road accessible throughout the year.

Remote Area: a small locality or community that is secluded and may not be road accessible throughout the year.

For the purpose of this requirement Vancouver Island, British Columbia and the Island of Newfoundland are considered to be road accessible (via major ferry service) throughout the year

Consumer Price Index (CPI): Statistics Canada's indicator of changes in consumer prices experienced by Canadians. The CPI is widely used as an indicator of the change in the general level of consumer prices or the rate of inflation. For the purpose of any calculation under this standing offer, the percentage change over one year, Core CPI as posted at the Bank of Canada website will be used:
http://www.bankofcanada.ca/rates/price-indexes/cpi/?page_moved=1

Catalogue: The term Catalogue will be interpreted to mean a book, pamphlet either printed or electronic, which may be illustrated, that contains details of an offerors items for sale, regardless of its title.

Bilingual: The term Bilingual means both official languages of Canada, English and French

PART 2 - OFFEROR INSTRUCTIONS

2.1 Standard Instructions, Clauses and Conditions

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

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

The 2006 (2015-07-03) Standard Instructions - Request for Standing Offers - Goods or Services - 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: 60 days

Insert: 90 days

2.2 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.

2.3. 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.

2.4. 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 the Province of 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

3.1. Offer Preparation Instructions

Section I: Technical Offer, one (1) hard copy, one (1) soft copy on CD or DVD of the Offeror's Representation Table

Section II: Financial Offer (Annex C), one (1) hard copy "Pricing" Worksheet and one (1) soft copy of the entire workbook on CD or DVD Excel compatible format

Section III: Certifications, one (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.

Offerors may submit an offer for one (1) or more of the following region(s), including Comprehensive Land Claims Settlement Areas:

- 1) **Pacific Region:** British Columbia.
- 2) **Western Region:** Alberta, Manitoba and Saskatchewan.
- 3) **Northern Ontario (Bilingual):** The Districts of Algoma, Cochrane, Kenora, Manitoulin, Nipissing District, Parry Sound, Rainy River District, Sudbury, Thunder Bay and Timiskaming shall form the bilingual region of Northern Ontario.
- 4) **Southern and South Central (SSC) Ontario:** The counties and townships of Frontenac, Muskoka, Lennox and Addington, Hastings and Halliburton as well as all other counties and townships of Ontario to the South and West of these shall form the region of Southern Ontario.

- 5) **Eastern Ontario and National Capital Area – NCA (Bilingual):** The counties of Stormont, Dundas, Glengarry, Prescott, Russell, Leeds and Grenville, Lanark, and Renfrew will be annexed to the NCA region described below. These counties shall form the bilingual region of Eastern Ontario and NCA.

The NCA boundary is recognized as follows:

Ontario Side: Osgoode, Cumberland, Gloucester, Vanier, Rockcliffe Park, Nepean, Ottawa, Rideau, Goulbourn, Kanata, West Carleton

Québec Side: The city of Gatineau, and the regional county municipalities of Papineau, Argenteuil, Vallée de la Gatineau, Pontiac and les Collines de l'Outaouais.

- 6) **Québec Region (Bilingual):** Province of Québec, excluding National Capital Area (NCA)
- 7) **Newfoundland and Labrador**
- 8) **New-Brunswick and Prince Edward Island (Bilingual)**
- 9) **Nova Scotia**
- 10) **Nunavut and Northwest Territories**

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 how they propose to meet the requirements and how they will carry out the Work.

- a) The Offeror is requested to complete all areas of the document where they are directed to provide information in "blanks" and "fill-ins".
- b) The Offeror is requested to complete the "Offeror's Representation Table" included in the Electronic Files Package (Annex B) in accordance with the following instructions.

Offerors should not change the format of the "Offeror's Representation Table" in any way. Offerors are requested to identify a Sales Contact for each region as well as contacts responsible for General Inquiries and Delivery Follow up.

Offerors must provide a soft copy on CD/DVD of the Offeror's Representation table

The Offeror's Representation Table submitted with the Offer will form part of a resulting Standing Offer.

3.1.2 Section II: Financial Offer

Offerors must submit their financial offer in the provided Electronic Financial Offer Template (EFOT) in accordance with the instructions at Appendix 1. The total amount of Goods and Services Tax (GST) or Harmonized Sales Tax (HST) excluded, DDP (Delivered Duty Paid).

Financial offer for remote areas and CLCSA regions:

Offerors must submit their financial offer in the provided Electronic Financial Offer Template (EFOT) in accordance with the instructions at Appendix 1. The total amount of Goods and Services Tax (GST) or Harmonized Sales Tax (HST), as well as shipping and delivery charges excluded.

3.1.2.1 Payment by Credit Card (mandatory)

The Offeror must accept payment by credit card. Canada requests that Offerors complete the following

The following credit card(s) are accepted:

VISA : _____
Master Card: _____

3.1.2.2 SACC Manual Clauses

C3011T (2010-01-11) Exchange Rate Fluctuation

Section III: Certifications

Offerors must submit the certifications required under Part 5.

PART 4 - EVALUATION PROCEDURES AND BASIS OF SELECTION

4.1 Evaluation Procedures

- (a) Offers will be assessed in accordance with the entire requirement of the Request for Standing Offers including the technical and financial evaluation criteria.
- (b) An evaluation team composed of representatives of Canada will evaluate the offers.
- (c) The evaluation team will determine first if there are two (2) or more offers with a valid Canadian Content certification. In that event, the evaluation process will be limited to the offers with the certification; otherwise, all offers will be evaluated. If some of the offers with a valid certification are declared non-responsive, or are withdrawn, and less than two responsive offers with a valid certification remain, the evaluation will continue among those offers with a valid certification. If all offers with a valid certification are subsequently declared non-responsive, or are withdrawn, then all the other offers received will be evaluated.

4.1.1 Mandatory Technical Evaluation

The Offeror must submit the following with their offer

- a) The Offeror must submit a company profile which demonstrates that they have the ability to perform the full scope of the work as described in the requirement.
Each of the elements below must be addressed:
 - company history
 - dealership status for the items offered;
 - ability to honour manufacturer's warranty (as applicable) on items offered;
 - delivery methods (ex: fleet of vehicles or third party transportation);
 - inventory and warehousing infrastructure;
 - order management and tracking system;
 - participation in, or certifications resulting from environmental programs/initiatives, if any.
- b) The Offeror must accept payment by credit card.
- c) The Offeror must certify that they have the ability to offer bilingual service in bilingual designated regions.
- d) The Offeror must complete and submit the Electronic Financial Offer Template (EFOT) in accordance with the instructions at Appendix 1 - Instructions for completing the Financial Offer Template.
- e) The offeror must demonstrate conformity for each of the product proposed in their offer in accordance with the Annex A – A.2.4 Proof of conformity
- f) The Offeror must provide the mandatory certifications required with the offer (see Part 5)
- g) The offeror must complete the Certification of conformity for each paper offered in accordance with the Appendix 3

4.1.2 Financial Evaluation

4.1.2.1 Evaluation of Price

The price of the offer will be evaluated in Canadian dollars, Applicable Taxes excluded, FOB destination, Canadian customs duties and excise taxes included.

Financial offers will be evaluated in accordance with the methodology below.

4.1.2.2 Sustainable Pricing

In Canada's experience, when financial evaluation of offers is based on a basket of goods, Offerors will from time to time propose prices that do not allow them to recover their costs and/or make a profit on certain items. Canada encourages Offerors to submit sustainable pricing for this requirement.

A sustainable price is defined as a price for an item that can, without subsidy, generate greater than zero profit for the Offeror. For the purpose of this requirement, prices for an item that are within the normal price distribution for that item will be considered as sustainable.

Manufacturer incentive programs such as additional rebates based on sales volume or volume commitments and co-operative advertising programs are considered as subsidies.

When evaluating the prices offered, Canada may require price support for prices it deems abnormally low. An abnormally low price is defined as a price remarkably lower than the normal distribution of prices offered for an item.

Examples of price support that Canada would consider satisfactory include:

- (a) a current manufacturer's published price list indicating the cost of the item to the Offeror; or
- (b) documentation such as copies of recently paid manufacturer/distributor invoices *excluding any volume rebates or discounts*; or
- (c) a signed contract or agreement between the Offeror and its supplier which includes pricing structures.

Once Canada requests price support for any item, it is the sole responsibility of the Offeror to submit the information (either the information described in the examples above or information that demonstrates that it will be able to recover its own costs based on the price it has proposed) that will allow Canada to determine, with confidence, that the price offered is sustainable. Where Canada determines that the price support offered does not demonstrate that the price offered is sustainable, Canada will assign a score of zero points to the Offeror for the item in question.

4.1.2.3 Evaluation Methodology

An example of the evaluation methodology described below is included in the EFOT in the *Sample Evaluation* tab.

On a region by region basis and for each of the line items of the EFOT the following methodology will be applied.

A) Ranking

1. The *open box per pack* price (at Column O) offered by each offeror will be ranked against the prices from all offerors. A rank of number one (1) will be assigned to the offeror with the lowest sustainable price. The next lowest price will be ranked number two (2) and so on. In the case where two or more offerors' prices are exactly the same, they will be assigned the same rank value and the rank for the offeror with the next price up will skip by a value of one for each duplicate price.

B) Scoring and Weighting

1. Each Offeror's line item pricing will be scored using a formula based on rank (R) multiplied by the associated weighting factor (W). The formula is as follows:

$$\text{Score} = (11 - R) \times W$$

2. The scores in each of the five (5) classes of paper will be summed to determine an aggregate score.

4.2 Basis of Selection

Offers will be evaluated and issued on a regional basis. In the event that an Offeror is successful in more than one region, PWGSC will issue one Standing Offer document addressing the applicable regions. All Standing Offer documents will clearly indicate the regions and individual pricing that applies.

The regions for the RFSOs and resulting RMSOs are defined as Pacific, Western, Northern Ontario, Southern/South Central Ontario, Eastern Ontario/National Capital Region, Quebec, Newfoundland/Labrador, New-Brunswick/Prince Edward Island and Nova Scotia, Nunavut, Northwest Territories and the Comprehensive Land Claims Settlement Areas as identified in Part 2 of the RFSO

1. To be declared responsive, an offer must:
 - (a) Comply with all the requirements of the bid solicitation;
 - (b) Meet all mandatory technical evaluation criteria; and
 - (c) Obtain a score greater than 60% of the available points in each class of paper
2. Offers not meeting (a) or (b) or (c) above will be declared non-responsive.
3. On a region by region basis, only the responsive offer with the highest evaluated aggregate score will be recommended for issuance of a Standing Offer.

PART 5 – CERTIFICATIONS AND ADDITIONAL INFORMATION

Offerors must provide the required certifications and additional 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, 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 will render the offer non-responsive

5.1 Certifications Required with the Offer

Offerors must submit the following duly completed certifications as part of their offer.

5.1.1 Declaration of Convicted Offences

As applicable, pursuant to subsection Declaration of Convicted Offences of section 01 of the Standard Instructions, the Offeror must provide with its offer, a completed Declaration Form, to be given further consideration in the procurement process.

5.1.2 Additional Certifications Required with the Offer

5.1.2.1 SACC Manual Clause

A3050T (2010-01-11) Canadian Content Definition

5.1.2.1.1 Canadian Content Certification

This procurement is conditionally limited to Canadian goods.

Subject to the evaluation procedures contained in the request for standing offer, offerors acknowledge that only offers with a certification that the good(s) offered are Canadian goods, as defined in clause A3050T, may be considered.

Failure to provide this certification completed with the offer will result in the good(s) offered being treated as non-Canadian goods.

The Offeror certifies that:

- () a minimum of 80 percent of the total price for the offer consist of Canadian goods as defined in paragraph 1 of clause A3050T.

For more information on how to determine the Canadian content for a mix of goods, a mix of services or a mix of goods and services, consult Annex 3.6(9), Example 2, of the Supply Manual.

5.1.2.2 Set-aside for Aboriginal Business

1. This procurement is set aside under the federal government's Procurement Strategy for Aboriginal Business, as detailed in Annex 9.4, Requirements for the Set-aside Program for Aboriginal Business, of the Supply Manual.
2. The Offeror:
 - (i) certifies that it meets, and will continue to meet throughout the duration of the Offer, the requirements described in the above-mentioned annex.
 - (ii) agrees that any subcontractor it engages under the Offer must satisfy the requirements described in the above-mentioned annex.
 - (iii) agrees to provide to Canada, immediately upon request, evidence supporting any subcontractor's compliance with the requirements described in the above-mentioned annex
- (i) ☐ The Offeror is an Aboriginal business that is a sole proprietorship, band, limited company, co-operative, partnership or not-for-profit organization.
OR
- (ii) ☐ The Offeror is either a joint venture consisting of two or more Aboriginal businesses or a joint venture between an Aboriginal business and a non-Aboriginal business.
4. The Offeror must check the applicable box below:
 - (i) ☐ The Aboriginal business has fewer than six full-time employees.
OR
 - (ii) ☐ The Aboriginal business has six or more full-time employees.
5. The Offeror must, upon request by Canada, provide all information and evidence supporting this certification. The Offeror must ensure that this evidence will be available for audit during normal business hours by a representative of Canada, who may make copies and take extracts from the evidence. The Offeror must provide all reasonably required facilities for any audits.
6. By submitting an offer, the Offeror certifies that the information submitted by the Offeror in response to the above requirements is accurate and complete.

5.1.2.3 Owner/Employee Certification - Set-aside for Aboriginal Business

If requested by the Standing Offer Authority, the Offeror must provide the following certification for each owner and employee who is Aboriginal:

"1. I am _____ (insert "an owner" and/or "a full-time employee") of _____ (insert name of business), and an Aboriginal person, as defined in Annex 9.4 of the Supply Manual entitled "Requirements for the Set-Aside Program for Aboriginal Business".

2. I certify that the above statement is true and consent to its verification upon request by Canada.

Printed name of owner and/or employee

Signature of owner and/or employee

Date"

5.2 Certifications Precedent to the Issuance of a Standing Offer and Additional Information

The certifications and additional information listed below should be submitted with the offer, but may be submitted afterwards. If any of these required certifications or additional information is frame within which to provide the information. Failure to provide the certifications or the additional information listed below within the time frame provided will render the offer non-responsive.

5.2.1 Integrity Provisions — List of Names

Pursuant to subsection List of Names of section 01 of the Standard Instructions, Offerors who are incorporated or a sole proprietorship, including those submitting offers as a joint venture, must submit a complete list of names of all individuals who are currently directors of the Offeror, or the name of the owner, as applicable. Offerors submitting offers as societies, firms, or partnerships do not need to provide lists of names. Consult sections 4.21, 5.16 and 8.70.2 of the Supply Manual for additional information.

Offerors who are incorporated, including those submitting offers as a joint venture, must provide a complete list of names of all individuals who are currently directors of the Offeror.

Offerors submitting offers as sole proprietorship, as well as those submitting offers as a joint venture, must provide the name of the owner(s).

Offerors submitting offers as societies, firms or partnerships do not need to provide lists of names.

5.2.2 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

6.1 Offer

The Offeror offers to fulfil the requirement in accordance with the Requirement at Annex "A" and the Electronic Price List at Annex "C" of the Standing Offer document.

6.2 Security Requirements

The security classification of this Standing Offer is "UNCLASSIFIED". However, the Offeror must treat as confidential, during as well as after the provision of goods or services contracted for, any information of a character confidential to the affairs of Canada, to which the Offeror's servants or agents become privy. The Resulting Contract Clauses contain an Article entitled "Security Requirement". The Standing Offer Authority or Identified User making a Call-up may, at its discretion, substitute an alternative Security Requirement.

In the event an Offeror does not satisfy the Security Requirement, the Identified User will take the necessary steps to:

- a) facilitate the short term fulfillment of any resulting contract by providing an escort or alternative delivery arrangements to the Offeror(s); and
- b) facilitate a long term solution by sponsoring the registration / certification of the Offeror at the appropriate level in the Industrial Security Program.

Additional information about the Industrial Security Program is available online at : <http://ssi-iss.tpsgc-pwgsc.gc.ca/index-eng.html>

6.3 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>) issued by Public Works and Government Services Canada.

6.3.1 General Conditions

2005 (2015-07-03) General Conditions - Standing Offers - Goods or Services, apply to and form part of the Standing Offer.

6.3.2 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 also include all purchases paid for by a Government of Canada Acquisition Card.

The Offeror must provide this data in accordance with the reporting requirements detailed in Annex "D" of the RFSO document. If some data is not available, the reason must be indicated. If no goods or services are provided during a given period, the Offeror must still provide a "NIL" report.

The data must be submitted electronically by email on a quarterly basis to the Standing Offer Authority. The data must be submitted to the Standing Offer Authority no later than 15 calendar days after the end of the reporting period.

Quarterly reporting periods are defined as follows:

- Q1: April 1st to June 30th
- Q2: July 1st to September 30th
- Q3: October 1st to December 31st
- Q4: January 1st to March 31st

Offerors will be supplied with an electronic reporting template as an attachment (Sample - Appendix 2), which must be used for the submission of their reports.

In the event reporting is not submitted in accordance with the requirements herein, the Standing Offer Authority will notify the Offeror of its non-compliance and may, at its sole discretion, set aside the Standing Offer without further notification.

6.4 Term of Standing Offer

6.4.1 Period of the Standing Offer

The period for making call-ups against the Standing Offer is for a twelve (12) month period

6.4.2 Extension of Standing Offer

The Offeror agrees to extend its offer for an additional one (1) year period, under the same conditions and in accordance with the pricing methodology specified in the Standing Offer.

The Offeror will be advised of the decision to authorize the use of the Standing Offer for an extended period by the Standing Offer Authority, at the latest thirty (30) days before the expiry date of the Standing Offer.

6.4.3. Pricing Adjustments

Upon notification of extension, Offerors are authorized to submit proposed price increases to the Standing Offer Authority for consideration. Prices must not be increased by more than the rate established in the Consumer Price Index (CPI). The CPI is widely used as an indicator of the change in the general level of consumer prices or the rate of inflation.

For the purpose of this Standing Offer, CPI shall be the most current percentage change over one year, Core CPI, as posted at the Bank of Canada web site, will be used. (link below)

http://www.bankofcanada.ca/rates/price-indexes/cpi/?page_moved=1

6.4.4 Discontinued Items, Product Number Changes

In the event a product is no longer available from the manufacturer or that the manufacturer has changed its product number, offerors must, within 30 days, propose a replacement product for their Offer. Such changes must be supported by a letter from the manufacturer confirming that the product is either no longer available or provided under a new product number.

Any replacement product proposed must be equivalent in form fit and function and must meet or exceed the technical and environmental performance properties of the item being replaced.

6.5 Authorities

6.5.1 Standing Offer Authority

The Standing Offer Authority is:

Name: **Manon Swanson**

Title: Supply Specialist

Public Works and Government Services Canada

Acquisitions Branch

Directorate: CCPD

Telephone: 819 -420-2945

Facsimile: 819- 956-5706

E-mail address: RapportsOACPD.SOARreportingPD@pwgsc.gc.ca

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

6.5.2 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.

6.5.3 Offeror's Representative

See the "Offeror's Representation Table" at Annex B of the Standing Offer document

6.6 Identified Users

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

6.7 Call-up Procedures (Instructions for Identified Users)

1. The Electronic Price Lists for the Standing Offers under this requirement are published on GCPedia web site.
2. Identified Users must document their procurement action in accordance with contracting policy and existing best practices.
3. Authorized Call-ups against this Standing Offer must be made using the duly completed forms identified in Paragraph 6.8 by methods such as facsimile, electronic mail or any other method deemed acceptable to both the Identified User and the Offeror.
4. No costs incurred before the receipt of a signed Call-up or equivalent document can be charged to this Standing Offer.
5. Only the goods identified in the Electronic Price List identified at Annex C of the Standing Offer document are authorized for Call-up. No substitutions are permitted.
6. Upon receipt of a Call-up, the Offeror must provide Canada with any further price reductions in effect as a result of a special offering due to year end or surplus manufacturing runs, special job lots, sales, clearances or promotions.
7. If by error or omission the Identified User fails to apply the correct price as listed in the Electronic Price List or applies it improperly, it will be the responsibility of the supplier to notify the Identified User of the error prior to delivery.
8. Any modifications to the original call-up must be supported by the issuance of an amended call-up form.
9. Numbering of Call-ups paid for by Acquisition Cards.

For audit purposes, it is recommended that Identified Users number Call-ups paid for by acquisition cards according to a unique and sequential numbering system. The following format is suggested (XXXX-YYMMDD-SS). XXXX represents the four last digits of the credit card number; YYMMDD represents the date of the order and; SS represents a sequential number for orders placed the same day.
10. In Large and Medium Population Centres the delivery / distribution option must be determined by the identified user in the call-up document. A delivery point and the distribution schedule must also be provided with the call-up, when applicable. In Remote Areas and Small Population Centres category 1 is the only available delivery/distribution option

6.8. Call-up Instrument

The work will be authorized or confirmed by the Identified User(s) using form:

PWGSC-TPSGC 942 Call-up Against a Standing Offer
PWGSC-TPGSC 942-2 Call-up Against a Standing Offer - Multiple Delivery
PWGSC-TPSGC 944 Call-up Against Multiple Standing Offers (English version only)
PWGSC-TPSGC 945 Call-up Against Multiple Standing Offers (French version only)

Or

An equivalent form or electronic call-up document which at a minimum:

Identifies the Standing Offer number;
Signifies acceptance of the terms and conditions of the Standing Offer;
Includes a description and a unit price for each item on the call up;
Identifies the total value of the call up;
Identifies a point of delivery;

Acknowledges that funds are available under Section 32 of the *Financial Administration Act*,
Acknowledges the Identified User's authority to enter into a contract.

6.9 Limitation of Call-ups

Individual call-ups under \$ 30.00 may be subject to extra transportation charges. All extra transportation charges will be prepaid by the Standing Offer holder, shown as a separate item on the invoice and supported by a certified copy of the prepaid transportation bill.

Individual call-ups against the Standing Offer by identified users must not exceed an aggregate value of \$ 25,000.00 including goods, services and GST/HST, as applicable.

The Standing Offer authority may issue call-ups for requirements up to \$ 400,000.00 GST/HST included, as applicable.

For requirements valued over \$400,000.00 (GST/HST included) the Identified User must send a funded requisition (form 9200) to the closest regional office for appropriate action.

6.10 Priority of Documents

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

- a) the call up against the Standing Offer, including any annexes;
- b) the articles of the Standing Offer;
- c) the general conditions 2005 (2015-07-03) - General Conditions - Standing Offers - Goods or Services;
- d) the general conditions 2010A (2015-07-03) - General Conditions - Goods;
- e) Annex A - Requirement;
- f) Annex C Electronic Price List;
- g) The Offeror's offer (specific details will be provided at time of issuance).

6.11 Certifications

6.11.1 Compliance

The continuous compliance with the certifications provided by the Offeror with its offer and the ongoing cooperation in providing additional 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 additional 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.

6.12 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.

6.13 Marketing Communication

Offerors, in support of their business, may send marketing communication to Identified Users from time to time. Marketing communication directed to Identified Users, regardless of format, must at a minimum include and clearly identify the following information:

- a) The Standing Offer Number;
- b) The Standing Offer Title;
- c) The applicable Region;
- d) The Standing Offer expiry date;
- e) publication date; and
- f) effective period.

Marketing communication making reference to the Standing Offer must be restricted to the goods included in the Standing Offer referred to.

To ensure that the Standing Offer authority is aware of current marketing initiatives, Offerors must , forward an electronic copy to the Standing Offer Authority three (3) business days prior to the release of any marketing communication, regardless of format.

6.14 Catalogue Distribution

As a result of Canada's commitment to the "*Policy on Greening procurement*", the mass distribution of printed catalogues for this commodity is prohibited. Offerors may, as an alternative to print catalogues, distribute an electronic version of their Standing Offer catalogue to clients that have either requested it or have voluntarily opted to receive it. Catalogues must contain only the items authorized in the Standing Offer.

Electronic catalogues submitted by qualified Offerors to the Standing Offer Authority will be made available to Identified Users on gcpedia.gc.ca. [web site](#)

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.

6.1 Requirement

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

6.2 Standard Clauses and Conditions

6.2.1 General Conditions

2010A (2015-07-03), General Conditions - Goods (Medium Complexity) apply to and form part of the Contract.

Section 15 Payment Period, of General Conditions 2010A (2015-07-03) will not apply to payments made by credit cards at point of sale.

Section 8 Inspection and Acceptance of the Work, of General Conditions 2010A (2015-07-03) is modified as follows :

Insert:

In cases where the Identified User has ordered an item by mistake, the Identified User may request that the product be exchanged for the correct item. The Identified User must notify the Contractor within fourteen (14) calendar days of delivery. If notification is received within fourteen (14) calendar days the item will be picked-up and replaced with the correct item, or a credit / refund issued within ten (10) working days. No restocking charges shall be applied.

In cases where the Identified User does not notify the Contractor within fourteen (14) calendar days of delivery, the Contractor may in provinces where the practice is legal apply a restocking charge to a maximum amount of 15% of the value of the returned item. In the event thirty (30) days have passed since delivery the Contractor may decline or accept the return at its sole discretion.

Transportation charges for the return of items ordered by mistake shall be at the Identified User's cost. Return transportation shall be done by the Offeror using the most economical means at its disposal. Prepaid transportation costs must be shown as a separate item on the invoice, supported by a certified copy of the prepaid transportation bill of lading.

6.3 Term of Contract

6.3.1 Delivery

For Large and Medium Population Centres, delivery must be made within three (3) business days from receipt of a call-up against the Standing Offer.

For Small Population Centres, delivery must be made within five (5) business days from receipt of a call-up against the Standing Offer.

The contractor must deliver within the specified time frames for all call-ups received. In the event PWGSC determines that the contractor is not delivering in a timely fashion, vendor performance corrective measures may be initiated. Delivery time frames do not apply on deliveries to Remote Areas.

6.3.2 Delivery to Remote Areas and Comprehensive Land Claims Settlement Areas and Nunavut and Northwest Territories

In the event, the goods called up are to be delivered to a Remote Area and Comprehensive Land Claims Settlement Areas and Nunavut and Northwest Territories the Identified User is responsible for the costs of transportation and for co-ordinating transportation with the Contractor. This includes determining the mode of transport, the time frames and the transportation firm. The Identified User is responsible for choosing the most economical mode of transport that meets the requirement. If no instructions are provided in the call-up, the Contractor must confirm shipping arrangements with the Identified User before proceeding.

The Identified User may :

- a) Select a transportation firm themselves;
- b) Request that the supplier suggest a minimum of two transportation firms including price quotes for the client to select and approve

6.4 Payment

6.4.1 Basis of Payment - Large, Medium and Small Population Centres

In consideration of the Contractor satisfactorily completing all of its obligations under the Contract, the contractor shall be paid firm unit prices as specified in the contract, Goods and Services Tax (GST) or Harmonized Sales Tax (HST) as applicable excluded, DDP (Delivered Duty Paid) destination, shipping handling and delivery charges included.

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

6.4.1.1 Remote Areas and Comprehensive Land Claims Settlement Areas and Nunavut and Northwest Territories

In consideration of the Contractor satisfactorily completing all of its obligations under the Contract , the contractor shall be paid firm unit prices as specified in the contract, Goods and Services Tax (GST) or Harmonized Sales Tax (HST) as applicable excluded, DDP (Delivered Duty Paid) destination, shipping and delivery charges not included. Transportation charges are to be prepaid by the Contractor and shown as a separate item on the invoice, supported by a certified copy of the prepaid transportation bill.

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

6.4.2 Single Payment

H1000C (2008-05-12) Single Payment

6.4.3 Payment by Credit Card

The following credit cards are accepted: _____ and _____.

6.5 Invoicing Instructions

The Contractor must submit its invoices in accordance with the information required in Section 10, Invoice Submission, of the 2010A, General Conditions - Goods and Services (Medium Complexity).

6.5.1 Consolidated Invoicing

If an Identified User Department requests, the Contractor must submit consolidated invoices that cover all Call-ups that have been delivered and completed for that Identified User Department during the month prior to the date of the invoice. Otherwise, the Contractor must invoice separately for each Call-up delivered and completed. Any request from a Identified User department for consolidated invoicing must be in writing and must be signed by an authorized representative of the Identified User.

6.6 SACC Manual Clauses

A3000C	(2011-05-16)	Aboriginal Business Certification
B7500C	(2006-06-16)	Excess Goods
C2000C	(2007-11-30)	Taxes - Foreign based Contractor
C0100C	(2010-01-11)	Discretionary Audit - Commercial Goods and/or Services
D0040C	(2010-08-16)	Shipping Surcharges for Large, Bulky or Heavy Items

ANNEX "A"-REQUIREMENT

A.1 Requirement

Canada has a requirement for the supply and delivery of Office paper for use by various Federal Government Departments and Agencies across Canada on an "as and when requested" basis for a twelve (12) month period

A.2 Products

A.2.1 Types of Paper

Recycled Paper - Paper manufactured from a proportion of Postconsumer Recovered Fiber (Paper) Including:

Paper, paperboard, and fibrous wastes from retail stores, office buildings, homes, and so forth, after they have passed through their end-usage as a consumer item, including: used corrugated boxes; old newspapers; old magazines; mixed waste paper; tabulating cards; and used cordage; and All paper, paperboard, and fibrous wastes that enter and are collected from municipal solid waste.

Postconsumer fiber does not include fiber derived from printers' over-runs, converters' scrap, and over-issue publications.

Agricultural Waste Fiber Paper - Paper manufactured from a proportion of agricultural residue fiber including:

Residue (straw and other byproducts) resulting from the transformation of wheat, flax, barley, oats, rye, corn, as well as other grasses, cereal grain and oil seed crops.

To be considered for this requirement, the fiber used for the paper must not be diverted from the food supply.

A.2.2 Technical Performance requirements

Paper offered must meet all the technical performance requirements below and the applicable specifications detailed at A9 -Technical Performance Table to be found compliant.

Curl: Paper shall lie flat before and after processing through a high speed copier or laser printer with either no tendency to curl or with a curl which can be overcome under reasonable working conditions.

Surface: Shall be free from lint, fuzz, wrinkles, waviness, folds, holes, tears, and other detrimental defects.

Size and trim: Paper shall be furnished in the size(s) ordered and shall be flat, trimmed square on four sides with clean smooth edges, free of loose fibers and evenly jogged. Successive sheets within any package shall not differ from each other by more than 1 mm (1/32inch). Paper shall be considered square if the variation does not exceed 1 mm (1/32inch)

Formation: Paper shall be uniform and shall not vary more than 0.011 mm (0.0004 inch) from one edge to the other.

A.2.2.1 Multipurpose and Agricultural Waste Fiber Paper

Performance: Shipments of any qualified product shall perform satisfactorily on laser printers and high speed equipment. There shall not be more than one paper-caused jam or one document with unacceptable image quality due to the paper per 5,000 continuous-copy run at atmospheric conditions of 21 ±5.5 °C and 50 ±20 pct relative humidity.

A.2.2.2 High Runnability Paper (White and Colored)

Performance: Shipments of any qualified product shall perform satisfactorily on laser printers and high speed equipment. There shall not be more than one paper-caused jam or one document with unacceptable image quality due to the paper per 50,000 continuous-copy run at atmospheric conditions of 21 ± 5.5 °C and 50 ± 20 pct relative humidity.

A.2.2.3 Card stock

Finish: Paper furnished may be coated or uncoated. However, only smooth matte or satin stock will be found responsive to this requirement

A.2.3 Environmental Performance requirements

Paper (except cover stock) and manufacturers must meet or exceed the Product Specific Requirements as defined in part 6 of the Underwriters Laboratories Environment (UL-Environment) Standard for Sustainability of Paper Products (UL-2771).

Part 6 of UL-2771 (Complete text available at <http://www.ul.com>)

6 Product Specific Requirements

- 6.1 *The paper product shall be manufactured from a pulp and paper making process such that the total of load points assessed for Recycled Content, Solid Waste, Global Warming Potential, Energy Use, Chemical Oxygen Demand, Sublethal Toxicity, Acidification Potential and Effluent Discharge does not exceed 8 (Load Point Determination, Section 8, contains the table for calculating Load Points, and the Method for Load Point Determination for Integrated and Non-integrated Mills, Section 9 – 18, contains the methodology for collecting data). Also, the amount of points per environmental indicator shall not exceed 3.*
- 6.2 *The paper product shall be manufactured such that if a whitening process is used:*
 - a) *The fiber shall not have been whitened with elemental chlorine; and*
 - b) *The effluent directly downstream of the whitening plant shall not contain a measurable concentration of 2, 3, 7, 8-TCDD or a measurable concentration of 2, 3, 7, 8-TCDF*
- 6.3 *The paper product shall be manufactured from agricultural or wood fibers that have been sourced from forestry or agricultural operations that have implemented a sound environmental management system and are adhering to sound environmental management practices for 100% of its activities. At minimum these practices shall contain the following elements:*
 - a) *Sustainable harvest rates;*
 - b) *The conservation of:*
 - 1) *Species at risk;*
 - 2) *Species diversity;*
 - 3) *Wildlife habitat;*
 - 4) *Soil;*
 - 5) *Water and aquatic ecosystems (e.g., wetlands, lake and river ecosystems); and*
 - 6) *Key landscape and ecosystem-level ecological functions and processes, including corridors where necessary to preserve these ecological components;*
 - c) *No use of World Health Organization Type 1A and 1B, chlorinated hydrocarbon pesticides, pesticides that are toxic, as well as pesticides banned by international agreement;*
 - d) *No use of genetically modified seeds; and*

- e) *No new forestry or agricultural operations on natural forest lands or peatlands (i.e., that have not been previously modified for forestry or agricultural purposes except in very limited areas and timeframes when this will lead to long-term conservation benefits);*

6.4 *The product shall come from a pulp and paper mill that has a water management plan in place which outlines the following:*

- a) *All water input and output quantities measured and not measured; and*
b) *All known emissions to water measured and not measured.*

6.5 *The product shall not be manufactured with bisphenol A.*

Clarifications pertaining to criteria 6.3 of the UL-2771 Standard

Manufacturers can demonstrate compliance to criteria 6.3 a) to e) of the UL-2771 Standard if:

- (a) They are endorsed by FSC or PEFC- forest management certifications; or
(b) They can demonstrate that they meet these criteria without necessarily being endorsed by any forest management certifications.

A.2.4 Proof of conformity

Proof of conformity to the above stated requirements (A.2.1; A.2.2 and A.2.3) can be provided in the form of certifications, certificates, licenses or conclusive and undersigned test results from a laboratory as applicable. Certificates must be current (less than 10 years old)

Offerors must ensure concordance between the product number offered in the EFOT and their proof of conformity documents. A template for this purpose has been provided at Appendix (3) and as an electronic attachment for this purpose.

It is the responsibility of the offeror to demonstrate conformity for each of the products proposed in their Offer.

A.3 Delivery

Offerors must provide the following delivery options:

- Category 1: delivery of paper to client loading dock;
Category 2: delivery of paper to one specified location (other than the loading dock) at the client site.
Applicable to Large , Medium and Small Population Centres only.
Category 3: delivery of fixed quantities of paper (no less than 5 boxes per location) to various locations at the client site. **Applicable to Large , Medium and Small Population Centres only**

The delivery option is to be determined by the identified user in the call-up document. A list of delivery points, recipients and fixed quantities by delivery point must also be provided with the call-up when applicable.

The Offeror must confer with the client at the time of the call-up to determine if there are any dock restrictions and/or freight restrictions in place.

A.4 Packing Slips

A packing slip indicating the shipping date(s), order number(s), quantity (ies), and unit of issue and retail price list part number must be included with each shipment.

A.5 Ordered Items

- (a) The Offeror must only sell goods listed in the Electronic price list (Annex C of the resulting Standing Offer).
- (b) If for any reason the Offeror cannot provide the item ordered within the Delivery timeframe at the supplier must contact the User and advise them of the expected delivery date. The Identified user may, at their sole discretion, choose to wait for delivery at this date or remove the item from their order. In the event the item is removed from the order an amendment to the call-up must be issued by the Identified User.

A.6. Contractor Service

Contractor must be able to receive orders by telephone (including a toll-free number), facsimile, and e-mail. Contractor must be open for business Monday to Friday, from 8:00 AM to 5:00 PM, local time for each region (except for Statutory Holidays), and must provide a bilingual customer service representative in bilingual designated regions as prescribed under the Official Language Act

A.7. Electronic Transactions via the Contractor's web site

In the event the Contractor chooses to offer Identified Users the capability of completing transactions (Call-ups against the Standing Offer) via the Contractor's web site, the following mandatory requirements must be met.

A.7.1 Web site requirements

- a) The Contractor must provide Identified Users with access to a web site or microsite (hereinafter referred to as "the Site") whose explicit purpose is to conduct electronic commerce against PWGSC Standing Offers;
- b) The Site will be available for browsing and transactions by registered users only;
- c) The Site will require a unique username and a password for each registered user;
- d) The Site content and any transactions executed on the Site will be encrypted with high grade encryption algorithm (Minimum 128 bit encryption);
- e) The site must include only items in active PWGSC Standing Offers;
- f) The site must be bilingual in the event that the Contractor is awarded a Standing offer in a Bilingual region;
- g) The Site must meet Web Content Accessibility Guidelines (WCAG) 2.0.

A.7.2 User Registration requirements

- A) To register, a user must provide the following:
 - Full Name and Title;
 - Department or agency name as listed in the Financial Administration Act;
 - Billing address;
 - E-mail address;
 - Phone number (10 digit);
- B) The user must either confirm that they have the authority commit funds under section 32 of the Financial Administration Act or provide the name, title and e-mail address of the individual in their reporting structure with such authority.

In the event any of the user registration information requested above is incomplete, the user will only be authorized to browse and save a "shopping cart".

User registration information must be confirmed by the user with every transaction. User accounts that have been inactive for a period exceeding 6 months will be disabled until such time as registration information can be re-confirmed by the user.

A.7.3 Transaction Requirements

Prior to completing any electronic sales transaction the following requirements must be met:

- A) the user must confirm the content of their order, and that billing and shipping information is correct. In the event any information is incorrect, the user will be required to update / correct this information;
- B) the user must confirm that the transaction is being done in accordance with the Standing Offer terms and conditions, The Standing Offer number(s) must appear in the confirmation statement;
- C) the user must confirm that they have or have obtained the appropriate authorities to execute the transaction.
- D) A detailed order confirmation must be sent by e-mail to the registered user and, if applicable, the person identified as the individual with authority under section 32 of the FAA in the user's account.

A.7.4 Grace Period

The Contractor will be granted grace period of 90 days from time of issuance of a Standing Offer to allow the Site to be put in place. After the expiry of the grace period, electronic transactions via the Site must comply with articles 7.1 to 7.3 above.

In the event the Site does not comply with these requirements after the expiry of the grace period, the Contractor must not accept transactions via their web site. Failure to comply with this instruction may result in the Standing Offer being set aside.

A.8 Electronic Transactions via Government e-commerce solutions

01) PWGSC or Identified Users may, at any time during the Standing Offer period, choose to implement an e-commerce solution to automate their transaction process. As a result of this, Departments or Agencies may request that the Offeror establish a compatible e-commerce interface between systems. Prior to using an e-commerce solution to conduct transactions against the Standing Offer, Identified Users will be required to obtain the Standing Offer Authority's authorization. They will submit, to the Standing Offer Authority, information pertaining to the compatibility requirements they may place on the Offeror for the purpose of establishing an e-commerce interface.

2) The information provided by the Identified User will, at a minimum, include:

Commercial name of the e-commerce platform (i.e.: Arriba, Configure1, Shopify, SAP) ;

Interface communication flow;

Requirements pertaining to supplier certification or membership to qualified networks;

Order (call-up) placement and amendment workflow requirements;

Order (call-up) processing workflow requirements;

Order (call-up) receipt and rejection workflow requirements;

Catalogue content (structural) requirements (i.e. : Field mapping and naming conventions, field descriptors, field parameters);

Payment processing requirements.

Implementation plan

Implementation timeframe

Treatment and distribution of associated costs & fees as and where applicable

3) The Standing Offer Authority will:

- a) consider these requirements within the context of the Standing Offer;
- b) provide advice and recommendations to the department or agency as it deems necessary;
- c) present the request to the Offeror; and, in the event the Offeror agrees to proceed;
- d) authorize the use of the Standing Offer within the Department's e-commerce solution.

Every request for e-commerce integration will stand on its own merit, the Offeror may, at its sole discretion, choose to accept or decline any request for e-commerce integration. In the event the Offeror agrees to proceed with an e-commerce integration, the Offeror will, in collaboration with the Identified User implement said integration in accordance with the information provided and the agreed upon implementation plan.

A.9 Technical Performance Tables

Property / Propriété	Method / Méthode	Unit s	Tolerance/ Tolérance	Multipurpose White / Papier blanc à usages multiples (30%)	Multipurpos e White / Papier blanc à usages multiples (100%)	Multipurpose Colored / Papier- couleur à usage multiples (30%)
Recycled content/ Contenu Recyclé	PCW	%	min.	30%	100%	30%
Grammage	TAPPI T410	G/m2	±1%	75	75	75
Thickness / épaisseur □	TAPPI T411	µm	±5%	104	104	104
Opacity / opacité □	TAPPI T425	%	min.	>88	>88	>88
Brightness/ luminosité □	TAPPI T452	%	±5%	>92	>92	N/A
Stiffness/ Rigidité (CD) □	TAPPI T489	Taber units	min.	0.9	0.9	0.9
Stiffness Rigidité (MD) □	TAPPI T489	Taber Units	min.	1.9	1.9	1.9
Smoothness /Roughness/ Lissé Rugosité	TAPPI T538	mL/ minute (Sheffield)	max.	180	180	180
Absolute Moisture/ Humidité absolue □	TAPPI T412	%	±0.5%	4.5	4.5	4.5

Property / Propriété	Method / Méthode	Units	Tolerance	High Runnability White / Papier blanc à comportement machine supérieur (30%)
Recycled content/ Contenu Recyclé	PCW	%	min.	30
Grammage	TAPPI T410	G/m2	±1%	75-105
Thickness / caliper Epaisseur	TAPPI T411	µm	±5%	100-120
Opacity/ Opacité	TAPPI T425	%	min.	>88
Brightness / Luminosité	TAPPI T452	%	±5%	92
Stiffness (CD) / Rigidité	TAPPI T489	Taber units	min.	1.2
Stiffness MD)/Rigidité □	TAPPI T489	Taber Units	min.	2.2
Smoothness / Roughness Lissé/ Rugosité□	TAPPI T538	mL/mi nute (Sheffi eld)	max.	160
Absolute Moisture/ Humidité absolu	TAPPI T412	%	±0.5%	4.5

Property / Propriété	Method	Units	Tolerance	Card Stock (65 LB)	Card Stock (80 LB)
Recycled content/ Contenu recyclé	PCW	%	min.	10	10
Grammage	TAPPI T410	G/m2	±5%	175	215
Thickness / épaisseur	TAPPI T411	µm	±5%	225	275
Smoothness / Roughness/ Lissé Rugosité	TAPPI T538	mL/minute (Sheffield)	Range	130-250	130-250
Absolute Moisture/ Humidité absolu	TAPPI T412	%	±0.5%	5	5

Property / Propriété	Method Méthode	Units	Tolerance	Agricultural Fiber White/ Fibres agricoles blanc
Agricultural Waste Fiber Content / Contenu fibres de déchets agricoles	NA	%	min.	60
Grammage	TAPPI T410	G/m2	±1%	75
Thickness/ épaisseur	TAPPI T411	µm	±5%	104
Opacity opacité	TAPPI T425	%	min.	>88
Brightness / luminosité	TAPPI T452	%	±5%	92
Stiffness (CD) Rigidité	TAPPI T489	Taber units	min.	0.9
Stiffness (MD) Rigidité	TAPPI T489	Taber Units	min.	1.9
Smoothness/ Roughness lissé/rugosité	TAPPI T538	mL/minute (Sheffield)	max.	180
Absolute Moisture/ Humidité absolu	TAPPI T412	%	±0.5%	4.5

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ANNEX “B” Offeror’s Representation Table

Offeror must complete for every region quoted the “Offeror Representative Table”

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ANNEX “C” - Electronic Financial Offer Template (EFOT)

ANNEX "D"

Instructions for Completing the Electronic Standing Offer Usage Report

D.1 General Instructions

Offerors will be supplied with the Electronic Standing Offer Usage report template at such time as a Standing Offer is issued to them. Subsequently, as required, Offerors may request that the Standing Offer Authority send a copy of the Electronic Standing Offer Usage report template to them by e-mail.

Offerors must complete the Electronic Standing Offer Usage report in accordance with the instructions below.

D.2 Electronic processing of Standing Offer Usage Report

D.2.1 Reports must be submitted by electronic mail to the Standing Offer Authority in a Microsoft Excel compatible file format.

D.2.2 The Standing Offer usage report will be processed by PWGSC using electronic automation. If the Offeror's report is submitted in a way that prevents automated processing, the report will be deemed as unacceptable and returned to the Offeror with information pertaining to the deficiency.

D.2.3 The use of the "Copy" and "Paste" feature may negatively impact certain features and functions of the template. PWGSC suggests Offerors use "Copy" and "Paste Special - Values" to mitigate such impacts.

D.3 Itemized reporting

Offerors must include the requested data for every item sold as a result of call ups against the Standing Offer.

D.4 Field descriptions and input instructions

Fields in the Report are identified by column heading or by tag. The purpose of each field is described and the instructions for completing the field are provided below.

Part I: Report Header

a) Standing Offer Number

The Offeror must enter the Standing Offer number which appears on the cover page of their Standing Offer.

b) Company Name

The Offeror must enter their legal company name.

c) Period

The Offeror must select the Quarter for which it is submitting a report from the pull down list. Offerors must submit a report for every quarter. Aggregated reports for multiple quarters will not be accepted.

d) Total Reported this Quarter

For reports comprising of less than 10,000 lines the "Total reported this Quarter" field will populate automatically. For reports containing more than 1000 entries the Offeror must enter the sum of all reported sales in the quarter.

Part II: Report Body

a) Client Department Or Agency

Offerors must for each item sold as a result of a call up against the Standing Offer identify which department or agency the item was sold to. Offerors must select the appropriate department or agency from the drop down list. If the Department or agency is not listed in the drop down list, please notify the Standing Offer Authority; a revised template will be issued by the Standing Offer Authority to include any missing departments or agencies.

b) Invoice number

Offerors must enter their invoice number for each item sold as a result of a call up against the Standing Offer. Offerors may aggregate more than one item per invoice number.

c) Account number

Offerors must enter the client account number against which the call-up is placed.

d) Quantity

Offerors must enter the quantity of items sold. If the unit of issue is for multiple individual units, this field should reflect the number of UOIs sold as a result of call ups against the standing offer. Example (if the UOM is dozen, and one dozen was sold the QTY field should indicate "1").

e) Unit of Issue

This field represents the unit of issue for the item. The unit of issue "PK" indicates one ream of paper and "CS" indicates one case. The offeror must, select the correct UOI from the provided drop down menu.

f) Quantity per UOI

This field represents the number of individual reams of paper included per case. The offeror must indicate the number of individual reams per case using whole numbers.

g) Offeror Part Number

This field must contain the Offeror's unique product identifier for the item sold as a result of call ups against the Standing Offer. This identifier must be the same as the one used in the Electronic price list at Annex C (of the resulting Standing Offer). The offeror must enter its unique product identifier for the consumable item.

h) Manufacturer

This field must contain the name of the manufacturer of the item sold as a result of a call up against the Standing Offer.

i) Manufacturer Part Number

Offerors must enter the manufacturer's part number of the items sold as a result of call ups against the Standing Offer.

j) Postal code

Offerors must enter the postal code of the delivery point to which the items sold as a result of call ups against the Standing Offer were shipped. Postal codes must be entered in the A0A 0A0 format.

k) Date of Order

Offerors must enter the dates at which the call ups for the items sold under the standing offer were received. The date must be entered using the YYYY-MM-DD format.

l) Unit Price

This field must contain the Offeror's price invoiced per unit of issue for the item sold as a result of call ups against the Standing Offer. The Offeror must enter a numerical value which represents the price in dollars and cents separated by a period (23.12) without any spaces, dashes or special characters.

m) Extended price

This field must contain the total extended price invoiced for item sold as a result of call ups against the Standing Offer (Unit price X Qty). The Offeror must enter a numerical value which represents the price in dollars and cents separated by a period (23.12) without any spaces, dashes or special characters.

n) Type of order

Offerors must for each item sold as a result of a call up against the Standing Offer indicate which medium was used to complete the transaction for the item. The offeror must select the appropriate medium from the drop down menu.

APPENDIX 1

Instructions for Completing the Financial Offer Template

1. General Instructions

Offerors must complete the Electronic Financial Offer Template (EFOT) provided as an electronic attachment to this requirement, in accordance with the instructions below. The EFOT submitted with the Offer will form part of the Electronic Price List in any resulting Standing Offer.

Each row in the Financial Offer Template represents one item.

Offerors submitting an Offer for all regions with the same pricing throughout the regions are advised to complete the "National" tab of the EFOT. Otherwise, Offerors should complete the tab(s) of the EFOT corresponding to the region(s) for which they are submitting an Offer.

Values entered in the "National" tab will supersede values entered in any and all of the "Region" tabs of the EFOT at time of evaluation.

Offerors must save a copy of the completed EFOT in an Excel compatible format (.XLS, .XLSX) on a Compact Disk (CD) or Digital Versatile Disc (DVD) and include it with their Offer.

Offerors must print a copy of all tabs of the EFOT in which they have entered values and are and include it with their Offer. Print Formatting, Header and Footer information for printing purposes is included in the EFOT; Offerors must not change this information.

2. Electronic Processing of Financial Offer Template

The Electronic Financial Offer Template will be processed for evaluation by PWGSC using electronic automation. As such, Offerors must not change the format or rename the Electronic Financial Offer Template in any way. At the time of evaluation, if the Offeror's Electronic Financial Offer Template has been reformatted or renamed in a way that prevents automated processing, the Offer may be found non-responsive.

3. Field Color

All light blue colored fields must be populated by the Offeror in compliance with the instructions below.

Fields that have been populated will change in color from light blue to light yellow. The change of color does not indicate that the data entered is accepted or acceptable to Canada only that data has been entered into the field.

NOTE: The use of the "Copy" and "Paste" feature in Excel may negatively impact this aspect of the template. PWGSC suggests Offerors use the "Copy" and "Paste Special - Values" method.

4. Field Descriptions and Input Instructions

Fields in the Electronic Financial Offer Template are identified by column heading. The purpose of each field is described and the instructions for completing the field are provided.

a) Item Number

Purpose: This field represents a number assigned to the line item in the list for the purpose of this solicitation. Any amendments or questions pertaining to the line items or products requested will be addressed by this item number during the solicitation period.

Input instructions: This field is populated by PWGSC and no data entry on behalf of the Offeror is required.

b) Type

Purpose: This field represents the type of paper represented by this line item.

Input instructions: This field is populated by PWGSC and no data entry on behalf of the Offeror is required.

c) Fibre

Purpose: This field indicates the fibre type and recycled fibre content (where applicable) of the represented by this line item

Input instructions: This field is populated by PWGSC and no data entry on behalf of the Offeror is required.

d) Grammage

Purpose: This field indicates the basis weight and grammage of the paper represented by this line item. These are expressed in pounds per standard basis ream (lbs.) and in grams per square meter (g/m².)

Input instructions: This field is populated by PWGSC and no data entry on behalf of the Offeror is required.

e) Format

Purpose: This field indicates the North American Standard size of the paper represented by this line item.

Input instructions: This field is populated by PWGSC and no data entry on behalf of the Offeror is required.

f) Color

Purpose: This field indicates the whether the paper represented by this line item is white or colour.

Input instructions: This field is populated by PWGSC and no data entry on behalf of the Offeror is required.

g) Delivery Option (formerly known as Category)

Purpose: This field indicates the Delivery Option applicable to this line item.

Input instructions: This field is populated by PWGSC and no data entry on behalf of the Offeror is required.

h) Sheets per PK

Purpose: This field indicates the number of sheets per package of the paper represented by this line item.

Input instructions: This field is populated by PWGSC and no data entry on behalf of the Offeror is required.

i) Weighting factor

Purpose: This field indicates the weighting factor applicable to this line item.

Input instructions: This field is populated by PWGSC and no data entry on behalf of the Offeror is required.

j) Packs per box

Purpose: This field indicates the number of packages per box of the paper represented by this line item.

Input instructions: This field is populated by PWGSC and no data entry on behalf of the Offeror is required.

k) Manufacturer

Purpose: While the brand and manufacturer of a product may, in some instances, be marketed under the same name, this is not always the case. This field represents the name of the manufacturer (DOMTAR, CASCADES, BOISE etc) of the item offered.

Input instructions: Offerors must populate this field by indicating the name of the manufacturer of the paper offered for this line item.

l) Brand

Purpose: While the brand and manufacturer of a product may in some instances be marketed under the same name, this is not always the case. This field represents the name of the brand for the item offered (EarthChoice, Polaris, Enviro100 etc.)

Input Instructions: Offerors must populate this field by indicating the brand of the paper offered for this line item.

m) Manufacturers Part Number

Purpose: This field represents the manufacturer's alphanumeric or numeric ordering code of the paper offered for this line item.

Input Instructions: Offerors must populate this field by indicating the manufacturer's part number of the paper offered for this line item.

n) Offeror unique SKU

Purpose: This field represents the Offeror's unique Stock Keeping Unit (SKU) for one (1) unit of issue of the paper offered for this line item.

Input instructions: Offerors must populate this field by indicating the unique SKU of the paper offered for this line item. Note: Each line item must have a unique SKU

o) Price per pack (open box)

Purpose: This field represents the price for one package of the paper offered for this line item.

Input instructions: The Offeror must enter a numerical value which represents its firm price for one package of the paper offered for this line item in dollars and cents separated by a period (23.12) without any spaces, dashes or special characters. All values submitted will be rounded to 2 decimals.

p) Price per Box (1 to 39)

Purpose: This field represents the price for one box of the paper offered for this line item when Users place an order between 1 and 39 boxes of paper.

Input instructions: The Offeror must enter a numerical value which represents its firm price for one box of the paper offered for this line item in dollars and cents separated by a period (23.12) without any spaces, dashes or special characters. The amount represented in this field must be lower than the amount for the same line item in Column O. All values submitted will be rounded to 2 decimals.

q) Price per box (40 to 79)

Purpose: This field represents the price for one box of the paper offered for this line item when Users place an order between 40 and 79 boxes of paper.

Input instructions: The Offeror must enter a numerical value which represents its firm price for one box of the paper offered for this line item in dollars and cents separated by a period (23.12) without any spaces, dashes or special characters. The amount represented in this field must be lower than the amount for the same line item in Column P. All values submitted will be rounded to 2 decimals.

r) Price per box (80 and up)

Purpose: This field represents the price for one box of the paper offered for this line item when Users place an order of 80 boxes of paper or more.

Input instructions: The Offeror must enter a numerical value which represents its firm price for one package of the paper offered for this line item in dollars and cents separated by a period (23.12) without any spaces, dashes or special characters. The amount represented in this field must be lower than the amount for the same line item in Column Q. All values submitted will be rounded to 2 decimals.

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APPENDIX 2

ELECTRONIC STANDING OFFER USAGE REPORT

APPENDIX 3 –

Certification of conformity

Manufactuer /Manufacturier	
Mill / Moulin	
Brand / Marque	
Product Code / Code Produit	
Applicable EFOT Line items / Articles de	
Meets UL-2771 (Technical) / Rencontre UL-	
UL-2771 Load points / Points de charge	

Property / Propriété Method / Méthode		Units / Unités	Paper offered Papier Offert
PCW Recycled or Agri Waste		%	
Grammage	TAPPI T410	G/m2	
Thickness / Épaisseur	TAPPI T411	µm	
Opacity / Opacité	TAPPI T425	%	
Brightness / Luminosité	TAPPI T452	%	
Stiffness/ Rigidité (CD)	TAPPI T489	Taber	
Stiffness / Rigidité (MD)	TAPPI T489	Taber	
Smoothness / Lissé	TAPPI T538	mL/minute	
Absolute Moisture / Humidité	TAPPI T412	%	

I hereby certify that the paper identified above meets the performance specifications detailed on this certificate and that any change in specification will be reported to the Standing Offer Authority in a timely fashion.

Mill Representative

Date

Offeror Representative

Date

This certificate alone does not constitute evidence of conformity. Additional documents may be required by PWGSC to demonstrate conformity.