

Solicitation No. ISED 800098



Innovation, Science and  
Economic Development Canada

## REQUEST FOR STANDING OFFER (RFSO)

### Solicitation Closes

At 2:00 PM on April 9, 2019,  
Eastern Standard Time /  
Eastern Daylight Savings  
Time

### TITLE:

**Printing Services for the Communications & Marketing Branch (CMB)**

### Contracting Authority's address

Contracts and Materiel Management  
Innovation, Science and Economic Development Canada  
235 Queen Street  
Bid Receiving Area  
Mail Scanning, Room S-143  
Level S1  
Ottawa, Ontario  
K1A 0H5

<b>Contracting Authority</b> Eric Leroux	<b>Telephone No.</b> 343-291-2925	<b>E-Mail:</b> <a href="mailto:eric.leroux@canada.ca">eric.leroux@canada.ca</a>
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## Part I: General Information

### 1. STANDARD INSTRUCTIONS, CLAUSES AND CONDITIONS

All instructions, clauses and conditions identified in the Request for Standing Offers (RFSO) by number, date and title are set out in the [Standard Acquisition Clauses and Conditions Manual](https://buyandsell.gc.ca/policy-and-guidelines/standard-acquisition-clauses-and-conditions-manual) issued by Public Works and Government Services Canada  
<https://buyandsell.gc.ca/policy-and-guidelines/standard-acquisition-clauses-and-conditions-manual>

Offerors who submit an offer agree to be bound by the instructions, clauses and conditions of the RFSO and accept the clauses and conditions of the Standing Offer and resulting contract(s).

The 2006 2018-05-22 Standard Instructions - Request for Standing Offers - Goods or Services - Competitive Requirements, are incorporated by reference into and form part of the RFSO.

Subsection 5.4 of 2006, Standard Instructions - Request for Standing Offers - Goods or Services - Competitive Requirements, is amended as follows:

Delete: Sixty (60) days

Insert: One Hundred Eighty (180) days

### 2. BID SUBMISSION INSTRUCTIONS

2.1 Offerors must prepare their proposal in three (3) separately bound enveloppes as follows:

#### SECTION I - TECHNICAL PROPOSAL

(1 original and 3 copies)

#### SECTION II - FINANCIAL PROPOSAL

(1 original and 1 copy)

#### SECTION III - CERTIFICATIONS

(1 original and 1 copy)

**Note:** Prices shall not appear in any other area of the proposal except in the Financial Proposal.

- 2.2 The proposal must be organized in an identical fashion to, and reference the same section, subsection, paragraph numbers and items, as the Request for Standing Offer (RFSO) document of Part I, General Information/Conditions, Part II, Terms of Reference and Part III, Certifications, where applicable.
- 2.3 It is the responsibility of the Offerer to obtain clarification of the requirements contained herein, if necessary, prior to submitting a proposal.
- 2.4 It is essential that the elements contained in a proposal be stated in a clear and concise manner. Failure to provide complete information as requested may render your proposal non-compliant.



- 2.5 The proposal must be properly completed and signed by the Offeror or by an authorized representative of the Offeror. In the event of a proposal submitted by a contractual joint venture, the proposal shall either be signed by all members of the joint venture or a statement shall be provided to the effect that the signatory represents all parties of the joint venture.
- 2.6 Where the Offeror indicates "compliance" in the proposal, it should refer to the respective clauses of the RFSO, of Part I, General Information/Conditions, Part II, Terms of Reference and Part III, Certifications.
- 2.7 The Offeror should ensure that the label identified on the last page of Part I appears on all the envelopes containing their proposal. Failure to do so may render the tender liable to disqualification.
- 2.8 Due to the nature of the bid solicitation, bids transmitted by facsimile or electronic mail will **not** be accepted. Only hard copy proposals will be accepted.
- 2.9 Proposals submitted in response to this RFSO will not be returned. There will be no payment by Canada for any costs incurred in the preparation and submission of proposals and Canada reserves the right to negotiate changes in the proposals or to cancel the requirements at any time.
- 2.10 Proposals received after the closing time and date shown in this RFSO will not be considered and will be returned unopened to the sender.
- 2.11 a) For Canadian-based Offerors, prices must be firm (in Canadian funds) with Canadian customs duties and excise taxes as applicable INCLUDED, and Goods and Services Tax (GST) or Harmonized Sales Tax (HST) as applicable, EXCLUDED.
- b) For foreign-based Offerors, prices must be firm (in Canadian funds) and EXCLUDE Canadian customs duties, excise taxes and GST or HST as applicable. CANADIAN CUSTOMS DUTIES AND EXCISE TAXES PAYABLE BY THE CONSIGNEE WILL BE ADDED, FOR EVALUATION PURPOSES ONLY, TO THE PRICES SUBMITTED BY FOREIGN-BASE OFFERORS.

### 3. CANADA'S POLICY ON GREEN PROCUREMENT:

The policy directing federal departments and agencies to take the necessary steps to incorporate environmental considerations into the procurement process See the [Policy on Green Procurement](http://www.tpsgc-pwgsc.gc.ca/ecologisation-greening/achats-procurement/politique-policy-eng.html) (<http://www.tpsgc-pwgsc.gc.ca/ecologisation-greening/achats-procurement/politique-policy-eng.html>). To assist Canada in reaching its objectives, bidders are encouraged to:

- i. use paper containing fibre certified as originating from a sustainably-managed forest and/or containing minimum 30% recycled content; and
- ii. 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.



#### 4. TERMS AND CONDITIONS OF REQUEST FOR STANDING OFFER (RFSO) AND STANDING OFFER AGREEMENT (SOA)

- 4.1 Payment will be made in Canadian funds unless otherwise specified.
- 4.2 The price quoted is exclusive of GST/HST. GST/HST, to the extent applicable, will be incorporated into all invoices and progress claims for goods supplied or work performed and will be paid by Canada where applicable. The Offeror agrees to remit any GST/HST paid or due to Canada Customs & Revenue Agency. Offerors are to provide GST/HST Registration Number.
- 4.3 The general conditions 2035 (2018-06-21) General Conditions - Higher Complexity – Services Contract of the SACC manual will form part of and shall be incorporated into all Standing Offer Agreements and resulting call-up(s). This document is available at the following website: <https://buyandsell.gc.ca/policy-and-guidelines/standard-acquisition-clauses-and-conditions-manual/1>
- 4.4 The Offeror's signature indicates acceptance of the terms and conditions governing the resulting SOAs and the Minister reserves the right to reject any proposal including any condition proposed by the Offeror that would not be, in the opinion of the Contracting Authority, in Canada's interest.

#### 5.0 ENQUIRIES - SOLICITATION STAGE

- 5.1 To ensure the integrity of the competitive bid process, enquiries and other communications regarding the RFSO, from the issue date of the solicitation up to the closing date, are to be directed **ONLY** to the Contracting Authority named within this RFSO.

Enquiries and other communications are **NOT** to be directed to any other government employee(s).

Failure to comply with this paragraph may (for that reason alone) result in the disqualification of the proposal.

- 5.2 All enquiries must be submitted **IN WRITING** to the Contracting Authority named within this RFSO.
- 5.3 Enquiries must be received no less than seven (7) working days prior to the RFSO closing date to allow sufficient time to provide a response. Enquiries received after that time will not be answered prior to the RFSO closing date.
- 5.5 All enquiries will be answered in a timely manner and will be posted on Buy and Sell in the order they are received.
- 5.4 To ensure consistency and quality of information provided to Offerors with respect to significant enquiries received, and the replies to such enquiries, any information will be provided



simultaneously to Offerors to which this RFSO has been sent, without revealing the sources of the enquiries.

5.5 Meetings will not be held with individual Offerors prior to the closing date/time of this RFSO.

## 6. DEBRIEFINGS

After contract award, 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 of receipt of the results of the bid solicitation process. The debriefing may be provided in writing, by telephone or in person.

## 7. STANDING OFFER AGREEMENT

7.1 It is expected that **UP TO FIVE (5)** Standing Offer Agreements (SOA) will be established as a result of this Request for Standing Offer (RFSO). The Initial Standing Offer Period (Initial Period) will be from Standing Offer Award to March 31, 2021 with two (2) additional 1-year Option Periods. For the optional extension periods, Offerors are requested to indicate increases, if any, to the rate structure quoted for the initial period.

7.2 It is anticipated that up to **\$170,000.00** will be available over the Initial SOA period for authorizing all work under the **ISED Printing SOA** being established. Estimated expenditures for the remaining two (2) optional extension periods of the SOA is **\$100,000.00** per year. For the total period of the SOA the total expenditures shall not exceed **\$370,000.00**, GST/HST included if applicable.

7.3 Any Standing Offer Agreement resulting in this proposal invitation shall contain the following clause:

"This document is a STANDING OFFER whereby the Contractor offers to provide the work detailed herein, at the prices and on the terms and conditions set out herein to Her Majesty and when Her Majesty may require such work and if Her Majesty authorizes and orders such work in accordance with the provisions hereof."

It is understood and agreed that:

a) A contractual obligation will come into force when there is work authorized against the Standing Offer by the issuance of a Call-up against a standing offer ("Call-up" or "Contract") and only to the extent designated in the authorization;

b) This document does not oblige Innovation, Science and Economic Development Canada to authorize or order any work whatsoever;

c) Innovation, Science and Economic Development Canada will frame a Minimum Work Guarantee ("Minimum Guarantee") of **3%** of the Estimated Value of the SOA Period. The minimum guarantee also applies to the Option Periods once they are exercised.



d) Innovation, Science and Economic Development Canada's liability under this arrangement shall be limited to the actual amount of work authorized and performed within the terms and conditions specified; and

e) That the general terms and conditions as set out in Innovation, Science and Economic Development Canada's General Conditions of a Service Contract, will form part of and shall be incorporated into all SOA and any resulting Call-up.

## **8. NOTICE TO OFFERERS**

The following terms and conditions may apply to this solicitation:

- 8.1 Offerors may be required to provide, prior to SOA award, specific information with respect to their legal and financial status, and their technical capability to satisfy the requirement as stipulated in this solicitation.
- 8.2 Proposals will be assessed on a Free on Board (FOB) destination basis.
- 8.3 Proposal documents and supporting information may be submitted in either English or French.
- 8.4 The contract term "Employment Equity" and any clause relating to international sanctions, if and when included in this document, apply to Canadian-based offerors only.

## **9. INSPECTION**

The services provided are subject to inspection and acceptance by the responsible Project Authority/Training Coordinator.

## **10. RIGHTS OF CANADA**

Canada reserves the right to:

- a) Reject any or all proposals received in response to this RFSO;
- b) Enter into negotiations with Offerors on any or all aspects of their proposal;
- c) Accept any proposal in whole or in part without prior negotiation;
- d) Cancel and/or reissue this RFSO at any time;
- e) Award one or more SOA;
- f) Retain all proposals submitted in response to this RFSO.

## **11. SOLE PROPOSAL - PRICE SUPPORT**

In the event that the Offeror's proposal is the sole proposal received, Canada may request one or more of the following as acceptable price support:

- a) a current published price list indicating the percentage discount available to the Government of Canada; and/or
- b) copy of paid invoices for like services performed for other customers; and/or
- c) a price certification statement; and/or
- d) any other supporting documentation as requested.

## **12. CERTIFICATION REQUIREMENTS**



- 12.1 In order to be awarded a Standing Offer Agreement (SOA), the certifications attached in Part III are required. Canada may declare a proposal non-responsive if the certifications are not submitted upon bid submission. Offerors should provide the required certifications in Section III of their proposal.
- 12.2 The Contracting Authority will have the right to ask for additional information to verify the Offerors' compliance with the certifications before award of a standing offer agreement. The proposal will be declared non-responsive if any certification made by the Offeror is untrue, whether made knowingly or unknowingly. Failure to comply with the certifications or to comply with the request of the Contracting Authority for additional information may also render the proposal non-responsive.
- 12.3 Compliance with the certifications Offerors provide to Canada is subject to verification by Canada during the proposal evaluation period (prior to SOA award) and after SOA award.
- 12.4 In the event that the Offeror does not comply with any of the certification or that it is determined that any certification made by the Offeror in its proposal is untrue, whether made knowingly or unknowingly, Canada shall have the right, pursuant to the default provisions of the SOA, to terminate the SOA for default.

### 13. T4A SUPPLEMENTARY SLIP REQUIREMENT

Pursuant to paragraph 221(1d) of the *Income Tax Act*, payments made by departments and agencies under applicable services contracts (including contracts involving a mix of goods and services) must be reported on a T4A Supplementary Slip. To enable client departments and agencies to comply with the requirement, Contractors are required to provide information as to their legal name and status, business number, and/or Social Insurance Number or other identifying supplier information as applicable along with a certification as to the completeness and accuracy of the information.

### 14. FORMER PUBLIC SERVANTS (FPS) IN RECEIPT OF A PENSION

A FPS in receipt of a pension may not compete for a requirement that exceeds \$100,000 including expenses and GST/HST. Reference Part III, Section 1.4 Former Public Servants.

### 15. Standard Acquisition Clauses and Conditions Manual

All instructions, general terms, conditions and clauses identified herein by title, number and date are set out in the Standard Acquisition Clauses and Conditions (SACC) Manual, issued by Public Works and Government Services Canada (PWGSC), available at the following PWGSC website:

<https://buyandsell.gc.ca/policy-and-guidelines/standard-acquisition-clauses-and-conditions-manual>

### 16. INTERNATIONAL SANCTIONS

Persons in Canada, and Canadians outside of Canada, are bound by economic sanctions imposed by Canada. As a result, the Government of Canada cannot accept delivery of goods or services that originate, either directly or indirectly, from the countries or persons subject to economic sanctions.

Details on existing sanctions can be found at:



<http://www.international.gc.ca/trade/sanctions-en.asp>

It is a condition of the resulting Contract that the Offeror not supply to the Government of Canada any goods or services which are subject to economic sanctions.

By law, the Offeror must comply with changes to the regulations imposed during the life of the Contract. During the performance of the Contract, should the imposition of sanctions against a country or person or the addition of a good or service to the list of sanctioned goods or services cause an impossibility of performance for the Offeror, the situation will be treated by the Parties as a force majeure. The Offeror shall forthwith inform Canada of the situation; the procedures applicable to force majeure shall then apply.

**17. FEDERAL CONTRACTORS PROGRAM FOR EMPLOYMENT EQUITY**

17.1 N/A

**18. APPLICABLE LAW**

18.1 The SOA shall be interpreted and governed, and the relations between the Parties, determined by the laws in force in Ontario.

18.2 Offerors may, at their discretion, substitute the applicable laws of a Canadian province or territory of their choice without affecting the validity of their proposal, by deleting the Canadian province or territory specified and inserting the Canadian province or territory of their choice. If no change is made, it acknowledges the applicable law specified is acceptable to the Offeror.



**Attachment 1 to Part 1: Bid Submission Label**

INNOVATION, SCIENCE AND ECONOMIC DEVELOPMENT  
CANADA  
CONTRACTS & MATERIEL MANAGEMENT  
235 QUEEN STREET  
BID RECEIVING AREA  
MAIL SCANNING, ROOM S-143  
LEVEL S1  
OTTAWA, ONTARIO  
K1A 0H5

Attention: Eric Leroux

RFSO # 800098  
CLOSING DATE  
April 9, 2019  
2:00 pm Eastern Daylight Savings Time/Eastern Standard Time

FROM: (Offerers to insert their Company Name)



## PART II: TERMS OF REFERENCE/STATEMENT OF WORK

### **1.0 TITLE**

Innovation, Science and Economic Development Canada – **RFSO for Printing Services**

### **2.0 BACKGROUND**

Communications and Marketing Branch (CMB) is responsible for providing printing services for all ISED sectors and in support of Ministerial announcements. CMB is in the process of establishing a long-term competitive contracting process for these services moving forward.

### **3.0 REQUIREMENT**

As government priorities increase within the Communications and Marketing Branch, there is a requirement for the services of several firms to be able to provide on-demand printing services for the Branch on an as-required basis. The Branch currently requires the ability to quickly access printing services on an outsourced basis as demands increase due to the changing and evolving scope of project deliverables and demands put on the Branch.

This standing offer vehicle will allow for direct and predetermined access to dedicated service providers who can provide quick scale to our service delivery on creative services projects in order to meet our internal demands.

The Standing Offer Holder(s) will provide high-quality printing services to the Branch for products aimed to accompany the Ministerial events taking place throughout the year. Services will be contracted on an as-required basis through the issuance of a Call-up against the Standing Offer.

It is anticipated that we will be able to identify up to 5 Standing Offer holders as a result of this solicitation process.

The Initial Standing Offer Period will be from Standing Offer Award to March 31, 2021 with two (2) additional 1-year Option Periods.

Information about the *Official Languages Act* and policies can be found on the Treasury Board of Canada, Secretariat web site at: <https://www.canada.ca/en/treasury-board-secretariat.html>

### **3.1 Categories of Service:**

The resulting Standing Offer Holders will be providing services under the following category:

1. Printing Services for Ministerial Events

Offerors **MUST** submit only one (1) offer in response to this Request for Standing Offer.

### **4.0 SCOPE**

#### **4.1 Overview**

To provide **PRINTING SERVICES FOR ISED EVENTS** on an "as and when requested" basis.

#### **4.2 Scope of Work**



The Standing Offer Holder will provide a full range of printing services publishing and other needs of the Government of Canada. The Standing Offer Holder will be provided with details for each requirement on a project-by-project basis by the Identified User.

#### **4.2.1 Products:**

##### **A1 - Outdoor Banners**

- **Quantity:** 1
- **Dimensions:** 36x84"
- Full colour, full bleed, vinyl

##### **A2 - Kit Folders**

- **Quantity:** 1000
- **Dimensions:** 9x12" 2 Pocket Letter Size
- Offset, CMYK 4x4, full bleed
- 100 lb Cardstock

##### **A3 - Tent Cards:**

- **Quantity:** 1000
- **Dimensions:** Standard A Frame 4x6" Panels
- Offset, CMYK 4x4, full bleed
- 100 lb Cardstock

##### **A4 - Podium signs**

- **Quantity:** 1
- **Dimensions:** 27x12"
- Digital, full colour, full bleed
- Printed on foam core with Velcro dots or strips on back of sign;
- Podium signs must include carry case that can withstand the wear-and-tear of shipping to multiple events.

##### **A5 -Frontier Roll-up Banners**

- **Quantity:** 1
- **Dimensions:** 31.5x78.75"
- Digital, full colour, full bleed vinyl
- Premium retractable banner stand
- Require high-quality vinyl that is durable and can withstand multiple use and transport.
- Require carry-cases that are strong enough to protect banners during shipping.

##### **A6 - Dry-mount posters** Bilingual (English and French)

- **Quantity:** 1
- **Dimensions:** 24x36"
- Digital, full colour, full bleed
- Mount: Medite with Black Edging

##### **A7 – Directional Signs** Bilingual (English and French)

- **Quantity:** 1
- **Dimensions:** 24x36"
- Digital, full colour, full bleed



- Printed foam core – must be sturdy, durable and can withstand frequent transports;
- Signs must include carry case.

#### **A8 – Brochures** Bilingual (English and French)

- **Quantity:** 1000
- **Dimensions:** 8.5x11” trifold
- Offset, CMYK 4x4, full bleed
- 24 lb bond

#### **A9 –Booklets**

- **Quantity:** 1000
- **Dimensions:** 3 spreads, collate, fold 5.5x8.5” saddle stitched
- Offset, CMYK 4x4, full bleed
- 24 lb bond

#### **A10 – Business cards**

- **Quantity:** 500
- **Dimensions:** 3.5x2”
- Offset, CMYK 4x4, full bleed
- 100 lb Cardstock

#### **A11 – Coordination and delivery of products**

- Support will be necessary on specific projects to coordinate production with different regional branches and deliver finished materials by courier.

**A12 - Additional Event signage** – For this Statement of Work, event signage includes, but is not limited to the following:

- Podium signs
- Roll-up banners
- Dry-mounted posters
- Promotional item
- Other products as required

#### **4.3 Quality Assurance**

The Standing Offer Holder will initiate any quality control procedures that are necessary to achieve error-free components.

#### **4.4 Material Supplied**

Original material may be supplied by the Project Authority by either electronic format such as PDF, HTML, or hard copy format which range from printed of various size and shape, etc. to support event needs. Copy languages supplied for each Call-up will normally be supplied in English and/or French but may be supplied in any other language as required for the project. Proof reading of languages other than English or French is not a requirement of this Standing Offer.

#### **4.5 Service Standards - Response Time & Initial Meeting**

##### **4.5.1 Regular Service:**



- The Standing Offer Holder must respond to the Project Authority upon notification of any requirement by the Project Authority within 24 business hours.

#### **4.5.2 Urgent Service:**

- The Standing Offer Holder will be expected to respond to the Project Authority upon notification of any requirement by the Project Authority within 4 business hours.

### **4.6 Considerations**

#### **4.6.1 Standing Offer Holder's Responsibilities**

The Project Authority will sign off on all final proofs, unless otherwise specified. The Standing Offer Holder will be responsible for the quality of the electronic media supplied to the Project Authority for use by the printer, web master or producer of exhibits and displays, and is responsible for any costs related to problems associated with file preparation. The Standing Offer Holder will be responsible for any errors in components produced by the Standing Offer Holder. Errors are to be corrected by the Standing Offer Holder at no cost to Canada. Major errors will result in the job being rejected immediately. All rejected work will be returned to the Standing Offer Holder for correction at the Standing Offer Holder's expense.

#### **4.6.3 End-Product Considerations (Where Possible)**

Where the Standing Offer Holder is involved in the recommendation and/or specification of printing requirements, the standards described below will be adhered to.

- The Government of Canada requires that vegetable-based inks be specified whenever possible.
- The Government of Canada requires that paper stocks conforming to the following be specified whenever possible: The Government of Canada uses only paper stocks considered to be environmentally preferable. Selection of these papers is based on factors such as sustainable development, life-cycle management and/or forest management. For this Standing Offer, papers from manufacturers certified under the Environmental Choice Program (ECP), or who are using fibre originating from a sustainably-managed forest certified to a third-party verified forest certification standard such as the Forestry Stewardship Council (FSC), Sustainable Forestry Initiative (SFI) or the Canadian Standards Association Sustainable Forest Management Standard (CSA/SFMS) will be acceptable for completion of the work.
- The quality of work will be specified in the printing specifications as either informational or library in accordance with the Public Works and Government Services Canada publication entitled "Quality Levels for Printing" and/or "Quality Levels for Colour Reproduction" latest issues.

### **4.7 Quality Standards for Printing Services**

- Standing Offer Holders must produce work based on the Government of Canada Quality Levels for Printing Guide.

<https://www.tpsgc-pwgsc.gc.ca/app-acq/guides/nqi-qlp-eng.html>

### **4.8 Shipping**

All shipments will be FOB destination to the addresses specified in each call-up.

### **4.9 Environmental Considerations**

All non-electronic correspondence and deliverables should be certified as originating from a sustainable managed forest and/or with a minimum of 30% recycled content and processed chlorine free, whenever possible. Double-sided photocopying will be the default unless otherwise specified by the Project or



Contracting Authority. Photocopied documents are to be in black and white format unless otherwise specified.

The Standing Offer Holder is encouraged to provide proofs for client review and approval either on-screen or by e-mail, CD, DVD or zip file, wherever possible.

#### **4.10 HOURS OF AVAILABILITY AND SERVICE TIMEFRAMES/LEVELS**

The Offeror must provide services during the core working hours of ISED in Ottawa. Those core working hours are from 8:00 a.m. to 5:00 p.m. Monday to Friday, excluding statutory holidays except Ontario Family Day. Specific job orders may require completion outside of these core hours (and are subject to the same rates as the jobs completed within the core hours). Job orders subject to a surcharge (markup rate for Rush Service or Urgent Service) under any Call-up must be specifically authorized in writing in advanced by the identified Project Authority.

Services are to be provided “as and when requested” according to the following service timeframes/levels (excluding weekends and statutory holidays except Ontario Family Day):

**STANDARD SERVICE:** Delivery to the client within twenty-four (24) hours of receipt of the Printing Services Request Form and original documents

**RUSH SERVICE:** Delivery to the client within four (4) hours of receipt of the Printing Services Request Form and original documents

**URGENT SERVICE:** Delivery to the client within two (2) hours of receipt of the Printing Services Request Form and original documents

#### **5.0 SERVICE REQUEST PROCEDURES**

5.1 The client will complete the Printing Services Request Form (provided by the Offeror and agreed upon by the Identified User). On the form, the client will indicate the service timeframe/level required for the request (Standard, Rush or Urgent).

#### **6.0 SECURE PICK UP AND DELIVERY OF REQUIREMENTS**

The Offeror must provide secure pickup and delivery at no additional charge. The location for pickup and delivery will be identified under any resulting Call-up by the Project Authority.

##### **“As and When Requested” Pickup**

The Offeror will be required to complete “as and when requested” pickups from the location listed above, Monday to Friday, excluding all statutory holidays except Ontario Family Day.

For certain requirements, it may be agreed upon between the client and the Offeror for the client to bring the form and original documents to the Offeror for them to process or that the client send the form and original documents to the Offeror via courier.

##### **Delivery of Work**

The Offeror must arrange for delivery of the completed Work to the location as indicated above, Monday to Friday, excluding all statutory holidays except Ontario Family Day. The Offeror must return to the client, at the time of delivery, all original documents used in the printing process in the same condition as they were received. All items remain the responsibility of the Offeror until delivered and accepted by ISED.



For certain requirements, it may be agreed upon between the client and the Offeror for the client to come and retrieve the Work and original documents from the Offeror upon completion.

### **Urgent Service Requirements**

For certain requirements that are Urgent, it may be agreed upon between the client and the Offeror for the client to bring the request form and original documents, wait while the request is processed, and take the completed Work and original documents with them. For Urgent Service requirements that cannot be done while the client waits, the Offeror's on-site manager or designate will inform the client by telephone or email once the Work has been completed, so the Work and original documents can be picked up, or advise them of when they will receive the Work and the original documents.

### **7.0 RELEVANT POLICIES, STANDARDS, METHODOLOGIES**

The printing required is "Informational" quality in accordance with the latest edition of the Public Service and Procurement Canada (PSPS, formerly PWGSC) booklet entitled "A Customer Guide to Quality Printing". <http://www.tpsgc-pwgsc.gc.ca/app-acq/guides/guide-eng.html>

### **8.0 ESTIMATED VALUE**

The total estimated value of the Standing Offer project is **\$370,000.00** (including applicable taxes) which includes all periods.

- Initial Standing Offer Period – estimated at **\$170,000.00**
- Standing Offer Option Period I – estimated at **\$100,000.00**
- Standing Offer Option Period II – estimated at **\$100,000.00**

**NB: These amounts are estimates only and the aggregate total cost of all services issued under any resulting Call-ups against all standing offers should not exceed \$370,000.00**

### **9.0 MANAGEMENT OF THE PROJECT**

Communications and Marketing Branch (CMB) within Innovation, Science and Economic Development Canada will be responsible for managing and coordinating all the work under the project.

### **10.0 SECURITY**

There is no security required under this RFSO.

### **11.0 EVALUATION PROCEDURES**

11.1 Proposals will be evaluated in three separate steps as follows:

- a) Evaluation of the Mandatory Requirements. Only proposals meeting all of the Mandatory Requirements will advance to Step b);
- b) Evaluation of the Point-Rated Requirements. Only proposals meeting the Minimum Pass Mark under the Rated requirements will advance to Step c);
- c) Evaluation of the financial proposal.

**Note:** ISED may choose to terminate the evaluation of any proposal upon the first findings of non-compliance with a mandatory requirement or upon the first finding where a proposal fails to meet a minimum score for a rated requirement.





11.2 An evaluation team comprised of representatives of Canada will evaluate the proposals.

The evaluation team reserves the right, but is not obliged, to perform any of the following:

- a) Seek clarification or verify any or all information provided by an Offerer with respect to this RFSO; and
- b) Contact any of the references supplied and to interview, at the sole cost of the Offerer, the Offerer and/or any or all of the resources proposed by the Offerer to fulfill the requirement, at Innovation, Science and Economic Development Canada in Ottawa, Ontario, on 48 hours notice, to verify and validate any information or data submitted by the Offerer.

## **12.0 MANDATORY REQUIREMENTS**

To be considered responsive, a proposal **MUST** meet all the mandatory requirements of this solicitation. Proposals not meeting all the mandatory requirements will be given no further consideration. Innovation, Science and Economic Development Canada may decide to terminate the evaluation upon the first finding of non-compliance of a mandatory requirement.

	<b>Evaluation Criteria</b>	<b>Met/Not Met</b>	<b>Cross Reference to proposal</b>
<b>M1</b>	<p><b>CORPORATE SUMMARY</b></p> <p>The Offeror <b>MUST</b> include within their Offer a <b>Corporate Summary</b> detailing the Bidder's experience providing <b>PRINTING AND REPROGRAPHY SERVICES</b>.</p> <p>The Offeror's Corporate Summary <b>MUST</b> demonstrate an overview of the firm's experience providing <b>PRINTING AND REPROGRAPHY SERVICES</b> including the number of years' experience and scope of services provided. A minimum of three (3) years in the last five (5) years <b>MUST</b> be demonstrated.</p>		

	<b>Evaluation Criteria</b>	<b>Met/Not Met</b>	<b>Cross Reference to proposal</b>
<b>M2</b>	<p><b>PROJECT SUMMARIES</b></p> <p>The Offeror <b>MUST</b> demonstrate, using project summaries, of a <b>minimum of three (3)</b> previously</p>		

	Evaluation Criteria	Met/Not Met	Cross Reference to proposal
	<p>completed client projects providing high-quality <b>PRINTING SERVICES</b>.</p> <p><b>EACH</b> project summary cited <b>MUST</b> include the following:</p> <ul style="list-style-type: none"> <li>a) Name of the client organization;</li> <li>b) A brief description of the services provided including Scope and Deliverables;</li> <li>c) Period of services delivered (MM/YY to MM/YY);</li> <li>d) The number of resources provided;</li> <li>e) The volume of work provided to the client;</li> <li>f) Client reference (name, phone and e-mail contact).</li> </ul>		

	Evaluation Criteria	Met/Not Met	Cross Reference to proposal
<b>M3</b>	<p><b>QUALITY ASSURANCE</b></p> <p>The Offeror <b>MUST</b> utilize a <b>QUALITY ASSURANCE</b> regimen within its print shop and demonstrate this by providing in its offer their approach to performance and quality. To demonstrate their approach, the Offeror <b>MUST</b> provide details on the following:</p> <ul style="list-style-type: none"> <li>a) The hiring practices for print shop resources, identifying required qualifications for the resources and the selection process;</li> <li>b) How work is assigned to print shop resources;</li> <li>c) How work is monitored in the print shop;</li> <li>d) How issues/problems are handled and solved in the print shop;</li> <li>e) How the quality and performance of the work by the print shop will be maintained throughout the entire duration of the potential Standing Offer; and</li> <li>f) How the Offeror's Supervisor and the print shop employees communicate with the Identified Users (clients).</li> </ul>		



	Evaluation Criteria	Met/Not Met	Cross Reference to proposal
<b>M4</b>	<p><b>ELECTRONIC CAPABILITIES</b></p> <p>The Offeror <b>MUST</b> demonstrate that they have the capability of facilitating secure transmission of orders electronically (submitted to them by ISED), including document uploading to a security classification up to and including “<b>PROTECTED B</b>”.</p> <p>The handling and safeguarding of classified and protected information and assets is addressed by the Industrial Security Manual, Chapter 5:  <a href="http://ssi-iss.tpsgc-pwgsc.gc.ca/msi-ism/index-eng.html">http://ssi-iss.tpsgc-pwgsc.gc.ca/msi-ism/index-eng.html</a>.</p>		

### **13.0 POINT-RATED REQUIREMENTS**

In order to qualify for the rating process, proposals **MUST** respond to the following rated requirements **IN THE ORDER SHOWN** and **MUST** include the referenced Section/Page in the Offerer’s proposal. Any proposal which fails to achieve the required minimum score for any rated item will be eliminated from further consideration. In addition, to be further evaluated, the Offerer’s proposal must achieve an overall minimum technical rating of **60%**. Innovation, Science and Economic Development Canada may decide to terminate the evaluation upon the first finding of non-compliance of a rated requirement.

	Rated Requirements		
<b>R1</b>	<p>Further to the number of years experience identified under <b>M1</b>, additional years of experience will be point-rated.</p> <p>Number of years of experience            At least 3 – 0 points            3-5 years – 10 points            5+ years – 20 points</p>	<b>/20</b>	
<b>R2</b>	<p>Further to the number of projects identified under <b>M2</b>, additional projects beyond 3 will be point-rated.</p>	<b>/15</b>	

	Rated Requirements		
	<p>Number of project summaries At least 3 – 0 points 4-6 projects – 15 points No points beyond 6 summaries</p>		
<b>R3</b>	<p>Further to the information provided in response to <b>M3</b>, the information will be point-rated.</p> <p>The Bidder’s demonstrated <b>APPROACH REGARDING QUALITY ASSURANCE</b> is:</p> <p><b>a) Relevant and in line</b> with client expectations based on the current requirement (as described in the Statement of Work herein) - Up to 20 points</p> <p><b>b) Somewhat relevant and in line</b> with client expectations based on the current requirement (as described in the Statement of Work herein) - Up to 10 points</p> <p><b>c) Not at all relevant or in line</b> with client expectations based on the current requirement (as described in the Statement of Work herein) - 0 points</p>	<b>/20</b>	
<b>R4</b>	<p>Further to the Project Summaries provided in response to <b>M2</b>, <b>EACH</b> project summary identified will be point-rated based on the following:</p> <p>The Scope and Deliverables <b>ARE SIMILAR</b> to the current requirement (as described in the Statement of Work herein).</p> <p>Project summary is <u>similar</u> – Up to 20 points Project summary is <u>somewhat similar</u> - Up to 10 points Project summary is <u>not at all similar</u> - 0 points</p>	<b>/60</b>	

	Minimum Pass Mark		
	Minimum Pass Mark (60%)	69/115	
	Total Mark (R1-R4)	___/115	

#### **14.0 FINANCIAL EVALUATION**

- 14.1 The financial proposal is to be submitted as a separate package to the technical proposal, and will be assessed only if the Offeror's proposal meets all the Mandatory and Point-Rated requirements, meets the minimum score for the applicable point rated requirement and receives a **MINIMUM OF 60%** on the overall rated evaluation criteria.

**Note:** \*Innovation, Science and Economic Development Canada may choose to terminate the evaluation upon the first finding of non-compliance.

- 14.2 No points are awarded for the Mandatory requirements, but each one **MUST** be met in order for the Offeror's proposal to receive consideration and points for the rated evaluation criteria as described in the Offeror's proposal.
- 14.3 The Offeror **MUST** complete the pricing below, for products A1 – A10 specified in section 4.2.1 of Part II, and include it in its financial proposal once completed. The following will make up the total evaluated price:

$$\mathbf{A1 + A2 + A3 + A4 + A5 + A6 + A7 + A8 + A9 + A10 = \text{total evaluated price}}$$

- 14.4 Optional extension period(s):

Failure to provide the rate(s) for the extension period(s) will be considered the same as for the initial period. (No percentages or cost living index will be accepted).

- 14.5 Method of Payment - Resulting Call-ups

Payment will be made on delivery and acceptance of all the work or progress payments shall be made no more frequently than once a month.

All payments will be contingent upon Innovation, Science and Economic Development Canada's satisfaction with the deliverables.

- 14.6 Option to extend the Standing Offer

The SOA Holder grants Innovation, Science and Economic Development Canada the irrevocable option to extend the period of the Standing Offer by up to two (2) additional 1-year periods under the same terms and conditions.



Innovation, Science and Economic Development Canada may exercise this option at any time by sending a written notice to the Contractor at least 30 calendar days prior to the Standing Offer expiry date.

The option may be exercised only by the Contracting Authority and will be evidenced for administrative purposes only through a Standing Offer amendment.

### **15.0 OFFERERS SELECTION METHODOLOGY**

The Offerors will be selected based on the highest responsive combined rating of technical merit and price;

The successful Offerors will be selected based on the highest responsive combined rating of technical merit and price. The top-ranked responsive proposals will be determined based on meeting all mandatory criteria and exceeding the required minimum pass mark of the rated requirements, and offering the highest responsive combined rating of technical merit and price. Price will be given a rating value which is included in the total calculation of the proposal score. The technical proposal will be given a weighting of 70 percent, and 30 percent will be available for the price proposal.

To determine the combined rating of technical merit and price of each proposal, the following calculation shall be used:

1. 
$$\frac{\text{Overall achievable score in the technical criteria}}{\text{Offerer's total technical score}} = 70\% \text{ (Total \#1)}$$
2. 
$$\frac{\text{Lowest responsive assessed price}}{\text{Offerer's total assessed price}} = 30\% \text{ (Total \#2)}$$

(Total #1) + (Total #2) = Combined rating of technical merit and price

### **16.0 AWARDING OF STANDING OFFER AGREEMENTS (SOAs)**

It is expected that **UP TO FIVE (5)** SOAs will be established as a result of this request for the Standing Offer (RFSO). The SOAs shall be in effect for an initial period from Standing Offer Award to March 31, 2021 with two (2) additional option periods of one year each.

The SOA will be offered to the Offerors whose proposals are selected by Innovation, Science and Economic Development Canada's evaluation team based on the Offerers Selection Method at Section 15.0 above.

The Offeror acknowledges that it is a condition of this Standing Offer that:

- a) ISED may, on an annual basis, post a refresh notice on [buyandsell.gc.ca](http://buyandsell.gc.ca) (GETS) which will invite additional suppliers to submit bids to potentially become new pre-qualified suppliers to the SOA;
- b) ISED has the right to allow new suppliers to become pre-qualified suppliers and to be added to the suppliers list of Standing Offer holders. No existing compliant pre-qualified supplier will be removed from



the suppliers list as a result of the addition of a new pre-qualified supplier to the suppliers list unless it is found that they did not comply with the Terms and Conditions listed in this RFSO;

c) New compliant Offerors will be issued SOAs and their names will be added to the existing suppliers list on the condition they meet all the requirements of the original SOA. These requirements will be included in the SOA Refresh Documents; and

d) Bid submissions received as part of this refresh will be evaluated within a maximum period of three (3) months after the date the bid submission is received.

**IMPORTANT NOTE:** The requirements detailed in this RFSO are considered Mandatory Requirements and will remain mandatory during the Standing Offer period and will be used for any refresh process. If a new Offeror or current SO holder fails to meet all the requirements in this RFSO and at the time of refresh, ISED reserves the right to deem the Offeror or current SO holder non-compliant and therefore exclude them from the pre-qualified list of suppliers until the next refresh period.

## **17.0 CALL-UP PROCEDURES**

### **17.1 The methodology used when authorizing a Call-up**

14.1.1 During the Initial Standing Offer Period and under all Option Periods (all periods), the Project Authority will assign work to any Standing Offer Holder on our list of Offerors based on any of the following:

- The nature of the requirement;
- Specific Standing Offer holder expertise identified in the Offeror's RFSO submission;
- Geography within Canada;
- Language requirements; and
- Cost.

All work will be assigned under a resulting Call-up against the Standing Offer.

### **17.2 Work Authorization (Call-up Against the Standing Offer)**

Work under the Standing Offer Agreement will be authorized as follows:

a) The Project Authority will provide the Standing Offer holder with a description of the work to be performed under the Call-up against the Standing Offer and will apply the Standing Offer holder's pricing schedule from their Offer submission.

b) The Standing Offer holder will confirm their ability to perform the work and submit a brief work plan and schedule with supporting details to the Project Authority depending on the nature of the project.

c) Authorization to proceed with the work will be made by the issuance of a Call-up against the standing offer duly signed.



17.3 Call-up Limitation

Individual Call-ups against the resulting Standing Offer Agreement must not exceed **\$100,000.00**, GST/HST included if applicable. Call-ups in the excess of this amount require the approval of the Contracting Authority listed in this RFSO.

The total value of Call-ups (all periods) which can be made pursuant to all Standing Offer Agreements issued under this RFSO shall not exceed **\$370,000.00**, GST/HST included (if applicable).



## Part III: Certifications

### 1.0 CERTIFICATION REQUIREMENTS OF THIS RFSO

**Note to Offerors:** The following certification requirements apply to this Request for Standing Offer (RFSO). Offerors are requested to complete these certifications by filling in the appropriate spaces (Sections 1.1, 1.2, 1.3 and 1.4) below and include them in Section III of their proposal. No Standing Offer Agreement (SOA) will be awarded until all certifications have been duly signed.

#### 1.1 ACCEPTANCE OF CONDITIONS

"We hereby offer to sell and/or supply to Canada, under the terms and conditions set out herein, the services listed herein."

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Signature

#### 1.2 LANGUAGE CAPABILITY

The Offeror certifies that it has the language capability required to perform the Work, as stipulated in the Statement of Requirements.

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Signature

#### 1.3 VERIFICATION OF PERSONNEL

"We hereby certify that all the information provided in all attached curriculum vitae, back-up(s) included, has been verified by us to be true and accurate. Furthermore, we hereby certify that, should we be awarded a SOA and unless the Innovation, Science and Economic Development Canada Contracting Authority is notified in writing to the contrary, and is in agreement, the personnel offered in our proposal shall be available to perform the tasks described herein, as and when required by the Project Authority/Training Coordinator."

---

Signature

#### 1.4 FORMER PUBLIC SERVANTS (FPS)



- 1.4.1** Offerers must provide information regarding their status as former public servants in receipt of either a lump sum payment or a pension, or both.
- 1.4.2** For the purposes of this solicitation, a former public servant is defined as:
- a) an individual;
  - b) an individual who has incorporated;
  - c) a partnership made up of former public servants; or
  - d) a sole proprietorship or entity where the affected individual has a major interest in the entity.
- 1.4.3** Please check in the appropriate box:
- Not a former public servant in receipt of either a lump sum payment or a pension, or both
  - Former public servant in receipt of a lump sum payment (under the Work Force Reduction Program)  
Date of termination of employment as a Public Servant:
  - Former public servant in receipt of a pension  
Date of termination of employment as a Public Servant:

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**Signature**



## **PART IV – STANDING OFFER AND RESULTING CONTRACT CLAUSES**

The following clauses and conditions apply to and form part of any contract resulting from a Call-up against the Standing Offer.

### **1. Statement of Work**

The Contractor must perform the Work described in the Call-up against the Standing Offer.

### **2. Identified Users:**

Employees of Innovation, Science and Economic Development Canada

### **3. Call-up Instruments**

A Call-up against a standing offer (942S) will be issued for all work requirements under this SOA.

### **4. Standard Clauses and Conditions**

#### 4.1 General Conditions

2035 (2018-06-21) General Conditions - Higher Complexity – Services, apply to and form part of the contract.

Clause 17 (Interest on Overdue Accounts) does not apply to payments made by credit card at points of sale.

#### 4.2 SACC Manual Clauses

C0711C Time Verification (2008-05-12)

### **5. Term of Contract**

#### 5.1 Period of the Contract

The Work must be completed in accordance with the Call-up against the Standing Offer.

### **6. Payment**

#### 6.1 Basis of Payment

To be determined at award.

#### 6.2 Method of Payment

To be determined at award.

#### 6.3 SACC Manual Clauses

A9117C (2007-11-30) - T1204 - Direct request by client department  
C2000C (2007-11-30) - Taxes - Foreign-based Contractor

#### 6.4 Payment by direct deposit

Direct deposit is accepted.



## 7. Invoicing Instructions

7.1 The Contractor must submit invoices in accordance with the clause entitled “Invoice Submission” of the General Conditions. Invoices cannot be submitted until all the Work identified in the invoice is completed.

Each invoice must be supported by:

- a) a copy of time sheets to support the time claimed (if applicable);

7.2 Invoices must be distributed as follows:

**The original and one (1) copy must be sent to the Project Authority identified in the Call-up for certification and payment.**

## 8. Insurance

SACC Manual Clause G1005C (2008-05-12), Insurance

## 9. Priority of Documents

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

- a. These Articles of Agreement, including any individual SACC Manual clauses incorporated by reference in these Articles of Agreement;
- b. General Conditions 2035 (2018-06-21) Higher Complexity - Services;
- c. Part II, Terms of Reference;
- d. Standing Offer # IC \_\_\_\_\_
- e. The Offeror’s bid dated \_\_\_\_\_

## 10. Certifications - Compliance

- a. Compliance with the certifications provided by the Contractor in its bid or any TA quotation is a condition of the Contract and subject to verification by Canada during the entire Contract Period. If the Contractor does not comply with any certification or it is determined that any certification made by the Contractor is untrue, whether made knowingly or unknowingly, Canada has the right, under the default provision of the Contract, to terminate the Contract for default.

## 11. Applicable Laws

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



## 12. Authorities

a. Contracting Authority

The Contracting Authority for the Contract is:

Name:

Title:

Address:

Telephone:

E-mail address:

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.

b. Technical Authority /Training Coordinator – *To be named upon issuance of a call-up*

Name : [\_\_\_\_\_]

Title : [\_\_\_\_\_]

Organization : [\_\_\_\_\_]

Address : [\_\_\_\_\_]

Telephone : [\_\_\_\_\_]

Facsimile : [\_\_\_\_\_]

E-mail address : [\_\_\_\_\_]

The Technical Authority is the representative of the department or agency for whom the Work is being carried out under the Contract and is responsible for all matters concerning the technical content of the Work under the Contract. Technical matters may be discussed with the Technical Authority; however, the Technical 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.

c. Contractor's Representative

Note to Bidders: The Contractor's Representative, Contracting Authority, Technical Authority and contact information will be identified at the time of contract award.