



REQUEST FOR SUPPLY ARRANGEMENT (RFSA) FOR TABLE OF CONTENTS

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PART 1 - GENERAL INFORMATION

1.1 Introduction

The Request for Supply Arrangements (RFSA) is divided into six parts plus attachments and annexes, as follows:

- Part 1 General Information: provides a general description of the requirement;
- Part 2 Supplier Instructions: provides the instructions applicable to the clauses and conditions of the RFSA;
- Part 3 Arrangement Preparation Instructions: provides Suppliers with instructions on how to prepare the arrangement to address the evaluation criteria specified;
- Part 4 Evaluation Procedures and Basis of Selection: indicates how the evaluation will be conducted, the evaluation criteria which must be addressed in the arrangement and the basis of selection;
- Part 5 Certifications and Additional Information: includes the certifications and additional information to be provided; and
- Part 6 6A, Supply Arrangement, 6B, Bid Solicitation, and 6C, Resulting Contract Clauses:
 - 6A, includes the Supply Arrangement (SA) with the applicable clauses and conditions;
 - 6B, includes the instructions for the bid solicitation process within the scope of the SA;
 - 6C, includes general information for the conditions which will apply to any contract entered into pursuant to the SA.

The Annexes include the Statement of Work, the Company Profile, the Quarterly usage Report and the Evaluation Grid.

1.2 Summary

The Government of Canada has a requirement for the establishment of arrangements with suppliers for the provision of a full range of promotional items (e.g. clothing items, office products, pens, stickers, mouse pads, water bottles, pins, mugs, etc.) on an "if and when requested" basis. The material will be used to support local, regional, provincial, national, and international projects, events, and activities supported by or organized by the Government of Canada.

For the purpose of this document, the term "Promotional items" refers to custom imprinted promotional material and custom imprinted giftware where the imprint relates to an organization or specific message but is not personalized to any individual, with quality imprint using a variety of methods such as printing, silkscreen, embroidery, carving, etching, etc.

Each Supply Arrangement will be issued for an initial period of up to three years, with up to three option periods to extend the arrangement by up to one year, and will remain valid until such time as Canada no longer considers it to be advantageous to use it.

Identified Users include all government departments and agencies under schedules I, II, III, IV, V and VI of the Financial Administration Act.

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During the Standing Offer period, Canada may expand the definition of Identified Users may be expanded to include Provincial and Territorial governments or MASH sector entities (municipalities, municipal organizations, school boards and publicly funded academic, health and social service entities). Public Works and Government Services Canada (PWGSC) currently has in place Supply Arrangement EN578-121124 that provides the framework to permit expeditious processing of individual bid solicitations from designated users in the National Capital Region for the provision of promotional items.

This is a replacement for the current Supply Arrangement EN578-121124.

Canada expects to authorize Supply Arrangements for requirements originating in Canada with all aboriginal and non-aboriginal suppliers that are deemed responsive to the RFSA.

All Supply Arrangements issued as result of this solicitation will be valid until such time as Canada no longer considers it to be advantageous to use it.

The Communication Procurement Directorate (CPD) of Public Works and Government Services Canada (PWGSC) will post, on an on-going basis, a Request for Supply Arrangement on the Government Electronic Tendering System. This RFSA will permit additional suppliers to submit proposals and potentially become Supply Arrangement (SA) holders. New compliant suppliers will be issued SAs and their names will be added to the existing SA holder list. Suppliers having submitted an unsuccessful arrangement will be subject to a ninety (90) day waiting period before another arrangement will be evaluated by CPD.

Suppliers must provide a complete list of names, or other related information, as needed, pursuant to section 01 of Standard Instructions 2008.

The requirement covered by the bid solicitation of any resulting supply arrangement may be set aside for Aboriginal business under the federal government's Procurement Strategy for Aboriginal Business, as detailed in Annex 9.4 Requirements for the Set-aside Program for Aboriginal Business, of the Supply Manual.

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), the Canada-European Union Comprehensive Economic and Trade Agreement (CETA), and the Canadian Free Trade Agreement (CFTA).

The Request for Supply Arrangements (RFSA) is to establish supply arrangements for the delivery of the requirement detailed in the RFSA to the Identified Users across Canada, including areas subject to Comprehensive Land Claims Agreements (CLCAs).

This RFSA allows suppliers to use the epost Connect service provided by Canada Post Corporation to transmit their arrangement electronically. Suppliers must refer to Part 2 of the RFSA entitled Supplier Instructions and Part 3 of the RFSA entitled Arrangement Preparation Instructions for further information on using this method.

At the time when the Supply Arrangement is issued, the contracting/project authority will discuss with the contractor to determine if there is an opportunity to include an Indigenous Benefits Plan which generates socio-economic benefits (employment, training and subcontracting) for Indigenous people or businesses.

1.3 Canadian Content (PSAB Use Only, does not apply to regular Supply Arrangement)

The goods and/or services covered by the Supply Arrangement may be limited to Canadian goods and/or services as defined in clause A3050T.

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

1.4 Debriefings

Suppliers may request a debriefing on the results of the request for supply arrangements process. Suppliers should make the request to the Supply Arrangement Authority within 15 working days of receipt of the results of the request for supply arrangements process. The debriefing may be in writing, by telephone or in person.

1.5 Key Terms

Term	Definition
Supply Arrangement (SA)	<p>A Supply Arrangement (SA) is not a contract.</p> <p>Supply Arrangements are non-binding agreements between PWGSC or other government departments (arranged on their behalf by PWGSC) and suppliers to provide a range of goods or services on an "if and when requested basis".</p> <p>A Supply Arrangement is a list of qualified suppliers identified as potential sources from which PWGSC or their clients, can obtain firm price quotations on specific requirements.</p> <p>Supply Arrangements include a set of predetermined terms and conditions that will apply to any subsequent contracts.</p>
Departmental Authority	<p>The sole authority for issuing contracts against the supply arrangement in departments with a purchasing unit responsible for all purchases of promotional items.</p> <p>Subject to individual department contracting policies, the designated department authority may delegate authority to issue contracts to other identified users.</p>

PART 2 - SUPPLIER INSTRUCTIONS

2.1 Standard Instructions, Clauses and Conditions

All instructions, clauses and conditions identified in the Request for Supply Arrangements (RFSA) 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.

Suppliers who submit an arrangement agree to be bound by the instructions, clauses and conditions of the RFSA and accept the clauses and conditions of the Supply Arrangement and resulting contract(s).

The [2008](#) (2018-05-22) Standard Instructions - Request for Supply Arrangements - Goods or Services, are incorporated by reference into and form part of the RFSA.

Subsection 5.4 of [2008](#), Standard Instructions - Request for Supply Arrangements - Goods or Services, is amended as follows:

Delete: 60 days
Insert: 120 days

The 2008 standard instructions is amended as follows:

- section 05, entitled Submission of arrangements, is amended as follows:
 - subsection 1 is deleted entirely and replaced with the following: "Canada requires that each arrangement, at RFSA closing date and time or upon request from the Supply Arrangement Authority, be signed by the Supplier or by an authorized representative of the Supplier. If an arrangement is submitted by a joint venture, it must be in accordance with section 16."
 - paragraph 2.d is deleted entirely and replaced with the following: "send its arrangement only to the specified Bid Receiving Unit of Public Works and Government Services Canada (PWGSC) specified in the RFSA or, to the address specified in the RFSA, as applicable;"
 - paragraph 2.e is deleted entirely and replaced with the following: "ensure that the Supplier's name, return address, RFSA number, and RFSA closing date and time are clearly visible on the arrangement; and,"
- section 06, entitled Late arrangements, is deleted entirely and replaced with the following: "PWGSC will return or delete arrangements delivered after the stipulated RFSA closing date and time, unless they qualify as a delayed arrangement as described in section 07. For late arrangements submitted using means other than the Canada Post Corporation's epost Connect service, the physical arrangement will be returned. For arrangements submitted electronically, the late arrangements will be deleted. As an example, arrangements submitted using Canada Post Corporation's epost Connect service, an epost Connect conversation initiated by the Bid Receiving Unit via the epost Connect service pertaining to a late arrangement will be deleted. Records will be kept documenting the transaction history of all late arrangements submitted using epost Connect."
- section 07, entitled Delayed arrangements, is amended as follows:
 - subsection 1 is deleted and replaced as follows:
 1. An arrangement delivered to the specified Bid Receiving Unit after the closing date and time but before the supply arrangement issuance date may be considered, provided the supplier can prove the delay is due solely to a delay in delivery that can be attributed to the Canada Post

Corporation (CPC) (or national equivalent of a foreign country). Private courier (Purolator Inc., Fedex Inc., etc.) is not considered to be part of CPC for the purposes of delayed arrangements.

- a. The only pieces of evidence relating to a delay in the CPC system that are acceptable to PWGSC are:
 - i. a CPC cancellation date stamp;
 - ii. a CPC Priority Courier bill of lading;
 - iii. a CPC Xpresspost label;

that clearly indicates that the arrangement was sent before the RFSA closing date.

- b. The only piece of evidence relating to a delay in the epost Connect service provided by CPC system that is acceptable to PWGSC is a CPC epost Connect service date and time record indicated in the epost Connect conversation history that clearly indicates that the arrangement was sent before the RFSA closing date and time.

- section 08, Transmission by facsimile, is deleted entirely and replaced with the following:
"Transmission by facsimile or by epost Connect

1. Facsimile

- a. Unless specified otherwise in the RFSA, arrangements may be submitted by facsimile.
 - i. PWGSC National Capital Region: The only acceptable facsimile number for responses to RFSA's issued by PWGSC headquarters is 819-997-9776 or, if applicable, the facsimile number identified in the RFSA.
 - ii. PWGSC regional offices: The facsimile number for responses to RFSA's issued by PWGSC regional offices is identified in the RFSA.
- b. For arrangements transmitted by facsimile, Canada will not be responsible for any failure attributable to the transmission or receipt of the faxed arrangement including, but not limited to, the following:
 - i. receipt of garbled, corrupted or incomplete arrangement;
 - ii. availability or condition of the receiving facsimile equipment;
 - iii. incompatibility between the sending and receiving equipment;
 - iv. delay in transmission or receipt of the arrangement;
 - v. failure of the Supplier to properly identify the arrangement;
 - vi. illegibility of an arrangement; or
 - vii. security of arrangement data.
- c. An arrangement transmitted by facsimile constitutes the formal arrangement of the Supplier and must be submitted in accordance with section 05.

2. E post Connect

- a. Unless specified otherwise in the RFSA, arrangements may be submitted by using the [epost Connect service provided by Canada Post Corporation](https://www.canadapost.ca/web/en/products/details.page?article=epost_connect_send) (https://www.canadapost.ca/web/en/products/details.page?article=epost_connect_send a):
 - i. PWGSC, National Capital Region: The only [acceptable email address to use with epost Connect for responses to RFSA's issued by PWGSC headquarters is: TPSGC.DGAreceptiondessoumissions-ABBidReceiving.PWGSC@tpsgc-pwgsc.gc.ca](mailto:TPSGC.DGAreceptiondessoumissions-ABBidReceiving.PWGSC@tpsgc-pwgsc.gc.ca), or if applicable, the email address identified in the RFSA.
 - ii. PWGSC regional offices: The only acceptable email address to use with epost Connect for responses to RFSA's issued by PWGSC regional offices is identified in the RFSA.

- b. To submit an arrangement using epost Connect service, the Supplier must either:
 - i. send directly its arrangement only to the specified PWGSC Bid Receiving Unit, using its own licensing agreement for epost Connect provided by Canada Post Corporation; or
 - ii. send as early as possible, and in any case, at least six business days prior to the RFSA closing date and time (in order to ensure a response), an email that includes the RFSA number to the specified PWGSC Bid Receiving Unit requesting to open an epost Connect conversation. Requests to open an epost Connect conversation received after that time may not be answered.
- c. If the Supplier sends an email requesting epost Connect service to the specified Bid Receiving Unit in the RFSA, an officer of the Bid Receiving Unit will then initiate an epost Connect conversation. The epost Connect conversation will create an email notification from Canada Post Corporation prompting the Supplier to access and action the message within the epost Connect conversation. The Supplier will then be able to transmit its arrangement afterward at any time prior to the RFSA closing date and time.
- d. If the Supplier is using its own licensing agreement to send its arrangement, the Supplier must keep the epost Connect conversation open until at least 30 business days after the RFSA closing date and time.
- e. The RFSA number should be identified in the epost Connect message field of all electronic transfers.
- f. It should be noted that the use of epost Connect service requires a Canadian mailing address. Should a supplier not have a Canadian address, they may use the Bid Receiving Unit address specified in the RFSA in order to register for the epost Connect service.
- g. For arrangements transmitted by epost Connect service, Canada will not be responsible for any failure attributable to the transmission or receipt of the arrangement including, but not limited to, the following:
 - i. receipt of a garbled, corrupted or incomplete arrangement;
 - ii. availability or condition of the epost Connect service;
 - iii. incompatibility between the sending and receiving equipment;
 - iv. delay in transmission or receipt of the arrangement;
 - v. failure of the Supplier to properly identify the arrangement;
 - vi. illegibility of the arrangement;
 - vii. security of arrangement data; or
 - viii. inability to create an electronic conversation through the epost Connect service.
- h. An arrangement transmitted by epost Connect service constitutes the formal arrangement of the Supplier and must be submitted in accordance with section 05.

2.2 Submission of Arrangements

Arrangements must be submitted only to Public Works and Government Services Canada (PWGSC) Bid Receiving Unit by the date, time and place indicated in the RFSA.

() If you are applying for **PSAB section**, please check the box and provide the proper documentation located in section 5, Certifications.

2.3 Federal Contractors Program for Employment Equity - Notification

The Federal Contractors Program (FCP) for employment equity requires that some contractors make a formal commitment to Employment and Social Development Canada (ESDC) - Labour to implement employment equity. In the event that this Supply Arrangement would lead to a contract subject to the

Federal Contractors Program (FCP) for employment equity, the bid solicitation and resulting contract templates would include such specific requirements. Further information on the Federal Contractors Program (FCP) for employment equity can be found on [Employment and Social Development Canada \(ESDC\) - Labour's](#) website.

2.4 Enquiries - Request for Supply Arrangements

All enquiries must be submitted in writing to the Supply Arrangement Authority no later than seven (7) calendar days before the Request for Supply Arrangements (RFSA) closing date. Enquiries received after that time may not be answered.

Suppliers should reference as accurately as possible the numbered item of the RFSA to which the enquiry relates. Care should be taken by Suppliers 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 Suppliers do so, so that the proprietary nature of the question(s) is eliminated, and the enquiry can be answered to all Suppliers. Enquiries not submitted in a form that can be distributed to all Suppliers may not be answered by Canada.

2.5 Applicable Laws

The Supply Arrangement (SA) and any contract awarded under the SA must be interpreted and governed, and the relations between the parties determined, by the laws in force in Ontario.

Suppliers may, at their discretion, substitute the applicable laws of a Canadian province or territory of their choice without affecting the validity of the arrangement, 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 Suppliers.

2.6 Environmental Considerations

Canada is committed to greening its supply chain. In April 2006, Canada issued a policy directing federal departments and agencies to take the necessary steps to acquire products and services that have a lower impact on the environment than those traditionally acquired. Environmentally preferable goods and services are those that have a lesser or reduced impact on the environment over the life cycle of the good or service, when compared with competing goods or services serving the same purpose. Environmental performance considerations include, among other things: the reduction of greenhouse gas emissions and air contaminants; improved energy and water efficiency; reduced waste and support reuse and recycling; the use of renewable resources; reduced hazardous waste; and reduced toxic and hazardous substances.

Suppliers are requested to provide all correspondence including (but not limited to) documents and invoices in electronic format unless otherwise specified by the Contracting Authority or Project Authority, thereby reducing printed material. If correspondence is not provided in electronic format, double-sided printing in black and white is strongly encouraged, whenever possible.

The paper format of the offer / arrangement and reports should be certified as originating from a sustainable managed forest and/or with a minimum of 30% recycled content.

Suppliers should recycle (shred) unneeded copies of non-classified/secure documents (taking into consideration the Security Requirements).

Availability of environmentally preferred end products, such as minimized paper size, format and weight; ink colours and coverage minimized; use of non-toxic or vegetable-based inks; print quantities are accurate and at a minimum; fibres in paper and wood products used are certified as originating from a sustainably managed forest; recycled, reused and processed chlorine free paper and materials used; waste material from production process is minimized; packaging is minimal, reusable and/or recyclable; and end product components (i.e. paper and materials) are recyclable and/or reusable.

2.7 Set-Aside / Aboriginal Business (for Aboriginal Suppliers Only)

1. The requirement covered by the bid solicitation of any resulting supply arrangement may be set aside for Aboriginal business under the federal government's Procurement Strategy for Aboriginal Business, as detailed in Annex 9.4 Requirements for the Set-aside Program for Aboriginal Business, of the Supply Manual.

2. In order to be considered for this program, Suppliers must complete and sign the certification "Certification Requirements for the Set-Aside Program for Aboriginal Business" contained in Part 5, Certification Requirements for the Set-Aside Program for Aboriginal Business, and this certification must be submitted with the arrangement. It is a precondition to the submission of a valid arrangement that this certification be accurately completed. Failure to complete and submit the Certification with the arrangement shall render the arrangement non-compliant.

3. By executing the certification, the Supplier represents and warrants that it is an Aboriginal business as defined in the Set-Aside Program for Aboriginal Business.

4. The Supplier acknowledges that Canada relies upon such representation and warranty to evaluate arrangements and to issue a Supply Arrangement as a result of this Request for Supply Arrangement. Such representation and warranty of the certification may be verified in such manner as the Minister may reasonably require.

5. Should a verification by the Minister disclose a breach of such representation and warranty, the Minister shall have the right to disqualify the arrangement or to treat any contract resulting from the arrangement as being in default and render it subject to the remedies set out in the certification and General Conditions.

PART 3 - ARRANGEMENT PREPARATION INSTRUCTIONS

3.1 Arrangement Preparation Instructions

- If the Supplier chooses to submit its arrangement electronically, Canada requests that the Supplier submits its arrangement in accordance with section 08 of the 2008 standard instructions. Suppliers are required to provide their arrangement in a single transmission. The epost Connect service has the capacity to receive multiple documents, up to 1GB per individual attachment. The arrangement must be gathered per section and separated as follows:

Section I: Technical Arrangement

Section II: Certifications

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

Section I: Technical Arrangement (two (2) hard copies)

Section II: Certifications (one (1) hard copy)

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

If the Supplier is simultaneously providing copies of its arrangement 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 suppliers follow the format instructions described below in the preparation of their arrangement:

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](https://www.tbs-sct.gc.ca/pol/doc-eng.aspx?id=32573) (<https://www.tbs-sct.gc.ca/pol/doc-eng.aspx?id=32573>). To assist Canada in reaching its objectives and to assist in the evaluation process, suppliers should:

- (a) unless otherwise required, 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
- (b) 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; and
- (c) use a numbering system that corresponds to the RFSA.

Section I: Technical Arrangement

In the technical arrangement, Suppliers should explain and demonstrate how they propose to meet the requirements and how they will carry out the work.

Section II: Certifications

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

PART 4 - EVALUATION PROCEDURES AND BASIS OF SELECTION

4.1 Evaluation Procedures

- (a) Arrangements will be assessed in accordance with the entire requirement of the Request for Supply Arrangements including the technical evaluation criteria.
- (b) An evaluation team composed of representatives of Canada will evaluate the arrangements.

4.2 Technical Evaluation

4.2.1. Mandatory Technical Criteria

M1. The Supplier **must** demonstrate that have been in business for at least one (1) full year at time of bid closing providing promotional items similar in nature to those described in the Statement of Work.

This **must** be evidenced by submitting one (1) of the following:

- A photocopy of a business registration form showing type of business and date of registration/incorporation; or
- A photocopy of a verifiable legal document indicating that the company has been in business and providing promotional items since at least one (1) year before closing date of this Request for Supply Arrangement; or
- A previous Contract or Supply Arrangement with any department of the Government of Canada, provincial or municipal government or any other organization; or
- Any other acceptable proof that the company has been in business for at least a year (1) or more.

M2. The Supplier **must** submit a description of two (2) separate orders successfully delivered within the last two (2) years at time of bid closing with a value of \$15,000.00 or more for each order. Each order must have included at least (2) different types of promotional items.

For each order the Supplier **must** provide:

- Description of promotional items ordered;
- The quantity of each item;
- The value of the overall order; and
- A brief written attestation of performance signed by the client. The attestation **must** include a description of the order, the month and year of delivery of the order and a statement confirming date of delivery, and whether the client was satisfied.

M3. The Supplier **must submit a response that:**

- identifies a person who would be responsible for general liaison with the Project and Contracting authorities.
- includes detailed resumes of all members of the project team, including sub-Contractors and back-up personnel, outlining the level of expertise and relevant experience. The resumes must include the academic background and work history of the individuals; relevant projects must be included in the main body of the proposal.

M4. The Supplier must select and complete one of the following two certification statements:

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OPTION A. The Supplier certifies that the Supplier is registered or meets ISO 14001.

Supplier's Authorized Representative Signature

Date

OR

OPTION B. The Supplier certifies that it meets and will continue to meet throughout the duration of the Supply Arrangement period (including option periods) a minimum of four (4) out of six (6) criteria identified in the table below.

Green Practices within the Supplier's organization	Insert a checkmark for each criterion that is met
Promotes a paperless environment through directives, procedures and/or programs	<input type="checkbox"/>
All documents are printed double sided and in black and white for day to day business activity unless otherwise specified by your client	<input type="checkbox"/>
Paper used for day to day business activity has a minimum of 30% recycled content and has a sustainable forestry management certification	<input type="checkbox"/>
Utilizes environmentally preferable inks and purchase remanufactured ink cartridges or ink cartridges that can be returned to the manufacturer for reuse and recycling for day to day business activity	<input type="checkbox"/>
Recycling bins for paper, newsprint, plastic and aluminum containers available and emptied regularly in accordance with local recycling program.	<input type="checkbox"/>
A minimum of 50% of office equipment has an energy efficient certification.	<input type="checkbox"/>

Supplier's Authorized Representative Signature

Date

M5. The Supplier **must** indicate if they provide consultation services.

Consultation services can be defined as professional advice from a third party for a fee. Please refer to A.2.4 for more details.

<p>Request, production of artwork and provide proofs for approval; 3 pts each example, maximum of 9 pts</p> <p>Please provide up to three examples.</p> <p>(ie: How do you handle the verification of the artwork, of the proofs and of the approval of these items etc.)</p> <p>For each relevant example provided - YES 3 pts - NO 0 pts</p>	/9
<p>Order placing, tracking and verification and keeping on schedule; 3 pts each example, maximum of 9 pts</p> <p>Please provide up to three examples.</p> <p>(ie: How will you keep track of your orders, how do you confirm with the client that an order has been placed, how do you ensure the order timeline will be kept on schedule etc.)</p> <p>For each relevant example provided - YES 3 pts - NO 0 pts</p>	/9
<p>Keeping client up-to-date on status of order; 5 pts</p> <p>Please provide an example.</p> <p>(ie: How are you keeping the client up to date? Can the client get access to a real time, updated tracking system in order to trace the status of their order?)</p> <p>For each relevant example provided - YES 5 pts - NO 0 pts</p>	/5
<p>Shipping, packaging, final inspection, delivery to customer location(s) and rush deliveries; 5 pts each example, maximum of 25 pts</p> <p>Please provide up to five examples.</p> <p>(ie: How do you handle rush orders? What systems you have in place for the final inspection of orders? What delivery services do you use when shipping the order to the customer's location? Is the final inspection done individually by a person or by a machine?)</p> <p>For each relevant example provided - YES 5 pts - NO 0 pts</p>	/25
<p>Follow-up, issues management, policy concerning defective or damaged products, incomplete shipments, incorrectly shipped goods; 4 pts each example, maximum of 20 pts</p> <p>Please provide up to four examples.</p> <p>(ie: How are you following up with the customer after the delivery of the order? What are some preventive measures you have in place to avoid incorrectly shipped orders and incomplete shipments? What policies do you have in place for defective and damaged products?)</p>	/20

For each relevant example provided	- YES 5 pts	
	- NO 0 pts	

Total score for 1.1.2.1: _____/89 points

R.2 Value added services provided (Max 24 points)

The Supplier should describe in detail up to four (4) value added services it can provide, related to the supply of promotional items, to various departments and agencies within the Government of Canada. For each value added service, the Supplier should describe the service itself and its benefit to Canada and its customers. (maximum of six (6) points per value added service)

Value added refers to "extra" feature(s) of an item of interest (product, service, person etc.) that go beyond the standard expectations and provide something "more" while adding little or nothing to its cost.

Value added services provided – Maximum of 24 points	Score
Assessment of Criteria	
For each of the value added services, the Supplier will be evaluated in accordance with the following criteria: Identification of the value added service and detailed description of its unique or intended value; relevance and benefit to government departments and Canada; and why this is important for your customers. 2 pts each	
Value added service one	/6
Value added service two	/6
Value added service three	/6
Value added service four	/6

Total score for 1.1.2.2: _____/24 points

R.3 Environmental Practices

The Supplier should describe and give examples of six (6) of its environmental practices in their day to day operations. **(Max 12 points)**

Environmental Practices – Maximum of 12 points	Score
Assessment of Criteria	
The Supplier should describe 6 environmental practices of their day to day operations and give an example for each of them. (Maximum 1 Point per description and 1 point per example)	

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Environmental practice one	description __ example__	/2
Environmental practice two	description __ example__	/2
Environmental practice three	description __ example__	/2
Environmental practice four	description __ example__	/2
Environmental practice five	description __ example__	/2
Environmental practice six	description __ example__	/2

Total score for 1.1.2.3: ____/12 points

R.4 The evolving market (Max 15 pts, min 5 pts)

The Supplier should describe how they see the change in the market for promotional items and how they will address the following:

- A. The changes in the market for promotional items;
- B. What is the impact of these changes;
- C. How are you going to address these changes as part of your company strategy;

Description of processes – Maximum of 15 points Score	Score
Assessment of Criteria	
The changes in the market for promotional items; <div style="text-align: right;">5 pts</div> Please provide an example. (ie: How is the market changing etc.) Provided - YES 5 pts - NO 0 pts	/5
What is the impact of these changes; <div style="text-align: right;">5 pts</div> Please provide an example. (ie: How will this impact the industry, what is the impact of these changes etc.)	/5

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Provided - YES 5 pts - NO 0 pts	
How are you going to address these changes as part of your company strategy; 5 pts Please provide an example (ie: how do you keep up with these changes, what strategies do you have etc.) Provided - YES 5 pts - NO 0 pts	/5

Total score for 1.1.2.4: ____/15 points

R.5 Supplier experience (Max 12 pts, min 6 pts)

The Supplier should identify the number of years of experience they have at time of bid closing as a supplier of promotional items by checking the appropriate boxes below:

- ☐ 1 to 3 years of experience **6pts**
- ☐ 3-5 years of experience **9pts**
- ☐ 5 years of experience or more **12 pts**

Total score for 1.1.2.5: ____/12 points

Overall Score

Max: 152 , Min: 106

Total: _____ / 152

4.3 Basis of Selection

To be declared responsive, an arrangement must:

- comply with all the requirements of the Request for Supply Arrangements; and
- meet all mandatory technical evaluation criteria; and
- obtain the required minimum of 70% overall for the technical evaluation criteria which are subject to point rating. The rating is performed on a scale of 152 points.

Suppliers not meeting (a), (b) or (c) above will be declared non-responsive.

PART 5 – CERTIFICATIONS AND ADDITIONAL INFORMATION

Suppliers must provide the required certifications and additional information to be issued a supply arrangement (SA).

The certifications provided by Suppliers to Canada are subject to verification by Canada at all times. Unless specified otherwise, Canada will declare an arrangement non-responsive, or will declare a contractor in default if any certification made by the Supplier is found to be untrue whether made knowingly or unknowingly during the arrangement evaluation period, or during the period of any supply arrangement arising from this RFSA and any resulting contracts.

The Supply Arrangement Authority will have the right to ask for additional information to verify the Supplier's certifications. Failure to comply and to cooperate with any request or requirement imposed by the Supply Arrangement Authority will render the arrangement non-responsive, or constitute a default under the Contract.

5.1 Code of Conduct and Certifications - Related documentation

By submitting an arrangement, the Supplier certifies that the Supplier and its affiliates are in compliance with the Code of Conduct and Certifications - Arrangement in Section 01 of Standard Instructions 2008. The related documentation therein required will assist Canada in confirming that the certifications are true.

5.2 Certifications Required with the Arrangement

Suppliers must submit the following duly completed certifications as part of their arrangement.

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 Supplier must provide the required documentation, as applicable, to be given further consideration in the procurement process.

5.2.2.1 Set-aside for Aboriginal Business (PSAB only)

1. This procurement is set aside under the federal government Procurement Strategy for Aboriginal Business. For more information on Aboriginal business requirements of the Set-aside Program for Aboriginal Business see [Annex 9.4](#), of the *Supply Manual*.
2. The Supplier:
 - i. certifies that it meets, and will continue to meet throughout the duration of the Arrangement, the requirements described in the above-mentioned annex.
 - ii. agrees that any subcontractor it engages under the Arrangement must satisfy the requirements described in the above-mentioned annex.

- iii. agrees to provide to Canada, immediately upon request, evidence supporting any subcontractor's compliance with the requirements described in the above-mentioned annex.
3. The Supplier must check one applicable box below:
- (i) ☐ The Supplier is an Aboriginal business that is a sole proprietorship, band, limited company, co-operative, partnership or not-for-profit organization.
- OR**
- (ii) ☐ The Supplier is either a joint venture consisting of two or more Aboriginal businesses or a joint venture between an Aboriginal business and a non-Aboriginal business.
4. The Supplier must check one applicable box below:
- ☐ The Aboriginal business has fewer than six full-time employees.
- OR**
- ☐ The Aboriginal business has six or more full-time employees.
5. The Supplier must, upon request by Canada, provide all information and evidence supporting this certification. The Supplier must ensure that this evidence will be available for audit during normal business hours by a representative of Canada, who may make copies and take extracts from the evidence. The Supplier must provide all reasonably required facilities for any audits.
6. By submitting an arrangement, the Supplier certifies that the information submitted by the Supplier in response to the above requirements is accurate and complete.

5.2.2.2 For procurements that have been Set-aside under the Procurement Strategy for Aboriginal Business (PSAB):

1. The following must be included in the solicitation document and resulting contract: *"This procurement is set aside under the federal government's Procurement Strategy for Aboriginal Business."*

2. Include the following as applicable, when the procurement would have been otherwise subject to the Agreement on Internal Trade.

"Further to Article 1802 of the Canadian Free Trade Agreement (CFTA), neither the CFTA nor the AIT apply to any measure adopted or maintained with respect to Aboriginal peoples in this procurement."

5.2.2.3 Owner/Employee Certification - Set-aside for Aboriginal Business

If requested by the Supply Arrangement Authority, the Supplier must provide the following certification for each owner and employee who is Aboriginal:

1. "I am _____ (insert "an owner" and/or "a full-time employee") of _____ (insert name of business), and an Aboriginal person, as defined in [Annex 9.4](#) of the *Supply Manual*, entitled "Requirements for the Set-aside Program for Aboriginal Business".
2. I certify that the above statement is true and consent to its verification upon request by Canada.

Printed name of owner and/or employee

Signature of owner and/or employee

Date

5.3 Certifications Precedent to the Issuance of a Supply Arrangement and Additional Information

The certifications and additional information listed below should be submitted with the arrangement, but may be submitted afterwards. If any of these required certifications or additional information is not completed and submitted as requested, the Supply Arrangement Authority will inform the Supplier 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 arrangement non-responsive.

5.3.1 Federal Contractors Program - Certification

1. The Federal Contractors Program (FCP) requires that some suppliers, including a supplier who is a member of a joint venture, bidding for federal government contracts, valued at \$200,000 or more (including all applicable taxes), make a formal commitment to implement employment equity. This is a condition precedent to the issuance of a supply arrangement. If the Supplier, or, if the Supplier is a joint venture and if any member of the joint venture, is subject to the FCP, evidence of its commitment must be provided before the issuance of a supply arrangement.

Suppliers who have been declared ineligible contractors by Human Resources and Skills Development Canada (ESDC) are no longer eligible to receive government contracts over the threshold for solicitation of bids as set out in the *Government Contracts Regulations*. Suppliers may be declared ineligible contractors either as a result of a finding of non-compliance by ESDC, or following their voluntary withdrawal from the FCP for a reason other than the reduction of their workforce to less than 100 employees. Any arrangements from ineligible contractors, including an arrangement from a joint venture that has a member who is an ineligible contractor, will be declared non-responsive.

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2. If the Supplier does not fall within the exceptions enumerated in 3 (a) or (b) below, or does not have a valid certificate number confirming its adherence to the FCP, the Supplier must fax (819-953-8768) a copy of the signed form LAB 1168, Certificate of Commitment to Implement Employment Equity, to the Labour Branch of ESDC.

3. The Supplier, or, if the Supplier is a joint venture the member of the joint venture, certifies its status with the FCP, as follows:

The Supplier or the member of the joint venture:

(a) () is not subject to the FCP, having a workforce of less than 100 full-time or part-time permanent employees, and/or temporary employees having worked 12 weeks or more in Canada;

(b) () is not subject to the FCP, being a regulated employer under the Employment Equity Act, S.C. 1995, c. 44;

(c) () is subject to the requirements of the FCP, having a workforce of 100 or more fulltime or part-time permanent employees, and/or temporary employees having worked 12 weeks or more in Canada, but has not previously obtained a certificate number from ESDC (having not bid on requirements of \$200,000 or more), in which case a duly signed certificate of commitment is attached;

(d) () is subject to the FCP, and has a valid certificate number as follows: _____ (e.g. has not been declared an ineligible contractor by ESDC).

Further information on the FCP is available on the HRSDC Web site.

PART 6 - SUPPLY ARRANGEMENT AND RESULTING CONTRACT CLAUSES

ACQUISITION FEE

This Supply Arrangement (SA) is managed by the Communication Procurement Directorate (CPD) of Public Works and Government Services Canada (PWGSC). CPD is a revenue dependant organization within PWGSC and therefore will charge all federal government departments and agencies an acquisition fee (currently 3%) based on the value of any resulting contract (including any positive value contract amendments, including GST/HST).

A. SUPPLY ARRANGEMENT

A.6.1 Arrangement

The Supply Arrangement covers the Work described in the Statement of Work at Annex A.

A.6.2 Security Requirements

There is no security requirement applicable to the Supply Arrangement.

A.6.3 Standard Clauses and Conditions

All clauses and conditions identified in the Supply Arrangement and resulting contract(s) 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.

A.6.3.1 General Conditions

[2020](#) (2017-09-21) General Conditions - Supply Arrangement - Goods or Services, apply to and form part of the Supply Arrangement

A.6.3.2 Supply Arrangement Reporting

The Supplier must compile and maintain records on its provision of goods, services or both to the federal government under contracts resulting from the Supply Arrangement. This data must include all purchases, including those paid for by a Government of Canada Acquisition Card.

The Supplier must provide this data in accordance with the reporting requirements detailed in Annex B. If some data is not available, the reason must be indicated. If no goods or services are provided during a given period, the Supplier must still provide a "NIL" report.

The data must be submitted on a "quarterly basis" to the Supply Arrangement Authority.

The quarterly reporting periods are defined as follows:

- 1st quarter: April 1 to June 30;
- 2nd quarter: July 1 to September 30;
- 3rd quarter: October 1 to December 31;
- 4th quarter: January 1 to March 31.

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The data must be submitted to the Supply Arrangement Authority no later than 30 calendar days after the end of the reporting period.

A.6.4 Term of Supply Arrangement

A.6.4.1 Period of the Supply Arrangement

The period for awarding contracts under the Supply Arrangement is from December 1st, 2018 to November 30th 2021.

Extension of the Supply Arrangement

If the Supply Arrangement is authorized for use beyond the initial period, the Supplier offers to extend its offer for three (3) additional one-year periods, under the same conditions and at the rates or prices specified in the Supply Arrangement and three (3) additional one-year periods, under the same conditions and based on updated pricing, if applicable.

The Supplier will be advised of the decision to authorize the use of the Supply Arrangement for an extended period by the Supply Arrangement Authority 30 days before the expiry date of the Supply Arrangement. A revision to the Supply Arrangement will be issued by the Supply Arrangement Authority.

A.6.4.2 Comprehensive Land Claims Agreements (CLCAs)

The Supply Arrangement (SA) is for the delivery of the requirement detailed in the SA to the Identified Users across Canada, including areas subject to Comprehensive Land Claims Agreements (CLCAs).

A.6.4.3 Delivery Points

Delivery of the requirement will be made to delivery point(s) specified in each Request for Proposal/ Request for Quotation using the Supply Arrangement.

A.6.5 Authorities

A.6.5.1 Supply Arrangement Authority

The Supply Arrangement Authority is:

Glenn Mondoux
Supply Specialist
Public Works and Government Services Canada
Acquisitions Branch
Communications Procurement Directorate
360 Albert Street
Ottawa, Ontario K1A 0S5

Telephone: 613-991-5791

E-mail address: glenn.mondoux@tpsgc-pwgsc.gc.ca

The Supply Arrangement Authority is responsible for the issuance of the Supply Arrangement, its administration and its revision, if applicable.

A.6.5.2 Supplier's Representative (Please complete with bid)

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Name: _____
Title: _____
Public Works and Government Services Canada
Acquisitions Branch
Directorate: _____
Address: _____

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

A.6.6 Identified Users

The Identified Users include any government department, agency or Crown Corporation listed in Schedules I, I.1, II, III, IV, V, VI of the [Financial Administration Act](#), R.S.C., 1985, c. F-11.

A.6.7 On-going Opportunity for Qualification

A Request for Supply Arrangements will be issued in accordance with the process set out below to allow new Suppliers to become qualified. Existing qualified Suppliers, who have been issued a supply arrangement, will not be required to submit a new arrangement.

The Notice of Proposed Procurement (NPP) will be published on the Government Electronic Tendering System (GETS) on an on-going basis. All suppliers may send in a request, in writing, to the Supply Arrangement Authority, or their designated representative, at any time to qualify for the Supply Arrangement.

A.6.8 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 the Supply Arrangement;
- (b) the general conditions 2020 (2017-09-21), General Conditions - Supply Arrangement - Goods or Services
- (c) Annex A, Statement of Work;
- (d) Annex B, Corporate Profile;
- (e) Annex C, Monthly Usage Report;
- (f) the Supplier's arrangement dated _____

A.6.9 Certifications and Additional Information

A.6.9.1 Compliance

Unless specified otherwise, the continuous compliance with the certifications provided by the Supplier in its arrangement or precedent to issuance of the Supply Arrangement (SA), and the ongoing cooperation in providing additional information are conditions of issuance of the SA and failure to comply will constitute the Supplier in default. Certifications are subject to verification by Canada during the entire period of the SA and of any resulting contract that would continue beyond the period of the SA.

A.6.10 Applicable Laws

The Supply Arrangement (SA) and any contract resulting from the SA must be interpreted and governed, and the relations between the parties determined, by the laws in force in Ontario.

B. BID SOLICITATION

B. 6.1 Bid Solicitation Documents

Canada will use the following bid solicitation templates based on the estimated dollar value and complexity of the requirement:

- Simple, for low dollar value requirements;
- Medium Complexity (MC) for medium complexity requirements;
- High Complexity (HC) for more complex requirements.

A copy of the template(s) can be provided upon request by contacting the Strategic Policy Integration Division by sending a query to TPSGC.Outilsdapprovisionnement-ProcurementTools.PWGSC@tpsgc-pwgsc.gc.ca.

Note: References to the HC, MC and Simple templates in PWGSC Requests for Supply Arrangements are provided as examples only. The latest versions of the template and terms and conditions will be used at time of bid solicitation.

The bid solicitation will contain as a minimum the following:

- (a) a complete description of the Work to be performed;
- (b) 2003, Standard Instructions - Goods or Services - Competitive Requirements;

"Subsection 3.a) of Section 01, Integrity Provisions - Bid of the Standard Instructions (2003) incorporated by reference above is deleted in its entirety and replaced with the following:

1. at the time of submitting an arrangement under the Request for Supply Arrangements (RFS), the Bidder has already provided a list of names, as requested under the Ineligibility and Suspension Policy. During this procurement process, the Bidder must immediately inform Canada in writing of any changes affecting the list of directors."

- (c) bid preparation instructions;
- (d) instructions for the submission of bids (address for submission of bids, bid closing date and time);
- (e) evaluation procedures and basis of selection;
- (f) certifications;
- **Federal Contractors Program (FCP) for Employment Equity - Notification**

- SACC Manual [A3005T](#), [A3010T](#) for service requirements when specific individuals will be proposed for the work;
- **Integrity Provisions - Declaration of Convicted Offences;**

(g) conditions of the resulting contract.

B.6.2 Bid Solicitation Process

B.6.2.1 Bids will be solicited by email or telephone for specific requirements within the scope of the Supply Arrangement (SA) from Suppliers who have been issued a SA.

B.6.2.2 The bid solicitation will be sent directly to suppliers. A Notice of Proposed Procurement (NPP) will be published on the Government Electronic Tendering System (GETS) for (15) calendar days.

B 6.2.2.1 Contract Procedures

For contracts under \$25,000 (including applicable taxes)

The client department will issue the contract. The Project Authority will select an Supplier from the list of Supply Arrangement holders. Upon request from a client department, PWGSC Communication Procurement Directorate (CPD) can issue the contract on behalf of the client department. The Project Authority will select a Supplier from the list of Supply Arrangement holders.

Should the Supplier decline to provide the goods or be unable to carry out the proposed services within the required time frame, the Supplier with the second lowest total price of the items required will be approached.

Contracts will be issued by CPD using the selection methodology specified in B.6.2.2.2 below.

For contracts between \$25,000 and \$75,000 (including applicable taxes)

Five Supply Arrangement holders from the Supply Arrangement will be invited to submit their bid, on a rotational basis. Under \$25,000.00 the client departments can use the SA and have authority to issue the contracts on their own. Any contract for a requirement above \$25,000.00 will have to be issued by CPD.

For contracts between \$75,000 and \$400,000 (including applicable taxes)

All Supply Arrangement holders will be invited to submit their bids.

Individual contracts against the Supply Arrangement must not exceed **\$400,000.00** (Applicable Taxes included).

For contracts over \$400,000.00 (including applicable taxes)

All opportunities for requirements over \$400,000.00 will be posted on buyandsell.gc.ca

B.6.2.2.2 Selection Methodology and Contract Process

- a) Federal departments or agencies must send a request by e-mail to the Supply Arrangement Authority. The request must include the requisition for goods and services (9200) with the list of items required, delivery date, and the quantity.
- b) The Statement of Work will have to be provided in both official languages, English and French.
- c) The Supply Arrangement Authority from CPD will send the request to the first ranked Supplier.
- d) The Supplier will be given an average of 5 to 20 days turnaround time to state their availability to provide the goods within the project timeframe, unless the requirement is deemed urgent by the Project Authority, in which case the turnaround time will be shorter.
- e) The Supplier must submit the number of hours required in the bid solicitation and the shipping cost (if required) and the specific date of delivery of each item to the Contracting Authority, within 48 hours of stating their availability, prior to commencement of the Work. The number of hours will be negotiated and agreed upon by the Contracting Authority and the Supplier.
- f) The Supplier will be authorized by the Contracting Authority to proceed with the Work by the issuance of a Contract against a Supply Arrangement.
- g) The Supplier must adhere to delivery deadlines specified in the Contract.
- h) The Supplier shall not undertake any of the specified Work unless and until a contract against a Supply Arrangement is issued by the Contracting Authority.
- i) The Federal departments or Agencies will be charged a 3% acquisitions fee on the contract value (inclusive of taxes) and are responsible for paying the Supplier directly for the Work once the items have been delivered and an invoice has been received from the Supplier.

B.6.2.3 A notice of the proposed bid solicitation will be posted on the Government Electronic Tendering Service (GETS).

B.6.2.4 For procurements that have been Set-aside under the Procurement Strategy for Aboriginal Business (PSAB):

B.6.2.4.1 The following must be included in the solicitation document and resulting contract:

"This procurement is set aside under the federal government's Procurement Strategy for Aboriginal Business"

B.6.2.4.2 Include the following as applicable, when the procurement would have been otherwise subject to the Agreement on Internal Trade.

"Further to Article 1802 of the Agreement on Internal Trade (AIT), AIT does not apply to this procurement."

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C. RESULTING CONTRACT CLAUSES

C.6.1 General

The conditions of any contract awarded under the Supply Arrangement will be in accordance with the resulting contract clauses of the template used for the bid solicitation.

For any contract to be awarded using the template:

- (a) **Simple** (for low dollar value requirements), general conditions [2029](#) will apply to the resulting contract;
- (b) **HC** (for high complexity requirements), general conditions [2030](#) will apply to the resulting contract.

A copy of the template(s) can be provided upon request by contacting the Strategic Policy Integration Division by sending a query to TPSGC.Outilsdapprovisionnement-ProcurementTools.PWGSC@tpsgc-pwgsc.gc.ca.

Note: References to the HC, MC and Simple templates in PWGSC Requests for Supply Arrangements are provided as examples only. The latest versions of the template and terms and conditions will be used at time of bid solicitation.

C.6.2 SACC Manual Clauses

Applicable only to those Contractors who qualify for the Set-Aside Program for Aboriginal Business:

A3000C

Aboriginal Business Certification

2014-11-27

ANNEX A - STATEMENT OF WORK

A.1 Summary:

Supply Arrangement for the provision of a large variety of promotional items on an as-and-when requested basis to all government departments and agencies under schedules I, II, III, IV, V and VI of the *Financial Administration Act*.

A.2 Scope of Work and Services Required:

The Supplier must supply a large variety of custom imprinted promotional items and custom imprinted giftware (where the imprint relates to an organization or specific message but is not personalized to any individual) on an "as-and-when-requested" basis in accordance with the specifications defined herein and in individual contracts.

The Supplier must provide quality imprint, and other various applications (including but not limited to Silk-screening, etching, embroidery, carving etc.), to the promotional products from electronic graphic art files provided by government departments and agencies. The complete specifications for each requirement will be included in all requests for quotation and resulting contracts.

Many of the promotional materials are intended to enhance the image of Canada, nationally and abroad and to promote the Canadian identity through the distribution of tasteful, and affordably priced articles made by artists portraying Canadian sceneries and/or Canadian symbols.

Some of these items are provided to Canadian Government Departments, Agencies, Corporations and/or Canadian Embassies abroad for distribution and presentation to Dignitaries, visitors or employees. The items may also be distributed at trade shows, fairs and exhibitions to promote government services and programs.

The Government of Canada (GoC) is committed to greening its supply chain and has issued a policy directing federal departments and agencies to take the necessary steps to acquire products and services that have a lower impact on the environment than those traditionally acquired. As a result of new direction, the demand for green products may increase during the life of the supply arrangements.

The services may also include consultation and layout of artwork from supplied components but does not include any graphic/creative design services.

A.2.1 Bilingual services:

The Supplier must provide all services related to supply and imprint of text on promotional items in the client's official language of choice.

A.2.2 Quality Level for Imprint:

Informational quality reproduction for offset printed products is required to be in accordance with the latest edition of the Public Works and Government Services Canada booklet entitled "[Quality Levels for Printing](#)" and "[Quality Levels for Colour](#)".

A.2.3 The Supplier must provide the following services:

- Provide electronic proofs (in PDF format) of final artwork for approval prior to production for all Requirements;

- Layout / revise artwork supplied to the Supplier to meet the imprint requirements of each specific promotional item as approved by the Project / Technical Authority.
- Supply all materials;
- Create all dies when needed;
- Imprint / engrave / embroider / silk screen as per the artwork supplied to the Supplier and final approved proofs;
- Provide (custom imprinted) pre-production samples to Project/Technical Authority prior to production if Requested;
- Package and deliver all items to the address(es) specified in the contract;
- Return all components and working materials to Project / Technical Authority.

A.2.3.1 Reporting requirement

Suppliers must provide a **semi-annually** report as per annex B (from date of award of contract onwards).

A.2.4 Consultation services:

The Supplier must provide, on an "if and when requested" basis, consultation services to Identified User departments and agencies for promotional items requirements.

The consultation services will include but are not limited to:

- reviewing and making suggestions to existing art*;
- advice on creating new art*;
- research and advice regarding promotional products best suited to the Identified Users (Departments or Agencies) requirement or Event;
- and preparation of project specifications for promotional products.

*** Does not include revision or creation of artwork.**

**** If hired as a consultant you will not be able to bid on the product requirement.**

A.2.5 Artwork/Pre-Production Material:

Government departments and agencies will supply artwork to the Supplier on USB Keys or by e-mail with accompanying hard copy (in colour or black only as per specification).

Original artwork / pre-production material supplied to the Supplier must not be altered in any way, and must be returned upon completion of the work to the Project / Technical Authority in the same condition that it was supplied to the Supplier.

The Supplier must allow time for verifying the files on the supplied media. The Supplier must contact the Project / Technical Authority immediately it is known that the supplied media varies from the description of the materials as stated in the specifications.

The Supplier must contact the Project/Technical Authority immediately if:

- there are problems accessing or processing or outputting from the supplied media;
- the supplied images do not conform to usage for the specified item;

A.2.5.1 Layout of new artwork or modifying [re]working of Identified User supplied artwork to meet product imprint specifications:

Should revisions to the artwork / pre-production material supplied to the Supplier be required to meet the imprint specifications of the specific promotional item(s) the Supplier must advise the Project/Technical Authority of what is required and create a separate revised file for approval.

There may be occasions when the Supplier will be required to create the final artwork (format text and layout logos or supplied images) from raw text and images supplied to them by the Project/Technical Authority. All text and images must be supplied to the Supplier by government departments and agencies.

A.2.6 Proofs:

The Project Authority requires proofs of all items requested prior to production. Proofs must be sent to the Project Authority as specified in each contract.

Proofs will be approved by the Project Authority/ Technical Authority in writing by facsimile or e-mail and returned to the Supplier within the time frame specified by the Project Authority in the contract. Proofs must be accounted for within the schedule, and must not modify the originally specified delivery schedule.

A.2.6.1 Advance pre-production sample or prototype for approval:

The Project Authority may require a blank (item without required imprint or sample of the identical item from a previous production) of all items requested prior to production.

The Project Authority may also request to review/approve a pre-production proof (actual prototype with required imprint) prior to production.

The pre-production sample or prototype must be sent to the Project Authority for approval as specified in each contract.

A.2.7 Overruns/Underruns:

Allowable underruns and overruns will be indicated in each individual solicitation document and subsequent contracts.

A.2.8 Quality Assurance:

Quality Assurance by Supplier:

The Supplier must perform all necessary quality assurance procedures to ensure the product meets the specified quality levels and specifications of the Annex "A" Statement of Work and individual contracts. Items may be rejected for problems including (but not limited to) the following:

- Failure to follow instructions provided at the start of the project;
- Failure to provide a pre-production sample;
- Imprint/engraving/embroidery not in accordance with the final approved artwork;
- Imprint problems such as blurred imprint or inconsistent ink density;
- Defects in items including (but not limited to) items that damaged or broken or have not been assembled properly or that are potentially unsafe for users.
- Failure to meet deadlines (delays not approved by the Project/Technical Authority or delays that are not resulting from actions by the Project/Technical Authority).

A.2.9 Packaging Instructions

A.2.9.1 Packages/Cartons:

All deliverable goods must be delivered in undamaged, sturdy uniform packages or cartons suitable for the size of the order. Cartons are not to exceed 25 lb. in weight, or as specified in the solicitation document.

All packages and cartons should be clearly labelled as specified under A.2.9.2. All cartons should be identically packaged and completely filled, i.e. (they should all have the same quantity in each carton).

The cartons must be sturdy and capable of withstanding the heavy contents as well as able to sustain considerable handling.

Items must be packaged in accordance with the specifications detailed in the contract.

A.2.9.2 Labelling:

The Supplier is responsible for addressing any items being delivered according to the delivery address(es) supplied, including all materials, output and application of any required labels.

All containers must be labelled. Labelling instructions will be supplied in each solicitation and contract document.

A.2.9.3 Pallets:

For all shipments requiring pallets the following shall apply:

- The Supplier must strap, and if necessary wrap, shipments on standard 1.22 m x 1.02 m (40" x 48") wood pallets. The four-way forklift entry pallet shall be supplied at no additional charge. Total height, including pallet, shall not exceed 1.19 m (47"). The pallet load shall not extend further than 2.54m(1") from any edge of the pallet.
- The Supplier must group items by item description (on the same pallet) within consolidated shipments. Pallet loads composed of more than item description shall be marked as MIXED ITEMS. Any exception shall require the prior approval of the Project/Technical Authority.

A.2.9.4 Packing Slips:

Each shipment must be accompanied by a clear and detailed packing slip/waybill. All packing slips must indicate the item title, the number items within each box, the number of boxes per skid, the total number of boxes for the shipment and the total quantity of each item shipped.

A.2.10 Shipping and couriers:

The Supplier is responsible for the shipping/collection of proofs as well as the shipping of advance items and pre-production material to the Project/Technical Authority identified in the contract.

The Supplier is responsible for all shipping activities, including ensuring the timely and safe arrival of all goods at the specified destination. This includes all tracking of shipments up to confirmation of receipt at destination, for all material. The Supplier must determine the most economical means of shipping/transport, suitable to meet the specified delivery date. The Supplier must include all transportation/shipping costs in all responses to solicitation documents.

The Supplier must collect and (re)ship any returned items (from and to the address[es] specified in the original contract).

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A.2.10.1 Shipping Notification:

The Supplier must make all arrangements with the destination addresses to schedule a time and date for delivery of the completed order.

Any scheduled delivery date cannot be changed unless approved in writing by the Project/Technical Authority.

If specified in the Contract, a notice must be provided in writing 24 to 48 hours prior to shipping any completed order.

Destination addresses retain the right to refuse shipments when prior arrangements/notification has not been made.

Notification to the destination address must include the following information:

- Item title and type of product (Description)
- Quantity of each item
- Shipping date
- Supply arrangement and Contract Number
- Contact name and telephone number
- Type of transport vehicle

A.2.11 Destination Addresses:

Anywhere in Canada as specified in each solicitation document.

A.2.12 Delivery Schedule:

The delivery schedule for each contract will be specified in the solicitation document.

A.3 Catalogues

A.3.1 Catalogues (on-line version) :

The Supplier must provide free access to all government of Canada departments and agencies to their current on-line catalogue, if any, for promotional items, including provision of passwords if required.

A.4 Environmental Considerations:

As part of Canada's policy directing federal departments and agencies to take the necessary steps to acquire products and services that have a lower impact on the environment than those traditionally acquired, suppliers should:

- Reduce packaging/consumption;
- Minimize environmental impact at all stages of design, production, packaging, shipping and distribution;
- Have environmental management policies and practices that are geared towards continuous improvement;
- Have a waste disposal program;
- Have a disposal program of defective products for the products that are considered defective or damaged.

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Preference should be made for:

- Compliance with Forest Stewardship Council certification (FSC);
- Compliance with Environmental Choice Program (ECP) - Ecologo program;
- Sustainable Forestry Initiative (SFI) certified;
- Biodegradable or compostable items (e.g., pens and cups made of corn starch);
- Re-useable and/or recyclable items (e.g., clothing, cloth bags, USB drives, mugs, water bottles, office supplies); Items made using Alternative Energy sources (e.g., solar) or uses alternative energy sources in operation (i.e. not a plug or battery);
- Recycled Content for plastic items, clothing;
- Use of bio-based materials (e.g., bamboo clothing and bags, wood instead of plastic);
- Organic Content (e.g., cotton);
- Items made using renewable and sustainable resources (e.g. wood or paper products originating from a certified sustainable managed forest and/or certified as processed chlorine free);
- Products that are "living" such as seed packets, tree seedlings, edibles;
- Packaging of products that is minimal, re-usable and/or recyclable; and end product components (e.g. Paper and materials) that are recyclable and/or reusable;
- Reduced quantities of volatile organic compounds (VOCs) and solvents (e.g. highlighters, markers, etc.);
- Use of vegetable-based inks;
- Advise and educate clients about environmentally preferable promotional items.

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ANNEX B- MANDATORY REPORTING REQUIREMENT

Reporting Requirements

Contract Number	Category (1,2,3,4,5 or 6)	Date of Contract	Name and address of Client	Date of delivery	Description	Invoice Number	Total Cost of Contract (including tax)

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ANNEX C - CORPORATE PROFILE

Suppliers are invited to complete the following corporate profile. Suppliers are encouraged to provide the profile in French and English as this profile will be posted on the Standing Offer Index as part of the general information available for each authorized Supply Arrangement.

Should the Supplier have more than one facility in Canada, a description of each location may be provided. Suppliers are to restrict their responses to a maximum of 200 words for each of the areas where information is requested. The 200 word maximum will be applicable to each facility. PWGSC will edit responses to maintain the 200 word maximum.

Suppliers are to address each of the points listed. In addition to the basic information requested, Suppliers may include whatever information they believe will enhance the understanding of their corporate capabilities.

The corporate profile will not be considered in the evaluation process for this RFSA and only profiles of authorized supply arrangement holders will be posted.

CORPORATE NAME:

CORPORATE ADDRESS:

PRINCIPAL CONTACT:

Telephone:

Fax:

E-mail:

CORPORATE WEB SITE:

LOCATION OF SHOWROOM IF ANY, CONTACTS AND HOURS OF OPERATION:

ENVIRONMENTALLY FRIENDLY PRACTICES:

Suppliers are requested to describe their activities related to greening their own supply chain and operations.

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ENVIRONMENTALLY FRIENDLY PRODUCTS AVAILABLE:

Supply Arrangement holders will be required to notify the Supply Arrangement Authority every six months of new available products.

CATEGORIES OF PROMOTIONAL ITEMS MADE IN CANADA AVAILABLE:

Supply Arrangement holders will be required to notify the Supply Arrangement Authority every six months of new available products.

OTHER INFORMATION:

FORMATS FOR ARTWORK PROVIDED BY IDENTIFIED USER, THE SUPPLIER IS CAPABLE OF WORKING WITH

Hard Copy Format - Specifications:

Electronic Format - Operating systems supported:

File types and applications supported, including operating system versions - names of applications:

Media and file transfer methods supported (e.g. USB storage device, CD, DVD, e-mail):