



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

Title - Sujet Thermal Printers	
Solicitation No. - N° de l'invitation G9292-191402/B	Date 2018-08-27
Client Reference No. - N° de référence du client G9292-191402	
GETS Reference No. - N° de référence de SEAG PW-\$VAN-796-8422	
File No. - N° de dossier VAN-8-41107 (796)	CCC No./N° CCC - FMS No./N° VME
Solicitation Closes - L'invitation prend fin at - à 02:00 PM on - le 2018-10-09	Time Zone Fuseau horaire Pacific Daylight Saving Time PDT
F.O.B. - F.A.B. Plant-Usine: <input type="checkbox"/> Destination: <input type="checkbox"/> Other-Autre: <input type="checkbox"/>	
Address Enquiries to: - Adresser toutes questions à: Huchzermyer, Chris	Buyer Id - Id de l'acheteur van796
Telephone No. - N° de téléphone (604) 365-2956 ()	FAX No. - N° de FAX (604) 775-7526
Destination - of Goods, Services, and Construction: Destination - des biens, services et construction: EMPLOYMENT AND SOCIAL DEVELOPMENT CANADA PORTAGE IV LVL 1 140 PROMENADE DU PORTAGE GATINEAU Quebec J8X 4B6 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

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

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PART 1 - GENERAL INFORMATION

1.1 Security Requirements

There is no security requirement associated with the requirement.

1.2 Requirement

The requirement is detailed under the "Statement of Requirements" at Annex "A".

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 Trade Agreements

The requirement is subject to the provisions of the Canadian Free Trade Agreement (CFTA), North American Free Trade Agreement (NAFTA).

1.5 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) (<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: 90 days

2.2 Submission of Bids

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

TPSGC.RPReceptiondessoumissions-PRBidReceiving.PWGSC@tpsgc-pwgsc.gc.ca - Bids/Offers will be not be accepted if emailed directly to this email address. This email is to initiate an ePost Connect conversation, as detailed in the Standard Instructions.

2.3 Enquiries - Bid Solicitation

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

Bidders should reference as accurately as possible the numbered item of the bid solicitation to which the enquiry relates. Care should be taken by Bidders to explain each question in sufficient detail in order to enable Canada to provide an accurate answer. Technical enquiries that are of a proprietary nature must be clearly marked "proprietary" at each relevant item. Items identified as "proprietary" will be treated as such except where Canada determines that the enquiry is not of a proprietary nature. Canada may edit the 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 British Columbia.

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

PART 3 - BID PREPARATION INSTRUCTIONS

See also Annex "D" BID SUBMISSION AND EVALUATION 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.

Epost: TPSGC.RPReceptiondessoumissions-PRBidReceiving.PWGSC@tpsgc-pwgsc.gc.ca

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 (Two (2) hard copies)
Section II: Financial Bid (One (1) hard copies)

Section III: Certifications (One (1) hard copies)

- 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.

Section I: Technical Bid

In their technical bid, Bidders should explain and demonstrate how they propose to meet the requirements and how they will carry out the Work.

Section II: Financial Bid

Bidders must submit their financial bid in accordance with the Basis of Payment.

It is requested that bidders use Submission Form 1 to provide base information about the Bidder and information that will be evaluated to assess the capacity of the Bidder.

Submission Form 1 – Bidder Information:

Bidders are requested to include the Bidder Information form with their bids. It provides a common form in which bidders can provide information required for evaluation and contract award, such as a contact name, the Bidder's Procurement Business Number, the Bidder's status under the Federal Contractors Program for Employment Equity, and the Bidders list of their current Board of Directors. 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.

3.1.1 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.

3.1.2 Exchange Rate Fluctuation

C3011T 2013-11-06, Exchange Rate Fluctuation

3.1.3 SACC Manual Clauses

Section III: Certifications

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

PART 4 - EVALUATION PROCEDURES AND BASIS OF SELECTION

See also Annex "D" BID SUBMISSION AND EVALUATION INSTRUCTIONS

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 Meets Mandatory Requirements – Lowest Evaluated Price

4.1.2 Financial Evaluation

SACC Manual Clause [A0222T](#) 2014-06-26, Evaluation of Price

4.2 Basis of Selection

4.2.1 Mandatory Technical Criteria

SACC Manual Clause [A0031T](#) 2010-08-16, Mandatory Technical Criteria

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 Integrity Provisions of the Standard Instructions, all bidders must provide with their bid, **if applicable**, the declaration form available on the [Forms for the Integrity Regime](http://www.tpsgc-pwgsc.gc.ca/ci-if/declaration-eng.html) website (<http://www.tpsgc-pwgsc.gc.ca/ci-if/declaration-eng.html>), 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 provided will render the bid non-responsive.

5.2.1 Integrity Provisions – Required Documentation

In accordance with the section titled Information to be provided when bidding, contracting or entering into a real procurement agreement of the [Ineligibility and Suspension Policy](http://www.tpsgc-pwgsc.gc.ca/ci-if/politique-policy-eng.html) (<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](https://www.canada.ca/en/employment-social-development/programs/employment-equity/federal-contractor-program.html#) website (<https://www.canada.ca/en/employment-social-development/programs/employment-equity/federal-contractor-program.html#>).

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 - RESULTING CONTRACT CLAUSES

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

6.1 Security Requirements

6.1.1 There is no security requirement applicable to the Contract.

6.3 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) (<https://buyandsell.gc.ca/policy-and-guidelines/standard-acquisition-clauses-and-conditions-manual>) issued by Public Works and Government Services Canada.

6.3.1 General Conditions

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

6.4 Term of Contract

6.4.1 Delivery Date

All the deliverables must be received on or before November 1st, 2018.

6.4.2 Delivery Points

Delivery of the requirement will be made to delivery point(s) specified at Annex "A," Appendix 1 of the Contract.

6.5 Authorities

6.5.1 Contracting Authority

Solicitation No. - N° de l'invitation
G9292-19402/001/VAN
Client Ref. No. - N° de réf. du client
G9292-191402

Amd. No. - N° de la modif.
File No. - N° du dossier
VAN-8-41107

Buyer ID - Id de l'acheteur
VAN796
CCC No./N° CCC - FMS No./N° VME

The Contracting Authority for the Contract is:

Linda Jellicoe
Supply Team Leader
Public Works and Government Services Canada
Acquisitions Branch
Address: 1506-800 Burrard St.
Vancouver, BC. V6Z 0B9

Telephone: 778-960-0576
Facsimile: 604-775-7526
E-mail address: linda.jellicoe@pwgsc-tpsgc.gc.ca
Epost: TPSGC.RPReceptiondessaoumissions-PRBidReceiving.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.

6.5.2 Project Authority

The Project Authority for the Contract 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.

6.5.3 Contractor's Representative

Name: _____
Title: _____
Organization: _____
Address: _____

Telephone: ____-____-_____
Facsimile: ____-____-_____
E-mail address: _____

6.6 Payment

6.6.1 Basis of Payment

In consideration of the Contractor satisfactorily completing all of its obligations under the Contract, the Contractor will be paid a firm lot price, as specified in Annex "B" for a cost of \$ _____ (amount inserted upon Contract award).

Customs duties are included and Applicable Taxes and Provincial Eco fees 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.

6.6.2 Single Payment

SACC Manual clause [H1000C](#) (2008-05-12), Single Payment.

6.6.3 Electronic Payment of Invoices – Contract (if applicable)

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)

6.7 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.

6.8 Certifications and Additional Information

6.8.1 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.

6.9 Applicable Laws

The Contract must be interpreted and governed, and the relations between the parties determined, by the laws in force in British Columbia, Alberta, Ontario, Quebec, Nova Scotia, New Brunswick, Newfoundland and Labrador, Manitoba, and Saskatchewan.

6.10 Priority of Documents

If there is a discrepancy between the wordings 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](#) (2016-04-04) Goods - Medium Complexity;
- (c) Annex "A", Statement of Work; Appendix 1;
- (d) Annex "B", Basis of Payment; and,
- (d) The Contractor's bid dated _____

6.11 Insurance – No Specific Requirements

The Contractor is responsible for deciding if insurance coverage is necessary to fulfill its obligation under the Contract and to ensure compliance with any applicable law. Any insurance acquired or maintained by the Contractor is at its own expense and for its own benefit and protection. It does not release the Contractor from or reduce its liability under the Contract.

6.12 Shipping Instructions

6.12.1 Shipping Instructions – Delivery at Destination

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

- a. Delivered Duty Paid (DDP) to Destination Incoterms 2000 for shipments from a commercial contractor.

The Contractor is responsible for all delivery charges, administration, costs and risks of transport and customs clearance, including the payment of customs duties and Applicable Taxes.

6.12.2 Delivery Appointment

The Contractor must contact the ESDC Project Authority at least three (3) calendar days prior to the mandatory delivery date(s) to coordinate delivery.

6.13 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 Requirement 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.

6.14 Excess Goods

SACC Manual Clause [B7500C](#) (2006-06-16), Excess Goods

ANNEX "A"

STATEMENT OF REQUIREMENTS

Queuing System Thermal Printers

Contents:

- A 1. Title
- A 2. Objective
- A 3. Background Statement
- A 4. Requirements
 - A 4.1 Printer Technical Specifications, including Cables, Initial Supplies, Warranty and Support
 - A 4.2 Manuals and documentation
 - A 4.3 Safety and Operation Labeling
 - A 4.4 Packaging and Transportation
 - A 4.5 Delivery to Passport Canada Offices
 - A 4.6 Warranty Service Time Frames
- A 5. Client Support representatives and Key Stakeholders

Appendix A1 LOCATION MATRIX AND SHIPPING INFORMATION

A 1. Title

Queuing System Thermal Printers

A 2. Objective

This document sets out the requirements for the purchase of Thermal Printers to provide printed output from the QConfig queuing system in place to support the Passport Harmonization Initiative for Employment and Social Development Canada (ESDC) in 34 Passport Offices across Canada.

A 3. Background

Employment and Social Development Canada's strategy articulates the principles of client-centric service and greater efficiency and effectiveness on how the service is delivered. In support of a harmonized Service Canada and Passport in-person network, the Citizen Service Branch has established and approved a project, In Person-Network Improvement Project (IPNIP), which will perform necessary maintenance and enhancements to monitoring and reporting technologies currently used in the in-person channel.

The project will provide a resolution for a critical operational risk that exists as a result of a contract expiry for the current queuing technology in Passport offices by introducing a queuing module in ESDC's existing reporting and monitoring solution, Atom.

Any delays in procuring the hardware will affect the feasibility to deploy the new queuing system (QConfig) on time in 34 Passport Offices, which will result in the inability to queue clients, operational chaos and potential financial ramifications.

In order to best meet an aggressive schedule, ESDC set about combing the market for the printer technology that offered the best combination of compatibility with the Atom system and the ESDC

network and security environment, environmental features and cost effectiveness. Top on their list was, of course, robustness and reliability.

After sourcing and testing over forty different printers, ESDC selected the **Epson TM T88VI (6th version)** as the best value printer meeting all of their requirements; however the obligations of the international trade agreements constrain ESDC to seek competition and therefore they are seeking bids for the Epson TM T88VI (6th version) *or equivalent* with equivalence to be determined on the basis of form, fit and function.

A 4. Requirements

This section describes the Mandatory and Minimum Mandatory Technical Specifications including Environmental programs and attributes, Manuals and Documentation, Packaging and Transport, Delivery Conditions, as well as the required minimum Warranty and Support.

Table A 4.1 Printer Technical Specifications, including Cables, Initial Supplies, Warranty and Support

Item	Criteria	Mandatory Requirements
A 4.1.1.0	Compatibility	
A 4.1.1.1	Windows support	Windows 7 and Windows 10
A 4.1.1.2	mPOS support	Yes
A 4.1.1.3	Printing from Web applications	Yes
A 4.1.1.4	Dynamic sharing between multiple devices	Yes
A 4.1.1.5	Beacon support (iBeacon compliant format)	Yes
A 4.1.1.6	NFC (Near Field Communication)	Yes
A 4.1.1.7	Cloud support	Yes
A 4.1.2.0	Physical	
A 4.1.2.1	Thermal Paper width	8 cm
A 4.1.2.2	Feeding style	Top
A 4.1.2.3	Print Speed (mm/sec)	Minimum 350 mm/sec
A 4.1.2.4	Print resolution (dpi)	Minimum 180 dpi
A 4.1.2.5	Interface	USB
A 4.1.2.6	Dimensions (WxDxH) inches	Maximum 7"W x 9"D x 6"H
4.1.2.7	Supplied with a USB Cable	Cable must be minimum 6 feet long

Item	Criteria	Mandatory Requirements
4.1.2.8	Supplied with Initial Paper Supplies per site basis	Boxes Holding Maximum 10-12 Rolls of Thermal Paper @ 70 meters each
A 4.1.3.0	Robustness and Reliability	
A 4.1.3.1	MCBF (Mean Cycles Between Failure) Reliability	Minimum 70 Million lines
A 4.1.3.2	Print head Reliability	Minimum 200 km
A 4.1.3.3	Auto cutter Reliability	Minimum 3 million cuts
A 4.1.4.0	Environmental	
A 4.1.4.1	Power consumption	≤ 1 W Standby
A 4.1.4.2	Paper Reduction Savings	White space reduction levels AND print font size reduction.
A 4.1.4.3	Energy Star qualified	Energy Star qualified
A 4.1.4.4	ISO 14001 certification	ISO 14001 certification
A 4.1.5.0	Warranty and Support	
A 4.1.5.1	Warranty	Minimum 4 year Hot Swap Warranty for all Printers and USB Cables with Inventory Held in Canada
A 4.1.5.2	Hot Swap Spares	Contractor to hold 5% of required printers as inventory in Canada, for same day shipping in case of replacement needs
A 4.1.5.3	Troubleshooting Hotline / Live Chat	Toll-free Technical Support Telephone or Live Chat Support during Passport Office Hours Across Canada

A 4.2 Manuals and Documentation

The thermal printers must be supplied with one (1) English language copies and one (1) French language copy per printer of the manuals to reflect the as built/as supplied printer. The manuals must include sections covering printer operation and printer maintenance. In addition, a link must be provided to an Internet site with the manual contents in both English and French.

A 4.3 Safety and Operation Labeling

The Contractor must identify the lifting points for the equipment, if applicable. Any pinch points, hazard areas, operator safety concerns, and moving components must be clearly labeled in English. Operating instruction labels must be clearly identified and printed in English. Labels must be clearly displayed on the equipment.

A 4.4 Packaging and Transportation

All printers, cables and supplies must be packaged, crated or boxed to ensure no damage is sustained to equipment during the transportation, loading, unloading or general handling of equipment prior to the final installation. Bulk shipping to a single location in reusable crates preferred as long as printers are adequately protected.

A 4.5 Delivery to Passport Canada Offices

The Contractor must deliver printers, cables and supplies, in accordance with A 4.1 Printer Technical Specifications, shipping costs included, to the 34 Passport Canada Offices nation-wide and in the National Capital Region, as detailed in Appendix A1. Location Matrix and Shipping Information.

The Contractor must ensure that adequate printers are in stock and ready to deliver when instructed. The Contractor must contact the ESDC Project Authority at least three (3) calendar days prior to the mandatory delivery date(s) to coordinate delivery.

The Contractor must deliver the goods to the addresses provided in Appendix A1. Location Matrix and Shipping Information, to the Attention of the Site Manager and the Shipping Contact (*provided at Contract award*), and must send an email to Carla Restrepo (carla.restrepo@servicecanada.gc.ca) and Diana Pulido (diana.pulido@servicecanada.gc.ca) with the shipping information. Full shipments will be received only and must include all of the printers, USB cables and initial supplies required for the site, unless arrangements are made in advance in writing with the specific office.

If the Contractor delivers the goods at a place and time that are not in accordance with the given delivery instructions or fails to fulfill reasonable delivery instructions given by ESDC, the Contractor must reimburse ESDC any additional expenses and costs incurred.

When making deliveries, sufficient personnel must be provided to permit unloading of any type of vehicle without the assistance of federal government personnel.

Passport Canada and ESDC will handle final installation. Any printers found to be incapable of operation or with broken or damaged parts must be replaced within 24 hours of the discovery of the fault.

The Contractor must provide by e-mail to ESDC (Carla Restrepo (carla.restrepo@servicecanada.gc.ca) and Diana Pulido (diana.pulido@servicecanada.gc.ca), a Delivery Report one day after delivery, containing the tracking number, detailing the delivery location and asset numbers of all products delivered.

A 4.6 Warranty Service Time Frames

A 4.6.1 Toll-free Technical Support Telephone Line or Live Chat Support

As detailed in 4.1 Printer Technical Specifications, including Cables, Initial Supplies, Warranty and Support, Item 4.1.5.3, the Contractor must provide a Toll-free Technical Support Telephone Line or Live Chat Support available during Passport Office Hours across Canada for troubleshooting and technical support for the supplied printers. Passport Office Hours are from 7am to 7pm local time Monday through Friday and 7am to 12 noon on Saturday across Canada.

A 4.6.2 Minimum 4 year Hot Swap Warranty for all Printers and USB Cables

As detailed in 4.1 Printer Technical Specifications, including Cables, Initial Supplies, Warranty and Support, Item 4.1.5.2, the Contractor must provide a Minimum 4 year Hot Swap Warranty for all supplied printers and cables with inventory held in Canada. The Contractor must hold a minimum of 5% of the total supplied printers as Hot Swap Inventory in Canada, for same day shipping in case of replacement needs. Orders for replacement printers made before 5pm local time must ship that day and orders taken after 5pm must ship the morning of the first business day after the order.

A 5.0 Client Support representatives and Key Stakeholders

To be provided at Contract Award

APPENDIX A1. LOCATION MATRIX AND SHIPPING INFORMATION

Full information to be supplied at contract award.

Site #	Province or territory	Postal code	Point of service name	# of printers	# of Rolls boxes	# of 6 feet USB Cable
32	Alberta	T2G 4X3	Calgary Centre	4	2	4
31	Alberta	T2X 3V1	Calgary Sundance	5	2	5
33	Alberta	T5J 4C3	Edmonton	4	3	4
34	British Columbia	V1Y 3H4	Kelowna	2	1	2
35	British Columbia	V6X 3J6	Richmond	4	1	4
36	British Columbia	V3T 2W1	Surrey	4	3	4
38	British Columbia	V6C 1A1	Vancouver	5	2	5
37	British Columbia	V8W 3M9	Victoria	2	1	2
39	Manitoba	R3B 1B3	Winnipeg	2	2	2
11	New Brunswick	E3B 6Z3	Fredericton	1	3	1
13	Newfoundland and Labrador	A1C 6H6	St. John's	1	3	1
12	Nova Scotia	B3J 3K5	Halifax	2	3	2
15	Ontario	L6X 4X7	Brampton	2	3	2
16	Ontario	L8P 4V2	Hamilton	2	2	2
17	Ontario	N2H 6R3	Kitchener	3	2	3
18	Ontario	N6H 1S6	London	2	2	2
19	Ontario	L5A 3Y1	Mississauga	6	3	6
14	Ontario	M2N 6A4	North York	4	2	4
23	Ontario	K2C 3N2	Ottawa	3	2	3
24	Ontario	M1P 4X8	Scarborough	2	1	2
25	Ontario	L2T 2K9	St. Catharines	2	1	2
26	Ontario	P7B 5Z8	Thunder Bay	1	1	1
27	Ontario	M5C 2A5	Toronto	2	2	2
28	Ontario	L1N 2L1	Whitby	2	3	2
29	Ontario	N9A 6T3	Windsor	2	1	2
8	Quebec	G7H 1R1	Chicoutimi	3	1	3

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Site #	Province or territory	Postal code	Point of service name	# of printers	# of Rolls boxes	# of 6 feet USB Cable
7	Quebec	J8X 4B7 /Courier: K1A 0G4	Gatineau	2	1	2
4	Quebec	H7N 1A2	Laval	3	2	3
2	Quebec	H2Z 1X4	Montréal	4	2	4
5	Quebec	H9R 1C4	Pointe-Claire	2	1	2
10	Quebec	G1V 5C2	Québec	2	2	2
6	Quebec	H4R 1K4	Saint-Laurent	2	1	2
42	Quebec	J8Y 3B5	NHQ	12	2	12
40	Saskatchewan	S4P 4B7	Regina	1	1	1
41	Saskatchewan	S7K 0E1	Saskatoon	1	1	1
			TOTALS	101	65	101

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ANNEX "B"

BASIS OF PAYMENT

The following firm unit prices are in Canadian Dollars, the Goods and Services Tax (GST) excluded, delivered DDP Destination to the addresses specified in **Appendix A1. Location Matrix and Shipping Information** and customs duties and excise taxes included. Provincial Eco fees are payable by the Contractor and will be calculated at the time of Contract.

Table to be completed at time of Contract creation from prices inputted in Annex "D" Bid Submission and Evaluation Instructions and Provincial Eco Fees.

Item #	Description	Quantity	Firm Unit Price	Extended Price
1	Queuing System Thermal Printer: Epson TM T88VI (6th version) <i>or proposed equivalent with Part Number</i>	101	\$	
2	6 Foot USB Cable	101	\$	
3	Box of 10 x 70m Rolls of 8 cm Thermal Paper <i>(or equivalent for printer bid)</i>	65	\$	
Total (excluding Applicable Taxes)				\$

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ANNEX "C"

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)

ANNEX “D” BID SUBMISSION AND EVALUATION INSTRUCTIONS

D 1. EVALUATION METRIC – Meets Mandatory Requirements – Lowest Evaluated Price

1. To be declared responsive, a bid must:
 - a. Comply with all the requirements of the bid solicitation; and
 - b. Meet all mandatory criteria; and
2. Bids not meeting (a) or (b) will be declared non-responsive.

D 2. TECHNICAL EVALUATION

Mandatory Criteria: Bidders’ equipment must be compliant to all criteria and meet stated minimums or maximums where indicated.

PRINTER MODEL PROPOSED: _____

PART NUMBER: _____

Table D1 – Compliance Confirmation Table

It is requested that the Bidder indicate compliance to the Mandatory Requirements at Annex “A”, Table A 4.1 *Printer Technical Specifications, including Cables, Initial Supplies, Warranty and Support* and supply values for the thermal printer proposed and other information where requested.

It is requested that the Bidder provide **in its bid** data sheets for the proposed printer supporting its responses as well as any certifications, where applicable. Reference to Internet sites should not be provided and will not be considered to satisfy this requirement. Canada may ask for further proof for any item and the Bidder will have 24 hours from the time of the request to produce the supporting documentation.

Item	Criteria	Mandatory Requirements	Compliance Description
A4.1.1.0	Compatibility		Compliant? (circle)
A 4.1.1.1	Windows support	Windows 7 and Windows 10	YES / NO
A 4.1.1.2	mPOS support	Yes	YES / NO
A 4.1.1.3	Printing from Web applications	Yes	YES / NO
A 4.1.1.4	Dynamic sharing between multiple devices	Yes	YES / NO
A 4.1.1.5	Beacon support (iBeacon compliant format)	Yes	YES / NO
A 4.1.1.6	NFC (Near Field Communication)	Yes	YES / NO
A 4.1.1.7	Cloud support	Yes	YES / NO
A 4.1.2.0	Physical		Supply Inputs

Item	Criteria	Mandatory Requirements	Compliance Description
A 4.1.2.1	Thermal Paper width	8 cm	_____ cm
A 4.1.2.2	Feeding style	Top	YES / NO
A 4.1.2.3	Print Speed (mm/sec)	Minimum 350 mm/sec	_____ mm/sec
A 4.1.2.4	Print resolution (dpi)	Minimum 180 dpi	_____ dpi
A 4.1.2.5	Interface	USB	YES / NO
A 4.1.2.6	Dimensions (WxDxH) inches	Maximum 7"W x 9"D x 6"H	_____'W x ____'D x ____'H
A 4.1.2.7	Supplied with a USB Cable	Cable must be minimum 6 feet long	_____ feet
A 4.1.2.8	Supplied with Initial Paper Supply in box of 10 (or equivalent)	Boxes Holding Maximum 10-12 Rolls of Thermal Paper @ 70 meters each	YES / NO ____ rolls @ ____m each
A 4.1.3.0	Robustness and Reliability		Supply Inputs
A 4.1.3.1	MCBF (Mean Cycles Between Failure) Reliability	Minimum 70 million lines	_____ million lines
A 4.1.3.2	Print head Reliability	Minimum 200 km	_____ km
A 4.1.3.3	Auto cutter Reliability	Minimum 3 million cuts	_____ million cuts
A 4.1.4.0	Environmental		Inputs/Compliance
A 4.1.4.1	Power consumption	≤ 1 W Standby	_____ W Standby
A 4.1.4.2	Paper Reduction Savings	White space reduction levels AND print font size reduction.	YES / NO If Yes, list percentages selectable: ____% ____% ____%
A 4.1.4.3	Printer Energy Star qualified	Printer Energy Star qualified	YES / NO
A 4.1.4.4	Manufacturer ISO 14001 certified	Manufacturer ISO 14001 certified	YES / NO
A 4.1.5.0	Warranty and Support		Compliance / Inputs
A 4.1.5.1	Warranty	Minimum 4 year Hot Swap Warranty for all Printers and USB Cables with Inventory Held in Canada	YES / NO
A 4.1.5.2	Hot Swap Spares	Contactor to hold 5% of required printers as inventory in Canada, for same day shipping in case of replacement needs	YES / NO

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Item	Criteria	Mandatory Requirements	Compliance Description
A 4.1.5.3	Troubleshooting Hotline / Live Chat Internet Support	Toll-free Technical Support Telephone and/or Live Chat Internet Support during Passport Office Hours Across Canada	YES / NO TF # _____ Chat: _____

D 3. FINANCIAL BID SUBMISSION AND FINANCIAL EVALUATION
Including Total Evaluated Price Calculations for Environmental Aspects

Item #	Description	Quantity	Firm Unit Price	Extended Price
1	Queuing System Thermal Printer: Epson TM T88VI (6th version) <i>or proposed equivalent with Part Number</i>	101	\$	+ \$ Cost
2	6 Foot USB Cable	101	\$	+ \$ Cost
3	Box of 10 x 70m Rolls of 8 cm Thermal Paper (<i>or equivalent for printer bid</i>)	65	\$	+ \$ Cost
4	Plus Power Consumption <i>Calculated based on Power Usage</i>	101	\$	+ \$ Cost
5	Plus Paper Consumption <i>Calculated based on Paper Consumption</i>	101	\$	+ \$ Cost
6	Minus Paper Reduction Savings Based on selectable reduction levels offered in Table D1 <i>Compliance Confirmation Table</i> (calculations will use no more than 25% reduction)	101	\$	- \$ Deduction
	Total Evaluated Cost <i>(excluding Applicable Taxes and Provincial Eco Fees)</i>			\$

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**FORM 1
 BID SUBMISSION FORM**

BID SUBMISSION FORM	
Bidder's full legal name	
Authorized Representative of Bidder for evaluation purposes (e.g., clarifications)	Name
	Title
	Address
	Telephone #
	Fax #
	Email
Bidder's Procurement Business Number (PBN) [see the Standard Instructions 2003]	
Jurisdiction of Contract: 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 directors of the Bidder . 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"> 1. The Bidder considers itself and its products able to meet all the mandatory requirements described in the bid solicitation; 2. This bid is valid for the period requested in the bid solicitation; 3. All the information provided in the bid is complete, true and accurate; and 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. 	
Signature of Authorized Representative of Bidder	
Date:	