



**RETURN BIDS TO:**  
**RETOURNER LES SOUMISSIONS À:**  
**Bid Receiving Public Works and Government  
Services Canada/Réception des soumissions  
Travaux publics et Services gouvernementaux  
Canada**  
800 Burrard Street, Room 219  
800, rue Burrard, pièce 219  
Vancouver, BC V6Z 0B9  
Bid Fax: (604) 775-7526

**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> Visa printers	
<b>Solicitation No. - N° de l'invitation</b> B8217-190030/A	<b>Date</b> 2018-06-25
<b>Client Reference No. - N° de référence du client</b> B8217-190030	
<b>GETS Reference No. - N° de référence de SEAG</b> PW-\$VAN-532-8376	
<b>File No. - N° de dossier</b> VAN-8-41043 (532)	<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 2018-08-07</b>	<b>Time Zone</b> <b>Fuseau horaire</b> Pacific Daylight Saving Time PDT
<b>F.O.B. - F.A.B.</b> <b>Plant-Usine:</b> <input type="checkbox"/> <b>Destination:</b> <input type="checkbox"/> <b>Other-Autre:</b> <input type="checkbox"/>	
<b>Address Enquiries to: - Adresser toutes questions à:</b> Takasaki, Alan H.	<b>Buyer Id - Id de l'acheteur</b> van532
<b>Telephone No. - N° de téléphone</b> (604) 671-1831 ( )	<b>FAX No. - N° de FAX</b> (604) 775-7526
<b>Destination - of Goods, Services, and Construction:</b> <b>Destination - des biens, services et construction:</b> DEPARTMENT OF CITIZENSHIP AND IMMIGRATION JETN 3RD FL. 300 SLATER ST OTTAWA Ontario K1A1L1 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**

Public Works and Government Services Canada - Pacific  
Region  
219 - 800 Burrard Street  
800, rue Burrard, pièce 219  
Vancouver, BC V6Z 0B9

<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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## **Title: INKJET PRINTERS**

### **Reissue of Bid Solicitation**

This bid solicitation cancels and supersedes previous bid solicitation number B8219-170351/A dated 2017-11-23 with a closing of 2018-01-05 at 1400 PST A debriefing or feedback session will be provided upon request to bidders/offerors/suppliers who bid on the previous solicitation.

## **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, Financial and Other Requirements: includes specific requirements that must be addressed by bidders; and
- Part 7 Resulting Contract Clauses: includes the clauses and conditions that will apply to any resulting contract.

The Annexes include the Requirement, the Basis of Payment the Electronic Payment Instruments, the Federal Contractors Program for Employment Equity and any other annexes.

### **1.2 Summary**

- 1.2.1 Dedicated ink jet printer(s) are integral components required to support the Global Case Management System (GCMS) and Integrated Retrieval Information System (IRIS) at Immigration, Refugees and Citizenship Canada (IRCC) and the Passport Management Process (PMP) at Department of Global Affairs Canada (GAC). These printers provide essential service delivery for departmental lines of business in Canada and abroad. GAC is responsible for delivering passport services outside Canada from 134 locations where Temporary Passports and Emergency Travel documents can be personalized while Service Canada (SC) and IRCC are responsible for the printing of observation labels for Canadian travel documents from 32 locations in Canada. It is also the responsibility of the International Region at IRCC to ensure that *continuous and uninterrupted* essential service support is provided to the following geographical areas: Asia and Pacific, The

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Americas, Africa and the Middle East and Europe. The new/replacement printer(s) will be required to support IRCC employees working in 87 offices abroad and several locations across Canada.

In March 2015 the manufacturer of the printer model currently used by IRCC which is also approved by the Passport Program, officially confirmed it was decommissioned and had reached end of life. Therefore, new/replacement ink jet printer(s) *must* be acquired in order to continue to meet mandated departmental service delivery standards.”

Immigration, Refugees and Citizenship Canada (IRCC) require the supply and delivery of 835 inkjet printer, up to 1905 black ink cartridges and up to 535 colour ink cartridges each (cyan, magenta and yellow), with the option to purchase various quantities over the next 5 year period.

1.2.2 "The requirement is subject to the provisions of the World Trade Organization Agreement on Government Procurement (WTO-AGP), the North American Free Trade Agreement (NAFTA), and the Canada Free Trade Agreement (CFTA)."

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

### **1.3 Debriefings**

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

### **1.4 epost Connect service**

"This bid solicitation allows bidders to use the epost Connect service provided by Canada Post Corporation to transmit their bid electronically. Bidders must refer to Part 2 entitled Bidder Instructions, and Part 3 entitled Bid Preparation Instructions, of the bid solicitation, for further information."

## **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 (2018-05-22) 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: 180 days

## **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 page 1 of the bid solicitation.

### **Email address :**

[TPSGC.RPReceptiondessousmissions-PRBidReceiving.PWGSC@tpsgc-pwgsc.gc.ca](mailto:TPSGC.RPReceptiondessousmissions-PRBidReceiving.PWGSC@tpsgc-pwgsc.gc.ca)

## **2.3 Enquiries - Bid Solicitation**

All enquiries must be submitted in writing to the Contracting Authority no later than 14 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.

## **2.4 Applicable Laws**

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

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.

## **2.5 Improvement of Requirement During Solicitation Period**

Should bidders consider that the specifications or Statement of Work contained in the bid solicitation could be improved technically or technologically, bidders are invited to make suggestions, in writing, to the Contracting Authority named in the bid solicitation. Bidders must clearly outline the suggested improvement as well as the reason for the suggestion. Suggestions that do not restrict the level of competition nor favour a particular bidder will be given consideration provided they are submitted to the Contracting Authority at least 20 days before the bid closing date. Canada will have the right to accept or reject any or all suggestions.

## **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 08 of the 2003 standard instructions. Bidders must 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

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

Section I: Technical Bid (3 hard copies) and 1 soft copy (thumb drive preferred)  
Section II: Financial Bid (2 hard copies)  
Section III: Certifications (1 hard copy)

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

- If the Bidder is simultaneously providing copies of its bid using multiple acceptable delivery methods, and if there is a discrepancy between the wording of any of these copies and the electronic copy provided through epost Connect service, the wording of the electronic copy provided through epost Connect service will have priority over the wording of the other copies.

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;
- (b) use a numbering system that corresponds to the bid solicitation.

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

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

#### Section I: Technical Bid

In their technical bid, bidders must demonstrate their understanding of the requirements contained in the bid solicitation and explain how they will meet these requirements.

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.

The technical bid consists of the following:

- i. **Bid Submission Form:** Bidders are requested to include the Bid Submission Form with their bids. It provides a common form in which bidders can provide information required for evaluation and contract award. Using the form to provide this information is not mandatory, but it is recommended. If Canada determines that the information required by the Bid Submission Form is incomplete or requires correction, Canada will provide the Bidder with an opportunity to do so.
- ii. **Substantiation of Technical Compliance:** The technical bid must substantiate the compliance of the Bidder and its proposed solution with the specific articles of Annex A (Requirement) identified in the Substantiation of Technical Compliance Form, which is the requested format for providing the substantiation. The Substantiation of Technical Compliance Form is not required to address any parts of this bid solicitation not referenced in the form. The substantiation must not simply be a repetition of the requirement(s), but must explain and demonstrate how the Bidder will meet the requirements and carry out the required Work. Simply stating that the Bidder or its proposed solution or product complies is not sufficient.

**Bidders:**

- a Must designate the brand name, model and/or part number of the proposed product; and
- b Must provide complete specifications and descriptive literature to substantiate that the proposed product's meets the mandatory requirements that are specified in the bid solicitation (Form B)

Where Canada determines that the substantiation is not complete, the Bidder will be declared non-responsive and disqualified. The substantiation may refer to additional documentation submitted with the bid - this information can be referenced in the "Reference" column of the Substantiation of Technical Compliance Form, where bidders are requested to indicate where in the bid the reference material can be found, including the title of the document, and the page and paragraph numbers; where the reference is not sufficiently precise, Canada may request that the Bidder direct Canada to the appropriate location in the documentation.

## Section II: Financial Bid

**3.1.1** Bidders must submit their financial bid in Canadian funds, in accordance with the Basis of Payment in Annex "B".

**3.1.2 Electronic Payment of Invoices – Bid**

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

If Annex "C" 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.

**3.1.3 Exchange Rate Fluctuation Risk Mitigation**

1. The Bidder may request Canada to assume the risks and benefits of exchange rate fluctuations. If the Bidder claims for an exchange rate adjustment, this request must be clearly indicated in the bid at time of bidding. The Bidder must submit form [PWGSC-TPSGC 450](http://www.tpsgc-pwgsc.gc.ca/app-acq/forms/formulaires-forms-eng.html#f2) , (<http://www.tpsgc-pwgsc.gc.ca/app-acq/forms/formulaires-forms-eng.html#f2>) Claim for Exchange Rate Adjustments with its bid, indicating the Foreign Currency Component (FCC) in Canadian dollars for each line item for which an exchange rate adjustment is required.
2. The FCC is defined as the portion of the price or rate that will be directly affected by exchange rate fluctuations. The FCC should include all related taxes, duties and other costs paid by the Bidder and which are to be included in the adjustment amount.
3. The total price paid by Canada on each invoice will be adjusted at the time of payment, based on the FCC and the exchange rate fluctuation provision in the contract. The exchange rate adjustment will only be applied where the exchange rate fluctuation is greater than 2% (increase or decrease).
4. At time of bidding, the Bidder must complete columns (1) to (4) on form [PWGSC-TPSGC 450](http://www.tpsgc-pwgsc.gc.ca/app-acq/forms/formulaires-forms-eng.html#f2) , for each line item where they want to invoke the exchange rate fluctuation provision. Where bids are evaluated in Canadian dollars, the dollar values provided in column (3) should also be in Canadian dollars, so that the adjustment amount is in the same currency as the payment.
5. Alternate rates or calculations proposed by the Bidder will not be accepted for the purposes of this exchange rate fluctuation provision.

**Section III: Certifications**

Bidders must submit the certifications required under Part 5.

**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

#### 4.1.1.1. Mandatory Technical Criteria

- a. Each bid will be reviewed for compliance with the mandatory requirements of the bid solicitation. Any elements of the bid solicitation that are identified specifically with the words "must" or "mandatory" is a mandatory requirement. Bids that do not comply with each and every mandatory requirement will be declared non-responsive and be disqualified.

### 4.1.2 Financial Evaluation

#### 4.1.2.1 Mandatory Financial Criteria

*SACC Manual* Clause A0220T (2014-06-26), Evaluation of Price

#### 4.1.2.2 Financial Calculations

For evaluation purposes, using the pricing tables completed by the bidders, the price will be calculated based on the following estimated quantities that may be purchased over the period of the contract:

Item #	Description	Initial order	Optional Quantities				
			Contract Period (1 year)	Optional Period 1 (1 year)	Optional Period 2 (1 year)	Optional Period 3 (1 year)	Optional Period 4 (1 year)
1	Inkjet printer	835	600	500	500	500	500
2	Black ink Cartridge	1905	1800	2000	2000	2000	2000
3	Colour Ink Cartridge Set (or) separately	535	600	500	500	500	500
3a	Cyan		600	500	500	500	500
3b	Magenta		600	500	500	500	500
3c	Yellow		600	500	500	500	500

#### Calculation formulas:

- a. **Printer evaluation price** = qty x Bid unit price
- b. **Ink Cartridge:**
  - i. **Colour ink cartridge (optional only):**
    - a. **Bid Unit Price** = ((cost of colour ink cartridge set / 3) + unit price)/2
  - ii. **Total minimum page yield required** = minimum page yield per page x quantity
  - iii. **Cost / page proposed** = total cost(\$)/ Total page yield proposed

N° de l'invitation - Sollicitation No.  
B8219-190030 /A  
N° de réf. du client - Client Ref. No.  
B8219-190030

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

Id de l'acheteur - Buyer ID  
VAN532  
N° CCC / CCC No./ N° VME - FMS

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- iv. **Evaluation Price for each cartridge type** = Cost per page(ii) x minimum page yield required
- c. **Evaluation Price for 1 year** = Printer evaluation price (a) + sum (Evaluation price for each cartridge type (biii) ).
- d. **Total Evaluation of bid** = Sum of initial order plus each year (c).

**In the sample calculation below, assuming both bids were technically compliant, Bidder 2 would be the successful bidder as their total Evaluation Price is lower than Bidder 1.**

<b>Bidder 1</b>							
Item #	Description	Initial Order	Contract Period	Optional Period 1	Optional Period 2	Optional Period 3	Optional Period 4
1	Inkjet printer	\$ 278.00	\$ 278.00	\$ 288.00	\$ 298.00	\$ 308.00	\$ 318.00
2	Black Ink cartridge	\$ 33.00	\$ 33.00	\$ 37.00	\$ 41.00	\$ 45.00	\$ 49.00
3a	Cyan	\$ 35.00	\$ 35.00	\$ 39.00	\$ 43.00	\$ 47.00	\$ 51.00
3b	Magenta	\$ 35.00	\$ 35.00	\$ 39.00	\$ 43.00	\$ 47.00	\$ 51.00
3c	Jaune	\$ 35.00	\$ 35.00	\$ 39.00	\$ 43.00	\$ 47.00	\$ 51.00

<b>Bidder 2</b>							
Item #	Description	Initial Order	Contract Period	Optional Period 1	Optional Period 2	Optional Period 3	Optional Period 4
1	Inkjet printer	\$ 300.00	\$ 300.00	\$ 308.00	\$ 316.00	\$ 324.00	\$ 332.00
2	Black Ink cartridge	\$ 30.00	\$ 30.00	\$ 35.00	\$ 40.00	\$ 45.00	\$ 50.00
3a	Cyan	\$ 33.00	\$ 33.00	\$ 38.00	\$ 43.00	\$ 48.00	\$ 53.00
3b	Magenta	\$ 33.00	\$ 33.00	\$ 38.00	\$ 43.00	\$ 48.00	\$ 53.00
3c	Jaune	\$ 33.00	\$ 33.00	\$ 38.00	\$ 43.00	\$ 48.00	\$ 53.00

<b>SAMPLE CALCULATION</b>						
minimum page yield per cartridge		380	570	570	570	
total minimum page yield required		723900	304950	304950	304950	
<b>INITIAL ORDER</b>						
Bidder 1	Printer	Black	Cyan	Magenta	Yellow	
Quantity	835	1905	535	535	535	
Bid unit price	\$ 278.00	\$ 33.00	\$ 35.00	\$ 35.00	\$ 35.00	
page yield per cartridge		450	625	625	625	
Total page yield offered		857250	334375	334375	334375	
Total	\$ 232,130.00	\$ 62,865.00	\$ 18,725.00	\$ 18,725.00	\$ 18,725.00	
Cost per page		\$ 0.07333	\$ 0.05600	\$ 0.05600	\$ 0.05600	
<b>Evaluation Price</b>	<b>\$ 232,130.00</b>	<b>\$ 53,086.00</b>	<b>\$ 17,077.20</b>	<b>\$ 17,077.20</b>	<b>\$ 17,077.20</b>	<b>\$ 336,447.60</b>
Actual Cost	\$ 232,130.00	\$ 62,865.00	\$ 18,725.00	\$ 18,725.00	\$ 18,725.00	\$ 351,170.00
<b>INITIAL PERIOD</b>						
Bidder 2	Printer	Black Cartridge	Cyan	Magenta	Yellow	
Quantity	835	1905	535	535	535	
Bid unit price	\$ 300.00	\$ 30.00	\$ 33.00	\$ 33.00	\$ 33.00	
page yield per cartridge		525	675	675	675	
Total		1000125	361125	361125	361125	
Total page yield offered	\$ 250,500.00	\$ 57,150.00	\$ 17,655.00	\$ 17,655.00	\$ 17,655.00	
Cost per page		\$ 0.05714	\$ 0.04889	\$ 0.04889	\$ 0.04889	
<b>Evaluation Price</b>	<b>\$ 250,500.00</b>	<b>\$ 41,365.71</b>	<b>\$ 14,908.67</b>	<b>\$ 14,908.67</b>	<b>\$ 14,908.67</b>	<b>\$ 336,591.71</b>
Actual Cost	\$ 250,500.00	\$ 57,150.00	\$ 17,655.00	\$ 17,655.00	\$ 17,655.00	\$ 360,615.00

	<b>BIDDER 1</b>	<b>BIDDER 2</b>
INITIAL ORDER	\$ 336,447.60	\$ 336,591.71
CONTRACT PERIOD	\$ 271,117.60	\$ 270,891.71
OPTIONAL PERIOD 1	\$ 260,607.31	\$ 249,762.67
OPTIONAL PERIOD 2	\$ 277,897.01	\$ 271,433.62
OPTIONAL PERIOD 3	\$ 295,186.72	\$ 289,104.57
OPTIONAL PERIOD 4	\$ 312,476.43	\$ 306,775.52
<b>EVALUATION PRICE</b>	<b>\$ 1,753,732.67</b>	<b>\$ 1,724,559.81</b>

## 4.2 Basis of Selection

*SACC Manual* Clause A0031T (2010-08-16), Basis of Selection - Mandatory Technical Criteria

### 4.2.1 Product Testing - prior to contract award

Prior to contract award, IRCC will be requesting the lowest priced technically compliant bidder to provide 20 NEW printers and ink cartridges at no cost to Canada and will be tested in accordance with Appendix A and B, to verify compliance with the mandatory requirements detailed in Annex A.

The testing will take approximately 8 weeks

The bidder may attend the non-secure part of the testing but are solely responsible for the costs for any labour, travel and living expenses.

After testing,

1. If the printers are deemed not to meet the mandatory requirements, the printers will be deemed non-compliant and no further consideration will be given. The next lowest priced technically compliant bid will be then considered for evaluation testing
2. If the printers are verified to be meet the mandatory requirements a contract will be awarded and all 20 printers will be considered part of the initial order. The warranty of the 20 printers will begin from the date the Contract is issued

### 4.2.2 Initial Order: Ink Cartridge Quantities Calculation:

The estimate quantities for ink cartridges in Article 4.1.2.2 Financial Calculations are based on the minimum Page Yield in B.10 of Annex A.

**For example:** The Initial Order estimate quantity for black ink cartridges - 1905 is based on a minimum page yield of 380 per cartridge for a total page yield of 723,900. If the successful bidder's proposed ink cartridge has a page yield of 600, the minimum quantity for the initial order will be  $723,900 / 600 = 1207$  cartridges

## 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 Required with the Bid**

Bidders must submit the following duly completed certifications as part of their bid.

### **5.1.1 Integrity Provisions - Declaration of Convicted Offences**

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

## **5.2 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.

### **5.2.1 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.

### **5.2.2 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%20rights/employment%20equity/federal%20contractor%20program.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.

## **PART 6 - SECURITY, FINANCIAL AND OTHER REQUIREMENTS**

### **6.1 Financial Capability**

SACC Manual clause A9033T (2012-07-16) Financial Capability

## **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 Requirement**

The Contractor must provide the supply and delivery of inkjet Printers (Make and Model \_\_\_\_\_) and black and coloured ink cartridges with the option to purchase additional printers and ink cartridges over a 5 year period, in accordance with the Requirement at Annex "A" and the Contractor's technical bid entitled \_\_\_\_\_, dated \_\_\_\_\_.

### **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**

2010A (2018-06-21), General Conditions – Goods (Medium Complexity), apply to and form part of the Contract.

### **7.3 Security Requirements**

**7.3.1** There is no security requirement applicable to this Contract.

### **7.4 Term of Contract**

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

The period of the Contract is from date of Contract to *(to be inserted at contract award -one year period)* inclusive.

#### **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 4 additional 1 year period(s) under the same conditions. The Contractor agrees that, during the extended period of the Contract, it will be paid in accordance with the applicable provisions as set out in the Basis of Payment.

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

#### **7.4.3 Optional Goods and/or Services**

The Contractor grants to Canada the irrevocable option to acquire the goods, services or both described at Annex B of the Contract under the same conditions and at the prices and/or rates stated in the Contract. The option may only be exercised by the Contracting Authority and will be evidenced, for administrative purposes only, through a contract amendment

The Contracting Authority may exercise the option at any time before the expiry of the Contract by sending a written notice to the Contractor.

#### **7.4.4 Delivery**

##### **7.4.4.1 Initial Order**

All the deliverables must be received on or before \_\_\_\_\_ (*insert date*).

##### **7.4.4.2 Optional Goods**

The Contractor must make the complete delivery within \_\_\_\_\_ calendar days from the effective date of the Order.

#### **7.4.5 Delivery and Unloading**

1. Delivery trucks must be equipped with an unloading device which will permit unloading at sites with no hydraulic, stationary or other type of unloading facility.
2. When making deliveries, sufficient personnel must be provided to permit unloading of any type of vehicle without the assistance of federal government personnel.

#### **7.4.6 Shipping Instructions – Free on Board Destination**

Goods must be consigned and delivered to the destination specified in the contract:

FOB Destination

Immigration, Refugees and Citizenship Canada  
ITAM Hardware Services  
365 Laurier Avenue West, B-1 Stockroom  
Ottawa, Ontario  
Canada K1A 1L1  
Attn: David French

including all delivery charges and customs duties and Applicable Taxes.

#### **7.5 Authorities**

##### **7.5.1 Contracting Authority**

The Contracting Authority for the Contract is:

Al Takasaki  
Supply Specialist  
Public Works and Government Services Canada  
Acquisitions Branch  
Address: Room 219 - 800 Burrard Street,  
Vancouver, B.C. V6Z 0B9

Telephone: 604-671-1831  
E-mail address: Al.Takasaki@pwgsc-tpsgc.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

N° de l'invitation - Solicitation No.  
B8219-190030 /A  
N° de réf. du client - Client Ref. No.  
B8219-190030

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

Id de l'acheteur - Buyer ID  
VAN532  
N° CCC / CCC No./ N° VME - FMS

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 Authority

The Project Authority for the Contract is:

Name: \_\_\_\_\_  
Title: \_\_\_\_\_  
Organization: \_\_\_\_\_  
Address: \_\_\_\_\_

Telephone: \_\_\_-\_\_\_-\_\_\_\_ Facsimile: \_\_\_-\_\_\_-\_\_\_\_  
E-mail address: \_\_\_\_\_

In its absence, the Project Authority is:

Name: \_\_\_\_\_  
Title: \_\_\_\_\_  
Organization: \_\_\_\_\_  
Address: \_\_\_\_\_

Telephone: \_\_\_-\_\_\_-\_\_\_\_ Facsimile: \_\_\_-\_\_\_-\_\_\_\_  
E-mail address: \_\_\_\_\_

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

### 7.5.3 Contractor's Representative

Name: \_\_\_\_\_  
Title: \_\_\_\_\_  
Organization: \_\_\_\_\_  
Address: \_\_\_\_\_

Telephone: \_\_\_-\_\_\_-\_\_\_\_ Facsimile: \_\_\_-\_\_\_-\_\_\_\_  
E-mail address: \_\_\_\_\_

## 7.6 Payment

### 7.6.1 Basis of Payment - Firm Unit Prices

In consideration of the Contractor satisfactorily completing all of its obligations under the Contract, the Contractor will be paid firm unit prices, as specified in Annex B. Customs duties are included and Applicable Taxes are extra.

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

**Competitive Award:** The Contractor acknowledges that the Contract has been awarded as a result of a competitive process. No additional charges will be allowed to compensate for errors, oversights, misconceptions or underestimates made by the Contractor when bidding for the Contract.

## 7.6.2 Exchange Rate Fluctuation Adjustment

1. The foreign currency component (FCC) is defined as the portion of the price or rate that will be directly affected by exchange rate fluctuation. The FCC should include all related taxes, duties and other costs paid by the Bidder and which are to be included in the adjustment amount.
2. For each line item where a FCC is identified, Canada assumes the risks and benefits for exchange rate fluctuation, as shown in the Basis of Payment. For such items, the exchange rate fluctuation amount is determined in accordance with the provision of this clause.
3. The total price paid by Canada on each invoice will be adjusted at the time of payment, based on the FCC and the exchange rate fluctuation provisions in the contract. The exchange rate adjustment amount will be calculated in accordance with the following formula:

$$\text{Adjustment} = \text{FCC} \times \text{Qty} \times (i_1 - i_0) / i_0$$

where formula variables correspond to:

**FCC** Foreign Currency Component (per unit)  
 **$i_0$**  Initial exchange rate (CAN\$ per unit of foreign currency [e.g. US\$1])  
 **$i_1$**  exchange rate for adjustments (CAN\$ per unit of foreign currency [e.g. US\$1])  
**Qty** quantity of units

4. The initial exchange rate is typically set as the noon rate as published by the Bank of Canada on the solicitation closing date.
5. For goods, the exchange rate for adjustment will be the noon rate as published by the Bank of Canada on the date the goods were delivered. For services, the exchange rate for adjustment will be the noon rate on the last business day of the month for which the services were performed. For advance payments, the exchange rate for adjustment will be the noon rate on the date the payment was due. The most recent noon rate will be used for non-business days.
6. The Contractor must indicate the total exchange rate adjustment amount (either upward, downward or no change) as a separate item on each invoice or claim for payment submitted under the Contract. Where an adjustment applies, the Contractor must submit with their invoice form [PWGSC-TPSGC 450](#), Claim for Exchange Rate Adjustments.
7. The exchange rate adjustment will only be applied where the exchange rate fluctuation is greater than 2% (increase or decrease), calculated in accordance with column 8 of form [PWGSC-TPSGC 450](#) (i.e.  $[i_1 - i_0] / i_0$ ).

8. Canada reserves the right to audit any revision to costs and prices under this clause.

### **7.6.3 Single Payment**

SACC Clause H1000C (2008-05-12) Single payment

### **7.6.4 Electronic Payment of Invoices – Contract *(to be amended at contract award)***

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

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

### **7.7 Invoicing Instructions**

1. The Contractor must submit invoices in accordance with the section entitled "Invoice Submission" of the general conditions. Invoices cannot be submitted until all work identified in the invoice is completed.
2. Invoices must be distributed as follows:
  - a. The original and one (1) copy must be forwarded to the address shown on page 1 of the Contract for certification and payment.
  - b. One (1) copy must be forwarded to the Contracting Authority identified under the section entitled "Authorities" of the Contract.
  - c. One (1) copy must be forwarded to the consignee.

### **7.8 Certifications and Additional Information**

#### **7.8.1 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.

#### **7.8.2 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 Applicable Laws

The Contract must be interpreted and governed, and the relations between the parties determined, by the laws in force in \_\_\_\_\_. (*Insert the name of the province or territory as specified by the Bidder in its bid, if applicable.*)

## 7.10 Priority of Documents

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

- a) the Articles of Agreement;
- b) the general conditions 2010A (2018-06-21) - Medium Complexity - Goods;
- c) Annex A, Requirement;
- d) Annex B, Basis of Payment;
- e) the Contractor's bid dated \_\_\_\_\_, (*insert date of bid*) (*If the bid was clarified or amended, insert at the time of contract award:*"), as clarified on \_\_\_\_\_ " **or** ", as amended on \_\_\_\_\_ " *and insert date(s) of clarification(s) or amendment(s)*).

## 7.11 Insurance

SACC Manual clause G1005C (2008-05-17) Insurance

## 7.12 Excess Goods

SACC Manual Clause B7500C (2006-06-16) Excess Goods

## 7.13 Specific Deliverable Substitutions

If the Contractor is unable to provide a specific item of Hardware ordered under the Contract and wishes to offer a substitute in respect of that order, the Contractor must submit a request to the Contracting Authority together with a certificate that the proposed substitute item meets or exceeds the specification(s) of the existing product being substituted and the price for the substitute product must not exceed:

- i. the firm price (or ceiling price, if applicable) for the product originally offered in the Contractor's bid that resulted in the award of the Contract;
- ii. the current published list price of the substitute product, minus any applicable Government discount; or
- iii. the price at which the substitute product is generally available for purchase, whichever is the lowest.

The substitute item must not be shipped until formally authorized by the Contracting Authority after the Technical Authority determines the substitution is acceptable. Whether or not to accept or reject a proposed substitution is entirely within the discretion of Canada.

The ability to propose a substitute for a specific delivery does not relieve the Contractor of its obligation to make delivery within the period set out in the Contract, regardless of whether or when the proposed substitution is approved.

Any proposed substitution will be tested in accordance with **3. Test Procedures and Logistics** of Annex A.

#### **7.14 Extension of Existing Product Line - New Products**

During the Contract Period and the optional periods, if technological improvements have been made to the products available for purchase under the Contract, the Contractor may propose new products that are an extension of an existing product line or the "next generation" of an existing product line that meet or exceed the specification(s) of existing products under the Contract, if the price for the new product does not exceed:

- i. the firm price (or ceiling price, if applicable) for the product originally offered in the Contractor's bid that resulted in the award of the Contract plus 5%;
- ii. the current published list price of the substitute product, minus any applicable Government discount; or
- iii. the price at which the substitute product is generally available for purchase,

whichever is the lowest.

Whether or not to accept or reject a proposed new product is entirely within the discretion of Canada. If Canada does not accept a proposed new product that is proposed to replace an existing product, the Contractor must continue to deliver the original product. If accepted, the addition of the new product will be documented for the administrative purposes of Canada by a contract amendment, by adding the new product to the Contract.

No new products will be included in the Contract until one year after the Contract is awarded.

Any proposed New Product will be tested in accordance with 3. Test Procedures and Logistics of Annex A.

## **Annex A REQUIREMENT Inkjet Printers Upgrade**

### **1. Background**

Dedicated ink jet printer(s) are integral components required to support the Global Case Management System (GCMS) and Integrated Retrieval Information System (IRIS) at Immigration, Refugees and Citizenship Canada (IRCC) and the Passport Management Process (PMP) at Department of Global Affairs Canada (GAC). These printers provide essential service delivery for departmental lines of business in Canada and abroad. GAC is responsible for delivering passport services outside Canada from 134 locations where Temporary Passports and Emergency Travel documents can be personalized while Service Canada (SC) and IRCC are responsible for the printing of observation labels for Canadian travel documents from 32 locations in Canada. It is also the responsibility of the International Region at IRCC to ensure that *continuous and uninterrupted* essential service support is provided to the following geographical areas: Asia and Pacific, The Americas, Africa and the Middle East and Europe. The new/replacement printer(s) will be required to support IRCC employees working in 87 offices abroad and several locations across Canada.

In March 2015 the manufacturer of the printer model currently used by IRCC which is also approved by the Passport Program, officially confirmed it was decommissioned and had reached end of life. Therefore, new/replacement ink jet printer(s) *must* be acquired in order to continue to meet mandated departmental service delivery standards.”

### **2. Equipment Requirements**

The printer must meet the following mandatory requirements:

#### **2.1. (A) General Specifications**

<b>No.</b>	<b>Mandatory Criteria</b>
A.1	The printer must be of color inkjet technology
A.2	Each printer must include: <ul style="list-style-type: none"><li>a) One black ink cartridge for the model of printer;</li><li>b) One of all required colour ink cartridges for the model of printer;</li><li>c) A removable power cord for the printer;</li><li>d) Software CD/DVD's including drivers and</li><li>e) Bilingual documentation which includes one (1) electronic copy loaded on a CD in Adobe Acrobat (PDF) format of all installation, setup management, configuration, and user documentation, including instructions for clearing (zeroing), resetting, or removing internal memory, if applicable, for the printer.</li></ul>

## 2.2. (B) Ink Specifications

No.	Mandatory Criteria
B.1	The printer must allow the changing of each black and colour ink cartridges independently.
B.2	The printer driver must be able to set the default printing mode to "Black ink only"
B.3	The printer must be an ink jet printer.
B.4	All inks must <ul style="list-style-type: none"><li>a) Not smudge or fade;</li><li>b) not be damage when submerged under water and</li><li>c) be absorbed into the media listed in Section 2.5 "Printing Media Specifications" and must not rest atop its surface.</li></ul>
B.5	The printer must not utilise <ul style="list-style-type: none"><li>a) thermal transfer,</li><li>b) dye sublimation or</li><li>c) the fusing of ink, toner or wax into the media.</li></ul>
B.6	The printer must print using CMYK pigment inks. No non-pigment inks or exclusively dye-based inks may be used by the printer.
B.7	The printer must print at a resolution of 600dpi or greater in black and colour.
B.8	The printer must support photo printing as prescribed by the International Civil Aviation Organization (ICAO) Document 9303 7 <sup>th</sup> edition – parts 1,2,3,4, and 7.
B.9	The printer's black ink must be visible in the infrared range (infrared opaque) in compliance with the requirements defined in ICAO Document 9303 7 <sup>th</sup> edition for the printing of the Machine Readable Zone (MRZ).
B.10	a) The term "color cartridge set" is defined as 3 independent cartridges of cyan, magenta and yellow. b) The ink cartridges must meet or exceed the following minimum page yields*: <ul style="list-style-type: none"><li>(i) 380 pages for black cartridges; and</li><li>(ii) 570 pages for each color cartridges.</li></ul> *The minimum page yield must be calculated as per the method for the determination of ink cartridges yield for inkjet printers as defined in the International Organization for Standardization ISO/IEC 24711 and 24712.

## 2.3. (C) Dimension, Weight and Environmental Specifications

No.	Mandatory Criteria
C.1	Dimension (size and weight): The printer must not exceed <ul style="list-style-type: none"><li>a) 17 kgs and 61cm wide x 51cm high x 51cm deep (approx. 24"w x 20"h x 20"d) when stored, excluding any paper or labels that may be present in the device.</li></ul>
C.2	The printer must function in areas of varying relative humidity (20% to 80% relative humidity).
C.3	The printer must work in an operating environment between 10°C to 30°C.

#### 2.4. (D) Print Resolution Specifications

No.	Mandatory Criteria
D.1	The print head/heads must print at a resolution of 600 dpi or higher in black and color.

#### 2.5 (E) Printing Media Specifications

No.	Mandatory Criteria
E.1	The printer must at a minimum be compatible with the following paper/label sizes: a) Letter (8.5" x 11") b) A4 c) Legal (8.5" x 14") d) Custom pressure sensitive labels of three sizes manufactured from the same paper stock: i. 215.9mm wide x 279.4mm long - outer dimensions of label size 1; ii. 127mm wide x 266mm long - outer dimensions of label size 2; iii. 85mm wide x 215.9mm long - outer dimensions of label size 3; iv. Face stock thickness (for all three): 155-195µm (average 176µm); v. Backer thickness (for all three): 73-89µm (average 82µm); vi. Full stock thickness (for all three): 228-284µm (average 258µm); e) Custom paper stock in the following format: i. 215.9mm wide x 279.4mm long - outer dimensions of sheet; ii. Thickness: 104-120 µm (average 112 µm); iii. Weight: 85-95 gsm (average 90gsm); f) Custom paper size 10.5 x 24.13cm.
E.2	The printer must at a minimum be compatible with the paper weight and thickness of 20lb and 30lb Bond paper, with a semi-gloss finish on print side.

#### 2.6 (F) Printer Specifications

No.	Mandatory Criteria
F.1	The printer must a) print materials in compliance with ICAO document 9303 7 <sup>th</sup> edition (parts 1, 2, 3, 4) and b) be PCL 5 (e/c) and PCL 6 compliant. Alternatively, PCL5 emulation and PCL6 emulation support is also acceptable.
F.2	The printer must have a duty cycle in excess of 6100 pages per month.
F.3	The printer must be able to correctly reproduce TrueType fonts supplied with the supported versions of Microsoft Windows for the duration of the contract.

#### 2.7 (G) System Requirements

No.	Mandatory Criteria
G.1	The printer must integrate with: <ul style="list-style-type: none"> <li>Windows 7, Windows 10 and subsequent versions;</li> </ul>
G.2	GAC and IRCC must be able to change and save the printer's default settings.

## 2.8 (H) Printing Media Handling Requirements

No.	Mandatory Criteria
H.1	The printer must have hard rubber rollers to ease the feeding of the labels through the printer mechanisms.
H.2	The hard rubber rollers of the paper feeding mechanism must be designed to ensure consistent feeding so that no skewing or rotation of the labels or papers occurs during this action.
H.3	The automatic tray paper feeding guide must adjust to the width of the primary document that is to be printed.
H.4	The paper tray width adjustment must be constructed of two adjustable and mechanically interconnected guides that move in synchronicity to ensure that the paper remains centered in the tray and relative to the feeding mechanism regardless of its width. The tray cannot employ a single movable guide or any system where paper is guided on one side by a permanently fixed guide.
H.5	The printer must automatically feed the document from the input tray without the need of operator intervention.
H.6	The automatic paper tray must hold at a minimum of 50 sheets of custom labels.
H.7	The printer must maintain proper alignment after every page and or label is printed. No skewing or rotation of the labels must occur during feeding or printing. Labels also must not slip vertically to cause a misalignment.

## 2.9 (I) Security, Power Interface and other Miscellaneous Requirements

No.	Mandatory Criteria
I.1	The printer must not be an "all-in-one" or "multifunction" device. <ol style="list-style-type: none"> <li>The printer must not have any scanning capability. Printers possessing this functionality but that can be fully disabled, will be considered compliant.</li> <li>The printer must not have any faxing capability, neither through the phone line nor over the internet. Printers possessing this functionality, regardless of whether it can be disabled, will be considered non-compliant.</li> </ol>
I.2	The printer must not have any internal heating mechanism for drying.
I.3	The printer must have no wireless networking capability. Printers possessing this functionality, but that can fully disable it, will be considered compliant.
I.4	The printer must not retain data once powered off. It must not contain a hard drive, SSD, flash card or other form of permanent memory for data storage of print data, however it may have non-volatile memory for the explicit purpose of retaining printer settings.
I.5	The printer must be able to properly reproduce characters that use Windows code-

No.	Mandatory Criteria
	page 1252.encoding scheme.
I.6	The printer must be compatible with the various International Line voltage standards: <ul style="list-style-type: none"> <li>• Expected utility line voltages and frequencies are from 110V-120V AC 50Hz/60Hz to 220V-240V AC 50Hz/60Hz.</li> <li>• Multi-voltage auto-sensing power supplies to handle these various power inputs for the printer is required.</li> </ul>
I.7	The printer must have a USB 2.0 port or newer and must be backwards compatible to USB 1.1
I.8	The printer must be supplied with an appropriate 6 foot USB interface cable to connect the printer to a standard USB Type A port.
I.9	The printer must reliably print documents at least 98 times out of every 100 print jobs. (i.e. less than a 2% incompleteness rate).
I.10	The printer must not connect automatically to the internet for remote support or automatic updating of firmware. Printers possessing this functionality, but where that functionality can be fully disabled will be considered compliant.
I.11	Printer must have both of the following capabilities: <ul style="list-style-type: none"> <li>• can be directly connected via USB port to a host computer and</li> <li>• to be network ready with an integrated RJ45 Ethernet port for TCP/IP networking and support SNMP.</li> </ul>

## 2.10 (J) Maintenance/Warranty Requirements

No.	Mandatory Criteria
J.1	The printer must have at least one year return to depot hardware warranty.
J.2	The warranty must include labour and replacement of unserviceable parts as required.
J.3	The Contractor must be able to provide replacement printers and/or parts for a period of five years following the contract award.

## 2.11 (K) Product end of life Requirements

No.	Mandatory Criteria
K.1	The Contractor must give IRCC at least 18 months advance notice if the printer is being discontinued.
k.2	The printer must be currently, supported and in production by the printer manufacturer. An obsolete printer will not be considered.

### 3. **Test Procedures and Logistics** (for any printer or ink cartridge substitutions during the Contract)

- 3.1. Printers will be tested to ensure full compliance in accordance with this Annex A.
- 3.2. The Contractor must deliver 20 printers, with all necessary supplies (ink for label printing (2 black and 2 color cartridge sets (Separate, per printer), print heads, cleaning kits, maintenance products, peripherals (i.e. print boxes), bilingual documentation and any other pertinent items etc), for the testing and evaluation process to commence. Up to 4 printers will be sent to a Mission for "live testing". These four printers and associate parts will not be shipped back to the company after the testing.
- 3.3. The Contractor must provide support to IRCC NHQ during the testing and certification period, which will be no more than 8 weeks after the receipt of the 20 units by IRCC. Support will include parts, labour, transportation, travel or any other incidentals such that no additional expenses will be incurred by the crown during the evaluation period for the bid products. Support will be made available by the bidder during the regular business hours of 8:00AM to 5:00pm (Ottawa time), Monday through Friday.
- 3.4. In the event that parts and technical materials required for the maintenance of the proposed/delivered unit solutions cannot be made available during a six week period, then the Contractor must replace the defective unit at no additional cost. The replacement "Printer"/Solutions must be the same as the original "Printer" unless a substitution has been approved by the Contracting Authority.
- 3.5. The testing will consist of the following:
- a. IRCC Operations will test the interface between the printers and the GCMS, IRIS and PMP applications;
  - b. Testing, including high-volume stress printing will be done to ensure that the printer can meet/exceed the mandatory minimum specifications detailed herein and verification that the printers will work with IRCC's GCMS, IRIS and PMP applications. This will include:
    - i. Print quality;
    - ii. Speed of throughput;
    - iii. Volume/Stress testing;
    - iv. Compatibility with GCMS, IRIS and PMP;
    - v. Security of inks; and
    - vi. Compliance with ICAO OCR readability standards (infrared readability, OCR clarity, positioning)
- 3.6. Delivery Address for test/evaluation units:  
Immigration, Refugees and Citizenship Canada

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ITAM Hardware Services  
365 Laurier Avenue West, B-1 Stockroom  
Ottawa, Ontario  
Canada K1A 1L1

- 3.7 The test area is secure and all equipment will remain secure for the duration of the testing/evaluation period. Contractor representatives will not be present during these tests however, contact names and telephone numbers must be provided in the event of questions.

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## ANNEX B BASIS OF PAYMENT

### B.1 - General:

All prices must be in Canadian Funds, FOB Destination (Immigration, Refugees and Citizenship Canada, ITAM Hardware Services, 365 Laurier Avenue West, B-1 Stockroom, Ottawa, Ontario Canada K1A 1L1) inclusive of all shipping and unloading costs, customs and duty charges, and applicable sales tax are extra, and **will** remain firm for the specified period of the Contract.

All prices must remain firm in the Contract Period (1 year) and in each of the optional extension periods 1, 2, 3 and 4. If applicable, the Exchange Rate Fluctuation Adjustment will only apply to orders placed in Optional Period 1, 2, 3 and 4.

**Table B.1 Initial Order**

Item #	Description	Qty	Firm Unit Price	Extended Total
1	Inkjet Printer Make and Model _____	835	\$	\$
2	Black Ink Cartridge Part # _____	TBD <sup>1</sup>	\$	\$
3	Color Ink Cartridge set (includes separate Cyan, Magenta & Yellow cartridges) Part #: _____ <b>OR</b>	TBD <sup>1</sup>	\$	\$
3a	Color Ink Cartridge (Cyan) only Part # _____	TBD <sup>1</sup>	\$	\$
3b	Color Ink Cartridge (Magenta) only Part # _____	TBD <sup>1</sup>	\$	\$
3c	Color Ink Cartridge (Yellow) only Part # _____	TBD <sup>1</sup>	\$	\$
<b>TOTAL COST (Initial Order)</b>				\$

<sup>1</sup> Actual quantity for the Initial Order will be determined at contract award. See 4.2.2 of Part 4 EVALUATION PROCEDURES AND BASIS OF SELECTION

**Table B.2 Optional Goods**

# Item	Description	Firm Unit Price				
		Contract Period (1 year)	Optional Period 1 (1 year)	Optional Period 2 (1 year)	Optional Period 3 (1 year)	Optional Period 4 (1 year)
4	Inkjet Printer Make and Model (same as Item #1)	\$	\$	\$	\$	\$
5	Black Ink Cartridge Part # (same as Item # 2)	\$	\$	\$	\$	\$
6	Color Ink Cartridge Set Part # (same as Item # 3) <b>OR</b>	\$	\$	\$	\$	\$
6a	Color Ink Cartridge (Cyan) only Part # (same as Item # 3a)	\$	\$	\$	\$	\$
6b	Color Ink Cartridge (Magenta) only Part # (same as Item # 3b)	\$	\$	\$	\$	\$
6c	Color Ink Cartridge (Yellow) only Part # (same as Item # 3c)	\$	\$	\$	\$	\$

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## **ANNEX “C” to PART 3 OF THE BID SOLICITATION**

### **ELECTRONIC PAYMENT INSTRUMENTS**

The Bidder accepts any of the following Electronic Payment Instrument(s):

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

## Appendix A -Test Procedures and Logistics

1. Printers will be tested to ensure full compliance before contract award.
2. In the event that a test is requested by IRCC, the bidder must deliver printers to IRCC for evaluation purposes within five (5) business days of request. No extension will be provided, unless other arrangements are made in writing between PWGSC, IRCC and the bidder.
3. The bidder must deliver 20 printers, with all necessary supplies (ink for label printing (2 black and 2 color cartridges per printer), print heads, cleaning kits, maintenance products, peripherals (i.e. print boxes), bilingual documentation and any other pertinent items etc), for the testing and evaluation process to commence. Up to 4 printers will be sent to a Mission for "live testing". These four printers and associate parts will not be shipped back to the company after the testing.
4. The bidder must provide support to IRCC NHQ during the testing and certification period, which will be no more than 8 weeks after the receipt of the 20 units by IRCC. Support will include parts, labour, transportation, travel or any other incidentals such that no additional expenses will be incurred by the crown during the evaluation period for the bid products. Support will be made available by the bidder during the regular business hours of 8:00AM to 5:00pm (Ottawa time), Monday through Friday.
5. In the event that parts and technical materials required for the maintenance of the proposed/delivered unit solutions cannot be made available during a six week period, then the Bidder must replace the defective unit at no additional cost. The replacement "Printer"/Solutions must be the same as the original "Printer" unless a substitution has been approved by the Contracting Authority.
6. The testing will consist of the following:
  - a. IRCC Operations will test the interface between the printers and the GCMS, IRIS and PMP applications;
  - b. Testing, including high-volume stress printing will be done to ensure that the printer can meet/exceed the mandatory minimum specifications detailed herein and verification that the printers will work with IRCC's GCMS, IRIS and PMP applications. This will include:
    - i. Print quality;
    - ii. Speed of throughput;
    - iii. Volume/Stress testing;
    - iv. Compatibility with GCMS, IRIS and PMP;
    - v. Security of inks; and
    - vi. Compliance with ICAO OCR readability standards (infrared readability, OCR clarity, positioning)

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7. Delivery Address for test/evaluation units:

Immigration, Refugees and Citizenship Canada  
ITAM Hardware Services  
365 Laurier Avenue West, B-1 Stockroom  
Ottawa, Ontario  
Canada K1A 1L1

8. The test area is secure and all equipment will remain secure for the duration of the testing/evaluation period. Bidder's representatives will not be present during these tests however, contact names and telephone numbers must be provided in the event of questions.

## Appendix B - Evaluation Criteria – Physical Testing

**Note: This Appendix is for your information purposes only as it will be the evaluation criteria for the physical testing of the printer. Bidders are not to complete this Appendix.**

### 4.2 (A) General Specifications

No.	Mandatory Criteria	Comply (Y/N)
A.1	The printer must be of color inkjet technology	
A.2	Each printer must include: a) One black ink cartridge for the model of printer	
A.2	b) One set of required colour ink cartridges for the model of printer	
A.2	c) A removable power cord for the printer	
A.2	d) Software CD/DVD's including drivers	
A.2	e) Bilingual documentation which includes one (1) paper copy and one (1) electronic copy loaded on a CD in Adobe Acrobat (PDF) format of all installation, setup management, configuration, and user documentation, including instructions for clearing (zeroing), resetting, or removing internal memory, if applicable, for the printer.	

### 4.3(B) Ink Specifications

No.	Mandatory Criteria	Comply Y/N
B.1	The printer must allow the changing of each black and colour ink cartridges independently.	
B.2	The printer driver must be able to set the default printing mode to "Black ink only"	
B.3	The printer must be an ink jet printer.	
B.4	All inks must a) Not smudge or fade; b) not be damage when submerged under water and c) be absorbed into the media listed in Section 2.5 "Printing Media Specifications" and must not rest atop its surface.	
B.5	The printer must not utilise a) hermal transfer, b) dye sublimation or c) the fusing of ink, toner or wax into the media.	
B.6	The printer must print using CMYK pigment inks. No non-pigment inks or exclusively dye-based inks may be used by the printer.	

No.	Mandatory Criteria	Comply Y/N
B.7	The printer must print at a resolution of 600dpi or greater in black and colour.	
B.8	The printer must support photo printing as prescribed by the International Civil Aviation Organization (ICAO) Document 9303 7 <sup>th</sup> edition – parts 1, 2, 3, 4 and 7.	
B.9	The printer's black ink must be visible in the infrared range (infrared opaque) in compliance with the requirements defined in ICAO Document 9303 7 <sup>th</sup> edition for the printing of the Machine Readable Zone (MRZ).	
B.10	<p>a) The term "color cartridge set" is defined as 3 independent cartridges of cyan, magenta and yellow.</p> <p>b) The ink cartridges must meet or exceed the following minimum page yields*:</p> <ul style="list-style-type: none"> <li>(i) 380 pages for black cartridges; and</li> <li>(ii) 570 pages for each color cartridges.</li> </ul> <p>*The minimum page yield must be calculated as per the method for the determination of ink cartridges yield for inkjet printers as defined in the International Organization for Standardization ISO/IEC 24711 and 24712.</p>	

#### 4.4(C) Dimension, Weight and Environmental Specifications

No.	Mandatory Criteria	Comply Y/N
C.1	<p>Dimension (size and weight):            The printer must not exceed a)</p> <ul style="list-style-type: none"> <li>a) 17 kgs and 61cm wide x 51cm high x 51cm deep (approx. 24"w x 20"h x 20"d) when stored, excluding any paper or labels that may be present in the device.</li> </ul>	
C.2	The printer must function in areas of varying relative humidity (20% to 80% relative humidity).	
C.3	The printer must work in an operating environment between 10°C to 30°C.	

#### 4.5(D) Print Resolution Specifications

No.	Mandatory Criteria	Comply Y/N
D.1	The print head/heads must print at a resolution of 600 dpi or higher in black and color.	

#### 4.6(E) Printing Media Specifications

No	Mandatory Criteria	Comply (Y/N)
E.1	The printer must at a minimum be compatible with the following	

No	Mandatory Criteria	Comply (Y/N)
	paper/label sizes: a) Letter (8.5" x 11")	
E.1	b) A4	
E.1	c) Legal (8.5" x 14")	
E.1	d) Custom pressure sensitive labels of three sizes manufactured from the same paper stock: i. 215.9mm wide x 279.4mm long - outer dimensions of label size 1; ii. 127mm wide x 266mm long - outer dimensions of label size 2; iii. 85mm wide x 215.9mm long - outer dimensions of label size 3; iv. Face stock thickness (for all three): 155-195µm (average 176µm); v. Backer thickness (for all three): 73-89µm (average 82µm); vi. Full stock thickness (for all three): 228-284µm (average 258µm);	
E.1	e) Custom paper stock in the following format: i. 215.9mm wide x 279.4mm long - outer dimensions of sheet; ii. Thickness: 104-120 µm (average 112 µm); iii. Weight: 85-95 gsm (average 90gsm);	
E.1	f) Custom paper size 10.5 x 24.13cm.	
E.2	The printer must at minimum be compatible with the paper weight and thickness of 20 and 30lb Bond paper, with a semi-gloss finish on print side.	

## 2.6 (F) Printer Specifications

No.	Mandatory Criteria	Comply Y/N
F.1	The printer must a) print materials in compliance with ICAO document 9303 7 <sup>th</sup> edition (parts 1, 2, 3, 4) and b) be PCL 5 (etc) and PCL 6 compliant. Alternatively, PCL5 emulation and PCL6 emulation support is also acceptable.	
F.2	The printer must have a duty cycle in excess of 6100 pages per month.	
F.3	The printer must be able to correctly reproduce TrueType fonts supplied with the supported versions of Microsoft Windows for the duration of the contract.	

## 2.7 (G) System Requirements

No.	Mandatory Criteria	Comply Y/N
-----	--------------------	------------

G.1	The printer must integrate with: <ul style="list-style-type: none"> <li>• Windows 7, Windows 10 and subsequent versions;</li> </ul>	
G.2	GAC and IRCC must be able to change and save the printer's default settings.	

## 2.8 (H) Printing Media Handling Requirements

No.	Mandatory Criteria	Comply Y/N
H.1	The printer must have hard rubber rollers to ease the feeding of the labels through the printer mechanisms.	
H.2	The hard rubber rollers of the paper feeding mechanism must be designed to ensure consistent feeding so that no skewing or rotation of the labels or papers occurs during this action.	
H.3	The automatic tray paper feeding guide must adjust to the width of the primary document that is to be printed.	
H.4	The paper tray width adjustment must be constructed of two adjustable and mechanically interconnected guides that move in synchronicity to ensure that the paper remains centered in the tray and relative to the feeding mechanism regardless of its width. The tray cannot employ a single movable guide or any system where paper is guided on one side by a permanently fixed guide.	
H.5	The printer must automatically feed the document from the input tray without the need of operator intervention.	
H.6	The automatic paper tray must hold at a minimum of 50 sheets of custom labels.	
H.7	The printer must maintain proper alignment after every page and or label is printed. No skewing or rotation of the labels must occur during feeding or printing. Labels also must not slip vertically to cause a misalignment.	

## 2.9 (I) Security, Power Interface and other Miscellaneous Requirements

No.	Mandatory Criteria	Comply Y/N
I.1	The printer must not be an "all-in-one" or "multifunction" device. <ol style="list-style-type: none"> <li>3) The printer must not have any scanning capability. Printers possessing this functionality but that can be fully disabled, will be considered compliant.</li> <li>4) The printer must not have any faxing capability, neither through the phone line nor over the internet. Printers possessing this functionality, regardless of whether it can be disabled, will be considered non-compliant.</li> </ol>	
I.2	The printer must not have any internal heating mechanism for drying.	
I.3	The printer must have no wireless networking capability. Printers	

	possessing this functionality, but that can fully disable it, will be considered compliant.	
I.4	The printer must not retain data once powered off. It must not contain a hard drive, SSD, flash card or other form of permanent memory for data storage of print data, however it may have non-volatile memory for the explicit purpose of retaining printer settings.	
I.5	The printer must be able to properly reproduce characters that use Windows code-page 1252.encoding scheme.	
I.6	The printer must be compatible with the various International Line voltage standards: <ul style="list-style-type: none"><li>• Expected utility line voltages and frequencies are from 110V-120V AC 50Hz/60Hz to 220V-240V AC 50Hz/60Hz.</li><li>• Multi-voltage auto-sensing power supplies to handle these various power inputs for the printer is required.</li></ul>	
I.7	The printer must have a USB 2.0 port or newer and must be backwards compatible to USB 1.1	
I.8	The printer must be supplied with an appropriate 6 foot USB interface cable to connect the printer to a standard USB Type A port.	
I.9	The printer must reliably print documents at least 98 times out of every 100 print jobs. (i.e. less than a 2% incompleation rate).	
I.10	The printer must not connect automatically to the internet for remote support or automatic updating of firmware. Printers possessing this functionality, but where that functionally can be fully disabled will be considered complaint.	
I.11	Printer must have both of the following capabilities: <ul style="list-style-type: none"><li>• can be directly connected via USB port to a host computer and</li><li>• to be network ready with an integrated RJ45 Ethernet port for TCP/IP networking and support SNMP.</li></ul>	

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## FORM A – Bid Submission Form

BID SUBMISSION FORM		
<b>Bidder's full legal name</b>		
<b>Authorized Representative of Bidder for evaluation purposes (e.g., clarifications)</b>	Name	
	Title	
	Address	
	Telephone #	
	Fax #	
	Email	
<b>Bidder's Procurement Business Number (PBN) [see the Standard Instructions 2003]</b>		
<b>Jurisdiction of Contract:</b> Province in Canada the bidder wishes to be the legal jurisdiction applicable to any resulting contract (if other than as specified in solicitation)		
Bidders who are incorporated, including those bidding as a joint venture, must provide a complete list of names of all individuals who are currently <b>directors of the Bidder</b> . Bidders bidding as sole proprietorship, as well as those bidding as a joint venture, must provide the name of the owner(s). Bidders bidding as societies, firms, or partnerships do not need to provide lists of names.		
<p>On behalf of the Bidder, by signing below, I confirm that I have read the entire bid solicitation including the documents incorporated by reference into the bid solicitation and I certify that:</p> <ol style="list-style-type: none"> <li>1. The Bidder considers itself and its products able to meet all the mandatory requirements described in the bid solicitation;</li> <li>2. This bid is valid for the period requested in the bid solicitation;</li> <li>3. All the information provided in the bid is complete, true and accurate; and</li> <li>4. If the Bidder is awarded a contract, it will accept all the terms and conditions set out in the resulting contract clauses included in the bid solicitation.</li> </ol>		
<b>Signature of Authorized Representative of Bidder</b>		<b>Date</b>

## FORM B: Substantiation of Technical Compliance Form

### GENERAL INSTRUCTION

- 1) Bidders are requested to:
  - a) indicate opposite each specification under **MANDATORY SPECIFICATIONS**, in the right hand margin under **Comply**, whether or not the printers and ink cartridges being offered meets or does not meet the requirements;
  - b) reference the page number(s) in the provided Technical literature and in the Technical literature, highlight the technical information that supports your compliance with the mandatory **critères** below;
  - c) provide an explanation on how your proposal meets or exceeds the specification.
- 2) Opposite each specification under **MANDATORY SPECIFICATIONS**, in the right hand margin under **Bidders Proposal** if
  - a. Left **Blank**, bidders only need to do 1 a) for their proposal
  - b. States **Documentation**, bidders must provide 1a) and 1b) with their proposal
  - c. States **Documentation or explanation**, bidders must provide 1a), and 1b) or 1c) with their proposal
- 3) It will be to your advantage to furnish as much detail as possible to support the specifications your comments / claims of compliance for each specification.
- 4) Canada is under NO obligation to seek clarification of the bid(s) or the supporting technical documentation provided. Bidders should note that failure to demonstrate any capability to which they claim compliance will result in their proposal being considered non-responsive. Any deviation is to be clearly identified and supported with full details.

## FORM B

### SUBSTANTIATION OF TECHNICAL COMPLIANCE FORM

#### 2.1 (A) General Specifications

No.	Mandatory Criteria	Comply (Y/N)	Bidders Proposal - Page # / Explanation
A.1	The printer must be of color inkjet technology	—	Documentation
A.2	Each printer must include: a) One black ink cartridge for the model of printer	—	Documentation or Explanation
A.2	b) One set of required colour ink cartridges for the model of printer	—	
A.2	c) A removable power cord for the printer	—	
A.2	d) Software CD/DVD's including drivers	—	
A.2	e) Bilingual documentation which includes one (1) electronic copy loaded on a CD in Adobe Acrobat (PDF) format of all installation, setup management, configuration, and user documentation, including instructions for clearing (zeroing), resetting, or removing internal memory, if applicable, for the printer.	—	

## 2.2 (B) Ink Specifications

No	Mandatory Criteria	Comply (Y/N)	Bidders Proposal - Page # / comments
B.1	The printer must allow the changing of each black and color ink cartridge independently.	—	Documentation
B.2	The printer must be able to set the default printing mode to "Black ink only"	—	
B.3	The printer must be an ink jet printer.	—	Documentation
B.4	All inks must a) not smudge or fade; b) not be damaged when submerged under water and c) be absorbed into the media listed in Section 2.5 "Printing Media Specifications" and must not rest atop its surface.	—	
B.5	The printer must not utilize a) thermal transfer, b) dye sublimation or c) the fusing of ink, toner or wax into the media.	—	Documentation or Explanation
B.6	The printers must print using CMYK pigment inks. No non-pigment or exclusively dye-based inks may be used by the printer.	—	Documentation or Explanation
B.7	The printer must print at a resolution of 600dpi or greater in black and colour.	—	Documentation
B.8	The printer must support photo printing as prescribed by the International Civil Aviation Organization (ICAO) Document 9303 7 <sup>th</sup> edition – parts 1, 2, 3, 4 and 7	—	

No	Mandatory Criteria	Comply (Y/N)	Bidders Proposal - Page # / comments
B.9	The printer's black ink must be visible in the infrared range (infrared opaque) in compliance with the requirements defined in ICAO Document 9303 7 <sup>th</sup> edition for the printing of the Machine Readable Zone (MRZ).	—	
B.10	<p>a) The term "color cartridge set" is defined as 3 independent cartridges of cyan, magenta and yellow.</p> <p>b) The ink cartridges must meet or exceed the following minimum page yields*:</p> <ul style="list-style-type: none"> <li>(i) 380 pages for black cartridges; and</li> <li>(ii) 570 pages for each color cartridges.</li> </ul> <p>*The minimum page yield must be calculated as per the method for the determination of ink cartridges yield for inkjet printers as defined in the International Organization for Standardization ISO/IEC 24711 and 24712.</p>	—	Documentation or Explanation

### 2.3 (C) Dimension, weight and environment Specifications

No.	Mandatory Criteria	Comply (Y/N)	Bidders Proposal - Page # / Comments
C.1	Dimension (size and weight): The printers' weight must not exceed a) 17kgs and 61cm wide x 51cm high x 51cm deep (approx. 24"w x 20"h x 20"d) when stored, b) excluding any paper or labels that may be present in the device.	—	Documentation
C.2	The printer must function in areas of varying relative humidity (20% to 80% relative).	—	Documentation or Explanation
C.3	The printer must work in an operating environment between 10°C to 30°C.	—	Documentation

### 2.4 (D) Print Resolution Specifications

No	Mandatory Criteria	Comply (Y/N)	Bidders Proposal - Page # / Comments
D.1	The print head/heads must print at a resolution of be 600 x 600 dpi or higher in black and color.	—	Documentation or Explanation

## 2.5 (E) Printing Media Specifications

No	Mandatory Criteria	Comply (Y/N)	Bidders Proposal - Page # / Comments
E.1	The printer must at a minimum be compatible with the following paper/label sizes: a) Letter (8.5" x 11")	—	Documentation must be provided for the minimum and maximum paper sizes
E.1	b) A4	—	
E.1	c) Legal (8.5" x 14")	—	
E.1	d) Custom pressure sensitive labels of three sizes manufactured from the same paper stock: i. 215.9mm wide x 279.4mm long - outer dimensions of label size 1; ii. 127mm wide x 266mm long - outer dimensions of label size 2; iii. 85mm wide x 215.9mm long - outer dimensions of label size 3; iv. Face stock thickness (for all three): 155-195µm (average 176µm); v. Backer thickness (for all three): 73-89µm (average 82µm); vi. Full stock thickness (for all three): 228-284µm (average 258µm);	—	
E.1	e) Custom paper stock in the following format: i. 215.9mm wide x 279.4mm long - outer dimensions of sheet; ii. Thickness: 104-120 µm (average 112 µm); iii. Weight: 85-95 gsm (average 90gsm);	—	
E.1	f) Custom paper size 10.5 x 24.13cm.	—	
E.2	The printer must at minimum be compatible with the paper weight and thickness of 20 and 30lb Bond paper, with a semi-gloss finish on print side.	—	Documentation or explanation

## 2.6 (F) Printer Specifications

No	Mandatory Criteria	Comply (Y/N)	Bidders Proposal - Page # / Comments
F.1	The printer must a) print materials in compliance with ICAO document 9303 7 <sup>th</sup> edition (parts 1, 2, 3, 4) and b) be PCL 5 (eéc.) and PCL 6 compliant. Alternatively, PCL5 emulation and PCL6 emulation support is also acceptable.	—	Documentation for b)
F.2	The printer must have a duty cycle in excess of 6100 pages per month.	—	Documentation or explanation
F.3	The printer must be able to correctly reproduce TrueType fonts supplied with the supported versions of Microsoft Windows for the duration of the contract.	—	Documentation or explanation

## 2.7 (G) System Requirements

No.	Mandatory Criteria	Comply (Y/N)	Bidders Proposal - Page # / Comments
G.1	The printer must integrate with: a) Windows 7, Windows 10 and subsequent versions	—	Documentation or explanation
G.2	GAC and IRCC must be able to change and save the printer's default settings.	—	

## 2.8 (H) Printing Media Handling Requirements

No.	Mandatory Criteria	Comply (Y/N)	Bidders Proposal - Page # / Comments
H.1	The printer must have hard rubber rollers to ease the feeding of the labels through the printer mechanisms.	—	
H.2	The hard rubber rollers of the paper feeding mechanism must be designed to ensure consistent feeding so that no skewing or rotation of the labels occurs during this action.	—	
H.3	The automatic tray paper feeding guide must be able to adjust to the width of the primary document that is to be printed.	—	
H.4	The paper tray width adjustment must be constructed of two adjustable and mechanically interconnected guides that move in synchronicity to ensure that the paper remains centered in the tray and relative to the feeding mechanism regardless of its width. The tray cannot employ a single movable guide or any system where paper is guided on one side by a permanently fixed guide.	—	Documentation or explanation
H.5	The printer must automatically feed the document from the input tray without the need of operator intervention.	—	
H.6	The automatic paper tray must hold at a minimum of 50 sheets of custom labels.	—	
H.7	The printer must maintain proper alignment after every page and or label is printed. No skewing or rotation of the labels must occur during feeding or printing. Labels also must not slip vertically to cause a misalignment.	—	

### 2.9 (I) Security, Power Interface and other Miscellaneous Requirements

No.	Mandatory Criteria	Comply (Y/N)	Bidders Proposal - Page # / Comments
I.1	<p>The printer must not be an “all-in-one” or “multifunction” device.</p> <p>1)The printer must not have any scanning capability. Printers possessing this functionality but that can be fully disabled, will be considered complaint.</p> <p>2) The printer must not have any faxing capability, neither through the phone line nor over the internet. Printers possessing this functionality, regardless of whether it can be disabled, will be considered non-compliant.</p>	—	Documentation or explanation
I.2	The printer must not have any internal heating mechanism for drying.	—	Documentation or explanation
I.3	The printer must have no wireless capability. Printers possessing this functionality, but that can fully disable it will be considered compliant.	—	Documentation or explanation
I.4	The printer must not retain data once powered off. It must not contain a hard drive, SSD, flash card or other form of permanent memory for data storage of print data, however it may have non-volatile memory for the explicit purpose of retaining printer settings.	—	Documentation or explanation
I.5	The printer must be able to properly reproduce characters that use Windows code-page 1252.encoding scheme.	—	Documentation or explanation
I.6	<p>The printer must be compatible with the various International Line voltage standards:</p> <ul style="list-style-type: none"> <li>Expected utility line voltages and frequencies are from 110V-120V AC 50Hz/60Hz to 220V-240V AC 50Hz/60Hz.</li> <li>Multi-voltage auto-sensing power supplies to handle these various power inputs for the printer is required.</li> </ul>	—	Documentation

No.	Mandatory Criteria	Comply (Y/N)	Bidders Proposal - Page # / Comments
I.7	The printer must have a USB 2.0 or newer port and be backwards compatible to USB 1.1	—	Documentation or explanation
I.8	The printer must supplied with an appropriate 6 foot USB interface cable to connect the printer to a standard USB Type A port.	—	Documentation or explanation
I.9	The printer must reliably print documents at least 98 times out of every 100 print jobs. (i.e. less than a 2% incompletion rate).	—	
I.10	The printer must not connect automatically to the internet for remote support or automatic updating of firmware. Printers possessing this functionality, but where that functionality can be fully disabled will be considered compliant.	—	Documentation or explanation
1.11	Printer must have both of the following capabilities: <ul style="list-style-type: none"><li>• can be directly connected via USB port to a host computer and</li><li>• to be network ready with an integrated RJ45 Ethernet port for TCP/IP networking and support SNMP.</li></ul>	—	Documentation

### 2.10 (J) Maintenance/Warranty Requirements

No.	Mandatory Criteria	Comply (Y/N)	Bidders Proposal - Page # / Comments
J.1	The printer must have at least one year return to depot hardware warranty.	—	Documentation or explanation
J.2	The warranty must include labour and replacement of unserviceable parts as required.	—	Documentation or explanation
J.3	The Contractor must be able to provide replacement printers and/or parts for a period of five years following the contract award.	—	Documentation or explanation

### 2.11 (K) Product end of life Requirements

No.	Mandatory Criteria	Comply (Y/N)	Bidders Proposal - Page # / Comments
K.1	The Contractor must give a least 18 months advance notice if the printer is being discontinued.	—	Documentation or explanation
K.2	The printer must be currently, supported and in production by the printer manufacturer. An obsolete printer will not be considered.	—	Documentation or explanation