



Procurement and Contracting Services
 30 Victoria Street
 Gatineau, Quebec K1A 0M6

REQUEST FOR PROPOSAL AMENDMENT

The Request for Proposal is hereby amended; unless otherwise indicated, all other terms and conditions of the Request for Proposal remain the same.

RFP Amendment No.	RFP Amendment Date:
1	March 7, 2019
Office of the Chief Electoral Officer File No.	
ECAT-RFP-18-0698	
Title:	
Mail Management Automation Project (MMA) – Envelope Folder Inserter Equipment	
Request for Proposal Closing Date:	
March 12, 2019	
ENQUIRIES – address enquiries to the Contracting Authority:	
Office of the Chief Electoral Officer of Canada Procurement and Contracting Services 30 Victoria Street Gatineau, Quebec K1A 0M6 proposition-proposal@elections.ca	
Attention:	Tel No.
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Part 1. Interpretation

- 1.1** Elections Canada hereby amends in accordance with this amendment the Request for Proposal for Mail Management Automation Project (MMAP) – Envelope Folder Inserter Equipment bearing number ECAT-RFP-18-0698 and dated January 29, 2019 (the “RFP”). This amendment hereby forms part of the RFP.
- 1.2** Unless defined herein or unless the context otherwise requires, all of the words and phrases defined in the RFP and used in this amendment shall have the same meanings assigned to them in the RFP.

Part 2. Questions and Answers

The following questions have been asked in response to the Request for Proposal and Elections Canada hereby answers as follows:

2.1 Question No. 1

Question:

We require sample of the materials that you need the machine to be able to work with. This will help a lot to determine what machine would be suitable for the purpose of this work.

We would appreciate if you could send us a few samples of all types of material (paper, envelope, inserts, etc.) that you need the machine to process and insert in the envelope.

Answer:

To help suppliers better assess the requirement, these are the components of the special ballot kit, at the time of writing:

Description	Approximate Dimensions
Return envelope	4 x 8.25 inches; or 4.125 x 9.5 inches (number 10 envelope)
Outer envelope	3.875 x 7.1875 inches; or 3.875 x 8.1875 inches
Inner envelope	3.625 x 6.5 inches (number 6.75 envelope)
Special ballot	3.25 x 6 inches
Instruction page	8.5 x 11 inches, folded in three
Survey card	4 x 9 inches, in light cardboard
Mailing envelope	4.125 x 9.5 inches (number 10 envelope); or 4.5 x 10.375 (number 11 envelope)

Note – The dimensions listed above are not final as they are pending internal approval.

2.2 Question No. 2

Question:

Reference to mandatory requirement: “have the ability able to print on the documents, including barcode or have the ability to apply labels on envelopes and documents.” The envelope folder inserter machines currently available in the market do not have ability to print or apply label by themselves. Would you please clarify what is the functionality you require exactly? Do you accept two machines, one for printing and another for folding and inserting?

Answer:

Through our initial product research, we found equipment that could print on the envelope; therefore, we made the assumption that most machines would perform similarly.

We also have a requirement to print text and barcodes on the outer envelopes, which is one of the inserted documents. This is currently done by affixing a label on these envelopes. In order to improve our processes, we need to integrate this step with the insertion process. EC can confirm that a combination of well integrated machines is acceptable to meet that requirement.

As such, the Request for Proposal is amended in accordance with sections 3.1 and 3.2 of this amendment.

Part 3. Amendments

3.1 Amendment to Annex A – Statement of Work of Part 6 – Resulting Contract

The Request for Proposal is hereby amended by deleting Annex A – Statement of Work in its entirety and replacing it with the attached Annex A – Statement of Work (Revised on March 7, 2019).

3.2 Amendment to Part 7 – Technical Evaluation Criteria

The Request for Proposal is hereby amended by deleting Part 7 – Technical Evaluation Criteria in its entirety and replacing it with the attached Part 7 – Technical Evaluation Criteria (Revised on March 7, 2019).



Mail Management Automation Project (MMAP) – Envelope Folder Inserter Equipment

Annex A

Statement of Work (SOW)

(Revised on March 7, 2019)

PART I – INTERPRETATION

1. DEFINITIONS

1.01. Unless the context clearly requires otherwise, the capitalized terms used in the Statement of Work shall have the definitions assigned to them in the Contract or in this Section. These definitions shall apply equally to both the singular and plural forms of the terms defined, and words of any gender shall include each other gender when appropriate.

440 Coventry means EC's distribution centre located at 440 Coventry Rd, Ottawa ON

CEA means the *Canada Elections Act*, S.C. 2000, c. 9, as amended from time to time

CEO means the Chief Electoral Officer of Canada

EC means the Office of the CEO, commonly known as Elections Canada

ECHQ means EC's head office located at 30 Victoria Street, Gatineau, QC

Election Day means the date for voting in an Electoral Event

Election Personnel means any individuals working for or on behalf of EC, EC staff and EC contractors, excluding the Contractor, for the purposes of this Contract

Electoral Event means general elections, by-elections and federally-organized referendums. The CEA states that an Electoral Event must last a minimum of 37 days. For the purpose of this SOW, an Electoral Event commences when the writ is issued and concludes one week after Election Day

2. EC MANDATE

2.01. EC, headed by the CEO, an agent of Parliament, is an independent, non-partisan agency with unique organizational features that reports directly to Parliament. EC exercises general direction and supervision over the conduct of elections and referendums at the federal level. Its mandate is to:

- a) be prepared to conduct a federal general election, by-election or referendum;
- b) administer the political financing provisions of the *Canada Elections Act*;
- c) monitor compliance with electoral legislation;
- d) conduct public information campaigns on voter registration, voting and becoming a candidate;
- e) conduct education programs for students on the electoral process;
- f) provide support to the independent commissions in charge of adjusting the boundaries of federal electoral districts following each decennial census;
- g) carry out studies on alternative voting methods and, with the approval of parliamentarians, test alternative voting processes for future use during electoral events; and
- h) provide assistance and cooperation in electoral matters to electoral agencies in other countries or to international organizations.

3. INTRODUCTION

- 3.01. EC requires an automated envelope folder and inserter equipment to be delivered, installed, tested and maintained by the Contractor. There is also a requirement for the delivery of the equipment documentation and on-site operator training.

PART II – OVERVIEW

4. VOTING BY SPECIAL BALLOT

- 4.01. The Alternative Voting Methods and Operational Outreach Directorate (AVMOO) is responsible for the administration of the Special Voting Rules (SVR), Part 11 of the CEA, which provides an alternative way to access the electoral process to electors who cannot, or do not, wish to vote using conventional means (ordinary or advance poll). Under SVR, any qualified elector (that is, any Canadian citizen 18 years of age or older on polling day) who cannot or does not wish to vote at a polling station during an election or referendum may vote using a special ballot. They may apply to vote by special ballot in person, by fax, by mail, on-line or by any other delivery service, but may only return the ballot in person, by mail or by courier service. The elector's name will be added to the appropriate list of electors, if necessary, and it will be indicated on the list that the elector has registered to vote by special ballot. AVMOO will prepare and send special ballot kits to the registered national and international electors. The kit contains:

- a) instructions

- b) a ballot
- c) an inner envelope (to ensure privacy)
- d) an outer envelope that identifies the elector (peel and seal)
- e) a return envelope

4.02. With a special ballot, an elector can vote by mail or in person at the office of any Returning Officer (RO) or Additional Assistant Returning Officer (AARO). If the elector is away from his or her electoral district, inside or outside Canada, he or she can also register to vote with EC in Ottawa, Canada. Once an elector's application to vote by special ballot is approved, that is the only way he or she can vote; the elector cannot vote at the ordinary or advance polls.

4.03. For the upcoming 43rd general election, the number of special ballots to be processed by AVMOO will increase, possibly reaching between 325,000 and 500,000 based on the current projections. While most of the special ballots are issued in person at an RO or AARO office, between 50,000 and 100,000 special ballot kits will be built in the National Capital Region and individually mailed to registered electors.

5. PROJECT BACKGROUND

5.01. EC has a requirement to automate its special ballot management processes used during an Electoral Event in Canada. Currently, EC processes close to 190,000 special ballots cast by electors during an electoral event. It is forecasted that there will be a greater volume of special ballots to be processed for upcoming and future electoral events. In order to cope with the mounting pressure from this unpredictable (and inevitable) increased volume of special ballots and manage the resulting risk, AVMOO is seeking to optimize its centralized processes which, during an electoral event, are located at the SVR Administrative Center, for the moment, at 440 Coventry. The special ballot kit assembly process has been identified as one that will benefit from automation as AVMOO requires a faster and more responsive way to fold and insert documents into an envelope.

6. CONCEPT OF OPERATION

6.01. The envelope folder and inserter machine is intended to be used mainly when there is a federal general election or a federal referendum. When there is an Electoral Event, EC has to prepare and mail a high volume of special ballot kits in a short period of time.

6.02. When there is a general election or a referendum, EC requires the envelope folder and inserter machine to be able to produce a high volume of kits at a fast pace (with minimum downtime), with a critical dependency on the equipment reliability and

availability during that period. EC requires and expects a high level of support from the Contractor to ensure that the machine operates properly for that period.

- 6.03. Outside of general elections and referendums, the machine will not be used as intensely. It will be used to prepare kits for the Canadian Forces and Correctional Facilities when there is a by-election. These kits are composed of six inserts, some multipage, and the largest one being 12 inches by 9 inches. It will also be used to assemble thousands of verification letters to Canadian electors abroad, which are multipage and personally addressed. Only standard support will be required during these periods. Planned maintenance will also be required in order to prevent the equipment from becoming unreliable for the next event, especially if there are long periods when the equipment will not be used.

7. MANDATORY FUNCTIONAL SPECIFICATIONS

- 7.01. The Contractor must deliver, install, test and maintain the envelope folder and inserter equipment to meet the following mandatory functional specifications:
- a) have the ability to insert at least six documents, folded pages or envelopes in a number 11 envelope
 - b) have a high processing speed (minimum 2,400 envelopes per hour)
 - c) have feed trays with a large loading capacity (minimum 500 envelopes)
 - d) have trays with sensors to detect if the inserts are present
 - e) have the ability to insert a peel and seal envelope into a standard envelope
 - f) have interchangeable trays that handle custom envelopes, paper and folded paper
 - g) have the ability to feed more than one page from the same tray in an envelope (e.g. two-page personalized letter)
 - h) have adjustable fold settings (e.g. half fold, C fold, Z fold, double fold)
 - i) include a user interface to program and track jobs
 - j) include user interfaces that are available in either of the Government of Canada's official languages (French or English)
 - k) have a job memory function (i.e. recall multiple stored jobs to run subsequent batches)
 - l) have the ability to handle inserts as small as 3.25 inches x 6 inches
 - m) have double document (feed) detection

- n) have a jam detection locator
- o) “Intentionally deleted”
- p) provide daily or batch summary management reports

8. DESIRABLE FUNCTIONAL SPECIFICATIONS

8.01. It is desirable that the Contractor supplied automated envelope folder inserter equipment provides the following additional functional specifications:

- a) include user interfaces that are available in both of the Government of Canada official languages (French and English)
- b) have trays that can be loaded during the processing of the job
- c) have the ability to link trays
- d) have the ability to fold without insertion
- e) include address management software
- f) have barcode readers to synchronize personalized letters and other inserts with the corresponding addressed envelope
- g) have adjustable customizable fold settings (e.g. fold page in two but not right in the middle)
- h) have the ability to insert at least six documents, folded pages or envelopes into a number 5 bubble mailer
- i) have the ability able to print on the documents, including barcode or have the ability to apply labels on envelopes and documents

9. DELIVERABLES – EQUIPMENT

9.01. The Contractor must complete the delivery, installation and testing of the envelope folder inserter equipment at the SVR Administrative Centre in the National Capital Region as specified in section 15.0 no later than 45 calendar days after the Effective Date of the Contract.

9.02. The Contractor must submit a delivery, installation and test plan and schedule to EC’s Technical Authority within 10 calendar days of the Effective Date of the Contract. The plan must include at a minimum:

- a) key activities and timeline for the Work to be performed by the Contractor;
- b) any specific requirements or constraints involving EC relating to the Work to be performed by the Contractor; and

- c) any site preparation work required by EC for the installation of the equipment.

- 9.03. The Contractor must notify EC's Technical Authority five business days in advance of delivery or on-site visit to allow for proper planning.
- 9.04. The Technical Authority will observe the on-site testing conducted by the Contractor. The Contractor must notify the Technical Authority five business days in advance of the start of Contractor's testing.
- 9.05. The Contractor must submit its test documentation, reports, results, etc., to the Technical Authority for review and acceptance that the equipment is ready-for-use. Acceptance by the Technical Authority will determine the date that the equipment is available for Fully Functional Operation.

10. DELIVERABLES - SUPPORT AND TRAINING

- 10.01. The Contractor must deliver the equipment documentation, including maintenance documentation, to EC with the equipment. The documentation must be the current versions available as of the delivery date of the equipment. The documentation must be delivered in both English and French, if available. If the documentation is available only in one of Canada's official languages (English or French), EC has the right to translate it or have it translated for its own use. EC owns any translation and is not required to provide it to the Contractor.
- 10.02. Within 15 calendar days following the date of Fully Functional Operation, the Contractor must complete the initial operator training on site to EC employees in accordance with the training approach described in its proposal.
- 10.03. The Contractor must also provide additional operator training on site, as requested by the Technical Authority, during the operational readiness period prior to any federal Electoral Event happening during the contract period.
- 10.04. The Contractor must provide technical and operational support via a web site and live telephone support to assist EC with simple trouble shooting or operation support knowledge.

11. DELIVERABLES - MAINTENANCE SERVICE

- 11.01. The Contractor must maintain the envelope folder inserter equipment from the date of Fully Functional Operation as determined in accordance with subsection 11.02 for the complete Term of the Contract.
- 11.02. Support and Maintenance Plan

11.02.01. The Contractor must provide and maintain a support and maintenance plan meeting the requirements in accordance with the Contract and based on its proposal within 30 calendar days of the Effective Date of the Contract, for review and acceptance by the Technical Authority. The support and maintenance plan will include any type of servicing including but not limited to:

- a) regular maintenance;
- b) repairs;
- c) calibration;
- d) replacement pieces that the client should keep at the location where the equipment is installed; and
- e) licensed software and firmware updates, as applicable.

11.02.02. The support and maintenance plan must describe in detail the maintenance service to be provided during the Term of the Contract, including the equipment 12-month warranty period. The support and maintenance plan must describe how the equipment will be maintained to ensure that it remains capable of Fully Functional Operation during general elections, by-elections and federal referendum events as well as during periods in between general elections and federal referendum events. The Contractor must maintain the equipment in accordance with the support and maintenance plan accepted by the Technical Authority.

11.03. Equipment Availability

The equipment must achieve the minimum availability level of 95% during the contract period. The availability level achieved each month must be calculated as follows:

$$\text{Operational Use Time} / [\text{Operational Use Time} + \text{Downtime}] \times 100\%$$

11.04. Maintenance Service for Periods Between General Elections and Referendum Events (Non-Event Period)

11.04.01. Between Electoral Events, the Contractor must perform preventive maintenance service to ensure that the equipment remains capable of Fully Functional Operation. The support and maintenance plan must include an annual schedule for preventive maintenance established mutually by the Contractor and the Technical Authority.

11.04.02. Election Personnel will perform regular tests as deemed required between the preventive maintenance service visits by the Contractor.

11.04.03. Between Electoral Events, the Contractor must provide on-call maintenance service on a week day during the principal period of maintenance with a response time of

within 24 hours of receiving a call from EC for on-call maintenance service on site. The Contractor must acknowledge receipt of a call for maintenance service from EC within 60 minutes.

11.04.04. Between Electoral Events, the Contractor will not have to provide on-call maintenance service on a weekend.

11.05. Maintenance Service During a General Election or a Referendum

11.05.01. The EC Executive Committee establishes a "readiness date", by which EC must be ready for a general election or referendum to be called. The Technical Authority will notify the Contractor of the date 30 calendar days prior to the "readiness date".

11.05.02. For a general election, EC operates with a countdown calendar from the start of the electoral period to Election Day, Election Day being Day 0 and the start of the calendar being Day 36 or greater depending on the government decision to "Drop the Writ".

11.05.03. From the drop of the writ to the last day of registration to vote by mail (Day 6), the Contractor must provide the on-call maintenance service on a week day during the period of principal maintenance with a response time of within two hours of receiving a call from EC for on-call maintenance service on site. The Contractor must acknowledge receipt of a call for maintenance service from EC within 15 minutes.

12. COORDINATION AND COMMUNICATIONS

12.01. The Contractor must provide EC with a single point of contact to coordinate the delivery and installation of the equipment and a single point of contact for support and maintenance during an Electoral Event, from the Drop of the writ to Day -7.

13. OPTIONAL SERVICE

13.01. Equipment Relocation Service

13.01.01. There is a high probability of relocating the equipment during the contract period. The Contractor will be required to assist EC with this task. The relocation will be within the National Capital Region. The Contractor must:

- a) dismantle the equipment
- b) pack the equipment
- c) unpack the equipment at the new location
- d) re-install, configure and test the equipment at the new location

13.01.02. EC will be responsible for moving the equipment between locations.

14. TIMELINES

14.01. The following are key dates for tasks and deliverables:

- a) 10 calendar days after the Effective Date of the Contract: Proposed detailed delivery, installation and test plan and schedule is submitted to EC
- b) 30 calendar days after the Effective Date of the Contract: Proposed support and maintenance and plan is submitted to EC
- c) 45 calendar days after the Effective Date of the Contract at the latest: Installation and testing completed resulting in Fully Functional Operation
- d) 45 calendar days after the Effective Date of the Contract: Support and maintenance services begin
- e) 15 calendar days after date of Fully Functional Operation at the latest: Initial operator training has been delivered

PART IV – PARAMETERS

15. LOCATION OF WORK

15.01. The Contractor must deliver, install, test and maintain the envelope folder and inserter equipment at the following location:

100-440 Coventry Road
Ottawa, ON K1K 2Y5
Canada

15.02. This location is a warehouse type of building having wide doors and a freight elevator available for the Contractor to deliver the equipment.



Mail Management Automation Project (MMA) – Envelope Folder Inserter Equipment

Part 7

Technical Evaluation Criteria

(Revised on March 7, 2019)

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- **SECTION A – INSTRUCTIONS TO BIDDERS**
- **TABLE A – MANDATORY TECHNICAL EVALUATION CRITERIA**

#	MANDATORY TECHNICAL EVALUATION CRITERIA	MET/NOT MET
M1	Delivery, Installation and Testing	
M2	Functional Specifications	
M3	Training	
M4	Support and Maintenance Service	

- **TABLE B – RATED TECHNICAL EVALUATION CRITERIA**

#	RATED TECHNICAL EVALUATION CRITERIA	MAX. POINTS
R1	Bilingualism	25
R2	Continuous Loading	25
R3	Tray Swap	25
R4	Folding	15
R5	Software	50
R6	Barcode Reading	50
R7	Customizable Fold	15
R8	Bubble Mailer	15
R9	Printing	30

SECTION A – INSTRUCTIONS TO BIDDERS**1. CORPORATE PROFILE**

- 1.01. The bidder is requested to provide a corporate profile in its technical proposal, which should include an overview of the bidder and any subcontractors, and/or authorized agents of the bidder that would be involved in the performance of the Work on the bidder's behalf. The bidder is requested to provide a brief description of its size, corporate structure, years in business, business activities, major customers, number of employees and their geographic presence. This information requested herein is for information purposes only and will not be evaluated.
- 1.02. The technical proposal should include the name and telephone number of a single point of contact that may be contacted by Elections Canada concerning any issues relating to the RFP.

2. TECHNICAL EVALUATION

- 2.01. The technical evaluation includes the technical mandatory criteria and the point-rated criteria.

3. MANDATORY TECHNICAL REQUIREMENTS

- 3.01. Bidders' technical proposals will be assessed for their compliance with the mandatory technical criteria identified in Table A – Mandatory Technical Evaluation Criteria of Part 7.
- 3.02. Claims in a proposal that a future upgrade or release of any of the products included in the proposal will meet the mandatory requirements of the bid solicitation, where the upgrade or release is not available at RFP closing, will render the bidder's proposal non-responsive and it will be excluded from further consideration.
- 3.03. In Annex A – Statement of Work, the word "must" denotes a mandatory requirement. Bidders must meet all the mandatory technical criteria to be considered responsive. Failure to meet any mandatory technical criteria will result in the proposal being deemed non-responsive and it will be excluded from further consideration.

4. POINT-RATED CRITERIA

- 4.01. Bidders' technical proposals will be rated by assessing a technical score, rounded to two decimal points as applicable, to each point-rated criterion identified in Table B - Rated Technical Evaluation Criteria of Part 7.
- 4.02. The total points available for the point-rated technical criteria is 250 points.

5. TECHNICAL SCORE

5.01. The bidder's technical score will be calculated by adding the points for Table B - Rated Technical Evaluation Criteria to Part 7.

5.02. The following formula will be applied and rounded to two decimal places:

$$\frac{\text{Technical Score} \times \text{ratio (60)}}{\text{Maximum number of points}} = \text{Bidder Technical Evaluation Score}$$

Example: Bidder Technical Evaluation Score

Bidder 1: 175 points; $(175 \times 60) / 220 = 47.73$

Bidder 2: 220 points; $(220 \times 60) / 220 = 60.00$

Bidder 3: 200 points; $(200 \times 60) / 220 = 54.55$

5.03. A bidder's technical evaluation score will be added to the bidder's financial score to determine the bidder's combined evaluation score. See **Part 4 Evaluation Procedures and Basis of Selection.**

TABLE A – MANDATORY TECHNICAL EVALUATION CRITERIA

#	Title of criterion	Submission requirement	Scoring methodology
M1	Delivery, Installation and Testing	The bidder must describe in sufficient detail its approach to delivery, installation and testing of the proposed envelope folder inserter equipment, including a high level schedule to meet the requirements of Annex A – Statement of Work. The approach must also identify potential site preparation work required to be performed by EC.	<input type="checkbox"/> Met <input type="checkbox"/> Not Met
M2	Functional Specifications	The bidder must describe in sufficient detail the proposed envelope folder inserter equipment demonstrating that the equipment meets the following mandatory functional specifications:	<input type="checkbox"/> Met <input type="checkbox"/> Not Met
	M2.1	Have the ability to insert at least six documents, folded pages or envelopes in a number 11 envelope	<input type="checkbox"/> Met <input type="checkbox"/> Not Met
	M2.2	Have a high processing speed (minimum 2,400 envelopes per hour)	<input type="checkbox"/> Met <input type="checkbox"/> Not Met
	M2.3	Have feed trays with a large loading capacity (minimum 500 envelopes)	<input type="checkbox"/> Met <input type="checkbox"/> Not Met
	M2.4	Have trays with sensors to detect if the inserts are present	<input type="checkbox"/> Met <input type="checkbox"/> Not Met
	M2.5	Have the ability to insert a peel-and-seal envelope into a standard envelope	<input type="checkbox"/> Met <input type="checkbox"/> Not Met
	M2.6	Have interchangeable trays that handle custom envelopes, paper and folded paper	<input type="checkbox"/> Met

#	Title of criterion	Submission requirement	Scoring methodology
			<input type="checkbox"/> Not Met
	M2.7	Have the ability to feed more than one page from the same tray in an envelope (e.g. two-page personalized letter)	<input type="checkbox"/> Met <input type="checkbox"/> Not Met
	M2.8	Have adjustable fold settings (e.g. half fold, C fold, Z fold, double fold)	<input type="checkbox"/> Met <input type="checkbox"/> Not Met
	M2.9	Include a user interface to program and track jobs	<input type="checkbox"/> Met <input type="checkbox"/> Not Met
	M2.10	Include user interfaces that are available in either of the Government of Canada’s official languages (French or English)	<input type="checkbox"/> Met <input type="checkbox"/> Not Met
	M2.11	Have a job memory function (i.e. recall multiple stored jobs to run subsequent batches)	<input type="checkbox"/> Met <input type="checkbox"/> Not Met
	M2.12	Have the ability to handle inserts as small as 3.25 inch x 6 inch	<input type="checkbox"/> Met <input type="checkbox"/> Not Met
	M2.13	Have double document (feed) detection	<input type="checkbox"/> Met <input type="checkbox"/> Not Met
	M2.14	Have a jam detection locator	<input type="checkbox"/> Met <input type="checkbox"/> Not Met
	M2.15	“Intentionally deleted”	<input type="checkbox"/> Met

#	Title of criterion	Submission requirement	Scoring methodology
			<input type="checkbox"/> Not Met
	M2.16	Provide daily or batch summary management reports	<input type="checkbox"/> Met <input type="checkbox"/> Not Met
M3	Training	The bidder must describe in sufficient detail its training approach to providing on-site operator training which demonstrates that it meets the training requirements as specified in Annex A – Statement of Work.	<input type="checkbox"/> Met <input type="checkbox"/> Not Met
M4	Support and Maintenance Service	The bidder must describe in sufficient detail its support and maintenance approach for the proposed equipment demonstrating that it meets the maintenance service requirements as specified in Annex A – Statement of Work.	<input type="checkbox"/> Met <input type="checkbox"/> Not Met

TABLE B – RATED TECHNICAL EVALUATION CRITERIA

#	Title of Criterion	Submission Requirement and Scoring Methodology	Max. Points
R1	Bilingualism	Include user interfaces that are available in both of the Government of Canada official languages (French and English). Score 15 points if only the equipment documentation is provided in both official languages. Score 25 points if the user interface is fully bilingual in both official languages, including all documentation.	25
R2	Continuous Loading	Have trays that can be loaded during the processing of the job. Score 25 points if the trays can be loaded without interrupting the job.	25
R3	Tray Swap	Have the ability to link trays for a second tray to start feeding a document when the first tray is empty. Score 25 points if trays can be linked.	25
R4	Folding	Have the ability to fold without insertion. Score 15 points if the equipment can be used to fold documents without insertion.	15
R5	Software	Include address management software to allow personalized mailings. Score 25 points if the equipment has address management software with customizable address formats and an easy to use address import capability. Score an extra 25 points if the address management software has an Extract, Transform and Load (ETL) tool that can be linked to an external Oracle database.	50

#	Title of Criterion	Submission Requirement and Scoring Methodology	Max. Points
R6	Barcode Reading	Have barcode readers to synchronize personalized letters and other inserts with the corresponding addressed envelope. Score 30 points if the equipment can properly match a personalized letter to its pre-addressed envelope using a barcode. Score an additional 20 points if multiple personalized inserts can be synchronized using barcodes.	50
R7	Customizable Fold	Have adjustable customizable fold settings (e.g. fold page in two, but not right in the middle). Score 15 points if the fold setting can be customized.	15
R8	Bubble Mailer	Have the ability to insert at least six documents, folded pages or envelopes into a number 5 bubble mailer. Score 15 points if number 5 bubble mailers can be used for mailings.	15
R9	Printing	Have the ability to print on the documents, including barcode, or have the ability to apply labels on envelopes and documents. Score 20 points if the equipment has the ability to print (including barcode) or the ability to apply labels on the envelopes. Score an additional 10 points if the equipment has the ability to print or apply labels on the inserted documents.	30
MAXIMUM POINTS AVAILABLE = 250 POINTS			