



**RETURN BIDS TO:  
RETOURNER LES SOUMISSIONS À:**

**Bid Receiving - PWGSC / Réception des  
soumissions - TPSGC**

**11 Laurier St./11, rue Laurier**

**Place du Portage, Phase III**

**Core 0B2 / Noyau 0B2**

**Gatineau**

**Québec**

**K1A 0S5**

**Bid Fax: (819) 997-9776**

**REQUEST FOR PROPOSAL  
DEMANDE DE PROPOSITION**

**Proposal To: Public Works and Government  
Services Canada**

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

**Proposition aux: Travaux Publics et Services  
Gouvernementaux Canada**

Nous offrons par la présente de vendre à Sa Majesté la Reine du chef du Canada, aux conditions énoncées ou incluses par référence dans la présente et aux annexes ci-jointes, les biens, services et construction énumérés ici sur toute feuille ci-annexée, au(x) prix indiqué(s).

**Comments - Commentaires**

<b>Title - Sujet</b> Communication Publicationsproduits	
<b>Solicitation No. - N° de l'invitation</b> 51019-184001/A	<b>Date</b> 2018-05-11
<b>Client Reference No. - N° de référence du client</b> 51019-18-4001	
<b>GETS Reference No. - N° de référence de SEAG</b> PW-\$\$CW-020-74855	
<b>File No. - N° de dossier</b> cw020.51019-184001	<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 2018-06-12</b>	<b>Time Zone</b> <b>Fuseau horaire</b> Eastern Daylight Saving Time EDT
<b>F.O.B. - F.A.B.</b> <b>Plant-Usine:</b> <input type="checkbox"/> <b>Destination:</b> <input checked="" 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> DEPARTMENT OF VETERANS AFFAIRS Communications Internet Service DJM IB 012 PO Box 7700 CHARLOTTETOWN Prince Edward Island C1A8M9 Canada	

**Instructions: See Herein**

**Instructions: Voir aux présentes**

**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>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/ de l'entrepreneur (taper ou écrire en caractères d'imprimerie)</b>	
<b>Signature</b>	<b>Date</b>

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**THIS DOCUMENT CONTAINS A SECURITY REQUIREMENT**

**Veterans' Affairs Printing, Mail and Electronic Delivery of Documents Supply Chain**

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CW020. 51019-184001

Buyer ID - Id de l'acheteur  
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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**

The Department of Veteran Affairs Canada requires a Contractor to provide the following services: printing, variable on-demand printing, warehousing, inventory control, order processing, order fulfillment, an on line ordering site, mail preparation, distribution, tracking and reporting activity.

There are three major Veterans Affairs Sections that require services under this requirement:

1. The Digital Communications and Marketing directorate of the Communications Division
2. The Commemoration Division (i.e. Veterans' Week)
3. Service Delivery Branch for the Personalized Booklet Program ordered on-line (presently referred to as "My VAC Book")

The Digital Communications and Marketing Section of Communications Division, on behalf of Veterans Affairs Canada (VAC), requires a Contractor to provide printing, warehousing, order fulfillment and distribution services for a variety of VAC products.

The Contract will be in effect from the date of award of Contract for 1 year with the irrevocable option to extend the Contract by three (3) additional one (1) year periods plus a transition period of 5 months.

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.

*Although this procurement does not fall under the Procurement Strategy for Aboriginal Business (PSAB), we highly encourage bids from self-declared Indigenous businesses.*

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.*

*Bids may be submitted by ePost Connect (see part 2 for more details)*

- a. Unless specified otherwise in the bid solicitation, bids may be submitted by using the epost Connect service provided by Canada Post Corporation ([https://www.canadapost.ca/web/en/products/details.page?article=epost\\_connect\\_send\\_a](https://www.canadapost.ca/web/en/products/details.page?article=epost_connect_send_a)).
- b. To submit a bid using epost Connect service, the Bidder must either:
  - i. send directly its bid only to the specified PWGSC Bid Receiving Unit, using its own licensing agreement for epost Connect provided by Canada Post Corporation; or
  - ii. send as early as possible, and in any case, at least six business days prior to the solicitation closing date and time, an email that includes the bid solicitation number to the specified PWGSC Bid Receiving Unit requesting to open an epost Connect conversation. Requests to open an epost Connect conversation received after that time may not be answered.

### **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.

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## 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.

Subsection 5.4 of [2003](#), Standard Instructions - Goods or Services - Competitive Requirements, is amended as follows:

Delete: 60 days

Insert: 90 days

The 2003 standard instructions is amended as follows:

- Section 5, entitled Submission of bids, is amended as follows:
  - subsection 1 is deleted entirely and replaced with the following: "Canada requires that each bid, at solicitation closing date and time or upon request from the Contracting Authority, for example in the case of epost Connect service, be signed by the Bidder or by an authorized representative of the Bidder. If a bid is submitted by a joint venture, it must be in accordance with the section entitled Joint venture."
  - subsection 2.d is deleted entirely and replaced with the following: "send its bid only to the specified Bid Receiving Unit of Public Works and Government Services Canada (PWGSC) identified in the bid solicitation, or to the address specified in the bid solicitation, as applicable;"
  - subsection 2.e is deleted entirely and replaced with the following: "ensure that the Bidder's name, return address and procurement business number, bid solicitation number, and solicitation closing date and time are clearly visible on the bid; and,"
- Section 6, entitled Late bids, is deleted entirely and replaced with the following: "PWGSC will return bids delivered after the stipulated solicitation closing date and time, unless they qualify as a delayed bid as described in the section entitled Delayed bids. For bids submitted using means other than the Canada Post Corporation's epost Connect service, the bid will be returned. For bids submitted using Canada Post Corporation's epost Connect service, conversations initiated by the Bid Receiving Unit via the epost Connect service that contain access, records and information pertaining to a late bid will be deleted."
- Section 07, entitled Delayed bids, is amended as follows:
  - Subsection 1 is amended to add the following piece of evidence: "d. a CPC epost Connect service date and time record indicated in the epost Connect conversation activity."
- Section 8, entitled Transmission by facsimile, is deleted and replaced by the following:

"Transmission by facsimile or by epost Connect

  1. Facsimile
    - a. Unless specified otherwise in the bid solicitation, bids may be submitted by facsimile. The only acceptable facsimile number for responses to bid solicitations issued by PWGSC headquarters is 819-997-9776 or, if applicable, the facsimile number identified in the bid solicitation. The facsimile number for responses to bid solicitations issued by PWGSC regional offices is identified in the bid solicitation.

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- b. For bids transmitted by facsimile, Canada will not be responsible for any failure attributable to the transmission or receipt of the faxed bid including, but not limited to, the following:
- i. receipt of garbled or incomplete bid;
  - ii. availability or condition of the receiving facsimile equipment;
  - iii. incompatibility between the sending and receiving equipment;
  - iv. delay in transmission or receipt of the bid;
  - v. failure of the Bidder to properly identify the bid;
  - vi. illegibility of the bid; or
  - vii. security of bid data.
- c. A bid transmitted by facsimile constitutes the formal bid of the Bidder and must be submitted in accordance with the section entitled Submission of bids.
2. ePost Connect
- c. Unless specified otherwise in the bid solicitation, bids may be submitted by using the [epost Connect service provided by Canada Post Corporation](https://www.canadapost.ca/web/en/products/details.page?article=epost_connect_send_a) ([https://www.canadapost.ca/web/en/products/details.page?article=epost\\_connect\\_send\\_a](https://www.canadapost.ca/web/en/products/details.page?article=epost_connect_send_a)).
- d. To submit a bid using epost Connect service, the Bidder must either:
- iii. send directly its bid only to the specified PWGSC Bid Receiving Unit, using its own licensing agreement for epost Connect provided by Canada Post Corporation; or
  - iv. send as early as possible, and in any case, at least six business days prior to the solicitation closing date and time, an email that includes the bid solicitation number to the specified PWGSC Bid Receiving Unit requesting to open an epost Connect conversation. Requests to open an epost Connect conversation received after that time may not be answered.
- e. If the Bidder is sending an email to the Bid Receiving Unit, the Bid Receiving Unit will then initiate an epost Connect conversation which will allow the Bidder to transmit its bid afterward at any time prior to the solicitation closing date and time. The epost Connect conversation will create an email notification from Canada Post Corporation prompting the Bidder to access the message within the conversation, and the Bidder can reply to the email notification by transmitting its bid.
- f. If the Bidder is using its own licensing agreement to send its bid, the Bidder must keep the epost Connect conversation open until at least 30 business days after solicitation closing date and time.
- g. The email address of PWGSC Bid Receiving Unit in Headquarters is: [TPSGC.DGAreceptiondessoumissions-ABBidReceiving.PWGSC@tpsgc-pwgsc.gc.ca](mailto:TPSGC.DGAreceptiondessoumissions-ABBidReceiving.PWGSC@tpsgc-pwgsc.gc.ca). The solicitation number must be identified in the epost Connect message field of all electronic transfers.
- h. It should be noted that the use of epost Connect service requires a Canadian mailing address. Should a bidder not have a Canadian address, they may use the Bid Receiving Unit address specified on page 1 of the solicitation in order to register for the epost Connect service.
- i. For bids transmitted by epost Connect service, Canada will not be responsible for any failure attributable to the transmission or receipt of the bid including, but not limited to, the following:
- i. receipt of a garbled or incomplete bid;
  - ii. availability or condition of the epost Connect service;
  - iii. incompatibility between the sending and receiving equipment;
  - iv. delay in transmission or receipt of the bid;
  - v. failure of the Bidder to properly identify the bid;
  - vi. illegibility of the bid;
  - vii. security of bid data; or
  - viii. inability to create an electronic conversation through the epost Connect service.

- j. A bid transmitted by epost Connect service constitutes the formal bid of the Bidder and must be submitted in accordance with the section entitled Submission of bids."

### 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.PWGSC@tpsgc-pwgsc.gc.ca](mailto:TPSGC.padgamiace-appbmpace.PWGSC@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.

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

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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.

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## PART 3 - BID PREPARATION INSTRUCTIONS

### 3.1 Bid Preparation Instructions

- If the Bidder chooses to submit its bid electronically, Canada requests that the Bidder submits its bid in accordance with section 8 of the 2003 standard instructions and as amended in Part 2 - Bidder Instructions, Article 2.1 Standard Instructions, Clauses and Conditions. Bidders are required to provide their bid in a single transmission. The epost Connect service has the capacity to receive multiple documents, up to 1GB per individual attachment.

The bid must be gathered per section and separated as follows:

Section I: Technical Bid  
Section II: Financial Bid  
Section III: Certifications  
Section IV: Additional Information

If the Bidder is simultaneously providing a paper copy of the bid using another acceptable delivery method, and if there is a discrepancy between the wording of the electronic copy and the paper copy, the wording of the electronic copy will have priority over the wording of the paper copy.

- If the Bidder chooses to submit its bid in hard copies, Canada requests that the Bidder submits its bid in separately sections as follows:

Section I: Technical Bid (**3 paper copies and 1 electronic copy on a USB Key\***)  
Section II: Financial Bid - (**1 paper copy and 1 electronic copy on a USB Key\***)  
Section III: Certifications (**1 paper copy and 1 electronic copy on a USB Key\***)  
Section IV: Additional Information (**1 paper copy and 1 electronic 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 **electronic** copy and the paper copy, the wording of the paper copy will have priority over the wording of the **electronic** 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) (<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.

## **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).

**4.1.3 Financial Bid Evaluation**

Only those proposals meeting the Mandatory Requirements and obtain a minimum passing mark of 75% overall for the point rated criteria will be considered for the Financial bid evaluation.

The prices and rates submitted in the Annex B: Basis of Payment of this RFP (Request for Proposal) will be multiplied and when specified divided by the corresponding quantities for evaluation, and then added together as specified in the Annex B: Basis of Payment Excel spreadsheet being distributed through Buy and Sell.

The total evaluated aggregate price will be determined as follows:

<b>FINANCIAL EVALUATION (Excel spreadsheet) - Period of the Contract and Option Periods:</b>	AGGREGATE PRICE: initial set up and transfer of inventory plus close out (B.2 + B.3+ B.5) = <b>Evaluated Price 1</b>	AGGREGATE PRICE: Warehousing, inventory (B.4.1 – B.4.9) = <b>Evaluated Price 2</b>	AGGREGATE PRICE: Printing Services (B.4.10 – B.4.59) = <b>Evaluated Price 3</b>
<b>TECHNICAL EVALUATION - Point Rated Requirements:</b>	TOTAL NUMBER OF POINTS OBTAINED BY THE BIDDER (R.1 – R.6)		

<b>PRICE PER POINT</b> (EVALUATED PRICE divided by the TOTAL NUMBER OF POINTS OBTAINED BY THE BIDDER ):	Evaluated Price 1 divided by the total number of points obtained by the Bidder = <b>Price per point (i)</b>	Evaluated Price 2 divided by the total number of points obtained by the Bidder = <b>Price per point (ii)</b>	Evaluated Price 3 divided by the total number of points obtained by the Bidder = <b>Price per point (iii)</b>
<b>WEIGHTING VALUE:</b>	3	2	95
<b>WEIGHTED PRICE:</b> (Price per point multiplied by weighting value):	Price per point (i) multiplied by weighting value 3 = <b>Weighted Price 1</b> (B.2 + B.3 + B.5)	Price per point (ii) multiplied by weighting value 2 = <b>Weighted Price 2</b> (B.4.1 - B.4.9)	Price per point (iii) multiplied by weighting value 95 = <b>Weighted Price 3</b> (B.4.10- B.4.59)
<b>TOTAL EVALUATED PRICE</b> (SUM OF WEIGHTED PRICES):	<b>TOTAL EVALUATED PRICE</b> (Weighted Price 1 + Weighted price 2 + Weighted Price 3)		

**For Example - Bidder A**

**FINANCIAL EVALUATION** (Excel Spreadsheet):

AGGREGATE PRICE: Initial set up and transfer of inventory (B.2 + B.3+B.5) = \$1,250.00

AGGREGATE PRICE: Warehousing (B.4.1- B.4.9) = \$110,000.00

AGGREGATE PRICE: PRINTING (B.4.10 – B.4.59) = \$612,852.00

**TECHNICAL EVALUATION**

Point Rated Criteria: The total number of points obtained by the Bidder overall for the Technical Evaluation criteria which are subject to point rating. (R.1 - R.6) = 520

<b>FINANCIAL EVALUATION (Excel spreadsheet)</b> - Period of the Contract and Option Periods:	\$1,250.00	\$110,000.00	\$612,852.00
<b>TECHNICAL EVALUATION</b> - Point Rated Requirements:	520		
<b>PRICE PER POINT</b> (EVALUATED PRICE divided by the TOTAL NUMBER OF POINTS OBTAINED BY THE BIDDER ):	\$2.404	\$211.538	\$1,178.56

<b>WEIGHTING VALUE:</b>	3	2	95
<b>WEIGHTED PRICE:</b> (Price per point multiplied by weighting value):	\$4.81	\$423.08	\$111,963.38
<b>TOTAL EVALUATED PRICE (SUM OF WEIGHTED PRICES):</b>	\$112,391.23		

#### 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 520 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.

## **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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51019-184001/A  
Client Ref. No. - N° de réf. du client  
51019-184001

Amd. No. - N° de la modif.  
File No. - N° du dossier  
CW020. 51019-184001

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

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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.

## **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.

#### **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) and the option to extend the contract by an additional five (5) months for transition under the same terms and conditions 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 period 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.

##### **7.4.2.1 Transition Period**

The Contractor acknowledges that the nature of the services provided under the Contract requires continuity and that a transition period may be required at the end of the Contract. The Contractor agrees that Canada may, at its discretion, extend the Contract by a period of five (5) months under the same conditions to ensure the required transition. 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.

The Contracting Authority will advise the Contractor of the extension by sending a written notice to the Contractor before the contract expiry date. The extension 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.padqamiace-appbmpace.PWGSC@tpsgc-pwgsc.gc.ca](mailto:TPSGC.padqamiace-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

###### 7.5.2.1 Communications division

Name:	
Title:	
Address:	
Telephone:	
E-mail address:	

In its absence, the Project Authority is:

Name:	
Title:	
Organization:	
Telephone:	
E-mail address:	

###### 7.5.2.2 Commemoration division (Veteran's week)

Name:	
Title:	
Address:	
Telephone:	

E-mail address:	
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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.

7.5.2.3 VAC Procurement Authority

Name:	
Title:	
Organization:	
Telephone:	
E-mail address:	

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).

#### **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 following people:  
The VAC Project Authority – communications  
The VAC Project Authority – Commemoration (Veterans Week)  
The VAC Procurement Authority

7.8.2.2 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)).

## **7.9 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.

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## 7.14 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.

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CW020. 51019-184001

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

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## 7.15 SACC Manual Clauses

THE FOLLOWING CLAUSES ARE INCORPORATED IN THE PRESENT

<b>SACC Reference</b>	<b>Section</b>	<b>Date</b>
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

### VAC Supply Chain: Static and Variable Printing, on-line ordering, Mail and Electronic Delivery of Documents

#### Key Terms / Acronyms

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

- **SFTP:** Secure File Transfer Protocol
- **Treasury Board Secretariat [TBS] Standard on Web Accessibility** (presently WCAG2.0). Further information related to WCAG2.0 <http://www.w3.org/TR/2014/NOTE-WCAG20-TECHS-20140408/pdf.html>
- **Project Manager:** primary point of contact
- **VAC Project Authority:** means the Veteran's Affairs (VAC) Project Authority (or designated replacement)

There are three major Veterans Affairs Sections that require services under this requirement:

1. The Digital Communications and Marketing directorate of the Communications Division
2. The Commemoration Division (i.e. Veterans' Week)
3. Service Delivery Branch for the Personalized Booklet Program ordered on-line (presently referred to as "My VAC Book")

The Digital Communications and Marketing Section of Communications Division, on behalf of Veterans Affairs Canada (VAC), requires a Contractor to provide printing, warehousing, order fulfillment and distribution services for a variety of VAC products.

The Contractor must provide the following services: printing, variable on-demand printing, warehousing, inventory control, order processing, order fulfillment, mail preparation, distribution, tracking and reporting activity—if and when—required.

In providing this service the Contractor must, at a minimum:

1. Provide printing services for a variety of departmental publications as specified by VAC Project Authority/VAC Project Officer.
2. With direction from the VAC Project Authority/VAC Project Officer establish and control the level of inventory required for each VAC item and store all in a secure, climate-controlled warehouse; monitor and control any inventory kept in the warehouse over the term of the contract.
3. Receive orders—if and when required—for both warehouse items or variable on-demand printing and provide complete order fulfillment preparation to distribute and deliver to the closest Canada Post Office or via another shipping method.
  - 3.1. Provide an Internet ordering tool to allow VAC designated authorities to place orders and search for orders.
  - 3.2. During specified periods (e.g., for Veterans' Week materials) allow orders (up to several thousand a day) to be placed by the public.
4. Provide mass mailing/distribution services as required.
5. Provide comprehensive reporting as required.

6. Provide quality control services for the Contract.
7. As required, provide consulting services to VAC for cost savings and gaining efficiencies in managing the supply of the required VAC printed material.
8. Provide ongoing liaison with the VAC Project Authority/VAC Project Officer for the daily management of the supply of VAC printed material.

**NOTE:** Some publications may have been produced under other Contracts. The Contractor must transfer the inventory of material from the previous Contractor's warehouse to the Contractor's facility.

### **Overview – Services**

In providing the required services, the Contractor must provide the most cost-effective way of meeting the supply requirements under the Contract. The Contractor must determine whether the supply of any items is best done by an on-demand supply process or by warehousing quantities and shipping from inventory.

The Contractor must use procedures and systems capable of managing the logistics of *continuous tracking* of all VAC printed material at any stage during production; in storage; during order processing and order fulfilment; and, in distribution.

**The Contractor must use procedures and systems capable of providing the reporting of activities in order to provide VAC with accurate, current information on the status of the material being managed during the term of the Contract. The Contractor's management system must be scalable so that performance will not degrade should the inventory increase or decrease over time.**

The Contractor must have the capability to enable VAC to monitor the status of all material at any time during the Contract period.

Monitoring must cover:

- the status of orders;
- items in production;
- material in inventory;
- material that has been ordered but is pending shipment, and
- material being distributed / shipped, including inventory information as real-time status.

All information must be monitored by on-line means and access. As well as on-line access to the required information, the Contractor must have a dedicated Project Manager and a trained backup, to enable the VAC Project Authority/VAC Project Officer to access information immediately—by telephone or by e-mail—regarding the status of all aspects of the project.

As well as the material being managed in the warehouse, the Contractor must store and manage supplied printing components that may include printing flats, USB devices, DVDs, electronic files, etc.

The Contractor must provide printing services such as sheet-fed offset printing, web press, digital and large format for a variety of VAC documents.

### **A.1 DETAIL REQUIREMENTS**

The Contractor must manage the supply of printed items as directed by VAC during the term of the Contract. Requests for printing will be sent to the Contractor throughout the year by the VAC Project Authority/VAC Project Officer. A large variety of print produced in various formats and quantities will be required.

Some products are printed in accordance with a pre-determined schedule; others are produced as required—by the VAC Project Authority/VAC Project Officer. Requests for printing will be sent to the Contractor by e-mail. Only the VAC Project Authority/VAC Project Officer may authorize any print production. Some products must be stored at the Contractor's facilities and entered into the inventory management system. Other products will be prepared for distribution. When proofs are required as part of a print order, production must not proceed until the VAC Project Authority/VAC Project Officer has given written approval to proceed.

#### **A.1.1.2 Material Supplied**

Electronic files created in standard software packages (Adobe Photoshop, Adobe Illustrator, Adobe Acrobat, Adobe In-Design and/or QuarkXPress in Mac and/or PC format) will be supplied. The files will be sent in the file format that the printer is most comfortable with and transferred electronically (via FTP or web-based file upload management program) directly to the Contractor's production facility. Files will contain all non-standard fonts.

The Contractor must allow time in their process for verifying the files on the supplied media. The Contractor must contact the VAC Project Authority/VAC Project Officer immediately if the supplied media varies from the description of the material supplied as stated in the specifications.

#### **A.1.1.3 Print Quality**

The print quality level is **Informational**, in accordance with Public Works and Government Services Canada (PWGSC) Publications entitled "Quality Levels for Printing" and/or "Quality Levels for Colour Reproduction," "Quality Levels for Binding," "Quality Levels for Envelopes." More information can be found here:

- [www.tpsgc-pwgsc.gc.ca/app-acq/guides/index-eng.html](http://www.tpsgc-pwgsc.gc.ca/app-acq/guides/index-eng.html)
- [www.tpsgc-pwgsc.gc.ca/app-acq/guides/index-fra.html](http://www.tpsgc-pwgsc.gc.ca/app-acq/guides/index-fra.html)

#### **A.1.1.4 Printing Schedule**

##### **A1.1.4.1 Inventory**

All printing jobs must be printed in a maximum of 10 working days after receipt of approved proofs and must be delivered to the supplier's warehouse and/ or destination identified by the VAC Project Authority in less than 15 working days (after printing) unless otherwise specified by the VAC Project Authority/VAC Project Officer.

##### **A1.1.4.2 Variable On-demand**

All orders must be processed, printed and mailed within two (2) business days of order receipt. Any personalized booklet files must be e-mailed directly to the VAC client, referred to as "the User," immediately following the completed order session provided that a valid e-mail address has been provided to the Contractor.

#### **A.1.1.5 Information Access – Print Requirements**

As part of the printing services provided, the Contractor must provide VAC Project Authority/ VAC Project Officer with a process which allows this individual to obtain up to date information on the status of any of the material being produced under the Contract (per individual item), at any time. This information access must be restricted to the VAC Project Authority/VAC Project Officer.

#### **A.1.1.6 Proofs**

The Contractor must provide electronic proofs of each item, excluding the variable on-demand printing, to the VAC Proof Authority for approval prior to production.

The Contractor must:

- Make proofs available within three (3) business days from receipt of the supplied material from the VAC Proof Authority. When the online proof is ready, the Contractor must notify the VAC Proof Authority by e-mail and provide the link to the corresponding proofing page.
- Provide the electronic proofs as colour PDF or JPG images in low-resolution versions of the final printed product at the final trim size, including fold and score line indicators as appropriate to each item.
- Allow the VAC Proof Authority two (2) business days from the e-mail notification date to review and approve the proofs or request corrections or changes. The VAC Proof Authority will provide the approval or comments on the Contractor's Online Proofing page or by e-mail.

For the initial printing of each item, and as requested by the VAC Proof Authority or VAC Project Authority for the printing of any new items, the Contractor must provide one (1) complete set of high resolution colour proofs (hard copy), printed on two (2) sides, folded and trimmed to size with score lines indicated as appropriate to the item. The Contractor must allow the VAC Proof Authority two (2) business days from the receipt of the hard copy high resolution colour proofs to review and approve the proofs or request corrections or changes. The VAC Proof Authority will provide the approval or comments to the Contractor by e-mail.

Proofs must be accounted for within the schedule.

**A.1.1.6.1 Proof Authority** and delivery location:

The proof authority is: Dean MacDonald or Karly Thomsen

The delivery location for hard copy proofs is:

Veterans Affairs Canada  
Daniel J. MacDonald Building, Room 103  
161 Grafton Street  
Charlottetown, PEI C1A 8M9

**Attn:** Dean MacDonald or Karly Thomsen  
**Telephone:** 902-566-8804 or 902-626-2632

**A.1.1.7 Components of the Work**

All components pertaining to the work, whether supplied by VAC or purchased by or supplied by the Contractor are to be considered property of the Crown. When requested by the VAC Project Authority, components of the work must be returned prepaid, upon completion of the work with five (5) finished samples to Proofs Address noted above.

**A.1.1.8 Papers**

The Contractor must use papers from manufacturers certified under the Environmental Choice Program or who are using fibre originating from a sustainably-managed forest certified to a third-party verified forest certification standard. Standards such as the Forestry Stewardship Council, Sustainable Forestry Initiative or the Canadian Standards Association Sustainable Forest Management Standard will be acceptable to complete the work unless otherwise specified by the VAC Project Authority/VAC Project Officer.

Paper specifications will be provided to the Contractor for each item as required. Should the specifications provided by the VAC Project Authority/VAC Project Officer specify a paper brand name that does not meet the environmental criteria stated above, the Contractor must:

- Inform the VAC Project Authority/VAC Project Officer.
- Suggest an alternative paper, having equivalent specifications, that meets the criteria. The VAC Project Authority will inform the Contractor in writing of their approval of the suggested alternative paper or of their decision not to change from the originally specified paper.

As required, VAC may specify papers with a post-consumer waste content of 20% or 30%.

#### **A.1.1.9 Environmental Criteria for Printing Inks**

In order to reduce the environmental impact of its print publishing activities, the Government of Canada chooses to use inks that are considered environmentally friendly, containing vegetable oil-based materials unless otherwise specified. The printing inks to be specified and/or used in printing requirements produced under this contract will adhere to the following criteria for percentage of vegetable oils as well as the percentage of VOC within the ingredients composing the ink. Bio Renewable inks are also acceptable.

##### **A.1.1.9.1 Volatile Organic Compounds (VOC) Criteria**

The common VOC in a conventional lithographic printing ink is high-boiling aliphatic petroleum distillate. This distillate is used to dissolve the resins that will eventually bind to the substrate during printing. The amount of ink VOC that is released to the atmosphere depends on the process; heatset inks release 80% of their VOC's while sheet fed inks release only 5%. VOC in an environmentally friendlier ink would be below 18 wt% for sheet fed inks, below 30 wt% for sheet fed varnishes, and below 40 wt% for heatset inks and heatset overprint varnishes.

##### **A.1.1.9.2 Vegetable Oil Criteria**

Vegetable oils are renewable resources and can include Linseed Oil, Soya Oil, Chinawood oil and similar plant oils or combinations of them. In conventional lithographic printing inks (heatset and sheet fed) these oils and their derivatives can be used as is, or modified to provide the appropriate press and finished product properties. The Vegetable oil-based materials in an environmentally friendlier ink would be above 25 wt% for sheet fed inks and overprint varnishes, and above 10 wt% for heatset inks and overprint varnishes.

#### **A.1.2 PRODUCT DESCRIPTIONS**

Any of the products currently being produced may be deleted from, or new products added to, the Contract over the term of the contract.

These may include, but are not limited to:

- saddle wire, loose leaf and perfect bound publications;
- tabloid style newspapers;
- panel folders, flat printed items such as posters and postcards;
- tab dividers, kit folders, DVD jackets;
- on-demand products;
- print products supplemented by digital products;
- Event roll up / pop up banners, and
- other printed products identified by the VAC Project authority and/or the VAC Project Officer.

### A.1.2.1 Tabloid

#### A.1.2.1.a Veterans' Week Learning Materials – Educational Newspapers: Tales of Animals

- Tabloid flat size 22" x 17" folded to 11" x 17" and refolded to 11" x 8-1/2"
- Printed annually late spring-summer
- Estimated copies per issue: 750,000-850,000
- Minimum 8 pages, maximum 12 pages
- Four colour process, 4/4, no bleeds
- Trimmed on 3 sides
- Stock: Newsprint 30 lbs.
- English folded-out version and French folded-out version required
- Shrink-wrapping of 30 newspapers per Class Pack\* for online ordering fulfillment; individual papers part of Sample Pack\* direct mailed

\*refer to A.1.2.10

#### A.1.2.1.b Veterans' Week Learning Materials – Educational Newspapers: Canada Remembers Times

- Broadsheet flat size 25" x 22-3/4" folded to 12-1/2" x 22-3/4" and refolded to 12-1/2" x 11-1/2"
- Printed annually late spring - summer
- Estimated copies per issue: 650,000-700,000
- Minimum 8 pages, maximum 12 pages
- Four colour process, 4/4, no bleeds
- Trimmed on 3 sides
- Stock: Newsprint 30 lbs
- English folded-out version and French folded-out version required
- Shrink-wrapping of 30 newspapers per Class Pack\* for online ordering fulfillment;
- Individual papers part of Sample Pack\* direct mailed
- Those included in sample packs are folded once again to 6-1/2" x 11-1/2" to fit inside envelopes.

\*refer to A.1.2.10

#### A.1.2.2. Saddle wire publications

A large variety of saddle wire publications will be required in different sizes, covers and colours. Saddle wire publications may be self-cover books or may include a separate cover, as specified for each requirement.

**Sizes from 5-1/2" x 8-1/2", 4" x 9" and up to (and including) 8-1/2" x 11".**

##### A.1.2.2.a

**Specifications** for saddle wire publications normally fall within the following parameters:

**Number of pages:** basic 24 pages

**Ink Colours:** **Separate Cover** (when required)  
**Outside front and back covers:** May vary from black + 1 PMS + varnish to four colour process + varnish, bleeds.  
**Inside front and back covers:** May vary from unprinted (blank) to black and/or PMS colours or four colour process, bleeds

**Text:** May vary from black or PMS colours to four colour process (ranging from 1/1 to 4/4), full bleeds or no bleeds

**Stock:** **Separate cover (when required):** 10pt matte coated cover, white  
**Text:** # 1 offset, white, 100m or 120m or # 2 offset, white, 100m or 120m.

#### **A.1.2.2.b Client Newspaper – *Salute!***

**Number of pages:** Minimum 20 pages, maximum 40 pages, self-cover; trimmed on 3 sides

**Ink Colours:** 4/4, with bleeds

**Size:** Flat size 17" x 11" folded to 8.5" x 11"

**Stock:** 60 lbs, 10% recycle

#### **Additional**

**Requirements:** Printed once a year / estimated copies per issue: 270,000

#### **A.1.2.2.c Veterans' Week Learning Materials – Activity Booklet**

- Flat size 16 1/4" x 10 5/8"
- Finished size 8 1/8" x 10 5/8"
- Printed annually late spring - summer
- Estimated copies per issue: 550,000-650,00
- 8 page self-cover booklet
- Prints 4/4 Front and back cover bleeds, inside pages no bleeds
- Saddle stitch on the 10 5/8" side and trim to final size
- Stock: # 2 offset, white, 100m
- Shrink-wrapping of 25 booklets per Class Pack\* for online ordering fulfillment; individual papers part of Sample Pack\* direct mailed

\*refer to A.1.2.10

#### **A.1.2.3. Perfect-bound Publications with Regular Cover or Oversized Cover**

These are two (2) different kinds of publications:

1. with regular cover;
2. with oversized front and back covers, scored and refolded to the inside (gatefold).

**Sizes from 5-1/2" x 8-1/2" and up to (and including) 8-1/2" x 11".**

#### **A.1.2.3.1**

**Specifications** for perfect bound publications normally fall within the following parameters:

**Pages:** basic 96 pages

**Ink colours:** **Cover:** May vary from black + 1 PMS + varnish to four colour process + varnish over four colour process + varnish 2/0 to 4/4. Full bleeds.  
**Text:** May vary from black or PMS colours to four colour process (ranging from 1/1 to 4/4), full bleeds or no bleeds.

**Stock:** **Cover:** Matte Coated cover 10pt, white  
**Text:** #1 offset, white, 100m or 120m or #2 offset, white, 100m or 120m

#### **A.1.2.4 Loose Leaf publications**

A large variety of loose leaf publications will be required in different sizes and colours.

**Pages:** basic 16 pages

**Ink colours:** **Cover:** May vary from black or PMS colours to four colour process (ranging from 1/0 to 4/0), + varnish. Full bleeds.  
**Text:** May vary from black or PMS colours to four colour process (ranging from 1/1 to 4/4), full bleeds or no bleeds

**Stock:** **Cover:** Matte coated cover, white, 8pt or 10pt, or Offset opaque cover, 130m, white  
**Text** #2 offset, white, 100m or 120m

**Binding:** Various

#### **A.1.2.5 Folded Single sheet**

##### **A.1.2.5.a Panel Folders – 3 or 5 or 7 panels**

**Final size:** 4" x 9" folded

**Ink colours:** May vary from two (2) colours to four colour process (ranging from 2/2 to 4/4) + varnish as required; full bleeds or no bleeds  
**Stock:** Opaque offset white or colours, 120m or #3 matte coated text, 120m.  
**Folding:** Accordion fold

**A.1.2.5.b Two (2) or Three (3) panel Folders**

**Final size:** 8-1/2" x 11" folded  
**Ink colours:** May vary from two (2) colours to four colour process (ranging from 2/2 to 4/4) + varnish as required, full bleeds or no bleeds  
**Stock:** # 2 matte coated text, 140m, white.  
**Folding:** Accordion fold

**A.1.2.6 Flat Printing**

**A.1.2.6.a Small Poster (bilingual)**

**Size:** 17" x 11" flat and folded to 8-1/2" x 11"  
**Ink Colours:** may vary from two (2) colours to four colour process (ranging from 2/0, to 4/4), + varnish as required, full bleeds or no bleeds  
**Stock:** #3 matte coated text, 140m or 160m, white  
**Folding:** Fold to 8-1/2" x 11"

**A.1.2.6.b Large Poster (bilingual)**

**Size:** Flat: 18" x 24" or 24" x 36"  
**Ink Colours:** Four (4) colour process + black or PMS colours as required (4/0, 4/1 – 4/4) + varnish as specified, full bleeds or no bleeds  
**Stock:** #3 matte coated text, 140m or 160m, white.  
**Folding:** Some posters may require quarter folding

**A.1.2.6.c Specialty Poster (Metallic inks)**

**Size:** Flat: 23-1/2" x 11-1/2"  
**Ink Colours:** Front: 2 metallic inks + 2 Pantone colours + black + overall and/or spot gloss varnish (5/0), full bleeds. Option to print black on back: black (5/1), no bleeds  
**Stock:** #3 matte coated text, 140m or 160m, white.  
**Folding:** Some posters may be folded to 11-3/4" x 11-1/2",  
**Package:** Polywrap in packages of 50 posters and pack in boxes of 10 packages per box

**Additional** Some posters may be packaged flat in packages of 100 posters per **requirements:** package and placed flat on skid.  
Some may need a mounting of sorts such as perm plaque or foam core.

**A.1.2.6.d Specialty Post Card (Metallic links)**

**Size:** 9-13/64" x 4-1/2"  
**Ink Colours:** Front: 2 metallic inks + 2 Pantone colours + black, + overall and/or spot gloss varnish (5/0), full bleeds or with black on back (5/1).  
**Stock:** #2 coated cover, matte, 200 m, white  
**Package:** Polywrap in packages of 200 post cards and pack in boxes of a maximum of 1,000 post cards

**A.1.2.6.e Post Card**

**Size:** 4 x 6" or 4-1/2" x 9-1/4"  
**Ink Colours:** May vary from black or PMS colours to four colour process (ranging from 1/1 to 4/4), + varnish as required, full bleeds or no bleeds  
**Stock:** 10 pt matte coated cover, white  
**Package:** Shrink wrapped in sets of 30 or bundled in sets of 100

**A.1.2.6.f Web Cards – single or double panel**

**Size:** 3-1/2" x 2"  
**Ink Colours:** May vary from black or PMS colours to four colour process (ranging from 1/1 to 4/4) + varnish as required, full bleeds or no bleeds  
**Stock:** 10 pt matte coated cover, white  
**Folding:** Double panel version folded to 3-1/2" x 2"  
**Additional Requirements** With or without perforation, as specified.  
**Package:** Packaged in boxes of 500

**A.1.2.6.g Bookmarks**

**Sizes:** 8" x 2-1/2", 4" x 2.5", or 2.125 x 3.125 inches  
**Ink Colours:** May vary from black or PMS colours to four colour process (ranging from 1/1 to 4/4) + varnish as required, full bleeds or no bleeds **OR** 2 metallic inks + 2 Pantone colours + black, + overall and/or spot gloss varnish on one side only (5/0), full bleeds or with black on back (5/1).  
**Stock:** 10 pt matte coated cover, white  
**Additional Requirements** Die-cutting option for some bookmark styles  
**Packaging:** Shrink-wrapped in sets of 30 or bundled in sets of 100

**A. 1.2.6.h Program Covers**

**Size:** 8-1/2" x 11" and score to fold to 5-1/2"x 8-1/2" **OR** 3-panel size 8-1/2" x 14" and score to trifold to 4-21/32" (approx.) x 8-1/2"  
**Ink Colours:** May vary from black or PMS colours to four colour process (ranging from 1/1 to 4/4), full bleeds or no bleeds.  
**Stock:** Uncoated cover, vellum finish, 130m, white

**A.1.2.6.i Event Invitation**

**Size:** 8-1/2" x 11" and score to fold to 5-1/2"x 8-1/2" **OR** single panel sizes 5-1/2 x 8-1/2" **OR** 4" x 9"  
**Ink Colours:** May vary from black or PMS colours to four colour process (ranging from 1/1 to 4/4), full bleeds to no bleeds  
**Stock:** Uncoated cover, 220m, white  
**Additional** Inserting into envelopes or packaging into bundles may be required.

**A.1.2.6.j Die-Cut Thank you Card**

**Size:** flat 8-1/2" x 11"  
**Ink Colours:** Four colour process on one side only (4/0) + varnish as required, full bleeds or no bleeds **OR** four colour process on one side and from black or PMS colours to four colour process on the back (ranging from 4/0 to 4/4) + varnish as required, full bleeds or no bleeds  
**Stock:** White, smooth finish cover, 160m or white matte coated cover, 160m  
**Additional** Score to fold and die-cut as specified

**A.1.2.6.k Fact Sheet bilingual**

**Final size:** 8-1/2" x 11" flat  
**Ink colours:** May vary from two (2) colours to four colour process (ranging from 2/2 to 4/4) + varnish as required, full bleeds or no bleeds  
**Stock:** Opaque offset white or colours, 120m or #3 coated matte text, 120m.  
**Folding:** none  
**Packaging** Shrinkwrapped or polywrapped packages of 200

**A.1.2.7. a Kit Folders, no gussets**

**Final Size:** 9" x 12" with inside pockets on left and right (2-3" high inside pockets)

**Ink Colours:** May vary from black and PMS colours to four colour process (ranging from 2/0 to 4/4) + varnish, full bleeds or no bleeds:  
On outside surfaces (pages 1 and 4 including pockets) **OR** on outside and inside surfaces (pages 1, 2, 3 and 4 including pockets).

**Stock:** Coated cover, coated 1 side (C1S), 12 pt, matte finish, white

**Additional**

**Requirements** Die-cut, score to fold, fold and glue

**A.1.2.7. b Mini kit folders**

**Size:** 16" x 9.5" flat, 6 x 9 finished

**Ink Colours:** May vary from black and PMS colours to four colour process (ranging from 2/0 to 4/4) + varnish, full bleeds or no bleeds:

On outside surfaces (pages 1 and 4 including pockets) **OR** on outside and inside surfaces (pages 1, 2, 3 and 4 including pockets).

**Stock:** Coated cover, coated 1 side (C1S), 12 pt, matte finish, white

**Inserts:** 5.5" x 8.5"

**A.1.2.8 Envelopes**

**A.1.2.8.a Large Envelopes**

**Final Size:** 10" x 13" (open side and open end)

**Ink Colours:** Four colour process on front, no bleeds (4/0) **OR** Black + one (1) PMS colour, no bleeds on front (2/0) **OR** front black only, no bleeds (1/0)

**Stock:** 24 lb. white wove

**Flap:** Full glue

**Additional**

**Requirements** Fold and glue to final format, box by 500 envelopes per box

**A.1.2.8.b Envelopes**

**Final Size:** 4-1/4" x 9-1/2" (open side and open end)

**Ink Colours:** Front black only, no bleeds (1/0)

**Stock:** 24 lb. white wove

**Flap:** Full glue

**Additional**

**Requirements** Fold and glue to final format, Package by 50 envelopes

**A.1.2.8.c Envelopes: Invitation / Thank-you note**

**Final Size:** 6" x 9" (cross back and open side)

**Ink Colours:** Front black only, no bleeds (1/0)

**Stock:** 24 lb. white wove

**Flap:** Full glue

**Additional**

**Requirements** Fold and glue to final format, Package by 50 envelopes

**A.1.2.9.a Event roll up / pop up banners (Orient 1000 brand or equivalent)**

**Final Size:** 39.25" x 89.75" (visible area) with an acceptable range +/- 2

**Ink colours:** 8 colour, 1200 dpi inkjet, 1 sided, full bleeds

**Stock:** UltraFlex 15oz super smooth, non-curl, non-glare blackout vinyl

**Additional**

**Requirements** Anodized silver base or similar, molded end plates, 3 piece bungee corded pole or similar – i.e. telescopic, quick and easy set up and take down (2 minutes), light weight (approximately 10 -12 lbs) with carry bag, banner loaded into hardware

**A.1.2.9.b Event roll up / pop up banners**

**Final Size:** 33.5" x 79" (visible area) with an acceptable range +/- 2

**Ink colours:** 8 colour, 1200 dpi inkjet, 1 sided, full bleeds

**Stock:** PET Blockout vinyl or non-glare, high quality scuff resistant material

**Additional**

**Requirements** Anodized silver base or similar, molded end plates, 3 piece bungee corded pole or similar – i.e. telescopic, quick and easy set up and take down (2 minutes), light weight (approximately 10 -12 lbs) with carry bag, banner loaded into hardware

**A.1.2.9.c Event roll up / pop up banners (Solo brand or equivalent)**

**Final Size:** 30" or 35" x 86.5" (visible area) with an acceptable range +/- 2

**Ink colours:** 8 colour, 1200 dpi inkjet, 1 sided, full bleeds

**Stock:** PET Blockout vinyl or non-glare, high quality scuff resistant material

**Additional**

**Requirements** Anodized silver base or similar, molded end plates, 3 piece bungee corded pole or similar – i.e. telescopic, quick and easy set up and take down (2 minutes), light weight (approximately 10 -12 lbs) with carry bag, banner loaded into hardware

**A.1.2.9.d Event floor displays – tension fabric / curved or flat**

**Final Size:** 101.18" x 89.76" with an acceptable range +/- 2

**Ink colours:** 8-colour, 1200 dpi inkjet output / Dye sublimation ink, 1 sided, full bleeds

**Stock:** Print on 0.07 mil opaque Polyester film / 5-mil Emerytex, textured high quality scuff resistant

**Additional**

**Requirements** Main panels mounted on an 11-mil opaque barrier backing and the end panels on .06 mil backing, apply appropriate hardware (stiffeners, magnets, etc) so that panels can be installed on exhibit system  
Hard carry case with wheels

**A.1.2.9.e Event floor displays (Coyote brand or equivalent / curved or flat)**

**Final Size:** 126.25" x 87.5625" with an acceptable range +/- 2

**Ink colours:** 8-colour, 1200 dpi inkjet, lexan laminate finish, 1 sided, full bleeds

**Stock:** greyback film

**Additional**

**Requirements** Die-cut and laminate body and tab extension on two (2) sides with 1mm Hardware and carrying case. Ensure panels fit on frame.

**A.1.2.10 Additional Bindery Operations**

Some publications, for example the Veterans' Week Promotional and/or Educational materials, will be assembled in sets of 30 copies accompanied by an instructional sheet and polywrapped or tied together.

Different publications may also be required to be assembled and inserted into kit folders or sample packs or tubes for direct mailing as specified by the VAC Project Authority/VAC Project Officer.

**A.1.2.10.1 Sample Packs**

A sample of each printed piece of the Veterans' Week learning materials (and any related materials from the VAC inventory items specified in writing by the VAC Project Authority/VAC Project Officer) is assembled as a package each year. VAC uses this sample pack as a promotional tool to inform educators about its learning resources and to encourage them to order and use VAC learning resources in their classrooms.

For each Sample Pack, the Contractor must assemble one (1) final printed and finished copy of each of the Veterans' Week learning materials and one (1) final printed and finished copy of each of the specified VAC inventory items.

Sample Packs may also include several authorized printed pieces from VAC partner organizations supplied to the Contractor as well as letters and instructions from VAC.

Some pieces may require an extra fold to fit in the sample pack. The Contractor must advise the VAC Project Authority/VAC Project Officer in writing of any requirement to fold any of the assembled pieces to fit into the 10" x 13" envelope before inserting. The VAC Project Authority/VAC Project Officer will provide the authorization for the folding to the Contractor in writing.

The Contractor must:

- Insert the assembled pieces into a custom printed 10" by 13" envelope.
- Address, seal, pre-sort and prepare all sample pack envelopes to be mailed.
- Provide the packages to the nearest appropriate Canada Post Corporation (CPC) centre for mailing to approximately 22,500 schools and other organization across Canada in August of each year.

**NOTE: Sample Packs are not included in the overall Veterans' Week storage / online store inventory.**

#### **A.1.2.10.2 Class packs**

Veterans' Week learning materials are distributed to classrooms across the country. The Contractor must prepare the shrink-wrapped or poly-bagged packages (represented by a combination of products identified in the A.1.2 Product Descriptions of the Annex A Statement of Work), called Class Packs, and insert the specified quantity of either 25 or 30 copies of a publication or printed item into shrink-wrapped or poly bag.

These Class Packs are entered into the VAC inventory after production and remain in the warehouse throughout the spring and summer. Class Packs become available for Internet ordering on the VAC website in late August.

Class Packs are ordered as learning materials from September to November by the public, teachers, schools and other institutions across Canada for Veterans' Week.

Each Class Pack is defined by the appropriate grade levels. Class Packs of 25 are for materials appropriate for very young students in classes that are of a smaller size. Class Packs of 30 are intended for students of mid-elementary levels and higher.

## **A.2 WAREHOUSING AND INVENTORY MANAGEMENT**

### **A.2.1 Warehousing Services**

Warehousing Services will consist of providing the necessary storage space for VAC material in a secure, climate-controlled storage space.

VAC material is currently grouped by five (5) sectors within VAC. This material is ordered by designated VAC Sector representatives and the VAC Project Authority/VAC Project Officer.

Currently, VAC's requirement for warehousing includes **approximately 30 different** printed products comprising printed products from the five (5) sectors. The number of VAC sectors may increase or decrease the period of the contract.

On average, this material takes **5,000-6,000** cubic feet for monthly storage.

Over the term of the Contract, the number of printed products may vary. The Contractor must take into account the possible growth or reduction in space over the term of the contract. The warehousing must be scalable for periods when inventory increases, generally through the late spring and summer.

The Contractor must provide the required warehousing space and ensure that the warehousing space used in fulfilling the terms of the contract complies with the physical security standards required for the material being warehoused and as specified in the Terms and Conditions of the contract.

#### **A.2.1.1 Transition of VAC Material**

The Contractor must transfer the VAC inventory of material from the previous supplier's warehouse to the Contractor's facility.

Upon receipt of transferred material supplied in the Contractor's facility, the Contractor must audit each shipment to ensure the stated quantities, titles and language of products indicated match the contents. The VAC Project Authority/VAC Project Officer must be advised of any missing information such as titles, language, etc.

The Contractor must segregate any of the transferred material received with visible damage to the packaging and advise the VAC Project Authority/VAC Project Officer of the extent of the damage (the VAC Project Authority may request photos if necessary). The Contractor must seek and receive confirmation in writing by the VAC Project Authority/VAC Project Officer to proceed with any repackaging requirements.

Any of the transferred material received on skids with non-standard dimensions must be transferred by the Contractor to standard pallets in accordance with the specifications supplied to VAC.

The Contractor must re-label any of the transferred material received with incorrect labelling on the packaging to meet the Contractor's warehouse management requirements.

The Contractor must add all received materials to the inventory of material in the inventory management system.

Within the first week of the contract, the Contractor must complete a detailed inventory of all transferred material and seek and receive confirmation in writing by VAC Project Authority/VAC Project Officer that such inventory is accurate.

Once the transfer of material is complete and the inventory of VAC's materials confirmed, the Contractor must submit an invoice itemizing the number of hours required to complete each task, in accordance with the prices and hourly rates included in the Annex B Basis of Payment.

Payment for transferring the materials will not be made until such inventory is completed and agreed upon in writing by both the Contractor and VAC.

#### **A.2.2 Inventory Management**

Warehousing Inventory must be separated according to each VAC sector. Within each sector, products must be identified separately, both physically in the warehouse and in the inventory management system. All activities concerning warehousing, order reception and fulfillment, inventory management and reporting must be completed for each product individually.

The Contractor must use an automated inventory control and status tracking system for the rapid inputting of VAC inventory and continuous tracking of all activities affecting the levels of material in inventory in all areas of the Contractor's facility from reception of material through distribution. The

Contractor's system must provide secure information management for the VAC inventory separate from any other of the Contractor's clients.

The Contractor's system must be scalable in order to accommodate increases in the VAC inventory without diminishing the performance of the system. The Contractor's system must be capable of continuously compiling information on the status of material in inventory. This data must be accurate and easily reconciled by VAC's internal clients in order to allow them to fulfill their reporting and reporting functions.

The Contractor must work with the VAC Project Authority/VAC Project Officer to establish all data requirements for information access and reporting, the replenishment points and quantities to be maintained in the warehouse inventory. The Contractor's designated Project Manager will meet regularly with the VAC Project Authority/VAC Project Officer to review the Contractor's performance and ongoing requirements under the Contract.

#### **A.2.2.1 Inventory Management – Items**

Upon receipt of printed material supplied to the Contractor, the Contractor must audit each shipment to ensure the quantities, titles and language of products indicated match the contents. All received material must be added to the inventory of material in the inventory management system.

The VAC Project Authority/VAC Project Officer must be advised of any missing information such as catalogue numbers. The shipment must then be segregated until such time as the required information is received from the VAC Project Authority/VAC Project Officer. Upon receipt of the required information the Contractor must enter the pertinent information into the inventory management system.

Any shipments received with visible damage to the packaging must be segregated and the VAC Project Authority/VAC Project Officer advised of the extent of the damage. The Contractor will not enter the items into the inventory management system until instructions are received from the VAC Project Authority/VAC Project Officer to do so.

#### **A.2.2.2 Inventory Management – Stocktaking**

The Contractor must complete a separate annual inventory of VAC printed products and provide detailed reports (Section A.5 Administration Service, Reports) covering all of the products for each sector to the VAC Project Authority/VAC Project Officer.

#### **A.2.2.3 Inventory Management – Material Management**

Products are required throughout the year. Some products may have changes made to them, or may be deleted from the inventory of material or may be replaced by others over the term of the Contract. The Contractor must manage those products in the same manner as required for the material entered at the start of the Contract. Those products may be for one time distribution, or may be added to the inventory of the material in the warehouse and/or distributed as required. All products, regardless of use, must be added to the inventory of material in the inventory management system.

#### **A.2.2.4 Inventory Management – Inventory Reports**

As part of the inventory management services provided, the Contractor must provide VAC Project Authority/VAC Project Officer with weekly, monthly, annual and ad-hoc reports by e-mail on the status of VAC's inventory, by VAC sector, registered in the Contractor's inventory system. The Contractor must also report immediately to the VAC Project Authority/VAC Project Officer any product whose stock levels reach below 10%. More detail on the reporting requirements are in **Section A.5 – Administration Service – Reporting**

### **A.2.3 Inventory Management – Inventory Levels**

The Contractor must work with the VAC Project Authority to establish the quantities of inventory items to be maintained in the warehouse inventory, the reorder points and reordering time frames. The Contractor must regularly review and report the inventory levels for each item and must advise the VAC Project Authority when reprints of the items are required.

#### **A.2.3.1 Inventory Management – Disposal of Stock**

The VAC Project Authority/VAC Project Officer will advise the Contractor when to dispose of regular stock. The stock must be recycled. The Contractor will have 48 hours to dispose of the stock unless otherwise specified by the VAC Project Authority/VAC Project Officer. The Contractor must notify the VAC Project Authority/VAC Project Officer in writing once the disposal of the stock is completed.

##### **A.2.3.1.2 Inventory Management – Disposal of Sensitive Material**

The VAC Project Authority will advise the contractor when shredding is required for the disposal of protected or sensitive stock. Stock identified by the VAC Project Authority/VAC Project Officer as protected or sensitive must be shredded. The Contractor will have 48 hours to complete the shredding of the stock unless otherwise specified by the VAC Project Authority/VAC Project Officer. The Contractor must provide supporting documentation to the VAC Project Authority/VAC Project Officer to confirm that the shredding of the specified stock has been completed.

For all requests for disposal, whether the stock is to be recycled or shredded, the Contractor must:

- Provide a written estimate of the total cost of the disposal in accordance with the Annex "B" Basis of Payment.
- Provide an estimate including a breakdown of the estimated cost.
- Provide the written estimate to the VAC Project Authority/VAC Project Officer within 24 hours for approval.
- Obtain approval in writing from the VAC Project Authority/VAC Project Officer for each requirement for disposal prior to proceeding.

### **A.2.4 Inventory Management – New Material**

Besides the known material which the Contractor is required to manage, new VAC items including material produced outside of this Contract by VAC, may be supplied to the Contractor over the term of the Contract. The Contractor must manage this material in the same manner as required for the material entered at the start of the contract. This material may be for one time distribution, or may become an ongoing item added to the inventory of material and requiring future distribution and inventory replenishment. New material received must be entered into the inventory management system within 24 hours of its arrival at the Contractor's facility, unless segregated for reasons identified in section A.2.2.1 Inventory Management - Items.

At the start of the Contract, the Contractor must provide receiving specifications, including packaging and labelling requirements, specifications for pallets, a receiving address and telephone number and receiving hours to the VAC Project Authority/VAC Project Officer.

Deliveries may occasionally occur outside of normal receiving hours. In this instance the delivery time will be agreed to by the Contractor and the VAC Project Authority/VAC Project Officer.

### **A.2.5 Inventory Management – Inventory Catalogue**

The Contractor must maintain a VAC catalogue of material, in an electronic format, as part of the requirement for completing the inventory management function. The Inventory Catalogue must be broken into 2 (two) sections:

1. Veterans' Week Products, which represent higher volume / larger print quantities, faster on-line ordering and processing and stricter reporting requirements; and
2. Non-Veterans' Week Products, which represent lower volume / smaller print quantities, less frequency in on-line orders, no special reporting requirements.

The catalogue must be segmented by VAC sector. The VAC Project Authority/VAC Project Officer will have access to view the entire catalogue and each VAC Sector representative will have access to view only the catalogue of items for their specific sector.

The Contractor must ensure that the information in the inventory management system agrees with that in the catalogue as displayed to the VAC Authorities. The Contractor must update the catalogue from the inventory management system within 24 hours of receiving written notification from VAC of a change or addition to the inventory of material.

Products or services may be added or deleted over the term of the contract.

Entries in the catalogue must include the item number, English and French titles, and availability and edition date. The Contractor must adopt the catalogue numbers located on VAC items or the catalogue numbers supplied for VAC supplied material.

#### **A.2.6 Inventory Management – Records**

In addition to any electronic data management, the Contractor must file in its records, inventory management documents, including receipt vouchers, stock transfer forms, packing slips and disposal records and must provide the VAC Project Authority/VAC Project Officer with access to these documents and information upon request.

#### **A.2.7 Inventory Management – Information Access**

As part of the inventory management services provided, the Contractor must provide VAC Project Authority/VAC Project Officer with on-line access to data on the status of the entire VAC inventory of material in the Contractor's management system. The level of service for this access must permit the VAC Project Authority/VAC Project Officer to view ongoing, up to date information on the status of any of the material being managed under the contract, at an individual item basis, at any time. This information access must be restricted to VAC Project Authority/VAC Project Officer.

The Contractor must provide the VAC Project Authority/VAC Project Officer with a point to access to obtain information on the status of shipments/goods received but not yet entered into inventory.

The Contractor must also provide each VAC Sector representative with on-line access to data on the status of their sector specific inventory of material. The level of service for this access must permit each VAC Sector representative to view ongoing, up to date information on the status of any of their own sector material being managed under the contract, at an individual item basis, at any time.

#### **A.2.8 Inventory Management – Replenishment of Material in Inventory**

The Contractor's responsibility for all aspects of managing the inventory of material under the contract includes replenishing the inventory as approved by the VAC Project Authority/VAC Project Officer. Only the VAC Project Authority/VAC Project Officer will have the authority to approve any reorder of material and the quantity being reordered. The Contractor is solely responsible for the costs incurred in disposing of any waste material in excess of the amount approved by the VAC Project Authority/VAC Project Officer.

The Contractor is to determine the production methods used to complete the requirements of the contract providing the products meet the needs of VAC. The Contractor's systems and processes must:

- Have the capacity to monitor the activities carried out by any subcontractors as well as those conducted within their own facility to ensure that all material is produced and delivered on time and according to the relevant specifications.
- Provide current information on the status of any of the material being produced to replenish inventory, on any individual item, at any time requested by the VAC Project Authority/VAC Project Officer. Status updates are to be provided not more than an hour from receipt of the request.

Material that is not received on skids with standard dimensions must be transferred by the Contractor to standard pallets in accordance with the specifications supplied to VAC.

If material is received on non-standard skids or not labelled properly, this material must be segregated and approval must be obtained from VAC before any material is transferred/fixated. VAC will not pay any costs for this transfer if the Contractor does not obtain authorization from VAC Project Authority.

### **A.3 INTERNET-BASED ORDERING SYSTEM**

The Contractor must provide VAC with an Internet-based ordering system to permit:

1. The public to order Veterans' Week material against the inventory in the warehouse;
2. VAC Sector representatives to order Veterans' Week material against the inventory in the warehouse;
3. VAC Sector representatives to order non-Veterans' Week material against the inventory in the warehouse;
4. Veterans, their families and VAC case managers—on behalf of Veterans—to order customized print on-demand booklets (variable print) (A3.3).

Orders are placed throughout the year and any order may be for a single publication or for multiple publications. The quantities of the various publications ordered and the ordering frequency of any of the various publications required is subject to demand and is therefore outside of the control of VAC and cannot be definitely stated. The Contractor's systems and processes must have the capacity and flexibility to respond to known, scheduled ordering and distribution requirements, ad-hoc orders requiring fulfillment in the standard turnaround times and unexpected request having very short time frames.

For the non-variable printing requirement, VAC expects to interface with a system already in use by the Contractor and will therefore not consider paying costs required for the development of such a system.

**VAC will not use any system which requires the purchase or lease of proprietary hardware or software.**

The Contractor's ordering system must be directly integrated with their inventory management system so that any ordering activities undertaken through the VAC website will be conducted using information on the status of material in inventory that is current for the time the order is placed.

Should any items be out of stock or not be available in inventory, the VAC Project Authority/VAC Project Officer—in communication with the Contractor—will decide if an "out of stock" notification or "not available" notification should be posted on the public site. If and out of stock notice is posted, the system must show those items as being on back-order and include the projected date for fulfilling the order. When an item on back-order is shipped, the ordering location must be alerted by e-mail that the back-order has been completed. The e-mail must contain information linking the back ordered item to the original order. The VAC Project Authority/VAC Project Officer must also receive an alert, in the management function of the ordering tool, that the shipment has been done.

The Contractor must remove any discontinued items from the list of items visible in the catalogue within two (2) hours of the Contractor being advised to do so by the VAC Project Authority/VAC Project Officer.

The Contractor must develop the interface between VAC and the Contractor's internal ordering and fulfillment systems based on direction from the VAC Project Authority. The Contractor must work with the VAC Project Authority/VAC Project Officer over the term of the Contract to implement any expansions to the services offered by VAC.

### **A.3.1. Internet-Based Ordering System – General Overview**

The Contractor must provide a bilingual welcome page which must link to separate English and French ordering tools, each of which must provide the same functionality. The Contractor must comply with all requirements regarding Web standards. Information is available at: [www.tbs-sct.gc.ca/ws-nw/](http://www.tbs-sct.gc.ca/ws-nw/)

Orders are put in place internally and publicly. The Contractor will receive orders placed by:

- The public during the Veterans' Week period or during special commemorative periods or service campaigns.
- The VAC Project Authority and/or the VAC Project Officer against the entire range of VAC inventory items.
- Individual designated VAC Sector representatives against their specific sector inventory.
- Veterans and their families

Over the period of the Contract, order frequency is normally conducted as follows:

- During the Veterans' Week period (approx. 8-10 weeks) orders may be placed by the public (up to several thousand per day).
- Ongoing orders over the period of the Contract from the relevant VAC Authorities.
- On-going orders for customized print on-demand booklets.

#### **A.3.1.2. Internet-Based Ordering System – Public Ordering for Veterans' Week Items**

For the period designated by VAC for ordering Veterans' Week materials (approx. 8-10 weeks), the Contractor must provide a store front link through the VAC website ([www.veterans.gc.ca](http://www.veterans.gc.ca)). This store front will be linked with the Contractor's Internet-based ordering system to permit the public, such as educators and community groups, to order items from the VAC inventory in the warehouse.

This store front will be accessible in both the English and French streams of the VAC site and provide the same functionality in each language.

The Contractor must work with the VAC Project Authority/VAC Project Officer to provide the Veterans' Week store front page in each language and to provide the link from the VAC site to the Contractor's VAC store front in their ordering system. The store front must display, in each language, thumbnails and descriptive text of all of the printed material available to the public. The Veterans' Week online store must be available no later than September 1 of each calendar year and remain available until June 30.

These thumbnails will be downloadable as PDF files for viewing by the public. The Contractor must create the PDF and thumbnails from the artwork supplied by VAC. Relevant VAC authorities will upload the text for each PDF.

The Veterans' Week store front must also provide an order functionality that will allow orders to be placed in each language through the ordering tool.

The appearance of the store front in each language must look the same on the Contractor's site as the VAC site.

The Contractor **must** comply with all requirements regarding Government of Canada and Web standards. Information is available at:

- Canada.ca Content and Information Architecture Specification ([www.canada.ca/en/treasury-board-secretariat/services/government-communications/canada-content-information-architecture-specification.html](http://www.canada.ca/en/treasury-board-secretariat/services/government-communications/canada-content-information-architecture-specification.html))
- Canada.ca Content Style Guide (<https://www.canada.ca/en/treasury-board-secretariat/services/government-communications/canada-content-style-guide.html>)
- Standard on Web Accessibility ([www.tbs-sct.gc.ca/pol/doc-eng.aspx?id=23601](http://www.tbs-sct.gc.ca/pol/doc-eng.aspx?id=23601))
- Standard on Optimizing Websites and Applications for Mobile Devices (<http://www.tbs-sct.gc.ca/ws-nw/mo-om/index-eng.asp>)
- Web Experience Toolkit(<https://www.canada.ca/en/treasury-board-secretariat/services/government-communications/web-experience-toolkit.html>)

The public ordering tool must provide the following functionality for selected inventory items:

- capability to download individual PDFs of available items,
- capability to place orders for individual items,
- capability to place orders for multiple items under a single order number or place multiple orders
- capability to input delivery address
- display maximum order quantities
- display out of stock items

The ordering system must allow multiple ordering activities to be conducted simultaneously.

Should any items be out of stock or not be available in inventory, the VAC Project Authority/VAC Project Officer—in communication with the Contractor—will decide if an “**out of stock**” notification or “**not available**” notification should be posted on the public site. If the out of stock notice is posted, then the system must show those items as being on back-order with the projected date of availability. When an item on back-order is shipped, the ordering location must be alerted by e-mail that the back-order has been completed.

#### **A.3.1.3 Internet-Based Ordering System – Testing of public site**

A period of five (5) days must be set aside for a thorough testing of all sections of the public ordering site (including inventory). The test site must allow users to simulate an actual ordering process. **Testing should start no later than July 15 each year** in order to allow sufficient time for required changes, to implement feedback and make any required system updates.

The online store must have a complete Veterans' Week inventory before going live (all Veterans' Week products must be printed and put in stock / inventory before the store is available for public ordering).

#### **A.3.1.4. Internet-Based Ordering System – Internal VAC Ordering:**

The Contractor must also provide an Internet based ordering tool to permit VAC Authorities to place orders against the inventory of material. Orders will be placed by the VAC Project Authority/VAC Project Officer against the entire range of VAC inventory items and by individual designated VAC Sector representatives against their sector specific inventory.

#### **A.3.1.5. Ordering tool functionality Project Authority**

For the VAC Project Authority/VAC Project Officer, the ordering tool must provide the following functionality for the entire inventory:

- a complete listing of items available in the physical inventory by title and stock number;

- 
- capability to browse the inventory of items;
  - capability to search for individual items;
  - capability to place orders for individual items;
  - capability to place orders for multiple items under a single order number or place multiple orders;
  - display minimum order quantities;
  - capability to input delivery address;
  - view available quantities on an individual item basis;
  - view replenishment points and anticipated date for replenishment;
  - display items on back-order;
  - view rate of depletion on individual items; and
  - ability to access basic client order information (Veterans' Week materials only) such as full name, order number, mailing address and email address.

#### **A.3.1.6. Ordering tool functionality VAC sectors**

For each VAC sector, the ordering tool must be sector specific and provide the following functionality to each of the VAC Sector representatives:

- capability to browse the inventory of items;
- capability to search for individual items;
- capability to place orders for individual items;
- capability to place orders for multiple items under a single order number or place multiple orders;
- capability to input delivery address; and
- display minimum order quantities.

#### **A.3.1.7. Internet-Based Ordering System – Variable Print On-Demand / Personalized Booklet**

Veterans Affairs Canada (VAC) has a Personalized Booklet Program that allows VAC clients or individuals, herein referred to as the "User," to order a variable print on-demand booklet describing the Veteran Affairs Canada services and benefits available to the User based on their individual needs.

Presently, filtering **by type of military service experience**, allows VAC to provide clearer information about the VAC services available to the Users and how they can apply. The on-demand booklet concept also includes optional pages to allow the User to select additional information of interest. Types of service include:

- members or Veterans of the Canadian Forces (Regular or Reserve);
- Veterans (Canadian or Allied) who served in the Second World War or the Korean War; or members or former members of the RCMP;
- Families of the above.

Individual orders are launched through the VAC public access site. The Contractor must create the Personalized Booklet Program ordering site through a link on the VAC website ([www.veterans.gc.ca](http://www.veterans.gc.ca)) and provide the customized on-demand booklet to the User in both digital (PDF) and print formats and in English or French as specified by the User.

The personalized booklet currently available (entitled "My VAC Book") for ordering by Users is described in A.3.3.1 and is available at the following link [www.veterans.gc.ca/eng/services/mvb](http://www.veterans.gc.ca/eng/services/mvb). The Contractor must have the ability to provide similar customized on-demand products for other information if required in the future.

As with the other public ordering sites, the Contractor must comply with all requirements regarding Government of Canada and Web standards. Information is available at: [www.tbs-sct.gc.ca/ws-nw](http://www.tbs-sct.gc.ca/ws-nw)

### A.3.2. Personalized Booklet Description

12 page self cover saddlewire book.

**Basic:** 12 page format (includes optional pages),  
**Stock:** 56m bond, white, FSC paper with a minimum of 30% Post Consumer Waste.  
**Ink:** Full Colour, Front and back cover, inside pages bleed  
**Flat size:** 17" x 11" (folded final size: 8 ½" x 11")  
**Bindery:** Saddle stitch (two staples) on the 11" length  
**Package:** Individually polybagged and mailed to the user (unless multiples are ordered by the VAC Project Authority/VAC Project Officer for specific event)

#### A.3.2.1 Development of Personalized Booklet Program Ordering Site

The Contractor must develop the logic and construct a Web interface that will produce a personalized on-demand booklet for the User.

The Personalized Booklet Program ordering site must be completed and operational for ordering by Users no later than (to be determined).

Within two (2) weeks of Contract award, the Contractor must meet with the VAC Project Authority/VAC Project Officer, either in person or via a teleconference for an orientation meeting. The Contractor must then provide a timeline for development, testing and launch of the Personalized Booklet Program ordering site within two (2) business days of the meeting.

The Contractor's development team must work directly with VAC Project Authority/VAC Project Officer to build the logic grid and ordering site interface, which must be created and hosted by the Contractor. VAC Project Authority/VAC Project Officer will provide the content selection logic for development of the variable print application to the Contractor as well as a list of selection fields that must be available to Users visiting the Personalized Booklet Program site through a link located on VAC's website. The Contractor must build the variable print-on demand (POD) processing application to match the VAC logic specifications which will be provided to the Contractor by the VAC Project Authority after contract award.

The Contractor must host the personalized booklet ordering website and perform ongoing updates or revisions—new pdf files will be supplied in the event of such revisions to individual pages as required by VAC. Since the project elements at this stage are specific to programming, the Contractor's developer/programmer lead may be required on-site at VAC offices in Charlottetown for the initial logic session for a half day, when programming is discussed (included in development costs) and the foundation for further programming collaboration is established.

Upon completion of the logic, the initial web interface programming for the "My VAC Book" personalized booklet must result in a series of questions with a total of 30 form fields. Presently the "My VAC Book" interface is comprised of a five (5) step process.

The look and feel of the Contractor's ordering site must match VAC's own website. The VAC Project Authority/VAC Project Officer will supply the Contractor with all graphics, and support files required for the development of the ordering site. The VAC Project Authority/VAC Project Officer will provide the Contractor with the guidelines on current Government of Canada Web Standards. The Personalized booklet program must be developed by the Contractor in both official languages and must provide the same functionality in each language.

VAC is responsible for content and visuals for each page and will provide the final PDF files for all available page selections and for any updated pages which will be uploaded to the Contractor's server. The Contractor must provide the VAC Project Authority/VAC Project Officer with the required file naming convention for all page files.

The typical size of each page supplied to the Contractor as a PDF document is 10 MB or less. Currently, there are 150 pages related to the “My VAC book”. The Contractor must have the capacity to store and make available the files for selection from up to 400 PDF pages for each personalized booklet under the Personalized Booklet Program.

Prior to launching the Personalized Booklet Program, The VAC Project Authority/VAC Project Officer must approve the finished outputs both in PDF and hardcopy versions.

The Contractor must provide the VAC Project Authority/VAC Project Officer with an online reporting tool that will show all order data along with options to filter on each data element.

### **A.3.2.2 Administration – Personalized Booklet Program**

The Contractor must perform data collection and final output testing and supply the VAC Project Authority/VAC Project Officer with an administrative use section of the program. The VAC Project Authority/VAC Project Officer must be able to export all reportable data from the ordering site for reporting purposes.

The VAC Project Authority/VAC Project Officer occasionally will have a requirement to have multiple copies (event-specific or profile-specific) non-personalized variable printed booklets for information session. Multiple copies could be multiples of 10, 25, 50 or 100. The VAC Project Authority/VAC Project Officer and ordered through the Contractor's Project Manager or through an Administrative User site which must be able to accept the delivery specification for these booklets (for details on Individual Order Processing see A3.6.4).

### **A.3.3 Management Function**

#### **A.3.3.1 Information Management (self-service functionality for Veterans' Week Products only)**

The ordering tool/system must contain a self-service management function, which will permit *only* the VAC Project Authority/VAC Project Officer/ VAC Sector representatives responsible for Veterans' Week materials to view and search for information on the **overall ordering activity**.

The self-service functionality must allow the VAC Project Authority/VAC Project Officer and Sector representative to view information on orders placed and items shipped in progressively finer levels of detail as required. Information queries may be based on the following:

- ordering locations (may be for national, regional or individual location/item information)
- order number
- orderer's name
- orderer's mailing address
- orderer's email address.

The self-service functionality must allow the VAC Project Authority/VAC Project Officer to override any orders placed. The self-service functionality should be set up and available two days before the Veterans' Week order site is open to public (approximately the end of August each year).

Veterans' Week product inventory levels must be viewable each day, however, recognizing that there is fluidity in overall inventory numbers as a result of the order fulfilment and (re) stocking process these numbers will not be considered “confirmed Veterans' Week inventory.”

For the purposes of this contract “confirmed Veterans' Week inventory” will be established end of day, every Friday of each week for the period of September 1 – December 1 of each year. This allows for

some "flex" in numbers as the fulfillment engine moves stock orders and sales orders from a "pick-confirmed state" to a "released state."

#### **A.3.4 Site Management**

The management function must allow the VAC Project Authority/VAC Project Officer and the VAC Sector representatives to modify the products available for ordering their sectors.

#### **A.3.5 Technical Personnel**

The Contractor must have technical personnel available to work with the VAC Project Authority/VAC Project Officer to set up and maintain the ordering methods.

#### **A.3.6 Order Fulfillment**

As orders are received, the Contractor will physically retrieve the requested publication, or publications in the quantity requested. As orders are fulfilled, changes in the inventory levels will be entered into the inventory management system. This will be done during fulfillment in order to provide the VAC Project Authority/VAC Project Officer current information on inventory. The Contractor must be responsible for ensuring that any publications taken from inventory correspond to the publications actually ordered. If any orders are wrongly shipped or duplicated, due to error on the part of the Contractor, the Contractor will be responsible for any costs incurred in replacing those publications with the correct product. Should any product, which has been wrongly shipped need to be returned to the Contractor's facility, the Contractor will be responsible for all shipping costs.

Packaging and labelling, as well as shipping related activities is the Contractor's responsibility.

#### **A.3.7. Service Standards**

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

##### **A.3.7.1.a Regular Service**

Regular service means order fulfillment within two (2) working days from the time orders are received from clients.

##### **A.3.7.1.b Urgent Service**

Urgent service means order fulfillment within 24 hours from the time orders are received from the clients. At times critical orders will be placed that will be required to be filled and shipped the same day.

##### **A3.7.2 Individual Order Processing - Personalized Booklet Program:**

Individual orders are launched through the VAC public access site. A booklet is ordered by a User in the preferred official language and an address is provided (currently 10 of the 30 form fields). The booklet is compiled based on information entered by the User into the site so that any possible permutation of standard and optional pages (optional pages are added to make 12 pages total when the standard content requires and avoids blank pages) can be provided in a PDF form immediately to the User in the Web interface, emailed to the user, then printed in full colour and directly mailed out to the user. As some users may be ordering their Personalized Booklet from a shared computer, an email option must be provided to allow the User to receive an electronic copy via email. All

personalized booklet PDF files must be e-mailed directly to the User-entered e-mail address immediately following the completed order session provided that an e-mail address has been provided with the order.

The address information for each User must be removed from the Contractor's database within 72 hours of mailing the Personalized Booklet to the User.

All orders for customized booklets under the Personalized Booklet Program must be processed, printed and mailed within 48 hours of order receipt of the information in the Contractor's site.

#### **A.4 Distribution/Mass Distribution**

The Contractor is responsible for all distribution and mass distribution activities, including ensuring the timely and safe arrival of all goods at the nearest appropriate Canada Post Corporation facility (CPC). The method of monitoring distribution used by the Contractor will be capable of providing ongoing, up to date, information on the status of any of the material until its arrival at CPC. The system must give current information on the status of any material, at any time, requested by the VAC Project Authority/VAC Project Officer or the VAC Sector representative.

Mass distribution involves the distribution of single/multiple low volume quantities or single/ multiple bulk order quantities of product destined to clients on a mailing list. The distribution may be a single occurrence to a distribution list which will be supplied or may be repeat distributions to a list held by the Contractor. On occasion, the list will originate from the Contractor's database for mail outs such as back order fulfillment.

Tasks involved are receiving, labelling, folding, inserting, sealing, gathering, packing, sorting and all other tasks that must be performed to prepare products for mailing and shipping. The Contractor must provide all materials and complete all preparations for mailing as per CPC regulations and deliver all material to the nearest appropriate CPC. The Contractor must be responsible for completing mail sorting operations appropriate to any distribution, in order to obtain the best CPC incentive rates. This service is to be invoiced on a project-by-project basis.

All postage will be paid by VAC on a separate VAC account with CPC.

##### **A.4.1 The major types of distribution are:**

- Bulk shipping of publications supplied with a distribution list. This will generally be for the Area Offices and Head Offices (Ottawa and Charlottetown) of VAC and will be shipped in the printer's cartons without repackaging.
- Picking and packing of multiple publications for Veterans' Week promotional/educational materials which will be supplied with a distribution list.
- Individual mailing of requests of publications for Veterans' Week promotional / educational material.
- Mass mailings for the client newsletter, *Salute!*

##### **A.4.1.1 Client Newsletter, *Salute!***

Requires a mass mailing to approximately 270,000 addresses (including approximately 6,000 US/foreign addresses) in addition to Canadian Armed Forces bases and to VAC area offices and the two (2) head offices in Charlottetown and Ottawa.

The Contractor must:

- Receive, download and use VAC address database when necessary.
- Prepare database and mail handling to meet with all Canada Post standards for Publication Status Mail. This will include Letter Carrier incentive mailing using Canada Post approved

software.

- Prepare approximately 270,000 addresses per issue.
- Deliver addressed and pre-sorted material to the nearest appropriate CPC facility.

#### **A.4.2 Packaging and Labelling**

The Contractor is responsible for packaging all materials being distributed. Packaging is to be appropriate for the size of the order and may range from standard sized envelopes up to cartons of 35 lbs in weight. Cartons are to be loaded to capacity and without fillers whenever possible. When possible, items shipped in cartons are to be shrink-wrapped in convenient sized packages. If an order is large enough to permit that order to be shipped on a shipping pallet, the entire order is to be shrinkwrapped on the pallet. The packaging must be appropriate for safe distribution of the required items in the most economical and practical manner.

The Contractor is responsible for providing all shipping materials such as envelopes, cartons or pallets.

The Contractor is responsible for addressing any items being distributed. This includes output and application of any required labels. Packing slips in cartons must show relevant item numbers, titles, quantity per package and number of packages of any items inside as well as inventory number and title of publications on back order. When multiple pre-packaged items are shipped in a carton, each package must be labelled showing the item number, title, package quantity and total quantity ordered. All labels must have a return address as well as the destination address. The return address will be that of the Contractor. The Contractor will do the layout for the labels to conform to Canada Post regulations.

If an order is large enough to be shipped on pallets the Contractor must confirm with the ordering location that the office can accept the pallets before the order is shipped.

A packing slip must be included with every shipment.

#### **A.4.3 Mailing List Management**

All mailing lists and distribution instructions will normally be provided by the VAC Project Authority and/or the VAC Project Officer. Changes required as a result of returned items will be approved by the VAC Project Authority and/or the VAC Project Officer before they are implemented. With 1,000 addresses or more, the Contractor's database will pre-sort addresses before printing based on the Canada Post National Distribution Guide

#### **A.4.4 Service Standards for Mass Distribution**

- Mass Distribution to less than 500 addresses must be distributed within a maximum of three (3) business days of release unless otherwise specified.
- Mass distribution from 500 to 5,000 addresses must be distributed within a maximum of four (4) business days of release unless otherwise specified.
- Mass distribution of more than 5,000 addresses must be distributed as specified for each requirement.

### **A.5 ADMINISTRATION SERVICE, REPORTING**

The Contractor must provide an online reporting system to permit the VAC Project Authority/VAC Project Officer to verify the inventory status at any given time.

The reporting system must produce **consistent, accurate** and **timely** reports on all of VAC's general printed material. It must also be robust and flexible enough to track and report on the annual Veterans' Week products, which are printed, put into inventory, ordered and shipped in a compressed period of time as outlined in **Section A.5.1. – Veterans' Week product reports.**

The Contractor must produce Receiving and Delivery Reports as both PDF and Excel files by e-mail, and be available online showing:

- Inventory by sector name and segment / item number, inventory number, title, brief description, quantity of product received, product distributed, product available, history to date, current fiscal year, current month, reprints, returns and transfers;
- VAC Backorder Status Report showing sector name, segment number, inventory number, title of product, number of requests and total back orders; and
- Actual number of items in the warehouse.

The Contractor must take annual and/or special physical inventory counts of any or all products stored as requested. The Contractor must perform this annual inventory of each item once throughout the fiscal year, and any special physical inventory count as requested, of any or all the material stored.

An annual inventory report must be generated for the fiscal year (April 1 to March 31) and received by the VAC Project Authority/VAC Project Officer no later than April 15 of the following fiscal year. Inventory reports must identify any errors discovered.

All authorized inventory taking will be chargeable and records of inventory taking will be provided to the VAC Project Authority/VAC Project Officer.

#### **A.5.1. Veterans' Week product reports**

A large number of educational products related to Veterans' Week are printed annually; the public ordering site receives several thousand orders a day during a short period of time from between September 1 to December 1. In order to ensure inventory supply meets demand and to facilitate re-printing, consistent, timely and accurate reports are required. In order to achieve as accurate reports as possible, they must automatically be provided on the same day each week starting September 1 to December 1. Additionally, the basis of the data collected must be consistent so it must be captured for the same time period on the same day each week (i.e. from a Friday to Friday). The data used for all reports must be captured within a 70-90 minute timeframe.

Type of Reports Required:

- Weekly product and order report:** weekly distribution numbers for each Veterans' Week commemorative product must be broken down by total units and total class pack. This distribution information is also to be broken down by province / region. Include total number of weekly orders broken down by province.
- Weekly Inventory Report:** weekly summary page of the total Veterans' Week products printed, total distributed, total fulfilled but waiting to be shipped (picked up by CPC), and total left in inventory. This report must reconcile with (a).
- Monthly Service Standard Report:** monthly report (April 1-March 31 indicating the total number of Veterans' Week orders during a month and how many of these orders were under and over the 14 day shipping service standard.
- Email Addresses:** retain Veterans' Week email addresses until December 1 of all clients who ordered Veterans' Week products from September 1 to December 1. This report must be a separate document and not part of weekly report information.

The Contractor and VAC Project Authority must work together to establish a mutually agreeable format (look and feel), naming convention, level of quality control for the reports and reporting timetable. See Appendix 2 (to Annex A) "Sample Reports" as examples.

*\*Real time is defined as: data updated every hour.*

## **A.5.2. Non-Veterans' Week product reports**

Reports for products unrelated to Veterans' Week inventory may be delivered on the first of each month by the Contractor:

### **A.5.3. Reporting for personalized booklets**

The Contractor must make available quarterly reporting information on the number of booklets mailed out currently by type of military service experience and by region using postal code digits and for a more general overview, by province. The Administrative User site must allow downloading of all reportable data directly into a spreadsheet format such as MS Excel. Once VAC Project Authority/VAC Project Officer downloads the files, the Contractor's system must flag the data stream as being pulled and become "view only" to avoid duplication.

## **A.6 INVOICING INSTRUCTIONS**

The Contractor must provide monthly invoicing with a breakdown of costs for each activity detailing all reportable information on orders and postage/shipping. All invoices must contain the contract number, a VAC Communications Project Code (supplied by VAC at the time of seeking quotes /estimates for a print job) who ordered the product (s), a brief description of the item printed / ordered and where the product (s) was delivered.

## **A.7 CONSULTATION**

### **A.7.1 Consultation**

At the start of the Contract and through the period of work covered by the Contract, the Contractor must provide consulting services to VAC. The consulting services must cover all aspects of the supply of material for the purpose of gaining efficiencies in managing the supply of material and reducing the overall costs to VAC. The Contractor is expected to participate in developing systems and procedures to improve the ongoing methods of supply.

### **A.7.2 Departmental Briefings**

VAC Project Authority/VAC Project Officer will arrange formal briefings with the Contractor on a quarterly basis in order to discuss departmental plans, changes and directions that may impact current and future business volumes. Also, there will be monthly meetings to discuss the day-to-day operations.

## **A.8 CUSTOMER SERVICE**

The Contractor must provide a customer service function in order to respond to queries from VAC offices. This function must respond to contacts made by telephone from 8:00 a.m. to 5:00 p.m. Eastern Time, fax or e-mail. Spot checks will be conducted by VAC periodically to determine quality control and service standards. Meetings must be held quarterly between the Contractor, the VAC Procurement Officer and the VAC Project Authority to resolve any unforeseen issues and concerns. A face-to-face meeting must take place twice a year. When issues arise, VAC Procurement and the PSPC Supply Specialist must be copied on any correspondence between the VAC Project Authority and the Contractor. Between August and November, the contractor and the VAC Authorities must hold monthly meetings to maintain lines of communication during the demanding Veterans' Week period.

## **A.9 PROGRAMMING SERVICES**

The Contractor must provide programming services or any development, not explicitly outlined in Annex "B" Basis of Payment of this Contract, as required to provide the services described in Annex "A" Statement of Work and as required by the VAC Project Authority/VAC Project Officer. The Contractor must acknowledge the request within five (5) hours and provide an expected turnaround time to complete

the request. This turnaround time may be negotiated depending on urgency and scope of the work required.

#### **A.10 INVENTORY MANAGEMENT AT CONTRACT END**

Three (3) months prior to the Contract expiry date, or when requested by the VAC Project Authority/VAC Project Officer, the Contractor must perform a detailed inventory of all materials being warehoused under the Contract on behalf of the Department. Two (2) authorized representatives, one (1) from VAC and a Contractor representative, will jointly perform the inventory. At the conclusion of the taking of this final inventory of VAC's materials, the Contractor must submit an invoice itemizing the number of hours required to perform this task, at previously approved hourly rates in Annex "B".

VAC Project Authority will subsequently provide the Contractor with instructions as to the repossession, transfer and/or disposal of such inventory as may be required.

Within ten (10) working days of receipt of the instructions from the VAC Project Authority, the Contractor must submit a detailed estimate of the costs to implement the instructions for the repossession, transfer, and/or disposal or inventory as required, including the number of hours required to perform this task, at hourly rates as stated in Annex "B" Basis of Payment.

Estimates responding to instructions for repossession and/or transfer of inventory shall, at a minimum, itemize the following:

- The number of loose items requiring packaging in cartons and the number of cartons resulting from this operation.
- The number of cartons requiring stacking on pallets for shipping. This quantity must be broken down showing the number of new cartons created from the packaging of loose items and the number of existing cartons on the warehouse shelves.
- The number of pallets which will be shipped. This quantity must be broken down showing the number of new pallets created from the stacking of loose cartons and the number of existing full pallets in the warehouse. All new pallets must be properly shrink-wrapped for shipping.

All cartons and pallets must be labelled with the item information shown in the inventory catalogue and must show the quantity in each carton and on each pallet. Estimates responding to instructions for disposal of inventory must show the quantity being disposed and the rate for disposal. The Contractor must commence implementing VAC instructions upon receipt of authorization to proceed from the VAC Project Authority.

Final payment will be held back until the repossession, transfer and/or disposal of inventory, as requested by the Department, has been completed. All rates, prices, costs submitted are subject to audit by Canada and shall be determined in accordance with Contract Cost Principles.

Other preparation for termination of Contract: Provisions to terminate the Contractor's end of the personalized booklet program interface through the VAC website must be made by the contractor so that no interruption to service is caused prior to the end of the Contract.

#### **Appendix 1 to Annex "A" Statement of Work**

##### **Overview – Historical Data**

The following information is a summary of the types of printed products that have been required by VAC. This information is supplied in order to provide an historical perspective of the types of the products produced under previous contracts. **It does not represent a firm commitment that all of the products will continue to be included in the same quantities.**

Solicitation No. - N° de l'invitation  
 51019-184001/A  
 Client Ref. No. - N° de réf. du client  
 51019-184001

Amd. No. - N° de la modif.  
 File No. - N° du dossier  
 CW020. 51019-184001

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

Group	Format	Quantity 2017-18	Quantity 2016-17
Tabloid	Flat 25" x 22.75"	670,500	682,000
Broadsheet	17 x 22.75 inches	768,600	757,000
Saddle wire	4" x 9"	0	0
	7" x 8-1/2"	0	0
	8-1/2" x 11"	105,000	675,000
Loose leaf	8-1/2" x 11"	155,675	165,600
Panel folders	2 panel		66,000
	3 panel		303,500
	5 panel		30,000
Flat	Small poster	87,500	198,000
Flat and folded	Large poster	40,500	50,500
	Postcards	952,500	1,502,000
	Web cards	0	0
	Bookmark	1,318,500	1,662,000
	Mini-kit folders	45,000	105,100
	Invitations & Programs	25,000	47,000
	Envelopes 10" x 13"	225,500	44,000
	Rack Cards 4" x 9"	1500	3,500
Roll Up Banners	39.25" x 89.75" vinyl	224	
Full Size Displays	126.25" x 87.5625" film	7	

**Appendix 2 to Annex "A" Sample Reports**

1. Example of weekly Veterans' Week product and order report (report of weekly distribution by total class pack and by total units in .xls format)

<b>Product Totals</b>		
<b>Item Number</b>	<b>Total Class Packs</b>	<b>Total Units</b>
VAC-VW-2018-1 VAC-VW-2018-2 EF VAC-VW-2018-2 EF VAC-VW-2018-3 EF VAC-VW-2018-3 EF VAC-VW-2018-4 VAC-VW-2018-5 VAC-VW-2018-6 VAC-VW-2018-7		
<b>Total</b>		

<b>Orders per region</b>		
<b>Ship Country</b>	<b>Ship State / Province</b>	<b>Total orders</b>
Canada	AB BC MB NB NS NT NU ON PE QC SK YT	
<b>Canada Total</b>		
<b>Grand Total</b>		

<b>Total Product by region</b>				
<b>Ship Country</b>	<b>Ship State/ Province</b>	<b>Item Number</b>	<b>Total Class packs</b>	<b>Total Units</b>
Canada	AB	VAC-VW-2018-1 VAC-VW-2018-2 EF VAC-VW-2018-2 EF VAC-VW-2018-3 EF VAC-VW-2018-3 EF VAC-VW-2018-4 VAC-VW-2018-5 VAC-VW-2018-6		

		VAC-VW-2018-7		
<b>AB Total</b>				
	BC	VAC-VW-2018-1 VAC-VW-2018-2 EF VAC-VW-2018-2 EF VAC-VW-2018-3 EF VAC-VW-2018-3 EF VAC-VW-2018-4 VAC-VW-2018-5 VAC-VW-2018-6 VAC-VW-2018-7		
<b>BC Total</b>				
<b>Canada Total</b>				
<b>Grand Total</b>				

## 2. Example of weekly inventory report (.xls)

The inventory of each product must be available each day. A weekly summary of this data must be provided each week. VAC Project Authority must have access to the inventory of the public ordering site to see the inventory of the Veterans' Week products. This report must reconcile with the weekly Veterans' Week product and order report and inventory system.

Summary Veterans' Week stats as of November 14, 2018 / Statistiques de la semaine des anciens combattants pour le 14 novembre 2018

Products 2018 / produits 2018	Total Printed / total imprimé	Total distributed to date / distribué	Total pending shipping	Inventory / inventaire
Take Time to Remember				
Tales of Animals in War				
Journal Histoires Animaux Guerre				
Canada Remembers Times				
Journal Canada se souvient				
Postcards for Peace				
Bookmarks				
Small poster				
Folded poster				
Flat poster				
<b>Total Distribution</b>				
<b>Total orders Sept 1 – Nov 14/18</b>				

**Note: Sample Packs are NOT included**  
**Note: Calculations are in Units NOT Class Packs**

**3. Example of Service Standards report (.xls)**

Process Date	Required By	Ship Date	Elapsed Days	Days from Required	Service Standard (MET)	Service Standard (NOT MET)	Out standing	Report From	Report to
2018-10-1		2018-10-3	2	0	1	0	0	2018-10-1	2018-10-31
2018-10-1		2018-10-3	2	0	1	0	0	2018-10-1	2018-10-31
2018-10-1		2018-10-9	8	0	1	0	0	2018-10-1	2018-10-31
2018-10-1		2018-10-9	8	0	1	0	0	2018-10-1	2018-10-31
2018-10-1		2018-10-10	9	0	1	0	0	2018-10-1	2018-10-31
2018-10-1		2018-10-11	10	0	1	0	0	2018-10-1	2018-10-31

**Example report truncated for demonstration purposes**

Process Date	Required By	Ship Date	Elapsed Days	Days from Required	Service Standard (MET)	Service Standard (NOT MET)	Out standing	Report From	Report to
2018-10-1		2018-10-3	2	0	1	0	0	2018-10-1	2018-10-31
2018-10-1		2018-10-3	2	0	1	0	0	2018-10-1	2018-10-31
2018-10-1		2018-10-9	8	0	1	0	0	2018-10-1	2018-10-31
<b>5297 orders</b>					5296	0	1		
<b>5296 met / 1 did not</b>									

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## **ANNEX "B" BASIS OF PAYMENT**

*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.1.1 FINANCIAL PROPOSAL**

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).

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 proposal will be found non-compliant and no further evaluation will be done.

The Bidder must submit firm, all inclusive, rates and prices, FOB destination, GST/HST/QST extra if applicable, freight extra.

### **B.1.2 SHIPPING COSTS (OTHER THAN CANADA POST)**

Shipping costs incurred in the performance of the work will be paid at cost with no allowance for profit or overhead and upon receipt of proper cost support documentation. Transportation charges are to be prepaid by the Contractor and shown as a separate item on the invoice, supported by a copy of the prepaid transportation bill.

**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.

### **B.1.3 WHEN CEILING PRICES ARE REQUIRED:**

The ceiling prices must be broken down by the activity, the level of effort and the hourly rate each resource as well as the details to describe "other costs" that will apply.

Bidders must include all charges in these rates as no other cost will be payable above these rates.

These ceiling prices are subject to downward adjustment so as not to exceed the actual costs reasonably incurred in the performance of the Work and computed in accordance with the Basis of Payment.

No increase in the total liability of Canada or in the price of Work resulting from any changes, modifications or interpretations of specifications will be authorized or paid to the Contractor unless such changes, modifications or interpretations, have been approved, in writing, by the Contracting Authority, prior to their incorporation into the Work.

To calculate the total ceiling price, Bidders must indicate the number of hours required for each activity and identified resource, multiply them by the hourly rate and add them together with the other costs total price.

Hourly rates include the cost of labour, materials, general and administrative expenses, overhead and profit, excepting only GST, HST and QST if applicable. All expenses normally incurred in providing the services (i.e. project office space [including Contractor's hardware and software], word processing, reports, photocopying, courier and telephone charges and travel) are included in the hourly rates identified hereunder, and will not be permitted as direct charges under the Contract. Time worked which is more or less than an hour shall be prorated to reflect actual time worked.

#### **B.1.4 PRICES RELATED TO PRINTING SERVICES**

For prices related to printing services, the all-inclusive prices must include all operations and materials for the completion of final printed products and the services as specified in the Annex "A" Statement of Work for each item. This includes but not limited to equipment set ups, creation and delivery of proofs, printing operations and bindery operations). 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 PDFs, testing, preparation for mailing and distribution and delivery to the closest Canada Post outlet or distribution via a courier service. All prices are **FOB Destination**, GST/HST/QST extra if applicable.

#### **B.1.5 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.

THE BIDDERS ARE RESPONSIBLE TO ENTER THEIR PRICES ON THE MS EXCEL SPREADSHEET SUPPLIED TO THEM AND RETURN IT ON USB KEY ALONG WITH A PRINT OUT OF THE COMPLETED ANNEX B FINANCIAL PROPOSAL WITH THEIR PROPOSAL.

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

#### **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.

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

NOV 21 2017



Contract Number / Numéro du contrat 51019-18-4001
Security Classification / Classification de sécurité UNCLASSIFIED

**SECURITY REQUIREMENTS CHECK LIST (SRCL)  
LISTE DE VÉRIFICATION DES EXIGENCES RELATIVES À LA SÉCURITÉ (LVERS)**

<b>PART A - CONTRACT INFORMATION / PARTIE A - INFORMATION CONTRACTUELLE</b>		
1. Originating Government Department or Organization / Ministère ou organisme gouvernemental d'origine Veterans Affairs Canada	2. Branch or Directorate / Direction générale ou Direction Communications	
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 Digital communications print contract		
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 / Non <input type="checkbox"/> Yes / Oui	
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 / Non <input type="checkbox"/> Yes / Oui	
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 / Non <input checked="" type="checkbox"/> Yes / Oui	
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 / Non <input type="checkbox"/> Yes / Oui	
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 / Non <input type="checkbox"/> Yes / Oui	
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"/>	
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"/>	
Not releasable / À ne pas diffuser <input type="checkbox"/>	Restricted to: / Limité à: <input type="checkbox"/>	
Restricted to: / Limité à: <input type="checkbox"/>	Specify country(ies): / Préciser le(s) pays: <input type="checkbox"/>	
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
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**PART A (continued) / PARTIE A (suite)**

8. 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  
If Yes, indicate the level of sensitivity.  
Dans l'affirmative, indiquer le niveau de sensibilité :

9. 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 :

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

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

<input checked="" type="checkbox"/> RELIABILITY STATUS COTE DE FIABILITÉ	<input type="checkbox"/> CONFIDENTIAL CONFIDENTIEL	<input type="checkbox"/> SECRET SECRET	<input type="checkbox"/> TOP SECRET TRÈS SECRET
<input type="checkbox"/> TOP SECRET-- SIGINT TRÈS SECRET -- SIGINT	<input type="checkbox"/> NATO CONFIDENTIAL NATO CONFIDENTIEL	<input type="checkbox"/> NATO SECRET NATO SECRET	<input type="checkbox"/> COSMIC TOP SECRET COSMIC TRÈS SECRET
<input type="checkbox"/> 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.

10. 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

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

**INFORMATION / ASSETS / RENSEIGNEMENTS / BIENS**

11. 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

11. 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

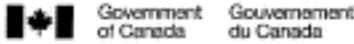
**PRODUCTION**

11. 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)**

11. 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

11. 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



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**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 CONFIDENTIEL	SECRET	TOP SECRET TRÈS SECRET	NATO RESTRICTED NATO DIFFUSION RESTRICTÉ	NATO CONFIDENTIAL NATO CONFIDENTIEL	NATO SECRET	COMSEC TOP SECRET COMSEC TRÈS SECRET	Protected Protégé			CONFIDENTIAL CONFIDENTIEL	SECRET	TOP SECRET TRÈS SECRET	
											A	B	C				
Information / Assets Personnel / Items Production		✓															
IT Needs / Support IT IT Use / 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 L'ÉCRIS est-elle de nature PROTÉGÉE et/ou CLASSIFIÉE?  No / Non  Yes / 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 L'ÉCRIS sera-t-elle PROTÉGÉE et/ou CLASSIFIÉE?  No / Non  Yes / 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 indiquez 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.

#### INTRODUCTION

This document outlines the IT Security requirements for the Department's/Contractor current contract/Subcontract # 51019-18-4001 with (Contractor name) for the processing of sensitive data up to and including the level of Protected. 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 in order that the processing of sensitive information be approved by the Veterans Affairs Canada Departmental IT Security Officer.

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.

#### 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, certified and accredited to process and store sensitive information by the Canadian Industrial Security Directorate (CISD), Public Works and Government Services (PWGSC). The Departmental Security Officer's (DSO) office will validate the certification and notify the IT Sec Coord.

A CISD Field Industrial Security Officer (FISO) will perform a bi-annual inspection to ensure that premises PWGSC certification is maintained.

##### 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 name) personnel handling sensitive information for Veterans Affairs Canada must attend a training/briefing session coordinated and delivered by the Veterans Affairs Canada Departmental IT Security Officer.

##### Information Security

All hard copy documents and other media formats must be handled and transported in accordance with Government of Canada guidelines. All hard copy documents and other media will be marked with the appropriate security classification as provided by the Veterans Affairs Canada Departmental IT Security Officer. 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." (Contractor name) personnel may only transport documents associated with a Veterans Affairs Canada contract into or out of the (physical zone - dictated by the sensitivity of the material) with the approval of the Veterans Affairs Canada's Veterans Affairs Canada Departmental IT Security Officer.

## **MINIMUM IT SECURITY REQUIREMENTS**

### **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. Specifically, sections 16-18 referring to prevention, detection, response and recovery.

#### **Prevention**

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

#### **Physical Security within the IT Security Environment**

(Contractor name) will provide the Veterans Affairs Canada Departmental IT Security Officer with the list of physical safeguards which are implemented in the facility which is used to process and store Protected A and B information as part of mailing lists, as well as internet ordering services for educational materials and print-on-demand requests. The storefront link between the Department's Website and the (Contractor's) facility and website must be safeguarded according to the Department's SRCL (Security Requirements Checklist) specifications included in the RFP.

Information is to be provided upon request regarding the processing and storage of information related to contracts/subcontracts to the Veterans Affairs Canada Departmental IT Security Officer and no other party.

The use of wireless and FTP technology for the processing of the Department's sensitive information is permitted, but must use CSEC approved encryption technology to ensure confidentiality, integrity, authentication and non-repudiation.

#### **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 name) must segregate its networks into IT security zones and implement perimeter defence and network security safeguards. CSEC provides the ITSG-38 and ITSG-22 guidelines on this specific subject. As well, the Contractor/Supplier must apply strict control of all access to the protected 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 name) 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**

Media with mailing lists must be retained and properly stored or disposed of by (Contractor name) IT Security personnel in the event of failure and replacement of the equipment or termination of the final contract.

The Veterans Affairs Canada Departmental IT Security Officer must be provided with the list of equipment and media being used. In addition, only equipment and media that has been identified, itemized and documented may be used to process Protected A and B and other sensitive information associated with Veterans Affairs Canada contracts.

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 (G1-001 "Security Equipment Guide". The storage container must be verified by CISD and validated by the Veterans Affairs Canada Departmental IT Security Officer.

### **Authorization and Access Control**

The (Contractor name) must provide Veterans Affairs Canada Departmental IT Security Officer with a list of all individuals who have access to the sensitive information being processed for the Department, along with (Contractor name) 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 name) must provide only the minimum access required for individuals to perform their duties.

### **Mobile Computing and Teleworking**

It is important to state that the processing of sensitive information associated with Veterans Affairs Canada (Contractor name)-related contracts/subcontracts may only be performed in the facility which has been validated by the Veterans Affairs Canada Departmental IT Security Officer.

If mobile computing and teleworking, enter any conditions/safeguards that must be adhered to for this purposes.

### **Telecommunications Cabling**

In the event a Local Area Network or the Corporate network is used (rather than standalone equipment), it is important to 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**

(Contractor name) should configure the security the operating systems and application software used to process sensitive information in accordance with security best practices (such as the Microsoft Security Compliance Toolkits for servers and clients) and must implement safeguards to "harden" servers and workstations processing sensitive information, and detail that information in a document to be delivered to the Veterans Affairs Canada Departmental IT Security Officer.

### **Malicious Code**

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

### **Detection**

It is important to have the ability to detect security related issues within the operating environment which processes sensitive information. Even though the systems are isolated, it is still useful to use sources

such as system logs (event viewer), virus protection software and other system tools to monitor systems. In order to adequately protect information there must exist the ability to 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 (Contractor name) must be documented and provided to the Veterans Affairs Canada Departmental IT Security Officer.

### **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, Veterans Affairs Canada requires (Contractor name) to have a documented incident response process. All documentation pertaining to incident response must be provided to the Veterans Affairs Canada Departmental IT Security Officer.

### **Incident Reporting**

It is paramount that the Veterans Affairs Canada Departmental IT Security Officer is made aware of any security-related incidents with respect to the facilities and equipment used to process and store sensitive information associated with Veterans Affairs Canada contracts and subcontracts if applicable.

(Contractor name) must report any security-related incidents to the Veterans Affairs Canada Departmental IT Security Officer within (two hours) of an incident being detected or reported. CISD shall also be notified of such incident.

## **PRIVACY GUIDE**

### **HANDLING OF PERSONAL INFORMATION**

The Contractor acknowledges that Veterans Affairs Canada is bound by the *Privacy Act* 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 collect, use, copy, disclose, dispose of or destroy such personal information except in accordance with the *Privacy Act* and the delivery provisions of the contract.

All personal information is under the control of Veterans Affairs Canada, and the Contractor has no right in or to that information. The Contractor must deliver to the project authority 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, within 30 days of the completion or termination of the contract, or at such earlier time as the project authority may request. Upon delivery of the personal information to the Project Authority, 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.

### **Requests for Information**

Should the Contractor receive a request for information from a third party the Contractor must advise the Project Authority. Following consultation with the VAC Access to Information and Privacy Coordinator, the Project Authority will provide the Contractor with guidance and direction on handling the request.

### **Requests for Personal Information under the Privacy Act**

Should the Contractor receive a request for personal information under the *Privacy Act*, the Contractor must immediately contact the VAC Project Authority for direction on how to handle the request.

### **Access to Information**

Records created by the Contractor, and under the control of Veterans Affairs Canada (VAC), are subject to the *Access to Information* (ATI) Act. The Contractor acknowledges the responsibilities of VAC under the ATI Act and must assist VAC in discharging these responsibilities.

### **Collection of Personal Information**

Personal information collected about clients by the Contractor for the provision of services covered by the contract shall be collected in accordance with the following requirements.

1. Authorized in legislation and confirmed that it has been so authorized by the Project Authority.
2. The Contractor(s) shall notify individuals from whom it collects personal information.
  - a. of the purpose for collecting it
  - b. of any statutory authority for the collection
  - c. whether the response is voluntary or required by law;
  - d. of any possible consequences of refusing to respond;
  - e. of the individuals right of access to and correction of the information; and
  - f. of the number of personal information banks in which the personal information will be retained.
3. Limited to that which is required for the administration of services and benefits necessary for the contractor(s) to comply with the contract (there shall be a demonstrable need for each piece of personal information collected:
4. Unless otherwise directed in writing, information is to be collected directly from the individual to whom the information relates; and
5. If information is collected from a third party, it is to be collected with the clients consent or with an appropriate legislative authority authorizing collection.

The Contractor(s) must work with the Project Authority to determine the personal information elements that will be collected to fulfill the requirements of the contract, and to develop the notification statement that will be used when collecting personal information from clients.

**Note:** The Project Authority will review and approve all forms that the Contractor(s) proposes to use in support of the collection of information. After initial approval, if changes or amendments are made by the contractor, during the life of the contract, the forms shall be re-approved by the Project Authority. The Contractor's employees shall effectively identify themselves to the individuals from whom they are collecting personal information and provide individuals with a means to verify that they are actually working on behalf of the Project Authority and authorized to collect the information.

### **Use of Personal Information**

Unless otherwise directed in writing, the Contractor must use all personal information solely for the purpose(s) for which it was provided, as determined by the Department to which the information belongs and in accordance with the requirements of the Contract. Any secondary use of such information, including research, shall be approved by each of the Departments.

### **Disclosure of Personal Information**

Information in the custody of the Contractor must not be disclosed or transferred to a third party, except in accordance with specifics of the Contract, without the written permission of the Department to which the information belongs.

If the Contractor receives any request for disclosure of personal information for a purpose not authorized under the contract, or if it becomes aware that disclosure may be required by law, the Contractor shall immediately notify the Project Authority about the request or demand for disclosure and shall not disclose the information without the written permission of the Department to which the information belongs. Information from any one (1) specific Department must not be shared with any of the other Departments unless authorized by the specific Department to which the information belongs.

### **Notification of Non-Compliance or Breach of Privacy and Security**

The Contractor must notify, in writing, the Project Authority, Veterans Affairs Canada and the Contracting Authority immediately of any reason it does not comply with the Privacy and Security provisions of the Contract in any respect. The Contractor must promptly notify the Project Authority of the particulars of the non-compliance and what steps it proposes to take to address, or prevent recurrence of the non-compliance.

The Contractor must notify the Project Authority immediately when it becomes aware of an occurrence of breach of privacy or of the security requirements of the Contract. This includes but is not limited to:

- a. unauthorized access to or modification of the personal information in its custody
- b. unauthorized use of the personal information in its custody
- c. unauthorized disclosure of the personal information in its custody
- d. A breach of privacy or security with respect to personal information in its custody or with respect to any computer system in its custody and that may be used to access personal information.

The Contractor must work with the Department to achieve resolution and compliance with Government of Canada privacy and security requirements

### **Ownership and Control**

All information (personal or otherwise) which is used, processed, handled, stored, and recorded by the Contractor for the purposes of fulfilling the requirements of the Contract, regardless of the format, medium, and physical characteristics, remains under the ownership and control of VAC. All applicable Federal legislations apply under all circumstances, even when such information is in the sole custody of the Contractor.

In accepting this contract, the Contractor acknowledges that VAC maintains ownership and control over all personal information and any other information that is collected, created, captured, received, used, processed, handled, stored, and recorded by the Contractor when fulfilling the requirements outlined in the Contract.

Upon delivery of the final requirements of the contract, the Contractor must ensure that all information referenced above is returned to the Project Authority.

Solicitation No. - N° de l'invitation  
51019-184001/A  
Client Ref. No. - N° de réf. du client  
51019-184001

Amd. No. - N° de la modif.  
File No. - N° du dossier  
CW020. 51019-184001

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

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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);

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**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

<b>Proposal requirement</b>	<b>Page number where to find the answer in your proposal</b>
Mandatory requirement M.1	
Mandatory requirement M.2	
Mandatory requirement M.3	
Mandatory requirement M.4	
<b>Rated requirements:</b>	
<b>R.1 Bidder’s Corporate Description</b>	
<b>R.2 Sample projects</b>	
<b>R.3 Implementation of the Work</b>	
<b>R.4 Environmental Practices</b>	
<b>R.5 Quality Assurance</b>	
<b>R.6 Business Continuity Plan</b>	

**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: (mandatory and point rated criteria):**

**"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.

**Order Unit:** Means one (1) piece of the item specified in connection with the order

**Item(s):**

- A. Each specific product in the VAC inventory as identified by a unique catalogue or SKU number or VAC identifier. VAC items in inventory may be products that were produced by the Contractor or supplied to the Contractor and stored in the Contractor's warehouse.
- B. Items supplied to the Contractor for use in specific mailings only and are not available as a separate item in VAC inventory.

**Canada:** Government of Canada

**Web standards for the Government of Canada (web standards):** The Government of Canada (GC) Web standards solution serves to improve and standardize the navigation and accessibility, usability and interoperability features for GC Web Site. **Treasury Board Secretariat [TBS] Standard on Web Accessibility** is presently WCAG2.0. Further information related to WCAG2.0 can be found at <http://www.w3.org/TR/WCAG20-TECHS/>

**Information Management System (IMS):** Refers to the Bidder's hardware, software, systems and procedures used for the gathering, sharing and storing of information necessary to the management of the inventory and the activities and processes essential for the fulfillment of client requirements.

**Customized print On-demand:** Print on-demand items created and produced in both downloadable electronic (i.e. PDF) and printed formats based on the User's selections and the pre-approved custom content corresponding to each selection.

**Custom content:** Pre-approved content and visuals for each page of the custom print on-demand item corresponding to the User's selections.

**Variable print:** Variable data (individual information such as names and mailing addresses) from a database or external file and included in the print on-demand piece

**MANDATORY REQUIREMENTS**

**Sub-Contractor's experience will not be considered to meet the mandatory criteria.**

**M.1 CORPORATE EXPERIENCE**

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 (to provide printing, on-demand printing, warehousing of printed matter, order reception and fulfillment service) described in the Statement of Work.

These two (2) contracts must have been started or completed after April 2013. These two (2) contracts must, at a minimum, include all of the services (M.1.a - M.1.f) listed below:

		<b>Compliant Yes</b>	<b>NOT Compliant</b>
<b>M.1</b>	<b>CORPORATE EXPERIENCE</b>		
	<p>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 (to provide printing, on-demand printing, warehousing of printed matter, order reception and fulfillment service) described in the Statement of Work.</p> <p>These two (2) contracts must have been started or completed after April 2013. These two (2) contracts must, at a minimum, include all of the services (M.1.a - M.1.f) listed below:  <b>Response Format:</b></p> <p><b>When combined, 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.1.a</b>	Printing services for products such as publications, folders, brochures and posters etc.;		
	Contract 1:		
	Contract 2:		
<b>M.1.b</b>	Reception and Warehousing of varied (consisting of a minimum of 30 different items) <i>printed matter</i> such as publications etc. as well as any other related inventory items (such as banners, displays);		
	Contract 1:		
	Contract 2:		
<b>M.1.c</b>	Inventory management		
	Contract 1:		
	Contract 2:		
<b>M.1.d</b>	Order receipt and fulfilment;		
	Contract 1:		
	Contract 2:		
<b>M.1.e</b>	Mailing and Distribution (using Canada Post, couriers and /or other methods of transport);		
	Contract 1:		
	Contract 2:		
<b>M.1.f</b>	Order tracking;		
	Contract 1:		
	Contract 2:		
<b>Contract 1</b>	Start & end date: Subcontractor/joint venture activities Client information		
<b>Contract 2</b>	Start & end date: Subcontractor/joint venture activities		

	Client information		
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## M.2 Print on demand with Variable printing

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 at least one (1) contract to provide Print on-demand with variable printing of personalized booklets as described in the Statement of Work.

	<b>M.2. Print on-demand with variable printing.</b>	<b>Compliant Yes</b>	<b>NOT Compliant</b>
	<p>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 at least one (1) contract to provide Print on-demand with variable printing of personalized booklets as described in the Statement of Work.</p> <p><b>Response Format:</b></p> <p>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.2;</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>		
M.2.a	<p><b>Personalized printing services for booklets</b></p> <p><b>Contract 1:</b></p>		
M.2.b	<p><b>On-line ordering site where the individual can tailor their personalized booklet</b></p> <p><b>Contract 1:</b></p>		
M.2.c	<p><b>Order receipt and fulfilment;</b></p> <p><b>Contract 1:</b></p>		
M.2.d	<p><b>Distribution services used for the contract</b></p> <p><b>Contract 1:</b></p>		
M.2.e	<p><b>Order tracking;</b></p> <p><b>Contract 1:</b></p>		
M.2.f	<p><b>Reporting</b></p> <p><b>Contract 1:</b></p>		

<b>Contract 1:</b>	<b>Start &amp; end date:</b>		
	<b>Subcontractor/joint venture activities</b>		
	<b>Client Information</b>		

### M.3 BIDDER'S INTERNET ORDERING SYSTEM

The Bidder must provide a description of the Bidder's current internet ordering system. The description must demonstrate how the Bidder's existing internet ordering system will provide all of the following (a – g listed below) to meet the requirements of the Statement of Work.

- a) Internet based ordering by clients for order fulfillment;
- b) Password login features for individual clients;
- c) Address selection from a pre-established list;
- d) Order tracking number generation;
- e) Order status tracking;
- f) Up-to-date order reporting; and
- g) Available inventory for ordering.

<b>M.3 Bidder's Internet Ordering System</b>			
<b>The description demonstrates how the Bidder's existing internet ordering system will provide all of the following (a – g listed below) to meet the requirements of the Statement of Work:</b>	<b>Met</b>	<b>Not Met</b>	<b>Reference to Bidder's Proposal</b>
<b>a)</b> Internet based ordering by clients for order fulfillment			
<b>b)</b> Password login features for individual clients			
<b>c)</b> Address selection from a pre-established list			
<b>d)</b> Order tracking number generation			
<b>e)</b> Order status tracking			
<b>f)</b> Up-to-date order reporting			
<b>g)</b> Available inventory for ordering			
<b>Comments</b>			

### M.4 Project Manager

The Bidder must identify the Project Manager assigned to this project. This designated Project Manager must be an employee of the Bidder and must have recently (within the last five [5] years prior to the closing date of the RFP) worked as the Project Manager or client account representative managing printing, warehousing of printed matter, order reception and fulfillment services similar to those outlined in the Statement of Work for two (2) Contracts.

		Compliant Yes	NOT Compliant
<b>M.4</b>	<b>CORPORATE EXPERIENCE</b>		
	<p><b>M.4</b> The Bidder must identify the Project Manager assigned to this project. This designated Project Manager must be an employee of the Bidder and must have recently (within the last five [5] years prior to the closing date of the RFP) worked as the Project Manager or client account representative managing printing, warehousing of printed matter, order reception and fulfillment services similar to those outlined in the Statement of Work for at least two (2) Contracts.</p> <p><b>Response Format:</b></p> <p><b>When combined</b> the two (2) contracts 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, M.1.f and M.1.g) provided to the client(s) as specified to meet M.1;</li> </ul> <p>The Bidder must provide the following information:</p> <ul style="list-style-type: none"> <li>The name and contact information of the Project Manager /Client account representative;</li> <li>A description of each of the services managed by the Project Manager /Client account representative as specified to meet M.4, The period during which the Project Manager /Client account representative managed the identified services (example: March 2010 to April, 2016 or March 2013 to present;</li> <li>The name and contact information of the Project Manager /Client account representative;</li> <li>Client information for whom the Project Manager/Client account representative managed the services.</li> </ul> <p>When combined, these services must, at a minimum, include all of the following:</p> <ul style="list-style-type: none"> <li>Printing services for products including publications, folders, brochures and posters etc.;</li> </ul>		
<b>M.1.a</b>	<ul style="list-style-type: none"> <li>Printing services for products including publications, folders, brochures and posters etc.;</li> </ul> <p>Contract 1:</p> <p>Contract 2:</p>		
<b>M.1.b</b>	<p>Reception and Warehousing of varied (consisting of a minimum of 30 different items) <i>printed matter</i> such as publications etc. as well as any other related inventory items (such as banners, displays)</p> <p>Contract 1:</p> <p>Contract 2:</p>		

<b>M.1.c</b>	Inventory management		
	Contract 1:		
	Contract 2:		
<b>M.1.d</b>	Order receipt and fulfilment		
	Contract 1:		
	Contract 2:		
<b>M.1.e</b>	Mailing and Distribution (using Canada Post and couriers or other methods of transport)		
	Contract 1:		
	Contract 2:		
<b>M.1.f</b>	Order tracking		
	Contract 1:		
	Contract 2:		
<b>M.1.g</b>	Print on-demand.		
	Contract 1:		
	Contract 2:		
<b>Contract 1</b>	Name of project manager Start & end date: Subcontractor/joint venture activities Client information		
<b>Contract 2</b>	Name of project manager Start & end date: Subcontractor/joint venture activities Client information		

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

<b>EVALUATION SUMMARY - TECHNICAL EVALUATION</b>		
<b>POINT RATED REQUIREMENTS</b>	<b>MINIMUM POINTS (75%)</b>	<b>SCORE ACHIEVED</b>
R.1 Company Description		_____/195 points
R.2 Sample Projects		_____/26 points
R.3 Implementation of the Work		_____/165 points
R.4 Environmental practices		_____/10 points
R.5 Quality Assurance		_____/48 points
R.6 Business Continuity Plan		_____/76 points
		<b>_____/520points</b>

## **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 Bidder's Corporate Description:** Maximum 195 points (R.1.1 + R.1.2 + R.1.3 + R.1.4 + R.1.5 + R.1.6)

The Bidder should provide a company description that demonstrates the Bidder's experience in providing the print supply chain services as stated in the Statement of Work of this RFP.

The description should clearly demonstrate that the Bidder has the capacity and experience in processing multiple large requirements in the course of normal business operations to be able to successfully complete this requirement as well as their other business commitments.

The Bidder's company description should concentrate on the Bidder's activities in providing print production (pre-press, printing and bindery services), warehousing, inventory control, order processing and order fulfilment, distribution and tracking of goods, customized print on-demand with variable printing and reporting of activity on a scale comparable to this requirement.

### **R.1.1 General Company Description**

At a minimum the description should detail:

1. The number of contracts for which the Bidder provides the print supply chain services as described in the Statement of Work and the number of years the Bidder has provided the services for each. For each contract, provide a listing of the services performed including the number of printed items produced and orders processed per year. The lists should be as close as possible to this requirement in size and duration.
2. For each of these contracts, A description of the warehouse facility including total size of the facility plus the size of the areas devoted to storage for each contract. The description should also detail the climate control features in place.
3. For each of these contracts, the average number of items normally in storage and orders processed in a day and the Bidder's experience in providing the types of printed matter as described in the Annex "A" Statement of Work (including publications, flat printing, loose leaf etc...).
4. The Bidder's experience in providing on-line ordering and client information/reporting service.
5. The Bidder's experience in providing on-line ordering for customized print on-demand and variable printing.

<p>R.1.1.1 The number of clients for which the Bidder provides the print supply chain services as described in the Statement of Work and the number of years the Bidder has provided the services for each. For each, provide a listing of the services performed including the number of printed items produced and orders processed per year. The lists should be as close as possible to this VAC requirement in size and duration</p>		
The description demonstrates:	Not demonstrated in description	Demonstrated in description
	0 Points	1 point
That the Bidder has three (3) or more years providing print supply chain services as described in the Statement of Work		
That the Bidder has three (3) or more external contracts requiring print supply chain services as described in the Annex "A" Statement of Work		
The number of printed items produced per supply chain contract is a minimum of 25 different printed items produced annually		
The number of orders processed per-supply chain contract is a minimum of 5,000 orders processed annually.		
<b>Points allocated for R.1.1.1</b>		/4

<p>R.1.1.2. A description of the warehouse facility including total size of the facility plus the size of the areas devoted to storage for this VAC requirement. The description should also detail the climate control features in place.</p>		
The description demonstrates:	Not demonstrated in description	Demonstrated in description
	0 Points	1 point
That there is sufficient space to handle and dedicate more than two (2) times the VAC requirements as specified in the Annex "A" Statement of Work (total size and space dedicated to VAC project)		
That the complete warehouse storage area has climate control features for the warehousing of printed products.		
<b>Points allocated for R.1.1.2</b>		/2

<p>R.1.1.3. The average number of items normally in storage and orders processed in a day and the Bidder's experience in <b>providing the types of printed matter</b> as described in the Annex "A" Statement of Work (including publications, flat printing, loose leaf etc...).</p>		
The description demonstrates:	Not demonstrated in description	Demonstrated in description
	0 Points	1 point
That the quantity of printed items normally in storage per contract is a minimum of 30 different items.		
The Bidder's experience and capacity for handling contracts equivalent to the VAC requirement. For these equivalent contracts, the number of orders processed per day during peak periods is at least 65.		

The Bidder's experience in <b>providing</b> the types of <b>printed matter</b> as described in the Annex "A" Statement of Work for three (3) or more contracts		
<b>Points allocated for R.1.1.3</b>		/3

R.1.1.4. The company's experience in providing on-line ordering and client information/reporting service		
The description demonstrates:	Not demonstrated in description	Demonstrated in description
	0 Points	1 point
That the Bidder's on-line ordering system systems can currently meet VAC requirements.		
That the Bidder's client information/reporting systems can currently meet VAC requirements		
The Bidder has more than three (3) years' experience providing on-line ordering and on-line reporting services to clients		
<b>Points allocated for R.1.1.4</b>		/3

R.1.1.5. The company's experience in providing on-line ordering for customized print on-demand and variable printing		
The description demonstrates:	Not demonstrated in description	Demonstrated in description
	0 Points	1 point
The Bidder's experience providing on-line ordering for customized print on demand.		
The Bidder's experience providing variable printing in single fields and multiple fields.		
The Bidder's experience providing variable printing in monochrome and colour		
The Bidder's experience providing variable printing in multiple fields as a part of an on-demand publication		
The Bidder has at least one year experience providing on-line ordering services for customized print on-demand to clients		
The Bidder has at least one year experience providing variable printing services to clients		
<b>Points allocated for R.1.1.5</b>		/6

<b>Points ALLOCATED FOR R.1.1:</b>	<b>/18</b>
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### R.1.2 Information Management

The Bidder should provide a description of the Bidder's information management infrastructure as it relates to the management of the inventory and reporting requirements as described in the Annex "A" Statement of Work. At a minimum the description should detail:

1. The method of tracking including all of the following elements:
  - A description of the method of tracking which the Bidder's warehouse management system utilizes, for example: Bar Codes;
  - How the method of tracking is implemented for goods reception, entering of goods into inventory, and updating inventory records;
  - How the method of tracking is used during order fulfillment activities in the warehouse and to record depletion of inventory.
2. A description of the Bidder's procedures for compiling the information on production in the areas of pre-press, printing, bindery/finishing and mailing/shipping preparation whether performed internally or by sub-contractors into a production management system. The Bidder should also describe how that production information is then integrated into an overall information management system.
3. A description of how information from the warehouse management system, the production management system and the on-demand production system is compiled and integrated into a single information management system and the level of accuracy of the system for providing inventory information.
4. The capability of the IM system to generate reports based on the description of the required ad-hoc reports, weekly reports, monthly reports and annual reports as described in the Annex "A" Statement of Work;
5. Details on weekly and monthly reports.

R.1.2.1 The method of tracking			
The description provides sufficient information to:	Not demonstrated in description	Information incomplete or unclear, and does not demonstrate current capability	Information complete clear and demonstrates capability to meet current capability
	0 Points	1 Point	2 Points
Describe the method of tracking which the Bidder's warehouse management system utilizes, for example: Bar Codes.			
Describe <b>how</b> the method of tracking is implemented for goods reception and for entering of goods into inventory			
Describe <b>how</b> the method of tracking is implemented for updating inventory records.			
Describe <b>how</b> the method of tracking is used during order fulfillment activities in the warehouse			
Describe <b>how</b> the method of tracking is used to record depletion of inventory			
<b>Points allocated for R.1.2.1</b>			/10

R.1.2.2 A description of the Bidder's procedures for compiling the information on production in the areas of pre-press, printing and bindery/finishing and mailing/shipping preparation whether performed internally or by sub-contractors into a production management system. The Bidder should also describe how that production information is then integrated into an overall information management system			
The description provides sufficient information to describe the procedures for compiling information:	Not demonstrated in description	Information incomplete or unclear, and does not demonstrate current capability	Information complete clear and demonstrates capability to meet current capability
	0 Points	1 Point	2 Points
On production in the area of pre-press into a production management system and how that production information is then integrated into an overall IM system, regardless of where it is being performed (whether it is performed in a single facility, multiple facilities or by subcontractors).			
On production in the area of printing into a production management system and how that production information is then integrated into an overall IM system, regardless of where it is being performed (whether it is performed in a single facility, multiple facilities or by subcontractors).			
On production in the area of bindery/finishing into a production management system and how that production information is then integrated into an overall IM system, regardless of where it is being performed (whether it is performed in a single facility, multiple facilities or by subcontractors).			
On production in the area of mailing/shipping preparation into a production management system and how that production information is then integrated into an overall IM system, regardless of where it is being performed (whether it is performed in a single facility, multiple facilities or by subcontractors).			
<b>Points allocated for R.1.2.2</b>			/8

R.1.2.3 A description of how information from the warehouse management system, and the production management system and the on-demand production system is compiled and integrated into a single information management system and the level of accuracy of the system for providing inventory information			
The description provides sufficient information to:	Not demonstrated in description	Information incomplete or unclear, and does not demonstrate current capability	Information complete clear and demonstrates capability to meet current capability
	0 Points	1 Point	2 Points

Describe how information from the warehouse management system, is compiled and integrated into a single information management system			
Describe how information from the production management system is compiled and integrated into a single information management system			
Describe how information from the on-demand production system is compiled and integrated into a single information management system			
Demonstrate a level of accuracy of 99% for the system in inventory information management			
<b>Points allocated for R.1.2.3</b>			/8

<b>R.1.2.4 The capability of the IM system to generate reports based on the description of the required weekly reports, monthly reports and annual reports as described in the Statement of Work</b>			
The description demonstrates:	Not demonstrated in description	Information incomplete or unclear, and does not demonstrate current capability	Information complete clear and demonstrates capability to meet current capability
	0 Points	1 point	2 points
The capability of the IM system to generate PDF ad-hoc, weekly, monthly and annual inventory, receiving and fulfillment reports as described in the Statement of Work			
The capability of the IM system to generate Excel ad-hoc, weekly, monthly and annual inventory, receiving and fulfillment reports as described in the Statement of Work			
The capability of the IM system to generate on-line ad-hoc, weekly, monthly and annual inventory, receiving and fulfillment reports as described in the Statement of Work			
<b>Points allocated for R.1.2.4</b>			/6

#### R.1.2.5 Reports: weekly and monthly

The Bidder should provide a clear and detailed description of:

- How the Weekly and monthly reports will be generated.
- When the reports will be provided and what information will be on those weekly and monthly reports.
- The Bidder should also provide the method in which the VAC project authority must use in order to verify is the accuracy of these reports. If the report is provided on Tuesday, with data not based by within a 2 hour timeframe from receipt of the report, what procedures and when must the VAC project authority log onto the inventory site to produce their own report to verify the integrity of the Bidder's report?
- The weekly reports include information by production line item, total units and total class pack total sample packs. Information is broken down by province and region, by what has been shipped and what is already packed and waiting to be shipped (picked up by CPC) and what is remaining in inventory, and the order replenishment number.

<b>R.1.2.5 the description of the required weekly reports and monthly reports as described in the Statement of Work and as per Appendix 2 to Annex "A"</b>			
	Not demonstrated in description	Information incomplete or unclear, and does not demonstrate current capability	Information complete clear and demonstrates capability to meet current capability
The description demonstrates:	0 Points	1 point	2 points
How the reports are generated			
When and what information will be included in reports			
Method that VAC is to use to be able to verify the validity and the accuracy of the reports			
The information requested in the report samples provided in Appendix 2 (information by production line item, total units and total class pack total sample packs. Information is broken down by province and region, by what has been shipped and what is already packed and waiting to be shipped (picked up by CPC) and what is remaining in inventory, and the order replenishment number.)			
<b>Points allocated for R.1.2.5</b>			/8
<b>Multiplied by a weighting factor (w.f.) of 2</b>			/16

**Points ALLOCATED FOR R.1.2: \_\_\_\_\_/48**

**R.1.3 Internet Ordering**

The Bidder should provide a clear and detailed description of how the bidder provides a method of web based ordering to permit clients to place orders electronically. The description should provide as much information as possible directly demonstrating the functionality and benefits of their system. At a minimum, the description should address the following:

1. The level of integration of the ordering tool into the Bidder's information management system including the period of time from order placement to when the information on the status of items being ordered is available;
2. The ordering functionality of the ordering tool as described in the Annex "A" Statement of Work;
3. The administrative functionality of the ordering tool as described in the Annex "A" Statement of Work.

R.1.3.1 The level of integration of the ordering tool into the Bidder's information management system including the period of time from order placement to when the information on the status of items being ordered is available			
The description demonstrates:	Not demonstrated in description	Information incomplete or unclear, and does not demonstrate current capability	Information complete clear and demonstrates capability to meet current capability
	0 Points	1 point	2 points
Integration of the order tool into the information management system/warehouse management system.			
The time period from the acceptance of the order to begin the processing and the order confirmation back to the client is two (2) hours or less			
The information management system is updated at least twice daily and the ordering tool displays current inventory stocking information accurate within a half day.			
<b>Points allocated for R.1.3.1</b>		/6	

R.1.3.2 The ordering functionality of the ordering tool as described in the Statement of Work			
The description demonstrates:	Not demonstrated in description	Information incomplete or unclear, and does not demonstrate current capability	Information complete clear and demonstrates capability to meet current capability
	0 Points	1 point	2 points
The ordering tool displays a complete listing of items available in the physical inventory by title and stock number			
The ordering tool displays availability of items in inventory including back orders and/or out of stock items as well as the anticipated replenishment date			
Capability to input single and multiple delivery addresses			
Capability to browse the inventory of items			
Capability to search for individual items			
Capability to place orders for individual items			

Capability to place orders for multiple items under a single order number or place multiple orders			
The ordering tool displays maximum order quantities			
Capability to download individual PDF images of available items			
Permits multiple, ordering activities to be conducted simultaneously			
<b>Points allocated for R.1.3.2</b>		/20	

R.1.3.3 The administrative functionality of the ordering tool as described in the Statement of Work			
	Not demonstrated in description	Information incomplete or unclear, and does not demonstrate current capability	Information complete clear and demonstrates capability to meet current capability
The description demonstrates:	0 Points	1 point	2 points
Capability to limit extent of access by ordering authority			
Capability to view rate of depletion on individual items			
Capability to view replenishment points and anticipated date for replenishment			
Capability to modify the products available for ordering			
Capability to view information on orders placed and items shipped			
Capability to provide a daily compilation of information from the information management systems			
Capability to view whether the complete quantity of each item ordered was shipped			
Capability to provide an automated feedback mechanism to provide information on the status of the orders			
Permits designated authorities to override orders placed			
<b>Points allocated for R.1.3.3</b>		/18	

**Points ALLOCATED FOR R.1.3: \_\_\_\_\_/44**

#### R.1.4 Production Capability

The Bidder should provide a description of their capacity to provide print production services (including pre-press, printing and bindery operations) which would be used to complete the VAC requirements as specified in the Annex "A" Statement of Work.

In order to demonstrate that the Bidder has the capability to process multiple large requirements in the course of normal business operations, the description should identify all of the equipment available to the bidder and provide the hourly output, as well as the number of hours on which the daily output is

calculated, for each piece of equipment that would be used to complete VAC print production requirements.

In order to demonstrate the Bidder's ability to perform the work, the description should provide information on the following:

1. Capacity for processing electronic file types;
2. File transfer capability;
3. The number of the sheet fed presses with one (1) or more printing units capable of printing sheet sizes of 23" x 35" or greater and the number of the presses capable of printing tabloids that are available to the Bidder to complete VAC print production requirements as described in the Statement of Work;
  - a. The Bidders capability to supply Pop-up Banners and display backdrops
4. The Bidder's daily production capability:
  - The Bidder's daily production capability for providing 16 page format tabloids (finished product);
  - The Bidder's daily bindery production capability for providing perfect bound publications, based on a minimum of 96 page format;
  - The Bidder's daily bindery production capability for providing saddle wire publications, based on a minimum of 24 page format.
  - The Bidder's daily bindery production capability for providing panel fold publications.

R.1.4.1 Capacity for processing electronic file types			
The description demonstrates:	Not demonstrated in description	Information incomplete or unclear, and does not demonstrate current capability	Information complete clear and demonstrates capability to meet current capability
	0 Points	1 point	2 points
Capacity to process files in standard publishing applications such as Photoshop, Adobe Illustrator, Adobe In-design, Acrobat and QuarkXpress software in Mac and / or PC format			
Capacity to process PDF files			
Capacity to process non-publishing applications such as MSWord and WordPerfect			
<b>Points allocated for R.1.4.1</b>			/6

R.1.4.2 File transfer capability			
The description demonstrates capability to meet current capability to meet the requirements as stated in the Annex A:	Not demonstrated in description	Information incomplete or unclear, and does not demonstrate current capability	Information complete clear and demonstrates capability to meet current capability
	0 Points	1 point	2 points

The Bidder can receive over 60 GB files by file transfer			
A unique user password is required			
The servers are firewall protected			
The system signals reception of files			
The Bidder can create individual client accounts			
The Bidder has processes for recording receipt of artwork files, recording production requirements and transferring files into production			
The Bidder offers encrypted file transfer			
Capacity to process non-publishing applications such as MS Word			
<b>Points allocated for R.1.4.2</b>			/16
R.1.4.3.1 The number of the sheet fed presses with one (1) or more printing units capable of printing sheet sizes of 23" x 35" or greater and the number of the presses capable of printing tabloids that are available to the bidder to complete VAC print production requirements as described in the Statement of Work			
The description demonstrates:	Information incomplete or unclear, and does not demonstrate current capability	Information complete clear and demonstrates capability to meet current capability	
	0 Points	1 point	
That the Bidder has access to at least 1 press, capable of printing four (4) colour tabloids on 30 lb. newsprint paper.			
That the Bidder has access to at least 3 sheet fed presses capable of printing two (2) or more colours on sheet sizes of 23" x 35" or greater.			
<b>Points allocated for R.1.4.3.1</b>			/2
1.4.3.2 The Bidder's capability to supply Pop-up Banners and display backdrops			
The description demonstrates:	Information incomplete or unclear, and does not demonstrate current capability	Information complete clear and demonstrates capability to meet current capability	
	0 Points	1 point	
That the Bidder has the capability to supply printed pop-up Banners (sizes and materials) as per the Annex "A" statement of work.			
That the Bidder the capability to supply display backdrops as per the Annex "A" statement of work.			
That the Bidder the capability to supply the required hardware for pop-up banners and display backdrops as per the Annex "A" statement of work.			
<b>Points allocated for R.1.4.3.2</b>			/3

R.1.4.4 The Bidder's daily production capability		
The description demonstrates:	Information incomplete or unclear, and does not demonstrate current capability	Information complete clear and demonstrates capability to meet current capability
	0 Points	1 point
That the Bidder has daily production capability for providing more than 80,000 tabloids (based on 16 page format, finished product) per day as described in the Annex "A" Statement of Work		
That the Bidder has daily production capability for providing 25,000 or more perfect bound books (based on 96 page format, finished product) per day		
That the Bidder has access to at least 1 perfect binding machine with multiple collating stations and in-line trimming that is available to the Bidder to complete VAC production requirements as described in the Statement of Work		
That the Bidder has daily production capability for providing 25,000 or more saddle wire books (based on 24 page format, finished product) per day		
That the Bidder has access to at least 1 saddle wire machine with multiple collating stations and in-line stitching and in-line trimming that is available to the bidder to complete VAC production requirements as described in the Statement of Work.		
That the Bidder has daily production capability for providing 50,000 or more panel fold publications (based on 7 panels, 4" x 9" finished product) per day		
<b>Points allocated for R.1.4.4</b>		/6

<b>Points ALLOCATED FOR R.1.4:</b>	<b>/33</b>
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**R.1.5 Mass Mailing/Distribution**

The Bidder should provide a description of their experience and capability to distribute single or multiple quantities of products destined to addresses located on one or more predetermined mailing list(s) as described in the Statement of Work.

In order to demonstrate the Bidder's ability to perform the work the description should provide information on the following:

1. One (1) client to whom the Bidder has provided or is currently providing the following mass mailing services requiring:
  - a. preparation for mailing publications to multiple destinations, as follows:
  - b. Receive, download and use client supplied address database;
  - c. Complete database preparation and mail handling that meet with all Canada Post (CPC) standards for Publication Status Mail, including Letter Carrier Incentive mail using Canada Post approved software.

- d. Address preparation for multiple addresses;
  - e. Mail preparation and handling for delivery to the nearest appropriate CPC facility;
  - f. Deliver addressed and pre-sorted material to the nearest appropriate CPC facility.
2. One (1) client to whom the Bidder has provided or is currently providing the following low volume distribution services requiring:
- a. Pick item from inventory and complete packing of orders for addresses on a supplied distribution list.
  - b. Process orders within 24/48 hours.
  - c. Receive and set up Incentive mailing lists based on the Canada Post Corporations' National Distribution Guide.
  - d. Managing mailing lists
  - e. Produce all labelling
  - f. Mail preparation and handling for delivery to the nearest appropriate CPC facility;
  - g. Deliver addressed and pre-sorted material to the nearest appropriate CPC facility.

R.1.5.1. The Client information for the project.	Client information Not provided	Client information provided
R.1.5.1. One (1) client to whom the bidder has provided or is currently providing mass mailing services		
The description of the client project demonstrates that the bidder has provided or is currently providing preparation for mailing publications to multiple destinations, requiring all of the following elements as a part of the project:	Information incomplete or unclear, and does not demonstrate current capability	Information complete clear and demonstrates capability to meet current capability
	0 Points	1 point
Receiving, downloading and using client supplied address database		
Completing database preparation and mail handling that meet with all Canada Post standards for Publication Status Mail, including Letter Carrier Incentive mail using Canada Post approved software		
Address preparation for more than 50,000 addresses		
Mail preparation and handling for delivery to the nearest appropriate CPC facility		
Delivery to CPC, or arrangement with CPC for pick-up of Incentive mail material		
<b>Points allocated for R.1.5.1</b>		/5

R.1.5.2. The Client information for the project.	Client information Not provided	Client information provided
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R.1.5.2. One (1) client to whom the bidder has provided or is currently providing low volume distribution services		
The description of the client project demonstrates that the bidder has provided or is currently providing low volume distribution services, as and when requested, requiring all of the following elements	Information incomplete or unclear, and does not demonstrate current capability	Information complete clear and demonstrates capability to meet current capability

	0 Points	1 point
Processing the orders within 1 - 2 business days		
Picking item from inventory and completing the packing of orders for addresses on a supplied distribution list		
Receiving and set up Incentive mailing lists based on the Canada Post Corporations' National Distribution Guide		
Managing mailing lists including receiving new list as well as disposal post production.		
Producing (supply and output) all labelling		
Mail preparation and handling for delivery to the nearest appropriate CPC facility		
Delivery to CPC, or arrangement with CPC for pick-up of addressed and Incentive mail material		
<b>Points allocated for R.1.5.2</b>		/7
<b>Points ALLOCATED FOR R.1.5:</b> _____		/12

**R.1.6 Customized Print on Demand Capability**

The Bidder should provide a clear and detailed description of how the bidder provides a method of internet based ordering to permit clients to place orders, make content selections and input individual information electronically to produce custom print on-demand items with variable print. The description should provide as much information as possible directly demonstrating the functionality and benefits of their system. At a minimum, the description should address the following:

1. The Bidder's current capability to provide on-line ordering and production of on-demand items assembled from pre-approved custom content based on User's selections and the variable data input by the User.
2. The level of integration of the ordering tool into the Bidder's information management system, the capability of the ordering tool for order placement, the period of time from order placement to when the electronic version of the customized print on-demand item is ready to be downloaded by the User and the period of time from order placement to when the information on the status of printed item to be delivered to the User is available;
3. Whether the ordering tool and site (Kiosk) is integrated with an on-demand production management system;
4. The security provisions for the ordering process, the level of customization available to clients and the capability of the system to create information profiles from orders placed.

R.1.6.1 The Bidder's current capability to provide on-line ordering and production of on-demand items assembled from pre-approved custom content based on User's selections and the variable data input by the User:			
The description provides sufficient information to demonstrate:	Description not provided	Information incomplete or unclear, and does not demonstrate current capability	Information complete clear and demonstrates capability to meet current capability
	0 Points	1 Point	2 Points
The Bidder's current capability to provide on-line ordering of customized on-demand items assembled from pre-approved custom content			

based on User's selections and the variable data input by the User.			
The Bidder's current capability to provide the customized on-demand items in electronic format for downloading by the User			
The Bidder's current capability to provide the customized on-demand items in monochrome and full colour printed format for mailing to a supplied delivery address			
The Bidder's capability to meet VAC customized on-demand requirements as specified in the Annex "A" Statement of Work,			
<b>Points allocated for R.1.6.1</b>			/8

<p>R.1.6.2 The level of integration of the ordering tool into the Bidder's information management system, the capability of the ordering tool for order placement, the period of time from order placement to when the electronic version of the customized print on-demand item is ready to be downloaded by the User and the period of time from order placement to when the information on the status of printed item to be delivered to the User is available:</p>			
The description provides sufficient information to demonstrate:	Description not provided	Information incomplete or unclear, and does not demonstrate current capability	Information complete clear and demonstrates capability to meet current capability
	0 Points	1 Point	2 Points
A level of integration of the order tool with the information management system			
Order acceptance procedures to accept and process orders for customized print on-demand items to meet VAC requirements			
A seamless link between the ordering tool and the site			
The ordering tool/site have the capability to provide selection fields for Users to make selections that will determine the final content of the customized on-demand item			
The ordering tool and site have the capability to input variable data such as the User name and delivery address for inclusion in the customized on-demand item			
The ordering tool has the capability to create and order multiple customized on-demand items in a single order			
The ordering tool has the capability to display the anticipated delivery date of the printed customized on-demand item.			
An electronic version of customized print on-demand items is ready to be downloaded by the User by completion of the ordering session			
<b>Points allocated for R.1.6.2</b>			/16

R.1.6.3 Whether the ordering tool and site (is integrated with an on-demand production management system			
The description provides sufficient information to demonstrate:	Description not provided	Information incomplete or unclear, and does not demonstrate current capability	Information complete clear and demonstrates capability to meet current capability
	0 Points	1 Point	2 Points
A level of integration of the ordering tool and site (Kiosk) with an on-demand production management system			
The order acceptance procedures to accept and process orders for customized print on-demand items to meet VAC requirements			
How customized print on-demand orders are transferred to the on-demand production management system			
That there are methods in place for transferring information on the status of the orders back to the information management information system			
<b>Points allocated for R.1.6.3</b>			/8

R.1.6.4 The security provisions for the ordering process, the level of customization available to clients and the capability of the system to create information profiles from orders placed			
The description provides sufficient information to demonstrate:	Description not provided	Information incomplete or unclear, and does not demonstrate current capability	Information complete clear and demonstrates capability to meet current capability
	0 Points	1 Point	2 Points
That the system currently meets the levels of security required by VAC			
That the system can be customized to meet VAC requirements as specified under A.2.5 Internet Based Ordering of the Annex A Statement of work			
That the ordering tool and site have the capability to provide equal functionality in English and French			
That the ordering tool and site have the capability to match the appearance (look and feel) of a Client web site and meet the TBS Web Standards on Web Accessibility presently WCAG2.0 "A and "AA" requirements.			
<b>Points allocated for R.1.6.4</b>			/8
<b>Points ALLOCATED FOR R.1.6: /40</b>			

**R.1 EVALUATED Total Points (R.1.1 + R.1.2 + R.1.3 + R.1.4 + R.1.5 + R.1.6): / 195**

**R.2 Sample external Contract – Corporate**

The Bidder should describe one (1) ongoing or completed print supply chain contract, similar in scope to this requirement as described in the Annex “A” Statement of Work. The external contract must be performed for an external clients.

If no client information is provided, the submitted contract description will not be evaluated and 0 points will be given to the submitted contract description.

At a minimum, the description should give details on the following **for the contract:**

1. The client information for the Contract. The Bidder must provide the client information for the Contract, however, points will not be allocated for the client information.
2. Services provided by the bidder as a part of the contract:
  - Print production (including pre-press, printing and bindery/finishing services);
  - On-demand print production;
  - Management of inventory (including acceptance of material);
  - Management of the replenishment of material;
  - Order acceptance and processing;
  - Order fulfillment and shipping;
  - Mailing and mailing list management;
  - Reporting.
3. The corporate practices in place for the supply of goods from any sub-contractors;
4. The information management/reporting requirements;
5. The description of the client requirements for ordering, shipping and tracking;
6. The Contract details including:
  - The duration of the contract;
  - The total number of different categories of printed products and the number of items in inventory;
  - The average frequency of orders;
  - The mailing and mailing list management requirements.

The contract will be evaluated using the following criteria:

**R.2 Sample Contract # 1:**

R.2.1. The Client information for the Contract:	Client information Not provided	Client information provided
R.2.2. Services provided by the bidder as a part of the contract:		
The description of the contract demonstrates that the bidder provides the following services as a part of the Contract:	Service not provided by the Bidder as a part of the Contract 0 Points	Service provided by the Bidder as a part of the Contract 1 point
Print services (including pre-press)		
Bindery/finishing services		
Document management of on-demand files		
On-demand print production		
Management of inventory (including acceptance of material)		
Management of the replenishment of material		
Order acceptance and processing		
Order fulfillment and shipping		
Mailing and mailing list management		
Reporting		
<b>Contract # 1 - Points allocated for R.2.2</b>		<b>/10</b>

R.2.3. The corporate practices in place for the supply of goods from any sub-contractors:		
The description demonstrates that the bidder:	Not demonstrated in description	Demonstrated in description
	0 Points	1 point
Manages contractual arrangements for multiple transactions with sub-contractors, as required		
Has a dedicated procurement group responsible for the management of the supply of goods from sub-contractors as required		
<b>Contract # 1 - Points allocated for R.2.3</b>		/2

R.2.4 The information management/reporting requirements:		
The description demonstrates the following information management/reporting requirements provided by the bidder as a part of the Contract:	Not demonstrated in description	Demonstrated in description
	0 Points	1 point
On-line requirement to permit custom reports created by the client		
IM/reporting requirements to provide annual, weekly, monthly and ad-hoc reporting, customized for client requirements		
<b>Contract # 1 - Points allocated for R.2.4</b>		/2

R.2.5. The description of the client requirements for ordering, shipping and tracking:		
The description of the contract demonstrates the following client requirements as a part of the Contract:	Not demonstrated in description	Demonstrated in description
	0 Points	1 point
Provision of a shipment tracking number for web based tracking of the status of the shipment		
A web based ordering tool		
packaging and preparation for distribution;		
Order fulfillment within two (2) working days from receipt of order		
Shipping by courier/transport company and mail to provincial and national destinations		
Provision of tracking information for shipments as requested		
<b>Contract # 1 - Points allocated for R.2.5</b>		/6

R.2.6. The Contract details:		
The description of the Contract demonstrates the following as a part of the Contract:	Not demonstrated in description	Demonstrated in description
	0 Points	1 point
Contract duration of two (2) or more years		
An average of 30 items or more in inventory for the Contract		
Six (6) or more different categories of printed products inventory (perfect bound publications, saddle wire publications, flat printed items, folded brochures, kit folders, specialty die-cut products, envelopes etc.)		
An average of 1000 orders or more daily.		
Mailing to 10,000 addresses or more per mailing		
Sortation for mailing in accordance with CPC National Distribution Guide requirements		
<b>Contract # 1 - Points allocated for R.2.6</b>		/6

**Points ALLOCATED FOR PROJECT 1:** \_\_\_\_\_/26

**EVALUATED Total Points R.2:** \_\_\_\_\_/26

### R.3 IMPLEMENTATION OF THE WORK

(R.3.1 + R.3.2 + R.3.3 + R.3.4)

The bidder should provide a detailed work plan describing how the bidder's corporate systems will be customized to implement and manage the complete supply chain process of print production, customized on-demand print production with variable printing, warehousing, management of inventory, order processing and order fulfilment, distribution and tracking and reporting of activity for this requirement as described in the Statement of Work.

The plan should clearly describe how the bidder proposes to analyze the VAC requirement and work with VAC representatives to meet the operational and management requirements in all areas related to this requirement over the term of the contract. In doing this, the plan should give a comprehensive description of all procedures and activities which will be carried out or managed by the bidder, as well as, how all of the activities are integrated in order to provide the required service.

The plan should separate each pertinent area of activity. The 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 transition portion of the work plan is to be based on the following stock inventory information.

- 30 items;
- 6,000 **Cubic** feet (average).

The proposed work plan should, at a minimum, provide a detailed description of all activities and procedures that will be developed, or modified, to complete the VAC requirement in the following areas\*:

\*To obtain points for all of the R.3 evaluated criteria, the bidder should address all of the R.3 evaluation criteria and the specified elements for evaluation as stated in the Annex "F" Evaluation Grid, and describe how its systems and/or processes and procedures would meet the stated criteria or how it would customize their systems and/or processes and procedures to meet the stated criteria.

### **R.3.1 Ordering and Information Management**

The plan should provide a clear and detailed work plan for the implementation of the ordering and information management requirements of the VAC contract.

At a minimum, the work plan should address all of the following:

1. The proposed plan for consultation with VAC Project Authority/VAC Project Officer and the VAC Sector representatives to establish the parameters for ordering of inventory and customized on-demand items and for information management including:
  - a. the necessary information that the bidder would seek regarding VAC material in order to meet the inventory database management requirements of VAC, including incorporating the VAC inventory catalogue;
  - b. the necessary information that the bidder would seek regarding VAC pre-approved content for the custom print on-demand items in order to meet the on-demand document management requirements of VAC;
  - c. how the Bidder proposes to establish the processes for tracking the VAC inventory throughout the material input, whether from internal production or sub-contractors, warehousing of VAC inventory of material and fulfillment of the orders in all areas of the facility;
  - d. how the Bidder proposes to establish the methods and frequency by which the VAC Project Authority/VAC Project Officer and the VAC Sector representatives will be able to access inventory information;
  - e. how the bidder proposes to establish the criteria for timely and accurate reports as specified in the Annex A Statement of Work.
  
2. The proposed plan for consultation with VAC Project Authority/VAC Project Officer and the VAC Sector representatives to establish how the bidder proposes to modify their current internet ordering system in order to provide the VAC web ordering tool for ordering VAC items and the site (Kiosk) for customized on-demand items with the appearance (CLF, English/French, VAC web site) and functionality necessary to meet VAC requirements as stated in the Annex A Statement of Work, including:
  - a. a proposed meeting agenda with subjects for discussion;
  - b. the procedural and technical information that the bidder would seek in regard to the appearance required by VAC;
  - c. how the Bidder will customize the ordering tool to provide the ordering and the administrative functions for the web ordering tool;
  - d. how the bidder will customize the ordering tool to provide the link to the site (Kiosk) for customized on-demand publications as specified to meet VAC requirements;
  - e. a proposed schedule in days, including proposed milestones from initial consultation to testing and going live.

R.3.1.1 The proposed plan for consultation with VAC Project Authority/VAC Project Officer and the VAC Sector representatives to establish the parameters for ordering of inventory and customized on-demand items and for information management			
R.3.1.1.a: The proposed plan for consultation describes the necessary information that the bidder would seek regarding:	Information not provided	Information incomplete or unclear, and does not demonstrate current capability	Information complete clear and demonstrates capability to meet current capability
	0 Points	1 Point	2 Points
VAC material in order to meet the inventory database management requirements of VAC, including incorporating the VAC inventory catalogue			
The Information management requirements for each of the sectors, such as the inventory items, quantity of each item, replenishment points, units of order and criteria for identifying items, etc...;			
The overall information management requirements for the VAC Project Authority as stated in the Annex A Statement of Work			
VAC pre-approved content for the custom print on-demand items in order to meet the on-demand document management requirements of VAC			
<b>Points allocated for R.3.1.1 a.</b>			<b>/8</b>
R.3.1.1.b: The proposed plan for consultation describes:	Description not provided	Information incomplete or unclear, and does not demonstrate current capability	Information complete clear and demonstrates capability to meet current capability
	0 Points	1 Point	2 Points
How the Bidder proposes to establish the processes for tracking the VAC inventory throughout material input			
How the Bidder proposes to establish the processes for tracking the VAC inventory in the warehouse, whether in a single or multiple facilities			
How the Bidder proposes to establish the processes for tracking the VAC inventory throughout production, whether from internal production or sub-contractors			
How the Bidder proposes to establish the processes for tracking the VAC inventory throughout the fulfillment of the orders in all areas of the facility			
How the Bidder proposes to establish the methods and frequency by which the VAC Project Authority/VAC Project Officer and the VAC Sector			

representatives will be able to access inventory information			
How the Bidder proposes to establish the criteria for timely and accurate reports as specified in the Annex A Statement of Work			
<b>Points allocated for R.3.1.1.b</b>			/12
<b>Points Allocated for R.3.1.1</b>			<b>/20</b>

R.3.1.2 The proposed plan for consultation with VAC Project Authority/VAC Project Officer and the VAC Sector representatives to establish how the bidder proposes to modify their current internet ordering system in order to provide the VAC web ordering tool for ordering VAC items and the site (Kiosk) for customized on-demand items with the appearance English/French, VAC website English/French, VAC website) and functionality necessary to meet VAC requirements as stated in the Annex "A" Statement of Work (including meeting the TBS Web Standards on Web Accessibility presently WCAG2.0 "A and "AA" requirements).			
R.3.1.2.a: The proposed plan for consultation:	Information not provided	Information incomplete or unclear.  Does not clearly demonstrate capability to meet VAC requirements	Information complete and clear. Demonstrates capability to meet VAC requirements
	0 Points	1 Point	2 Points
Includes a proposed meeting agenda with subjects for discussion			
Describes the necessary information that the Bidder would seek regarding the procedural and technical information that the bidder would seek in regard to the appearance required by VAC			
<b>Points allocated for R.3.1.2 a.</b>			/4
R.3.1.2.b: The proposed plan:	Description not provided	Information incomplete or unclear.  Does not clearly demonstrate capability to meet VAC requirements	Information complete and clear.  Demonstrates capability to meet VAC requirements
	0 Points	1 Point	2 Points
Describes how the Bidder will customize the ordering tool to provide the ordering functions for internal VAC ordering requirements by VAC sectors			
Describes how the Bidder will customize the ordering tool to provide the ordering functions for internal VAC ordering requirements by the VAC Project Authority/Project Officer			

Describes how the Bidder will customize the ordering tool to provide the ordering functions for public ordering requirements			
Describes how the Bidder will customize the ordering tool to provide the link to the site (Kiosk) for customized on-demand publications as specified to meet VAC requirements			
Describes how the Bidder will customize the ordering tool to provide the administrative functions for internal VAC administrative requirements by VAC sectors			
Describes how the Bidder will customize the ordering tool to provide the administrative functions for internal VAC administrative requirements by the VAC Project Authority/Project Officer			
Describes how the Bidder will verify the validity of orders by requester (VAC sectors and VAC Project Authority/Project Officer)			
Provides a proposed schedule in days, including proposed milestones from initial consultation to testing and going live			
<b>Points allocated for R.3.1.2.b</b>			/16
<b>Points Allocated for R.3.1.2</b>			<b>/20</b>

**Points ALLOCATED FOR R.3.1:** \_\_\_\_\_/40

**R.3.2 Shipping of Material not delivered by Canada Post Corporation**

The plan should provide a detailed description of how the bidder will manage the shipping of all material not delivered by Canada Post Corporation, including all tracking and reporting requirements, from their facility to the final destination points on a national, regional and local basis up to confirmation of receipt at destination.

The plan should describe all of the following:

- How the bidder proposes to fulfil the requirements for shipping and obtain the best shipping rates and delivery time frames as well as how the bidder will demonstrate that they are maintaining the best shipping rates;
- How the bidder will provide information on the status of any of the material from the time it leaves the point of departure to arrival at the specified destination.

R.3.2 Shipping of all material not delivered by Canada Post Corporation			
R.3.2.2.b: The plan provides sufficient details to demonstrate:	Description not provided	Information incomplete or unclear.  Does not clearly demonstrate capability to meet VAC requirements	Information complete and clear.  Demonstrates capability to meet VAC requirements
	0 Points	1 Point	2 Points
How the bidder will obtain and maintain the best shipping rates and delivery time frames for VAC material/documents			

A method of monitoring shipping of the material from departure to arrival at the specified destination			
A method of providing shipping information upon request by the VAC Project Authority			
On-line access to shipping information by the VAC Project Authority			
<b>Points allocated for R.3.2</b>			<b>/8</b>

**Points ALLOCATED FOR R.3.2:** \_\_\_\_\_/8

### R.3.3 Production Management

The bidder should provide a work plan to describe how they will manage the integration of the following activities/services into the production flow:

- commercial print production (including pre-press, printing and bindery operations) and on-demand print production;
  - warehousing;
  - order acceptance, order processing and fulfillment and mail preparation.
1. The bidder's plan should describe how their production management processes and systems interface, and will be applied, **to schedule and coordinate production management in all facilities**, including subcontractors identified in Annex "D" of this RFP to complete the VAC requirement.

At a minimum, the bidder's plan should describe the procedures for production management for all of the following activities/services as they relate to the Annex "A" Statement of Work:

- The pre-press portion of the work;
  - The portion of the work that relates to tabloid printing on Newsprint;
  - The printing portion of the work that relates to commercial printing services including publications, flat printing (posters, post cards, bookmarks) and loose leaf publications;
  - The printing portion of the work that relates to customized on-demand printing services;
  - bindery/finishing portion of the work that relates to the various types of bookbinding, die-cutting, trimming, folding, drilling and inserting.
  - The portion of the work that relates to the printing and conversion of envelopes;
  - The portion of the work that relates to the printing and finishing of tab dividers;
  - The portion of the work that relates to the supply of binders.
  - The portion of the work that relates to the management of inventory;
  - The portion of the work that relates to the acceptance of material;
  - The portion of the work that relates to the replenishment of material.
  - The portion of the work that relates to order acceptance and processing;
  - The portion of the work that relates to order fulfillment;
  - The portion of the work that relates to mail preparation, distribution and shipping.
2. The bidder's plan should describe how their production management processes and systems interface, and will be applied to compile information for all of the activities/services listed for R.3.3.1 as they relate to the Annex "A" Statement of Work.

R.3.3.1 The bidder's plan should describe how their production management processes and systems interface, and will be applied, to schedule and coordinate production management in all facilities, including subcontractors identified in Annex "D" of this RFP to complete the VAC requirement			
The plan provides sufficient details to describe how the bidder's production management processes will be applied, to schedule and coordinate all of	Description not provided	Information incomplete or unclear.	Information complete and clear.

the following parts of the work, in all facilities including subcontractors, as identified to meet VAC requirements:		Does not clearly demonstrate capability to meet VAC requirements	Demonstrates capability to meet VAC requirements
	0 Points	1 Point	2 Points
The pre-press portion of the work			
The portion of the work that relates to tabloid printing on newsprint.			
The printing portion of the work that relates to commercial printing services including publications, flat printing (such as posters, panel folders, post cards, bookmarks) and loose leaf publications			
The printing portion of the work that relates to customized on-demand printing services			
The bindery/finishing portion of the work that relates to the various types of bookbinding, die-cutting, trimming, folding, drilling and inserting			
The portion of the work that relates to the printing and conversion of envelopes			
The portion of the work that relates to the printing and finishing of tab dividers			
The portion of the work that relates to the supply of binders			
The portion of the work that relates to the management of inventory			
The portion of the work that relates to the acceptance of material			
The portion of the work that relates to the replenishment of material			
The portion of the work that relates to order acceptance and processing			
The portion of the work that relates to order fulfillment			
The portion of the work that relates to mail preparation, distribution and shipping			
<b>Points allocated for R.3.3.1</b>			/28

R.3.3.2 The bidder's plan should describe how their production management processes and systems interface, and will be applied to compile information for all of the activities/services listed for R.3.3.1. as they relate to the Annex A Statement of Work			
The plan provides sufficient details to describe:	Description not provided	Information incomplete or unclear.  Does not clearly demonstrate capability to meet VAC requirements	Information complete and clear.  Demonstrates capability to meet VAC requirements

	0 Points	1 Point	2 Points
How the information on the status of all of the work listed for R.3.3.1 will be accessible to the VAC Project Authority/VAC Project Officer, regardless of where it is being performed.			
The bidder's processes for compiling the information on the status of the work listed for R.3.3.1, regardless of where it is being performed, into the bidder's production management system.			
At a minimum, a daily compilation of information on the status of the all of the work listed for R.3.3.1 into the bidder's production management system.			
<b>Points allocated for R.3.3.2</b>	/6		

**Points ALLOCATED FOR R.3.3:** \_\_\_\_\_/34

**R.3.4 Customized Print on-Demand Production with Variable Printing**

The plan should describe how the bidder proposes to manage the VAC Personalized Booklet Program (currently "My Vac Book" and similar customized on-demand items during the Contract in an on-demand method of supply. The plan should provide a complete description of how the bidder's facilities, systems and procedures for document management and on-demand print production of items with custom content and variable printing will ensure that only the latest version of the pre-approved content pages are used and the correct variable information is linked to the required documents that are produced and delivered at all times.

The plan should describe all of the following:

1. The processes for transferring electronic pre-approved content pages and the entry of content pages into the bidder's system, the capacity for electronic file storage, the capability for maintenance of the electronic content pages including the extent to which content pages can be modified and the system security to prevent unauthorized access;
2. How the bidder will meet the requirement for customized on-demand print production, their procedures for ensuring that the proper content pages are retrieved, displayed and printed in accordance with the selections made by the User, the procedures to link the variable data input by the User into the customized on-demand item and the procedures for ensuring print quality and preparation for mailing;
3. How the bidder will integrate the VAC document management and production management information into the corporate information management system in order to provide a method of tracking customized on-demand print items during production from acceptance of order to delivery of printed documents and to provide VAC access to ongoing information on any items being produced and for providing reports.
4. The bidder's proposed timeline for development, testing and launch of the "Personalized Booklet Program" to meet VAC requirements.

R.3.4.1 The processes for transferring electronic pre-approved content pages and the entry of content pages into the bidder's system, the capacity for electronic file storage, the capability for maintenance of the electronic content pages including the extent to which content pages can be modified and the system security to prevent unauthorized access			
The plan provides sufficient details to demonstrate:	Description not provided	Information incomplete or unclear.	Information complete and clear.

		Does not clearly demonstrate capability to meet VAC requirements	Demonstrates capability to meet VAC requirements
	0 Points	1 Point	2 Points
The processes available for transfer of electronic pre-approved custom content pages to the bidder's system.			
The capacity of the system for electronic file storage.			
The system's document security capabilities to prevent unauthorized access to documents			
The capability of the system for file maintenance.			
<b>Points allocated for R.3.4.1</b>			/8

R.3.4.2 How the bidder will meet the requirement for customized on-demand print production, their procedures for ensuring that the proper content pages are retrieved, displayed and printed in accordance with the selections made by the User, the procedures to link the variable data input by the User into the customized on-demand item and the procedures for ensuring print quality and preparation for mailing

The plan provides sufficient details to demonstrate:	Description not provided	Information incomplete or unclear.  Does not clearly demonstrate capability to meet VAC requirements	Information complete and clear.  Demonstrates capability to meet VAC requirements
	0 Points	1 Point	2 Points
That the bidder has on-demand monochrome and colour print production capability			
The procedures for ensuring that the pre-approved custom content pages retrieved are correct based on the selections made by the User			
The procedures to link the variable data input by the User into the customized on-demand item			
The procedures for verifying the quality of the printed documents			
<b>Points allocated for R.3.4.2</b>			/8

R.3.4.3 How the bidder will integrate the VAC document management and production management information into the corporate information management system in order to provide a method of tracking customized on-demand print items during production from acceptance of order to delivery of printed documents and to provide VAC access to ongoing information on any items being produced and for providing reports

The plan provides sufficient details to demonstrate:	Description not provided	Information incomplete or unclear.	Information complete and clear.
--	--------------------------	------------------------------------	---------------------------------

		Does not clearly demonstrate capability to meet VAC requirements	Demonstrates capability to meet VAC requirements
	0 Points	1 Point	Points
How the bidder will integrate VAC document management and production management information into the corporate information management system			
That the method/process of tracking documents while in archive, or during production from acceptance of order to delivery of printed documents			
The ability to provide VAC access to ongoing information on any items being produced			
<b>Points allocated for R.3.4.3</b>			/6
R.3.4.4 The bidder's proposed timeline for development, testing and launch of the "Personalized Booklet Program" to meet VAC requirements			
The plan provides sufficient details to demonstrate the bidder's proposed timeline for:	Description not provided	Information incomplete or unclear. Does not clearly demonstrate capability to meet VAC requirements	Information complete and clear. Demonstrates capability to meet VAC requirements
	0 Points	1 Point	2 Points
Development of the program			
Testing of the program			
Launch of the program			
<b>Points allocated for R.3.4.4</b>			/6

Points ALLOCATED FOR R.3.4: \_\_\_\_\_/28

EVALUATED Total Points R.3 (R.3.1 + R.3.2 + R.3.3 + R.3.4): \_\_\_\_\_/110

Multiplied by a weighting factor (w.f.) of 1.5 = \_\_\_\_\_/165

Total Points R.3: \_\_\_\_\_/165

#### R.4 Environmental practices

The Bidder should respond to R.4 by providing the information required for either R.4.a OR for R.4.b.

##### R.4.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.

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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.4.b.**

**Bidders claiming certification and failing to provide a copy of the certification will receive 0 points for R.4.**

<b>R.4.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	____ / 10 Points
<b>Points Allocated for R.4.a _____ / 10</b>	

**OR**

**R.4.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.

<b>R.4.b Environmental practices</b>	
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
<b>Points Allocated for R.4.b _____ / 10</b>	
<b>R.4. TOTAL POINTS OBTAINED: _____/10</b>	

**R.5 Quality Assurance:**

The Bidder may respond to R.5 by providing the information required for **either R.5.1.a or for R.5.1.b.**

**R.5.1.a** The Bidder should demonstrate ISO certification(s) relevant to supply chain management of printed items as described in the Statement of Work (re: warehousing/inventory management, order processing, variable, digital and offset printing, order fulfillment, mailing/distribution).

**R.5.1.a.1** The Bidder should provide a copy of their current ISO certification(s) related to supply chain management of printed material as described in the Statement of Work. Should the Bidder propose to utilize multiple facilities, each holding ISO certification(s) relevant to this requirement, a copy of the current ISO certification(s) for each facility should be submitted with the proposal.

**R.5.1.a.2** The Bidder should provide copies of the ISO work procedures relevant to each phase of the requirement (re: warehousing/inventory management, order processing, variable, digital and offset printing for internal and sub-contracted production, order fulfillment and mailing/distribution). 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 the facility should be submitted with the proposal.**  
**Should the bidder not provide a copy of any procedure for any facility identified, zero (0) points will be allocated for that procedure.**

<b>R.5.1.a Quality Assurance</b>	
<b>Single Facility OR Multiple Facilities</b> (includes sub-contractors)	
<b>R.5.1.a.1 ISO certification</b> relevant to supply chain management of printed material or certifications for data processing, document management, variable printing, digital and offset printing, warehousing/inventory management order processing, order fulfillment and mailing/distribution:	
Copy of current ISO certification(s) supplied for each facility identified _____	/ 8 Points
<b>R.5.1.a.2 Copy of ISO work procedures</b> relevant to the work completed in the facility supplied for:	
Data processing and document management	_____ / 5 Points
Variable imaging/printing	_____ / 5 Points
Digital printing	_____ / 5 Points
Offset printing	_____ /5 Points
Warehousing/inventory management	_____ / 5 Points
Order processing	_____ /5 Points
Order fulfillment	_____ /5 Points
Mailing/distribution	_____ /5 Points

**Should the Bidder not hold ISO certification relevant to this requirement, or, propose to utilize multiple facilities, where at least one (1) of the facilities does not hold ISO certification relevant to this requirement, then the bidder should provide their response as stated in R.5.1.b In this case, only the information provided for R.5.1.b will be evaluated.**

The Bidder should respond to R.5 by providing the information required **for either R.5.a ISO certification OR for R.5.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.5.a *ISO certification* **OR** for R.5.1.b

**R.5.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.5.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.**

R.5.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.**

<b>R.5 Quality Assurance - Single Facility OR Multiple Facilities (includes sub-contractors)</b>	
R.5.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.	
<b>_____ 16 Points</b>	
R.5.a.2 Copy of ISO work procedures relevant to facility supplied for:	
Data processing and document management	_____ 4 Points
Variable imaging/printing	_____ 4 Points
Digital printing	_____ 4 Points
Offset printing	_____ 4 Points
Warehousing/inventory management	_____ 4 Points
Order processing	_____ 4 Points
Order fulfillment	_____ 4 Points
Mailing/distribution	_____ 4 Points
Points awarded for R.5.a.2 ISO certification: _____ / <b>32</b>	
Points awarded for R.5. ISO certification: _____ / <b>48</b>	

**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.5.b. In this case, only the information provided for R.5.b will be evaluated.**

**OR**

**R.5.1.b Quality Assurance: Single Facility or Multiple Facilities**

The Bidder should provide a detailed description of the Quality Assurance Program and quality control procedures that the bidder proposes to utilize for warehousing/inventory management, order processing,

data processing, document management, variable printing, digital and offset printing, order fulfillment, mailing/distribution.

**R.5.1.b.1 QA Program**

The Bidder should provide a detailed description to:

1. Identify the bidder's facility or facilities \* where the work activities will be conducted and which work activities would be completed by sub-contractors.
2. Describe the degree to which the bidder's Quality Assurance Program has been formalized as corporate policy and communicated to employees.

\*Bidder's facility or facilities includes facilities that are owned by same legal entity as the bidder and/or joint venture partner(s).

**R.5.1.b.2 QA Procedures:**

1. The Bidder should provide a detailed description of the bidder's quality control procedures for internal production and for production by sub-contractors as identified for R.1.5.b.1.1 for the work activities and how the bidder would implement their quality assurance procedures for VAC inventory and customized on-demand items.
2. Describe the quality control procedures for receiving, stocking of inventory items in the warehouse and cataloguing inventory items in a WMS;
3. Describe the quality control procedures for order reception and processing/verification of the data through transferring the order information into the production areas;
4. Describe the print management quality control procedures for acceptance and verification of the print order information and monitoring of the print management of forms, envelope, variable, digital, and offset print production for internal and sub-contracted production;
5. Describe the fulfillment quality control procedures for acceptance and verification of the order information, assembly of the orders and preparation of the completed product for distribution;
6. Describe the quality control procedures for distribution of ordered items by Canada Post or other carriers.

R.5.1.b.1.1 Identify the bidder's facility or facilities * where the work activities will be conducted and which work activities would be completed by sub-contractors. *Bidder's facility or facilities includes facilities that are owned by same legal entity as the bidder and/or joint venture partner(s).		
The description demonstrates the bidder's facility or facilities where the work activities will be carried out and which activities would be completed by sub-contractors for all of the following activities:	Not demonstrated in description	Demonstrated in description
	0 Points	1 point
Data processing and document management		
Variable printing and customized on-demand printing		
Digital and Offset printing		
Printing of envelopes		

Printing of tabloids		
Warehousing/inventory management		
Order reception and processing for inventory items		
Order reception and processing for customized on-demand publications		
Order fulfillment for inventory items		
Order fulfillment for customized on-demand publications		
Mailing/distribution		
<b>Points allocated for R.5.1.b.1.1</b>		<b>/11</b>

R.1.5.b.1.2 Describe the degree to which the bidder's Quality Assurance Program has been formalized as corporate policy and communicated to employees		
The description demonstrates:	Not demonstrated in description	Demonstrated in description
	0 Points	1 point
That the Bidder's Quality Assurance Program has been formalized as corporate policy		
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		
That the Bidder's corporate quality assurance procedures are available for reference in all areas of the bidder's facility(ies) as appropriate to the work being performed by each		
That the Bidder's corporate quality assurance procedures form a part of the training of new employees		
That the Bidder randomly audits docket records to perform evaluation and provide feedback on documented quality assurance issues		
<b>Points allocated for R.5.1.b.1.2</b>		<b>/5</b>

**R.5.1.b.2 QA Procedures:**

R.5.1.b.2 Describe the Bidder's quality control procedures for internal production and for production by sub-contractors as identified for R.1.5.b.1.1 for the work activities and how the bidder would implement their quality assurance procedures for VAC inventory and customized on-demand items.			
Description of the quality control procedures the bidder proposes to use for all of the following work activities:	Description n not provided	Description provides sufficient information to describe the bidder's quality control procedures for	Description provides sufficient information to describe the bidder's quality control procedures for

		internal production or for production by sub-contractors	internal production or for production by sub-contractors AND Demonstrates how the bidder would implement their QA procedures for VAC items
	0 Points	1 Point	2 Points
Receiving of inventory items in the warehouse			
Stocking of inventory items in the warehouse and cataloguing the inventory items in a WMS			
Order reception and processing/verification of the order information for inventory items through transferring the order information into the production areas			
Order reception and processing/verification of the order information for customized on-demand items and variable printing			
Print management including acceptance and verification of the print order information			
Monitoring of the print management of digital and offset print production			
Monitoring of the print management of envelope print production			
Monitoring of the print management of customized on-demand print production and variable printing			
Acceptance and verification of the order information for fulfillment			
Assembly of the orders			
Distribution of ordered items by Canada Post			
Distribution of ordered items by other carriers			
<b>Points allocated for R.5.1.b.2</b>			/24

**R.5.1.a (R.5.1.a.1 + R.5.1.a.2) OR R.5.1.b (R.5.1.b.1+ R.5.1.b.2)**

<b>R.5 TOTAL POINTS OBTAINED:</b>	<b>/48</b>
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**R.6 BUSINESS CONTINUITY PLAN  
 (R.6.1 + R.6.2 + R.6.3)**

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. Note that all work must be done in Canada including the BCP and any network requirements.

**R.6.1** Bidders are to provide a Business Continuity Plan (BCP) for each facility identified in their proposal.

**R.6.2 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.6.3** The BCP for each facility identified in the proposal as necessary to complete the work should address threats that could interrupt production of the VAC 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
- On-line ordering sites (VAC internal and Public)
- Mailing production
- Management of supplied material

<b>R.6.1 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.6.1 Points allocated _____ /2 multiplied by w.f. 5 = _____ /10</b>		

**R.6.1 TOTAL POINTS OBTAINED: \_\_\_\_\_ /10**

**R.6.2** The extent to which a corporate BCP has been developed and implemented within the organization.

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.6.2 Points allocated _____ /12 multiplied by w.f. 2 = _____ /24</b>			

**R.6.2 TOTAL POINTS OBTAINED: \_\_\_\_\_ / 24**

<b>R.6.3.a Threats that could interrupt production of the VAC 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 VAC requirements for all of the following areas:	Information not provided	Information incomplete or unclear	Information complete and clear
	0 Points	1 Point	2 Points
Facility			
Personnel			
Data processing and management			
Variable and static print production			
On-line ordering sites (VAC internal and Public)			
Mailing production of printed documents			
Management of supplied material			
<b>Points allocated for R.6.3.a _____ /14</b>			

<b>R.6.3.b The mitigation strategy for each threat identified for R.6.3.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.6.3.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  0 Points	Information incomplete or unclear Does not clearly demonstrate sufficient production staff to maintain production.  1 Point	Information clear and complete. Clearly demonstrates sufficient production staff and staffing flexibility to maintain production and comply with stated security levels.  2 Points
<b>Data processing and management</b>		
Information not provided  0 Points	Information incomplete or unclear Does not clearly demonstrate capability to protect and retain data to maintain production.  1 Point	Information clear and complete. 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>On-line ordering sites (VAC internal and Public site for Veterans' week and "My Vac" booklet)</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</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.6.3.b Points allocated _____/14</b>		

<b>R.6.3.c Estimated timeframe for resuming production</b>			
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.6.3.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

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Facility			
Personnel			
Data processing and management			
Variable and static print production			
On-line ordering sites (VAC internal and Public site for Veterans' week and "My Vac" booklet)			
Mailing production for printed documents			
Management of supplied material			
<b>R.6.3.c Points allocated</b> _____ /14			

**R.6.3 TOTAL POINTS OBTAINED: \_\_\_\_\_ / 42**

**R.6 TOTAL POINTS OBTAINED: \_\_\_\_\_ / 76**