

RETURN BIDS TO:

BRU@cic.gc.ca

FOR ELECTRONIC BIDS:

The BRU@cic.gc.ca electronic mailbox is equipped to send an automatic reply to all messages received. If you do not receive an automatic response, please contact the Contract Officer to ensure your bid was received. Please note that it is the bidder's sole responsibility to ensure that all bids submitted are received in their entirety by Citizenship and Immigration Canada by the closing date and time indicated in this RFP.

IMPORTANT NOTICE TO SUPPLIERS

The Government Electronic Tendering Service on buyandsell.gc.ca/tenders will be the sole authoritative source for Government of Canada tenders that are subject to trade agreements or subject to departmental policies that require public advertising of tenders.

REQUEST FOR PROPOSAL

Proposal To: Citizenship and Immigration Canada

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

Instructions : See Herein

Instructions: Voir aux présentes

Issuing Office – Bureau de distribution

Citizenship and Immigration Canada

Procurement and Contracting Services

70 Crémazie

Gatineau, Québec K1A 0G3

Title – Sujet	
Warehousing and Distribution Services	
Solicitation No. – N° de l'invitation	Date
CIC-143904	September 10, 2015
Solicitation Closes – L'invitation prend fin at – à	Time Zone
2:00 PM	Fuseau horaire
on – October 26, 2015	EDT
F.O.B. - F.A.B.	
Plant-Usine: <input type="checkbox"/>	Destination: <input checked="" type="checkbox"/>
Other-Autre: <input type="checkbox"/>	
Address Inquiries to: - Adresser toutes questions à :	
BRU@cic.gc.ca	
Telephone No. – N° de téléphone :	
819-934-3827	
Destination – of Goods, Services, and Construction:	
Destination – des biens, services et construction :	
See Herein	
Delivery required - Livraison exigée	
See Herein	
Vendor/firm Name and address	
Raison sociale et adresse du fournisseur/de l'entrepreneur	
Facsimile No. – N° de télécopieur	
Telephone No. – N° de téléphone	
Name and title of person authorized to sign on behalf of Vendor/firm	
Nom et titre de la personne autorisée à signer au nom du fournisseur/de l'entrepreneur	
(type or print)/ (taper ou écrire en caractères d'imprimerie)	
Signature	Date

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PART 1 - GENERAL INFORMATION

1. Security Requirement

There is no security requirement associated with this solicitation.

2. Summary

Single Contract

Citizenship and Immigration Canada is seeking to establish a contract for warehousing, distribution, inventory management and ordering services in the National Capital Region (NCR), for its publications and promotional products, as defined in Appendix "D", Statement of Work, for three (3) years including all options.

3. Debriefings

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

PART 2 - BIDDER INSTRUCTIONS

1. Standard Instructions, Clauses and Conditions

All Citizenship and Immigration Canada (CIC) instructions, clauses and conditions identified in the bid solicitation by number, date and title are set out in the CIC Website at <http://www.cic.gc.ca/english/transparency/index.asp>

All SACC manual clauses for specific instructions not covered by the standard instructions identified in the bid solicitation by number, date and title are set out in the *Standard Acquisition Clauses and Conditions* Manual (<https://buyandsell.gc.ca/policy-and-guidelines/standard-acquisition-clauses-and-conditions-manual>) issued by Public Works and Government Services Canada.

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

The [CIC-SI-001 \(2015-02-16\)](#) Standard Instructions – Goods or Services Competitive Requirements, are incorporated by reference into and form part of the bid solicitation.

2. Submission of Bids

Bids must be submitted only to Citizenship and Immigration Canada by the date, time and place indicated on page 1 of the bid solicitation.

Due to the nature of the bid solicitation, bids transmitted by facsimile to Citizenship and Immigration Canada will not be accepted.

3. Enquiries - Bid Solicitation

All enquiries must be submitted in writing to the Contracting Authority no later than five (5) calendar days before the bid closing date. Enquiries received after that time may not be answered.

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

4. Applicable Laws

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

PART 3 - BID PREPARATION INSTRUCTIONS

1. Bid Preparation Instructions

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

Section I: Technical Bid (one (1) soft copy)

Section II: Financial Bid (one (1) soft copy)

Section III: Certifications (one (1) soft copy)

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

Section I: Technical Bid

In their technical bid, bidders should explain and demonstrate how they propose to meet the requirements and how they will carry out the Work. Bidders should demonstrate their capability and describe their approach in a thorough, concise and clear manner for carrying out the work.

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

Section II: Financial Bid

Bidders must submit their financial bid in accordance with Appendix "E", Basis of Payment. The total amount of applicable taxes must be shown separately, if applicable.

Bidders should include the following information in their financial bid by completing Appendix "I", Vendor Information and Authorization and include it with their bid:

1. Their legal name;
2. Their Procurement Business Number (PBN); and
3. The name of the contact person (including this person's mailing address, phone and facsimile numbers, and email address) authorized by the Bidder to enter into communications with Canada with regards to:
 - a) their bid; and
 - b) any contract that may result from their bid.

Financial proposals must clearly identify the personnel proposed and the associated category for evaluation purposes only. Proposed per diem rates or firm prices must be in Canadian dollars.

The Bidder's per diem rates in response to this RFP and resulting contract(s) must include all overhead, general & administrative costs and profit. Included are the following costs that may be incurred in providing the required services: office space, computer hardware and software, word processing, preparation of reports, photocopying, courier services, facsimile services, telephone services, local travel expenses, and administration related to non-local travel expenses. "Local" as used here is defined as where the Work is to be performed in Canada as may be specified in the RFP and the resulting Contract(s).

Bidders must provide in their financial bid a price breakdown as detailed in Appendix "E", Basis of Payment.

1.1 SACC Manual Clauses

C3011T (2010-01-11) - 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 bid non-responsive.

Section III: Certifications

Bidders must submit the required certifications under Part 5 – Certifications.

PART 4 - EVALUATION PROCEDURES AND BASIS OF SELECTION

1. Evaluation Procedures

- (a) Bids will be assessed in accordance with the entire requirement of the bid solicitation including the technical and financial evaluation criteria.
- (b) An evaluation team composed of representatives of Canada will evaluate the bids.

1.1 Technical Evaluation

1.1.1 Mandatory Technical Criteria

The bid must meet the mandatory technical criteria specified below. The Bidder must provide the necessary documentation to support compliance with this requirement.

Mandatory requirements are evaluated on a simple pass or fail basis. Failure by a Bidder to meet any one of the mandatory requirements will render the Bidder's proposal **non-responsive and will not be given further consideration**. The treatment of mandatory requirements in any procurement process is absolute. Each mandatory technical criterion should be addressed separately.

Mandatory Criteria for Supplier's Proposed Resource	Required Supporting Information	Met	Not Met
M1 The Bidder's proposal must demonstrate that they have at least five (5) years of experience within the last ten (10) years in warehousing, distribution and inventory management of publications and promotional items.	The bidder must provide a Statement of capability which clearly demonstrates that the bidder meets the requirement.		
M2 Bidder's proposal must demonstrate their capability to provide access to dedicated warehouse space, within the National Capital Region, with at least 450 square meters for inventory items and that the warehouse facility have controls to maintain stable temperature and humidity sufficient for the safe storage of printed and audio-visual materials.	The bidder must provide a Statement of capability which clearly demonstrates that the bidder meets the requirement. In addition, the bidder should provide picture(s) of the warehouse facility or any other relevant documentation.		
M3 Bidder's proposal must demonstrate their capability to provide access to an established electronic inventory management system for all CIC products.	The bidder must provide a Statement of capability which clearly demonstrates that the bidder meets the requirement.		
M4 Bidder's proposal must demonstrate their	The bidder must provide a		

	capability to provide ordering services (online, facsimile, toll-free telephone) for publications and promotional products in both official languages (French and English).	Statement of capability which clearly demonstrates that the bidder meets the requirement.		
M5	Bidder's proposal must demonstrate their capability to offer an online public ordering system for order-taking that has the capacity to interface with the Bidders inventory management system. The online public ordering system must be available in both official languages (French and English).	The bidder must provide a Statement of capability which clearly demonstrates that the bidder meets the requirement.		
M6	Bidder's proposal must demonstrate their capability to distribute approximately 2,000 orders monthly.	The bidder must provide a Statement of capability which clearly demonstrates that the bidder meets the requirement.		
M7	<p>The Bidder must include within their proposal a detailed curriculum vitae (C.V.) for a proposed Project Manager (s) who will act as the single point of contact to manage the implementation and on-going provision of the required services.</p> <p>The proposed resource must have at least two (2) years experience within the last five (5) years (prior to the closing date of the RFP) working as the Project Manager for contract(s) requiring all of the following:</p> <ul style="list-style-type: none"> -Warehousing and inventory management of a variety of printed items; -Contractor managed inventory replenishment of the printed items completed using both internal resources and sub-contractors; -Ordering by multiple ordering authorities; -Providing inventory management information to a designated or designated client authorities; and -Custom order fulfillment with delivery by Canada Post and other carriers. 	<p>The bidder must provide, at time of bid, examples of project(s) within the proposed resource's résumé, supported by dates (MM/YY) with details on the tasks performed demonstrating that the proposed resource meets the requirement.</p> <p>References for each project should be provided with the bid and should include:</p> <ul style="list-style-type: none"> • the name; • title; • phone number; and • email address of the reference. 		

1.1.2 Point Rated Technical Criteria

Each Technical Bid that meets all the Mandatory Requirements specified above will be evaluated and scored in accordance with the following point-rated evaluation criteria table(s). Each point rated technical criterion should be addressed separately.

Rated Criteria for Supplier's Proposed Resources and Corporate Capability	Points Allocation Methodology	Maximum Points
<p>Corporate Capability The bidder should provide a Statement of Capability that demonstrates experience and capability in providing supply chain services for printed materials including all of the following:</p> <ul style="list-style-type: none"> • Inventory management including replenishment; • Warehousing; • Order fulfilment; • Distribution and tracking of goods; and • Reporting of activity. <p>If a sub-contractor or joint venture partner is being used for producing an item, or providing a service, the proposal should demonstrate how the bidder's management procedures interact with the sub-contractor's or partner's procedures in order to complete the requirement.</p> <p><u>Assessment Criteria #1:</u></p> <p>The actual number of months the bidder has been providing the supply chain services listed under R.1, Corporate Capability.</p> <p><u>Assessment Criteria #2:</u></p> <p>The actual number of clients for which the bidder currently performs the services listed under R1 -</p>	<p>Points will be allocated as follows:</p> <p>Assessment Criteria #1: (maximum of 5 points)</p> <p>0 point = 0 to 35 Months</p> <p>3 points = 25 to 36 months</p> <p>4 points = 37 to 48 months</p> <p>5 points = 49+ month</p> <p>Assessment Criteria #2: (maximum of 5 points)</p> <p>0 point = zero client</p> <p>1 point = 1 or 2 clients</p> <p>2 points = 3 or 4 clients</p> <p>3 points = 5 or 6 clients</p> <p>4 points = 7 or 8 clients</p> <p>5 points = 9+ clients</p>	<p style="text-align: center;">/10</p>

Corporate Capability		
<p>Inventory Management:</p> <p>The proposal should clearly describe the warehouse procedures and the functioning of the inventory management system (IMS) for the following elements:</p> <p><u>Elements for point allocation</u></p> <ul style="list-style-type: none"> i. Capability of the IMS for creating individual client accounts; ii. Security of the IMS for protecting client inventory information; iii. Capability of the IMS for cataloguing individual items comprising the client inventory; iv. Procedures for receiving goods including quality assurance; v. Procedures for identifying physical goods for stocking in the warehouse; vi. Procedures for linking the identified goods electronically in the IMS; vii. Procedures for stocking the identified goods in the warehouse; viii. Procedures for updating the information in the IMS; ix. Capability of the IMS for recording on-going changes in inventory levels of individual items in the client inventory; x. Capability of the IMS for setting replenishment points for individual items in the client inventory; xi. The procedures for initiating replenishment; 	<p>One point will be allocated for each element up to a maximum of 13 points.</p>	<p>/13</p>

<p>xii. Capability of the IMS for compiling information or interfacing with other IM applications to generate inventory status reports current for the time of the report; and</p> <p>xiii. Capability to provide CIC with direct read-only access to the IMS via a username/password protected account.</p>		
<p>Order acceptance:</p> <p>The proposal should clearly describe the bidder's capability for providing ordering services for orders received by facsimile, e-mail, telephone and online as specified in the Statement of Work, Annex "A".</p> <p><u>Elements for point allocation</u></p> <p>i. The bidder's capability to identify multiple, individual ordering authorities within a client organization;</p> <p>ii. The bidder's capability to permit each ordering authority to place their order in French or English by facsimile, e-mail and telephone from 6:00 a.m. to 8:00 p.m., 365 days/year;</p> <p>iii. The bidder's capability to restrict and verify the types of products and quantities that individual authorities may order in accordance with predetermined distribution restrictions for multiple products;</p> <p>iv. The bidder's capability to provide order details to the ordering authority for approval prior to order fulfilment; and</p> <p>v. The bidder's capacity to identify duplicate orders and abusive ordering.</p>	<p>Up to four (4) points will be allotted for each element for up to a maximum of five (5) elements not exceeding a maximum of twenty (20) points.</p> <p>4 = Excellent - the element is highly detailed, comprehensive, relevant and feasible. The contractor demonstrated a level of expectations proficient to perform the work;</p> <p>2 = Average - the element is lacking in detail, relevancy is intermittent and weaknesses are apparent. The contractor did not clearly demonstrate the expectations required to perform the work;</p> <p>0 = Poor - information provided for the element is incomplete, irrelevant and/or unfeasible</p>	<p>/20</p>

<p>Order Processing</p> <p>The proposal should clearly describe the bidder's order processing processes for the following:</p> <p><u>Elements for point allocation</u></p> <p>R4</p> <ul style="list-style-type: none"> i. how the bidder inputs order information received by telephone, facsimile and e-mail into the bidder's order system; (online order input is done directly by clients) ii. how the bidder's order system generates the order information for fulfillment in the warehouse; iii. the warehouse fulfillment procedures for the order; and iv. the warehouse verification procedures for ensuring the accuracy of the order fulfillment process. 	<p>Up to four (4) points will be allotted for each element for up to a maximum of four (4) elements not exceeding a maximum of sixteen (16) points.</p> <p>4 = Excellent - the element is highly detailed, comprehensive, relevant and feasible. The contractor demonstrated a level of expectations proficient to perform the work;</p> <p>2 = Average - the element is lacking in detail, relevancy is intermittent and weaknesses are apparent. The contractor did not clearly demonstrate the expectations required to perform the work;</p> <p>0 = Poor - information provided for the element is incomplete, irrelevant and/or unfeasible</p>	<p>/16</p>
<p>Order Fulfillment</p> <p>The proposal should clearly describe the bidder's capability to meet the service standards for order fulfillment as specified in the Statement of Work, Annex "A":</p> <p><u>Elements for point allocation</u></p> <p>R5</p> <ul style="list-style-type: none"> i. order processing and fulfillment within five (5) business days from order approval by the client; ii. order processing and fulfillment within three (3) business days from order approval by the client; iii. order processing and fulfillment within 24 hours from order approval by the client; and iv. orders fulfilled and shipped 	<p>Up to four (4) points will be allotted for each element for up to a maximum of four (4) elements not exceeding a maximum of sixteen (16) points.</p> <p>4 = Excellent - the element is highly detailed, comprehensive, relevant and feasible. The contractor demonstrated a level of expectations proficient to perform the work;</p> <p>2 = Average - the element is lacking in detail, relevancy is intermittent and weaknesses are apparent. The contractor did not clearly demonstrate the expectations required to perform the work;</p> <p>0 = Poor - information provided for the element is incomplete, irrelevant and/or unfeasible</p>	<p>/16</p>

	the day of order placement or picked up from the warehouse by the authorized clients.		
R6	<p>Capability of the Bidder's IM system to provide up to date information.</p> <p>The Bidders' proposal should provide a description of the capability of their IM systems to provide up to date information to the CIC Project Authority upon request, to maintain an electronic catalogue of the CIC items in inventory and to complete the CIC reporting requirement for monthly, yearly and ad hoc reports as described in the Statement of Work, Annex "A".</p> <p>The Bidders' proposal should also provide a description of the capability to provide CIC with direct access to the inventory management system via a username/password account.</p> <p><u>Elements for point allocation</u></p> <ol style="list-style-type: none"> i. maintain an electronic catalogue of the CIC items in inventory; ii. produce separate monthly and annual reports; iii. produce ad hoc reports; and iv. provide CIC with direct access to the inventory management system via username/password account. 	<p>Up to six (6) points will be allotted for each element for up to a maximum of four (4) elements not exceeding a maximum of twenty four (24) points.</p> <p>6 = Excellent - the element is highly detailed, comprehensive, relevant and feasible. The contractor demonstrated a level of expectations proficient to perform the work;</p> <p>3 = Average - the element is lacking in detail, relevancy is intermittent and weaknesses are apparent. The contractor did not clearly demonstrate the expectations required to perform the work;</p> <p>0 = Poor - information provided for the element is incomplete, irrelevant and/or unfeasible</p>	/24
R7	<p>Certifications</p> <p>Environmental:</p> <p>Bidders should clearly demonstrate that they hold the environmental certification ISO 14001 or another relevant environmental certification.</p> <p>Quality:</p>	<p>5 points will be allocated for the environmental certification (ISO 14001).</p> <p>5 points will be allocated for the quality certification (ISO 9001)</p>	/10

<p>Bidders should clearly demonstrate that they hold the quality management system certification ISO 9001 or another relevant certification.</p> <p>Note: Canada reserves the right to determine the relevance of any certification provided.</p>		
<p>R12 Business Continuity Plan Bidders should provide a Business Continuity Plan (BCP) that clearly demonstrates their capability to maintain warehousing and distribution of the CIC communication products.</p> <p>Bidders should provide the relevant Business Continuity information for each facility identified in their proposal.</p> <p>The bidder should ensure that in their response to each assessment criteria, the BCP addresses:</p> <ol style="list-style-type: none"> 1. Threats that could adversely affect the CIC Inventory and interrupt order fulfillment, 2. The bidder's mitigation strategy for each identified threat, and 3. An estimated timeframe for completing the mitigation strategy; <p>The bidder should ensure that the BCP addresses all of the following elements and demonstrate how they can maintain the required service standards identified in the Statement of Work:</p> <p><u>Elements for point allocation (4):</u></p> <ol style="list-style-type: none"> i. Facility (i.g. natural disaster, power interruption) ii. Personnel (i.g. labour relation issues, staff training and flexibility, etc.) iii. Information Management & 	<p>Up to five (5) points will be allotted for each element for up to a maximum of four (4) elements not exceeding a maximum of twenty (20) points. 5 = Excellent - the element is highly detailed, comprehensive, relevant and feasible. The contractor demonstrated a level of expectations proficient to perform the work; 3 = Average - the element is lacking in detail, relevancy is intermittent and weaknesses are apparent. The contractor did not clearly demonstrate the expectations required to perform the work; 0 = Poor - information provided for the element is incomplete, irrelevant and/or unfeasible</p>	<p>/20</p>

order processing (i.g. system failure, hardware failure, etc.) iv. Third Party/Subcontractors issues.		
Total	PASSMARK : 65 POINTS	/129

1.2 Financial Evaluation

Only the proposals that are technically responsive will be considered for financial evaluation.

The price of the bid will be evaluated in Canadian dollars, applicable taxes are excluded.

For the purposes of bid evaluation, Basis of Payment, Appendix “E” will be used. The Bidder must provide all inclusive hourly rates or monthly rates for the types of work) being proposed in accordance with the bid solicitation, for the initial contract period and option period(s).

For bid evaluation and contractor(s) selection purposes only, the evaluated price of a bid will be determined in accordance with the Basis of Payment, Appendix “E”.

The volumetric data included in the pricing schedule detailed in Appendix “E”, Basis of Payment is provided for bid evaluated price determination purposes only. They are not to be considered as a contract guarantee.

1.4 Formulas in Pricing Schedule

If the Pricing Schedule provided to bidders include any formulae, Canada may re-input the prices provided by bidders into a fresh table, if Canada believes that the formulae may no longer be functioning properly in the version submitted by a bidder.

1.5 Substantiation of Professional Services Rates

In Canada’s experience, bidders will from time to time propose rates at the time of bidding for one or more categories of resources that they later refuse to honour, on the basis that these rates do not allow them to recover their own costs and/or make a profit. When evaluating the rates for professional services bids, Canada may, but will have no obligation to, require price support for any rates proposed (either for all or for specific resource categories). Examples of price support that Canada would consider satisfactory include:

- a) documentation (such as billing records) that shows that the Bidder has recently provided and invoiced another customer (with whom the Bidder deals at arm’s length) for services similar to the services that would be provided by the relevant resource category, where those services were provided for at least one month and the fees charged are equal to or less than the rate offered to Canada (to protect the privacy of the customer, the Bidder may black out the customer’s name and personal information on the invoice submitted to Canada);

- b) a signed contract between the Bidder and an individual qualified (based on the qualifications described in this bid solicitation) to provide services under the relevant resource category, where the amount payable under that contract by the Bidder to the resource is equal to or less than the rate bid for that resource category;
- c) a signed contract with a subcontractor who will perform the work under any resulting contract, which provides that the required services will be provided at a rate that is equal to or less than the rate bid for the relevant resource category (and where the resource meets all the qualifications described in this bid solicitation); or
- d) details regarding the salary paid to and benefits provided to the individuals employed by the Bidder qualified (based on the qualifications described in this bid solicitation) to provide services under the relevant resource category where the amount of compensation, when converted to a per diem or hourly rate (as applicable), is equal to or less than the rate bid for that resource category.

Once Canada requests substantiation of the rates bid for any resource category, it is the sole responsibility of the Bidder to submit information (either the information described in the examples above, or other information that demonstrates that it will be able to recover its own costs based on the rates it has proposed) that will allow Canada to determine whether it can rely, with confidence, on the Bidder's ability to provide the required services at the rates bid, while, at a minimum, recovering its own costs. Where Canada determines that the information provided by the Bidder does not demonstrate the Bidder's ability to recover its own costs in providing the relevant resource, Canada may declare the bid non-compliant, if the rate is at least **20%** of or lower than the median price bid by compliant bidders for the first year of the resulting contract for the relevant resource(s). Only the Firm Per Diem Rates of proposals that are technically responsive will be considered.

2.0 Basis of Selection

2.1 Basis of Selection - Highest Combined Rating of Technical Merit and Price

2.1.2 To be declared responsive, a bid must:

- a. comply with all the requirements of the bid solicitation; and
- b. meet all mandatory criteria; and
- c. obtain the required minimum of 65 points overall for the technical evaluation criteria which are subject to point rating.

The rating is performed on a scale of 129 points.

2.1.3 Bids not meeting (a) or (b) or (c) will be declared non-responsive.

2.1.4 The selection will be based on the highest responsive combined rating of technical merit and price. The ratio will be 60 % for the technical merit and 40 % for the price.

2.1.5 To establish the technical merit score, the overall technical score for each responsive bid will be determined as follows: total number of points obtained / maximum number of points available multiplied by the ratio of 60 %.

2.1.6 To establish the pricing score, each responsive bid will be prorated against the lowest evaluated price and the ratio of 40 %.

2.1.7 For each responsive bid, the technical merit score and the pricing score will be added to determine its combined rating.

2.1.8 Neither the responsive bid obtaining the highest technical score nor the one with the lowest evaluated price will necessarily be accepted. The responsive bid with the highest combined rating of technical merit and price will be recommended for award of a contract.

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

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

PART 5 - CERTIFICATIONS

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

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

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

1. Certifications Required with the Bid

Bidders must submit the following duly completed certifications with their bid.

1.1 Federal Contractors Program for Employment Equity – Bid Certification

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

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

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

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

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

For further information on the Federal Contractors Program for Employment Equity visit HRSDC-Labour's website.

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

Complete both A and B.

A. Check only one of the following:

A1. The Bidder certifies having no work force in Canada.

A2. The Bidder certifies being a public sector employer.

A3. The Bidder certifies being a federally regulated employer being subject to the *Employment Equity Act*.

A4. The Bidder certifies having a combined work force in Canada of less than 100 employees (combined work force includes: permanent full-time, permanent part-time and temporary employees [temporary employees only includes those who have worked 12 weeks or more during a calendar year and who are not full-time students]).

A5. The Bidder has a combined workforce in Canada of 100 or more employees; and

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

OR

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

B. Check only one of the following:

B1. The Bidder is not a Joint Venture.

OR

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

1.2 Former Public Servant Certification

Contracts with former public servants (FPS) in receipt of a pension or of a lump sum payment must bear the closest public scrutiny, and reflect fairness in the spending of public funds. In

order to comply with Treasury Board policies and directives on contracts with FPS, bidders must provide the information required below.

Definitions

For the purposes of this clause, "former public servant" is any former member of a department as defined in the [Financial Administration Act](#), R.S., 1985, c. F-11, a former member of the Canadian Armed Forces or a former member of the Royal Canadian Mounted Police. A former public servant may be:

- a. an individual;
- b. an individual who has incorporated;
- c. a partnership made of former public servants; or
- d. a sole proprietorship or entity where the affected individual has a controlling or major interest in the entity.

"lump sum payment period" means the period measured in weeks of salary, for which payment has been made to facilitate the transition to retirement or to other employment as a result of the implementation of various programs to reduce the size of the Public Service. The lump sum payment period does not include the period of severance pay, which is measured in a like manner.

"pension" means, a pension or annual allowance paid under the [Public Service Superannuation Act](#) (PSSA), R.S., 1985, c.P-36, and any increases paid pursuant to the [Supplementary Retirement Benefits Act](#), R.S., 1985, c.S-24 as it affects the PSSA. It does not include pensions payable pursuant to the [Canadian Forces Superannuation Act](#), R.S., 1985, c.C-17, the [Defence Services Pension Continuation Act](#), 1970, c.D-3, the [Royal Canadian Mounted Police Pension Continuation Act](#), 1970, c.R-10, and the [Royal Canadian Mounted Police Superannuation Act](#), R.S., 1985, c.R-11, the [Members of Parliament Retiring Allowances Act](#), R.S., 1985, c.M-5, and that portion of pension payable to the [Canada Pension Plan Act](#), R.S., 1985, c.C-8.

Former Public Servant in Receipt of a Pension

As per the above definitions, is the Bidder a FPS in receipt of a pension? **Yes** () **No** ()
If so, the Bidder must provide the following information, for all FPS in receipt of a pension, as applicable:

- a. name of former public servant;
- b. date of termination of employment or retirement from the Public Service.

By providing this information, Bidders agree that the successful Bidder's status, with respect to being a former public servant in receipt of a pension, will be reported on departmental websites as part of the published proactive disclosure reports in accordance with [Contracting Policy Notice: 2012-2](#) and the [Guidelines on the Proactive Disclosure of Contracts](#).

Work Force Reduction Program

Is the Bidder a FPS who received a lump sum payment pursuant to the terms of a work force reduction program? **Yes** () **No** ()

If so, the Bidder must provide the following information:

- a. name of former public servant;
- b. conditions of the lump sum payment incentive;
- c. date of termination of employment;
- d. amount of lump sum payment;
- e. rate of pay on which lump sum payment is based;
- f. period of lump sum payment including start date, end date and number of weeks;
- g. number and amount (professional fees) of other contracts subject to the restrictions of a work force reduction program.

For all contracts awarded during the lump sum payment period, the total amount of fees that may be paid to a FPS who received a lump sum payment is \$5,000, including applicable taxes.

By providing information on its status, with respect to being a former public servant in receipt of a [Public Service Superannuation Act](#) (PSSA) pension, the Contractor has agreed that this information will be reported on departmental websites as part of the published proactive disclosure reports, in accordance with [Contracting Policy Notice: 2012-2](#) of the Treasury Board Secretariat of Canada.

Certification

By submitting a bid, the Bidder certifies that the information submitted by the Bidder in response to the above requirements is accurate and complete.

PART 6 - RESULTING CONTRACT CLAUSES

APPENDIX “A”, GENERAL TERMS AND CONDITIONS

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

A1. Standard Acquisition Clauses and Conditions Manual

All instructions, general terms, conditions and clauses identified herein by title, number and date are set out in the Standard Acquisition Clauses and Conditions (SACC) Manual issued by Public Works and Government Services Canada (PWGSC) and in the Citizenship and Immigration Canada Terms and Conditions Manual.

A1.1 An electronic version of the SACC Manual is available on the Buy and Sell Website: <https://buyandsell.gc.ca/policy-and-guidelines/standard-acquisition-clauses-and-conditions-manual>

A1.2 An electronic version of the Citizenship and Immigration Canada (CIC) Contract Terms and Conditions is available on the CIC Website: <http://www.cic.gc.ca/english/transparency/index.asp>

A2. Terms and Conditions of the Contract

A2.1 The general terms, conditions and clauses identified herein by title, number and date, are hereby incorporated by reference into and form part of this Contract, as though expressly set out herein, subject to any other express terms and conditions herein contained.

A3. Standard Instructions and Conditions

A3.1 The conditions set out in the [CIC-SI-001 \(2015-02-16\)](#) Standard Instructions – Goods or Services Competitive Requirements, are hereby incorporated by reference into and form part of this Contract.

A4. General Conditions

A4.1 General Conditions [CIC-GC-001 \(2015-02-16\)](#), Med/High Complexity Goods and Services Contract shall apply to and form part of this Contract.

APPENDIX “B”, SUPPLEMENTAL TERMS AND CONDITIONS

B1. Priority of Documents

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

- a) The Articles of Agreement;
- b) Appendix “B” – Supplemental Terms and Conditions;
- c) Appendix “A” – General Terms and Conditions;
- d) Appendix “C” – Terms of Payment;
- e) Appendix “D” – Statement of Work;
- f) Appendix “E” – Basis of Payment
- g) Appendix “F” – Security Requirement Checklist (SRCL);
- h) Appendix “G” – Vendor Information and Authorization Form;
- i) the Contractor's proposal dated _____(TBD)

B2. CIC Clauses

The following Citizenship and Immigration Canada Terms and Conditions are incorporated by reference and form part of this Contract:

ID	Date	Title
CIC-SC-001(2015-02-16), Contractor Owns Intellectual Property (IP) Rights in Foreground Information		
CIC-SC-004 (2015-02-16), Conflict of Interest – Subsequent Request for Proposal (RFP)		

B3. SACC Manual Clauses

The following SACC manual Clauses are incorporated by reference and form part of this Contract:

ID	Date	Title
<i>A9117C</i>	<i>2007-11-30</i>	<i>T1204 - Direct Request by Customer Department</i>
<i>A9116C</i>	<i>2007-11-30</i>	<i>T1204 Information Reporting by Contractor</i>
<i>C0705C</i>	<i>2010-01-11</i>	<i>Discretionary Audit</i>

B4. Security Requirement

There is no security requirement associated with the requirement.

B5. Period of Contract

The period of the Contract is from date of December 1, 2015 to November 30, 2016.

B5.1 Option to Extend the Contract

The Contractor grants Canada, the irrevocable right to extend the term of the Contract by up to two (2) additional one (1) year periods under the same conditions. The Contractor agrees that,

during the extended period of the Contract, it will be paid in accordance with the applicable provisions as set out in Appendix "E", Basis of Payment.

Canada may exercise this option at any time by sending a written notice to the Contractor at least fifteen (15) calendar days before the Contract expiry date. The option may only be exercised by the Contracting Authority, and will be evidenced for administrative purposes only, through a contract amendment.

B6. Termination on Thirty (30) Days Notice

1. Canada reserves the right to terminate the Contract at any time in whole or in part by giving thirty (30) calendar days written notice to the Contractor.
2. In the event of such termination, Canada will only pay for costs incurred for services rendered and accepted by Canada up to the date of the termination. Despite any other provision of the Contract, there will be no other costs that will be paid to the Contractor as a result of the termination.

B7. Certifications / Compliance

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

B7.1 Federal Contractors Program for Employment Equity - Default by the Contractor

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

B8. Insurance Requirements

The Contractor must comply with the insurance requirements specified in Appendix "F". The Contractor must maintain the required insurance coverage for the duration of the Contract. Compliance with the insurance requirements does not release the Contractor from or reduce its liability under the Contract.

The Contractor is responsible for deciding if additional insurance coverage is necessary to fulfill its obligation under the Contract and to ensure compliance with any applicable law. Any additional insurance coverage is at the Contractor's expense, and for its own benefit and protection.

The Contractor must forward to the Contracting Authority within ten (10) days after the date of award of the Contract, a Certificate of Insurance evidencing the insurance coverage and confirming that the insurance policy complying with the requirements is in force. Coverage must be placed with an Insurer licensed to carry out business in Canada. The Contractor must, if

requested by the Contracting Authority, forward to Canada a certified true copy of all applicable insurance policies.

B9. Statement of Work

The Contractor must perform the Work in accordance with the Statement of Work in Appendix "D".

B10. Authorities

B10.1 Contracting Authority

The Contracting Authority for the Contract is:

<The Contracting Authority for the Contract is to be identified at Contract award>

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

B10.2 Project Authority

The Project Authority for the Contract is:

<The Project Authority for the Contract is to be identified at Contract award>

The Project Authority is the representative of the department or agency for whom the Work is being carried out under the Contract and is responsible for all matters concerning the technical content of the Work under the Contract. Technical matters may be discussed with the Project Authority; however, the Project Authority has no authority to authorize changes to the scope of the Work. Changes to the scope of the Work can only be made through a contract amendment issued by the Contracting Authority.

B10.3 Technical Authority

<The Technical Authority for the Contract is to be identified at Contract award>

The Technical Authority will be responsible for providing guidance on the technical requirements and deliverables.

APPENDIX “C”, TERMS OF PAYMENT

C1. Basis of Payment

The Contractor will be paid firm rates as per Appendix “E”, for work performed in accordance with the Contract. Customs duties are included and applicable taxes are extra.

C2. Limitation of Expenditure

The Contractor will be reimbursed for the costs reasonably and properly incurred in the performance of the Work, as determined in accordance with the Basis of Payment in Appendix “E”, to a limitation of expenditure of \$_____ (*insert the amount at contract award*). Customs duties are included, and applicable taxes are extra.

1. Canada's total liability to the Contractor under the Contract must not exceed \$ _____ (*insert the amount at contract award*). Customs duties are included and applicable taxes are extra, if applicable.
2. No increase in the total liability of Canada or in the price of the Work resulting from any design changes, modifications or interpretations of the Work, will be authorized or paid to the Contractor unless these design changes, modifications or interpretations have been approved, in writing, by the Contracting Authority before their incorporation into the Work. The Contractor must not perform any work or provide any service that would result in Canada's total liability being exceeded before obtaining the written approval of the Contracting Authority. The Contractor must notify the Contracting Authority in writing as to the adequacy of this sum:
 - a) when it is 75 percent committed, or
 - b) four (4) months before the contract expiry date, or
 - c) as soon as the Contractor considers that the contract funds provided are inadequate for the completion of the Work, whichever comes first.
3. If the notification is for inadequate contract funds, the Contractor must provide to the Contracting Authority a written estimate for the additional funds required. Provision of such information by the Contractor does not increase Canada's liability.

C3. Method of Payment

Canada will pay the Contractor on a monthly basis for work performed during the month covered by the invoice in accordance with the payment provisions of the Contract if:

- a) an accurate and complete invoice and any other documents required by the Contract have been submitted in accordance with the invoicing instructions provided in the Contract;
- b) all such documents have been verified by Canada;
- c) the Work performed has been accepted by Canada.

C4. Applicable Taxes

Applicable taxes are not included in the amounts shown in the Basis of Payment. Applicable taxes, which are estimated at \$_____ (*to be determined at contract award*), are included in the total contract amount. Applicable taxes are to be shown as separate items on all invoices and

claims for progress payments and will be paid by Canada. The Contractor agrees to remit to appropriate tax authorities any amounts of Applicable Taxes paid or due.

C5. 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.

Each invoice must be supported by:

- a) a copy of time sheets to support the time claimed;
 - b) a copy of the release document and any other documents as specified in the Contract;
 - c) a copy of the invoices, receipts, vouchers for all direct expenses, and all travel and living expenses;
 - d) a copy of the monthly progress report.
2. Invoices must be distributed as follows:
 - a) The original and one (1) copy must be forwarded to the address shown on page 1 of the Contract for certification and payment.
 - b) One (1) copy must be forwarded to the Contracting Authority identified under the section entitled "Authorities" of the Contract.
 - c) one (1) copy must be forwarded to the consignee.

C6. Travel and Living Expenses

"Canada will not accept any travel and living expenses for:

- a) Work performed within the National Capital Region (NCR). The NCR is defined in the National Capital Act, R.S.C. 1985, c. N-4, S.2. The National Capital Act is available on the Justice Website: <http://laws.justice.gc.ca/en/N-4/>;
- b) Any travel between the Contractor's place of business and the NCR; and
- c) Any relocation of resources required to satisfy the terms of the Contract.

These expenses are included in the firm price for professional fees specified above."

C7. Other Direct Expenses

The Contractor will be reimbursed for the direct expenses for shipping orders to customers reasonably and properly incurred in the performance of the Work. These expenses will be paid at actual cost without mark-up, upon submission of an itemized statement supported by receipt vouchers.

Estimated cost: \$70,000 (GST/HST included, if applicable)

APPENDIX “D”, STATEMENT OF WORK

1.0 TITLE

Warehousing and Distribution Services

2.0 OBJECTIVE

Citizenship and Immigration Canada (CIC) requires a Contractor to provide warehousing, distribution, inventory management and ordering services in the National Capital Region (NCR), for it's' publications and promotional products.

3.0 BACKGROUND

CIC has an inventory of approximately 130 publications and promotional products that occupies 450 square meters. Approximately 24,000 orders of publications annually are processed for CIC clients. Requests for publications are received from CIC clients either by mail, facsimile, telephone or email.

4.0 SCOPE OF THE WORK

CIC requires a Contractor to provide distribution services and supply warehousing space to hold CIC's inventory of product. This warehouse space must be in the NCR. The requirement also involves inventory management and control, web based product ordering, automated tracking and reporting systems that will provide current and accurate data reporting.

5.0 REQUIREMENT

The Contractor must provide:

- a) Within two weeks of Contract award, an online, public ordering system that has the capacity to interface with the Contractor's inventory management system. The system will be accessed through the CIC website and must comply with the department's corporate visual identity and the Federal Identity Program, as well as respond to CIC's business requirements identified in Appendix “C”, Online Ordering System and Inventory Management System.
- b) A toll-free telephone line(s) to support client telephone orders available 365 days/year- from 6:00 AM to 8:00 PM.
- c) Provide Bilingual services of equal quality in both English and French. The active offer of services in both official languages should include oral (telephone), writing (e-mail, facsimile, mail) and web (web interface).
- d) Delivery of orders within the stipulated # of days as per Appendix “B”, CIC Operational Service Standards.
- e) Warehousing space to hold an inventory level of 1.5 to 2.5 million products (publications, pins, flags, flyers, pamphlets, etc.). Warehousing facilities must provide the necessary storage space of approximately 450 rentable square meters for inventory items in a climate-controlled storage space. The warehouse facility must

have controls to maintain stable temperature and humidity sufficient for the safe storage of printed and audio-visual (CD/DVDs) materials including a variety of business forms. The temperature and the humidity levels must meet the industry best practices and must retain integrity of the material as it was provided.

The Contractor will take into account the possible growth or reduction in required space over the term of the contract and will retain an inventory of reproduction files for CIC active publications and CD/DVDs.

f) Inventory Management Services:

The Contractor must:

- i. Monitor stock levels, track publications and provide monthly and ad-hoc inventory management reports, which include, but are not limited to, the following:
 - Publication Title
 - Reference #
 - Issuance date
 - # of copies in stock
 - # of copies distributed
- ii. Receive and deliver product as specified by the Technical Authority within the timelines as indicated in Statement of Work, Appendix "B".
- iii. Ensure that all:
 - Products are inventoried based on CIC's alpha numerical numbering system with a cross-reference to the product name and/or title; and
 - Verbal and written communication related to a product references both the alpha numerical numbering system and the product name and/or title.
- iv. Receive, count and record the initial inventory in the Contractor's inventory management system within one week of delivery. CIC will be provided with a full inventory report the first business day of each month and on an as and when requested basis. The Contractor must maintain the inventory using CIC's reference guide relating to minimum stock required for each product. CIC will be provided with a minimum stock warning every working days.
- v. Provide an automated inventory management system that will support the reporting requirements and the distribution of products based on CIC's service standards identified in Appendix "B".
- vi. Perform a full count of the CIC inventory once per year and update the inventory management system accordingly. Each item on the count sheet list must have all the stock in the forward and in the bulk areas physically counted. The

Contractor will provide CIC with the results via e-mail and any adjustments will be made by the Contractor. A rationale must be provided for any adjustment made to CIC inventory. CIC will be provided access to the Contractor's inventory management system in order to verify and validate inventory, as and when required. This exercise should be done within the first week of April each year.

- vii. Perform an occasional ad hoc physical inventory count of a specific inventory item. The Contractor will receive these requests via e-mail and they are to be completed within 24 hours.
- viii. Perform inventory disposals at the request of CIC. CIC will provide the Request for Disposal (RFD) in a spreadsheet format via e-mail. Unless otherwise instructed the Contractor must dispose of materials using environmentally friendly methods (paper, plastic products and metals to be recycled, etc.). For billing purposes, these requests must be considered as "Special requests". These requests must be quoted prior to performing the work and pre-authorized by CIC. .
- ix. Provide a receipt to confirm inventory disposals. The Contractor will update the RFD with the actual quantities disposed and return it to CIC once the disposal is complete. CIC will work with the Contractor to develop a schedule which is cost effective and acceptable to both parties.

g) Distribution services:

The Contractor must:

- i. Provide shipping services for all inventory items arriving at the Contractor's facility throughout the period of the contract. The Contractor will use an automated inventory control and status tracking process per Appendix "B", CIC Operational Service Standards. The Contractor's process must have the capacity to manage with the quantity of the material supplied and flexibility to respond to urgent requirements. The Contractor's process must also ensure prompt release of inventory items.
- ii. Provide all shipping materials such as envelopes (regular or padded), boxes, packages, mailing tubes, cartons or pallets.
- iii. Comply with shipping and labeling instructions provided by CIC. This includes, but is not limited to, specifying the following on each box:
 - A unique identifier number;
 - Number of boxes;
 - Title/Description of inventory item;
 - language of inventory item;
 - Quantity contained;

- iv. Perform the receiving process which includes, but is not limited to, the verification of all boxes delivered to the warehouse to ensure the quantities, titles/descriptions and language of products indicated on the box match the contents. The verification will be completed according to industry standards, however, on occasion; a complete physical count may be required. The Contractor will be advised by CIC for these cases. In the event that unexpected deliveries arrive, the Contractor must set the shipment aside until the inventory warehousing and distribution requirements are confirmed with CIC.
- v. Prepare a receipt voucher for each inventory item received in the warehouse, identifying the date received, name of supplier or shipper, number of boxes received, quantity received, identifier number, title/description of the item and additional pertinent information, such as the condition of the shipment or other issues observed. An electronic copy of this receipt voucher will be forwarded to CIC via e-mail (address to be provided at contract award).
- vi. Receive CIC inventory items to the Contractor's warehouse by private companies, printers or by CIC. All shipments are identified in compliance with the shipping and labeling standards set by CIC. Once the inventory has been delivered to the Contractor's facilities, the delivery and receiving process will be considered complete and the inventory item will be available to order. The original delivery slip from the supplier along with the Contractor's original receipt voucher and a sample copy of the product must be delivered to CIC.
- vii. The Contractor will apply the following protocols for processing shipments that (a) arrive from suppliers without proper identification and/or (b) are unexpected.

In both situations, the Contractor must store the inventory items in the warehouse. A Receipt Voucher must still be completed for the inventory; however, the identifier field must be left blank. The inventory must be set aside and one sample copy of the inventory item, along with the delivery slip and original receipt voucher delivered or scanned and sent via email to CIC for review. CIC will verify the goods receipt, and take appropriate action to provide the Contractor with the missing identifier number by e-mail. This process may take up to five days to resolve. Once received, the Contractor's inventory system must be updated, the inventory transferred into stock, and made available to order.

- viii. Adhere to the inventory receipt standards for Priority 1, 2 and 3 items, as described in Appendix "B" CIC Operational Service Standards.
- ix. For deliveries received at year-end (between March 25th and March 31st), provide a Delivery Date stamped on the delivery slip from the originator. In cases where the date does not appear on the delivery slip, CIC must be advised immediately. Instructions on how to proceed will be provided to the Contractor to facilitate the receiving process. The Service Standards for Priority 1 receiving indicated in Appendix "B", still apply; even during year end. Only under extenuating circumstances, will the Contractor be requested to extend the hours of work, in anticipation of a delivery from a printer or other supplier. This may involve arranging for overtime of receiving staff, forklift operator, etc.

- x. Provide special handling of inventory items received on an ad-hoc basis, based on specific instructions from CIC. Special handling can include, but is not limited to the following:
- Inserting update sheets into inventory items;
 - Removing inserts or other items from inventory items;
 - Affixing labels to correct erroneous information included in inventory items;
 - Assembling kits from single inventory items;
 - Bundling inventory items into specific quantities;
 - Correcting new material received by the Contractor which does not conform to the Contractor's receiving standards
 - Disassembling "kits", binders etc., to replenish single stock items for an order

CIC will advise the Contractor via e-mail, when these requirements must be met along with invoice instructions. Details for these types of requests must be provided as support documentation at the time of billing.

h) Ordering services:

The Contractor must:

- i. Adhere to any order quantity limits specified by CIC. If requests exceed specified quantity limits for a product, the Contractor must seek and receive authorization from CIC prior to fulfilling orders over and above the specified quantity limits. The Contractor must provide all packaging material and complete all preparations for mailing. The Contractor must complete mail sorting operation, in order to obtain the best possible rates.
- ii. Monitor product ordering in order to identify multiple orders from a single client and/or address and inform CIC on a monthly basis. The contractor must also discontinue distribution of publications to such clients and/or addresses once advised by CIC.
- iii. Fulfill priority orders in advance of other orders, per instructions from CIC.
- iv. Provide packing slips with all outgoing orders. The packing slips must include, at a minimum: order quantity, inventory number, product title, shipping address, return address, telephone number and shipment date.
- v. Assume responsibility for shipping fees incurred as a result of orders incorrectly picked; this includes costs associated with the retrieval of incorrect packages and delivery of corrected packages. Provide packaging for the order fulfillment. The packaging must be appropriate for safe distribution of the required items in the most economical and practical manner. The Contractor is responsible for any

damage to the shipped items due to inappropriate packaging and will compensate the client and customer as per terms of the negotiated Contractual Agreement. The Contractor will be responsible for packaging the material for order fulfillment.

- vi. Provide all shipping materials, such as envelopes (regular or padded), boxes, packages, mailing tubes, cartons or pallets. Products must be shipped based on the following standards:
 - Small quantities must be distributed in standard sized envelopes or packages suitable to the item being shipped.
 - Large quantities and multiple items going to a single address must be shipped in cartons to a maximum of 35lbs. per carton.
 - If an order is large enough to be shipped on pallets, the Contractor must confirm with CIC that the client can accept the pallets before the order is shipped.
 - Miscellaneous Packaging Materials:

This applies to miscellaneous packaging of orders which may include operations of wrapping one order, unit or on-demand order, or inserting one order unit or on-demand order into packaging material/carton, outputting and applying labels, sealing packages and all preparations for shipping/ mailing. Packaging must be appropriate for the size of the order and may range up to but not exceeding 35 lbs in weight.
- vii. Create and apply labels to all packages. Source data for label creation will be extracted from the Contractor's online ordering system. The Contractor is responsible for the layout of the labels and ensure that these conform to mail service regulations (i.e. Canada Post if this is the mail provider). The Contractor is responsible for any additional shipping fees incurred as a result of affixing the wrong label to the package.
- viii. Label each box by specifying "Box 1 of....", "Box 2 of" etc. when a shipment contains multiple cartons.
- ix. Negotiate the most cost-effective rates with qualified suppliers on an ongoing basis and must make arrangements for different methods of shipping such as orders requiring signature services (i.e. for items requiring signatures at points of pickup and receipt).
- x. Use the most efficient and cost effective shipping carrier. Unless specifically requested by CIC, all shipments must be done via regular service.

- Regular:
Regular service means no special measures are required to expedite the shipment of the order.
 - Courier:
Courier delivery services must be received at the destination address in three (3) to seven (7) business days.
 - Express:
Courier delivery must be received at the destination address next business day.
 - Gold :
This special overseas service is used to ship time-sensitive material. The orders must be received within four (4) to seven (7) business days at destination addresses in Europe and seven (7) to ten (10) business days for all other overseas destination addresses.
 - Customer pickup at warehouse:
The Contractor must provide a pickup area for customers to present themselves or their courier companies to obtain orders directly from the Contractor's facility. Customers will be provided with an order number enabling the Contractor to clearly identify customer pick up orders.
- xi. Include a shipping confirmation for each Packing slip shipped. This information must be stored in the Contractor's inventory management system and be accessed by CIC authorized personnel via a secured connection.
 - xii. Advise clients of undeliverable orders via information obtained within the online or telephone ordering process. The Contractor must obtain corrected address information directly from the customer and re-ship the order. If the Contractor is unable to reach the client, then stock must be returned to inventory.
 - xiii. Return the stock to the shelf and update the inventory management system accordingly in the event a client returns a product
 - xiv. Submit invoices accompanied by the a billing detail report that provides transaction details, unit price, and amount billed for each activity outlined in the Basis of Payment, and, a billing summary report that displays quantity and unit price and amount billed for each billing activity outlined in the Basis of Payment.
 - xv. Submit the reports in an electronic format. The terminology used in the Billing Detail and Billing Summary reports must be consistent with the Basis of Payment

- xvi. Use of a Canada Post account throughout the course of the contract will be determined at Contract award. Canada Post costs billed under the Contractor's Canada Post account must be included in the Billing Detail and the Billing Summary. Under this option, the Contractor must provide CIC with the cost per package.
- xvii. Provide a customer service function in order to respond to public/client orders and CIC requests. This function will respond to contacts made by telephone or e-mail from 8:00 AM to 5:00 PM (EST), Monday through Friday inclusive, excluding statutory holidays. Arrangements for the provision of services outside these working hours and on statutory holidays must be made by mutual agreement of both parties or with 24 hours notice.
- xviii. Provide monthly electronic report no later than 10 calendar days following the last business day of each month. The report must include the following:
Warehouse Usage Report - Summary /Detail, Invoices (Billing Detail Report and Billing Summary Report, Year-end Reporting and an Inventory Management Report.
- xix. Generate ad-hoc electronic report(s) to support special business activities. Contractor must provide CIC authorized personnel with secured access to view online reports, (transactions, inventory volumes, etc...) at the discretion of CIC.

Attachment 1 to Annex D
Historical data for number of CIC Clients and Orders by Fiscal Year

Province	Number of CIC Clients placing orders in FY 2013-2014	Number of Orders FY 2013-2014	Number of CIC Clients placing orders in FY 2014-2015	Number of Orders FY 2014-2015
British Columbia (BC)	912	1186	1303	1651
Alberta (AB)	758	925	1242	1498
Saskatchewan (SK)	170	234	268	351
Manitoba (MB)	170	231	308	422
Ontario (ON)	2475	3443	3747	4849
Québec (QC)	1212	1486	2124	2723
New-Brunswick (NB)	104	134	97	127
Nova-Scotia (NS)	107	141	115	149
Prince Edward Island (PEI)	14	15	14	15
Newfoundland (NL)	21	28	55	168
Nunavut (NU)	1	1	2	2
Yukon (YK)	8	11	15	18
North West Territories (NT)	5	5	5	5
TOTAL	5957	7840	9295	11978

The information presented in this Table, is based on the current operational parameters and does not take into account any estimated growth or potential reduction in business. Business volume at the time of contract award does not take into account any estimated growth or potential reduction in business. It does not represent a firm commitment to the number of inventory items, quantities, orders or required space at time of contract award or during the term of the contract or the options periods. Stocks items may be added or deleted during the term of the contract.

**Attachment 2 to Annex D
Historical data for products shipping**

Province	FY 2013-2014	FY 2014-2015
British Columbia (BC)	202,036	224,907
Alberta (AB)	142,429	158,632
Saskatchewan (SK)	38,710	23358
Manitoba (MB)	25,039	69,160
Ontario (ON)	1,221,335	944972
Québec (QC)	192,118	590757
New-Brunswick (NB)	13,357	12,994
Nova-Scotia (NS)	98,777	95,584
Prince Edward Island (PEI)	496	85
Newfoundland (NL)	7,163	1,887
Nunavut (NU)	1	5
Yukon (YK)	176	110
North West Territories (NT)	20	26
International	1,984	3,134
USA	1,268	1,225
TOTAL	1,944,909	2,126836

The information presented in this Table, is based on the current operational parameters and does not take into account any estimated growth or potential reduction in business. Business volume at the time of contract award does not take into account any estimated growth or potential reduction in business. It does not represent a firm commitment to the number of inventory items, quantities, orders or required space at time of contract award or during the term of the contract or the options periods. Stocks items may be added or deleted during the term of the contract.

Attachment 3 to Annex D
Historical data for Average number of product shipped by province

Province	FY 2013-2014			FY 2014-2015		
	# products	# Orders	Average / Order	# products	# Orders	Average / Order
BC	202,036	1186	170	224,907	1651	136
AB	142,429	925	154	158,632	1498	106
SK	38,710	234	165	23358	351	67
MB	25,039	231	108	69,160	422	164
ON	1,221,335	3443	355	944972	4849	195
QC	192,118	1486	129	590757	2723	217
NB	13,357	134	170	12,994	127	136
NS	98,777	141	701	95,584	149	642
PEI	496	15	33	85	15	6
NL	7,163	28	256	1,887	168	11
NU	1	1	1	5	2	3
YK	176	11	16	110	18	6
NT	20	5	4	26	5	5
International	1,984	457	4.5	3,134	534	6
USA	1,268	299	4	1,225	306	4

The information presented in this Table, is based on the current operational parameters and does not take into account any estimated growth or potential reduction in business. Business volume at the time of contract award does not take into account any estimated growth or potential reduction in business. It does not represent a firm commitment to the number of inventory items, quantities, orders or required space at time of contract award or during the term of the contract or the options periods. Stocks items may be added or deleted during the term of the contract.

Attachment 4 to Annex D CIC Operational Service Standards

The following service standards apply to the various aspects and tasks detailed in the Statement of Work Annex "A", as they relate to the CIC requirements.

Inventory receipt:

Regular Receipt:

Receiving of all inventory items must be completed **within 24 hours of delivery** at the Contractor's facility. An electronic copy of the receipt voucher must be sent to CIC **within 24 hours**.

Priority 1 receiving material:

These inventory items must be received the same day as delivery to the Contractor's facility - therefore, and receiving must be complete **within 8 hours**. An electronic copy of the receipt voucher must be sent to CIC **before the end of the business day**.

Priority 2 receiving:

The Contractor must have these inventory items set up in their inventory system prior to the receipt of physical inventory. CIC will advise the Contractor if a physical count is required for these items. An electronic copy of the receipt voucher must be sent to CIC **within 48 hours**.

Priority 3 receiving: (Special Requests):

Receiving for these inventory items is to be given a high priority and receiving must be done within **the hour of delivery** to the Contractor's facility. This is a rare occurrence; however, the Contractor must be able to comply with the request at the time

Stocktaking:

Occasional Inventory Counting:

The Contractor must complete these requests **within 24 hours of receipt**. CIC will be sent the results of this count via e-mail.

Year-end Inventory Counting:

The Contractor must complete this count **within one week (five (5) working days)**. CIC is to be e-mailed with the results of this count. Any discrepancies will be identified and substantiated before adjustments are made.

Order Fulfillment:

The following provisions relative to varying levels of service apply to the elapsed between the receipt of a request by the Contractor and the shipping of the order from the Contractor's warehouse. The transit time required for delivery to the customer destination shall not be considered for these purposes. The different levels of service are as follows:

Regular:

Regular service means order fulfillment **within two (2) working days** from the time

orders are received by telephone or via the online ordering system, to being shipped.

Rush Service:

Rush service means order fulfillment **within 24 hours** from the time orders are received from CIC, to being shipped.

Urgent Service:

Urgent service means order fulfillment **within eight (8) hours** from the time orders are received from CIC, to being shipped.

Hot Shot Service:

Special critical orders have to be filled **within two (2) hours** from the time of order and shipped immediately by courier service or picked up directly from the warehouse.

Order Distribution Management:

The following provisions relative to varying levels of service, **do not include** the time lapse between the receipt of an order by the Contractor and the fulfillment process. **The transit time** required to ship the order from the Contractor's facility to the customer destination is the **only factor** considered in the above levels of service.

Regular:

Regular service means no special measures are required to expedite the shipment of the order.

Courier:

Courier delivery must be received at the destination address in **three (3) to seven (7) business days**.

Express:

Courier delivery must be received at the destination address **next business day**.

Gold :

This special overseas service is used to ship time-sensitive material. The orders should be received within **four (4) to seven (7) business days** at destination addresses **in Europe** and **seven (7) to ten (10) business days for all other overseas** destination addresses.

Customer pickup at warehouse:

The Contractor is expected to provide a pickup area for customers to present themselves or their courier companies to obtain orders directly from the Contractor's facility. Customers will be provided with an order number enabling the Contractor to clearly identify customer orders.

Returns:

The Contractor will report back to CIC via monthly reports

Disposals:

The Contractor will **immediately acknowledge receipt** of the Request for Disposal by electronically returning a reply to CIC.

**Attachment 5 to Annex D
Online Ordering System and Inventory Management System**

Business Requirement
Publish a list of all CIC publications and CDs/DVDs online through the CIC public website at www.cic.gc.ca and CIC Intranet.
Maintain an online catalogue of all CIC published materials.
Ability to search for a title by name, title, subject, catalogue or ISBN number, and by language.
Ability to have an internal and external Web interface from one system/database.
Ability to request that CIC can conduct client satisfaction surveys and/or to contact them with various publishing related information (such as new editions, new publications, etc.)
Ability to allow public/clients to order free publications online.
Ability to ask clients for specific information to allow order fulfillment and distribution, such as: <ul style="list-style-type: none"> • First name • Family name • Company (if applicable) • Address • City *Should have a Drop Down (List not available) • Province • Country • Postal Code*Should have a direct link to Province and City • Email • Telephone number • Title/Position • Comments
Ability to fix and control the number of free publications a client can request and receive.
Ability to provide information in both official languages.
Ability to allow clients to order more than one title (different publications).
Ability to provide a feedback mechanism before order is processed.
Ability to inform clients when some data fields are not completed accurately (missing information).
Ability to create management reports, such as inventory volumes, number of orders, business volumes, and geographical locations.
Ability to set inventory restocking levels (low volume indicator) by title.
Ability to allow client to review their online order before sending to CIC.
Ability to track order through the system from the time it was entered online till it was delivered to the client.
Ability to reduce inventory levels automatically when orders are placed.
Ability to track internal CIC inventory of other products – no external orders.

Ability to increase/decrease inventory levels manually – override.
Ability to create distribution list by cross-referencing various data/information (by province, country, title, dates, etc...)
Ability to offer a template to users who wish to create a distribution list.
Ability to provide specific physical inventory location in the warehouse.
Ability to print a packing slip when orders are issued.
Able to send email information to clients.
Ability to send automated order confirmation to client (reception of order, processed, back-order, delivered, etc...)
Ability to allow any CIC employee with a user name and password to access the system to obtain reports and information – system must be able to track user navigation and activities.
Ability to extract data in order to share information with CIC internal partners (R&E, OMC, etc)
Ability for CIC designated users to have up-to-date data to use in response to enquiries and for input to departmental reports.
Ability to generate Operational business reports – ad hoc and/or automatic.
Ability to generate Analytical reports.
Ability to receive an automated notification when an order has been sent through the system.
Ability for CIC to track order status (received, auctioned, shipped, etc...)
Ability to capture, track and report on shipping/distribution costs.
Ability to coordinate updates from Canada Post – postal codes.
Ability to identify and automatically correct postal codes in distribution lists.

APPENDIX “E”, BASIS OF PAYMENT

During the period of the contract, the Contractor will be paid as specified below, for Work performed in accordance with the Contract.

All deliverables are F.O.B. Destination, and Canadian Customs Duty included and applicable taxes are extra.

For bid evaluation and contractor(s) selection purposes only, the evaluated price of a bid will be determined in accordance with this Basis of Payment, Appendix “E”.

Canada's total liability to the Contractor under the **Contract shall not exceed \$2,000,000.00 including all options, travel expenses and all applicable taxes. All cost/price proposals exceeding this value will render the bidder's cost/price proposal non-responsive, and will be eliminated from the competition.**

1. The Bidder should complete this pricing schedule and include it in its financial bid. As a minimum, the Bidder must respond to this pricing schedule by inserting in its financial bid for each of the periods specified below its quoted firm all inclusive per diem rate (in Cdn \$) for each of the Consultant Categories identified.
2. The prices or rates specified below, when quoted by the Bidder, include any of the following expenses that may need to be incurred to satisfy the terms of any contract that may result from its bid:
 - a) all travel and living expenses for work performed within the National Capital Region (NCR). The NCR is defined in the National Capital Act, R.S.C. 1985, c. N-4, S.2. The National Capital Act is available on the Justice Website: <http://laws.justice.gc.ca/en/N-4/>;
 - b) any travel expenses for travel between the Contractor's place of business and the NCR; and
 - c) any travel and living expenses for the relocation of resources to satisfy the terms of any resulting contract. These expenses cannot be charged directly and separately from the professional fees to any contract that may result from the bid solicitation.
3. The volumetric data included in the pricing schedule detailed in Appendix “E”, Basis of Payment is provided for bid evaluated price determination purposes only. They are not to be considered as a contract guarantee.

Contract Period: From Contract Award to One year Later			
	Estimated Quantities (A)	Firm monthly rates (B)	Total (AxB)
Storage Rates As per annex D, Statement of Work	12 months	\$<To be entered by bidder>	\$<To be entered by bidder>
Inventory Management Services and reporting services As per annex D, Statement of Work	12 months	\$<To be entered by bidder>	\$<To be entered by bidder>
	Estimated Quantities (A)	Firm Hourly rates (B)	Total (AxB)
Distribution Services As per annex D, Statement of Work	500 hours	\$<To be entered by bidder>	\$<To be entered by bidder>
Ordering Services As per annex D, Statement of Work	4300 hours	\$<To be entered by bidder>	\$<To be entered by bidder>
Total estimated costs (exclusive of HST) for initial contract period:			(i)

Option Year 1			
	Estimated Quantities (A)	Firm monthly rates (B)	Total (AxB)
Storage Rates As per annex D, Statement of Work	12 months	\$<To be entered by bidder>	\$<To be entered by bidder>
Inventory Management Services and reporting services As per annex D, Statement of Work	12 months	\$<To be entered by bidder>	\$<To be entered by bidder>
	Estimated Quantities (A)	Firm Hourly rates (B)	Total (AxB)
Distribution Services As per annex D, Statement of Work	500 hours	\$<To be entered by bidder>	\$<To be entered by bidder>
Ordering Services As per annex D, Statement of Work	4300 hours	\$<To be entered by bidder>	\$<To be entered by bidder>
Total estimated costs (exclusive of HST) for option year 1:			(ii)

Option Year 2			
	Estimated Quantities (A)	Firm monthly rates (B)	Total (AxB)
Storage Rates As per annex D, Statement of Work	12 months	\$<To be entered by bidder>	\$<To be entered by bidder>
Inventory Management Services and reporting services As per annex D, Statement of Work	12 months	\$<To be entered by bidder>	\$<To be entered by bidder>
	Estimated Quantities (A)	Firm Hourly rates (B)	Total (AxB)
Distribution Services As per annex D, Statement of Work	500 hours	\$ <To be entered by bidder>	\$<To be entered by bidder>
Ordering Services As per annex D, Statement of Work	4300 hours	\$<To be entered by bidder>	\$<To be entered by bidder>
Total estimated costs (exclusive of HST) for option year 2:			(iii)

Total Bid Value (For evaluation purposes only)

Contract period	Total Value
Initial Contract period	\$<To be entered by bidder>
Option Year 1	\$<To be entered by bidder>
Option year 2	\$<To be entered by bidder>
Other Direct expenses (shipping)	\$70,000.00
Total bid price	\$<To be entered by bidder>

APPENDIX “F”, INSURANCE REQUIREMENTS

The Contractor must obtain Commercial General Liability Insurance, and maintain it in force throughout the duration of the Contract, in an amount usual for a contract of this nature, but for not less than \$2,000,000 per accident or occurrence and in the annual aggregate.

The Commercial General Liability policy must include the following:

- a) Additional Insured: Canada is added as an additional insured, but only with respect to liability arising out of the Contractor's performance of the Contract. The interest of Canada should read as follows: Canada, as represented by the Minister of Citizenship and Immigration.
- b) Bodily Injury and Property Damage to third parties arising out of the operations of the Contractor.
- c) Products and Completed Operations: Coverage for bodily injury or property damage arising out of goods or products manufactured, sold, handled, or distributed by the Contractor and/or arising out of operations that have been completed by the Contractor.
- d) Personal Injury: While not limited to, the coverage must include Violation of Privacy, Libel and Slander, False Arrest, Detention or Imprisonment and Defamation of Character.
- e) Cross Liability/Separation of Insureds: Without increasing the limit of liability, the policy must protect all insured parties to the full extent of coverage provided. Further, the policy must apply to each Insured in the same manner and to the same extent as if a separate policy had been issued to each.
- f) Blanket Contractual Liability: The policy must, on a blanket basis or by specific reference to the Contract, extend to assumed liabilities with respect to contractual provisions.
- g) Employees and, if applicable, Volunteers must be included as Additional Insured.
- h) Employers' Liability (or confirmation that all employees are covered by Worker's compensation (WSIB) or similar program)
- i) Broad Form Property Damage including Completed Operations: Expands the Property Damage coverage to include certain losses that would otherwise be excluded by the standard care, custody or control exclusion found in a standard policy.
- j) Notice of Cancellation: The Insurer will endeavour to provide the Contracting Authority thirty (30) days written notice of policy cancellation.

- k) If the policy is written on a claims-made basis, coverage must be in place for a period of at least 12 months after the completion or termination of the Contract.
- l) Owners' or Contractors' Protective Liability: Covers the damages that the Contractor becomes legally obligated to pay arising out of the operations of a subcontractor.
- m) Advertising Injury: While not limited to, the endorsement must include coverage piracy or misappropriation of ideas, or infringement of copyright, trademark, title or slogan.
- n) All Risks Tenants Legal Liability - to protect the Contractor for liabilities arising out of its occupancy of leased premises.
- o) Sudden and Accidental Pollution Liability (minimum 120 hours): To protect the Contractor for liabilities arising from damages caused by accidental pollution incidents.
- p) Litigation Rights: Pursuant to subsection 5(d) of the [Department of Justice Act](#), S.C. 1993, c. J-2, s.1, if a suit is instituted for or against Canada which the Insurer would, but for this clause, have the right to pursue or defend on behalf of Canada as an Additional Named Insured under the insurance policy, the Insurer must promptly contact the Attorney General of Canada to agree on the legal strategies by sending a letter, by registered mail or by courier, with an acknowledgement of receipt.

For the province of Quebec, send to:

Director Business Law Directorate,
Quebec Regional Office (Ottawa),
Department of Justice,
284 Wellington Street, Room SAT-6042,
Ottawa, Ontario, K1A 0H8

For other provinces and territories, send to:

Senior General Counsel,
Civil Litigation Section,
Department of Justice
234 Wellington Street, East Tower
Ottawa, Ontario K1A 0H8

A copy of the letter must be sent to the Contracting Authority. Canada reserves the right to co-defend any action brought against Canada. All expenses incurred by Canada to co-defend such actions will be at Canada's expense. If Canada decides to co-defend any action brought against it, and Canada does not agree to a proposed settlement agreed to by the Contractor's insurer and the plaintiff(s) that would result in the settlement or dismissal of the action against Canada, then Canada will be responsible to the Contractor's insurer for any difference between the proposed settlement amount and the amount finally awarded or paid to the plaintiffs (inclusive of costs and interest) on behalf of Canada.

APPENDIX “G”, SECURITY REQUIREMENTS CHECKLIST (SRCL)

There is no security requirement associated with the requirement.

APPENDIX “H”, VENDOR INFORMATION AND AUTHORIZATION FORM

Vendor Name and Address

Legal Status (incorporated, registered, etc.)

GST or HST Registration Number and/or Procurement Business Number (Revenue Canada)

Name and Title of Person authorized to sign on behalf of Vendor

Print Name _____ Title _____

Signature _____ Date _____

Central Point of Contact

The Vendor has designated the following individual as a central point of contact for all matters pertaining to the proposed contract, including the provision of all information that may be requested:

Name and Title _____

Telephone _____ Fax _____

Email _____

Each proposal must include a copy of this page properly completed and signed.