



**RETURN BIDS TO:**

**RETOURNER LES SOUMISSIONS À:**

TPSGC.padgamiace-appbmpace.PWGSC@tpsgc-j

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janet.werk@pwgsc-tpsgc.gc.ca  
Ottawa  
Ontario  
K1A 0S5  
Bid Fax: (613) 991-5870

**LETTER OF INTEREST  
LETTRE D'INTÉRÊT**

Comments - Commentaires

**Vendor/Firm Name and Address**

Raison sociale et adresse du  
fournisseur/de l'entrepreneur

**Issuing Office - Bureau de distribution**

Communication Procurement Directorate/Direction de  
l'approvisionnement en communication  
360 Albert St./ 360, rue Albert  
12th Floor / 12ième étage  
Ottawa  
Ontario  
K1A 0S5

<b>Title - Sujet</b> Database/Variable Imaging	
<b>Solicitation No. - N° de l'invitation</b> EK235-172436/A	<b>Date</b> 2017-11-07
<b>Client Reference No. - N° de référence du client</b> EK235-17-2436	<b>GETS Ref. No. - N° de réf. de SEAG</b> PW-\$\$CW-020-73710
<b>File No. - N° de dossier</b> cw020.EK235-172436	<b>CCC No./N° CCC - FMS No./N° VME</b>
<b>Solicitation Closes - L'invitation prend fin</b> <b>at - à 02:00 PM</b> <b>on - le 2017-12-01</b>	
<b>Time Zone</b> <b>Fuseau horaire</b> Eastern Standard Time EST	
<b>F.O.B. - F.A.B.</b> <b>Plant-Usine:</b> <input type="checkbox"/> <b>Destination:</b> <input type="checkbox"/> <b>Other-Autre:</b> <input type="checkbox"/>	
<b>Address Enquiries to: - Adresser toutes questions à:</b> Werk(cw), Janet	<b>Buyer Id - Id de l'acheteur</b> cw020
<b>Telephone No. - N° de téléphone</b> (613) 998-3968 ( )	<b>FAX No. - N° de FAX</b> ( ) -
<b>Destination - of Goods, Services, and Construction:</b> <b>Destination - des biens, services et construction:</b> see here in	

Instructions: See Herein

Instructions: Voir aux présentes

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

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## Nature of Request for Information

**This is not a bid solicitation.** This Request for Information (RFI) will NOT result in the award of any contract. As a result, potential suppliers of any goods or services described in this RFI should not reserve stock or facilities, nor allocate resources, as a result of any information contained in this RFI. Nor will this RFI result in the creation of any source list. Therefore, whether or not any potential supplier responds to this RFI will not preclude that supplier from participating in any future procurement. This RFI is simply intended to solicit feedback from industry with respect to the matters described in this RFI.

The existence of this RFI does not imply that the Government of Canada (Canada) has made a final decision on any of the initiatives discussed. The GOC may not select any of the equipment identified in any response nor proceed any further in any procurement action as a result of this RFI, and shall not be liable under any circumstances to any supplier who has prepared a response.

### Purpose of this Request for Information

This RFI seeks information from vendors with respect to the

- Annex "A" Statement of Work;
- Annex "F" Mandatory and rated requirements criteria; and
- Annex "B" Basis of Payment;

being proposed to assess bids in an upcoming Request for Proposal (RFP). Interested parties are encouraged to provide information they feel that Canada should be aware of in determining the Statement of work, the appropriate evaluation criteria and pricing grid.

This RFI includes a draft version of the complete RFP.

### Nature of Responses Requested

Respondents are at their own discretion in this regard, but Canada is seeking relevant information, simply and directly stated, in order to avoid undue work by respondents and undue effort by Canada to analyze the results.

Responses from potential suppliers to this RFI will assist Canada in formulating a procurement strategy that meets Canada's business and operational requirements. Respondents are requested to review the draft RFP particularly

- the Statement of work;
- evaluation criteria (mandatory and rated requirements);
- Annex "B" Basis of Payment.

Provide feedback as to whether the Annex "A" Statement of work is clearly understood, the criteria are too restrictive and if the pricing breakdown is appropriate, complete and in line with the Annex "A" Statement of Work. Only written responses will be accepted. Respondents should explain any assumptions they make in their responses.

Respondents may submit comments, concerns, suggestions and, where applicable, alternative recommendations regarding how the requirements or objectives described in this RFI could be satisfied or improved upon. Respondents may also submit comments regarding the content, format and/or organization of draft RFP.

Respondents should note that this is a draft document and remains a work in progress. Respondents should not assume that components or requirements could not be added to, deleted or revised in any bid solicitation that could ultimately be issued by Canada. Comments regarding any aspect of the draft document are welcome.

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### Format of Responses

**Cover Page:** If the response includes multiple volumes, respondents are requested to indicate on the front cover page of each volume the title of the response, the RFI number, the volume number and the full legal name of the respondent.

**Title Page:** The first page of each volume of the response, after the cover page, should be the title page, which should contain:

- \* the title of the respondent's response;
- \* the name, address, email and telephone number of the respondent;
- \* the date; and
- \* the RFI number.

Number of Copies: one [1] soft copy to the emails listed below.

### Response Costs

Canada will not reimburse any respondent for expenses incurred in responding to this RFI.

### Treatment of Responses

**Use of Responses:** Responses will not be formally evaluated. However, the responses received may be used by Canada to develop or modify procurement strategies or any draft documents contained in this RFI. Canada will review all responses received by the RFI closing date. Canada may, in its discretion, review responses received after the RFI closing date.

**Confidentiality:** Respondents should mark any portions of their response that they consider proprietary or confidential. Canada will handle the responses in accordance with the Access to Information Act.

**Follow-up Activity:** Canada may, in its discretion, contact any respondents to follow up with additional questions or for clarification of any aspect of a response. Canada reserves the right to invite any or all respondents to present their submissions to this RFI and/or perform a product demonstration.

### Enquiries:

Because this is not a bid solicitation, Canada will not necessarily respond to enquiries in writing or by circulating answers to all potential suppliers. However, respondents with questions regarding this RFI may direct their enquiries to:

Contracting Authority: Janet Werk

E-mail Address: [janet.werk@pwgsc-tpsgc.gc.ca](mailto:janet.werk@pwgsc-tpsgc.gc.ca) & [TPSGC.padgamiace-appbmpace.PWGSC@tpsgc-pwgsc.gc.ca](mailto:TPSGC.padgamiace-appbmpace.PWGSC@tpsgc-pwgsc.gc.ca)  
Telephone: 613-998-3968

### Submission of Responses

**Time and Place for Submission of Responses:** Respondents should send responses herein by the date specified on the front page of this RFI to the following email addresses:

[Janet.werk@pwgsc-tpsgc.gc.ca](mailto:Janet.werk@pwgsc-tpsgc.gc.ca) and  
[TPSGC.padgamiace-appbmpace.PWGSC@tpsgc-pwgsc.gc.ca](mailto:TPSGC.padgamiace-appbmpace.PWGSC@tpsgc-pwgsc.gc.ca)

**Responsibility for Timely Delivery:** Each respondent is solely responsible for ensuring its response is delivered on time to the correct location.

**Identification of Response:** Each respondent should ensure that its name and return address, the RFI number and the closing date appear legibly on the outside of the response. Canada retains the right to negotiate with suppliers on any procurement. Documents may be submitted in either official language of Canada.

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**THIS DOCUMENT CONTAINS A SECURITY REQUIREMENT**

**Static and Variable Printing, Mail and Electronic Delivery of Documents**

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## PART 1 - GENERAL INFORMATION

### 1.1 Introduction

The bid solicitation is divided into seven parts plus attachments and annexes, as follows:

- Part 1 General Information: provides a general description of the requirement;
- Part 2 Bidder Instructions: provides the instructions, clauses and conditions applicable to the bid solicitation;
- Part 3 Bid Preparation Instructions: provides Bidders with instructions on how to prepare their bid;
- Part 4 Evaluation Procedures and Basis of Selection: indicates how the evaluation will be conducted, the evaluation criteria that must be addressed in the bid, and the basis of selection;
- Part 5 Certifications and Additional Information: includes the certifications and additional information to be provided;
- Part 6 Security Requirements; and
- Part 7 Resulting Contract Clauses: includes the clauses and conditions that will apply to any resulting contract.

The Annexes include the Statement of Work, the Basis of Payment, the Security Requirements Checklist, It Guide, Privacy Guide, the Electronic Payment Instruments, the Federal Contractor's Program Certification and Mandatory and Rated Requirements.

### 1.2 Summary

Public Works and Government Services Canada (PWGSC) / Public Services and Procurement Canada (PSPC) requires the services of Contractor for data processing, variable printing, static printing, inserting, mail matching, and supply of envelopes as specified in the Annex "A" Statement of Work, as well as the creation of PDF/UA documents as specified and the distribution of these forms either by mail or transferring the electronic forms for distribution via Canada Post Corporation's Distribution epost™ service.

The variable printing and static printing includes various forms for Direct Deposit Pension Payment Statements including, for example, the Statements of Remuneration including bi weekly direct deposit payment statements for the RCMP.

The Contract will be in effect from the date of award of Contract for 2 years + 4 months with the irrevocable option to extend the Contract by three (3) additional one (1) year periods.

There are security requirements associated with this requirement. For additional information, consult Part 6 - Security, and Part 7 - Resulting Contract Clauses. For more information on personnel and organization security screening or security clauses, Bidders should refer to the Industrial Security Program (ISP) of Public Works and Government Services Canada (<http://ssi-iss.tpsgc-pwgsc.gc.ca/index-eng.html>) website. The Bidder must ensure that, as applicable, its subcontractors meet the security requirements for this requirement. It is the Contractor's responsibility to get approval from the Contract Security Program before awarding a subcontract with security requirements. See link for details. <http://www.tpsgc-pwgsc.gc.ca/esc-src/soustraitance-subcontracting-eng.html>

The requirement is subject to the provisions of the Canada Free Trade Agreement (CFTA).

The requirement is limited to Canadian goods and/or services.

This procurement is subject to the Comprehensive Land Claims Agreements. Any resulting contract may be used for delivery requirements to locations across Canada, including those within Comprehensive Land Claims Settlement Areas.

The Federal Contractors Program (FCP) for employment equity applies to this procurement; see Part 5 – Certifications and Additional Information, Part 7 - Resulting Contract Clauses and the annex titled *Federal Contractors Program for Employment Equity - Certification.*

### 1.3 Debriefings

Bidders may request a debriefing on the results of the bid solicitation process. Bidders should make the request to the Contracting Authority within 15 working days from receipt of the results of the bid solicitation process. The debriefing will be in writing.

## PART 2 - BIDDER INSTRUCTIONS

### 2.1 Standard Instructions, Clauses and Conditions

All instructions, clauses and conditions 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 [2003](#) (2017-04-27) Standard Instructions - Goods or Services - Competitive Requirements, are incorporated by reference into and form part of the bid solicitation.

#### 2.1.1 SACC Manual Clauses

A7035T (2007-05-25) - List of Proposed Subcontractors

### 2.2 Submission of Bids

Bids must be submitted only to Public Works and Government Services Canada (PWGSC) Bid Receiving Unit by the date, time and place indicated on the top left hand corner of page 1 of the bid solicitation.

Department of Public Works and Government Services

**Bid Receiving Unit**

Place du Portage, Phase III, Core 0B2

11 Laurier Street

Gatineau, Quebec

For couriers: J8X 4A6

For regular mail: K1A 0S5

Telephone : (819) 956-3370

Due to the nature of the bid solicitation, bids transmitted by facsimile to PWGSC **will not** be accepted.

### 2.3 Former Public Servant

Contracts awarded to 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 awarded to FPSs, Bidders must provide the information required below before contract award. If the answer to the questions and, as applicable the information required have not been received by the time the evaluation of bids is completed, Canada will inform the Bidder of a time frame within which to provide the information. Failure to comply with Canada's request and meet the requirement within the prescribed time frame will render the bid non-responsive.

#### 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 FPSs 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 Adjustment Directive**

Is the Bidder a FPS who received a lump sum payment pursuant to the terms of the Work Force Adjustment Directive? **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 adjustment 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.

## **2.4 Enquiries - Bid Solicitation**

All enquiries must be submitted in writing to the Contracting Authority ([janet.werk@pwgsc-tpsgc.gc.ca](mailto:janet.werk@pwgsc-tpsgc.gc.ca)) and ([TPSGC.padgamiace-appbmpace.PWGS@tpsgc-pwgsc.gc.ca](mailto:TPSGC.padgamiace-appbmpace.PWGS@tpsgc-pwgsc.gc.ca)) no later than **ten (10) 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 question(s) or may request that the Bidder do so, so that the proprietary nature of the question(s) is eliminated and the enquiry can be answered to all Bidders. Enquiries not submitted in a form that can be distributed to all Bidders may not be answered by Canada.

## **2.5 Applicable Laws**

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

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

## PART 3 - BID PREPARATION INSTRUCTIONS

### 3.1 Bid Preparation Instructions

Canada requests that Bidders provide their bid in separate sections as follows:

Section I: Technical Bid (**3 paper copies and 1 soft copy on a USB Key\***)

Section II: Financial Bid - (**1 paper copy and 1 soft copy on a USB Key\***)

Section III: Certifications (**1 paper copy and 1 soft copy on a USB Key\***)

Section IV: Additional Information (**1 paper copy and 1 soft copy on a USB Key\***)

**\*All the Sections may be saved on the same USB Key as long as each section is a separate file.**

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

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

Canada requests that Bidders follow the format instructions described below in the preparation of their bid:

- (a) use 8.5 x 11 inch (216 mm x 279 mm) paper and format;
- (b) use a numbering system that corresponds to the bid solicitation.

In April 2006, Canada issued a policy directing federal departments and agencies to take the necessary steps to incorporate environmental considerations into the procurement process Policy on Green Procurement (<http://www.tpsgc-pwgsc.gc.ca/ecologisation-greening/achats-procurement/politique-policy-eng.html>). To assist Canada in reaching its objectives, Bidders should:

- 1) use 8.5 x 11 inch (216 mm x 279 mm) paper containing fibre certified as originating from a sustainably-managed forest and containing minimum 30% recycled content; and
- 2) use an environmentally-preferable format including black and white printing instead of colour printing, printing double sided/duplex, using staples or clips instead of cerlox, duotangs or binders.

#### Section I: Technical Bid

In their technical bid, bidders should demonstrate their understanding of the requirements contained in the bid solicitation and explain how they will meet these requirements. 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 criteria against which the bid will be evaluated. 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 under the same headings. To avoid duplication, Bidders may refer to different sections of their bids by identifying the specific paragraph and page number where the subject topic has already been addressed.

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## Section II: Financial Bid

**3.1.1** Bidders must submit their financial bid in accordance with the Pricing Schedule detailed in the Basis of Payment in Annex "B". The total amount of Applicable Taxes must be shown separately.

### 3.1.2 Electronic Payment Instruments - Bid

Acceptance of Electronic Payment Instruments will not be considered as an evaluation criterion.

If you are willing to accept payment of invoices by Electronic Payment Instruments, complete the Annex "D" *Electronic Payment Instruments*, to identify which ones are accepted.

If the Annex "D" *Electronic Payment Instruments* is not completed, it will be considered as if Electronic Payment Instruments are not being accepted for payment of invoices.

Acceptance of Electronic Payment Instruments will not be considered as an evaluation criterion.

## Section III: Certifications

Bidders must submit the certifications and additional information required under Part 5.

## Section IV: Additional Information Precedent to Contract Award

### 3.1.3 List of names for integrity verification form (Excerpt from the Government of Canada's Integrity Regime site)

#### Requirements

Section 17 of the Ineligibility and Suspension Policy requires suppliers, regardless of their status under the policy, to submit a list of names with their bid or offer. The list differs depending on the bidder or offeror's organizational structure:

- Suppliers including those bidding as joint ventures, whether incorporated or not, must provide a complete list of the names of all current directors
- Privately owned corporations must provide a list of the owners' names
- Suppliers bidding as sole proprietors, including sole proprietors bidding as joint ventures, whether incorporated or not, must provide a complete list of the names of all owners
- Suppliers that are a partnership do not need to provide a list of names
- Suppliers may use this form to provide the list of names with their bid or offer submission

Link to on-line form: <http://www.tpsgc-pwgsc.gc.ca/ci-if/ln-form-eng.html>

### 3.1.4 Bidder's Proposed Sites or Premises Requiring Safeguarding Measures

- 3.1.4.1** As indicated in Part 6 under Security Requirements, the Bidder must provide the full addresses of the Bidder's and proposed individuals' sites or premises (including any subcontractor) for which safeguarding measures are required for Work Performance:

<b>Location</b> Street Number / Street Name, Unit / Suite / Apartment Number City, Province, Territory / State Postal Code / Zip Code Country	<b>What work will be performed at this location?</b>

- 3.1.4.2** The Bidder must ensure that, as applicable, its subcontractors meet the security requirements of the requirement. It is the Contractor's responsibility to get approval from the Contract Security Program before awarding a subcontract with security requirements. See link for details.  
<http://www.tpsgc-pwgsc.gc.ca/esc-src/soustraitance-subcontracting-eng.html>

<b>Subcontractors' name(s)</b>	<b>Location</b> Street Number / Street Name, Unit / Suite / Apartment Number City, Province, Territory / State Postal Code / Zip Code Country	<b>What work will be performed at this location?</b>

- 3.1.4.3** The Company Security Officer (CSO) must ensure through the Industrial Security Program (ISP) that the Bidder and proposed individuals hold a valid security clearance at the required level, as indicated in Part 6 – Security, Financial and Other Requirements.

## **PART 4 - EVALUATION PROCEDURES AND BASIS OF SELECTION**

### **4.1 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.

#### **4.1.1 Technical Evaluation**

Mandatory and point rated technical evaluation criteria are included in Annex "F".

#### **4.1.2 Financial Evaluation**

The price of the bid will be evaluated in Canadian dollars, all applicable taxes excluded; FOB destination, Canadian customs duties and excise taxes included.

To determine the total evaluated price, the prices submitted in the Annex "B": Basis of Payment of this bid solicitation for the initial period and the option periods will be calculated as specified in the Annex "B" Basis of Payment Excel spreadsheet being distributed through Government Electronic Tender Service (buyandsell.gc.ca).

### **4.2. Basis of Selection – Lowest price per point**

1. To be declared responsive, a bid must:
  - a. comply with all the requirements of the bid solicitation;
  - b. meet all mandatory technical evaluation criteria; and
  - c. obtain the required minimum of 75 percent overall of the points for the technical evaluation criteria which are subject to point rating. The rating is performed on a scale of 464 points.
2. Bids not meeting (a) or (b) or (c) will be declared non-responsive. Neither the responsive bid that receives the highest number of points nor the one that proposed the lowest price will necessarily be accepted. The responsive bid with the lowest evaluated price per point will be recommended for award of a contract.
3. In the event of a tie score, the Bidder with the highest technical score will be recommended for award of a contract.

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## PART 5 – CERTIFICATIONS AND ADDITIONAL INFORMATION

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

The certifications provided by Bidders to Canada are subject to verification by Canada at all times. Unless specified otherwise, 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 made knowingly or unknowingly, 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 and to cooperate with any request or requirement imposed by the Contracting Authority will render the bid non-responsive or constitute a default under the Contract.

### 5.1 Certifications Precedent to Contract Award and Additional Information

The certifications and additional information listed below should be submitted with the bid but may be submitted afterwards. If any of these required certifications or additional information is not completed and submitted as requested, the Contracting Authority will inform the Bidder of a time frame within which to provide the information. Failure to provide the certifications or the additional information listed below within the time frame specified will render the bid non-responsive.

#### 5.1.1 Integrity Provisions – Required Documentation

In accordance with the Ineligibility and Suspension Policy (<http://www.tpsgc-pwgsc.gc.ca/ci-if/politique-policy-eng.html>), the Bidder must provide the required documentation, as applicable, to be given further consideration in the procurement process.

#### 5.1.2 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 available at the bottom of the page of the Employment and Social Development Canada (ESDC) - Labour's website ([http://www.esdc.gc.ca/en/jobs/workplace/human\\_rights/employment\\_equity/federal\\_contractor\\_program.page?&\\_ga=1.229006812.1158694905.1413548969#afed](http://www.esdc.gc.ca/en/jobs/workplace/human_rights/employment_equity/federal_contractor_program.page?&_ga=1.229006812.1158694905.1413548969#afed)).

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 annex [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 annex Federal Contractors Program for Employment Equity - Certification, for each member of the Joint Venture.

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## **5.2. Additional Certifications Precedent to Contract Award**

### **5.2.1 Canadian Content Certification**

This procurement is limited to Canadian services.

The Bidder certifies that:

( ) the services offered are Canadian services as defined in paragraph 4 of clause A3050T.

**5.2.1.1** SACC Manual clause A3050T (2014-11-27) Canadian Content Definition.

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## PART 6 – SECURITY REQUIREMENTS

### 6.1 Security Requirements

1. At the date of bid closing, the following conditions must be met:

- (a) the Bidder must hold a valid organization security clearance as indicated in Part 7 - Resulting Contract Clauses;
- (b) the Bidder's proposed individuals requiring access to classified or protected information, assets or sensitive work sites must meet the security requirements as indicated in Part 7 - Resulting Contract Clauses;
- (c) the Bidder's proposed location of work performance and document safeguarding must meet the security requirements as indicated in Part 7 - Resulting Contract Clauses;

Before contract award, the following conditions must be met;

- (d) the Bidder must provide the addresses of proposed sites or premises of work performance and document safeguarding as indicated in Part 3 - Section IV Additional Information.
  - (e) the Bidder must provide the name of all individuals who will require access to classified or protected information, assets or sensitive work sites;
2. For additional information on security requirements, Bidders should refer to the Industrial Security Program (ISP) of Public Works and Government Services Canada (<http://ssi-iss.tpsgc-pwgsc.gc.ca/index-eng.html>) website.

## PART 7 - RESULTING CONTRACT CLAUSES

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

### 7.1 Statement of Work

The Contractor must perform the Work in accordance with the Statement of Work at Annex "A".

### 7.2 Standard Clauses and Conditions

All clauses and conditions identified in the Contract 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.

#### 7.2.1 General Conditions

2030 (2016-04-04), General Conditions - Higher Complexity - Goods, apply to and form part of the Contract.

#### 7.2.2 Supplemental Conditions

Supplemental conditions 4008 (2008-12-12) Personal information  
Supplemental conditions 4007 (2010-08-16) Canada will own all intellectual property rights in foreground information

### 7.3 Security Requirements

#### 7.3.1 The following security requirements (SRCL and related clauses provided by ISP) apply and form part of the Contract.

1. The Contractor must, at all times during the performance of the Contract, hold a valid *Designated Organization Screening* (DOS) with approved *Document Safeguarding and Production Capabilities* at the level of **PROTECTED B** issued by the Canadian Industrial Security Directorate (CISD) of Public Works and Government Services Canada (PWGSC).
2. The Contractor personnel requiring access to **PROTECTED** information, assets or work site(s) must EACH hold a valid **RELIABILITY STATUS**, granted or approved by CISD/PWGSC.
3. The Contractor **MUST NOT** utilize its Information Technology systems to electronically process, produce or store **PROTECTED** information until the CISD/PWGSC has issued written approval. After approval has been granted or approved, these tasks may be performed at the level of **PROTECTED B** including an IT Link at the level of **PROTECTED B**.
4. Subcontracts, which contain security requirements, are **NOT** to be awarded without the prior written permission of CISD/PWGSC.
5. The Contractor must comply with the provisions of the:
  - a) *Security Requirements Check List* and Security Guide, attached at Annex "C";
  - b) *Industrial Security Manual* (Latest Edition)

### **7.3.2 Contractor's Sites or Premises Requiring Safeguarding Measures**

**7.3.2.1** Where safeguarding measures are required in the performance of the Work, the Contractor must diligently maintain up-to-date the information related to the Contractor's and proposed individuals' sites or premises for the following addresses:

Street Number / Street Name, Unit / Suite / Apartment Number  
City, Province, Territory / State  
Postal Code / Zip Code Country

**7.3.2.2** The Company Security Officer (CSO) must ensure through the Industrial Security Program (ISP) that the Contractor and individuals hold a valid security clearance at the required level.

### **7.4 Term of Contract**

#### **7.4.1 Period of the Contract**

The period of the Contract is from date of award to 2 years + 4 months inclusive.

##### **7.4.1.1 Phase 1:**

A period of four (4) months from the award of contract, inclusive is set aside to allow for the time required for CISD to verify the Contractors IT security and any of their subcontractor who will be dealing with IT data. Only work that does not require working on a network may be done at this stage (or must be done on a standalone computer which it not linked to any network).

##### **7.4.1.2 Phase 2: Contract Period**

Upon completion of the four (4) months, the period of the Contract is for a period of two (2) years.

#### **7.4.2 Option to Extend the Contract**

The Contractor grants to Canada the irrevocable option to extend the term of the Contract by up to three (3) additional one (1) year period(s) 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 the Basis of Payment.

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

#### **7.4.3 Delivery Dates:**

As specified for individual requirements in accordance with the service levels included in the Annex "A" Statement of Work.

#### **7.4.4 Delivery Points**

Delivery of the requirement will be made to delivery point(s) specified at Annex "A" of the Contract.

#### 7.4.5 Comprehensive Land Claims Agreements (CLCAs)

The Contract is to establish the delivery of the requirement detailed under the Contract, to the Identified Users across Canada, including areas subject to Comprehensive Land Claims Agreements.

### 7.5 Authorities

#### 7.5.1 PWGSC Contracting Authority

The Contracting Authority for the Contract is:

Janet Werk (or her designated replacement)  
Public Works and Government Services Canada  
Acquisitions Branch  
Communications Procurement Directorate  
12th Floor, 360 Albert Street  
Ottawa, ON K1A 0S5

Telephone: 613-998-3968 E-mail address: [janet.werk@pwgsc-tpsgc.gc.ca](mailto:janet.werk@pwgsc-tpsgc.gc.ca) and [TPSGC.padgamiace-appbmpace.PWGSC@tpsgc-pwgsc.gc.ca](mailto:TPSGC.padgamiace-appbmpace.PWGSC@tpsgc-pwgsc.gc.ca)

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.

#### 7.5.2 Project/Technical Authority

The Project Authority for the Contract is: To be provided at contract award

Name:	
Title:	Manager, Pension Communications Division
	Public Services and Procurement Canada
Address:	Ottawa Ontario K1A 0S5
Telephone:	
E-mail address:	

In its absence, the Project Authority is:

Name:	
Title:	Project Transition Officer
Organization:	Public Services and Procurement Canada
Telephone:	
E-mail address:	

The Project Authority for RCMP Pay is:

Name:	
Title:	Director, Pay Operations and Service Management Services
Organization:	Public Services and Procurement Canada
Address:	Ottawa Ontario K1A 0S5
Telephone:	
E-mail address:	

The Project/Technical 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.

### 7.5.3 Contractor's Representative (Bidders are to fill out and submit as part of their proposal)

Project Manager		Replacement – Project manager	
Name:		Name:	
Telephone:		Telephone:	
E-mail :		E-mail :	

PBN of the company :

### 7.6 Proactive Disclosure of Contracts with Former Public Servants

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.

### 7.7 Payment

#### 7.7.1 Basis of Payment

The Contractor will be paid in accordance with Annex "B" for Work performed pursuant to the Contract.

#### 7.7.2 Basis of Payment – Work Requests

In consideration of the Contractor satisfactorily completing all of its obligations for each work request, the Contractor will be paid the firm unit price(s) in accordance with the Basis of Payment, in Annex "B", Applicable Taxes are extra.

#### 7.7.3 Limitation of Expenditure

1. Canada's total liability to the Contractor under the Contract must not exceed \$ \_\_\_\_\_. Customs duties are included and applicable taxes is 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.

#### 7.7.4 Method of Payment

Payment by Canada to the Contractor for the Work shall be made in accordance with clause H1001C Multiple Payments.

##### 7.7.4.1 SACC Manual Clauses

H1001C (2008-05-12) - Multiple Payments  
A9117C (2007-11-30) – T1204 – Direct Request by Customer Department

#### 7.7.5 Electronic Payment of Invoices – Contract

The Contractor accepts to be paid using any of the following Electronic Payment Instrument(s):

- a. Visa Acquisition Card;
- b. MasterCard Acquisition Card;
- c. Direct Deposit (Domestic and International);
- d. Electronic Data Interchange (EDI);
- e. Wire Transfer (International Only);
- f. Large Value Transfer System (LVTS) (Over \$25M)

#### 7.8 Invoicing Instructions

7.8.1 The Contractor must submit invoices in accordance with the section entitled "Invoice Submission" of the general conditions and as detailed below. Claims cannot be submitted until all work identified in the claim is completed.

7.8.2 The Contractor must issue and distribute invoices by electronic means (email) to the identified Invoice Authority and the PWGSC Contracting Authority for items as follows:

7.8.2.1 The Contractor must issue invoices directly to the RCMP Invoice Authority identified in 7.8.2.1.1 for the following items:

Item Description	Invoice Schedule
RCMP Pay Payment statements	Bi-weekly
All other mail outs, invoice to be received	no later than 30 calendar days after the completion of mailing

##### 7.8.2.1.1 RCMP Invoice Authority

Name:	Director, Pay Operations and Service Management Directorate Accounting, Banking and Compensation Branch
Organization:	Public Services and Procurement Canada
Telephone:	
E-mail address:	

7.8.2.2 The Contractor must issue invoices directly to the PWGSC Invoice Authority identified in 7.8.2.2.1 for the following items:

Item Description	Invoice Schedule
Pension Direct deposit statements	Weekly
Pension Statements of remuneration (Cancelled and Amended slips March to November) <b>Note:</b> <i>charges for Pension direct deposit statements and Pension Statements of Remuneration can be on the same invoice</i>	Weekly
All other mail outs, invoice to be received	no later than 30 calendar days after the completion of mailing

7.8.2.2.1 PWGSC Invoice Authority

Name:	
Organization:	Public Services and Procurement Canada
Telephone:	
E-mail address:	

In its absence, the Invoice Authority is:

Name:	
Organization:	Public Services and Procurement Canada
Telephone:	
E-mail address:	

7.8.2.3 One (1) copy of each invoice must be provided to the Contracting Authority identified under the section entitled "Authorities" of the Contract ([janet.werk@tpsgc-pwgsc.gc.ca](mailto:janet.werk@tpsgc-pwgsc.gc.ca)) and ([TPSGC.padgamiace-appbmpace.PWGSC@tpsgc-pwgsc.gc.ca](mailto:TPSGC.padgamiace-appbmpace.PWGSC@tpsgc-pwgsc.gc.ca)).

7.8.3 Invoice Format / Required Information

7.8.3.1 Format

Invoices must be provided electronically (by e-mail) in PDF format.

7.8.3.2 Required Information:

The Contractor must include the following information in all invoices issued under the Contract:

- The *Customer ID Number* (to be assigned by the Contractor)

- (1) PSSA
- (2) CFSA
- (3) RCMP
- (4) MPRAA
- (5) JUDGES
- (6) RCMP Pay

- The date the job was processed

- The item description, including reference to the corresponding pension plan.

Examples:

\* *PSSA direct deposit statements*

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*\* CFSA tax slips*

For individual mail outs – use the name provided at the time of the estimate request:

Example: *PSSA 2017 Liaison*

The Contractor must also include the following information on the invoice:

- Postage costs
- All-inclusive pricing as per Annex “B” Basis of Payment.

### 7.8.3.3 Fiscal Year Information

Invoices must also include a report identifying the total breakdown by month as well as the cumulative total by fiscal year (April 01 – March 31)

## 7.9 Certifications and additional information

### 7.9.1 Compliance

Unless specified otherwise, the continuous compliance with the certifications provided by the Contractor in its bid or precedent to contract award, and the ongoing cooperation in providing additional information are conditions of the Contract and failure to comply will constitute the Contractor in default. Certifications are subject to verification by Canada during the entire period of the Contract.

### 7.9.2 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 Employment and Social Development Canada (ESDC)-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 ESDC will constitute the Contractor in default as per the terms of the Contract.

### 7.9.3 SACC Manual Clauses

SACC Manual Clause A3060C (2008-05-12) Canadian Content Certification.

## 7.10 Applicable Laws

The Contract must be interpreted and governed, and the relations between the parties determined, by the laws in force in Ontario.

## 7.11 Priority of Documents

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

- (a) the Articles of Agreement;
- (b) the supplemental conditions 4008 (2008-12-12) Personal information  
the supplemental conditions 4007 (2010-08-16) Canada will own all intellectual property rights in foreground information
- (c) the general conditions 2030 (2016-04-04), Higher Complexity - Goods;
- (d) Annex A, Statement of Work;
- (e) Annex B, Basis of Payment;
- (f) Annex C, Security Requirements and Guides
- (g) the Contractor's bid dated \_\_\_\_\_, (*date of bid*).



## 7.12 Insurance

SACC *Manual* clause G1005C (2016-01-28) Insurance – No Specific Requirement

## 7.13 Inspection and Acceptance

The Project Authority is the Inspection Authority. All reports, deliverable items, documents, goods and all services rendered under the Contract are subject to inspection by the Inspection Authority or representative. Should any report, document, good or service not be in accordance with the requirements of the Statement of Work and to the satisfaction of the Inspection Authority, as submitted, the Inspection Authority will have the right to reject it or require its correction at the sole expense of the Contractor before recommending payment.

## 7.14 Handling of Personal Information

The Contractor acknowledges that Canada is bound by the *Privacy Act*, R.S., 1985, c. P-21, with respect to the protection of personal information as defined in the Act. The Contractor must keep private and confidential any such personal information collected, created or handled by the Contractor under the Contract, and must not use, copy, disclose, dispose of or destroy such personal information except in accordance with this clause and the delivery provisions of the Contract.

All such personal information is the property of Canada, and the Contractor has no right in or to that information. The Contractor must deliver to Canada all such personal information in whatever form, including all working papers, notes, memoranda, reports, data in machine-readable format or otherwise, and documentation which have been made or obtained in relation to the Contract, upon the completion or termination of the Contract, or at such earlier time as Canada may request. Upon delivery of the personal information to Canada, the Contractor will have no right to retain that information in any form and must ensure that no record of the personal information remains in the Contractor's possession.

### 7.14.1 Protection and Security of Data Stored in Databases

1. The Contractor must ensure that all the databases containing any information related to the Work are located in Canada or, if the Contracting Authority has first consented in writing, in another country where:
  - a. equivalent protections are given to personal information as in Canada under legislation such as the *Privacy Act*, R.S. 1985, c.P-21, and the *Personal Information Protection and Electronic Documents Act*, S.C. 2000, c.5, and under any applicable policies of the Government of Canada; and
  - b. the laws do not allow the government of that country or any other entity or person to seek or obtain the right to view or copy any information relating to the Contract without first obtaining the Contracting Authority's written consent.

In connection with giving its consent to locating a database in another country, the Contracting Authority may, at its option, require the Contractor to provide a legal opinion (from a lawyer qualified in the foreign country) that the laws in that country meet the above requirements, or may require the Contractor to pay for Canada to obtain such a legal opinion. Canada has the right to reject any request to store Canada's data in a country other than Canada if there is any reason to be concerned about the security, privacy, or integrity of Canada's data. Canada may also require that any data sent or processed outside of Canada be encrypted with Canada-approved cryptography and that the private key required to decrypt the data be kept in Canada in accordance with key management and storage processes approved by Canada.

2. The Contractor must control access to all databases on which any data relating to the Contract is stored so that only individuals with the appropriate security clearance are able to access the database, either by using a password or other form of access control (such as biometric controls).
3. The Contractor must ensure that all databases on which any data relating to the Contract is stored are physically and logically independent (meaning there is no direct or indirect connection of any kind) from all other databases, unless those databases are located in Canada (or in another country approved by the Contracting authority under subsection 1) and otherwise meet the requirements of this article.
4. The Contractor must ensure that all data relating to the Contract is processed only in Canada or in another country approved by the Contracting Authority under subsection 1.
5. The Contractor must ensure that all domestic network traffic (meaning traffic or transmissions initiated in one part of Canada to a destination or individual located in another part of Canada) is routed exclusively through Canada, unless the Contracting Authority has first consented in writing to an alternate route. The Contracting Authority will only consider requests to route domestic traffic through another country that meets the requirements of subsection 1.
6. Despite any section of the General Conditions relating to subcontracting, the Contractor must not subcontract (including to an affiliate) any function that involves providing a subcontractor with access to any data relating to the Contract unless the Contracting Authority first consents in writing.

#### 7.15 SACC Manual Clauses

SACC Reference	Section	Date
P1005C	Packaging and Packing of Printed Products	2010-01-11
P1009C	Author's Alterations	2007-11-30
P1010C	Quality Levels for Printing	2010-01-11
P1011C	Quality Levels for Colour Reproduction	2010-01-11
P1012C	Quality Levels for Envelopes	2010-01-11
P1013C	Quality Levels for Forms	2010-01-11
P1016C	Quality Levels for Binding	2010-01-11

## ANNEX "A" STATEMENT OF WORK and Appendices

### Static and Variable Printing, Mail and Electronic Delivery of Documents

#### A.1 OVERVIEW

##### A.1.1 Key Terms / Acronyms

For the purposes of this contract, the following terms and acronyms apply:

- Public Works and Government Services Canada (PWGSC) and Public Services and Procurement Canada (PSPC) are interchangeable for the purposes of this Annex "A" Statement of Work including all appendices to Annex "A".
- **GCWCC**: Government of Canada Workplace Charitable Campaign
- **SFTP**: Secure File Transfer Protocol
- **PDF/UA**: Portable document format / Universal Accessibility
- **Treasury Board Secretariat [TBS] Standard on Web Accessibility** (presently WCAG2.0). Further information related to WCAG2.0 related to PDF/UAs can be found at <http://www.w3.org/TR/2014/NOTE-WCAG20-TECHS-20140408/pdf.html>
- **Bubble mapping**: Bubble mapping refers to the indication of document fields on the layout samples provided in the appendices to Annex "A". These bubbles have been assigned numbers as indicated on the file layout to aid the Contractor in developing the mapping of data from the data file to the document
- **Project Manager**: primary point of contact
- **PSPC Project Authority**: means the PSPC Project Authority (or designated replacement)
- **epost™**: epost™ is an online mail service developed and maintained by Canada Post Corporation (CPC). It provides subscribed members with the ability to receive and manage their documents electronically.
- **Subscribers**: CPC identifies the people who use their epost™ services as "subscribers" and creates and maintains this list of subscribers in a subscription file. CPC updates this subscription file daily. It is the responsibility of the Contractor to ensure they obtain the latest version from CPC and use the latest version of the subscription list before they split the file for print and epost™ (electronic) to process the printing requirement.
- **Static printing**: no variable next.
- **Liaison**: Liaison newsletter
- **Welcome package**: PSSA Welcome package
- **Annual Pensioners' Statements (APS)**: PSSA Annual Pensioners' Statements
- **Banner page**: In cases where the product does not include the member's name and address, a banner page is used to print the name, address, pension number and an explanation of document included for mailing purposes. PSPC provides the Contractor with the address file (includes member name, address and pension number) as well as the explanation to be printed on the banner.

##### A.1.2 Project Overview

PSPC requires the services of a Contractor to provide data processing, variable printing, static printing, mail matching, inserting, as well as the supply of envelopes for the mailing of various Pension Communication Products and RCMP Pay Communication Products (including Bi-weekly Direct Deposit and cheque Payment Statements, Statements of Remuneration, and active members' pension benefits statements).

- The Contractor must create PDF or PDF/UA files for all final print products, as specified, to send to CPC for posting on their view on demand (VOD) system and where applicable for posting on the epost™ services.
- The Contractor must also create PDF/UA files, as specified for identified Pension and RCMP Pay Communication products. The Contractor must distribute these printed Pension and RCMP Pay Communication products by mail and, as specified to the Contractor, transfer the identified electronic pension communication products for distribution via Canada Post Corporation's (CPC) Distribution epost™ service. CPC identifies all individuals who have signed up for their epost™ services as "subscribers" and creates and maintains this list of subscribers in a subscription file. CPC updates this subscription file daily. It is the responsibility of the Contractor to ensure they get the latest version of the subscription list before they split the file for print and epost™ (electronic) to process the job. The Contractor must Split files between physical and electronic using a standalone subscription file and Suppression of print documents for active epost™ subscribers.

A.1.2.1 The various Pension Communication and RCMP Pay Communication products that require variable printing, static printing, creation of PDF/UA files as specified, mail matching, inserting, mailing, and as applicable, distribution via CPC's epost™ service currently include:

A.1.2.1.a Pension Communication Products such as the following:

<b>Pension Plan</b>	<b>Communication products for each pension plan*</b>
Public Service Pension Plan (PSSA)	Multiple different print format, PDF, and PDF/UA documents as required
Royal Canadian Mounted Police Pension Plan (RCMPSA)	Multiple different print format, PDF, and PDF/UA documents as required
Canadian Forces Pension Plan (CFSA)	Multiple different print format, PDF, and PDF/UA documents as required
Judges Pension Plan (Judges)	Multiple different print format, PDF, and PDF/UA documents as required
Members of Parliament Pension Plan (MPRAA)	Multiple different print format, PDF, and PDF/UA documents as required

In addition to the processing of Direct Deposit Pension Payment Statements and Statements of Remuneration, each pension plan issues 'plan specific' products throughout the year.

- Additional Mail-out documents such as the GCWCC forms and letters for multiple pension plans
- Additional Mail-out Insert documents such as the epost™ flyer and GCWCC insert for multiple pension plans

\*The list of current Pension communication products, by pension plan, is provided in Appendix 1 to Annex "A".

A.1.2.1.b RCMP Pay communication products\* such as the following:

<b>RCMP Pay communication products</b>
Bi-Weekly Direct Deposit and Cheque Payment Statements
Statements of Remuneration (SOR)
Active Member Pension Benefit Statement Booklet

\*The list of current RCMP Pay communication products is provided in Appendix 1 to Annex "A".

Refer to A.1.2.2 in Annex "A" for further information regarding the production/mailling frequency, historical volume information, and delivery dates for individual Pension Communication Products and RCMP Pay Communication Products.

Data mapping information, file lay out information, and print specifications for the various Pension Communication Products and the RCMP Pay Communication Products are provided in Appendix 2 through 12.

It should be noted that some Pension and RCMP Pay Communication products may be print only, some Pension and RCMP Pay Communication products may be electronic only (distributed via epost™), and some are a combination of print and electronic. For Pension and RCMP Pay Communication products that include print and electronic distribution via epost™, the volume breakdown of electronic versus physical is subject to change.

#### A.1.2.2 Overall Pension and Pay Product Volumes – Historical Information

The information included in this section (A.1.2.2) is supplied in order to provide a historical perspective of the types and the quantities of documents produced as a part of this requirement. It does not represent a firm commitment that the same level of production and distribution activity will continue or that all of the Pension and RCMP Pay Communication products will continue to be required in the same quantities. Pension and RCMP Pay Communication products may be removed, modified, or added (if the specifications meet the current specifications for products as priced in the Annex "B" Basis of Payment) over the term of the Contract.

Envelope volumes

Customer	Customer number	Historical Quantity (2016/2017 fiscal year)
PSSA	1014995	1,000,000
CFSA	1014996	410,000
RCMP SA	1015706	100,000
MPRAA	1015705	2,500
JUDGES	1014997	15,000
RCMP PAY	4002952	1749

Product Description	Production Format	Historical Quantity	Production Period
<b>Pension Communication Products</b>			
Pension Communication Products (combined pension plans)	Print products and mail & PDF	1,867,194	Annual (Fiscal year April 2015 – March 2016)
Pension Communication Products (combined pension plans)	Electronic products (distributed via CPC epost™) & PDF/UA	76,239	Annual (Fiscal year April 2015 – March 2016)
Pension Communication Products (combined pension plans)	Print products and mail& PDF	Average 24,000*	monthly & weekly
Pension Communication Products (combined pension plans)	Electronic products (distributed via CPC epost™) & PDF/UA	Average 1,390*	monthly & weekly

*The following months have <b>additional mail-outs</b>			
Annual Direct Deposit Payment statements	Print products and mail & PDF	371,979	January
Annual Direct Deposit Payment statements	Electronic products (distributed via CPC epost™) & PDF/UA	22,917	January
epost™ insert	Print product and mail & PDF	403,067	January
epost™ insert	Electronic products (distributed via CPC epost™) – PDF/UA	0	January
Government of Canada Workplace Charitable Campaign (GCWCC) insert	Print products and mail & PDF	360,576	January
Government of Canada Workplace Charitable Campaign (GCWCC) insert	Electronic products (distributed via CPC epost™) & PDF/UA	32,800	January
RCMP Retired Member Pension Benefit Statement	Print products and mail & PDF/UA	16,953	January
RCMP Retired Member Pension Benefit Statement	Electronic products (distributed via CPC epost™) & PDF/UA	2,504	January
Statements of remuneration	Print products and mail	515,783	February
Statements of remuneration	Electronic products (distributed via CPC epost™) & PDF/UA	35,990	February
Liaison Newsletter	Print products and mail & PDF	194,536	August
Liaison Newsletter	Electronic products (distributed via CPC epost™) & PDF/UA	13,311	August
Government of Canada Workplace Charitable Campaign (GCWCC) insert mail out	Print products and mail & PDF	128,000	August
Government of Canada Workplace Charitable Campaign (GCWCC) insert mail out	Electronic products (distributed via CPC epost™) & PDF/UA	0	August
Government of Canada Workplace Charitable Campaign (GCWCC) insert mail out- follow up to August mail out	Print products and mail & PDF	9,000	October
Government of Canada Workplace Charitable Campaign (GCWCC) insert mail out- follow up to August mail out	Print products and mail & PDF	0	October
Regular sized double window envelopes for the GCWCC	Print product for mailing	137,000	August and October



RCMP Pay products			
Payment statements	Print products and mail	0	Bi-weekly
Payment statements	Electronic products (distributed via CPC epost™) & PDF	23,000	Bi-weekly
Statements of Remuneration	Print products and mail	1,749	February
Statements of Remuneration	Electronic products (distributed via CPC epost™) & PDF	28,108	February
Active Member Pension Benefit Statement Booklet	Print products and mail & PDF	458	November
Active Member Pension Benefit Statement Booklet	Electronic products (distributed via CPC epost™) & PDF	21,352	November

## A.2 REQUIREMENTS

The Contractor must provide the required printing (including variable printing) and production to final format of documents for mailing, inserting (including folding), preparation for mailing and mailing, creation of electronic documents as specified (creation of either a PDF or a PDF/UA as specified by the Project Authority for all electronic documents), and distribution of the final product to Canada Post Corporation. All printed material must be delivered to the closest Canada Post outlet for mailing and have an electronic file (PDF) created which must be sent to CPC via the CPC ifile system for storage in the VOD system that CPC has created for PSPC. All products which are not printed however, are saved as either a PDF or as a PDF/UA and must also be uploaded via the CPC ifile system to be accessible via the CPC's epost™ service.

**A.2.1** The Contractor must provide all activities and materials required to produce and deliver the required Pension and RCMP Pay Communication products and inserts via print and epost™ as specified for each.

This includes but is not limited to providing the followings services:

- set up and provision of a secure file transfer system (SFTP) between the Contractor and PSPC to receive the supplied data files and to send and receive Pension and RCMP Pay Communication products and inserts as specified;
- set up and provision of a Secure File Transfer (SFTP) with epost™ for the sharing of various files to enable electronic distribution via Canada Post's epost™ service;
- production proofing (for signoff prior to production) as specified for Pension and RCMP Pay Communication products and inserts;
- create PDFs &PDF/UAs, print and finish to final format of print products;
- static and variable printing of Pension and RCMP Pay Communication products and inserts for receipt at the specified destination addresses based on the timelines established in the schedule provided by the PSPC Project Authority;
- insertion using industry standard quality assurance procedures and induction into the mail stream;
- supply of all required double window envelopes for mailing (envelopes to include the individual customer number);
- generation of individual PDF documents with User Accessibility tags (PDF/UA) that meet the current Treasury Board Secretariat [TBS] Standard on Web Accessibility (presently WCAG2.0). The following link provides details on the WCAG2.0 specifications: <http://www.w3.org/TR/2014/NOTE-WCAG20-TECHS-20140408/pdf.html>
- splitting files between physical and electronic using a standalone subscription file;

- suppression of print documents for active epost™ subscribers;
- creation of XML index files for epost™ delivery;
- transmission of PDF/UA and index files to epost™ via a secure file transfer & managing the confirmation response files from epost™;
- receipt of subscription files from epost™;
- implementation and change testing with PSPC and epost™; and
- provide all required reporting (including Statement of Mailing) as specified in this Annex "A" Statement of Work.

#### **A.2.1.1. Confirmation of Production Cost**

Prior to each print production (variable or static) PSPC Project Authority will provide a Work Request with enough time so that there is sufficient time for the Contractor to provide PSPC with costs based on Annex "B". The work request will include a PDF copy of the document as well as job specifications. This will be followed up with a conference call to discuss the requirements of the job and to answer any questions the Contractor might have to enable them to provide the detailed cost breakdown for the total production described in the work request in accordance with the prices included in the Annex "B" Basis of Payment.

The Contractor must not proceed with the print production described in the Work Request until the PSPC Project Authority has provided confirmation in writing (by e-mail) to the Contractor to proceed with the production. The six (6) weeks allocated to process the job request will only begin once the Project Authority has provided the written confirmation to proceed to the Contractor.

#### **A.2.1.2 ifile information**

##### **Solution overview**

PWGSC uses Canada Post's epost™ service for online document presentment and console archival and retrieval. This solution requires individual PDFs (PDF or PDF/UA) to be created for almost every document (the exception being static newsletters and some inserts) and sent to Canada Post for archival purposes and in many cases, electronic delivery as well. The PDFs must also meet WCAG 2.0 accessibility standards.

##### **File Transfer**

The Contractor must set up an SFTP account with Canada Post/ epost™ that will be used for all secure file transfers. The Contractor must to PUSH mail delivery files to epost™ and PULL subscription files and acknowledgement files.

##### **File Splitting**

The Contractor must SPLIT the production files provided by PWGSC between print and epost™. To facilitate the file split, the Contractor must PULL a Subscription File from epost™ prior to each production run. The subscription file is a basic XML file that includes the account number (Payee Account Key or Employee Number for RCMP Pay). For greater clarity, 100% of the documents are sent to epost™ for archival purposes (the exception being static newsletters and some inserts), therefore 100% of the documents will be created as PDFs (PDF or PDF/UA) and referenced in the I-file. When a user is also a subscriber of epost™ for delivery (a match is found in the subscription file), the print piece is to be suppressed so that only the epost™ piece is delivered.



```
SR_Sample.xml
1 <?xml version="1.0" encoding="ISO-8859-1"?>
2 <Report type="SRR" date="2016-02-18" time="04:01:06" startDate="2014-05-21" endDate="2016-02-17" sequenceNumber="123" totalR
3 <Subscription uid="000A1111-AA11-000A-01A1-0A12345678A0" accountNumber="123456789" type="S" date="2014-05-29" time="
4 <NameOnAccount><![CDATA[Bob Smitt]]></NameOnAccount><User guid="000A1111-AA11-000A-01A1-0A12345678A0" language="
5 <Address line1="123 Main Street" line2="" city="Ottawa" province="ON" postalCode="K1A 0B1" country="CA"/>
6 <MailerDefined>
7 <Value1>123456789</Value1>
8 <Value2>1234</Value2>
9 <Value3></Value3>
10 <Value4></Value4>
11 <Value5></Value5>
12 </MailerDefined>
13 </Subscription>
14 </Publication></Report>
15
```

## Mail Delivery

The Contractor must PUSH mail delivery files to epost™ for every production. An individual PDF file is required for each document. The PDFs (or PDF/UAs) are sent along with an XML index file (I-file). The index file requires several variable items to be populated in the index that are taken from the mail piece. Variable items to be added include the mailer name and sequence number, recipient's name, address, account number, authentication fields and View On Demand search and display fields. The I-file and PDFs (PDF/UAs) are to be PKZip'ed together and PUSHED to epost™. The maximum zip file size is 2GB, so the Contractor may be required to split larger files.

```
1 <?xml version="1.0" encoding="iso-8859-1"?>
2 <sf:IFile sequenceNo="0009" xmlns:sf="http://www.canadapost.ca/smartflow">
3   <sf:DocumentSet organization="MAILER" totalNo="1">
4     <sf:Document sequenceNo="1" documentType="TAX">
5       <sf:ViewOnDemand>
6         <sf:FilterSet>
7           <sf:Filter ordinal="0">000001234</sf:Filter>
8         </sf:FilterSet>
9         <sf:DescriptorSet>
10          <sf:Descriptor ordinal="0">000001234</sf:Descriptor>
11          <sf:Descriptor ordinal="1">T4</sf:Descriptor>
12        </sf:DescriptorSet>
13      </sf:ViewOnDemand>
14      <sf:ResourceSet>
15        <sf:Resource contentID="DETAIL" contentType="application/pdf" name="000123456_1.pdf" />
16      </sf:ResourceSet>
17      <sf:DocumentDeliveryList>
18        <sf:DocumentDelivery channel="EPOST" address="account:000123456">
19          <sf:ParamSet>
20            <sf:Param name="type">S</sf:Param>
21          </sf:ParamSet>
22        </sf:DocumentDelivery>
23      </sf:DocumentDeliveryList>
24      <sf:Receiver>
25        <sf:AccountReference>000123456</sf:AccountReference>
26        <sf:Name>
27          <sf:FullName>JOE SMITH</sf:FullName>
28        </sf:Name>
29        <sf:SubscriptionAuth>
30          <sf:ParamSet>
31            <sf:Param name="auth1">000123456</sf:Param>
32            <sf:Param name="auth2">000001234</sf:Param>
33          </sf:ParamSet>
34        </sf:SubscriptionAuth>
35        <sf:PostalAddress type="UNPARSED_2">
36          <sf:Municipality><![CDATA[OTTAWA]]></sf:Municipality>
37          <sf:Province><![CDATA[ON]]></sf:Province>
38          <sf:PostalCode><![CDATA[K1A 0B1]]></sf:PostalCode>
39          <sf:Address1><![CDATA[123 Main St]]></sf:Address1>
40        </sf:PostalAddress>
41      </sf:Receiver>
42    </sf:Document>
43  </sf:DocumentSet>
44 </sf:IFile>
```

## A.2.2 Material Supplied to the Contractor

The PSPC Project Authority, will provide to the Contractor:

- the required document templates in PDF, (note, the Contractor must access the latest versions for the statement of remuneration from the CRA website)
- artwork (the printing specifications and requirements for each of the Pension and RCMP Pay Communication products);
- test data files for the development of test proofs;
- production data files for the development of production proofs;

- data files required for the Contractor to perform services described in this Annex "A" Statement of Work;
- data mapping instructions;
- the print delivery schedules for each product;
- lists of accounts for print exceptions, as required;
- identified inserts (as required) (Judges Indexation document supplier by PSPC) - **Other than the Judges Indexation document, the Contractor is responsible for the printing of all other inserts;** and
- reply envelopes for inserting (as required) (GCWCC).

#### **A.2.2.1 Specifications and Requirements for Pay and Pension Communication Products, as well as Optional inserts:**

Specifications and requirements for Direct Deposit Pension Payment Statements, Statements of remuneration and inserts are provided in the following Appendices:

- |   |            |
|---|------------|
| • Pension Communication Products                        | Appendix 1 |
| • Direct Deposit Pension Payment Statements (all plans) | Appendix 2 |
| • Statements of Remuneration (all plans)                | Appendix 3 |
| • GCWCC (PSSA, RCMP, CFSA)                              | Appendix 4 |
| • epost™ insert (all plans)                             | Appendix 5 |

Specifications and requirements for 'plan specific' documents are provided in the following Appendices:

- |   |             |
|---|-------------|
| • Public Service Pension Plan (PSSA)                | Appendix 6  |
| • Royal Canadian Mounted Police Pension Plan (RCMP) | Appendix 7  |
| • Canadian Forces Pension Plan (CFSA)               | Appendix 8  |
| • Judges Pension Plan (Judges Pension Plan)         | Appendix 9  |
| • Royal Canadian Mounted Police Active Pay          | Appendix 10 |

#### **Other Appendices**

- |                                       |             |
|---------------------------------------|-------------|
| • Envelope specifications             | Appendix 11 |
| • Table of paper/printing requirement | Appendix 12 |

Optional inserts (not limited to what is indicated in Appendices 6, 7, 8 and 10) of possible different dimensions and colour (to a maximum of 8.5" x 14") may be required for inclusion in the envelope with the documents. As different plan members may require different information, the required insert(s) may not be the same. Refer to Appendix 12 for general specifications. Pricing for additional inserts will be in accordance with the Annex "B" Basis of Payment.

### **A.2.3 Data Transfer and Data Files**

#### **A.2.3.1 Data File Transfer**

The Contractor must set-up and maintain a secure transmission - Secure File Transfer Protocol (SFTP) between PSPC and the Contractor.

The Contractor must setup and maintain connectivity with CPC's epost™ service using a Secure File Transfer Protocol (SFTP).

- The Contractor must "push" delivery files to epost™ including individual PDF or PDF/UA documents and an associated XML index file to epost™ in .zip format (one entry per PDF or PDF/UA). The maximum zip file size must not to exceed 2GB.

- The Contractor must “pull” file transfer acknowledgement files as well as subscription files from epost™ to facilitate the splitting of files between print and epost™.
  - RCMP Pay products are loaded to epost™ only
  - Depending on the product, pension documents are either:
    - loaded to epost™ and View on Demand system; or
    - loaded to epost™ only.

PSPC will provide the pension data files to the Contractor in XML format.

**\*Note:** Canada Post Corporation will provide training for the development of the index files used to load products on epost™ and View on Demand. The training is a document provided by CPC, the Contractor will have access to contact CPC for clarification, either by phone or e-mail.

#### **A.2.3.2 Maildata / Variable Print files**

PSPC will provide the Contractor with raw data along with a data layout and data map which the Contractor must convert into delivery ready mail pieces.

The Contractor MUST transform the PSPC Maildata from its provided format into the required format for the selected delivery channels, based on the business rules supplied by PSPC in Appendix 6.

The Contractor must manage all file transfers (using the most up to date subscription list) with Canada Post's epost™ service. The Contractor must push files via SFTP (accessible PDFs [PDF/UAs] and XML index file packaged within a .zip file). The Contractor must pull via SFTP the file transfer acknowledgement files as well as the subscription reports (list of subscribers).

PSPC will provide Maildata delivery instructions indicating which Electronic Documents are to be printed with each Work request.

The Contractor must transform the supplied maildata files into Electronic Documents using the appropriate Document Layout.

The Contractor must ensure that all maildata is secure and protected in accordance with the stated security requirements of the SRCL and contract clauses and conditions.

All print files will be sent to the Contractor via the Contractor's Secure File Transfer Protocol (SFTP).

The Contractor must extract various data elements from the raw data file and populate them into the XML index file that is sent to epost™. These fields are used for epost™ delivery, search and authentication purposes.

All print documents are converted to individual PDF or PDF/UA documents and sent to epost™ with an XML index file. *All documents are saved on epost™ as a type of pdf document. For the most part, documents loaded to epost™ are PDF/UA, but not all. RCMP Pay documents for active members are currently loaded to epost™ as PDF only.*

### A.2.3.3 File Naming Conventions

The following table contains the file naming convention to be used for Direct Deposit pension payment statements:

Pension Plan	File Naming Convention Direct Deposit Statements (weekly and monthly)
PSSA	GCPENS.PROD.CPC.D087.PENSTUB.J...
RCMP	GCPENS.PROD.CPC.D030.PENSTUB.J...
CFSA	GCPENS.PROD.CPC.D018.PENSTUB.J...
Judges	GCPENS.PROD.CPC. SV06001
MPRAA	GCPENS.PROD.CPC.D087.MPSTUB.J...

RCMP Pay	File Naming Convention (bi-weekly)
RCMP Pay Direct Deposit statements	TO-CPC-RCMP-DIV-DDST-...
RCMP Pay Cheque statements	TO-CPC-RCMP-DIV-CHST-....

NOTE: For all other data files, PSPC will provide the file names to the Contractor via e-mail prior to sending the files via SFTP.

### A.2.4 Portable document format / Universal Accessibility (PDF/UA)

The Contractor must develop the electronic files of the Pension and RCMP Pay Communication products and inserts as accessible WCAG2.0 compliant PDFs (PDF/UA). Only documents for the active RCMP members may be saved as regular PDF documents. The transfer of the PDF and PDF/UA documents along with associated index files must be transferred to CPC epost™ service via the secure file transfer protocol as specified in this Annex "A" Statement of Work. The PDF/UA documents must meet the current Treasury Board Secretariat [TBS] Standard on Web Accessibility (presently WCAG2.0) as described in the following link: <http://www.w3.org/TR/2014/NOTE-WCAG20-TECHS-20140408/pdf.html>

### A.2.5 Static and Variable Printing – Production

#### A.2.5.1 Sustainable Development/Green Plan

In support of the Government of Canada's Sustainable Development Strategy, PSPC is committed to the purchase of environmentally sound products that are of equal quality or better than the industry average.

Green procurement is the procurement of products and services that have a lesser or reduced effect on human health and the environment when compared with competing products or services that serve the same purpose. This comparison may consider the full life cycle of a product, including: raw material acquisition, production, manufacturing, packaging, distribution, operation, maintenance, disposal and re-use of the product or service. Green procurement encompasses the concept of the procurement of goods and services that provide for basic human needs and bring a better quality of life, while minimizing the use of non-renewable natural resources and toxic materials and the emission of wastes and pollutants over the life cycle, so as not to jeopardize the ability of future generations to meet their own needs.

The Contractor must make every possible effort towards supplying print services that are the result of environmentally sound processes, without detracting from the appearance of said items nor deviating from the stated specifications for quality, functionality, and durability.

#### A.2.5.2 Print Products

The Contractor must provide the printing and finishing of the required Pension and Communications and insert products to be used for overprinting the variable printing of the Pension and RCMP Pay Communication products as specified for each as well as all static printing. This also includes the supply

of envelopes. The Contractor must ensure that they have all required products (paper, envelopes etc) as required to meet PSPC requirements within the stated service levels and the stated printing timeframes.

#### **A.2.5.2.1 Service levels**

Service level for pension direct deposit payment statements (weekly or monthly):

- files are sent to the Contractor every Thursday morning
- the Contractor must process the files on Thursday
- the Contractor must send data confirmation report to PSPC Project Authority for confirmation of volumes
- PSPC Project Authority has two (2) hours to identify any discrepancies (if the Contractor doesn't hear from the PSPC Project Authority (or designated representatives) within that 2 hours, then the files are to be processed)
- files must not be processed after 3:00p.m.

Service level for annual mail outs (planned) or new mail out (unplanned):

-PSPC Project Authority will send the PDF template to the Contractor at least six (6) weeks prior to the delivery/production date.

-PSPC Project Authority will provide the date that the testing files and production files will be sent to the Contractor so that the Contractor can provide proofs.

- It is up to the Contractor to ensure that all aspect of the jobs are met and delivered on time as per the agreed production date.

Within the six (6) weeks period the Contractor must perform the following steps:

- testing (by the Contractor and by PSPC)
- provide proofs
- creation of PDF/UA
- QA - verification of PDF/UA PSPC Project Authority (and designated representatives)
- send the data confirmation report to PSPC for confirmation of volumes
- print
- mail the printed documents to ensure they meet the required delivery date
- delivery of product by epost™ for members subscribed to epost™ by the delivery date
- all PDF and PDF/UA documents must be sent via ifile to CPC for posing on both epost™ and VOD

Service levels for RCMP pay direct deposit statements:

The Contractor must ensure that the:

- files are sent through SFTP on a bi-weekly basis on Thursdays – July 13, July 27, August 10
- files must be posted on epost™ for members who are subscribed to epost™ on the following Monday – July 17, July 31, August 14
- send data confirmation to RCMP for confirmation of volumes

#### **A.2.5.3 Variable Printing**

The Contractor must provide variable printing of the Pension and RCMP Pay Communication products and inserts on the indicated print product as specified by the PSPC Project Authority.

#### **A.2.5.4 Specifications**

- Paper specifications for products and inserts are provided in the Appendices section of the Annex "A" Statement of Work (refer to appendix listing in A.2.2.1).
- Static printing, variable printing, and layout specifications for each Pension and RCMP Pay Communication product and insert are provided in the Appendices section of the Annex "A" Statement of Work (refer to appendix listing in A.2.2.1).
- Finishing (including folding) specifications for each Pension and RCMP Pay Communication product and insert are provided in the Appendices section of the Annex "A" Statement of Work (refer to appendix listing in A.2.2.1).

#### **A.2.5.5 Required Proofs - Pension and RCMP Pay Communication Products and inserts**

- *Initial proofs – all products (static and variable);*
- *Test proofs using test data files (i.e. 25 different data files = 25 different proofs) – for variable print products;*
- *Production proofs with production data files (i.e. 25 different data files = 25 different proofs) – for variable print products;*
- *PDF/UA proofs – one proof for each language and variation for products loaded to epost.*

The Contractor must provide one (1) complete set of proofs of each electronic and printed Pension and RCMP Pay Communication product and insert to the PSPC Project Authority for review, approval, and sign-off before printing.

Proofs for products and inserts that are produced for mailing as printed documents:

- A PDF of the print proof must be submitted for approval via the secure transfer mechanism to the PSPC Project Authority for sign-off prior to production.
- For products and inserts that are printed in colour: A high-resolution digital colour proof, and a printed (hard copy) colour proof per language version, folded and trimmed to size must be provided to the address identified in A.2.5.7. for the following products:
  - PSSA Annual Pensioners' Statements
  - PSSA BC insert
  - RCMP Active Member Pension Benefit Statement Booklet
  - Liaison

Proofs for products and inserts that are produced electronically:

- A PDF or PDF/UA (based on product specifications) of the electronic proof must be submitted via the secure transfer mechanism to the PSPC Project Authority for sign-off prior to production. Based on review of the submitted proofs, should correction by the Contractor or author's alterations be necessary, the PSPC Project Authority must receive new hardcopy proofs for review and approval within 2 business days. Revision and the subsequent hardcopy samples may be requested as many times as necessary prior to final approval.

#### **Test proofs:**

Unless otherwise specified, twenty-five (25) test proofs (using test data files) are required in each language and each variance of the product.



## **Production Proofs:**

Unless otherwise specified, twenty-five (25) production proofs (using production data file) for validation purposes prior to authorizing the processing of each product.

All revisions and approvals for each Pension and RCMP Pay Communication product and insert must be finalized at least one (1) business day prior to the Production start date.

Revised proofs required due to error or omission by the Contractor must be provided at no additional cost to PSPC.

Proofs must be accounted for in the production and delivery schedule(s).

### **A.2.5.6 Required Samples – Regular size Double Window Mailing Envelopes (see A.2.7.1 for specifications)**

The Contractor must provide the PSPC Project Authority five (5) samples of the double window envelopes for each pension plan as well as the RCMP Pay to be used for mailing. The Contractor must not begin production until the PSPC Project Authority has confirmed in writing that the supplied envelope samples meet the requirements as specified in the Annex "A" Statement of Work.

The Contractor must print the Customer number on the envelopes for the respective pension plans and the RCMP Pay:

Pension Plan Customer numbers:

PSSA – 1014995  
CFSA – 1014996  
Judges – 1014997  
MPRA - 1015705  
RCMP Pension – 1015706  
GCWCC – 2407442

RCMP Pay Customer number: 4002952.

### **A.2.5.7 Proofs Address(es)**

Proofs must be sent to the following address(es):

TBD  
Ottawa, Ontario  
Attn:

### **A.2.5.8 Testing**

#### **A.2.5.8.1 Implementation period**

After Contract award, PSPC will provide several test files (via SFTP) after the IT inspection has been completed. It is expected that the implementation period will last 4 months.

The test files will require the Contractor to produce test products and produce reports for verification by the PSPC Project Authority prior to actual production. This test includes the requirements to match identified files. More than one (1) set of samples may be required for each test file depending on the accuracy of the output. The Contractor must provide output back to the PSPC Project Authority for verification purposes.



Based on review of the test files output produced as specified by the Contractor, should corrections by the Contractor be necessary, the PSPC Project Authority must receive new test products for review and approval within 2-3 business days. The Contractor must meet all requirements as set out in this this Annex "A" Statement of Work.

#### **A.2.5.8.2 Existing and new products**

The Contractor must test all existing and new products. For Direct Deposit statements, once they have all been tested and passed, they don't need to be re-tested thereafter even though they will be produced on a weekly, bi-weekly and monthly basis, unless there is a change to the software or the version being used.

**For print requests:** PSPC Project Authority will provide the Contractor with details regarding the product, including a template of the product and, in the case of products requiring variable data, a test file will be provided and instructions for mapping the data to the template.

**For Print and epost™ request:** in addition to the print details, the Contractor must create PDF/UA documents as required and test to ensure that they meet all the "A" and "AA" requirements as set out current Treasury Board Secretariat [TBS] Standard-on) Web Accessibility (presently WCAG2.0) version.

The Contractor must provide the PSPC Project Authority with print test proofs, print production proofs and PDF/UA Proofs (as applicable) for validation, approval and sign off prior to processing the job as described in A.2.15 Proofs. If at any point during the Contract, the Contractor has a software update or a change to the software that is being used to create these accessible documents the Contractor must notify the PSPC Project Authority of this change and provide a new test files in order that PSPC Project Authority can ensure that these new documents are meeting the current TBS standards on Web Accessibility. Also if CRA changes a form the PDF/UA must be re-assessed (since the layout or placement of info may have changed). These test files should be provided to PSPC at least 2 months prior to the print run.

#### **A.2.6 Insertion**

Each mail piece may include up to three (3) inserts. The type of pension or pay communication product will determine which inserts will be included.

The Contractor must, unless otherwise specified in writing by the PSPC Project Authority, insert the printed Pension and RCMP Pay Communication products and inserts into Regular size double window envelopes as specified in A.2.7.

The Contractor must insert the appropriate language "facing out" based on the instructions provided by PSPC Project Authority for bilingual products.

The Contractor must provide insertion services by adding the appropriate bar codes to manage the mechanical folding and mechanical insertion into the specified envelope of the:

- printed Pension and RCMP Pay Communication products
- reply envelope (if required)
- inserts (if required)
- Newsletter (if required)

Return addresses for the respective pension plans will be printed on the product or on a banner page (as required). Banner page is required when the product does not contain the member's name and address. Banner text will be provided by PSPC Project Authority, as required, see Appendix 10 for more detail.

#### **A.2.6.1 Tracking mechanism**

The Contractor must have a tracking mechanism so that if an error or issue arises, these numbers are used for the Contractor to track the document to identify the issue.

#### **A.2.6.2 Matching of Pension and RCMP Pay Communication Products and Inserts for Insertion (Mail matching/Document Merge for Mailing in Common Envelope)**

The Contractor must perform a match (merge) of Pension and RCMP Pay Communication products and inserts that belong to the same client. PSPC will provide the Contractor with specific instructions for mail outs that include more than one document and /or require inserts be included in the envelope.

Once the merge of all accounts is completed, the matched Pension and RCMP Pay Communication products must be folded together and inserted into the same envelope with the appropriate insert.

The name and address of the recipient must appear in the envelope's address window. The Contractor must ensure that the correct information is printed, with the rest of the relevant data, on each Pension and RCMP Pay Communication product and insert.

##### **A.2.6.2.1 Pension and RCMP Pay Communication Products or Inserts - No matching required before insertion**

Specified Pension and RCMP Pay Communication products and inserts may not require mail matching. In this case the Contractor must print, finish, fold, and insert the single product as specified for each into envelopes for mailing.

Other Pension and RCMP Pay Communication products and inserts will not require mail matching but will be inserted individually along with at least one (1) other printed insert.

##### **A.2.6.2.2 List of Matching Requirements for Pension and RCMP Pay Communication Products and Inserts**

See Appendix 12 for details.

#### **A.2.7 Mailing Envelopes**

The Contractor must provide envelopes for mailing as follows:

##### **A.2.7.1 Regular size double window envelopes**

Size: 9-1/2" x 4-1/8"  
Flap: full glue (straight).  
Paper: 24lb envelope paper, Natural Kraft, made with recycled material.  
Ink: black  
Printing on front the specific Postal indicia (different one for different requirements) and on the back the Canada wordmark

Construction: Two (2) side seam, open side (the side glued flaps must be inside the back panel)

Windows: Double window

##### **Window Material:**

Avpexine, only one (1) patch for both windows.

Glue must be evenly distributed (no dots).

The window material must be glued around the edges of the windows in a manner that will not interfere with automated insertion of inserts into the envelopes.

**Window size:**

Top window: 1-3/16" wide x 4-3/16" high  
Bottom window: 1-3/16" x 4-5/8"

**Window location:**

Top window: 5/8" from left edge and 2 1/2" from bottom edge  
Bottom window: 5/8" from left edge and 11/16" from bottom edge.

**A.2.7.2 Oversize envelope for RCMP**

Size: 305 mm x 229 mm (12" x 9")  
Flap: full glue (straight).  
Paper: 24lb envelope paper, Natural Kraft, made with recycled material.  
Ink: black  
Printing on the front the specific Postal indicia (different one for different requirements) and on the back the Canada Wordmark  
Construction: Two (2) side seam, open side (the side glued flaps must be inside the back panel)

Window: Single window

**Window Material:**

Avpexine, only one (1) patch for both windows.  
Glue must be evenly distributed (no dots).  
The window material must be glued around the edges of the windows in a manner that will not interfere with automated insertion of inserts into the envelopes.

**Window size:**

Top window: 1-3/16" wide x 4-3/16" high

**Window location:**

Top window: 5/8" from left edge and 2 1/2" from bottom edge

Windows: one window, front 2.3"

Address: Front top address is printed on the statement and to show through the envelope window

Return Address: front top left

**A.2.8 Stock**

The Contractor must ensure that there is sufficient paper, inserts and envelopes to fulfil the PSPC requirement described in this Annex "A" Statement of work.

These products, inserts, and envelopes with a security level must meet the security requirements as stated in the SRCL and the clauses and conditions section of the Contract.

For any inserts that are supplied by PSPC to the Contractor, the Contractor must notify the PSPC Project Authority in writing (by e-mail) of each requirement to reprint or receive stock for the purposes of having the insert in time for the production. The Contractor must ensure that notification is provided in adequate time to provide the required product and ensure adequate supply for all distribution/mailing requirements.

## **A.2.8.1 Disposal of Stock / Return of Stock to PSPC**

**A.2.8.1.1** The Contractor must, upon receipt of PSPC Project Authority authorization in writing, return or provide disposal services for:

- Pre-printed products and inserts that are no longer required
- Pre-printed products and inserts in excess of the quantities approved by the PSPC Project Authority
- Mailing envelopes in excess of the quantities approved by the PSPC Project Authority

The Contractor is solely responsible for the costs incurred in disposing of any waste material (pre-printed products and inserts and mailing envelopes) in excess of the amount approved by the PSPC Project Authority.

### **A.2.8.1.2 Secure Destruction / Return of excess items**

The Contractor must ensure that all materials that have a security designation and are destined for disposal are subjected to monitored destruction in a manner required by the security classification and is in accordance with the security requirements of the Contract.

When Pension and RCMP Pay Communication products or inserts with a security designation must be destroyed, the Contractor must:

- Complete a *Certificate of Destruction/Transfer/Receipt of Transferred Key Control Form*, signed by two (2) employees who have witnessed the destruction, that lists the item description and unique identifier number and attests to the means and date of destruction;
- ensure all certificates are retained in a secure manner; and
- provide a copy to the PSPC Project Authority upon request.

PSPC Project Authority will monitor destruction actions and investigate if necessary.

## **A.2.9 Mailing**

The Contractor must deposit the prepared mail pieces (inserted, sealed envelopes) where applicable, into the mail stream in accordance with the specified production schedule or deliver them according to PSPC Project Authority instructions and CPC specifications. A separate Statement of Mailing must be used for documents from each Pension plan quoting the appropriate CPC customer number.

The Contractor **must not** bundle documents together from the various plans.

The Contractor must prepare a Statement of Mailing for the induction which references the CPC customer number for each applicable Pension Plan.

### **A.2.9.1 Mail Preparation**

Pension and RCMP Pay Communication products and inserts must be inserted into the envelopes with the recipient address visible in the window. The inserts must be inserted behind the corresponding pension or pay communication product(s) as per the requirements specified in the appendices to this Annex "A" Statement of Work.

PSPC will provide the distribution/mailing instructions for each product.

The Contractor must provide the necessary service, including either provincial or national sorting of the supplied files, to ensure that material delivered to CPC meets the CPC requirements for Incentive Presort postage rates wherever possible. Any amendments or changes to these requirements set out by CPC during the term of the contract and option period must also be followed by the Contractor prior to delivery of the material to CPC, so that PSPC always pays the lowest possible postage rate per piece of mail.

The Contractor must contact CPC and PSPC, before the mailings to confirm that, at the time of mailing, the Contractor is meeting all CPC requirements for mail preparation for Incentive Presort postage rates in order to pay the lowest possible postage rate per piece of mail. Before the mailing is started, the Contractor must provide the PSPC Project Authority written confirmation that the Contractor has obtained from CPC what the requirements are in order for PSPC to pay the lowest possible postage rate per piece of mail. Before the mailings are sent, the Contractor must send a copy of the Incentive Lettermail Mailing Summary to CPC.

Should PSPC be charged more than the lowest possible rate for postage, the Contractor is responsible for the repayment to PSPC of the amount in excess of the lowest possible rate unless the Contractor can demonstrate that the overcharge is not due to the non-compliance of the Contractor with regards to the CPC requirements for Incentive Pre-sort postage rates.

Mailing/distribution costs must be prepaid by the Contractor and shown as a separate item on the invoice, and supported by a copy of the prepaid transportation bill and/or proper cost support documentation (Statement of Mailing). Mailing costs incurred by the Contractor in the performance of the work will be paid by PSPC at cost with no allowance for profit or overhead and upon receipt of proper cost support documentation.

#### **A.2.9.2 Address Accuracy**

Statements of Address Accuracy will be presented with all files passed to the Contractor. The Contractor must maintain address accuracy verification and correction of the supplied files and to meet all other CPC requirements for incentive postage rates (domestic, US and foreign).

The Contractor must provide a Statement of Mailing (SOM) to Canada Post Corporation with every bundle of mail. The SOM must to include:

- All of the specifications for the mailing, such as piece weight, and the customer number that is to be invoiced (mailed on behalf of).
- The PSPC Incentive agreement number

PSPC Project Authority will provide the Contractor with a copy of the Address Accuracy Certificate.

#### **A.2.9.3 Electronic Statement of Mailing (ESOM)**

The Contractor must provide the PSPC Project Authority with an Electronic Statement of Mailing (ESOM) for each print file delivered to CPC. In cases where a large print file is delivered to CPC over a period of two (2) or more days, a separate ESOM can be prepared for each portion of that print file.

Each ESOM must contain the tracking mechanism (as described in A.2.6.1) of the applicable print file for reference purposes. Postage for mail from different print files cannot be contained in the same ESOM.

#### **A.2.10 Contractor's Specifications for Receiving Supplied Materials**

The Contractor must provide the criteria to specify the receiving requirements for any inserts and reply envelopes supplied to the Contractor by PSPC.

As a minimum, the Contractor must provide the following information plus any other requirements relevant to its receiving requirements:

- Basic packaging with cartons
- Carton size and weight
- Skid size and type
- Criteria for loading skids

- Labeling criteria for cartons and skids

#### **A.2.11 Quality Assurance by Contractor / Quality Control**

**There is no acceptable tolerance for errors in the static printing, the variable printing, the matching of forms/documents, or the insertion of the forms/documents** (Pension and RCMP Pay Communication products and inserts). The Contractor must employ a method of continuous monitoring of the matching and inserting processes that includes identifying errors in matching and inserting to ensure that the correct documents/forms are being inserted into each individual mailing envelope. During any production, the Contractor may be asked to provide a daily report containing the daily production of inserted envelopes. The report should also include the number of inserted envelopes successfully processed, any problems that occurred during processing and the corrective action(s) taken. Random checks of the inserted envelopes, either during the insertion operation or after inserting is completed, is not acceptable as the only method used by the Contractor for controlling the matching of the documents/forms.

The Contractor must have an automated reader system in place that is capable of reading unique sequence numbers on each mail piece to eliminate the risk of double insertions.

At the beginning of production, the front-end live data product of each application must be submitted to the Project Authority for review and validation.

The Contractor must provide proofs as specified in section A.2.5 of this Annex "A" Statement of Work.

The Project Authority or designated representative(s) will be conducting on-site quality control inspections on a random basis, selecting random samples of any of the final products at the production site during the production phase of any work request.

The Contractor must permit the Project Authority (or designated representative) to access the print facility at all stages of production (printing, folding, and insertion) and to allow random batches to be taken, on-site, by PSPC staff and compared with hard copy reports to verify the totals being printed.

As stated in A.2.4, the Contractor must create accessible documents (presently PDF/UA) to meet the current TBS Standard on Web Accessibility (presently WCAG2.0). The Contractor must perform quality assurance to ensure that these documents meet all the required functionality to be distributed, accessed and reviewed by recipients as PDF/UA documents. The Contractor must provide the PDF/UA to the PSPC Project Authority who will test to ensure all TBS Standards on Web Accessibility (presently WCAG2.0) "A" and "AA" requirements are met. The Contractor must correct all errors, at its own cost, for all PDF/UA that fail to meet the accessibility requirements. Further information related to WCAG2.0 related to PDF/UA is available at <http://www.w3.org/TR/2014/NOTE-WCAG20-TECHS-20140408/pdf.html>

#### **In the event of non-conformance**

In the event of a defect or non-conformance of any of the work, the Contractor, at the request of Canada to do so, must replace at its own expense the part of the Work found to be defective or not in conformance with the requirements of the Contract. Replacement quantities of the work must be produced and delivered in accordance with the delivery schedule stipulated in section A.2.12.

Vendor Performance Corrective Measure Policy (VPCMP) will be applied in the event of a defect or non-conformance of any of the work.

#### **Mailing/ Distribution Errors**

If any of the pension and pay products produced under the Contract are mailed to an incorrect address, due to error on the part of the Contractor, the Contractor must reprint, replace, and redistribute the required pension and pay products to the correct address. The Contractor will also be responsible for all mailing/shipping costs.



## **A.2.12 Delivery Schedule**

Pension and RCMP Pay Communication products and inserts (paper format, PDF and PDF/UA) must be produced to final format. Printed products: folded, inserted into envelopes, prepared for mailing, mailed/distributed, and received at the destination addresses in accordance with the delivery schedule included in Appendix 1 to this Annex "A" Statement of Work and the confirmed delivery dates agreed to by the PSPC Project Authority for each mail-out.

Distance from printing site to mailing address should also be taken into consideration because, as mailing distance increases, so does the amount of time for it to be received by the addressee.

## **A.2.13. Performance Tracking and Post Production Reporting**

Establishing and monitoring performance against service standards and measuring satisfaction are two (2) critical activities to promote service excellence.

In order to achieve service excellence, key performance measures may be agreed to and detailed in each Work Request and/or Project Plan and/or Change Order.

The Contractor must:

- respond to PSPC's email within 24 hours (unless marked urgent as specified in section A.2.14)
- provide daily update and progress report on any issues brought to the PSPC Project Authority attention;
- inform the PSPC Project Authority right away when instructions are not clear;
- inform the PSPC Project Authority if the files are sent in a format that is not compatible;
- inform the PSPC Project Authority of any delays that could jeopardize delivery dates;
- conduct quality assurance for every work request before submitting to the PSPC Project Authority;
- ensure that the Contractor has enough inventory on hand (paper and envelopes) to perform the work within the stated service standards; and
- inform the PSPC Project Authority of any system upgrades that might affect the production of any of the products as per the Annex "A" Statement of Work.

### **A.2.13.1 Production Control Reports**

The Contractor must provide the PSPC Project Authority with a production control report in PDF format for all Pension and RCMP Pay Communication products prior to processing.

The production control report will be used to confirm the Contractor has the same volume as what was sent in the data file. PSPC must receive a production control report for each product processed confirming total volumes of mail pieces and a breakdown of how many were sent by mail and how many by epost™. PSPC will validate within two (2) hours of receipt of the report and respond if there are any discrepancies, if PSPC doesn't respond within two (2) hours the Contractor has the approval to process the job automatically.

The Contractor must provide a separate Control Report for each print file. The report is to contain:

- a) Date of Production
- b) The Pension Plan's full Name
- c) The Pension Plan's data file name
- d) Total volume of accounts in the data file
- e) Total volume of accounts to be printed and mailed

- f) Total volume of accounts to be delivered via epost™ (print suppressed)
- g) Total volume of members subscribed to epost™ (in total as of that date for the entire plan, not just for the specific job)
- h) Total cost for postage

#### **A.2.13.2 Post Production Reports**

**Reporting must be provided separately for each of the following:**

<b>Pension Plan and Pay Groups</b>	<b>Report Schedule</b>
PSSA	Monthly and cumulative year end (April 1st -March 31st) reports
RCMPSA	Monthly and cumulative year end (April 1st -March 31st) reports
CFSA	Monthly and cumulative year end (April 1st -March 31st) reports
Judges	Monthly and cumulative year end (April 1st -March 31st) reports
RCMP Pay	Monthly and cumulative year end (April 1st -March 31st) reports

##### **A.2.13.2.1 Tombstone Information for Reports**

The following tombstone information must be included in all reports:

- Title of Pension plan or Pay group
- Title of Pension plan or Pay communication product
- Pension Plan or Pay group account number
- Date
- Invoice number

##### **A.2.13.3 Tracking Reports**

The Contractor must provide monthly Volume Tracking reports for each pension and pay group to include the following:

- Number of mail pieces printed every month
- Number of mail pieces loaded to epost™ every month

The Contractor must provide cumulative year end Volume Tracking reports for each pension and pay group to include the following:

- Total of mail pieces printed during the fiscal year
- Total of mail pieces loaded to epost™ during the fiscal year

##### **A.2.13.4 Records Management**

The Contractor must back-up and retain all electronic records pertaining to the PSPC production activities for the period of the Contract unless otherwise instructed by the PSPC Project Authority.

The Contractor must store all hard copy records pertaining to the PSPC production activities for the period of the Contract unless otherwise instructed by the PSPC Project Authority.

The Contractor must provide any records requested by the PSPC Project Authority within one (1) working day of a request for the records being submitted by the PSPC Project Authority.



The PSPC Project Authority may require that the Contractor delete all or any part of the electronic records or shred all or any part of the hard copy records at 24 month intervals dating from the award of the Contract. Written instructions, signed by the PSPC Project Authority, detailing the records to be deleted or shredded will be provided to the Contractor.

#### **A.2.14 Problem Resolution**

The Contractor must respond within two (2) hours (or, if the call is later than 3:00 p.m. a response by 5:00 p.m. EST/EDST the same day) to any call and/or email from the PWGSC Project Authority.

The Contractor must have problem escalation procedures in place during regular business hours (8:00 a.m. to 5:00 p.m. Eastern Standard Time [EST]/ Eastern Daylight Savings Time [EDST]).

The Contractor must identify and maintain problem escalation procedures. The Contractor must provide a report within one (1) business day of being notified of a problem.

Any call from the Project Authority (or designated representative) must be responded to within two (2) hours (or, if the call is later than 3:00 p.m. a response by 5:00 p.m. Eastern Standard Time [EST]/ Eastern Daylight Savings Time [EDST] on the same day).

PSPC will monitor performance in regard to quality and service levels and provide timely feedback to the Contractor after the completion of each work request. If there has been a delay in delivery or issues with the Work Request, the PSPC Project Authority or designated representative will notify the Contractor in writing via e-mail and will perform the follow-up with the Contractor in regard to the service delivery issues.

#### **A.2.15 Project Authority's Responsibility**

The PWGSC Project Authority will perform the following activities:

- a) authorize all proofs prior to printing production;
- b) authorize all samples prior to printing production;
- c) supply test data for test samples prior to printing and production;
- d) supply a copy of the proposed final production schedule;
- e) supply distribution instructions;
- f) sign-off for printing and distribution;

#### **A.2.16 Contractor's Responsibility**

The Contractor must perform the work described in this Annex "A" including the following activities:

- a) Provide electronic proofs to the PWGSC Project Authority for approval prior to production of all items to be printed;
- b) provide PDF samples of print and electronic versions to the PWGSC Project Authority for approval prior to production;
- c) provide printed test samples print and electronic versions to the PWGSC Project Authority for approval prior to production;
- d) provide production samples of print and electronic front covers, back cover and cover letters to the PWGSC Project Authority prior to printing and production;
- e) conduct frequent checks to ensure the proper sequencing and positioning of data on statement pages during overlay;

- f) as there are multiple distribution points, prior to shipment the Contractor must ensure that their distribution section separates, verifies by name, and verifies that the number of statements matches the count on the Packing Slip;
- g) the Contractor must ensure that progress reports are made available to the Project Authority, PWGSC, as per section A-2.13 for verification of print and distribution activities on a daily basis, at no later than 11:59 p.m. Eastern Standard Time;
- h) provide an electronic copy of actual Statements of mailing to the Project Authority, PWGSC with shipment date;
- i) provide a distribution list to the PSPC Project Authority that contains the Department's Full Name, Destination Code, Distribution (shipping) Date, and Totals provided by Version;
- j) the Contractor must provide the Project Authority with a schedule on when shipments will be sent to each Organization;
- k) the Contractor must provide the PSPC Project Authority with three (3) copies of the mapping template that shows the various production variable data fields. This is required at the beginning, the middle and the end of data mapping testing and to be inserted in the templates that are used for printing (English & French);
- l) the Contractor must provide the PSPC Project Authority the costing for reprints per unit;
- m) the Contractor must provide the PSPC Project Authority with PDF/UA versions for visually impaired members; and
- n) the Contractor must provide the Project Authority with a report of data mapping incident fixes.

### **A.3 COMPONENTS**

All components required to complete the Contract; whether produced or purchased by the Contractor, or provided to the Contractor are the property of the Government of Canada.

The Contractor must return all components to the Project Authority within five (5) working days of receiving the request to do so and at no additional cost to Canada.

Components must be packaged appropriately and shipped in a manner to ensure safe delivery at the specified destination.

## Appendix 1 Pension Communication Products

The information included in this Appendix and section A.1.2.2 is supplied in order to provide a historical perspective of the types and the quantities of documents produced as a part of this Pension Communication Products requirement. It does not represent a firm commitment that the same level of ordering activity will continue or that all of the Pension communication Products will continue to be included or ordered in the same quantities. Pension communication Products may be removed, modified, or added (if the specifications meet the current specifications of the Pension communication Products as priced in the Annex "B" Basis of Payment) to the inventory over the term of the Contract. Any of the Pension Communication Products currently ordering may be deleted from or new Pension Communication Products during the Contract.

Pension Plan	Frequency	Estimated Volumes by delivery type	Delivery date
<b>PSSA</b>			
Annual Pensioners' Statement (APS)	Annually	Print: 246,749 epost™: 15,150	January
BC Insert	Annually	Total 30,000 Print: unknown epost™: unknown	January
Monthly Direct Deposit Payment Statement	February to December	Print: 287,103 epost™: 24,431	between the 18 <sup>th</sup> and 21 <sup>st</sup>
Ad hoc Direct deposit payment statements	Weekly (issued for ad hoc payments outside of the monthly payment run)	Print: 28,021 epost™: 998	Processed every Thursday
Statements of Remuneration – original/main run	Annually	Print: 348,895 epost™: 25,808	February
Statements of Remuneration – amended/cancelled runs	From March to November	Print: 4500 epost™: 0	Processed on Friday beginning March
Liaison Newsletter	Annually	Print: 194,536 epost™: 13,311	August
Welcome Package – Notification for Plan Membership	Quarterly	Print: 21,000 epost™: 0	as requested
<b>RCMPSA</b>			
Annual Direct Deposit Statement	Annually	Print: 17,509 epost™: 1,968	January
Monthly Direct Deposit Statement	February to December	Print: 36,724 epost™: 4,975	between the 18 <sup>th</sup> and 21 <sup>st</sup>
Ad hoc Direct deposit payment statements	Weekly (issued for ad hoc payments outside of the monthly payment run)	Print: 1,552 epost™: 43	Processed every Thursday
Retired member Pension Benefit Statements 8 versions (4 French, 4 English) (retired members)	Annually	Print: 16,953 epost™: 2,504	February

Pension Plan	Frequency	Estimated Volumes by delivery type	Delivery date
Statements of Remuneration - original/main run	Annually	Print: 21,327 epost™: 2,694	February
Statements of Remuneration – amended/cancelled runs	From March to November	Print: 137 epost™: 0	Processed on Friday beginning March

Pension Plan	Frequency	Estimated Volumes by delivery type	Delivery date
<b>CFSA</b>			
Annual Direct Deposit Statement	Annually	Print: 106,181 epost™: 5,760	January
Supplementary Retirement Benefit (SRB) information bulletin	Annually	Print: 106,181 epost™: 5,760	January
Monthly Direct Deposit Statement	February to December	Print: 124,634 epost™: 7,690	between the 18 <sup>th</sup> and 21 <sup>st</sup>
Ad hoc Direct deposit payment statements	Weekly (issued for ad hoc payments outside of the monthly payment run)	Print: 5,455 epost™: 49	Processed every Thursday
Statements of Remuneration – original/main run	Annually	Print: 142,829 epost™: 7,435	February
PAD receipts	Annually	Print: TBD epost™: TBD	February
Statements of Remuneration – amended/cancelled runs	From March to November	Print: 200 epost™:	Processed on Friday beginning March
<b>JUDGES</b>			
Monthly Direct Deposit Statement	Monthly	Print: 10,734 epost™: 402	between the 18 <sup>th</sup> and 21 <sup>st</sup>
Indexation insert	The hard copy documents will be provided to the Contractor for insertion with December monthly Direct Deposit Statements	Print: 898 epost™: 39	December
Statements of Remuneration – original/main run	Annually	Print: 1,308 epost™: 53	February
<b>MPRAA</b>			
Annual Direct Deposit Statement	Annually	Print: 637 epost™: 0	January
Monthly Direct Deposit Statement	February to December	Print: 596 epost™: 0	between the 18 <sup>th</sup> and 21 <sup>st</sup>
Ad hoc Direct deposit payment statements	Weekly (issued for ad hoc payments outside of	Print: 24 epost™:	Processed every Thursday

Pension Plan	Frequency	Estimated Volumes by delivery type	Delivery date
	the monthly payment run)		
Statements of Remuneration – original/main run	Annually	Print: 1,424 epost™: 0	February
Statements of Remuneration – amended/cancelled runs	From March to November	Print: 20 epost™: 0	Processed on Friday beginning March

Additional Mail-outs to multiple pension plans		
Government of Canada Workplace Charitable Campaign October and January mail out (PSSA/CFSA/RCMPA)	Twice Annually  1) First mail out in August (gift form and letter sent to active, lapsed and new members)  2) Subsequent mail out in January (one generic letter and gift form)	<b>August volumes Print only</b> Gift Form: 128,035 Active letter: 8,805 Lapsed letter: 14,430 New letter: 104,800  <b>January volumes Print: 12,000</b>
Insert Mail-outs to multiple pension plans		
epost™ flyer (PSSA/CFSA/RCMPA/JUDGES/MPRAA)	Annually (included with the January direct deposit payment statement)	<b>January Volumes Print only: 371,979</b>
GCWCC – January inserts (PSSA/CFSA/RCMPA)	Annually (included with the January direct deposit payment statement)	January  Volumes Print: 370,439 epost™: 22,878

RCMP Pay			
Bi-Weekly Payment Statements	Bi-Weekly pay period	epost™ only 23,000 per pay period 598,000 annually	Bi-weekly
Statements of Remuneration	Annually	Print: 1,749 epost™: 28,108	February
Active Member Pension Benefit Statement booklet	Annually	Print: 458 epost™: 21,352	October

## Appendix 2 Pension Direct Deposit Payment Statements

### Pension Direct Deposit Payment Statements

The Direct Deposit Payment Statement template remains static for all pension plans. While the statements are similar for all plans, some text will vary, such as plan name, return address and contact information. There are two templates for each plan: one with English text first, followed by French Text and one with French text first followed by English text.

Members who have chosen to receive their documents in English will receive their statement with English text first, followed by French text. Members who have chosen to receive their documents in French will receive their statement with French text first, followed by English text.

#### Direct Deposit Payment Statement Specifications:

<b>Paper type and size</b>	Standard generic - 8.5 x 11 24 lbs / 48m
<b>Colour requirements</b>	Black
<b>Number of pages</b>	1 page (printed on both sides) (1/1)
<b>Number of images</b>	2 images, double sided print
<b>Envelope type</b>	Double window Kraft envelope
<b>Folding requirements</b>	C fold

#### Sample data mapping and file lay out - Direct Deposit Pension Payment Statement

PDF documents:

See Appendix 2.1 RCMP GCPMP DD Bubble mapping

See Appendix 2.2 MPRA 2016 Print bubble

See Appendix 2.3 PSSA DD Bubble mapping

See Appendix 2.4 CFSA DD Bubble mapping

See Appendix 2.5 Judges DD Bubble mapping

### Appendix 3 Statements of Remuneration

#### Statements of Remuneration

The Contractor is responsible for ensuring the current Canada Revenue Agency (CRA) templates are used for the processing of the Statements of Remuneration (SOR). The original SOR are provided to all members of all plans in February. Amended / Cancelled SOR are issued from March to November. The SOR templates remain static for all pension plans. Some text will vary, such as plan name, return address and contact information.

#### Statement of Remuneration Specifications:

T4A	
Paper type and size	Standard generic - 8.5 x 11 24 lbs / 48m
Colour requirements	Black
Number of pages	1 page (printed on both sides) (1/1)
Number of images	2 images, double sided print
Envelope type	Double window Kraft envelope
Folding requirements	C fold
T4A- RCA Member copy	
Paper type and size	Standard generic - 8.5 x 11 24 lbs / 48m
Colour requirements	Black
Number of pages	1 page (printed on both sides) (1/1)
Number of images	2 images, double sided print
Envelope type	Double window Kraft envelope
Folding requirements	C fold

**Statement of Remuneration Specifications:**

<b>T4A – RCA CRA copy</b>	
<b>Paper type and size</b>	Standard generic – 8.5 x 11 24 lbs / 48m
<b>Colour requirements</b>	Black
<b>Number of pages</b>	1 page (printed on both sides) (1/1)
<b>Number of images</b>	2 images, double sided print
<b>Envelope type</b>	Double window Kraft envelope
<b>Folding requirements</b>	C fold
<b>Special instructions T4A- RCA CRA copy:</b>	
CRA copy to be boxed and mailed to the Government of Canada Pension Center	
<b>NR 4 / NR4-RCA</b>	
<b>Paper type and size</b>	Standard generic – 8.5 x 11 24 lbs / 48m
<b>Colour requirements</b>	Black
<b>Number of pages</b>	1 page (printed on both sides) (1/1)
<b>Number of images</b>	2 images, double sided print
<b>Envelope type</b>	Double window Kraft envelope
<b>Folding requirements</b>	C fold
<b>Special instructions NR 4</b>	
<p>PSPC will provide the contractor with two lists of NR 4 accounts that are to be boxed and sent to the Government of Canada Pension Centre in unsealed envelopes.</p> <p>The spreadsheets will contain the following information:</p> <ul style="list-style-type: none"> <li>• Member name</li> <li>• Pension Number</li> <li>• PAK</li> </ul> <p>The spreadsheets listing the accounts are to be included in the box(es).</p>	



**Statement of Remuneration Specifications:**

<b>RL 1</b>	
<b>Paper type and size</b>	Standard generic - 8.5 x 11 24 lbs / 48m
<b>Colour requirements</b>	Black
<b>Number of pages</b>	2 pages (printed on both sides) (1/1)
<b>Number of images</b>	4 images, double sided print
<b>Envelope type</b>	Double window Kraft envelope
<b>Folding requirements</b>	C fold
<b>Special instructions RL 1:</b>  The member is provided with the official RL1 form followed by an English version.	
<b>RL 2</b>	
<b>Paper type and size</b>	Standard generic - 8.5 x 11 24 lbs / 48m
<b>Colour requirements</b>	Black
<b>Number of pages</b>	2 pages (printed on both sides) (1/1)
<b>Number of images</b>	4 images, double sided print
<b>Envelope type</b>	Double window Kraft envelope
<b>Folding requirements</b>	C fold
<b>Special instructions RL 2:</b>  The member is provided with the official RL2 form followed by an English version.	

## Statement of Remuneration Specifications:

QRLSP	
Paper type and size	Standard generic - 8.5 x 11 24 lbs / 48m
Colour requirements	Black
Number of pages	4 pages <ul style="list-style-type: none"> <li>• Facer with member's name and address (1/0)</li> <li>• Federal Income Tax copy (1/1)</li> <li>• Recipient copy (1/1)</li> <li>• Quebec Income Tax copy (1/1)</li> </ul>
Number of images	7 images <ul style="list-style-type: none"> <li>• Facer single sided (1/0)</li> <li>• QRLSP forms, double sided (1/1)</li> </ul>
Envelope type	Double window Kraft envelope
Folding requirements	C fold
<b>Special instructions QRLSP:</b>  PSPC will provide the contractor with <b>six</b> separate QRLSP data files:  <b>QRLSP 1: <u>Adjustments to Monthly Payments – Non-Québec Residents</u></b> <ul style="list-style-type: none"> <li>• All members in this file to receive Federal Income tax and Recipient copy</li> </ul> <b>QRLSP 2: <u>Adjustments to Monthly Payments – Québec Residents only</u></b> <ul style="list-style-type: none"> <li>• All members in this file to receive all three copies: Federal Income tax, Recipient and Québec tax copies</li> </ul> <b>QRLPS 3: <u>RCA Adjustments to Monthly Payments – Non-Québec Residents</u></b> <ul style="list-style-type: none"> <li>• All members in this file to receive Federal Income tax and Recipient copy</li> </ul> <b>QRLPS 4: <u>RCA Adjustments to Monthly Payments – Québec Residents only</u></b> <ul style="list-style-type: none"> <li>• All members in this file to receive all three copies: Federal Income tax, Recipient and Québec tax</li> </ul> <b>QRLSP 5: <u>Adjustment to LSPs – Québec Residents only</u></b> <ul style="list-style-type: none"> <li>• All members in this file to receive all three copies: Federal Income tax, Recipient and Québec tax</li> </ul> <b>QRLSP 6: <u>Adjustment to LSPs – RCA – Québec Residents only</u></b> <ul style="list-style-type: none"> <li>• All members in this file to receive all three copies: Federal Income tax, Recipient and Québec tax</li> </ul>	

## **Statements of Remuneration (SOR) print data mapping and file lay out**

The statements of remuneration templates are available on the Canada Revenue Agency web site. It is the responsibility of the service provider to ensure the correct templates are used for the printing of Statements of Remuneration.

All pension plans use the same templates.

### **Sample data mapping and file lay out – Statements of Remuneration**

#### **See Appendices (PDF attachments)**

Appendix 3.1 22014 PSSA T4A bubble  
Appendix 3.2 PSSA T4A RCA members copy  
Appendix 3.3 PSSA T4A RCA CRA bubble  
Appendix 3.4 2014 PSSA RL1 bubble  
Appendix 3.5 2014 PSSA RL2 bubble  
Appendix 3.6 2014 PSSA NR4 bubble  
Appendix 3.7 2014 PSSA QRLSP bubble

## Appendix 4 Government of Canada Work Place Charitable Campaign (GCWCC)

The GCWCC sends three separate mail outs to the PSSA, CFSA and RCMP/SA members every year.

- October mail out
- January mail out (follow up to October mail out)
- January insert (provided to members with their January Direct Deposit Payment Statement)

### GCWCC Specifications:

August mail out	
Paper type and size	Standard generic - 8.5 x 14 24 lbs / 48m
Colour requirements for letter	Black and Colour
Number of pages	3 pages <ul style="list-style-type: none"><li>• Banner 1 page Black (1/0)</li><li>• Gift form 1 page Black (1/1)</li><li>• Letter 1 page Colour (1/1)</li></ul>
Number of images	Facer: 1 image (1/0) Gift Form: 2 images, back to back (1/1) Letter: 2 images, back to back, English on one side, French on the other (1/1)
Envelope type	Double window Kraft envelope
Folding requirements	C fold
<b>Special instructions August mail out Letter:</b> There are three different types of letters, Active, Lapsed or New. Field N in data file identifies which letter the member should receive.  <b>Business reply envelope</b> (provided by GCWCC) is to be included in the mail out	

### Sample data mapping and file layout - October mail out GCWCC

See Appendix 4.1 (word doc included below)

Appendix 4.2 GWGCC gift form (pdf)

Appendix 4.3 00063-F7-20151 (PDF)

Appendix 4.4 00063-F8-20151 (PDF)

Appendix 4.5 00063-F6-20151 (PDF)

**Appendix 4.1** (word document GCWCC PSSA RCMP mapping)

**1) GIFT FORM – PSSA, RCMP and CFSA**

Bubble#	Description	Field Label
1	First, last name and initial	D E
2	Delivery Address	F G H I J K L
3	Pension Number	A
4	Constituent ID	B
5	United Way Code	C

For bubble 3, 4 and 5 the wording “pension number”, “constituent ID” and United Way code do not need to be on the form. Just put the actual numbers.

Return addresses:

**PSSA**

Government of Canada Pension Centre  
PO Box 8000  
Matane QC G4W 4T6

Centre des pensions du gouvernement du Canada  
C.P. 8000  
Matane QC G4W 4T6

**RCMPSA**

Government of Canada Pension Centre  
Mail Facility  
150 Dion Blvd., PO Box 8500  
Matane QC G4W 0E2

Centre des pensions du gouvernement du Canada  
Service du courrier  
150 boul. Dion, CP 8500  
Matane QC G4W 0E2

**CFSA**

Government of Canada Pension Centre  
PO Box 9500  
Matane QC G4W 0H3

Centre des pensions du gouvernement du Canada  
C.P. 9500  
Matane QC G4W 0H3

## 2) LETTERS – ACTIVE, LAPSED AND NEW

FIELD LABEL N indicates what letter (active, lapsed or new letter) the member should receive.

(Plus 4 PDF documents)

### GCWCC Specifications:

January separate mail out - follow up to August mail out	
Paper type and size	Standard generic - 8.5 x 14 24 lbs / 48m
Colour requirements	Black and Colour
Number of pages	3 pages <ul style="list-style-type: none"><li>• Banner 1 page Black (1/0)</li><li>• Gift form 1 page Black (1/1)</li><li>• Letter 1 page Colour (4/4)</li></ul>
Number of images	Banner: 1 image Gift Form: 2 images, back to back Letter: 2 images, back to back, English on one side, French on the other
Envelope type	Double window Kraft envelope
Folding requirements	C fold
Special instructions: One letter for all members	
Business reply envelope (provided by GCWCC) is to be included in the mail out	

### Sample data mapping and file layout

Appendix 4.6 Federal Retirees Letter Jan

Appendix 4.7 Gift form legal 16GCRB

**GWCWCC Specifications:**

<b>GWCWCC January Direct Deposit Insert – PSSA, CFSA, RCMP SA</b>	
<b>Paper type and size</b>	8.5 x 7.75 24 lbs / 48m
<b>Colour requirements</b>	Colour insert 4/4
<b>Number of pages</b>	Letter 1 page (1/1)
<b>Number of images</b>	2 images, back to back English on one side, French on the other side
<b>Envelope type</b>	Double window Kraft envelope
<b>Folding requirements</b>	C fold
<b>Special instructions:</b> N/A	

**Sample data mapping and file layout**

Appendix 4.8 PWGSC insert Jan 2017 EN final  
Appendix 4.9 PWGSC insert Jan 2017 FR final

## Appendix 5 epost™ Insert

<b>Paper type and size</b>	3.5 x 6.0 Rolland opaque or equivalent, 130 M (30% recycled)
<b>Colour requirements</b>	Colour – 4 process colours
<b>Number of pages</b>	1 page (4/4)
<b>Number of images</b>	2 images, double sided print
<b>Special Instructions:</b>  Insert included in January Direct Deposit Statement for all plans. If any inserts are left after the January mail out, PSPC will instruct the Contractor to insert them into various products throughout the year.	

## Sample – epost™ Insert - Appendix 5





## Appendix 6 Public Service Pension Plan products

Annual Pensioners' Statement (APS)	
Paper type and size	Recycle white 2 pages loose leaf standard paper 8.5 x 11 60 lbs/120m, silk coated text
Colour requirements	Colour Ink: 1/1 – 1 colour process PMS 647 Blue, 2 sides – no bleeds
Number of pages	English: 2 pages French: 2 pages Bilingual: 4 pages
Number of images	English: 4 images, back to back French: 4 images, back to back Bilingual: 8 pages, back to back
Envelope type	Double window Kraft envelope
Folding requirements	C fold to fit in envelope
Special instructions: Document is sent out to all members in January. Members who do not have a language specified in the data file receive the Bilingual format.	

### Sample data mapping and file layout – Annual Pensioners'

#### Appendix 6.1 word document included below

#### Appendix 6.2 2016 APS Print bubble

#### Appendix 6.3 Annual Pensioners' Statement English 2016

#### Appendix 6.4 Annual Pensioners' Statement French 2016

### Appendix 6.1 Business Rules – 2016 Annual Pensioners' Statements

- Updated with new PSHCP rates (April 2015)
- Updated with new rule for Bubble 3 (June 2015)

The Annual Pensioners' Statements are provided to all pension benefit recipients, including both direct deposit and cheque recipients. The statements will be printed once a year, in January, based on the established schedule.

The statements will be printed on 'Pre-Printed Stationary'.

#### PWGSC will provide the Contractor with:

- Final text and artwork for English and French Templates
- Bubble mapping (data to templates) using raw data files for the following sections:
  - Name and Address at the top of the template
  - Personal Pension Information
  - Deductions
  - Dental and Health information
- Mapping rules for:
  - Pensioners' Dental Services Plan (see below)
  - Public Service Health Care Plan (see below)
- Annual Indexation rate
  - PWGSC will provide the rate in early November

- Inserts
  - epost™
  - B.C. Insert
  - GCWCC (to be provided by PWGSC)

#### Data File instructions

All 000000000 PAK accounts (diversions) are to be removed from the PSSA January data file prior to processing (no epost™, no VOD, no printing)

#### Bubble Mapping details

The font Helvetica and size 12 is to be used for the variable text in the templates.

#### Name and Address section at the top of the template

Bubble#	Description	Field Label
1	First and Last Name	AY-PY-NM
1	Delivery address	AY-ADRS-DESC
1	Postal Code	AY-PY-PSTL-CD

#### Personal Pension Information

Bubble#	Description	Field Label
2	Name	AY-PY-NM
3	Pension Number	STUB-PENSION-NUMBER
4	Payee Account Key	AY-PY-ACNT-NO
5	Financial Institution and Account Number	AY-DD-INFO
5	Financial Institution and Account Number	AY-FI-NMBR
5	Financial Institution and Account Number	AY-BRNC-TRNST-NMBR
5	Financial Institution and Account Number	AY-PY-FI-ACNT-NMBR
6	Payment date	STUB-CHEQUE-DATE
7	Gross	STUB-GROSS-AMT
8	Total Deductions	STUB-DEDUCTIONS
9	Amount of Payment	STUB-AMT

#### Name (Bubble 2)

Maximum characters: 38 If the name is longer than 38 characters, wrap text to a second line in the name box.

Pension Number (Bubble 3) data indicated in this section is to be in **Bold** font

Financial Institution and Account Number (Bubble 5) will show all XXX with only the last 4 digits of the account number showing (payment file)

#### Deductions (Bubble 10 and Bubble 11)

There are no descriptions in the payment file for the first five deductions listed in the Deductions section (Bubble 10). A list of deductions descriptions to be printed has been provided in the chart below.

Bubble 10 English Description	Bubble 10 French Description	Bubble 11 Field label
Federal Tax	Impôt Fédéral	STUB-FED-TAX

Public Service Health Care Plan	Régime de soins santé de la fonction publique	STUB-PSHCP
Supplementary Death Benefit	Prestations supplémentaire de décès	STUB-SDB
Provincial Medicare (BC) <STUB-PROVINCE>	Assurance maladie provincial (CB) <STUB-PROVINCE>	STUB-MED-ASSIST-PLAN
Provincial Sales Tax	Taxe de vente provinciale	STUB-PROV-TAX

The payment file contains the descriptions for all other deductions; they are listed in the payment file under the Field labels STUB-DED-DESC. Look-up to Deduction Description based on pps\_payment\_line\_item Deductioncode.

Bubble 10 Descriptions	Bubble 11 Field label
STUB-DED-DESC	STUB-DED-CODE

#### **Bubble 10 Language Rule - Deductions**

The description has 45 characters; the description is displayed based on the member's language preference.

**Language Flag English** - format in the print stub file will have the English description first followed by the French description:

- If there is only one / in the description, then print all characters before the /
- If there is more than one / in the description, then print characters 1 to 22

**Language Flag French** – Format in the print stub file will have the French description first followed by the English description:

- If there is only one / in the description, then print all characters before the /
- If there is more than one / in the description, then print characters 1 to 22

#### **Maximum number of deductions/lines - Bubble 10 and Bubble 11**

If a member's account has more than 30 deductions (lines) in bubble 10 and bubble 11, suppress print from the roll feed and print on cut paper which will allow for an additional deductions page.

In the event that the file has no deductions, the following text will be shown:

	<b>English</b>	<b>French</b>
Bubble 10	No deductions	Aucune retenue
Bubble 11	leave blank	leave blank

#### **Field Label: SPS-STUB-Line 3-8 Garnishments**

For garnishments, the bank account number of the financial institution to which the garnishment will be routed follows the description. This number is found in pps\_payment\_header.bankaccountno column.

Bubble 10 English Description	Bubble 10 French Description	Bubble 11 Field label
Account pps_payment_header.bankaccountno	Compte pps_payment_header.bankaccountno	SPS-STUB-Line 3-8

### **Bubble 11 Format rule**

- English amount display: \$0,000.00 (symbol)
- French amount display: 0 000,00 \$ (symbol)
- Symbol (+ / -) display rules
  - Only the + sign is to be printed following the amount of the deduction
  - For deductions with a – sign, leave sign section blank following the amount of the deduction
  - Leave sign section blank following the amount of the deduction for the field labels

STUB-FED-TAX
STUB-PSHCP
STUB-SDB
STUB-MED-ASSIST-PLAN
STUB-PROV-TAX

- The Field code for the symbol reflects the same text as the Field code of the deduction followed by SIGN.

Example: Deduction Field code: STUB-FED-TAX    Symbol Field code: STUB-FED-TAX-SIGN

### **Zero amount Rule – Bubble 10 and Bubble 11**

For all deductions, if the amount is zero or blank in the data file, both the description (bubble 10) and the amount (bubble 11) are to be left blank.

### **Dental and Health Information**

#### **Mapping rules for Pensioners' Dental Services Plan (PDSP) – Record 40 in the payment file**

- Bubble 12 identifies the level of coverage
- Bubble 13 identifies the amount of the premium

#### **NOTE:**

- The PDSP deduction does not have a Field Name, it can be found in Record 40 in the DD payment file
- The deduction code for PDSP is 020

#### **i.e. For PDSP Category I, the Record 40 in the payment file will indicate:**

020 PDSP Current Categ/ 020 RSDP Catég. I  
The deduction amount will indicate \$16.00.

**The Contractor must use the following chart to map PDSP coverage text to the premium rate English**

Bubble 12	Bubble 13
Category I	\$16.00
Category II	\$31.96
Category III	\$47.96

**French**

Bubble 12	Bubble 13
Catégorie I	16,00 \$
Catégorie II	31,96 \$
Catégorie III	47,96 \$

Example: Amount \$16.00 (Record 40, code 020 in Payment file)  
The text, Category I, goes in bubble 12, the amount \$16.00 goes in bubble 13

Bubble 12	Category I	Catégorie I
Bubble 13	\$16.00	16,00 \$

**In the event that the file has no PSDP deduction, the following text will be shown:**

	<b>English</b>	<b>French</b>
Bubble 12	No coverage	Aucune protection
Bubble 13	\$0.00	0,00 \$

**In the event that the file has a PSDP deduction amount other than the amounts showing in the chart, all boxes are to be left blank:**

	<b>English</b>	<b>French</b>
Bubble 12	Leave Blank	Leave Blank
Bubble 13	Leave Blank	Leave Blank

**Mapping rules for Public Service Health Care Plan (PSHCP)**

- Bubble 14 identifies the coverage
- Bubble 15 identifies the type of coverage
- Bubble 16 identifies the level of coverage
- Bubble 17 identifies the amount of the premium

**The Contractor must use the following charts to map the PSHCP coverage, type and level text to the premium rate**

**NOTE: The Field name for PSHCP deduction is STUB-PSHCP**

**English Supplementary Coverage**

Bubble 14	Bubble 15	Bubble 16	Bubble 17
	Single	Level I	\$33.42
	Family	Level I	\$64.05

<b>Supplementary</b>	Orphan	Level I	\$0.05
	Single	Level II	\$49.98
	Family	Level II	\$80.61
	Orphan	Level II	\$2.63
	Single	Level III	\$78.83
	Family	Level III	\$109.46
	Orphan	Level III	\$5.22

#### French Protection supplémentaire

Bubble 14	Bubble 15	Bubble 16	Bubble 17
<b>Supplémentaire</b>	Individuelle	Niveau I	33,42 \$
	Familiale	Niveau I	64,05 \$
	Orphelins	Niveau I	0,05 \$
	Individuelle	Niveau II	49,98 \$
	Familiale	Niveau II	80,61 \$
	Orphelins	Niveau II	2,63 \$
	Individuelle	Niveau III	78,83 \$
	Familiale	Niveau III	109,46 \$
	Orphelins	Niveau III	5,22 \$

#### English Supplementary Coverage - Relief Provision

Bubble 14	Bubble 15	Bubble 16	Bubble 17
<b>Supplementary - Relief</b>	Single	Level I	\$26.73
	Family	Level I	\$51.24
	Single	Level II	\$43.29
	Family	Level II	\$67.80
	Single	Level III	\$72.14
	Family	Level III	\$96.65

#### French Protection supplémentaire - Disposition d'allègement

Bubble 14	Bubble 15	Bubble 16	Bubble 17
<b>Supplémentaire - allègement</b>	Individuelle	Niveau I	26,73 \$
	Familiale	Niveau I	51,24 \$
	Individuelle	Niveau II	43,29 \$
	Familiale	Niveau II	67,80 \$
	Individuelle	Niveau III	72,14 \$
	Familiale	Niveau III	96,65 \$

### English Comprehensive Coverage

Bubble 14	Bubble 15	Bubble 16	Bubble 17
Comprehensive	Single	Level I	\$64.11
	Family	Level I	\$117.08
	Orphan	Level I	\$0.06
	Single	Level II	\$80.67
	Family	Level II	\$133.64
	Orphan	Level II	\$2.64
	Single	Level III	\$109.52
	Family	Level III	\$162.49
	Orphan	Level III	\$4.93

### French Protection totale

Bubble 14	Bubble 15	Bubble 16	Bubble 17
Protection Totale	Individuelle	Niveau I	64,11 \$
	Familiale	Niveau I	117,08 \$
	Orphelins	Niveau I	0,06 \$
	Individuelle	Niveau II	80,67 \$
	Familiale	Niveau II	133,64 \$
	Orphelins	Niveau II	2,64 \$
	Individuelle	Niveau III	109,52 \$
	Familiale	Niveau III	162,49 \$
	Orphelins	Niveau III	4,93 \$

**Example # 1:** Amount \$33.42 (Field Label: STUB-PSHCP), the following text will be printed:

English	French
Bubble 14: Supplementary	Supplémentaire
Bubble 15: Single	Individuelle
Bubble 16: Level I	Niveau I
Bubble 17: \$33.42	33,42 \$

**Example # 2:** Amount \$26.73 (Field Label: STUB-PSHCP), the following text will be printed:

English	French
Bubble 14: Supplementary - Relief	Supplémentaire - allègement
Bubble 15: Single	Individuelle
Bubble 16: Level I	Niveau I
Bubble 17: \$26.73	26,73 \$

**Example # 3:** Amount \$133.64 (Field Label: STUB-PSHCP), the following text will be printed:

English	French
Bubble 14: Comprehensive	Protection Totale
Bubble 15: Family	Familiale
Bubble 16: Level II	Niveau II
Bubble 17: \$133.64	133,64 \$

**In the event that the file has no PSHCP deduction, the following text will be shown:**

English	French
Bubble 14	No coverage
Bubble 17	\$0.00
	Aucune protection
	0,00 \$

In the event that the file has a PSHCP deduction other than the amounts shown in the charts, all boxes are to be left blank:

English	French
Bubble 14	Leave Blank
Bubble 15	Leave Blank
Bubble 16	Leave Blank
Bubble 17	Leave Blank

BC insert	
<b>Paper type and size</b>	Standard - 8.5 x 11 24 lbs / 48m
<b>Colour requirements</b>	Colour Ink: 1/1 – 1 colour process PMS 647 Blue, 2 sides – no bleeds
<b>Number of pages</b>	1 page (1/1)
<b>Number of images</b>	2 images, back to back
<b>Special instructions:</b> Inserted with January Annual Pensioners' Statement	

#### Appendix 6.5 2016 Annual Pension

Liaison	
<b>Paper type and size</b>	Liaison – 1 sheet Recycled white, 11 x 17 60 LBS / 120m, Silk Coated text  Banner page: Standard - 8.5 x 11 24 lbs / 48m
<b>Colour requirements</b>	Colour ink: 4 colour process on 2 sides, no bleeds (4/4)
<b>Number of pages</b>	2 pages 1 - 11x17 1 – 8.5 x 11



<b>Number of images</b>	4 images, back to back
<b>Envelope type</b>	Double window Kraft envelope
<b>Folding requirements</b>	11 x 17 sheet folded to 8.5 x 11, then C folded
<b>Special instructions:</b>	

**Sample – Liaison (pdfs)**

**Appendix 6.6 Liaison 2016\_FRA\_Final.pdf**

**Appendix 6.7 Liaison 2016\_ENG\_Final.pdf**

<b>Welcome Package – Notification of Plan Membership</b>	
<b>Paper type and size</b>	Standard – 8.5 x 11 24 lbs / 48m
<b>Colour requirements</b>	Black
<b>Number of pages</b>	4 pages 1. Cover letter English 2. Cover letter French 3. Notification of Plan Membership - Form number PWGSC-TPSGC 2018 4. Contact sheet
<b>Number of images</b>	English letter: 2 images, back to back (1/1) French letter: 2 images, back to back (1/1) PWGSC-TPSGC 2018 form: 1 image (1/0) Contact sheet: 2 images, back to back (1/1)
<b>Envelope type</b>	Double window Kraft envelope
<b>Folding requirements</b>	C fold
<b>Special instructions:</b> Print and mail only. The Contractor must have the ability to create and provide a pdf for each individual member's Welcome package – Notification of Plan Membership.	

**Appendix 6.8 Business rules 2018 (word doc) (included below)**

**Appendix 6.9 Welcome package 2018 Contact Information sheet Pension centre March 7 2016 (word doc)**

**Appendix 6.10 Welcome package cover letter (2018 Cover letter – Your public service pension plan March 7 2016) (word)**

**Appendix 6.12 Welcome package (2018 Cover letter bubble March 9 2016) pdf**

**Appendix 6.11 Sample data mapping and file layout – PSSA Welcome Package – Notification of Plan Membership**

Solicitation No. - N° de l'invitation  
EK235-172346/A  
Client Ref. No. - N° de réf. du client  
EK235-172346

Amd. No. - N° de la modif.  
File No. - N° du dossier  
CW020. EK235-172346

Buyer ID - Id de l'acheteur  
CW020  
CCC No./N° CCC - FMS No./N° VME

sample data mapping and file layout Welcome package



Public Works and Government  
Services Canada

Travaux publics et Services  
gouvernementaux Canada

Government of Canada Pension  
Centre

Centre des pensions du  
gouvernement du Canada

Protected "B" when completed  
Protégé « B » lorsque rempli

## NOTIFICATION OF PLAN MEMBERSHIP AVIS CONCERNANT LA PARTICIPATION AU RÉGIME

Sent on behalf of the President of the Treasury Board - Envoyé au nom du président du Conseil du Trésor

### Membership Status

### Statut du participant

You are required to contribute to the public service pension plan and, if applicable, to the Retirement Compensation Arrangement Account. Unless otherwise indicated, you are also a participant under the Supplementary Death Benefit plan.

Vous êtes tenu de cotiser au régime de pension de retraite de la fonction publique et, selon le cas, au compte de convention de retraite. Sauf indication contraire, vous êtes également assujéti comme participant au régime de prestations supplémentaires de décès.

2

Effective Date À compter du Y A M J	Member of the Supplementary Death Benefit Plan Participant au Régime de prestations supplémentaires de décès
3	4
Pension No. N° de pension	PR CDP
5	6

1

Date Notice Sent  
Date d'envoi de l'avis

Date of Birth Date de naissance	Pay Office Bureau de paye	Department Code Code du ministère	Payslip No. N° de liste de paye
8	9	10	11

### IMPORTANT

The public service pension plan allows you one year from the date this notice is sent to buy back prior pensionable service at a cost based on the salary and pensionable allowances authorized on the date you became a plan member. Service bought back after this period may be subject to a higher cost that will be based on the salary and pensionable allowances authorized on the date the buyback option is signed. The medical requirements may vary depending on when you make your service buyback. A notification of plan membership issued following a change in employment status, where no break in service has occurred, does not provide additional time to buy back service at a lower cost.

As well, where a specific agreement exists, it is possible to transfer your accrued pension credits from your former employer to your current pension plan in order to increase your pensionable service. Requests to transfer under certain agreements must be made within very specific time periods.

Please consult the Service Buyback Package or the Pension Portability Package on "Your Public Service Pension and Benefits" Web site at [Canada.ca/pension-benefits](http://Canada.ca/pension-benefits) to obtain information concerning:

A. The various types of prior service that you may buy back, how to obtain an estimate of cost, and the necessary forms, or

B. The terms under which you may transfer accrued pension credits from an outside pension plan to the public service pension plan.

To get services and information on your pension, select "Public service pension plan" then the "Active Member" link.

### IMPORTANT

Le régime de pension de retraite de la fonction publique vous accorde un an à compter de la date où cet avis vous est envoyé pour racheter le service antérieur ouvrant droit à pension à un coût basé sur le salaire et les allocations ouvrant droit à pension autorisés à la date où vous êtes devenu participant au régime. Un service racheté après cette période peut faire l'objet d'un coût plus élevé qui sera basé sur le salaire et les allocations ouvrant droit à pension autorisés à la date où l'option de rachat est signée. Les exigences médicales peuvent aussi varier selon le moment où vous exercez votre option de rachat de service. Un avis concernant la participation au régime envoyé à la suite d'un changement au statut de l'employé, sans qu'il y ait eu bris de service, ne prévoit pas de délai supplémentaire pour racheter du service à moindre coût.

En outre, lorsqu'un accord spécifique existe, il est possible de transférer vos droits à pension accumulés dans le régime de retraite de votre ancien employeur à votre régime actuel de retraite afin d'augmenter votre service ouvrant droit à pension. Les demandes de transfert conformément à certains accords doivent cependant être présentées dans des délais spécifiques et bien définis.

Veuillez consulter la Trousse d'information sur le rachat de service ou la Trousse d'information sur la transférabilité des pensions que vous trouverez dans le site Web « Votre pension et vos avantages sociaux de la fonction publique » à [Canada.ca/pension-avantages](http://Canada.ca/pension-avantages) pour de plus amples renseignements concernant :

A. Les différentes catégories de service antérieur ouvrant droit à pension, la façon d'obtenir une estimation du coût de rachat ainsi que les formulaires nécessaires, ou

B. Les clauses vous permettant de transférer vos droits à pension accumulés d'un régime de retraite extérieur vers le régime de pension de retraite de la fonction publique.

Pour obtenir des services et de l'information, sélectionnez « Régime de retraite de la fonction publique », et ensuite « Participant actif ».

## Appendix 6.8 Business Rules – PSSA Welcome package – Notification of Plan Membership

The Welcome package mail out is the printing and distribution of employee packages to new members of the Public Service Superannuation Act (PSSA).

The package includes:

1. Personalized generic cover letters
  - English (1 page 8.5 x 11, 2 images)
  - French (1 page 8.5 x 11, 2 images)
  - All members to receive both letters, English letter followed with French letter
2. Personalized PWGSC-TPSCG 2018 form (1 page 8.5 x 11, 1 image, bilingual)
3. Contact information sheet (1 page 8.5 x 11, 2 images)
  - Folded with French facing out

### PWGSC will provide the Contractor with:

- English and French cover letter
- Template for the PWGSC-TPSCG 2018 form
- Contact information sheet
- Bubble mapping (data to templates) using a raw data Excel spreadsheet for the following documents:
  - Personalized Generic letter
  - Personalized PWGSC-TPSCG 2018 form

### Bubble mapping details

#### Personalized Generic letter

The font Times New Roman and size 11 is to be used for the variable text.

Bubble#	Description	Field Label
1	Date	R
2	First and Last Name	B A
2	Delivery address	D E F G H
2	Postal Code	I
2	Country – <b>only if outside of Canada</b>	J

#### Personalized PWGSC-TPSCG 2018 Pension Form

The font Arial in the same size as the text within the template is to be used for the variable text.

Bubble#	Description	Field Label
2	First and Last Name	B A
2	Delivery address	D E F G H
2	Postal Code	I
2	Country – <b>only if outside of Canada</b>	J
3	Effective Date	S
4	Member of the Supplementary Death Benefit Plan English text followed by French text Example: Yes Oui No Yes	K
5	Pension number	L
6	PRI number	M

Solicitation No. - N° de l'invitation  
EK235-172346/A  
Client Ref. No. - N° de réf. du client  
EK235-172346

Amd. No. - N° de la modif.  
File No. - N° du dossier  
CW020. EK235-172346

Buyer ID - Id de l'acheteur  
CW020  
CCC No./N° CCC - FMS No./N° VME

Bubble#	Description	Field Label
7	Date Notice Sent English first followed by French Example: July 21, 2016 le 21 juin, 2016	R
8	Date of Birth	N
9	Pay Office	O
10	Department code	P
11	Paylist No.	Q

## Appendix 7 RCMP Pension Plan products

Retired Member Pension Benefit Statement	
<b>Paper type and size</b>	Standard – 8.5 x 11 24 lbs / 48m
<b>Colour requirements</b>	Black
<b>Number of pages / images</b>	RCMP-011: 3 pages, 6 images CGR – 011: 4 pages, 7 images  RCMP-012: 2 pages, 4 images GRC – 012: 2 pages, 4 images  RCMP-013: 3 pages, 5 images GRC – 013: 3 pages, 6 images  RCMP-015 : 1 page, 2 images GRC – 015 : 1 page, 2 images
<b>Envelope type</b>	Double window Kraft envelope
<b>Folding requirements</b>	C fold
<b>Special instructions:</b> There are eight types letters (4 English, 4 French templates) provided to members, based on their status and language preference. Individual data files are provided for each letter type.	

### Sample data mapping and file layout – RCMP Retired Member Pension Benefit Statement

Appendix 7.1 2016 RCMPGRC-011 print bubble mapping  
 Appendix 7.2 2016 RCMPGRC-012 print bubble mapping  
 Appendix 7.3 2016 RCMPGRC-013 print bubble mapping  
 Appendix 7.4 2016 RCMPGRC-015 print bubble mapping  
 Appendix 7.5-2016 Active RCMP PBS Bubble mapping

## Appendix 8 Canadian Forces Pension Plan products

### SRB Information Bulletin Insert

SRB Information Bulletin Insert	
Paper type and size	Standard – 8.5 x 14 24 lbs / 48m
Colour requirements	Black
Number of pages	1 page (1/1)
Number of images	2 images, back to back
Envelope type	Inserted with January Direct Deposit statement
Folding requirements	C fold
Special instructions: Included with the January Direct Deposit statement	

### Sample – SRB bulletin

#### CFSA Pre-Authorized Debit (PAD)

Pre-Authorized Debit (PAD) – Official receipt for Quebec income tax	
Paper type and size	Standard - 8.5 x 11 20 lbs / 40 m
Colour requirements	Black
Number of pages	2 pages <ul style="list-style-type: none"><li>Banner page</li><li>PAD receipt</li></ul>
Number of images	Banner page: 1 image (1/0) PAD: 1 image (1/0)
Envelope type	Double window Kraft envelope
Folding requirements	C fold
Special instructions: Issued to members in February	

### Sample data mapping and file layout – PAD Official receipt for Quebec income tax

Appendix 8.1 CF-FC 2022-2 Canada Post.pdf

Appendix 8.2 2015 mapping PAD official receipt.pdf

Appendix 8.3-Information Bulletin Supplementary Retirement Benefits (SRB) – Bulletin  
D'Information Prestations De Retraite Supplémentaires (PRS)

Solicitation No. - N° de l'invitation  
EK235-172346/A  
Client Ref. No. - N° de réf. du client  
EK235-172346

Amd. No. - N° de la modif.  
File No. - N° du dossier  
CW020. EK235-172346

Buyer ID - Id de l'acheteur  
CW020  
CCC No./N° CCC - FMS No./N° VME

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## Banner Page example

 Government of Canada / Gouvernement du Canada  
Government of Canada Pension Centre / Centre des pensions du gouvernement du Canada  
PO Box 9500 / C.P. 9500  
Matane QC G4W 0H3 / Matane QC G4W 0H3

MICKEY MOUSE  
201 WEST VILLAGE PVT  
OTTAWA ON K1Z 1E4

Pension number / Numéro de pension - 000000000

Government of Canada Workplace Charitable Campaign / Campagne de charité en milieu de travail  
du gouvernement du Canada

August 2017 / Août 2017



## Appendix 9 Judges Pension Plan products

Indexation insert
Special instructions: insert will be provided to the Contractor
The hard copy document (1 page, 8 x11) will be provided to the Contractor for insertion with the December monthly Direct Deposit Statement.

## Appendix 10 RCMP Pay products

### RCMP Pay - Payment Statement Specifications:

This product is neither printed nor mailed. However, the Contractor must create the cheque and Direct Deposit statement pdf and index file (ifile) for loading to epost™. Sample data mapping and file lay out for the payment statements are provided in the Appendix section of this document.

### Appendix 10.1 RCMP Pay Payment statement file layout and mapping

#### RCMP Pay – Statements of Remuneration

<b>T4</b>	
<b>Paper type and size</b>	Standard generic - 8.5 x 11 24 lbs / 48m
<b>Colour requirements</b>	Black
<b>Number of pages</b>	1 page (1 sheet)
<b>Number of images</b>	2 images, double sided print (1/1)
<b>Envelope type</b>	Double window Kraft mailing envelope
<b>Folding requirements</b>	C fold
<b>T4A</b>	
<b>Paper type and size</b>	Standard generic - 8.5 x 11 24 lbs / 48m
<b>Colour requirements</b>	Black
<b>Number of pages</b>	1 page (1 sheet) (1/1)
<b>Number of images</b>	2 images, double sided print
<b>Envelope type</b>	Double window Kraft mailing envelope
<b>Folding requirements</b>	C fold



RL 1	
<b>Paper type and size</b>	Standard generic - 8.5 x 11 Gauge: 24 lbs / 48m
<b>Colour requirements</b>	Black
<b>Number of pages</b>	2 pages (2 sheets) (1/1)
<b>Number of images</b>	4 images, double sided print
<b>Envelope type</b>	Double window Kraft mailing envelope
<b>Folding requirements</b>	C fold

RL 2	
<b>Paper type and size</b>	Standard generic - 8.5 x 11 24 lbs / 48m
<b>Colour requirements</b>	Black
<b>Number of pages</b>	2 pages (1/1)
<b>Number of images</b>	4 images, double sided print
<b>Envelope type</b>	Double window Kraft mailing envelope
<b>Folding requirements</b>	C fold

## Appendix 10.2 RCMP Tax Slips – Mapping and File layout CR7074

<b>Active Member Pension Benefit Statement Booklet</b>	
<b>Paper type and size</b>	Cover: 11 x 17 sheet (folded to 8.5 x 11) 60 lb  Text: 11 x 17 sheet (folded to 8.5 x 11) 28 lbs
<b>Colour requirements</b>	Outside Cover: Colour (4/4)  Statement (text page): Black
<b>Number of pages</b>	<ul style="list-style-type: none"> <li>• 1 cover page</li> <li>• 1 text page</li> </ul>
<b>Number of images</b>	Cover page: 4 images text page: 4 images
<b>Envelope type</b>	9 x 12, window 2.3"
<b>Folding requirements</b>	Folded to 8.5 x 11 and stapled
<b>Special instructions:</b> Print and mail only  <b>Oversize envelope specifications</b> 9 x 12 Natural Kraft Single Window (2 x 3") Printed Black (return address and indicia) Seal on long edge for Mechanized Insertion	

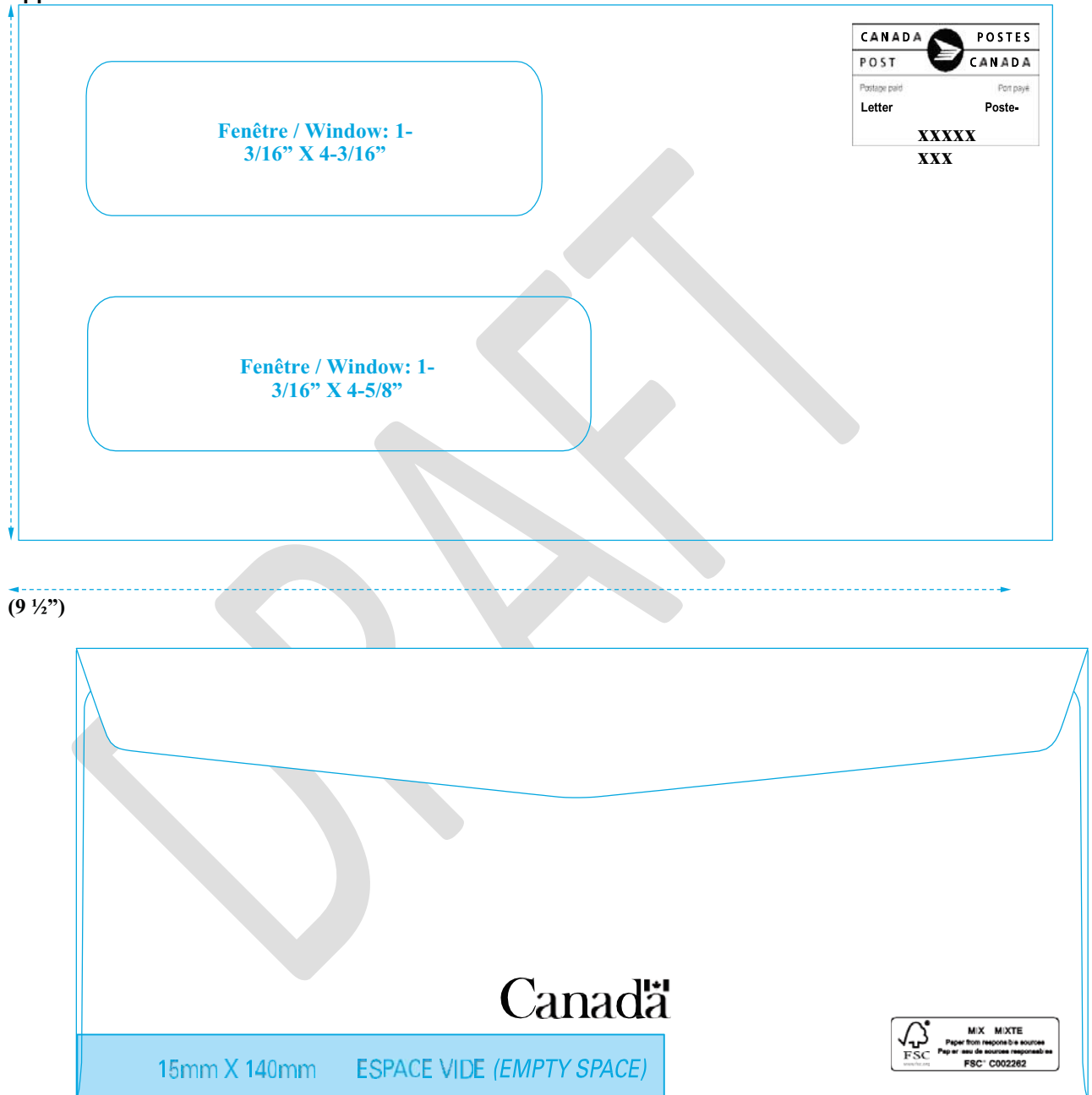
### Sample data mapping and file layout – RCMP Active Member Pension Benefit Statement Booklet

Appendix 10.3 2016 Active RCMP PBS Bubble  
Appendix 10.4 RCMP final Intro Letter July 2  
Appendix 10.5 RCMP 2016 Cover July 18.pdf

## Appendix 11 Envelope Specifications

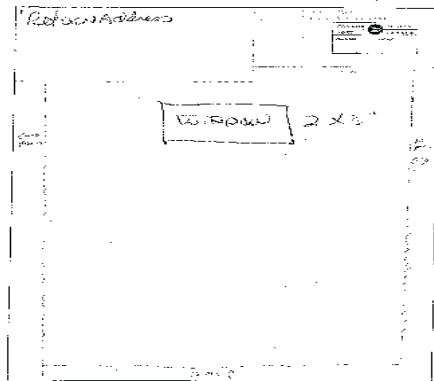
Sample Kraft double window envelope to be used for all product mailings, unless otherwise specified.

### Appendix 11



### Oversize envelope for RCMP

9 x 12 Natural Kraft  
Single Window (2" x 3")  
Printed Black (return address and indicia)  
Seal on long edge for Mechanized Insertion





<input type="checkbox"/>	<b>The Quiet Zone within and around the address block is left clear of printing or dark colours:</b> <ul style="list-style-type: none"> <li>6 mm above the top line of the address block</li> <li>10 mm to the left, right, and below the address block</li> <li>if a window envelope or label is used, the entire address is visible and the Quiet Zone is respected.</li> </ul>	section 5.1
<input type="checkbox"/>	<b>For items paid by meter impression, the Postage Zone is left clear of printing or dark colours:</b> <ul style="list-style-type: none"> <li>in the area 40 mm high by 100 mm long in the upper right corner.</li> </ul>	section 5.2
<input type="checkbox"/>	<b>The address printing meets the following requirements:</b> <ul style="list-style-type: none"> <li>fonts are black or another dark colour on a white or light colour background</li> <li>upper case characters are used (recommended, but not mandatory)</li> <li>all the characters in the address block are printed in the same font at the same height</li> <li>laser or inkjet print is used and all characters are clear and well defined</li> <li>no punctuation is used</li> <li>no <b>bold</b>, <u>underlined</u>, <i>italic</i>, or other decorative/script fonts are used</li> <li>the entire address is left justified</li> <li>address format meets the standards outlined in the Addressing Guidelines section of the <i>Canada Postal Guide</i>.</li> </ul>	section 6.1 section 6.1.1
<input type="checkbox"/>	<b>The paper used for the outer covering is:</b> <ul style="list-style-type: none"> <li>not overly bright</li> <li>opaque enough to prevent any printing or graphics clearly showing through the envelope</li> <li>smooth, without any raised areas</li> <li>non-reflective</li> <li>clear of dark fibres, background patterns or textures</li> </ul> <b>NOTE:</b> Please refer to section 7.1 for physical requirements of paper. If using window envelopes, all windows are covered with transparent materials that meet the requirements outlined in section 7.2.	section 7.1  section 7.2
<input type="checkbox"/>	<b>The placement of graphics:</b> <ul style="list-style-type: none"> <li>graphics, images and dark colours appear only outside the Quiet Zones.</li> </ul>	section 8.1.1
Step 3: Assess Your Mail for Machine Readability		
<input type="checkbox"/>	<b>The machine read rate must meet a 85% threshold:</b> <p>We recommend using our free evaluation service to assess the machineability and readability of mail items. For details or to arrange an assessment, please contact a Commercial Service Network (CSN) representative at 1.866.757.5480.</p> <b>NOTE:</b> The machine read rate target is not applicable to Incentive Lettermail Presort.	section 9

## Appendix 12 Table of paper /printing requirement

	<b>PAPER TYPE AND SIZE</b>	<b>INK</b>	<b>NUMBER OF PAGES</b>	<b>ENVELOPE</b>	<b>FOLDING</b>
Jan APS	Regular bond 2 loose leaf pages 8.5 x 11	Colour – 1/1 – 1 colour process PMS 647 blue, no bleed	2 pages in English, 2 pages in French & 4 pages bilingual -4 images back to back (E) -4 images back to back (F) -8 images back to back (bilingual)	Double window kraft envelope	C fold
Pension direct deposit statements	Standard generic – 8 ½" x 11" –24 lbs (48m) Bond	Black (1/1)	1 page -2 images (back to back)	Double window kraft envelope	C fold
Pension Statements of Remuneration: T4A, T4A-RCA, NR4, NR4-RCA	Standard generic – 8 ½" x 11" –24 lbs (48m) Bond	Black (1/1)	1 page -2 images (back to back)	Double window kraft envelope	C fold
Pension Statements of Remuneration: Rel. 1, Rel. 2	Standard generic – 8 ½" x 11" –24 lbs (48m) Bond	Black (1/1)	2 pages -4 images (back to back)	Double window kraft envelope	C fold
QRLSP	Standard generic – 8 ½" x 11" –24 lbs (48m) Bond	Black	4 pages -7 images	Double window kraft envelope	C fold
GCWCC mail out	Standard generic –8 ½" x 14" –24 lbs (48m) Bond	Black Banner: (1/0) Gift form (1/1)  Colour letter: (4/4)	3 pages -5 images	Double window kraft envelope	C fold
GCWCC insert	8 ½" x 7.75" 24 lbs (48m) Bond	Colour (4/4)	1 page -2 image (back to back)	Double window kraft envelope	C fold
epost™ insert	3.5" by 6.0" - Rolland opaque, 130 M (30% recycled)	Colour – 4 colour process (4/4)	1 page -2 images (double sided)	No envelope required – inserted with January direct deposit statement	No fold
PSSA BC insert	Standard generic - 8 ½" x 11" –24 lbs (48m) Bond	1/1 – 1 colour process PMS 647	1 page -2 images (back to back)	No envelope required – inserted with PSSA January APS	C fold

	PAPER TYPE AND SIZE	INK	NUMBER OF PAGES	ENVELOPE	FOLDING
		blue, no bleeds			
Liaison Newsletter	Silk coated 11" x 17" - 60 lbs (120m) – silk coated text	4 colour process, no bleeds (4/4)	2 pages -4 images (back to back)	Double window kraft envelope	Folded to 8.5" x 11" then C fold
Welcome package – Notification of Plan Membership	Standard generic - 8 ½" x 11" – 24 lbs (48m) Bond	Black (1/1)	4 pages -7 images (back to back)	Double window kraft envelope	C fold
CFSA SRB/Indexation bulletin	Standard – 8 ½" x 14" - 24 lbs (48m) Bond	Black (1/1)	1 page -2 images (back to back)	No envelope required (inserted with CFSA January direct deposit statement)	C fold
Pre-Authorized Debit (PAD)	Standard generic –8 ½" by 11" – 20lbs/40m Bond	Black (1/1)	2 pages -2 images	Double window kraft envelope	C fold
Indexation insert	No development required – insert (8 ½" x 11") supplied by customer and sent to printer for insertion only	Black (1/0)	1 page -1 image		C fold
RCMP Retired Member Pension Benefit Statement	Standard generic - 8 ½" x 11" – 24 lbs/48m Bond	Black (1/1)	4 different statements in French and English  <b>RCMP 011</b> - 3 pages, 6 images <b>GRC-011</b> -4 pages, 7 images <b>RCMP-012</b> -2 pages, 4 images <b>GRC-012</b> -2 pages, 4 images <b>RCMP-013</b> -3 pages, 5 images <b>GRC-013</b> -3 pages, 6 images <b>RCMP-015</b>	Double window kraft envelope	C fold

	PAPER TYPE AND SIZE	INK	NUMBER OF PAGES	ENVELOPE	FOLDING
			-1 page, 2 images <b>GRC-015</b> -1 page, 2 images		
RCMP Pay – Statements of Remuneration (T4 & T4A)	Standard generic –8 ½" x 11" – 24 lbs/48m Bond	Black (1/1)	1 page -2 images (back to back)	Double window kraft envelope	C fold
RCMP Pay – Statements of Remuneration (Rel. 1 & Rel. 2)	Standard generic –8 ½" x 11" – 24 lbs/48m Bond	Black (1/1)	2 pages -4 images (back to back)	Double window kraft envelope	C fold
RCMP Active Member Pension Benefit Statement Booklet	Cover: 11" x 17" sheet folded to 8 ½" x 11" – 60 lbs  Text: 11" x 17" sheet folded to 8 ½" to 11" – 28 lbs	Cover: Colour (4/4)  Black (1/1)	1 cover page 1 text page  Cover page – 4 images Standard stock page – 4 images	9" x 12", window 2.3"	Folded to 8.5" by 11" and stapled

Possible printing requirement for unplanned, ad hoc jobs / pension jobs

PAPER	DESCRIPTION	INK	UNITS
8 ½"x 11" white bond - 24 lbs (48m)	1 page (printing on one side only) 1/0	Black	Sheet
8 ½"x 11" white bond -24 lbs (48m)	1 page (printing on both sides of the page) 1/1	Black	Sheet
8 ½"x 11" white bond -20 lbs (40m)	1 page (printing on one side only) 1/0	Black	Sheet
8 ½"x 11" white bond -20 lbs (40m)	1 page (printing on both sides of the page) 1/1	Black	Sheet
8 ½" x 14" white bond – 24 lbs (48m)	1 page (printing on one side only) 1/0	Black	Sheet
8 ½" x 14" white bond – 24 lbs (48m)	1 page (printing on both sides of the page) 1/1	Black	Sheet
8 ½" x 14" white bond – 20 lbs (40m)	1 page (printing on one side only) 1/0	Black	Sheet
8 ½" x 14" white bond – 20 lbs (40m)	1 page (printing on both sides of the page) 1/1	Black	Sheet



## ANNEX "B" BASIS OF PAYMENT

### B.1 PRICING SCHEDULE

Bidders must provide all-inclusive pricing in the format specified, for each component identified in the ANNEX "B" Basis of Payment excel sheet (see [www.buyandsell.gc.ca](http://www.buyandsell.gc.ca) for the excel sheet).

The all-inclusive prices must include: all operations and materials for the completion of the printed products and the services as specified in the Annex "A" Statement of Work. This includes but is not limited to retrieval and data processing, creation and delivery of proofs/samples, equipment set ups, printing operations, folding, inserting, administration and project management, creation of PDF and PDF/UA, testing, preparation for mailing and distribution and delivery to the closest Canada Post outlet. The all-inclusive prices also include preparation for electronic mailing via the CPC epost™ service. All prices are **FOB Destination**. GST/HST/QST extra if applicable.

All shipping reasonably and properly incurred in the delivery of items to the closest CPC outlet for mailing will be reimbursed at cost with no allowance for profit or overhead and upon receipt of proper cost support documentation. All payments are subject to government audit.

**Note:** For this requirement, FOB destination indicates that the title to the shipment will pass from the Contractor to the recipient at the destination address. The Contractor is responsible for each shipment until it arrives at the final destination address. The Work Request will not be completed until the shipment arrives at the destination address.

### TRAVEL AND LIVING EXPENSES

The Crown will not accept any travel and living expenses incurred by any Contractor to satisfy the terms of any resulting contract.

Failure to price one of the components in the format specified will render the bid non-responsive.

If pricing is not provided for a component, a price of zero will be assigned for the component and the Bidder will be provided an opportunity to agree with the zero amount. If the Bidder agrees then the Basis of Payment will be considered compliant. However if the Bidder disagrees then the bid will be found non-compliant and no further evaluation will be done.

*The quantities for evaluation shown in the pricing grid of the Annex B - Basis of Payment are estimates for evaluation purposes only and are not a guarantee of the actual number of documents to be produced or the actual number of items to be shipped, nor are they intended to reflect any expectations on behalf of the Government of Canada.*

### B.1.A PAPER ADJUSTMENT CLAUSES (SOLICITATION AND CONTRACT)

Bidders must complete the B.1.A P2010 - T - Paper Adjustment Clause and include it with their Bid. If the Bidder does not complete and provide the B.1.A P2010 - T - Paper Adjustment Clause with the Bid, no Paper Adjustment Clause will be included in the Contract and no price escalation/adjustment will be granted based on increased paper costs during the period of the Contract.

#### B.1.A.1 P2010 - T - Paper – Adjustment Bid

1. The resulting contract will contain a provision for price adjustment (increase or decrease) of the portion of the price directly related to the base transaction cost of paper. Price adjustment will apply only to increase or decrease of the base transaction cost of paper that may occur at any time during the resulting contract period but not before thirty (30) days after contract award.

2. Bidders must provide their base transaction cost(s) and the quantity of the paper on which the base transaction cost is established in their bid as follows:
  - a. cover stock (if applicable): \_\_\_\_\_ lb. at a base transaction cost per Cwt. of \$ \_\_\_\_\_ , and which represent \_\_\_\_\_ percent of the unit price(s).  
Brand name and paper supplier: \_\_\_\_\_.
  - b. text stock (if applicable): \_\_\_\_\_ lb. at a base transaction cost per Cwt. of \$ \_\_\_\_\_ , and which represent \_\_\_\_\_ percent of the unit price(s).  
Brand name and paper supplier: \_\_\_\_\_.
3. Upon request from the Contracting Authority, bidders must provide supporting documentation to confirm the base transaction cost. Such documentation may consist of copy of quotation from the paper supplier(s).

#### **B.1.A.2 P2010 - C - Paper – Adjustment Contract**

1. The portion of the price directly related to the base transaction cost of paper is subject to price adjustment (increase or decrease) at any time during the contract period but not before \_\_\_\_\_ *(insert the date corresponding to the end of the 30-day period after contract award)* . The price will be adjusted using the percentage of the announced increase or decrease that came into effect by applying it to the applicable base transaction cost.
2. To request a price adjustment, the Contractor must provide the Contracting Authority with a notice indicating the increase or decrease in the base transaction cost of the paper necessary to complete the requirement of the Contract, if applicable. Such notice must contain the price as publicly announced by at least three (3) paper supplier who supply the grade specified in the Contract and the date the price came into effect.
3. The base transaction cost of paper subject to price adjustment is as follows:
  - a. cover stock (if applicable): \_\_\_\_\_ lb. at a base transaction cost per Cwt. of \$ \_\_\_\_\_ , and which represent \_\_\_\_\_ percent of the unit price(s).  
Brand name and paper supplier: \_\_\_\_\_.
  - b. text stock (if applicable): \_\_\_\_\_ lb. at a base transaction cost per Cwt. of \$ \_\_\_\_\_ , and which represent \_\_\_\_\_ percent of the unit price(s).  
Brand name and paper supplier: \_\_\_\_\_.
4. The Contractor must provide a copy of the quotation from the paper supplier(s) to support the above base transaction cost and a copy of the invoice(s) from the paper supplier(s) to support the adjusted base transaction cost.
5. Any price adjustment must be approved by the Contracting Authority and will be evidenced through a contract amendment.

Solicitation No. - N° de l'invitation  
EK235-172346/A  
Client Ref. No. - N° de réf. du client  
EK235-172346

Amnd. No. - N° de la modif.  
File No. - N° du dossier  
CW020. EK235-172346

Buyer ID - Id de l'acheteur  
CW020  
CCC No./N° CCC - FMS No./N° VME

## ANNEX "C" SECURITY REQUIREMENTS CHECKLIST; IT GUIDE AND PRIVACY GUIDE



Government of Canada  
Gouvernement du Canada

Rec'd  
JUN 02 2017  
CISD

Contract Number / Numéro du contrat

EK235-172346-A

(Rev 001)

Security Classification / Classification de sécurité  
UNCLASSIFIED

### SECURITY REQUIREMENTS CHECK LIST (SRCL)

### LISTE DE VÉRIFICATION DES EXIGENCES RELATIVES À LA SÉCURITÉ (LVERS)

PART A - CONTRACT INFORMATION / PARTIE A - INFORMATION CONTRACTUELLE		
1. Originating Government Department or Organization / Ministère ou organisme gouvernemental d'origine Public Works and Government Services Canada		2. Branch or Directorate / Direction générale ou Direction ABCB
3. a) Subcontract Number / Numéro du contrat de sous-traitance		3. b) Name and Address of Subcontractor / Nom et adresse du sous-traitant
4. Brief Description of Work / Brève description du travail Printing - Document composition and Delivery Services		
5. a) Will the supplier require access to Controlled Goods? Le fournisseur aura-t-il accès à des marchandises contrôlées?		<input checked="" type="checkbox"/> No <input type="checkbox"/> Yes
5. b) Will the supplier require access to unclassified military technical data subject to the provisions of the Technical Data Control Regulations? Le fournisseur aura-t-il accès à des données techniques militaires non classifiées qui sont assujetties aux dispositions du Règlement sur le contrôle des données techniques?		<input checked="" type="checkbox"/> No <input type="checkbox"/> Yes
6. Indicate the type of access required / Indiquer le type d'accès requis		
6. a) Will the supplier and its employees require access to PROTECTED and/or CLASSIFIED information or assets? Le fournisseur ainsi que les employés auront-ils accès à des renseignements ou à des biens PROTÉGÉS et/ou CLASSIFIÉS? (Specify the level of access using the chart in Question 7. c) (Préciser le niveau d'accès en utilisant le tableau qui se trouve à la question 7. c)		<input type="checkbox"/> No <input checked="" type="checkbox"/> Yes
6. b) Will the supplier and its employees (e.g. cleaners, maintenance personnel) require access to restricted access areas? No access to PROTECTED and/or CLASSIFIED information or assets is permitted. Le fournisseur et ses employés (p. ex. nettoyeurs, personnel d'entretien) auront-ils accès à des zones d'accès restreintes? L'accès à des renseignements ou à des biens PROTÉGÉS et/ou CLASSIFIÉS n'est pas autorisé.		<input checked="" type="checkbox"/> No <input type="checkbox"/> Yes
6. c) Is this a commercial courier or delivery requirement with no overnight storage? S'agit-il d'un contrat de messagerie ou de livraison commerciale sans entreposage de nuit?		<input checked="" type="checkbox"/> No <input type="checkbox"/> Yes
7. a) Indicate the type of information that the supplier will be required to access / Indiquer le type d'information auquel le fournisseur devra avoir accès		
Canada <input checked="" type="checkbox"/>	NATO / OTAN <input type="checkbox"/>	Foreign / Étranger <input type="checkbox"/>
7. b) Release restrictions / Restrictions relatives à la diffusion		
No release restrictions Aucune restriction relative à la diffusion <input checked="" type="checkbox"/>	All NATO countries Tous les pays de l'OTAN <input type="checkbox"/>	No release restrictions Aucune restriction relative à la diffusion <input type="checkbox"/>
Not releasable À ne pas diffuser <input type="checkbox"/>		
Restricted to: / Limité à: <input type="checkbox"/>	Restricted to: / Limité à: <input type="checkbox"/>	Restricted to: / Limité à: <input type="checkbox"/>
Specify country(ies) / Préciser le(s) pays:	Specify country(ies) / Préciser le(s) pays:	Specify country(ies) / Préciser le(s) pays:
7. c) Level of information / Niveau d'information		
PROTECTED A PROTÉGÉ A <input type="checkbox"/>	NATO UNCLASSIFIED NATO NON CLASSIFIÉ <input type="checkbox"/>	PROTECTED A PROTÉGÉ A <input type="checkbox"/>
PROTECTED B PROTÉGÉ B <input checked="" type="checkbox"/>	NATO RESTRICTED NATO DIFFUSION RESTREINTE <input type="checkbox"/>	PROTECTED B PROTÉGÉ B <input type="checkbox"/>
PROTECTED C PROTÉGÉ C <input type="checkbox"/>	NATO CONFIDENTIAL NATO CONFIDENTIEL <input type="checkbox"/>	PROTECTED C PROTÉGÉ C <input type="checkbox"/>
CONFIDENTIAL CONFIDENTIEL <input type="checkbox"/>	NATO SECRET NATO SECRET <input type="checkbox"/>	CONFIDENTIAL CONFIDENTIEL <input type="checkbox"/>
SECRET SECRET <input type="checkbox"/>	COSMIC TOP SECRET COSMIC TRÈS SECRET <input type="checkbox"/>	SECRET SECRET <input type="checkbox"/>
TOP SECRET TRÈS SECRET <input type="checkbox"/>		TOP SECRET TRÈS SECRET <input type="checkbox"/>
TOP SECRET (SIGINT) TRÈS SECRET (SIGINT) <input type="checkbox"/>		TOP SECRET (SIGINT) TRÈS SECRET (SIGINT) <input type="checkbox"/>

TBS/SCT 350-103(2004/12)

Security Classification / Classification de sécurité  
UNCLASSIFIED

Canada



Solicitation No. - N° de l'invitation  
EK235-172346/A  
Client Ref. No. - N° de réf. du client  
EK235-172346

Amd. No. - N° de la modif.  
File No. - N° du dossier  
CW020. EK235-172346

Buyer ID - Id de l'acheteur  
CW020  
CCC No./N° CCC - FMS No./N° VME



Government  
of Canada

Gouvernement  
du Canada

Contract Number / Numéro du contrat

EK235-172346-A

Security Classification / Classification de sécurité  
UNCLASSIFIED

Rev 001

**ART A (continued) / PARTIE A (suite)**

1. Will the supplier require access to PROTECTED and/or CLASSIFIED COMSEC information or assets?  
Le fournisseur aura-t-il accès à des renseignements ou à des biens COMSEC désignés PROTÉGÉS et/ou CLASSIFIÉS?

☒ No ☐ Yes  
Non Oui

If Yes, indicate the level of sensitivity:

Dans l'affirmative, indiquer le niveau de sensibilité :

2. Will the supplier require access to extremely sensitive INFOSEC information or assets?

Le fournisseur aura-t-il accès à des renseignements ou à des biens INFOSEC de nature extrêmement délicate?

☒ No ☐ Yes  
Non Oui

Short Title(s) of material / Titre(s) abrégé(s) du matériel :

Document Number / Numéro du document :

**ART B - PERSONNEL (SUPPLIER) / PARTIE B - PERSONNEL (FOURNISSEUR)**

0. a) Personnel security screening level required / Niveau de contrôle de la sécurité du personnel requis



RELIABILITY STATUS  
COTE DE FIABILITE



CONFIDENTIAL  
CONFIDENTIEL



SECRET  
SECRET



TOP SECRET  
TRÈS SECRET



TOP SECRET - SIGINT  
TRÈS SECRET - SIGINT



NATO CONFIDENTIAL  
NATO CONFIDENTIEL



NATO SECRET  
NATO SECRET



COSMIC TOP SECRET  
COSMIC TRÈS SECRET



SITE ACCESS  
ACCÈS AUX EMPLACEMENTS

Special comments:

Commentaires spéciaux :

NOTE: If multiple levels of screening are identified, a Security Classification Guide must be provided.

REMARQUE : Si plusieurs niveaux de contrôle de sécurité sont requis, un guide de classification de la sécurité doit être fourni.

0. b) May unscreened personnel be used for portions of the work?

Du personnel sans autorisation sécuritaire peut-il se voir confier des parties du travail?

☒ No ☐ Yes  
Non Oui

If Yes, will unscreened personnel be escorted?

Dans l'affirmative, le personnel en question sera-t-il escorté?

☒ No ☐ Yes  
Non Oui

**ART C - SAFEGUARDS (SUPPLIER) / PARTIE C - MESURES DE PROTECTION (FOURNISSEUR)**

INFORMATION / ASSETS / RENSEIGNEMENTS / BIENS

1. a) Will the supplier be required to receive and store PROTECTED and/or CLASSIFIED information or assets on its site or premises?  
Le fournisseur sera-t-il tenu de recevoir et d'entreposer sur place des renseignements ou des biens PROTÉGÉS et/ou CLASSIFIÉS?

☐ No ☒ Yes  
Non Oui

1. b) Will the supplier be required to safeguard COMSEC information or assets?  
Le fournisseur sera-t-il tenu de protéger des renseignements ou des biens COMSEC?

☒ No ☐ Yes  
Non Oui

**PRODUCTION**

1. c) Will the production (manufacture, and/or repair and/or modification) of PROTECTED and/or CLASSIFIED material or equipment occur at the supplier's site or premises?  
Les installations du fournisseur serviront-elles à la production (fabrication et/ou réparation et/ou modification) de matériel PROTÉGÉ et/ou CLASSIFIÉ?

☐ No ☒ Yes  
Non Oui

**INFORMATION TECHNOLOGY (IT) MEDIA / SUPPORT RELATIF À LA TECHNOLOGIE DE L'INFORMATION (TI)**

1. d) Will the supplier be required to use its IT systems to electronically process, produce or store PROTECTED and/or CLASSIFIED information or data?  
Le fournisseur sera-t-il tenu d'utiliser ses propres systèmes informatiques pour traiter, produire ou stocker électroniquement des renseignements ou des données PROTÉGÉS et/ou CLASSIFIÉS?

☐ No ☒ Yes  
Non Oui

1. e) Will there be an electronic link between the supplier's IT systems and the government department or agency?  
Disposera-t-on d'un lien électronique entre le système informatique du fournisseur et celui du ministère ou de l'agence gouvernementale?

☐ No ☒ Yes  
Non Oui

TBS/SCT 350-103(2004/12)

Security Classification / Classification de sécurité

UNCLASSIFIED

Canada



Contract Number / Numéro du contrat

EK235-172346-A

Security Classification / Classification de sécurité  
UNCLASSIFIED

**PART C - (continued) / PARTIE C - (suite)**

For users completing the form **manually** use the summary chart below to indicate the category(ies) and level(s) of safeguarding required at the supplier's site(s) or premises.  
Les utilisateurs qui remplissent le formulaire **manuellement** doivent utiliser le tableau récapitulatif ci-dessous pour indiquer, pour chaque catégorie, les niveaux de sauvegarde requis aux installations du fournisseur.

For users completing the form **online** (via the Internet), the summary chart is automatically populated by your responses to previous questions.  
Dans le cas des utilisateurs qui remplissent le formulaire **en ligne** (par Internet), les réponses aux questions précédentes sont automatiquement saisies dans le tableau récapitulatif.

**SUMMARY CHART / TABLEAU RÉCAPITULATIF**

Category Catégorie	PROTECTED PROTÉGÉ			CLASSIFIED CLASSIFIÉ			NATO				COMSEC					
	A	B	C	CONFIDENTIAL	SECRET	TOP SECRET	NATO RESTRICTED	NATO CONFIDENTIAL	NATO SECRET	COSMIC TOP SECRET	PROTECTED PROTÉGÉ			CONFIDENTIAL	SECRET	TOP SECRET
				CONFIDENTIEL		TRÈS SECRET	NATO DIFFUSION RESTREINTE	NATO CONFIDENTIEL		COSMIC TRÈS SECRET	A	B	C	CONFIDENTIEL		TRÈS SECRET
Information / Assets Renseignements / Biens		✓														
Production		✓														
IT Media / Support TI		✓														
IT Link / Lien électronique		✓														

12. a) Is the description of the work contained within this SRCL PROTECTED and/or CLASSIFIED?

La description du travail visé par la présente LVERS est-elle de nature PROTÉGÉE et/ou CLASSIFIÉE?

☒ No ☐ Yes  
Non Oui

If Yes, classify this form by annotating the top and bottom in the area entitled "Security Classification".

Dans l'affirmative, classifiez le présent formulaire en indiquant le niveau de sécurité dans la case intitulée « Classification de sécurité » au haut et au bas du formulaire.

12. b) Will the documentation attached to this SRCL be PROTECTED and/or CLASSIFIED?

La documentation associée à la présente LVERS sera-t-elle PROTÉGÉE et/ou CLASSIFIÉE?

☒ No ☐ Yes  
Non Oui

If Yes, classify this form by annotating the top and bottom in the area entitled "Security Classification" and indicate with attachments (e.g. SECRET with Attachments).

Dans l'affirmative, classifiez le présent formulaire en indiquant le niveau de sécurité dans la case intitulée « Classification de sécurité » au haut et au bas du formulaire et indiquer qu'il y a des pièces jointes (p. ex. SECRET avec des pièces jointes).

## IT Guide

### Information Technology (IT) Security Requirements at the PROTECTED "B" Level.

#### 1. INTRODUCTION

This document outlines the IT Security requirements that the Contractor must meet prior to processing of sensitive data up to and including the level of *Protected B*. In absence of a formal Threat-Risk Assessment (TRA) and due to the IT portion of the Security clearance being contract specific, the intent of this document is to state the minimum safeguards required by the Contractor in order that the processing of sensitive information be approved by the Public Works and Government Services Canada's Canadian Industrial Security Directorate (CISD).

Security is based upon layers of protection; that is, in order for the requirements of the IT Security (ITS) to effectively safeguard the information, they must be preceded and supported by other aspects of security and the associated policies. The physical, personnel and information security safeguards in accordance with the Policy on Government Security and ITS related Standards must exist *prior* to the implementation of ITS safeguards.

#### 2. MANDATORY PREREQUISITES

##### PWGSC Validation for Physical Security

The application of the security safeguards listed in this document are based on the *mandatory requirement* that the physical premises have been inspected to process and store sensitive information by the CISD, PWGSC.

##### Personnel Security

All personnel who have access to the material being processed must hold valid Government of Canada security clearance at the appropriate level (dictated by the sensitivity of the material) and have the "*need to know*".

All Contractor personnel handling Government of Canada sensitive information must be provided training/briefing session coordinated and delivered by the CSO/ACSO. This training must make reference to the Industrial Security Manual (ISM).

Note: Unless prior approval is granted by the client department and the CISD International section all sensitive government data will only be stored/copied/viewed/processed/or backup within Canada.

No foreign national shall have the capability to affect the Confidentiality, Integrity and Availability of the data without the proper security clearance and prior approval from the CISD International section and the client department.

##### Information Security

All hard copy documents and other media formats must be handled and transported in accordance with the ISM. All hard copy documents and other media will be marked with the appropriate security classification as provided by Treasury Board Secretariat. Any covering letter, transmittal form or circulation slip will be marked to indicate the highest level of classification of the attachments.

Transportation of information associated with this Contract into or out of the physical premises must adhere to RCMP G1-009 "*Transport and Transmittal of Protected and Classified Information*".

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## Security Policy Compliance Monitoring

On a frequency to be determined by the client department, it retains the right to conduct inspections of the Contractor's facility to ensure compliance with Government of Canada standards and policies with respect to the handling, storage and processing of sensitive information.

### 3. MINIMUM IT SECURITY REQUIREMENTS

#### IT Security Policy Compliance and Monitoring

On a frequency to be determined by client department it retains the right to conduct inspections of the Contractor's facility to ensure compliance with Government of Canada standards and policies with respect to prevention, detection, response and recovery requirements in the *Operational Security Standard: Management of Information Technology Security (MITS)*.

##### 1.2 Adherence to Government of Canada Policies

All information technology related operations must adhere to the overall requirements outlined in the *Operational Security Standard: Management of Information Technology Security*.

#### Prevention

Prevention safeguards protect the confidentiality, integrity, and availability of information and IT assets.

#### Physical Security within the IT Security Environment

Contractor shall upon require provide the client department with the list of physical safeguards which are implemented in the facility which is used to process and store sensitive information. All equipment processing sensitive information is to reside in the CISD approved Operations Zone.

The use of wireless technology for the processing of sensitive information may be permitted if the wireless is configured in accords with ITSPSR-2A.

#### Cryptography, Network Security and Perimeter Defence

The electronic storage of Protected A and/or Protected "B" information associated with this Contract must be within a CISD approved IT environment.

Electronic transmission of Protected A information should be encrypted when supported by a Threat and Risk Assessment. However, Protected B information must be encrypted.

For Protected B information, the Contractor must segregate its networks into IT security zones and implement perimeter defence and network security safeguards. As well, the Contractor must apply strict control of all access to the Operations Zone where the information associated with this Contract resides.

Network perimeter defence safeguards (e.g. firewalls, routers) must be used to mediate all traffic and to protect servers that are accessible from the internet.

The Contractor must use CSEC approved encryption technology to ensure confidentiality, integrity, authentication and non-repudiation.

The Need-to-Know principle must always be applied for Protected A and Protected B information, and transmission must be restricted only to CISD approved recipients.

#### Storage, Disposal and Destruction of IT Media

All material such as CD/DVDs, flash/thumb drives, workstation hard disks, server hard disks, backup tapes and any other devices used to process or store sensitive information must be identified and

itemized by model and serial number for hard disks, and labelled with the level of processing. These devices or material must be retained and properly stored, or properly disposed of in the event of failure and replacement of the equipment or termination of the final Contract.

In the event that equipment requires maintenance, support or replacement, no hardware associated with the processing or storage of sensitive information may be given to an outside vendor.

All media, when not in use, must be stored in a storage container which is RCMP-approved for the storage of sensitive information to the level of Protected B (G1-001 "Security Equipment Guide"). The storage container must be verified by CISC.

### **Authorization and Access Control**

The Contractor upon request must provide the client department with a list of all individuals who have access to the sensitive information being processed for the Department, along with Contractor current policies and procedures for adding individuals to the environment and the process followed when an individual is removed from the environment.

In following the 'principle of least-privilege', Contractor must provide only the minimum access required for individuals to perform their duties.

### **Mobile Computing**

It is important to state that the processing of sensitive information associated the Contract and/or subcontracts *may only* be performed in the facility which has been validated by CISC.

Mobile computing must be approved for use beforehand, and if allowed, must provide appropriate levels of protection and security for Protected B information.

### **Emanations Security**

Not applicable for information at the PROTECTED level.

### **Telecommunications Cabling**

In the event a Local Area Network or the Corporate network is used (rather than standalone equipment), the Contractor must control and monitor access to telecommunications wiring, spaces and pathways to avoid inadvertent or deliberate connection to any other network.

### **Software Integrity and Security Configuration**

The Contractor should configure the security in their operating systems and application software being used to process sensitive information in accordance with security best practices documentation (such as the Microsoft Security Compliance Toolkits for servers and clients). Contractor must implement safeguards to "harden" servers and workstations processing sensitive information.

### **Malicious Code**

Contractor must install, use and regularly update antivirus software and conduct scans on all electronic files from external systems.



## Detection

The Contractor must detect security related issues within the operating environment which processes sensitive information. Security logs associated with virus protection software, event viewer and other system tools what monitor systems are to be reviewed regularly.

In order to adequately protect information the Contractor must detect activity such as unauthorized access, unplanned disruption of systems or services or unauthorized changes to system hardware, firmware, or software. Detection mechanisms which are used by the Contractor must be documented.

## Response and Recovery

### Incident Response

The Policy on Government Security requires departments to 'establish mechanisms to respond effectively to IT incidents and exchange incident-related information with designated lead departments in a timely fashion'. Similarly, the client department requires the Contractor to have a documented incident response process.

### Incident Reporting

It is paramount that the client department, the Canadian Industrial Security Directorate, and the Contracting Authority are made aware of any security-related incidents with respect to the facilities and equipment used to process and store sensitive information associated with the Contract and/or subcontracts if applicable.

The Contractor must report any security-related incidents to the representatives identified above as soon as possible of an incident being detected or reported.

### Recovery

The ability to recover systems and information is extremely important in any IT environment. The Contractor must demonstrate the ability to address systems recovery by providing documentation relating to systems and server backup policies (e.g. processes used, test restores, retention periods and storage of backup media).

## 4. SUMMARY

1. The Supplier is required it ensure that the Information System (IS) utilized to process up to PROTECTED "B" data meets the following requirements;
  - a. An IT Threat and Risk Assessment (TRA) using the Harmonized TRA Methodology to identify the safeguards needed on the IS used to process, produce and store sensitive government data;
  - b. All hardware devices must be identified (e.g. PCs, printers, removable storage media and backup tapes) will be labelled appropriately. (Security Markings);
  - c. When using remote access on the Information System (IS) the company shall utilize a VPN solution that is secure and monitored to prevent cyber attacks and unauthorized access. The employee using a VPN must be made aware of the risks and understand the potential threats;

- 
- d. Every individual granted access to the IS must utilize a unique user name and password which shall not be shared;
  - e. All sensitive government data will only be stored/copied/viewed/processed/or backup within Canada;
  - f. Printing of PROTECTED documents is authorized, however physical control of the document must be maintained at all times.
  - g. All hard drives and store media will need to be disposed of using security procedures defined in ITSG-06 to ensure no residual PROTECTED data can be read off these devices, this would also include printers, multi-function printers and photocopiers which utilize an internal hard drive;
  - h. All equipment will be located "as a minimum" in an Operational Zone to ensure the safe processing of PROTECTED data;
  - i. All personnel with user access rights to the IS are to be security cleared to the highest level of processing authorized. In addition personnel with privileged access must comply with requires stated in MITS 16.3;
  - j. Protected "B" data will not be transmitted via the Internet unless it's encrypted;
  - k. When using wireless, it is to conform to the configuration guidelines in ITSPSR-21A;
  - l. Government contractual data is to be segregated from other contractual data and corporate data in a way which allows all government contractual data to be immediately security wiped upon request of the client;
  - m. Personnel with unescorted access to the processing area (Operations Zone) must hold a valid government security clearance to at least the same level of the highest data authorized for processing;
  - n. The Operating System (OS) must be a supported product and security patches must be updated on a regular basis;
  - o. The IS must have a supported anti-virus product with up-to-date definition files; and
  - p. The IS shall have an EAL 4 rated Firewall solution on all external access points.
2. No sensitive IT processing will be conducted until these requirements are verified by an IT Sec inspection conducted by PWGSC/CISD.

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## PRIVACY GUIDE

1. For the purpose of allowing the Contractor to perform the work under the contract, PSPC shall make available to the Contractor, in accordance with the Department of Employment and Social Development Act, the Privacy Act and other applicable laws governing the protection of information under its control, the following information, which is stored in PSPC's Personal Information Banks: PWGSC PCU 702 – Federal Pensions Administration.
2. Unless otherwise required by law or authorized in writing by the individuals to whom that information relates, the Contractor shall not use or disclose the information referred to in section 1 above except for the purpose of performing the work under the contract.
3. The Contractor shall maintain all information referred to in section 1 above, and make sure it is only accessible, in Canada.
4. The Contractor shall segregate all records containing information referred to in section 1 above (whether in electronic format or in hard copy) from other records, and keep all databases in which such records are to be maintained physically independent from all other database, directly or indirectly, which are located outside Canada.
5. The Contractor shall ensure that all aspects of the processing of information referred to in section 1 above are conducted in, and only accessible in Canada.
6. The Contractor shall take all necessary measures to ensure that every person hired, or the services of whom it retains to fulfill obligations under this contract, knows and complies with all the terms and conditions of this contract with respect to the protection of information referred to in section 1 above.
7. Unless otherwise required by law or authorized in writing by the individuals to whom that information relates, the Contractor will ensure that no information referred to in section 1 above, is disclosed to a third party for a purpose authorized herein, unless there is a written agreement between the Contractor and the third party, imposing upon the third party obligations that are the same as those that are imposed upon the Contractor under this contract with respect to the protection of this information.
8. The information referred to in section 1 above remains at all times under the control of PSPC.
9. The information referred to in section 1 above is protected by the *Privacy Act* and any other applicable federal laws governing the protection of personal information held by federal institutions. That information shall be treated as such by the Contractor in accordance with the PSPC Security Policy and Procedures Manual, the Government of Canada Security Policy or other instructions that PSPC may issue.
10. Unless otherwise required by law or authorised in writing by the individuals to whom that information relates, the Contractor shall not make any copies of the information referred to in section 1 above except with the written consent of PSPC.
11. Unless otherwise required by law or authorised in writing by the individuals to whom that information relates, upon expiry or termination of the contract, whichever is earlier, the Contractor shall **destroy** the information referred to in section 1 above and copies thereof, if any.
12. All information shall be destroyed in accordance with the PSPC Security Policy and Procedures Manual or other instructions that PSPC may issue.
13. The Contractor's premises shall be open for inspection by authorized representatives of PSPC at reasonable times to ensure compliance with the provisions of this contract governing the protection of personal information.

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14. The Contractor shall notify PSPC immediately after he becomes aware that a breach of any provision of this contract governing the protection of personal information has occurred.
15. Any intentional breach by the Contractor of any provision of this contract governing the protection of personal information constitutes a fundamental breach of contract such that the contract may be terminated by PSPC.

DRAFT

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**ANNEX “D” to PART 3 OF THE BID SOLICITATION**

**ELECTRONIC PAYMENT INSTRUMENTS**

The Bidder accepts to be paid by any of the following Electronic Payment Instrument(s):

- ☐ ( ) VISA Acquisition Card;
- ☐ ( ) MasterCard Acquisition Card;
- ☐ ( ) Direct Deposit (Domestic and International);
- ☐ ( ) Electronic Data Interchange (EDI);
- ☐ ( ) Wire Transfer (International Only);
- ☐ ( ) Large Value Transfer System (LVTS) (Over \$25M)

## ANNEX "E" to PART 5 OF THE BID SOLICITATION

### FEDERAL CONTRACTORS PROGRAM FOR EMPLOYMENT EQUITY – CERTIFICATION

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 any request or requirement imposed by Canada may render the bid non-responsive or constitute a default under the Contract.

For further information on the Federal Contractors Program for Employment Equity visit [Employment and Social Development Canada \(ESDC\) – 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 permanent full-time and/or permanent part-time employees.

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 ESDC-Labour.

OR

- ☐ A5.2. The Bidder certifies having submitted the Agreement to Implement Employment Equity (LAB1168) to ESDC-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 ESDC-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)

## ANNEX "F" MANDATORY AND RATED REQUIREMENTS

Bidders are to fill out the table below and resubmit it with the proposal.

Bidders are to fill out on which page(s) of your proposal, the evaluation team will find the responses to the mandatory and rated requirements

Proposal requirement	Page number where to find the answer in your proposal
Mandatory requirement M.1	
Mandatory requirement M.2	
<b>Rated requirements:</b>	
<b>R.1 Implementation of the Work</b>	
R.1.1	
R.1.2	
R.1.3	
R.1.4	
<b>R.2 Production Management</b>	
R.2.1	
R.2.2	
<b>R.3 Quality Assurance</b>	
<b>R.4 Business Continuity Plan</b>	
R.4.1	
R.4.2	
R.4.3	
<b>R.5 Environmental Practices</b>	

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## MANDATORY EVALUATION CRITERIA

Bidders **MUST** meet all the mandatory requirements of the RFP. No further consideration will be given to Bidders not meeting all the mandatory criteria.

To meet the requirement described herein, the experience of the Bidder must be work for which the Bidder was under contract to external clients. During the evaluation no corporate experience gained through internal clients will be accepted or reviewed. In the case of a joint venture, the combined experience of the parties forming the joint venture will be considered in the evaluation of the experience of the Bidder.

Listing experience without providing any supporting data to describe where and how such experience was obtained will result in the experience not being included for evaluation purposes.

### Definitions for the purposes of evaluation:

**"External client(s)"** means clients exterior to the Bidder's own legal entity (or joint venture partnership) and excludes the parent, subsidiaries or other affiliates of the Bidder.

**"Internal client(s)"** means clients within the Bidder's own legal entity (or joint venture partnership) and includes the parent, subsidiaries and other affiliates of the Bidder.

**"Multiple"** means two (2) or more.

**"Print Outputs/Outputs"** means print production from supplied data sets or printed paper products such as, but not limited to, a letter, form or factsheet.

**Data Processing/large data sets:** means a minimum of 300,000 records with at least 15 fields (bubble mapping areas) per record.

**Variable Printing:** means over printing personalized data

**Static Printing:** printed material – inserts, newsletters or other print material which will be used for variable over printing requirements.

**Insertions:** means insertions in addition to the variable data printed. Insertion equipment capable of choosing the appropriate version information insert, and inserting it into an envelope, based on a single character indicator contained within each print record.

**PDF/UA:** means PDF Universal Accessibility - The formal name of PDF/UA is "ISO 14289-1 Document management applications -- Electronic document file format enhancement for accessibility -- Part 1: Use of ISO 32000-1 (PDF/UA-1)". Presently PDF/UA complements WCAG 2.0  
<http://www.w3.org/TR/2014/NOTE-WCAG20-TECHS-20140408/pdf.html>

**epost™** : is an on-line digital mailbox provided by Canada Post Corporation (CPC).

**Distribution:** means print and electronic products distributed via CPC mail or CPC epost™.

**All other different types of pension products (PSSA, RCMP SA, CFSA, Judges & MPRAA)** as specified in the Annex "A" Statement of Work (i.e Annual Pensioners' Statement (APS), GCGWCC inserts, RCMP Retired members Pension Benefit Statements etc...)



**Bubble mapping:** Bubble mapping refers to the indication of document fields on the layout samples provided in the appendices to Annex "A". These "bubbles" have been assigned numbers as indicated on the file layout to aid the Contractor in developing the mapping of data from the data file to the document.

**PROPOSALS NOT MEETING ALL OF THE MANDATORY REQUIREMENTS WILL BE CONSIDERED NON RESPONSIVE AND GIVEN NO FURTHER CONSIDERATION.**

#### POINT RATED CRITERIA - SUMMARY TABLE

POINT RATED CRITERIA	Maximum Points	SCORE ACHIEVED
R.1 Implementation of Work	312	
R.2 Production Management	32	
R.3 Quality Assurance	32	
R.4 Business Continuity Plan	76	
R.5 Environmental Practices	12	
Minimum required points = 348		Total Points _____/464

#### MANDATORY REQUIREMENTS

		Compliant Yes	NOT Compliant
<b>M.1</b>	<b>CORPORATE EXPERIENCE</b>		
	The Bidder must demonstrate that it has been contractually bound to an external client or to external clients (outside of the Bidder's own company) for two (2) contracts to provide the services described in the Statement of Work. These two (2) contracts must have been started or completed after April 2014. When combined, these two (2) contracts must, at a minimum, include all of the following services (M.1.a - M.1.f):		
<b>M.1.a</b>	Data Processing - Preparation of large data sets for variable printing consisting of multiple outputs requiring the merging of static and variable information;		
<b>M.1.b</b>	Preparation of large data sets for mailing including sortation for incentive lettermail pre-sort and matching of multiple variable items;		
<b>M.1.c</b>	Variable printing. Printing of multiple outputs with each output having multiple forms requiring printing of variable information;		
<b>M.1.d</b>	Mailing preparation with sortation and handling in accordance with Canada Post (CPC) requirements for incentive lettermail pre-sort, matching and insertion of variable print items, selective insertion of multiple additional inserts all into an envelope and delivery to CPC;		
<b>M.1.e</b>	Supply of printed envelopes for mailing;		
<b>M.1.f</b>	Preparation and uploading of PDF documents to a secure electronic mailbox or electronic distribution service for multiple users/subscribers to access the PDF documents addressed to each individual/subscriber. <b>Response Format:</b>		

	<p><b>For each of the two (2) contracts</b> the Bidder must provide the following information:</p> <ul style="list-style-type: none"><li>• As applicable to the contract, a description of the required services (M.1.a, M.1.b, M.1.c, M.1.d, M.1.e, and M.1.f) provided to the client(s) as specified to meet M.1;</li><li>• The start date and/or end date of the Contract for which the services were provided; (example: start date July 2013 or end date April 10, 2015 or July 2009 to present);</li><li>• The Bidder must <b>identify any activities undertaken by sub-contractors and/or joint venture partners</b>;</li><li>• The client information for the Contract.</li></ul>		
<b>M.2</b>	<p><b>PRODUCTION CAPABILITY</b></p> <p>The Bidder must:</p> <p>M.2.1 Provide a written confirmation that they can read files in XML (Extensible Markup Language) and flat file (multiple line) format.</p> <p>M.2.2 Provide a description of the tools that the Bidder currently has in place to read XML and flat format files.</p>		

**PROPOSALS NOT MEETING ALL OF THE MANDATORY REQUIREMENTS WILL BE CONSIDERED NON RESPONSIVE AND GIVEN NO FURTHER CONSIDERATION.**

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## POINT RATED CRITERIA

Only those proposals which first meet the Mandatory Requirements will be considered in the second stage of the evaluation, the Technical Evaluation.

To be considered responsive, a proposal must obtain a minimum passing mark of 75% overall for the point rated criteria of the Technical Evaluation. Proposals scoring less than 75% overall for the point rated criteria of the Technical Evaluation will not be given further consideration.

Bidders are instructed to address each requirement in sufficient depth to permit a complete analysis and assessment by the Evaluation Team.

Assessment of proposals will be based solely on the information in the Proposal. Canada may seek further information or clarification from the bidder.

The points allocated for selected criteria will be multiplied by the specified weighting factor (w.f.).

### **R.1. Implementation of Work: (R.1.1 + R.1.2 + R.1.3 + R.1.4) Maximum 312 points**

The Bidder should provide a detailed work plan describing how the Bidder proposes to implement and manage the requirement as described in the Annex "A" Statement of Work. The plan should give a comprehensive description of all procedures and activities which will be completed, or managed by the Bidder, as well as, how all of the activities are integrated in order to provide the required service.

The Work Plan should clearly explain the processes occurring in each area and how they interact both within the area and with other areas necessary to complete the requirement.

The Work Plan should address the main areas for each of the various aspects of the PSPC requirement (PSPC Pension Communication Products as well as RCMP Pay Communication Products) of data processing, printing of the variable information, static printing, insertion, mailing preparation, the creation of PDF/UA files, and the supply of envelopes.

The Work Plan should describe how the Bidder will manage all aspects of the PSPC requirement.

The Bidder should identify the facility, or facilities, where the data processing, variable printing, static printing, insertion, mail preparation, creation of the PDF/UA files, creating and printing of the envelopes will be performed.

#### **R.1.1. Data Processing: Maximum of 128 points**

The Work Plan should clearly describe the Bidder's methodology for completing the data processing activities for preparing the PSPC files for printing and distribution (mailing, creation of PDF/UA files and sending the files, including the PDF/UA files to CPC for epost™) as described in the Annex "A" Statement of Work. This work plan should describe the methodology for each of the requirements, including RCMP bi-weekly direct deposit payment statements, the adhoc, monthly and annual Direct Deposit Pension payment statements, the various statement of remunerations, all (RCMP. Judges, CF, etc...) pension statements.

The Work Plan should describe the following:

R.1.1.1 The facility or facilities for completing the data processing activities

R.1.1.2 Initial Test Period: The processes and management procedures for completing the data processing activities

R.1.1.3 Production Period: The processes and management procedures for completing the data processing activities

**R.1.1.1 Facility or Facilities for Completing the Data Processing Activities for all products as specified in the Annex "A" Statement of Work**

The Bidder should identify each facility that the Bidder will use to complete the data processing activities.

<b>R.1.1.1: Facility or Facilities for Completing the Data Processing Activities</b>			
The Work Plan should provide the required information to identify the business name(s) and complete address(es) including the street name, civic number, city, and country for each facility that the Bidder proposes to use for the completion of all of the data processing activities.	Information not provided	Information unclear, incomplete.	Information clear and complete.
<b>R.1.1.a Test Period: The facility or facilities for completing the data processing activities for all of the following:</b>	<b>0 Points</b>	<b>1 Point</b>	<b>2 Points</b>
<ul style="list-style-type: none"> <li>Direct Deposit Statements (RCMP biweekly Direct Deposit payment statements and all pensioners' direct deposit payment statements (ad hoc, monthly and annually)</li> </ul>			
<ul style="list-style-type: none"> <li>all remuneration statements</li> </ul>			
<ul style="list-style-type: none"> <li>RCMP Active member Pension Benefit statement Booklet</li> </ul>			
<ul style="list-style-type: none"> <li>all other different types of pension products (PSSA, RCMPSPA, CFSA, Judges &amp; MPRAA)</li> </ul>			
<b>R.1.1.b Production Period: The facility or facilities for completing the data processing activities for all of the following:</b>	<b>0 Points</b>	<b>1 Point</b>	<b>2 Points</b>
<ul style="list-style-type: none"> <li>Direct Deposit Statements (RCMP biweekly Direct Deposit payment statements and all pensioners' direct deposit payment statements (ad hoc, monthly and annually)</li> </ul>			
<ul style="list-style-type: none"> <li>all remuneration statements</li> </ul>			
<ul style="list-style-type: none"> <li>RCMP Active member Pension Benefit statement Booklet</li> </ul>			
<ul style="list-style-type: none"> <li>all other different types of pension products (PSSA, RCMPSPA, CFSA, Judges &amp; MPRAA)</li> </ul>			
<b>R.1.1.1. Points Allocated _____ /16</b>			

### R.1.1.2 Test Period

The Work Plan should provide the required information to describe the work processes and management procedures that the Bidder will use for each of the following elements of the evaluation (i – vii) for each facility used to complete the requirement:

- i. File acceptance
- ii. Data verification
- iii. Processing for test output
- iv. Verification of test output - internal
- v. Verification of test output – client
- vi. Feedback process for client review
- vii. Process for modifications/changes, if required

<b>R.1.1.2: Processes and Management procedures – Initial Test Period</b>			
The Work Plan should provide the required information to describe the following elements of the evaluation for <u>each facility</u> used to complete the requirement as well as how the Bidder will manage each of the following activities in each identified facility:	Information not provided OR Description does not demonstrate that the Bidder's capability to complete PSPC requirements	Information unclear, incomplete. OR Does not clearly demonstrate Bidder's capability to complete PSPC requirements.	Information clear and complete. Clearly demonstrates capability to complete PSPC requirements.
<b>i. The work processes and management procedures for File Acceptance for each of the following products:</b>	<b>0 Points</b>	<b>1 Point</b>	<b>2 Points</b>
<ul style="list-style-type: none"> <li>direct deposit statements (RCMP biweekly Direct Deposit payment statements and all pensioners' direct deposit payment statements (ad hoc, monthly and annually) as specified in the Annex "A" Statement of Work</li> </ul>			
<ul style="list-style-type: none"> <li>all remuneration statements as specified in the Annex "A" Statement of Work</li> </ul>			
<ul style="list-style-type: none"> <li>RCMP Active member Pension Benefit statement Booklet as specified in the Annex "A" Statement of Work</li> </ul>			
<ul style="list-style-type: none"> <li>all other different types of pension products (PSSA, RCMPSPA, CFSA, Judges &amp; MPRAA) as specified in the Annex "A" Statement of Work</li> </ul>			
<b>ii. The work processes and management procedures for Data verification for each of the following:</b>	<b>0 Points</b>	<b>1 Point</b>	<b>2 Points</b>
<ul style="list-style-type: none"> <li>direct deposit statements (RCMP biweekly Direct Deposit payment statements and all pensioners' direct deposit payment statements (ad hoc,</li> </ul>			

monthly and annually) as specified in the Annex "A" Statement of Work			
<ul style="list-style-type: none"> <li>all remuneration statements as specified in the Annex "A" Statement of Work</li> </ul>			
<ul style="list-style-type: none"> <li>RCMP Active member Pension Benefit statement Booklet as specified in the Annex "A" Statement of Work</li> </ul>			
<ul style="list-style-type: none"> <li>all other different types of pension products (PSSA, RCMPSPA, CFSA, Judges &amp; MPRAA) as specified in the Annex "A" Statement of Work</li> </ul>			
<b>iii. The work processes and management procedures for the processing of test outputs for each of the following:</b>	<b>0 Points</b>	<b>1 Point</b>	<b>2 Points</b>
<ul style="list-style-type: none"> <li>direct deposit statements (RCMP biweekly Direct Deposit payment statements and all pensioners' direct deposit payment statements (ad hoc, monthly and annually) as specified in the Annex "A" Statement of Work</li> </ul>			
<ul style="list-style-type: none"> <li>all remuneration statements as specified in the Annex "A" Statement of Work</li> </ul>			
<ul style="list-style-type: none"> <li>RCMP Active member Pension Benefit statement Booklet as specified in the Annex "A" Statement of Work</li> </ul>			
<ul style="list-style-type: none"> <li>all other different types of pension products (PSSA, RCMPSPA, CFSA, Judges &amp; MPRAA) as specified in the Annex "A" Statement of Work</li> </ul>			
<b>iv. The work processes and management procedures for initial verification of test output for each of the following:</b>	<b>0 Points</b>	<b>1 Point</b>	<b>2 Points</b>
<ul style="list-style-type: none"> <li>direct deposit statements (RCMP biweekly Direct Deposit payment statements and all pensioners' direct deposit payment statements (ad hoc, monthly and annually) as specified in the Annex "A" Statement of Work</li> </ul>			
<ul style="list-style-type: none"> <li>all remuneration statements as specified in the Annex "A" Statement of Work</li> </ul>			
<ul style="list-style-type: none"> <li>RCMP Active member Pension Benefit statement Booklet as specified in the Annex "A" Statement of Work</li> </ul>			
<ul style="list-style-type: none"> <li>all other different types of pension products (PSSA, RCMPSPA, CFSA,</li> </ul>			

Judges & MPRAA) as specified in the Annex "A" Statement of Work			
<b>v. The work processes and management procedures for the verification of test output provided for client review for each of the following:</b>	<b>0 Points</b>	<b>1 Point</b>	<b>2 Points</b>
<ul style="list-style-type: none"> <li>direct deposit statements (RCMP biweekly Direct Deposit payment statements and all pensioners' direct deposit payment statements (ad hoc, monthly and annually) as specified in the Annex "A" Statement of Work</li> </ul>			
<ul style="list-style-type: none"> <li>all remuneration statements as specified in the Annex "A" Statement of Work</li> </ul>			
<ul style="list-style-type: none"> <li>RCMP Active member Pension Benefit statement Booklet as specified in the Annex "A" Statement of Work</li> </ul>			
<ul style="list-style-type: none"> <li>all other different types of pension products (PSSA, RCMPSPA, CFSA, Judges &amp; MPRAA) as specified in the Annex "A" Statement of Work</li> </ul>			
<b>vi. The feedback process for the client review process for each of the following:</b>	<b>0 Points</b>	<b>1 Point</b>	<b>2 Points</b>
<ul style="list-style-type: none"> <li>direct deposit statements (RCMP biweekly Direct Deposit payment statements and all pensioners' direct deposit payment statements (ad hoc, monthly and annually) as specified in the Annex "A" Statement of Work</li> </ul>			
<ul style="list-style-type: none"> <li>all remuneration statements as specified in the Annex "A" Statement of Work</li> </ul>			
<ul style="list-style-type: none"> <li>RCMP Active member Pension Benefit statement Booklet as specified in the Annex "A" Statement of Work</li> </ul>			
<ul style="list-style-type: none"> <li>all other different types of pension products (PSSA, RCMPSPA, CFSA, Judges &amp; MPRAA) as specified in the Annex "A" Statement of Work</li> </ul>			
<b>vii. The work processes and management procedures for modifications/changes for each of the following:</b>	<b>0 Points</b>	<b>1 Point</b>	<b>2 Points</b>
<ul style="list-style-type: none"> <li>direct deposit statements (RCMP biweekly Direct Deposit payment statements and all pensioners' direct deposit payment statements (ad hoc, monthly and annually) as specified in the Annex "A" Statement of Work</li> </ul>			

• all remuneration statements as specified in the Annex "A" Statement of Work			
• RCMP Active member Pension Benefit statement Booklet as specified in the Annex "A" Statement of Work			
• all other different types of pension products (PSSA, RCMPSPA, CFSA, Judges & MPRAA) as specified in the Annex "A" Statement of Work			
<b>R.1.1.2. Points Allocated _____ /56</b>			

### R.1.1.3 Production Period

The Work Plan should provide the required information to describe the processes and management procedures that the Bidder will use for each of the following elements of the evaluation (i - vii) for each facility used to complete the requirement:

- i. The processes and management procedures for file acceptance
- ii. The processes and management procedures for data verification
- iii. The processing, testing, and management procedures for merging variable and static information
- iv. The processing, testing, and management procedures for providing control mechanisms for matching requirements
- v. The processing, testing, and management procedures for address accuracy and correction
- vi. The processing, testing, and management procedures for providing control mechanisms for mail sortation for Incentive Lettermail Presort
- vii. The procedures for managing the process for incorporating modifications/changes required at data processing

<b>R.1.1.3.: Processes and Management Procedures - Production Period</b>			
The Work Plan should provide the required information to describe the following elements of the evaluation for <u>each facility</u> used to complete the requirement as well as how the Bidder will manage each of the following activities in each identified facility:	Information not provided OR Description does not demonstrate that the Bidder's capability to complete PSPC requirements	Information unclear, incomplete. OR Does not clearly demonstrate Bidder's capability to complete PSPC requirements.	Information clear and complete. Clearly demonstrates capability to complete PSPC requirements.
<b>i. The work processes and management procedures for the file Acceptance process for each of the following:</b>	<b>0 Points</b>	<b>1 Point</b>	<b>2 Points</b>
• direct deposit statements (RCMP biweekly Direct Deposit payment statements and all pensioners' direct deposit payment statements (ad hoc, monthly and annually) as specified in the Annex "A" Statement of Work			



<ul style="list-style-type: none"> <li>all remuneration statements as specified in the Annex "A" Statement of Work</li> </ul>			
RCMP Active member Pension Benefit statement Booklet as specified in the Annex "A" Statement of Work			
all other different types of pension products (PSSA, RCMPSPA, CFSA, Judges & MPRAA) as specified in the Annex "A" Statement of Work			
<b>ii. The work processes and management procedures for the data verification process for each of the following:</b>	<b>0 Points</b>	<b>1 Point</b>	<b>2 Points</b>
<ul style="list-style-type: none"> <li>direct deposit statements (RCMP biweekly Direct Deposit payment statements and all pensioners' direct deposit payment statements (ad hoc, monthly and annually) as specified in the Annex "A" Statement of Work</li> </ul>			
<ul style="list-style-type: none"> <li>all remuneration statements as specified in the Annex "A" Statement of Work</li> </ul>			
<ul style="list-style-type: none"> <li>RCMP Active member Pension Benefit statement Booklet as specified in the Annex "A" Statement of Work</li> </ul>			
<ul style="list-style-type: none"> <li>all other different types of pension products (PSSA, RCMPSPA, CFSA, Judges &amp; MPRAA) as specified in the Annex "A" Statement of Work</li> </ul>			
<b>iii. The work processes and management procedures for testing and managing the data processing and print production requirements for merging variable and static information for each of the following:</b>	<b>0 Points</b>	<b>1 Point</b>	<b>2 Points</b>
<ul style="list-style-type: none"> <li>direct deposit statements (RCMP biweekly Direct Deposit payment statements and all pensioners' direct deposit payment statements (ad hoc, monthly and annually) as specified in the Annex "A" Statement of Work</li> </ul>			
<ul style="list-style-type: none"> <li>all remuneration statements as specified in the Annex "A" Statement of Work</li> </ul>			
<ul style="list-style-type: none"> <li>RCMP Active member Pension Benefit statement Booklet as specified in the Annex "A" Statement of Work</li> </ul>			
<ul style="list-style-type: none"> <li>all other different types of pension products (PSSA, RCMPSPA, CFSA,</li> </ul>			

Judges & MPRAA) as specified in the Annex "A" Statement of Work			
<b>iv. The work processes and management procedures for testing and managing the data processing for print production and mailing to provide control mechanisms for matching requirements for each of the following:</b>	<b>0 Points</b>	<b>1 Point</b>	<b>2 Points</b>
<ul style="list-style-type: none"> <li>direct deposit statements (RCMP biweekly Direct Deposit payment statements and all pensioners' direct deposit payment statements (ad hoc, monthly and annually) as specified in the Annex "A" Statement of Work</li> </ul>			
<ul style="list-style-type: none"> <li>all remuneration statements as specified in the Annex "A" Statement of Work</li> </ul>			
<ul style="list-style-type: none"> <li>RCMP Active member Pension Benefit statement Booklet as specified in the Annex "A" Statement of Work</li> </ul>			
<ul style="list-style-type: none"> <li>all other different types of pension products (PSSA, RCMPSPA, CFSA, Judges &amp; MPRAA) as specified in the Annex "A" Statement of Work</li> </ul>			
<b>v. The work processes and management procedures for testing and managing the data processing and CPC mailing requirements to complete the required address accuracy and correction (as well as ifiles for epost) for each of the following:</b>	<b>0 Points</b>	<b>1 Point</b>	<b>2 Points</b>
<ul style="list-style-type: none"> <li>direct deposit statements (RCMP biweekly Direct Deposit payment statements and all pensioners' direct deposit payment statements (ad hoc, monthly and annually) as specified in the Annex "A" Statement of Work</li> </ul>			
<ul style="list-style-type: none"> <li>all remuneration statements as specified in the Annex "A" Statement of Work</li> </ul>			
<ul style="list-style-type: none"> <li>RCMP Active member Pension Benefit statement Booklet as specified in the Annex "A" Statement of Work</li> </ul>			
<ul style="list-style-type: none"> <li>all other different types of pension products (PSSA, RCMPSPA, CFSA, Judges &amp; MPRAA) as specified in the Annex "A" Statement of Work</li> </ul>			
<b>vi. The work processes and management procedures for testing and managing the data processing for print production and</b>	<b>0 Points</b>	<b>1 Point</b>	<b>2 Points</b>

<b>mailing to provide control mechanisms for mail sortation for each of the following:</b>			
<ul style="list-style-type: none"> <li>direct deposit statements (RCMP biweekly Direct Deposit payment statements and all pensioners' direct deposit payment statements (ad hoc, monthly and annually) as specified in the Annex "A" Statement of Work</li> </ul>			
<ul style="list-style-type: none"> <li>all remuneration statements as specified in the Annex "A" Statement of Work</li> </ul>			
<ul style="list-style-type: none"> <li>RCMP Active member Pension Benefit statement Booklet as specified in the Annex "A" Statement of Work</li> </ul>			
<ul style="list-style-type: none"> <li>all other different types of pension products (PSSA, RCMPSPA, CFSA, Judges &amp; MPRAA) as specified in the Annex "A" Statement of Work</li> </ul>			
<b>vii. The procedures for managing the process for incorporating modifications/changes required at data processing for each of the following:</b>	<b>0 Points</b>	<b>1 Point</b>	<b>2 Points</b>
<ul style="list-style-type: none"> <li>direct deposit statements (RCMP biweekly Direct Deposit payment statements and all pensioners' direct deposit payment statements (ad hoc, monthly and annually) as specified in the Annex "A" Statement of Work</li> </ul>			
<ul style="list-style-type: none"> <li>all remuneration statements as specified in the Annex "A" Statement of Work</li> </ul>			
<ul style="list-style-type: none"> <li>RCMP Active member Pension Benefit statement Booklet as specified in the Annex "A" Statement of Work</li> </ul>			
<ul style="list-style-type: none"> <li>all other different types of pension products (PSSA, RCMPSPA, CFSA, Judges &amp; MPRAA) as specified in the Annex "A" Statement of Work</li> </ul>			
<b>R.1.1.3. Points Allocated_____ /56</b>			

<b>R.1.1 TOTAL POINTS OBTAINED: _____ / 128</b>
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### **R.1.2. Variable Printing: Maximum of 112 points**

The Work Plan should clearly describe the Bidder's capability and procedures for completing the variable printing requirements as described in the Annex "A" Statement of Work for the PSPC requirement.

#### **R.1.2.1 Print Production Processes**

The Bidder should clearly describe the processes for print production management of the variable data including the mail management controls in all facilities identified by the Bidder. The description should provide information for all of the following production stages (a - c):

- Processes for accurate and complete transfer of PSPC various requirement files to print area,
- Processes for start-up of printing for PSPC various requirements,
- Processes for ongoing monitoring of printing PSPC various requirements.

<b>R.1.2.1 Print Production Processes</b>			
The Work Plan should provide the required information to describe the following elements for each facility used to complete the requirement:	Information not provided OR Description does not demonstrate that the Bidder's capability to complete PSPC requirements	Information unclear, incomplete. OR Does not clearly demonstrate Bidder's capability to complete PSPC requirements.	Information clear and complete. Clearly demonstrates capability to complete PSPC requirements.
<b>a. The processes for the accurate and complete transfer of PSPC files to the print area for each of the following products:</b>	<b>0 Points</b>	<b>1 Point</b>	<b>2 Points</b>
<ul style="list-style-type: none"> <li>Direct Deposit payment Statements as specified in the Annex "A" Statement of Work</li> </ul>			
<ul style="list-style-type: none"> <li>all remuneration statements as specified in the Annex "A" Statement of Work</li> </ul>			
<ul style="list-style-type: none"> <li>RCMP Active member Pension Benefit statement Booklet as specified in the Annex "A" Statement of Work</li> </ul>			
<ul style="list-style-type: none"> <li>all other different types of pension products (PSSA, RCMP SA, CFSA, Judges &amp; MPRAA) as specified in the Annex "A" Statement of Work</li> </ul>			
<b>b. The processes for the start-up of printing for each of the following products as specified in the Annex "A" Statement of Work:</b>	<b>0 Points</b>	<b>1 Point</b>	<b>2 Points</b>
<ul style="list-style-type: none"> <li>Direct Deposit payment Statements as specified in the Annex "A" Statement of Work</li> </ul>			

• all remuneration statements as specified in the Annex "A" Statement of Work			
• RCMP Active member Pension Benefit statement Booklet as specified in the Annex "A" Statement of Work			
• all other different types of pension products (PSSA, RCMPSPA, CFSA, Judges & MPRAA) as specified in the Annex "A" Statement of Work			
<b>c. The processes for ongoing monitoring of the printing for each of the following products as specified in the Annex "A" Statement of Work:</b>	<b>0 Points</b>	<b>1 Point</b>	<b>2 Points</b>
• Direct Deposit payment Statements as specified in the Annex "A" Statement of Work			
• all remuneration statements as specified in the Annex "A" Statement of Work			
• RCMP Active member Pension Benefit statement Booklet as specified in the Annex "A" Statement of Work			
• all other different types of pension products (PSSA, RCMPSPA, CFSA, Judges & MPRAA) as specified in the Annex "A" Statement of Work			
<b>Points allocated for R.1.2.1: _____/24</b>			

#### R.1.2.2 Print Production, Transfer of Printed Material

The Bidder should clearly describe how the finished material is prepared for the mailing operations and their processes for managing the transfer of the printed output to the mailing area as well as the transfer of the required PDF and PDF/UA for epost™.

- Process for verifying the completeness and accuracy of each of the PSPC complete requirement printed outputs
- Process for identifying each PSPC output for mailing production
- Process for preparing the PSPC printed outputs for transfer to the mailing area
- Process for ensuring the safe transfer of the PSPC printed outputs into the mailing area
- Process for ensuring the safe transfer of the PDF and PDF/UA for distribution by epost™

<b>R.1.2.2 Print Production, Transfer of Printed Material</b>			
The Work Plan should provide the required information to describe the following elements of the evaluation for each facility used to complete the PSPC requirement:	Information not provided OR Description does not demonstrate that the Bidder's capability to complete PSPC requirements	Information unclear, incomplete. OR Does not clearly demonstrate Bidder's capability to complete PSPC requirements.	Information clear and complete. Clearly demonstrates capability to complete PSPC requirements.
<b>a. The Process for verifying the completeness and accuracy of the printed outputs for each of the following products as specified in the Annex "A" Statement of Work:</b>	<b>0 Points</b>	<b>1 Point</b>	<b>2 Points</b>
<ul style="list-style-type: none"> <li>Direct Deposit payment Statements as specified in the Annex "A" Statement of Work</li> </ul>			
<ul style="list-style-type: none"> <li>all remuneration statements as specified in the Annex "A" Statement of Work</li> </ul>			
<ul style="list-style-type: none"> <li>RCMP Active member Pension Benefit statement Booklet as specified in the Annex "A" Statement of Work</li> </ul>			
<ul style="list-style-type: none"> <li>all other different types of pension products (PSSA, RCMPSPA, CFSA, Judges &amp; MPRAA) as specified in the Annex "A" Statement of Work</li> </ul>			
<b>b. The process for identifying each output for mailing production for each of the following products as specified in the Annex "A" Statement of Work:</b>	<b>0 Points</b>	<b>1 Point</b>	<b>2 Points</b>
<ul style="list-style-type: none"> <li>Direct Deposit payment Statements as specified in the Annex "A" Statement of Work</li> </ul>			
<ul style="list-style-type: none"> <li>all remuneration statements as specified in the Annex "A" Statement of Work</li> </ul>			
<ul style="list-style-type: none"> <li>RCMP Active member Pension Benefit statement Booklet as specified in the Annex "A" Statement of Work</li> </ul>			
<ul style="list-style-type: none"> <li>all other different types of pension products (PSSA, RCMPSPA, CFSA, Judges &amp; MPRAA) as specified in the Annex "A" Statement of Work</li> </ul>			
<b>c. The process for preparing the printed outputs for transfer to the mailing area for each of the following products as specified in the Annex "A" Statement of Work:</b>	<b>0 Points</b>	<b>1 Point</b>	<b>2 Points</b>

<ul style="list-style-type: none"> <li>Direct Deposit payment Statements as specified in the Annex "A" Statement of Work</li> </ul>			
<ul style="list-style-type: none"> <li>all remuneration statements as specified in the Annex "A" Statement of Work</li> </ul>			
<ul style="list-style-type: none"> <li>RCMP Active member Pension Benefit statement Booklet as specified in the Annex "A" Statement of Work</li> </ul>			
<ul style="list-style-type: none"> <li>all other different types of pension products (PSSA, RCMPSPA, CFSA, Judges &amp; MPRAA) as specified in the Annex "A" Statement of Work</li> </ul>			
<b>d. The process for ensuring the safe transfer of the printed outputs into the mailing area for each of the following products as specified in the Annex "A" Statement of Work:</b>	<b>0 Points</b>	<b>1 Point</b>	<b>2 Points</b>
<ul style="list-style-type: none"> <li>Direct Deposit payment Statements as specified in the Annex "A" Statement of Work</li> </ul>			
<ul style="list-style-type: none"> <li>all remuneration statements as specified in the Annex "A" Statement of Work</li> </ul>			
<ul style="list-style-type: none"> <li>RCMP Active member Pension Benefit statement Booklet as specified in the Annex "A" Statement of Work</li> </ul>			
<ul style="list-style-type: none"> <li>all other different types of pension products (PSSA, RCMPSPA, CFSA, Judges &amp; MPRAA) as specified in the Annex "A" Statement of Work</li> </ul>			
<b>e. The process for ensuring the safe transfer of the PDFs and PDF/UAs for distribution by epost™ for each of the following products as specified in the Annex "A" Statement of Work:</b>	<b>0 Points</b>	<b>1 Point</b>	<b>2 Points</b>
<ul style="list-style-type: none"> <li>Direct Deposit payment Statements as specified in the Annex "A" Statement of Work</li> </ul>			
<ul style="list-style-type: none"> <li>all remuneration statements as specified in the Annex "A" Statement of Work</li> </ul>			
<ul style="list-style-type: none"> <li>RCMP Active member Pension Benefit statement Booklet as specified in the Annex "A" Statement of Work</li> </ul>			
<ul style="list-style-type: none"> <li>all other different types of pension products (PSSA, RCMPSPA, CFSA, Judges &amp; MPRAA) as specified in the Annex "A" Statement of Work</li> </ul>			
<b>Points allocated for R.1.2.2: _____ / 40</b>			

### R.1.2.3 PDF/UA files –Processing, Testing, and Production Procedures

The Bidder should clearly describe the processing and testing procedures for providing PDF/UA files as well as for providing the required ifiles for distribution on the CPC epost™ service).

The Bidder should clearly describe how the PDF/UA are created for the required finished material as described in Annex "A" Statement of Work whether produced by the Bidder or any subcontractors.

The Bidder should describe in detail the testing process that will be used by the Bidder to ensure that all TBS Standards on Web Accessibility (presently WCAG2.0) "A" and "AA" requirements for PDF/UA documents are met. (<http://www.w3.org/TR/2014/NOTE-WCAG20-TECHS-20140408/pdf.html> ).

The Bidder should clearly describe their quality assurance process to ensure that the PDF/UA documents supplied for client approval and for distribution via the CPC epost™ service comply with all of the specified accessibility requirements.

The description should also provide details to describe how the Bidder will manage and mitigate any impact to the quality, layout, and accessibility requirements of the PDF/UA documents, produced for distribution via the CPC epost™ service, in the event of software updates to any of the systems used for the production of the PDF/UA documents and/or in the event of changes to the Canada Revenue Agency (CRA) template.

The description should provide a detailed description of all of the following:

- The work processes and management procedures for preparing the PSPC final outputs for the creation of PDF/UA.
- The work processes and management procedures for ensuring that all PDF/UA documents produced for distribution via the CPC epost™ service comply with all TBS Standards on Web Accessibility (presently WCAG2.0) "A" and "AA" requirements for PDF/UA documents.
- The work processes and management procedures for correcting any errors related to accessibility requirements in the PDF/UA documents.
- The work processes and management procedures for ensuring that all PDF/UA documents sent for distribution via the CPC epost™ service comply with the layout and image requirements of the final client approved PDF/UA test documents.
- The work processes and management procedures for ensuring that the PDF/UA documents comply with all of the specified quality, layout, and web accessibility requirements in the event of software updates to any of the systems used for the production of the PDF/UA documents and/or in the event of a change to the CRA template.

R.1.2.3 PDF/UA files			
The Work Plan should provide the required information to describe the following elements of the evaluation for each facility used to complete the PSPC requirement:	Information not provided OR Description does not demonstrate that the Bidder's capability to complete PSPC requirements	Information unclear, incomplete. OR Does not clearly demonstrate Bidder's capability to complete PSPC requirements.	Information clear and complete. Clearly demonstrates capability to complete PSPC requirements.
	0 Points	1 Point	2 Points



a.1 The work processes and management procedures for preparing the PSPC final outputs for the creation of PDF/UA for the following products as specified in the Annex "A" Statement of Work: <ul style="list-style-type: none"> <li>• Direct Deposit payment pension Statements as specified in the Annex "A" Statement of Work</li> <li>• all remuneration statements as specified in the Annex "A" Statement of Work</li> <li>• all other different types of pension products (PSSA, RCMP SA, CFSA, Judges &amp; MPRAA) as specified in the Annex "A" Statement of Work</li> </ul>			
a.2. The work processes and management procedures for preparing the PSPC final outputs for the creation of PDF/UA for all static print requirements as specified in the Annex "A" Statement of Work.			
b. The work processes and management procedures for ensuring that all PDF/UA documents produced for distribution via the CPC epost™ service comply with all TBS Standards on Web Accessibility (presently WCAG2.0) "A" and "AA" requirements for PDF/UA documents.			
c. The work processes and management procedures for correcting any errors related to accessibility requirements in the PDF/UA documents			
d. The work processes and management procedures for ensuring that all PDF/UA documents sent for distribution via the CPC epost™ service comply with the layout and image requirements of the final client approved PDF/UA test documents.			

e. The work processes and management procedures for ensuring that the PDF/UA documents comply with all of the specified all of the specified quality, layout, and web accessibility requirements in the event of software updates to any of the systems used for the production of the PDF/UA documents and/or in the event of, a change to the CRA template.			
Points allocated for R.1.2.3: _____ / 12 Multiplied by w.f. 4 = _____ /48			

R.1.2 TOTAL POINTS OBTAINED: _____ / 112
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### R.1.3. Mailing Operations - Processes for Completing Mailing Requirements Maximum of 56 points

The Bidder should describe its processes for completing the mailing requirements for inserting of inserts, and sortation and mail handling to obtain incentive rates required for each of the PSPC products as described in the Annex "A" Statement of Work.

At a minimum the Bidder should describe:

- The process for the set-up and monitoring of mailing equipment controls for ensuring the correct matching and inserting of items into each envelope.
- The processes for ensuring the correct insertion of the inserts with the various PSPC print products as specified in the Annex "A" Statement of Work.
- The processes for monitoring the insertion process to ensure the completeness and accuracy of the insertion process.
- The processes for corrective action to correct any errors in the insertion process.
- The processes for mail handling in order to obtain the required incentive rates.
- The processes for creating and sending the correct files with inserts for distribution via the CPC epost™ service.
- The processes for ensuring that the bidder is using the most recent subscription file for the processing of documents for distribution via the CPC epost™ service.

<b>R.1.3 Processes for Completing Mailing Requirements</b>			
The Work Plan should provide the required information to describe the following elements of the evaluation for each facility used to complete the requirement:	Information not provided OR Description does not demonstrate that the Bidder's capability to complete PSPC requirements	Information unclear, incomplete. OR Does not clearly demonstrate Bidder's capability to complete PSPC requirements.	Information clear and complete. Clearly demonstrates capability to complete PSPC requirements.
<b>a. The process for the set-up and monitoring of mailing equipment controls for ensuring the correct matching and inserting of items into each envelope for the following PSPC print products as specified in the Annex "A" Statement of Work:</b>	<b>0 Points</b>	<b>1 Point</b>	<b>2 Points</b>
<ul style="list-style-type: none"> <li>Direct Deposit payment Statements as specified in the Annex "A" Statement of Work</li> </ul>			
<ul style="list-style-type: none"> <li>all remuneration statements as specified in the Annex "A" Statement of Work</li> </ul>			
<ul style="list-style-type: none"> <li>RCMP Active member Pension Benefit Statement Booklet as specified in the Annex "A" Statement of Work.</li> </ul>			
<ul style="list-style-type: none"> <li>all other different types of pension products (PSSA, RCMPSPA, CFSA, Judges &amp; MPRAA) as specified in the Annex "A" Statement of Work</li> </ul>			
<b>b. The processes for ensuring the correct insertion of the inserts with the following PSPC products as specified in the Annex "A" Statement of Work:</b>	<b>0 Points</b>	<b>1 Point</b>	<b>2 Points</b>
<ul style="list-style-type: none"> <li>Direct Deposit payment Statements as specified in the Annex "A" Statement of Work</li> </ul>			
<ul style="list-style-type: none"> <li>all remuneration statements as specified in the Annex "A" Statement of Work</li> </ul>			
<ul style="list-style-type: none"> <li>RCMP Active member Pension Benefit Statement Booklet as specified in the Annex "A" Statement of Work</li> </ul>			
<ul style="list-style-type: none"> <li>all other different types of pension products (PSSA, RCMPSPA, CFSA, Judges &amp; MPRAA) as specified in the Annex "A" Statement of Work</li> </ul>			

<b>c. The processes for monitoring the insertion to ensure the completeness and accuracy of the insertion process for the following PSPC print products as specified in the Annex "A" Statement of Work:</b>	<b>0 Points</b>	<b>1 Point</b>	<b>2 Points</b>
• Direct Deposit payment Statements as specified in the Annex "A" Statement of Work			
• all remuneration statements as specified in the Annex "A" Statement of Work			
• RCMP Active member Pension Benefit statement booklet as specified in the Annex "A" Statement of Work			
• all other different types of pension products (PSSA, RCMPSPA, CFSA, Judges & MPRAA) as specified in the Annex "A" Statement of Work			
<b>d. The processes for corrective action to correct any errors in the insertion process for the following PSPC print products as specified in the Annex "A" Statement of Work:</b>	<b>0 Points</b>	<b>1 Point</b>	<b>2 Points</b>
• Direct Deposit payment Statements as specified in the Annex "A" Statement of Work			
• all remuneration statements as specified in the Annex "A" Statement of Work			
• RCMP Active member Pension Benefit statement booklet as specified in the Annex "A" Statement of Work			
• all other different types of pension products (PSSA, RCMPSPA, CFSA, Judges & MPRAA) as specified in the Annex "A" Statement of Work			
<b>e. The processes for mail handling in order to obtain the required incentive rates for the following PSPC print products as specified in the Annex "A" Statement of Work:</b>	<b>0 Points</b>	<b>1 Point</b>	<b>2 Points</b>
• Direct Deposit payment Statements as specified in the Annex "A" Statement of Work			
• all remuneration statements as specified in the Annex "A" Statement of Work			
• RCMP Active member Pension Benefit statement booklet as specified in the Annex "A" Statement of Work			

all other different types of pension products (PSSA, RCMPA, CFSA, Judges & MPRAA) as specified in the Annex "A" Statement of Work			
<b>f. The processes for creating and sending the correct files on for distribution via the CPC epost™ service for the following PSPC print products as specified in the Annex "A" Statement of Work:</b>	<b>0 Points</b>	<b>1 Point</b>	<b>2 Points</b>
• Direct Deposit payment Statements as specified in the Annex "A" Statement of Work			
• all remuneration statements as specified in the Annex "A" Statement of Work			
• RCMP Active member Pension Benefit statement booklet as specified in the Annex "A" Statement of Work			
• all other different types of pension products (PSSA, RCMPA, CFSA, Judges & MPRAA) as specified in the Annex "A" Statement of Work			
<b>g. The processes for ensuring that the bidder is using the most recent subscription file for the processing of documents for distribution via the CPC epost™ service for the following PSPC print products as specified in the Annex "A" Statement of Work:</b>	<b>0 Points</b>	<b>1 Point</b>	<b>2 Points</b>
• Direct Deposit payment Statements as specified in the Annex "A" Statement of Work			
• all remuneration statements as specified in the Annex "A" Statement of Work			
• RCMP Active member Pension Benefit statement booklet as specified in the Annex "A" Statement of Work			
• all other different types of pension products (PSSA, RCMPA, CFSA, Judges & MPRAA) as specified in the Annex "A" Statement of Work			
<b>Points allocated for R.1.3.1: _____ /56</b>			

**R.1.3 TOTAL POINTS OBTAINED: \_\_\_\_\_ /56**

**R.1.4. Supply of Printed Envelopes:  
Maximum 16 points**

The Work Plan should clearly describe the Bidder's capability and procedures for providing the envelopes as described in the Annex "A" Statement of Work for the PSPC requirement. Bidders should identify all facilities where work will be conducted.

<b>R. 1.4. Supply of Printed Envelopes:</b>			
The Work Plan should provide the required information to describe the following elements of the evaluation for each facility used to complete the requirement:	Information not provided OR Description does not demonstrate that the Bidder's capability to complete PSPC requirements	Information unclear, incomplete. OR Does not clearly demonstrate Bidder's capability to complete PSPC requirements.	Information clear and complete. Clearly demonstrates capability to complete PSPC requirements.
	0 Points	1 Point	2 Points
The business name(s) and complete address(es) including the street name, civic number, city, and country for each facility that the Bidder proposes to use for the printing and fabrication of envelopes as described in the Annex "A" Statement of Work.			
The Bidder's capability for providing all required types of envelopes as described in the Annex "A" Statement of Work			
<b>R. 1.4. Points Allocated _____ / 4 multiplied by w.f. 4 = _____ /16</b>			

**R.1.4 TOTAL POINTS OBTAINED: \_\_\_\_\_/16**

**R.1 TOTAL POINTS OBTAINED: \_\_\_\_\_/312**

**R.2 Production Management:**  
**(R.2.1 + R.2.2) Maximum 32 points**

The Bidder should describe how they will manage the integration of the data processing, variable printing, mail preparation, and supply of envelopes into the production flow. The Bidder should describe their production management systems, and how their processes are applied to schedule and coordinate production management in all facilities identified as necessary to complete the PSPC requirement.

**R.2.1 Production Management – Systems**  
**(Maximum of 16 points)**

The Bidder should describe its production management systems to schedule and coordinate the following activities in all facilities identified as necessary to complete the PSPC requirement.

- The data processing portion of the work
- The variable printing portion of the work
- The static printing portion of the work
- The transfer of client supplied material into production.
- The portion of the work that relates to the supply of envelopes
- The transfer of envelopes into production
- The mailing operations portion of the work
- The portion of the work related to the creation of both PDFs and PDF/UA files and the transfer of these pdfs PDF/UA to the CPC epost™ service

<b>R.2.1 Production Management – Systems</b>			
The description should provide the required information to describe the production management systems to coordinate production management for the following activities in all facilities identified as necessary to complete the requirement:	Information not provided. <b>OR</b> Description does not demonstrate that the Bidder utilizes computerized systems for production management	Description provides sufficient information to demonstrate that the Bidder utilizes computerized systems for production management	Description clearly demonstrates the Bidder utilizes computerized systems for production management. <b>AND</b> Demonstrates method for updating management systems
	0 Points	1 Point	2 Points
a. The data processing portion of the work.			
b. The variable printing portion of the work.			
c. The static printing portion of the work.			
d. The portion of the work that relates to the supply of envelopes			
e. The transfer of envelopes into production			
f. The transfer of client supplied material into production			
g. The mailing operations portion of the work			

h. The creation of both PDF and PDF/UA files and the transfer to the CPC epost™ service			
Points allocated for R.2.1: _____ / 16			

**R.2.1 TOTAL POINTS OBTAINED: \_\_\_\_\_/16**

## R.2.2 Production Management – Processes Maximum of 16 points

The Bidder should describe their production management processes and how their processes are applied to schedule and coordinate production management of all of the following activities in all facilities identified as necessary to complete the PSPC requirement.

- The data processing portion of the work
- The variable printing portion of the work
- The static printing portion of the work
- The transfer of client supplied material into production.
- The portion of the work that relates to the supply of envelopes
- The transfer of envelopes into production
- The mailing operations portion of the work
- The portion of the work related to the transferring both PDFs and PDF/UA files to the CPC epost™ service

R.2.2 Production Management – Processes			
The description should provide the required information to describe the production management processes and how they are applied to schedule and coordinate the following activities in all facilities identified as necessary to complete the requirement:	Information not provided. <b>OR</b> Information does not describe how the processes are applied to schedule the work.	Information incomplete or unclear.  Does not clearly demonstrate capability to complete PSPC requirements.	Information clear and complete.  Clearly demonstrates capability to complete PSPC requirements.
	0 Points	1 Point	2 Points
a. The data processing portion of the work.			
b. The variable printing portion of the work.			
c. The static printing portion of the work			
d. The transfer of client supplied material into production.			
e. The portion of the work that relates to the supply of envelopes			
f. The transfer of envelopes into production			
g. The mailing operations portion of the work			



h. The portion of the work related to the transferring both PDFs and PDF/UA files to the CPC epost™ service			
Points allocated for R.2.2: _____ / 16			

R.2.2 TOTAL POINTS OBTAINED: \_\_\_\_\_/16

R.2 TOTAL POINTS OBTAINED: \_\_\_\_\_/32

**R.3 Quality Assurance:**  
**Maximum 40 points**

The Bidder should respond to R.3 by providing the information required **for either R.3.a ISO certification OR for R.3.b.**

The Bidder should identify all facilities where work will be carried out and the work completed in each.

The points allocated will be based on the Bidder's response for R.3.a *ISO certification* **OR** for R.3.1.b

**R.3.a ISO Certification - Single Facility or Multiple Facilities** (includes sub-contractors)

The Bidder should demonstrate ISO certification relevant to variable imaging/printing, printing and supply of envelopes, and mailing. The Bidder should identify all facilities where the work activities will be conducted and which work activities would be completed by sub-contractors.

R.3.a.1 The Bidder should provide a copy of their current ISO certification related to the required services. Should the Bidder propose to utilize multiple facilities, each holding ISO certification relevant to this requirement, **a copy of the current ISO certification for each facility should be submitted with the proposal.**

14 points will be allocated for R.3.1.a.1, certification.

R.3.a.2 The Bidder should provide copies of the ISO work procedures relevant to each phase of the requirement - data processing, variable imaging/printing, printing and supply of envelopes, and mailing operations. Should the Bidder propose to utilize multiple facilities, each holding ISO certification relevant to this requirement, **a copy of the of the ISO work procedures relevant to the work completed in each facility should be submitted with the proposal.**

A maximum of 16 points will be allocated for R.3.1.a.2, supplied copies of the ISO work procedures.

<b>R.3 Quality Assurance - Single Facility OR Multiple Facilities</b> (includes sub-contractors)	
R.3.a.1 - ISO certification relevant to variable imaging/printing, printing and manufacturing of envelopes and mailing.	
Copy of current ISO certification supplied - Copy of current ISO certification(s) supplied for each facility identified.	
16 Points	
R.3.a.2 Copy of ISO work procedures relevant to facility supplied for:	
Data processing	4 Points
Variable imaging/printing	4 Points
Printing and supply of envelopes	4 Points
Mailing operations	4 Points
Points awarded for R.3.1 ISO certification: / 32	

**Should the Bidder not hold ISO certification relevant to this requirement, or, propose to utilize multiple facilities, where at least one (1) facility does not hold ISO certification relevant to this requirement, then the Bidder should provide their response as stated in R.3.b. In this case, only the information provided for R.3.b will be evaluated.**

**3.b Quality Assurance: Single Facility or Multiple Facilities** (includes sub-contractors)

The Bidder should provide a detailed description of the Quality Assurance Program and quality control procedures the Bidder proposes to utilize in the identified facilities for data processing, variable printing, printing, printing of envelopes, mail matching, insertion, mail assembly of material.

R.3.b.1 The Bidder should identify all facilities where work will be carried out and the work completed in each.

R.3.b.2 The Bidder should describe the quality control procedures that the Bidder proposes to utilize in all relevant facilities identified to complete the work for the following activities:

- The quality control procedures for data processing from initial acceptance and verification of the data through establishing and verifying the controls for sortation and matching as required in the Annex "A" Statement of Work.
- The print quality control procedures for acceptance and verification of the print files and monitoring of production.
- The mailing quality control procedures for acceptance and verification of the print outputs, setup and monitoring of the insertion and handling of the completed product for shipment to CPC. The Bidder must ensure that the quality assurance procedures for the matching and sortation requirements are included in the description.
- The quality control procedures for managing the integration of the supplied inserts into the mailing production.
- The quality control procedures for printing of envelopes including provision of proofs and monitoring of production.
- The quality control procedures for the creation the PDF and PDF/UA documents as described in the Annex "A" Statement of Work and ensuring that all TBS Standards on Web Accessibility (presently WCAG2.0) "A" and "AA" requirements are met.

R.3.b.3 The Bidder should describe how they will manage the quality control procedures for data processing, variable printing, printing of envelopes, mail matching, insertion, mail assembly and creation of PDF and PDF/UA documents.

R.3.b.4 The Bidder should describe the degree to which the Bidder's Quality Assurance Program has been formalized as corporate policy and communicated to employees.

<b>R.3.b.1</b> The facilities where work will be carried out and the work completed in each		
The description should identify all facilities where the following activities will be carried out:	The description does not identify the facility where the work will be carried out.	The description identifies the facility where the work will be carried out.
	0 Points	1 Point
Data processing		
Variable printing / printing		
Mail matching, insertion and mail assembly		
Printing and fabrication of envelopes		
Creation of PDF and PDF/UA documents		
<b>R.3.b.1 Points allocated</b> _____ / 5		

<b>R.3.b.2</b> The quality control procedures the Bidder proposes to utilize in all relevant facilities identified to complete the work:			
The description should provide the required information to describe the following elements of the evaluation for each facility used to complete the requirement:	Information not provided	Information incomplete or unclear.  Does not clearly demonstrate capability to complete the Quality Assurance required for this requirements.	Information clear and complete.  Demonstrates capability to fully complete Quality Assurance requirements.
	0 Points	1 Point	2 Points
The quality control procedures for data processing from initial acceptance and verification of the data through establishing and verifying the controls for sortation and matching as required in the Statement of Work.			
The print quality control procedures for acceptance and verification of the print files and monitoring of production.			
The mailing quality control procedures for acceptance and verification of the print outputs, setup and monitoring of the insertion and handling of the completed product for shipment to CPC. The Bidder must ensure that the quality assurance procedures for the matching and sortation requirements are included in the description.			

The quality control procedures for managing the integration of the supplied inserts into the mailing production.			
The quality control procedures for the supply and the printing of envelopes including provision of proofs, monitoring of production.			
The quality control procedures for the creation the PDF and PDF/UA documents as described in the Annex "A" Statement of Work and ensuring that all TBS Standards on Web Accessibility (presently WCAG2.0) "A" and "AA" requirements are met.			
<b>R.3.b.2 Points allocated _____ / 12</b>			

<b>R.3.b.3</b> How the Bidder will manage the quality control procedures in all facilities identified as necessary to complete the requirement.			
The description should provide the required information to describe how the Bidder will manage the quality control procedures for the following activities in all facilities identified as necessary to complete the requirement:	Information not provided.	Information incomplete or unclear	Information clear and complete.
	0 Points	1 Point	2 Points
Data processing			
Variable printing			
Printing			
Mail matching, insertion, mail and assembly			
Printing of envelopes			
Creation the PDF and PDF/UA documents			
<b>Points allocated for R.3.b.3: _____ / 12</b>			

<b>R.3.b.4</b> The degree to which the Bidder's Quality Assurance Program has been formalized as corporate policy and communicated to employees.			
Description not provided OR The description does not demonstrate that the Bidder's Quality Assurance Program has been formalized as corporate policy.	The description demonstrates that the Bidder's Quality Assurance Program has been formalized as corporate policy.	The description demonstrates that the Bidder's Quality Assurance Program has been formalized as corporate policy and is communicated to employees	The description demonstrates that the Bidder's Quality Assurance Program has been formalized as corporate policy and communicated to employees And that the Bidder's corporate quality assurance procedures are included in corporate Quality Assurance manuals which are monitored and updated regularly by designated quality assurance representatives
0 Points	1 Point	2 Points	3 Points
<b>R.3.b.4 Points allocated</b> _____ /3			

<b>R.3 TOTAL POINTS OBTAINED:</b> _____ /32
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**R.4 BUSINESS CONTINUITY PLAN**  
(R.4.1 + R.4.2 + R.4.3) Maximum 76 points

Bidders should demonstrate their capability to maintain production and delivery of the PSPC requirement during events that would negatively impact their normal operations. Bidders should demonstrate this capability by providing a Business Continuity Plan (BCP) for each facility (physical plant where work required under the Contract is carried out including facilities that are owned by same legal entity as the bidder and/or joint venture partner(s) and sub-contractor's facilities) identified in their proposal.

**R.4.1** Bidders are to provide a Business Continuity Plan (BCP) for each facility identified in their proposal.

**R.4.2 Corporate BCP**

Bidders are to describe the extent to which a corporate BCP has been developed and implemented within the bidder's organization.

The information provided should clearly demonstrate the Bidder has implemented a corporate BCP that:

- Is part of the corporate policies and procedures, tested for “real world” relevance and reviewed and revised as required in order to be current;
- demonstrates the Bidder has established a corporate management team for Business Continuity with defined roles and responsibilities;
- demonstrates the Bidder has established protocols for Business Continuity for escalating levels of incident management up to disaster recovery; and
- is communicated throughout the company.

**R.4.3** The BCP for each facility identified in the proposal as necessary to complete the work should address threats that could interrupt production of the PSPC requirement, the mitigation strategy for each and an estimated timeframe for resuming production in each of the following areas:

- Facility
- Personnel
- Data processing and management
- Print production
- Mailing production including creating and posting both PDFs and PDF/UA to epost
- Management of supplied material

<b>R.4.1 Business Continuity Plan (BCP) for each facility identified in the proposal.</b>		
No BCP provided for any facility identified in the proposal	BCP incomplete. BCP provided for some facilities identified in the proposal.	BCP complete. BCP provided for <b>all</b> facilities identified in the proposal
0 Points	1 Point	2 Points
<b>R.4.1 Points allocated _____ /2 multiplied by w.f. 5 = _____ /10</b>		

<b>R.4.1 TOTAL POINTS OBTAINED: _____ /10</b>
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<b>R.4.2 The extent to which a corporate BCP has been developed and implemented within the organization.</b>			
The description of the extent to which a corporate BCP has been developed and implemented within the bidder's organization should provide sufficient details to demonstrate:	Information not provided	Information incomplete or unclear.	Information clear and complete.
	0 Points	1 Point	2 Points
That the BCP is a part of the Bidder's corporate policies and procedures.			
That the BCP is tested for “real world” relevance			
That the BCP is reviewed and revised as required in order to be current.			
That the Bidder has established a corporate management team for Business Continuity with defined roles and responsibilities.			

That the Bidder has established protocols for Business Continuity for escalating levels of incident management up to disaster recovery.			
That the BCP is communicated throughout the company.			
<b>R.4.2 Points allocated _____/12 multiplied by w.f. 2 = _____/24</b>			

<b>R.4.2 TOTAL POINTS OBTAINED: _____ / 24</b>
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<b>R.4.3.a Threats that could interrupt production of the PSPC requirements</b>			
The BCP for each facility identified in the proposal should provide the required information to address threats that could interrupt production of the PSPC requirements for all of the following areas:	Information not provided	Information incomplete or unclear	Information complete
	0 Points	1 Point	2 Points
Facility			
Personnel			
Data processing and management			
Variable and static print production			
Supply and printing of envelopes			
Mailing production of printed documents and including creating and delivery of both PDFs and PDF/UA for distribution via the CPC epost™ service			
Management of supplied material			
<b>Points allocated for R.4.3.a _____/14</b>			

<b>R.4.3.b The mitigation strategy for each threat identified for R.4.3.a</b>		
The BCP for each facility identified in the proposal as necessary to complete the work should provide the required information to describe the mitigation strategy for each threat identified for R.4.3.a in all of the following areas:		
<b>Facility</b>		
Information not provided	Information incomplete or unclear	Information clear and complete.
	Does not clearly demonstrate capability to maintain production. Some clarification required.	Clearly demonstrates capability to maintain production in alternate facilities and comply with stated security levels.
0 Points	1 Point	2 Points
<b>Personnel</b>		
Information not provided	Information incomplete or unclear	Information clear and complete.
	Does not clearly demonstrate sufficient production staff to maintain production.	Clearly demonstrates sufficient production staff and staffing flexibility to maintain production and comply with stated security levels.
0 Points	1 Point	2 Points
<b>Data processing and management</b>		
Information not provided	Information incomplete or unclear	Information clear and complete.

0 Points	Does not clearly demonstrate capability to protect and retain data to maintain production. 1 Point	Clearly demonstrates capability to protect and retain data to maintain production. 2 Points
<b>Variable and static print production</b>		
Information not provided  0 Points	Information incomplete or unclear  Does not clearly demonstrate capability to maintain production. Some clarification required.  1 Point	Information clear and complete.  Clearly demonstrates capability to maintain production in alternate facilities and comply with stated security levels.  2 Points
<b>Supply and printing of envelopes</b>		
Information not provided  0 Points	Information incomplete or unclear  Does not clearly demonstrate capability to maintain production.  1 Point	Information clear and complete.  Clearly demonstrates capability to maintain production in alternate facilities and comply with stated security levels.  2 Points
<b>Mailing production of printed documents and including creating and delivery of both PDFs and PDF/UA for distribution via the CPC epost™ service</b>		
Information not provided  0 Points	Information incomplete or unclear  Does not clearly demonstrate sufficient mailing resources to maintain production.  1 Point	Information clear and complete.  Clearly demonstrates sufficient contingency mail resources to maintain production and comply with stated security levels.  2 Points
<b>Management of supplied material</b>		
Information not provided  0 Points	Information incomplete or unclear  Does not clearly demonstrate capability to maintain production.  1 Point	Information clear and complete.  Clearly demonstrates capability to maintain production in alternate facilities.  2 Points
<b>R.4.3.b Points allocated _____/14</b>		

#### R.4.3.c Estimated timeframe for resuming production

The BCP for each facility identified in the proposal as necessary to complete the work should provide the required information to demonstrate the estimated timeframe for resuming production for each mitigation strategy identified in R.4.3.b for all of the following areas:	Information not provided	Information incomplete or unclear OR Does not clearly demonstrate capability to meet deadline	Information complete.  Clearly demonstrates capability to meet deadline
	0 Points	1 Point	2 Points
Facility			
Personnel			
Data processing and management			
Variable and static print production			
Printing and supply of envelopes			
Mailing production for printed documents and including creating and delivery of both PDFs			



and PDF/UA for distribution via the CPC epost™ service			
Management of supplied material			
R.4.3.c Points allocated ____/14			

**R.4.3 TOTAL POINTS OBTAINED: \_\_\_\_ / 42**

**R.4 TOTAL POINTS OBTAINED: \_\_\_\_ / 76**

**R.5 Environmental Practices**  
**Maximum 12 points**

The Bidder should respond to R.5 by providing the information required **for either R.5.a OR for R.5.b.**

**R5.a Certification**

The Environmental program(s) under which the Bidder is certified. Should the Bidder hold certification from recognized Environmental programs, they should provide a copy of any current, relevant certifications that are claimed as part of their proposal.

Should a Bidder hold either Environmental Choice Program, certification for Digital Printing Services or Chain of Custody certification from a Forest Management Program (FSC, SFI, CSA/SFMS) **they are not required to respond to R.5.b.**

**Bidders claiming certification and failing to provide a copy of the certification will receive 0 points for R.5.**

<b>R.5.a Certification :</b>	
The Environmental program(s) under which the Bidder is certified :	
Environmental Choice Program, certification for Digital Printing Services <b>And/Or</b> Chain of Custody certification from a Forest Management Program (FSC, SFI, CSA/SFMS) <b>And/Or</b> ISO 140001	____ <b>12 Points</b>
Points Allocated for R.5.1.a ____ / 10	

**OR**

### R.5.b Environmental practices

Bidders are to describe their current corporate environmental practices. At a minimum the description is to provide information on the Bidder's environmental practices related to materials and hardware.

R.5.b Environmental practices	
The description demonstrates the following elements of the evaluation:	
The Bidder :	
Recycles all scrap printing paper.	_____ 1 Point
Recycles all scrap paper packaging material.	_____ 1 Point
Recycles or uses environmentally safe methods of disposing of all scrap shipping material.	_____ 1 Point
Recycles or uses environmentally safe methods of disposing of all scrap plastic and metal binding material.	_____ 1 Point
Recycles or uses environmentally safe methods of disposing of used toner and ink cartridges.	_____ 1 Point
Recycles or uses environmentally safe methods of disposing of binding adhesives and other chemicals.	_____ 1 Point
Promotes use of paper containing recycled content; packaging material contains recycled content.	_____ 1 Point
Has automated equipment that enters standby mode after one hour.	_____ 1 Point
Has a company policy requires that non-automated equipment to be turned off when not in use.	_____ 1 Point
Captures potentially harmful VOCs or dust from production processes.	_____ 1 Point
Points Allocated for R.5.1.b _____ / 10 multiplied by weighting factor 1.2 = _____/12	

R.5 TOTAL POINTS OBTAINED: _____/12
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