



RETURN BIDS TO:
RETOURNER LES SOUMISSIONS À:

**Bid Receiving - PWGSC / Réception des
soumissions - TPSGC**
11 Laurier St./ 11, rue Laurier
Place du Portage, Phase III
Core 0B2 / Noyau 0B2
Gatineau, Québec K1A 0S5
Bid Fax: (819) 997-9776

REQUEST FOR PROPOSAL
DEMANDE DE PROPOSITION

**Proposal To: Public Works and Government
Services Canada**

We hereby offer to sell to Her Majesty the Queen in right of Canada, in accordance with the terms and conditions set out herein, referred to herein or attached hereto, the goods, services, and construction listed herein and on any attached sheets at the price(s) set out therefor.

**Proposition aux: Travaux Publics et Services
Gouvernementaux Canada**

Nous offrons par la présente de vendre à Sa Majesté la Reine du chef du Canada, aux conditions énoncées ou incluses par référence dans la présente et aux annexes ci-jointes, les biens, services et construction énumérés ici sur toute feuille ci-annexée, au(x) prix indiqué(s).

Comments - Commentaires

Vendor/Firm Name and Address

**Raison sociale et adresse du
fournisseur/de l'entrepreneur**

Issuing Office - Bureau de distribution

Clothing and Textiles Division / Division des vêtements et des textiles
L'Esplanade Laurier,
East Tower 7th Floor
Tour est 7e étage
140 O'Connor, rue O'Connor,
Ottawa
Ontario
K1A 0R5

Title - Sujet Managed Clothing Solution - PCA	
Solicitation No. - N° de l'invitation 5P004-180503/A	Date 2019-04-15
Client Reference No. - N° de référence du client 5P004-180503	
GETS Reference No. - N° de référence de SEAG PW-\$\$PR-763-76890	
File No. - N° de dossier pr763.5P004-180503	CCC No./N° CCC - FMS No./N° VME
Solicitation Closes - L'invitation prend fin at - à 02:00 PM on - le 2019-06-04	Time Zone Fuseau horaire Eastern Daylight Saving Time EDT
F.O.B. - F.A.B. Plant-Usine: <input type="checkbox"/> Destination: <input type="checkbox"/> Other-Autre: <input type="checkbox"/>	
Address Enquiries to: - Adresser toutes questions à: Felix(pr763), Juneldan	Buyer Id - Id de l'acheteur pr763
Telephone No. - N° de téléphone (819) 271-7883 ()	FAX No. - N° de FAX (613) 943-7970
Destination - of Goods, Services, and Construction: Destination - des biens, services et construction: PARKS CANADA 2ND FLOOR (PC-02-E) 30 VICTORIA Gatineau Quebec J8X0B3 Canada	

Instructions: See Herein

Instructions: Voir aux présentes

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

PART 1 – GENERAL INFORMATION

- 1.1 Introduction
- 1.2 Summary
- 1.3 Federal Contractors Program
- 1.4 Debriefings
- 1.5 Phased Bid Compliance Process (PBCP)

PART 2 – BIDDER INSTRUCTIONS

- 2.1 Standard Acquisition Clauses and Conditions
- 2.2 Standard Instructions
- 2.3 Submission of Bids
- 2.4 Enquiries – Bid Solicitation
- 2.5 Applicable Laws
- 2.6 Basis for Canada's Ownership of Intellectual Property
- 2.7 Sealed Samples

PART 3 – BID PREPARATION INSTRUCTIONS

- 3.1 Section I (Technical Bid)
- 3.2 Section II (Financial Bid)
- 3.3 Section III (Certifications)
- 3.4 Section IV (Additional Information)

PART 4 – EVALUATION PROCEDURES/CONTRACTOR SELECTION METHODOLOGY /BID EVALUATION

- 4.1 Evaluation Procedures
- 4.2 Basis of Selection / Phased Bid
- 4.3 Bid Evaluation Process
- 4.4 Contractor Selection Methodology
- 4.5 Lowest Cost-Per-Point

PART 5 – CERTIFICATIONS AND ADDITIONAL INFORMATION

- 5.1 Certifications Required with the Bid
- 5.2 Certifications Precedent to Contract Award and Additional Information

PART 6 – SECURITY, FINANCIAL AND INSURANCE REQUIREMENTS

- 6.1 Security Requirements
- 6.2 Financial Capability
- 6.3 Insurance Requirements

PART 7- RESULTING CONTRACT CLAUSES

- 7.1 Statement of Work
- 7.2 Task Authorizations
- 7.3 Standard Clauses and Conditions
- 7.4 Security Requirements
- 7.5 Contractor's Sites or Premises Requiring Safeguarding Measures
- 7.6 Term of Contract
- 7.7 Comprehensive Land Claims Agreements (CLCAs)
- 7.8 Authorities
- 7.9 Payment
- 7.10 Invoicing Instructions
- 7.11 Shipment of Goods
- 7.12 Certifications and Additional Information
- 7.13 Work Site Access
- 7.14 Applicable Laws
- 7.15 Priority of Documents
- 7.16 SACC Manual Clauses
- 7.17 Materials: Contractor's Total Supply
- 7.18 Procedures for Design Change/Deviations
- 7.19 Sub-Contractors

Solicitation No. - N° de l'invitation
5P004-180503/A

Amd. No. - N° de la modif.

Buyer ID - Id de l'acheteur
pr763

Client Ref. No. - N° de réf. du client
5P004-180503

File No. - N° du dossier
pr763. 5P004-180503

CC No./N° CCC - FMS No./N° VME

- 7.20 Overshipment
- 7.21 Pre-Production Sample(s)
- 7.22 All Risks Property Insurance
- 7.23 Canadian General Standards Boards (CGSB) – Standards
- 7.24 Ethical Apparel
- 7.25 Financial Security
- 7.26 Security deposit definition
- 7.27 Liquidated Damages

Annex and Appendixes

Annex A: Statement of Work

- Appendix 1 – PCA Hybrid Uniform Allocation System and Scale of Uniform Entitlement
- Appendix 2 – On-line Uniform Ordering and Database Management System
- Appendix 3 – Transition In / Out (Transition-In Phase, On-going Uniform Supply and Management, and Transition-Out Phase)
- Appendix 4 – Reports and Key Performance Indicators
- Appendix 5 – Professional Services Classification
- Appendix 6 – Consignee Code List
- Appendix 7 – Breakdown of Annual Sales Volume

Annex B: Basis of Payment

- Appendix B-1 - Line Item Unit Cost (LIUC)

Annex C: PCA Uniform Specifications

Annex D: Security Requirement Checklist

Annex E: Task Authorization Form

Annex F: Evaluation Criteria

Annex “1” to Part 5 of the Bid Solicitation:

- Federal Contractors Program for Employment Equity – Certification

Annex “2” to Part 5 of the Bid Solicitation:

- Ethical Considerations for Procurement of Apparel Certification

PART 1 - GENERAL INFORMATION

1.1 Introduction

The bid solicitation is divided into seven parts plus attachments and annexes, as follows:

- | | |
|--------|--|
| Part 1 | General Information: provides a general description of the requirement; |
| Part 2 | Bidder Instructions: provides the instructions, clauses and conditions applicable to the bid solicitation; |
| Part 3 | Bid Preparation Instructions: provides Bidders with instructions on how to prepare their bid; |
| Part 4 | Evaluation Procedures and Basis of Selection: indicates how the evaluation will be conducted, the evaluation criteria that must be addressed in the bid, and the basis of selection; |
| Part 5 | Certifications and Additional Information: includes the certifications and additional information to be provided; |
| Part 6 | Security, Financial and Other Requirements: includes specific requirements that must be addressed by Bidders; and |
| Part 7 | Resulting Contract Clauses: includes the clauses and conditions that will apply to any resulting contract. |

The Annexes include the Statement of Work (Annex A) and its appendixes, the Basis of Payment (Annex B), PCA Uniform Specifications (Annex C), the Security Requirements Checklist (Annex D), the Form PWGSC-TPSGC 572 Task Authorization (Annex E), the Evaluation Criteria (Annex F), Annex "1" and Annex "2" to Part 5 of the Bid Solicitation

1.2 Summary

1.2.1 Background

Parks Canada Agency (PCA) and Veterans Affairs Canada have a requirement for a Managed Clothing Solutions (MCS).

This requirement includes the provision of uniforms and related accessories, management services including but not limited to uniform design, manufacturing, inventory management and warehousing, ordering, distribution and program data management services. National deliveries are required and destinations will be specified at time of orders.

1.2.2 Period of the Contract

The contract period will be for an initial period of 3 years from the date of the contract, with the option to extend the term of the contract by up to three (3) additional one (1) year period under the same terms and conditions.

1.2.3 Security Requirement

There is a security requirement associated with this requirement.

For additional information, consult Part 6 - Security, Financial and Insurance Requirements, and Part 7 - Resulting Contract Clauses. For more information on personnel and organization security screening or security clauses, Bidders should refer to the Contract Security Program of Public Works and Government Services Canada (<https://www.tpsgc-pwgsc.gc.ca/esc-src/introduction-eng.html>) website.

1.2.4 Trade Agreements

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

1.2.5 Comprehensive Land Claims Agreements (CLCAs)

This procurement is subject to the Nunavut Land Claims Agreement, Gwich'in Comprehensive Land Claim Agreement, Sahtu Dene and Metis Comprehensive Land Claim Agreement, Tlicho Land Claims and Self-Government Agreement, Inuvialuit Final Agreement, Vuntut Gwich'in First Nation, First Nation of Nacho Nyak Dun, Teslin Tlingit Council, Champagne and Aishihik First Nations, Little Salmon/Carmacks First Nation, Selkirk First Nation, Tr'ondëk Hwëch'in First Nation, Ta'an Kwach'an Council, Kluane First Nation, Kwanlin Dun First Nation, Carcross/Tagish First Nation, Maa-nulth Final Agreement, Nisga'a Final Agreement, Tsawwassen First Nation Final Agreement, James Bay and Northern Quebec Agreement, Northeastern Quebec Agreement, Nunavik Inuit Land Claims Agreement, Eeyou Marine Region Land Claims Agreement, Labrador Inuit Land Claims Agreement.”.

1.3 Federal Contractors Program

The Federal Contractors Program (FCP) for employment equity applies to this procurement; refer to Part 5 – Certifications and Additional Information, Part 7 Resulting Contract Clauses and the Annex G Federal Contractors Program for Employment Equity - Certification.

1.4 Debriefings

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

1.5 Phased Bid Compliance Process

The Phased Bid Compliance Process applies to this requirement.

PART 2 - BIDDER INSTRUCTIONS

2.1 Standard Acquisitions Clauses and Conditions

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

2.1.2 Bidders who submit a bid are bound by the instructions, clauses and conditions of the bid solicitation and accept the clauses and conditions of the resulting contract.

2.2 Standard Instructions

2.2.1 The 2003 (2018-05-22) Standard Instructions - Goods or Services - Competitive Requirements, are incorporated by reference into and form part of the bid solicitation.

2.2.2 Subsection 5.4 of the 2003, Standard Instructions – Goods or Services – Competitive Requirements, is amended as follows:

Delete: sixty (60) days

Insert: two hundred and ten (210) days

2.2.3 Canada may award a contract to the next compliant Bidder if a contract awarded under this bid solicitation is terminated before the expiry of the bid validity period set out in section 2.2.2 above.

2.3 Submission of Bids

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

Due to the nature of the bid solicitation, bids transmitted by facsimile to PWGSC will not be accepted.

2.4 Enquiries - Bid Solicitation

All enquiries must be submitted in writing to the Contracting Authority no later than seven (7) calendar days before the bid closing date. Enquiries received after that time may not be answered.

Bidders should reference as accurately as possible the numbered item of the bid solicitation to which the enquiry relates. Care should be taken by Bidders to explain each question in sufficient detail in order to enable Canada to provide an accurate answer. Technical enquiries that are of a proprietary nature must be clearly marked "proprietary" at each relevant item. Items identified as "proprietary" will be treated as such except where Canada determines that the enquiry is not of a proprietary nature. Canada may edit the question(s) or may request that the Bidder do so, so that the proprietary nature of the question(s) is eliminated and the enquiry can be answered to all Bidders. Enquiries not submitted in a form that can be distributed to all Bidders may not be answered by Canada.

2.5 Applicable Laws

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

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

2.6 Basis for Canada's Ownership of Intellectual Property

Canada has determined that any intellectual property rights arising from the performance of the work under the resulting contract will belong to Canada, on the following grounds: (6.1) National Security.

2.7 Technical Requirement of Line Items and Sealed Samples

PCA Uniform Specifications (Annex C) are available in PDF format on BuyandSell.gc.ca (<https://buyandsell.gc.ca/>) as an attachment to this Request for Proposal. As there are many different line items, sealed samples will not be available for viewing during the solicitation period.

PART 3 - BID PREPARATION INSTRUCTIONS

Canada requests that Bidders provide their bid in separately bound sections as follows:

- Section I: Technical Bid (5 hard copies)
- Section II: Financial Bid (1 hard copy)
- Section III: Certifications (1 hard copy)
- Section IV: Additional Information (1 hard copy)

Prices must appear in the financial bid only. No prices must be indicated in any other section of the bid.

Canada requests that Bidders follow the format instructions described below in the preparation of their bid:

- (a) Use 8.5 x 11 inch (216 mm x 279 mm) paper; and
- (b) Use a numbering system that corresponds to the bid solicitation.

In April 2006, Canada issued a policy directing federal departments and agencies to take the necessary steps to incorporate environmental considerations into the procurement process Policy on Green Procurement (<https://www.canada.ca/en/treasury-board-secretariat/services/innovation/greening-government/green-procurement.html>). To assist Canada in reaching its objectives, Bidders are encouraged to:

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

3.1 Section I: Technical Bid

- 3.1.1 In their technical bid, Bidders should demonstrate their understanding of the requirements contained in the bid solicitation and explain how they will meet these requirements. Bidders should demonstrate their capability and describe their approach in a thorough, concise and clear manner for carrying out the work.

3.1.2 The technical bid should address clearly and in sufficient depth the points that are subject to the evaluation criteria against which the bid will be evaluated which are set out in Annex F. Simply repeating the statement contained in the bid solicitation is not sufficient. In order to facilitate the evaluation of the bid, Canada requests that Bidders address and present topics in the order of the evaluation criteria under the same headings. To avoid duplication, Bidders may refer to different sections of their bids by identifying the specific paragraph and page number where the subject topic has already been addressed.

3.2 Section II: Financial Bid

3.2.1 Bidders must submit their financial bid in Canadian dollars in accordance with Annex B– Basis of Payment. The total amount of Applicable Taxes must be shown separately.

3.2.2 The firm unit costs submitted for the Uniform Supply and Management Services (USMS) Items must not include the Bidder's indirect costs.

3.2.3 The requirement does not offer exchange rate fluctuation risk mitigation. Requests for exchange rate fluctuation risk mitigation will not be considered. All bids including such provision will render the bid non-responsive.

3.3 Section III: Certifications

Bidders must submit the certifications required under Part 5.

3.4 Section IV: Additional Information

3.4.1 Bidders Proposed Site or Premises Requiring Safeguard Measures

As indicated in Part 6 – Security, Financial and Insurance Requirements, the Bidder must provide the full addresses of the Bidder's and proposed individuals' sites or premises for which safeguard measures are required for work performance.

Street Number / Street Name, Unit / Suite / Apartment Number City,
Province, Territory
Postal Code
Country

The Company Security Officer (CSO) must ensure through the Industrial Security Program (ISP) that the Bidder and proposed individuals hold a valid security clearance at the required level, as indicated in Part 6 – Security, Financial and Insurance Requirements.

3.4.2 Origin of Work (MCS Items)

For each item of clothing listed in Appendix 1 of Annex B, Bidders must identify the name(s) of the country or countries where the item is cut (or knit to shape) and sewn, regardless of whether the work is to be performed by the Bidder or one of its subcontractor(s).

The following information must be provided for each item:

MCS Item number: _____
Country: _____

Bidders must add additional lines if there is more than one manufacturer or one country per Item.

**Please use the item list, Origin of work available as an attachment to answer section 3.4.2*

PART 4 – EVALUATION PROCEDURES AND CONTRACTOR SELECTION METHODOLOGY

4.1.1 Bids will be assessed in accordance with the entire requirement of the bid solicitation including the technical and financial evaluation criteria. Canada will use the Phased Bid Compliance Process described below. If a bid is determined to be non-responsive, it will not be assessed at the next phase.

4.1.2 An evaluation team composed of Canadian representatives will evaluate the bids.

4.2.1 Technical Evaluation Criteria

4.2.1.1 Mandatory requirements and point-rated requirements criteria are set out in Annex F.

4.2.2 Financial Evaluation Criteria

4.2.2.1 Bidders must submit a firm unit price for all items listed in Appendix B-1 in accordance with Annex B.

4.2.2.2 The price of the bid will be evaluated in Canadian dollars, Canadian customs duties and excise taxes included and applicable taxes excluded.

4.3 Phased Bid Compliance Process (PBCP)

4.3.1 General

- (a) Canada is conducting the PBCP described below for this requirement.
- (b) Notwithstanding any review by Canada at Phase I or II of the PBCP, Bidders are and will remain solely responsible for the accuracy, consistency and completeness of their Bids and Canada does not undertake, by reason of this review, any obligations or responsibility for identifying any or all errors or omissions in Bids or in responses by a Bidder to any communication from Canada.

THE BIDDER ACKNOWLEDGES THAT THE REVIEWS IN PHASE I AND II OF THIS PBCP ARE PRELIMINARY AND DO NOT PRECLUDE A FINDING IN PHASE III THAT THE BID IS NON-RESPONSIVE, EVEN FOR MANDATORY REQUIREMENTS WHICH WERE SUBJECT TO REVIEW IN PHASE I OR II AND NOTWITHSTANDING THAT THE BID HAD BEEN FOUND RESPONSIVE IN SUCH EARLIER PHASE. CANADA MAY DEEM A BID TO BE NON-RESPONSIVE TO A MANDATORY REQUIREMENT AT ANY PHASE. THE BIDDER ALSO ACKNOWLEDGES THAT ITS RESPONSE TO A NOTICE OR A COMPLIANCE ASSESSMENT REPORT (CAR) (EACH DEFINED BELOW) IN PHASE I OR II MAY NOT BE SUCCESSFUL IN RENDERING ITS BID RESPONSIVE TO THE MANDATORY REQUIREMENTS THAT ARE THE SUBJECT OF THE NOTICE OR CAR, AND MAY RENDER ITS BID NON-RESPONSIVE TO OTHER MANDATORY REQUIREMENTS.

- (c) Canada may, in its discretion, request and accept at any time from a Bidder and consider as part of the Bid, any information to correct errors or deficiencies in the Bid that are clerical or administrative, such as, without limitation, failure to sign the Bid or any part or to checkmark a box in a form, or other failure of format or form or failure to acknowledge; failure to provide a procurement business number or contact information such as names, addresses and telephone numbers; inadvertent errors in numbers or calculations that do not change the amount the Bidder has specified as the price or of any component thereof that is subject to evaluation. This shall not limit Canada's right to request or accept any information after the bid solicitation closing in circumstances where the bid solicitation expressly provides for this right. The Bidder will have the time period specified in writing by Canada to provide the necessary documentation. Failure to meet this deadline will result in the Bid being declared non-responsive.
- (d) The PBCP does not limit Canada's rights under Standard Acquisition Clauses and Conditions (SACC) 2003 (2018-05-22) Standard Instructions – Goods or Services – Competitive Requirements nor Canada's right to request or accept any information during the solicitation period or after bid solicitation closing in circumstances where the bid solicitation expressly provides for this right, or in

the circumstances described in subsection (c).

- (e) Canada will send any Notice or CAR by any method Canada chooses, in its absolute discretion. The Bidder must submit its response by the method stipulated in the Notice or CAR. Responses are deemed to be received by Canada at the date and time they are delivered to Canada by the method and at the address specified in the Notice or CAR. An email response permitted by the Notice or CAR is deemed received by Canada on the date and time it is received in Canada's email inbox at Canada's email address specified in the Notice or CAR. A Notice or CAR sent by Canada to the Bidder at any address provided by the Bidder in or pursuant to the Bid is deemed received by the Bidder on the date it is sent by Canada. Canada is not responsible for late receipt by Canada of a response, however caused.

4.3.2 Phase I: Financial Bid

- (a) After the closing date and time of this bid solicitation, Canada will examine the Bid to determine whether it includes a Financial Bid and whether any Financial Bid includes all information required by the solicitation. Canada's review in Phase I will be limited to identifying whether any information that is required under the bid solicitation to be included in the Financial Bid is missing from the Financial Bid. This review will not assess whether the Financial Bid meets any standard or is responsive to all solicitation requirements.
- (b) Canada's review in Phase I will be performed by officials of the Department of Public Works and Government Services.
- (c) If Canada determines, in its absolute discretion that there is no Financial Bid or that the Financial Bid is missing all of the information required by the bid solicitation to be included in the Financial Bid, then the Bid will be considered non-responsive and will be given no further consideration.
- (d) For Bids other than those described in c), Canada will send a written notice to the Bidder ("Notice") identifying where the Financial Bid is missing information. A Bidder, whose Financial Bid has been found responsive to the requirements that are reviewed at Phase I, will not receive a Notice. Such Bidders shall not be entitled to submit any additional information in respect of their Financial Bid.
- (e) The Bidders who have been sent a Notice shall have the time period specified in the Notice (the "Remedy Period") to remedy the matters identified in the Notice by providing to Canada, in writing, additional information or clarification in response to the Notice. Responses received after the end of the Remedy Period will not be considered by Canada, except in circumstances and on terms expressly provided for in the Notice.
- (f) In its response to the Notice, the Bidder will be entitled to remedy only that part of its Financial Bid which is identified in the Notice. For instance, where the Notice states that a required line item has been left blank, only the missing information may be added to the Financial Bid, except that, in those instances where the addition of such information will necessarily result in a change to other calculations previously submitted in its Financial Bid, (for example, the calculation to determine a total price), such necessary adjustments shall be identified by the Bidder and only these adjustments shall be made. All submitted information must comply with the requirements of this solicitation.
- (g) Any other changes to the Financial Bid submitted by the Bidder will be considered to be new information and will be disregarded. There will be no change permitted to any other Section of the Bidder's Bid. Information submitted in accordance with the requirements of this solicitation in response to the Notice will replace, in full, **only** that part of the original Financial Bid as is permitted above, and will be used for the remainder of the bid evaluation process.
- (h) Canada will determine whether the Financial Bid is responsive to the requirements reviewed at Phase I, considering such additional information or clarification as may have been provided by the Bidder in accordance with this Section. If the Financial Bid is not found responsive for the requirements reviewed at Phase I to the satisfaction of Canada, then the Bid shall be considered non-responsive and will receive no further consideration.

- (i) Only Bids found responsive to the requirements reviewed in Phase I to the satisfaction of Canada, will receive a Phase II review.

4.3.3 Phase II: Technical Bid

- (a) Canada's review at Phase II will be limited to a review of the Technical Bid to identify any instances where the Bidder has failed to meet any Eligible Mandatory Criterion. This review will not assess whether the Technical Bid meets any standard or is responsive to all solicitation requirements. Eligible Mandatory Criteria are all mandatory technical criteria that are identified in this solicitation as being subject to the PBCP. Mandatory technical criteria that are not identified in the solicitation as being subject to the PBCP, will not be evaluated until Phase III.
- (b) Canada will send a written notice to the Bidder (Compliance Assessment Report or "CAR") identifying any Eligible Mandatory Criteria that the Bid has failed to meet. A Bidder whose Bid has been found responsive to the requirements that are reviewed at Phase II will receive a CAR that states that its Bid has been found responsive to the requirements reviewed at Phase II. Such Bidder shall not be entitled to submit any response to the CAR.
- (c) A Bidder shall have the period specified in the CAR (the "Remedy Period") to remedy the failure to meet any Eligible Mandatory Criterion identified in the CAR by providing to Canada in writing additional or different information or clarification in response to the CAR. Responses received after the end of the Remedy Period will not be considered by Canada, except in circumstances and on terms expressly provided for in the CAR.
- (d) The Bidder's response must address only the Eligible Mandatory Criteria listed in the CAR as not having been achieved, and must include only such information as is necessary to achieve such compliance. Any additional information provided by the Bidder which is not necessary to achieve such compliance will not be considered by Canada, except that, in those instances where such a response to the Eligible Mandatory Criteria specified in the CAR will necessarily result in a consequential change to other parts of the Bid, the Bidder shall identify such additional changes, provided that its response must not include any change to the Financial Bid.
- (e) The Bidder's response to the CAR should identify in each case the Eligible Mandatory Criterion in the CAR to which it is responding, including identifying in the corresponding section of the original Bid, the wording of the proposed change to that section, and the wording and location in the Bid of any other consequential changes that necessarily result from such change. In respect of any such consequential change, the Bidder must include a rationale explaining why such consequential change is a necessary result of the change proposed to meet the Eligible Mandatory Criterion. It is not up to Canada to revise the Bidder's Bid, and failure of the Bidder to do so in accordance with this subparagraph is at the Bidder's own risk. All submitted information must comply with the requirements of this solicitation.
- (f) Any changes to the Bid submitted by the Bidder other than as permitted in this solicitation, will be considered to be new information and will be disregarded. Information submitted in accordance with the requirements of this solicitation in response to the CAR will replace, in full, only that part of the original Bid as is permitted in this Section.
- (g) Additional or different information submitted during Phase II permitted by this section will be considered as included in the Bid, but will be considered by Canada in the evaluation of the Bid at Phase II only for the purpose of determining whether the Bid meets the Eligible Mandatory Criteria. It will not be used at any Phase of the evaluation to increase or decrease any score that the original Bid would achieve without the benefit of such additional or different information. For instance, an Eligible Mandatory Criterion that requires a mandatory minimum number of points to achieve compliance will be assessed at Phase II to determine whether such mandatory minimum score would be achieved with such additional or different information submitted by the Bidder in response to the CAR. If so, the Bid will be considered responsive in respect of such Eligible Mandatory Criterion, and the additional or different information submitted by the Bidder shall bind the Bidder as

part of its Bid, but the Bidder's original score, which was less than the mandatory minimum for such Eligible Mandatory Criterion, will not change, and it will be that original score that is used to calculate any score for the Bid

- (h) Canada will determine whether the Bid is responsive for the requirements reviewed at Phase II, considering such additional or different information or clarification as may have been provided by the Bidder in accordance with this Section. If the Bid is not found responsive for the requirements reviewed at Phase II to the satisfaction of Canada, then the Bid shall be considered non-responsive and will receive no further consideration.
- (i) Only Bids found responsive to the requirements reviewed in Phase II to the satisfaction of Canada, will receive a Phase III evaluation.

4.3.4 Phase III: Final Evaluation of the Bid

- (a) In Phase III, Canada will complete the evaluation of all Bids found responsive to the requirements reviewed at Phase II. Bids will be assessed in accordance with the entire requirement of the bid solicitation including the technical and financial evaluation criteria.
- (b) A Bid is non-responsive and will receive no further consideration if it does not meet all mandatory evaluation criteria of the solicitation.

4.4 Basis of Selection

4.4.1 Basis of Selection

In consideration of the operational requirement and Canada's desire to achieve an operational capability, a "Lowest Responsive Cost per Point" basis of selection will be employed. With this contractor selection method, the total bid price is divided by the corresponding total points achieved by the bidder for its technical bid. This determines each bidder's cost-per-point. The responsive bid with the lowest cost-per-point will be recommended for award of the contract.

4.4.2 Total Bid Price

- a) The review will be conducted by Public Services and Procurement Canada (PSPC);
- b) For the purpose of establishing a bid price for evaluation purposes only, each of the Line Item Unit Cost (LIUC) found in Annex "B" will be multiplied by the estimated quantity per year of each item. The resultant total for all LIUC will be multiplied by the offered firm Line Item Mark-up (LIM) to establish the Total Bid Price.
- c) Formula: $(\text{All LIUC} \times \text{Estimated quantity per year}) \times (\text{LIM}) = \text{Total Bid Price}$;
- d) The formula is for evaluation purposes only and the bid evaluation quantities must not be interpreted as a guarantee of actual usage.

4.5 Selection Methodology

4.5.1 To be declared responsive a bid must:

- a. comply with all the requirements of the bid solicitation;
- b. meet all mandatory criteria; and
- c. obtain the required minimum of 70% overall score as indicated at Annex F.

4.5.2 Bids not meeting 4.5.1 (a), (b) and (c) at the end of the Technical Bid Evaluation will be declared non-responsive, and receive no further consideration.

4.6 Lowest Responsive Cost-per-Point

- 4.6.1 To establish the lowest cost-per-point score, each responsive Total Bid Price will be divided into the total number of weighted points acquired for the Bid. Refer to the Section 4.4.1 herein for more details.
- 4.6.2 Financial Evaluation:
The total bid price will be determined using the methodology outlined in section 4.4.2
- 4.6.3 Calculation – Lowest Responsive Cost-per-Point

The table below illustrates an example where all three bids are responsive and the selection of the contractor is determined by the lowest responsive cost-per-point

	Bidder 1	Bidder 2	Bidder 3
Maximum Technical Score	Maximum 745 points, minimum pass mark of 520		
Overall Technical Score	520	600	650
Total Bid Price as per Section 4.4.2	\$55,000.00	\$50,000.00	\$45,000.00
Lowest-cost-per-point	$550/520 = 1.06$	$500/600 = .83$	$450/650 = .69$
Overall Ranking	3 rd	2 nd	1 st

Bidder 3 will be recommended for contract award.

PART 5 – CERTIFICATIONS AND ADDITIONAL INFORMATION

Bidders must provide the required certifications and additional information to be awarded a contract.

The certifications provided by Bidders to Canada are subject to verification by Canada at all times. Unless specified otherwise, Canada will declare a bid non-responsive, or will declare a contractor in default if any certification made by the Bidder is found to be untrue, whether made knowingly or unknowingly, during the bid evaluation period or during the contract period.

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

5.1 Certifications Required with the Bid

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

5.1.1 Integrity Provisions - Declaration of Convicted Offences

In accordance with the Integrity Provisions of the Standard Instructions, all bidders must provide with their bid, **if applicable**, the Integrity declaration form available on the [Forms for the Integrity Regime](https://www.tpsgc-pwgsc.gc.ca/ci-if/declaration-eng.html) website (<https://www.tpsgc-pwgsc.gc.ca/ci-if/declaration-eng.html>), to be given further consideration in the procurement process.

5.1.2 Ethical Procurement Certification

The ethical considerations for procurement of apparel certification document attached to this solicitation at Annex "2" Part 5 is incorporated by reference into, and forms a binding part of the bid solicitation. The Bidder must comply with the certification.

By submitting a bid in response to this bid solicitation, the Bidder certifies that:

- a. it has read and understands the certification attached to this solicitation;
- b. it understands that the eight fundamental human and labour rights laid out in the certification document must be complied with or the bid may be declared non-responsive, or Canada may terminate any resulting contract for default.

5.2 Certifications Precedent to Contract Award and Additional Information

The certifications and additional information listed below should be submitted with the bid, but may be submitted afterwards. If any of these required certifications or additional information is not completed and submitted as requested, the Contracting Authority will inform the Bidder of a time frame within which to provide the information. Failure to provide the certifications or the additional information listed below within the time frame specified will render the bid non-responsive.

5.2.1 Integrity Provisions – Required Documentation

In accordance with the section titled "*Information to be provided when bidding, contracting or entering into a real procurement agreement*" of the [Ineligibility and Suspension Policy](http://www.tpsgc-pwgsc.gc.ca/ci-if/politique-policy-eng.html) (<http://www.tpsgc-pwgsc.gc.ca/ci-if/politique-policy-eng.html>), the Bidder must provide the required documentation, as applicable, to be given further consideration in the procurement process.

5.2.2 Federal Contractors Program for Employment Equity - Bid Certification

By submitting a bid, the Bidder certifies that the Bidder, and any of the Bidder's members if the Bidder is a Joint Venture, is not named on the Federal Contractors Program (FCP) for employment equity "FCP Limited Eligibility to Bid" list available at the bottom of the page of the Employment and Social Development Canada (ESDC) - Labour's website (<https://www.canada.ca/en/employment-social-development/programs/employment-equity/federal-contractor-program.html>).

Canada will have the right to declare a bid non-responsive if the Bidder, or any member of the Bidder if the Bidder is a Joint Venture, appears on the "FCP Limited Eligibility to Bid list at the time of contract award.

Canada will also have the right to terminate the Contract for default if a Contractor, or any member of the Contractor if the Contractor is a Joint Venture, appears on the "FCP Limited Eligibility to Bid" list during the period of the Contract.

The Bidder must provide the Contracting Authority with a completed annex Federal Contractors Program for Employment Equity – Certification", before contract award. If the Bidder is a Joint Venture, the Bidder must provide the Contracting Authority with a completed annex Federal Contractors Program for Employment Equity - Certification, for each member of the Joint Venture.

5.2.3 Additional Certifications Precedent to Contract Award

5.2.3.1 Status and Availability of Resources

The Bidder certifies that, should it be awarded a contract as a result of the bid solicitation, every individual proposed in its bid will be available to perform the Work as required by Canada's representatives and at the time specified in the bid solicitation or agreed to with Canada's representatives. If for reasons beyond its control, the Bidder is unable to provide the services of an individual named in its bid, the Bidder may propose a substitute with similar qualifications and experience. The Bidder must advise the Contracting Authority of the reason for the substitution and provide the name, qualifications and experience of the proposed replacement. For the purposes of this clause, only the following reasons will be considered as beyond the control of the Bidder: death, sickness, maternity and parental leave, retirement, resignation, dismissal for cause or termination of an agreement for default.

If the Bidder has proposed any individual who is not an employee of the Bidder, the Bidder certifies that it has the permission from that individual to propose his/her services in relation to the Work to be performed and to submit his/her résumé to Canada. The Bidder must, upon request from the Contracting Authority, provide a written confirmation, signed by the individual, of the permission given to the Bidder and of his/her availability. Failure to comply with the request may result in the bid being declared non-responsive.

5.2.3.2 Education and Experience

The Bidder certifies that all the information provided in the résumés and supporting material submitted with its bid, particularly the information pertaining to education, achievements, experience and work history, has been verified by the Bidder to be true and accurate. Furthermore, the Bidder warrants that every individual proposed by the Bidder for the requirement is capable of performing the Work described in the resulting contract.

PART 6 - SECURITY, FINANCIAL AND INSURANCE REQUIREMENTS

6.1 Security Requirements

6.1.1 At the date of bid closing, the following conditions must be met:

- (a) the Bidder must hold a valid organization security clearance as indicated in Part 7 - Resulting Contract Clauses;
- (b) the Bidder's proposed individuals requiring access to classified or protected information, assets or sensitive work sites must meet the security requirements as indicated in Part 7 - Resulting Contract Clauses;
- (c) the Bidder must provide the name of all individuals who will require access to classified or protected information, assets or sensitive work sites;
- (d) the Bidder's proposed location of work performance and document safeguarding must meet the security requirements as indicated in Part 7 - Resulting Contract Clauses;
- (e) the Bidder must provide the addresses of proposed sites or premises of work performance and document safeguarding as indicated in Part 3 - Section IV Additional Information.

6.1.2 For additional information on security requirements, Bidders should refer to the Contract Security Program of Public Works and Government Services Canada (<https://www.tpsgc-pwgsc.gc.ca/esc-src/introduction-eng.html>) website.

6.2 Financial Capability

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

6.3 Insurance Requirements

The Bidder must provide a letter from an insurance broker or an insurance company licensed to operate in Canada stating that the Bidder, if awarded a contract as a result of the bid solicitation, can be insured in accordance with the Insurance Requirements specified in the Resulting Contract Clauses.

If the information is not provided in the bid, the Contracting Authority will inform the Bidder and provide the Bidder with a time frame within which to meet the requirement. Failure to comply with the request of the Contracting Authority and meet the requirement within that time period will render the bid non-responsive.

PART 7 - RESULTING CONTRACT CLAUSES

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

7.1 Statement of Work

7.1.1 The Contractor must perform the Work in accordance with the Statement of Work at Annex "A".

7.2 Task Authorization

A portion of the Work to be performed under the Contract will be on an "as and when requested basis" using a Task Authorization Form ("Task Authorization"). The Work described in all Task Authorizations must be in accordance with the scope of the Contract.

7.2.1 Task Authorization Process

1. The Project Authority will provide the Contractor with a description of the task using the Task Authorization form specified in Annex "E".
2. The Task Authorization (TA) will contain the details of the activities to be performed, a description of the deliverables, and a schedule indicating completion dates for the major activities or submission dates for the deliverables. The TA will also include the applicable basis and methods of payment as specified in the Contract.
3. The Contractor must provide the Project Authority, within 20 calendar days of its receipt, the proposed total estimated cost for performing the task and a breakdown of that cost, established in accordance with the Basis of Payment specified in the Contract.
4. The Contractor must not commence work until a TA authorized by the Project Authority has been received by the Contractor. The Contractor acknowledges that any work performed before a TA has been received will be done at the Contractor's own risk.

7.2.2 Task Authorization Limit

The Procurement Authority may authorize individual task authorizations up to a limit of \$25,000.00, Applicable Taxes included, inclusive of any revisions.

Any task authorization to be issued in excess of that limit must be authorized by the Project Authority and the Contracting Authority before issuance.

7.2.3 Canada's Obligation - Portion of the Work - Task Authorizations

SACC *Manual* clause B9031C (2011-05-16) Canada's Obligation - Portion of the Work - Task Authorizations.

7.3 Standard Clauses and Conditions

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

7.3.1 General Conditions

2030 (2018-06-21), General Conditions - Higher Complexity - Goods, apply to and form part of the Contract.

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

7.3.2 Supplemental General Conditions

These Supplemental Conditions are incorporated by reference and form part of the Contract:

4008 (2008-12-12) Personal Information

4007 (2010-08-16) Canada to Own Intellectual Property Rights in Foreground Information

A9122C (2008-05-12), Protection and Security of Data Stored in Databases

7.4 Security Requirements

- 1 The Contractor must, at all times during the performance of the Contract, hold a valid Designated Organization Screening (DOS) with approved Document Safeguarding and Production Capabilities at the level of **PROTECTED A**, issued by the Canadian Industrial Security Directorate (CISD), **Public Works and Government Services Canada (PWGSC)**.
- 2 The Contractor personnel requiring access to PROTECTED information, assets or work site(s) must EACH hold a valid **RELIABILITY STATUS**, granted or approved by the CISD/PWGSC.
- 3 The Contractor MUST NOT utilize its Information Technology systems to electronically process, produce or store PROTECTED information until the CISD/PWGSC has issued written approval. After approval has been granted or approved, these tasks may be performed at the level of **PROTECTED A**.
- 4 Subcontracts which contain security requirements are NOT to be awarded without the prior written permission of CISD/PWGSC.
- 5 The Contractor must comply with the provisions of the:
 - (a) Security Requirements Check List and security guide (if applicable), attached at Annex D;
 - (b) Industrial Security Manual (Latest Edition)

7.5 Contractor's Sites or Premises Requiring Safeguarding Measures

- 7.5.1 Where safeguarding measures are required in the performance of the Work, the Contractor must diligently maintain up-to-date the information related to the Contractor's and proposed individuals' sites or premises for the following addresses:

Street Number / Street Name, Unit / Suite / Apartment Number
City, Province, Territory / State
Postal Code / Zip Code Country

7.6 Term of Contract

7.6.1 Period of the Contract

The period of the Contract is from date of the Contract to _____ inclusive. **(To be completed at contract award)**

7.6.2 Option to Extend the Contract

The Contractor grants to Canada the irrevocable option to extend the term of the Contract by up to three (3) additional one (1) year period(s) under the same conditions. The Contractor agrees that, during the extended period of the Contract, it will be paid in accordance with the applicable provisions as set out in the Basis of Payment.

Canada may exercise this option at any time by sending a written notice to the Contractor at least sixty (60) calendar days before the expiry date of the Contract. The option may only be exercised by the Contracting Authority, and will be evidenced for administrative purposes only, through a contract amendment.

7.7 Comprehensive Land Claims Agreements (CLCAs)

"This procurement is subject to the Nunavut Land Claims Agreement, Gwich'in Comprehensive Land Claim Agreement, Sahtu Dene and Metis Comprehensive Land Claim Agreement, Tlicho Land Claims and Self-Government Agreement, Inuvialuit Final Agreement, Vuntut Gwich'in First Nation, First Nation of Nacho Nyak Dun, Teslin Tlingit Council, Champagne and Aishihik First Nations, Little Salmon/Carmacks First Nation, Selkirk First Nation, Tr'ondëk Hwëch'in First Nation, Ta'an Kwach'an Council, Kluane First Nation, Kwanlin Dun First Nation, Carcross/Tagish First Nation, Maa-nulth Final Agreement, Nisga'a Final Agreement, Tsawwassen First Nation Final Agreement, James Bay and Northern Quebec Agreement, Northeastern Quebec Agreement, Nunavik Inuit Land Claims Agreement, Eeyou Marine Region Land Claims Agreement, Labrador Inuit Land Claims Agreement."

7.8 Authorities

7.8.1 Contracting Authority

The Contracting Authority for the Contract is:

Juneldan Felix
Title: Supply Specialist
Public Services & Procurement Canada Acquisitions Branch
Commercial & Consumer Products Directorate, Clothing & Textiles Division
L 'Esplanade Laurier, East Tower, 7th Floor 140 O'Connor Street
Ottawa, Ontario., K1A 0R5 Telephone: 819-271-7883
E-mail address: Juneldan.felix@tpsgc-pwgsc.gc.ca

The Contracting Authority is responsible for the management of the Contract and any changes to the Contract must be authorized in writing by the Contracting Authority. The Contractor must not perform work in excess of or outside the scope of the Contract based on verbal or written requests or instructions from anybody other than the Contracting Authority.

7.8.2 Project Authority is:

(To be completed at contract award)

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

7.8.3 Technical Authority is:

(To be completed at contract award)

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.

7.8.4 Contractor's Representative

(To be completed at contract award)

Name: _____
Title: _____
Telephone: _____ - _____ - _____
Facsimile: _____ - _____ - _____
E-mail address: _____

7.9 Payment

7.9.1 Basis of Payment

The Contractor will be paid in accordance with Annex B. Customs duties are included and Applicable Taxes are extra.

7.9.2 Limitation of Expenditure

1. Canada's total liability to the Contractor under the Contract must not exceed the total estimated value of the Contract. Customs duties are included and Goods and Services Tax or Harmonized Sales Tax is extra, if applicable.
2. No increase in the total liability of Canada or in the price of the Work resulting from any design changes, modifications or interpretations of the Work, will be authorized or paid to the Contractor unless these design changes, modifications or interpretations have been approved, in writing, by the Contracting Authority before their incorporation into the Work. The Contractor must not perform any work or provide any service that would result in Canada's total liability being exceeded before obtaining the written approval of the Contracting Authority. The Contractor must notify the Contracting Authority in writing as to the adequacy of this sum:
 - (a) when it is 75 percent committed, or
 - (b) four (4) months before the contract expiry date, or
 - (c) as soon as the Contractor considers that the contract funds provided are inadequate for the completion of the Work, whichever comes first.
3. If the notification is for inadequate contract funds, the Contractor must provide to the Contracting Authority a written estimate for the additional funds required. Provision of such information by the Contractor does not increase Canada's liability.

7.9.3 Limitation of Price

SACC *Manual* clause C6000C (2017-08-17) Limitation of Price

7.9.4 Multiple Payments

SACC Manual clause H1001C (2008/05/12) Multiple Payments

7.9.5 Discretionary Audit

SACC Manual clause C0705C (2010/01/11) Discretionary Audit

7.9.6 Time Verification

SACC Manual clause C0710C (2007/11/30)

Time and Contract Price Verification

SACC Manual clause C0711C (2008/05/12)

Time Verification

7.9.7 Electronic Payment of Invoices – Contract

The Contractor accepts to be paid using the following Electronic Payment Instrument:

- a. Direct Deposit (Domestic and International);

7.10 Invoicing Instructions

The contractor must submit invoices in accordance to the 2030 (2018-06-21), General Conditions - Higher Complexity - Goods, and 2035 (2018-06-21), General Conditions - Higher Complexity - Services and must include the information contained in 7.10.1:

7.10.1 Invoices

- a. Billed to: Parks Canada
- b. Invoice Number
- c. Name of the Cost Centre Manager (CCM)
- d. Cost Centre(s)
- e. Address of the Cost Centre Manager
- f. Description: Monthly Invoice – Month – Year
- g. Parks Canada coding payment box (to be provided by PCA)
- h. Payment or credit instructions

Invoices are sent via email to cost centre managers (CCMs) (and their optional email contact), on the 15th of each month, except for the month of March (end-of-fiscal year rules apply), which are sent on or before March 31st. Should the 15th fall on a Saturday, Sunday, or a statutory holiday, invoices are sent the previous or the following business day. A reminder is sent to all CCMs 15 days following the first email notification (around the 30th or last business day of the month).

Invoices are consolidated, which means they group all orders that were shipped during the previous month under a CCM. For example, an invoice sent on October 15th is for orders shipped between September 1st and 30th. Note that the 15th of each month was picked as the best time to send invoices in order to allow sufficient time for shipments to arrive at their destination (ex: remote locations in the North take longer to receive shipments.)

All invoices are accompanied by a Detailed Excel Spreadsheet, which lists the invoice number, cost centre, CCM (at time of order), cost centre name, order number, order date, first and last name of the employee, item number, NSN specific (size) number, item description, quantity, unit price, subtotal, taxes, total, shipping address & postal code, province and date of shipment, as well as shipping cost.

7.10.2 Credits:

Credits are included in the pending invoices report sent each month by the Contractor.

Credits received for returns (or other reasons) are applied to invoices that have a balance to pay for the same CCM (this only applies when the balance exceeds the credit amount).

7.10.3 Invoices must be distributed as follows:

- a. The original must be sent to the consignee (CCM).

7.11 Shipment of Goods:

- a. Ensure that uniform items are provided to the Shipping Provider in a timely manner.
- b. Utilize a shipping method which employs a tracking number system for all orders.
- c. All shipments by the Contractor should use a shipping method which guarantees shipping times which are equivalent to or exceed that of the "Expedited" service level offered by Canada Post.
- d. For shipment locations in Northern Canada (specifically Iqaluit, Inuvik, Yellowknife, Whitehorse), a shipping method that guarantees shipping times, which, at a minimum, are equivalent to Canada Post's "Priority Post", should be used.

7.11.1 Shipping Documentation:

- i. Additional information for the packing slip:
 - a. Name of the employee who placed the order
 - b. Parks Canada (or Parcs Canada on French packing slip)
 - c. Order number
 - d. Description of the goods and size(s) of each item shipped;
 - e. One initial box (for employee to confirm reception)
 - f. Return Policy Information
 - g. Messages from PCA (pre-authorized)
 - h. The total quantity of each item on back-order (or otherwise not shipped) and expected delivery date

Also required:

- ii. One copy of a Return Order Form with the following information:
 - a. Name of the employee who placed the order
 - b. Information on how to return items for exchange or refund
(to be determined with the PCA Project authority).
 - c. Order number
 - d. Date of shipment
 - e. Item number(s);
 - f. Item name(s);
 - g. Quantity Returned empty box (or method determined by PCA Project Authority and Contractor)
 - h. Size of replacement item requested
 - i. Quantity of each item ordered;
 - j. Size(s) of each item ordered;
 - k. Measurements indicated in the employee's profile
 - l. Return Policy Information
 - m. Empty box for comments
- iii. A pre-paid return order label

7.12 Certifications and Additional Information

7.12.1 Compliance

Unless specified otherwise, the continuous compliance with the certifications provided by the Contractor in its bid or precedent to contract award, and the ongoing cooperation in providing additional information are conditions of the Contract and failure to comply will constitute the Contractor in default. Certifications are subject to verification by Canada during the entire period of the Contract.

7.12.2 Federal Contractors Program for Employment Equity - Default by the Contractor

The Contractor understands and agrees that, when an Agreement to Implement Employment Equity (AIEE) exists between the Contractor and Employment and Social Development Canada (ESDC)-Labour, the AIEE must remain valid during the entire period of the Contract. If the AIEE becomes invalid, the name of the Contractor will be added to the "FCP Limited Eligibility to Bid" list. The imposition of such a sanction by ESDC will constitute the Contractor in default as per the terms of the Contract.

7.13 Work Site Access

Authorized representatives of Canada must have access to any site where any part of the Work is being carried out at any time during working hours to make examinations and such tests of the Work as they may think fit.

7.14 Applicable Laws

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

7.15 Priority of Documents

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

- (a) The Articles of Agreement;
- (b) The supplemental general conditions;
 - 4008 (2008-12-12) Personal Information
 - 4007 (2010-08-16) Canada to Own Intellectual Property Rights in Foreground Information
 - A9122C (2008-05-12), Protection and Security of data Stored in Databases
- (c) The general conditions;
 - 2030 (2018-06-21), General Conditions - Higher Complexity – Goods
 - 2035 (2018-06-21), General Conditions - Higher Complexity – Services
- (d) Annex A, Statement of Work (including all appendices);
- (e) Annex B, Basis of Payment;
- (f) Annex C, PCA Uniform Specifications
- (g) Annex D, Security Requirements Check List;
- (h) Annex F, Evaluation Criteria
- (i) Annex G, Federal Contractors Program for Employment Equity - Certification;
- (j) The signed Task Authorizations (including all of its annexes, if any);
- (k) The Contractor's bid dated _____. (to be completed at contract award)

7.16 SACC Manual Clauses

SACC Manual clause D2001C (2007-11-30) Labelling
SACC Manual clause E0008C (2018-06-21) Security Deposit Definition
SACC Manual clause A9113C (2014-11-27) Handling of Personal Information

7.17 Materials: Contractor Total Supply

The Contractor will be responsible for obtaining all materials required in the manufacture of the items specified. The delivery stated for the items allows the necessary time to obtain such materials.

7.18 Procedures for Design Change/Deviations

The Contractor must follow these procedures for any proposed design change/deviation to contract specifications.

The Contractor must complete Part 1 of form PWGSC-TPSGC 9038 (<https://www.tpsgc-pwgsc.gc.ca/app-acq/forms/9038-eng.html>), Design Change/Deviation, and forward 1 copy to the Project Authority and one (1) copy to the Contracting Authority.

The Contractor will be authorized to proceed upon receipt of the design change/deviation form signed by the Contracting Authority. A contract amendment will be issued to incorporate the design change/deviation in the Contract.

7.19 Sub-Contractors

Pursuant to subsection 06 of the General Conditions 2030 - High Complexity - Goods, the sub-contractors listed in Annex " " **(to be included at contract)** will be utilized in the performance of the Contract. Subcontractors, other than those listed above, may not be utilized without the written permission of the Contracting Authority.

7.20 Overshipment

Overshipment will not be accepted unless prior approval is obtained from the Contracting Authority.

7.21 Pre-Production Sample(s)

1. The Contractor must provide one pre-production sample for each line item (size to be specified at time of request), accompanied by the sealed samples, if applicable, to the Technical Authority for acceptance within 75 calendar days from date of contract award.
2. Pre-production samples will also be a requirement when 1) there is a change in a sub-contractor during the life of the Contract; or 2) there is a major technical change to the item; or 3) when a new line item is added to the Contract.
3. If the pre-production samples are rejected, the Contractor must submit a second pre-production sample within 20 calendar days of notification of rejection from the Technical Authority.
4. If the pre-production samples are accepted by either full acceptance or conditional acceptance, the Contractor must proceed with production as per the Contract requirements.
5. Rejection by the Technical Authority of the second pre-production samples submitted by the Contractor for failing to meet the contract requirements may be grounds for termination of the Contract for default.
6. The Contractor must carry out all required inspection and tests to verify conformance to the technical requirements of the Contract.
7. In addition to providing the pre-production samples, the Contractor must provide a copy of the inspection reports and laboratory test reports and/or Certificates of compliance, as applicable, to the Contracting Authority and Technical Authority, transportation charges prepaid, and without charge to Canada.
8. The pre-production samples submitted by the Contractor will remain the property of Canada.
9. The Technical Authority will notify the Contractor, in writing, of the full acceptance, conditional acceptance, or rejection of the pre-production samples. A copy of this notification will also be provided by the Project Authority to the Contracting Authority. The notice of the full acceptance or conditional acceptance does not relieve the Contractor from complying with all requirements and conditions of the Contract.
10. The Contractor must not commence or continue with production of the items and must not make any

deliveries until the Contractor has received a written notification from the Project Authority that the pre-production samples are fully acceptable or conditionally acceptable. Any production of items before pre-production sample acceptance will be at the sole risk of the Contractor.

11. The pre-production samples may not be required if the Contractor is currently in production. The request for waiver of pre-production samples must be made by the Contractor in writing to the Contracting Authority. The waiving of this requirement will be at the sole discretion of the Technical Authority and will be evidenced through a contract amendment.

CERTIFICATE OF COMPLIANCE - COMPONENT MANUFACTURER - DEFINITION

A Certificate of Compliance is defined as a signed and dated certification by an appropriate official of the component manufacturer (e.g. zipper, hook and loop, webbing, etc.). It must specifically address the adherence of the offered component to the specification or manufacturing data of the technical requirement.

A separate Certificate of Compliance must be provided for each individual product as required in the specifications. The Certificate of Compliance must be dated within six months from date of PPS submission. The Contractor is to note that copies of invoices, purchase orders and Certificate of Compliance for products or components that are not manufactured by the certifier are not suitable for use as a Certificate.

CERTIFICATE OF COMPLIANCE - FABRIC - DEFINITION

A Certificate of Compliance is a written statement from an appropriate official Fabric Supplier attesting the full compliance of the product to the Contract specification, or portion of the specification, referenced. The Certificate of Compliance must be on official company stationery. It must be dated within six months from date of PPS submission. It must make reference to the applicable specification and have the original signature of the company's designated representative. Canada reserves the right to verify the statements made in the Certificate of Compliance. Full laboratory test results, demonstrating the product's compliance, will be accepted in lieu of a Certificate of Compliance.

7.22 All Risks Property Insurance

The Contractor must obtain All Risks Property Insurance while the Government Property is under its care, custody, or control, and maintain it in force throughout the duration of the Contract, in an amount of not less than \$ 3,000,000.00. The Government's Property must be insured on a replacement cost (new) basis.

1. Administration of Claims: The Contractor must notify Canada promptly about any losses or damages to Government Property and monitor, investigate, and document losses of or damage to ensure that claims are properly made and paid.
2. The All Risks Property Insurance policy must include the following:
 - (a) Notice of Cancellation: The Insurer will endeavour to provide the Contracting Authority at least thirty (30) days written notice of policy cancellation.
 - (b) Loss Payee: Canada as its interest may appear or as it may direct.
 - (c) Waiver of Subrogation Rights: Contractor's Insurer to waive all rights of subrogation against Canada as represented by Parks Canada, Veteran Affairs Canada and PWGSC for any and all loss of or damage to the property however caused.

7.23 Canadian General Standards Board (CGSB) - Standards

A copy of the CGSB Standards referred to in the Contract is available and may be purchased from:

Canadian General Standards Board Sales Centre Place du Portage III, 6B1

11 Laurier Street Gatineau, Québec
Telephone: (819) 956-0425 or 1-800-665-CGSB
(Canada only) Fax (819) 956-5740
E-mail: ncr.cgsb-ongc@pwgsc.gc.ca
CGSB Website: <https://www.tpsgc-pwgsc.gc.ca/ongc-cgsb/index-eng.html>.

7.24 Ethical Apparel

(a) The ethical procurement certification incorporated into the bid solicitation on its closing date is incorporated into, and forms a binding part of the Contract. The Contractor must ensure continuous compliance with the provisions of the ethical procurement certification that was signed during the bidding process throughout the duration of the contract.

(b) The Origin of Work clause incorporated into the bid solicitation on its closing date is incorporated into, and forms a binding part of the Contract. It is the Contractor's responsibility to ensure continuous accuracy with the origin of work information provided with their bid and must immediately inform Canada in writing of any and all changes affecting the information provided under the origin of work clause during the entire contract period. The certification is subject to verification by Canada at any given time during the period of the contract. If the certification is found to be untrue Canada may declare a bid non-responsive or may declare a contractor in default, whether made knowingly or unknowingly during the bid evaluation period or during the contract period. The continuing obligation to maintaining this certification is a material obligation of the Contract.

7.25 Financial Security

1. The Contractor must provide the Contracting Authority with financial security within 20 calendar days after the date of contract award. The financial security must be in the form of irrevocable standby Letter of Credit as defined in clause [E0008C \(see article 7.26 below\)](#) in the amount of \$ 500,000.00 for the entire contract period, including any extension.
2. If, for any reason, Canada does not receive the security deposit in the amount set out above within the specified period, the Contractor will be in default. Canada may, at its discretion, retain the bid financial security and accept another bid, reject all bids or issue a new bid solicitation.
3. If the security deposit is in the form of government guaranteed bonds with coupons, all coupons that are unmatured at the time the security deposit is provided must be attached to the bonds. The Contractor must provide written instructions concerning the action to be taken with respect to coupons that will mature while the bonds are pledged as security, when such coupons are in excess of the security deposit requirement.
4. If the security deposit is in the form of a bill of exchange, Canada will deposit the bill of exchange in an open account in the Consolidated Revenue Fund. Bills of exchange that are deposited to the credit of the Consolidated Revenue Fund will bear simple interest, calculated on the basis of the rates which are in effect during the period the deposit is held.
These rates are published monthly by the Department of Finance and are set to be equal to the average yield on 90-day Treasury Bills, less 1/8 of 1 percent. Interest will be paid annually or, when the security deposit is returned to the Contractor, if earlier. The Contractor may, however, request Canada to hold and not cash the bill of exchange, in which case no interest will become payable.
5. Canada may convert the security deposit to the use of Canada if any circumstance exists which would entitle Canada to terminate the Contract for default, but any such conversion will not constitute termination of the Contract.
6. When Canada so converts the security deposit:
 - a. the proceeds will be used by Canada to complete the Work according to the conditions of the Contract, to the nearest extent that it is feasible to do so and any balance left will be returned to the Contractor on completion of the warranty period; and

- b. if Canada enters into a contract to have the Work completed, the Contractor will:
 - i. be considered to have irrevocably abandoned the Work; and
 - ii. remain liable for the excess cost of completing the Work if the amount of the security deposit is not sufficient for such purpose. "Excess cost" means any amount over and above the amount of the Contract Price remaining unpaid together with the amount of the security deposit.
- 7. If Canada does not convert the security deposit to the use of Canada before completion of the contract period, Canada will return the security deposit to the Contractor within a reasonable time after such date.
- 8. If Canada converts the security deposit for reasons other than bankruptcy, the financial security must be re-established to the level of the amount stated above so that this amount is continued and available until completion of the contract period.

7.26 Security deposit definition

SACC Manual Clause E0008C (2018-06-21), Security deposit definition.

7.27 Liquidated Damages

1. If the Contractor fails to perform Error Free Order Processing services as specified in the Contract, the Contractor agrees to pay to Canada liquidated damages in the amount of ten percent of the Unit Price (Line Item Unit Cost + Firm Line Item Mark-up) for failing to meet the order specifications as set out in the Statement of Work. The total amount of the liquidated damages for Error Free Order Processing services must not exceed ten percent of the contract price.
2. The Contractor must maintain a record of all return forms for the purpose of Error Free Order Processing services.
3. If the Contractor also fails to perform order processing services within the Order Processing Times as set out in the Contract, the Contractor agrees to pay to Canada liquidated damages in the amount of ten percent of each Uniform Item not meeting Order Processing Times as set out in the Statement of Work. The total amount of the liquidated damages for Order Processing Times must not exceed ten percent of the contract price.
4. The Contractor must calculate the liquidated damages for not meeting the Order Processing Times and the standards for Error Free Processing services and include such calculations in a Service Delivery Report that shall be provided to Canada on a quarterly basis.
5. The Contractor must provide to Canada the reports identified in Appendix 4, which the Contractor acknowledges some are necessary in order to calculate the liquidated damages.
6. A credit for the liquidated damages must be applied to the first invoice per Cost Centre Manager (CCM), following the written notice from the Project Authority, as well as the final invoice at the end of the Contract.
7. If the Contractor fails to apply a credit for liquidated damages to the invoice following a written notification from the Project Authority, Canada may at any time and at its sole discretion calculate the liquidated damages for failing to meet its obligations for Error Free Order Processing services or Order Processing Times and demand that the proper credits be applied to the next invoice under a Cost Centre Manager (CCM), given the fact that invoices are consolidated under a CCM pursuant to section 7.10 of the Articles of the Agreement.
8. In addition to the above, Canada will have the right to hold back, drawback, deduct or set off from and against the amounts of any monies owing at any time by Canada to the Contractor, any liquidated damages owing and unpaid under this section.

Solicitation No. - N° de l'invitation
5P004-180503/A

Amd. No. - N° de la modif.

Buyer ID - Id de l'acheteur
pr763

Client Ref. No. - N° de réf. du client
5P004-180503

File No. - N° du dossier
pr763. 5P004-180503

CC No./N° CCC - FMS No./N° VME

9. Services provided under the Contract may be subject to liquidated damages for both Error Free Order Processing services and Order Processing Times.
10. Canada and the Contractor agree that the amounts stated above are their best pre-estimate of the loss to Canada in the event of such a failure, and that they are not intended to be, nor are they to be interpreted as, a penalty.
11. Any omission by Canada to enforce this clause regularly or to calculate liquidated damages after the Contractor has failed to do so shall not be construed as a waiver of Canada's rights.
12. Nothing in this section must be interpreted as limiting the rights and remedies which Canada may otherwise have under the Contract or at law.

ANNEX A

STATEMENT OF WORK (SOW)
FOR
MANAGEMENT CLOTHING SOLUTIONS
SOLICITATION #: 5P004-180530
APRIL - 2019

Table of Contents

1.	Scope	31
1.1	Objective	31
1.2	Background	31
1.3	Terminology.....	31
1.4	PCA Hybrid Uniform Allocation System	34
1.5	Historical Usage Volumes	34
2.	Reference Documents.....	34
3.	Requirements	35
4.	Scope of work.....	35
4.1	Design and Engineering Services	35
4.2	Manufacturing services	37
4.3	Quality Assurance Processes	37
4.4	Warehousing and Inventory Management	38
4.5	Order Processing and Fulfilment.....	39
4.6	Order Returns.....	40
4.7	On-line Uniform Ordering and Database Management System.....	40
4.8	Reporting and Key Performance Indicators (KPI)	40
4.9	Customer Support Services	41
4.10	Product Recalls	42
4.11	Task Authorization Process.....	42
4.11.1	Training Services.....	42
4.11.2	System Modifications	42
4.11.3	Secure Destruction.....	43
4.11.4	Tailoring Services.....	43
5.	Deliverables.....	43
5.1	Milestones and Dates.....	43
5.2	Reporting and Communication.....	43
5.2.1	Surveys.....	43
5.2.2	Meetings	44
6.	Constraints	44
6.1	Uniform Restricted Items.....	44
7.	Performance and Service Standards.....	44
7.1	Customer Support Availability	44
7.2	Order Delivery	45
7.3	Administrative Processing Timetable	46
8.	Government Support	46
9.	Language of Work	47
10.	Travel Requirements	47

List of Appendices

- Appendix 1 - PCA Hybrid Uniform Allocation System and Scale of Entitlement
- Appendix 2 - On-line Uniform Ordering and Database Management System
- Appendix 3 - Transition In / Out
- Appendix 4 - Reports and Key Performance Indicators
- Appendix 5 - Professional Services Classification
- Appendix 6 - Consignee Code List
- Appendix 7 - Breakdown of Annual Sales Volume

1. Scope

Parks Canada (hereinafter referred to as PCA) manages 47 national parks (including seven national park reserves and one national urban park), four national marine conservation areas, and 171 national historic sites of Canada.

Parks Canada is responsible for acting as guardians of national parks, national historic sites and national marine conservation areas of Canada. Parks Canada carries out its responsibilities with a workforce of approximately 7000 uniformed employee, at over 200 locations across Canada. There are approximately 4700 visitor services, 2,000 asset maintenance, 150 fire crew and 110 park warden employee who are required to wear a uniform.

In addition to the PCA uniforms, there is also a requirement for a small number of Veterans Affairs Canada (VAC) uniforms which will be bulk ordered by one or two people, using a modified sub-set of the Parks Canada uniform with the VAC logo.

1.1 Objective

Parks Canada uniform supply and management services end result must be the delivery of uniform design, professional services, manufacturing or subcontracting, inventory management and warehousing, order processing and supply including distribution, program data management services, and quality assurance, invoicing, customer services and website monitoring. This is to ensure that PCA employees have timely access to the proper clothing, accessories and personal protective equipment, as required by their specific roles and responsibilities within PCA, and is mandatory to properly and safely perform their work.

In support of the PCA uniform order management function, PCA requires access to the Contractor's secure, 24 hour, 7 days a week available, web-accessible ordering system with the exception of short term maintenance periods agreed upon in advance by the Contractor and PCA. PCA will not host the ordering website on Government premises, nor support and maintain it with Government employees.

1.2 Background

On behalf of the people of Canada, the Parks Canada Agency (PCA) protects and presents nationally significant examples of Canada's natural and cultural heritage, and fosters public understanding, appreciation and enjoyment in ways that ensure the ecological and commemorative integrity of these places for present and future generations.

The Parks Canada Brand Experience Branch is responsible for the sourcing and management of the national uniform program.

1.3 Terminology

The following list of definitions and acronyms is relevant to and forms a part of this Statement of Work (SOW). The list is not exhaustive, but rather is intended to ensure clarity of understanding of critical terms used within this SOW.

Term/Acronym	Definition
Bulk Order	Uniform items typically bought in larger quantities.
Batch Shipment	A delivery shipment containing more than one (1) order within the shipment, and all shipments that are scheduled to the same address on the same day.
Canada Owned Inventory	Items owned by the Government of Canada, either in the form of raw material or as finished product.
Consignee Code	A five-character Customer Address Code that is used as a location to which deliveries will be made.

Term/Acronym	Definition
CC	Cost Centre. A five number code that forms part of the PCA financial coding string. One or more cost centres is assigned to cost centre managers to manage their budgets and from which they authorize payments.
CCM	Cost Centre Manager. These delegated managers hold financial signing and operational decision-making authority.
FSA	Financial Signing Authority
FU	Field Unit. A geographical groupings of PCA places into a business unit. In the context of finance, there is usually one Fund Centre per field or business unit, but there can be more than one. Parks Canada has approximately 42 field or business units.
GH	Gwaii Haanas (National Park Reserve, National Marine Conservation Area Reserve, and Haida Heritage Site)
HR	Human Resources
Hybrid Uniform Allocation System	The way that Parks Canada manages the uniform entitlement for each employee. Entitlements begins with an Initial Kit based on choosing a certain number of garments and then switches to a (replacement) points approach so employees can maintain their uniform. The system is comprised of Main Allocations and Sub-group Allocations.
Incumbent Contractor	The outgoing Contractor.
ITP	Inspection and Test Plan
KPI	Key Performance Indicators
LIM	Line Item Mark-up
LIUC	Line Item Unit Cost
Made-to-Measure	Uniform items where employee requires a special sizing.
Made-to-Order	Items that are produced by the Contractor when an order is placed. They usually require specific identification (e.g. nametags) therefore no inventory is held, or only blank inventory is held for these items.
Manufacturer's Defects	Manufacturer's Defects include all items that are not delivered in accordance to the contract and are not accepted and approved by the Project Authority.
NSN	Nato Stock Number. A Nato Stock Number or National Stock Number (NSN) is a 13-digit numeric code, identifying all the 'standardized material items of supply' as they have been recognized by all NATO countries.
Order Processing Times	Order processing times will be determined and measured using the time the employee places the order (as recorded in the Contractor's secure On-line Uniform Ordering and Database Management System) to

5P004-180530-Statement of Work (SOW)
Managed Clothing Solutions – Parks Canada

Term/Acronym	Definition
	the time the order is received by the shipping entity from the Contractor.
PCA	Parks Canada Agency
PCA Uniform Item Specifications	The per-uniform item design and manufacturing requirements identified by PCA with respect to garment labelling, packaging, colour(s), material(s) used, stitching and sewing instructions, and sizing.
PPE	Personal Protective Equipment
PPS	Pre-production sample. A physical sample of the uniform item to be produced or acquired from a supplier which must be approved prior to manufacturing.
PRI	Personal Record Identifier
Program Administrators	Parks Canada assigned employee for the National Uniform Program
Project Authority	The PCA representative 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.
Regular Order	A regular order has no special delivery or size requirements. It is placed normally through the ordering website.
RMA	Return Merchandise Authorization
Sealed Sample	A physical prototype sample for the purpose of demonstrating a uniform item design as reference. Can be used at the pre-contractual phase for Bidders to view.
Service Commencement Date	Service commencement is when Phase 1 Transition-In is fully complete and approved and Phase 2 begins. Phase 2 is referred to as "Service Commencement and Ongoing Uniform Supply and Management Services".
SOW	Statement of Work
Styling Sample	A physical prototype sample, composed of desired fabric and style, for the purposes of demonstrating or field testing with employees a new or revised uniform item design. These samples are provided by the Contractor to Parks Canada for approval prior to developing a Pre-Production Sample.
Successor Contractor	The new Contractor.
Task Authorization (TA)	A form used for as and when requested professional services as outlined in the SOW.
Transition-In	The process of changing service delivery from the Incumbent Contractor to the Successor Contractor.
Transition-in Inventory	The inventory of Canada-owned uniform items that are shipped to the Successor.

Term/Acronym	Definition
Transition-Out	The process of the Incumbent Contractor transitioning out of service delivery to the Successor Contractor.
Uniform Restricted Items	Items that bear the Parks Canada signature, the Canada Wordmark, the beaver symbol and/or the park warden (heraldic) crest. These items are worn by park wardens who are authorized to bear arms. Uniform components classified as a restricted item are subject to a requirement for secure warehousing and destruction or recycling in place of disposal.
User Profile	Information relating to a PCA team member of the Contractor's On-line Uniform Ordering and Database Management System, including but not limited to: username, password, identification number, position, location of delivery, cost centre manager, uniform allocation, language profile, financial coding and uniform measurements.
VAC	Veteran Affairs Canada
Virtual Styling Sample	An electronic sketch or illustrated mock-up of a proposed clothing design showing overall look and fit, for the purposes of demonstrating a new or revised uniform item design, provided by the Contractor to PCA for initial design approval, prior to developing a styling sample. It is often accompany by fabric swatches and colour samples.
Work	Work as described in the Statement of Work

1.4 PCA Hybrid Uniform Allocation System

PCA uses a hybrid garment/points uniform allocation system. Refer to Appendix 1 – PCA Hybrid Uniform Allocation System for detailed information.

1.5 Historical Usage Volumes

Replacement uniform items are ordered and need to be supplied regularly throughout the year to replace worn out items. Initial kits are ordered for newly hired employees who are required to wear a uniform.

PCA operations are conducted throughout the year, with the main peak in the summer and the spring and fall as shoulder seasons. PCA hires employees for short periods of time (e.g. summer students), and bulk orders are sometimes placed to receive uniform items in advance. This normally happens in the spring as there is a short timeframe between hiring and active duty.

Actual uniform ordering levels are expected to vary with operational requirements. Appendix 7 provides a breakdown of the annual sales volume for the period of January 2015 to December 2018.

2. Reference Documents

The following documents provide guidance for the provision of Uniform Supply and Management Services.

- *The Official Languages Act*: <http://laws-lois.justice.gc.ca/eng/acts/o-3.01/page-1.html>
- *The Privacy Act*: <http://laws-lois.justice.gc.ca/eng/acts/p-21/page-1.html>
- *Access to Information Act*: <http://laws-lois.justice.gc.ca/eng/acts/A-1/page-1.html>
- *The Policy on Privacy Protection*: http://www.tbssct.gc.ca/Pubs_pol/gospubs/TBM_128/CHAP1_1-2_e.asp

- *The Personal Information Protection and Electronic Documents Act:* <http://laws-lois.justice.gc.ca/eng/acts/P-8.6/page-1.html>
- *Treasury Board of Canada Secretariat Standard on Web Accessibility:* <http://www.tbs-sct.gc.ca/pol/doc-eng.aspx?section=text&id=23601>
- *Policy on Access to Information:* http://www.tbs-sct.gc.ca/pubs_pol/gospubs/TBM_121/CHAP1_1_e.asp
- *Policy on Management of Information Technology:* http://www.tbs-sct.gc.ca/pubs_pol/ciopubs/TB_IT/pmit-pgti_e.asp
- *Communications Policy of the Government of Canada:* <http://www.tbs-sct.gc.ca/pol/doc-eng.aspx?id=12316>

3. Requirements

PCA requires the following services to support its uniform program delivery:

- a) Design and Engineering Services;
- b) Manufacturing Services;
- c) Quality Assurance Processes;
- d) Warehousing and Inventory Management;
- e) Order Processing and Fulfillment;
- f) Orders Returns;
- g) On-line Uniform Ordering and Database Management System;
- h) Reporting and Key Performance Indicators (KPI);
- i) Client Support Services;
- j) Product Recall;
- k) As and when requested services via a Task Authorization (e.g. training support, secure recycling or disposal of uniform items, modifications to ordering processes and/or system etc.)

4. Scope of work

Work under the SOW must be conducted in accordance with the following “phases”:

- Phase 1: Transition-In;
- Phase 2: Service Commencement and On-going Provision of Uniform Supply and Management Services;
- Phase 3: Transition-Out.

Refer to Appendix 3 – Transition In / Out for full details on these phases.

The Contractor must perform the following tasks and provide the following services during phases 2 and 3 of the Contract:

4.1 Design and Engineering Services

Design and Engineering services are required during all phases of the Contract, on an as and when requested basis, and will be completed through a Task Authorisation as stated in Section 4.11.

- 4.1.1 The Contractor must provide a Clothing Designer and Textile Expert as defined in Appendix 5, Professional Services Classification to work with PCA on an as and when requested basis on any issues relating to clothing design and textile suitability, to facilitate the manufacturing and design requirements of the Uniform Program, and to make recommendations on clothing design and product improvement (e.g. textile analysis, supply of textiles, custom embroidery, research products, etc.);

- 4.1.2 The Contractor must design and engineer uniform item styles or design solutions in response to occasional user problems and/or new requirements in accordance with the PCA's on-going requirements (e.g. fabric, durability, color, style and PCA identification);
- 4.1.3 The Contractor must, on an as and when requested basis, provide advice and recommendations on the appropriate procedure to be undertaken to provide uniform component items that meet the needs of individuals with special clothing requirements (e.g. alternative fabrics for individuals with allergies to a type of fabric or fabric dye, special sizing for medical reasons such as mastectomy, or to accommodate an insulin pump, etc.).
- 4.1.4 The Contractor must, on an as and when requested basis, develop or revise designs, patterns, processes, or detailed specifications for uniform items.
- 4.1.5 The Contractor will make every effort to avoid or remove any large or visibly noticeable manufactures' logos on PCA uniform items.
- 4.1.6 For any proposed new design or modification to existing uniform items, in order to first achieve initial approval to proceed with the development of a styling sample, the Contractor must submit the following to the Project Authority within fifteen (15) business days of receiving such a request (i.e. new item development or re-design) for signing approval by the Project Authority:
 - i. Virtual Styling Sample to demonstrate proposed fit and styling of the item, accompany by fabric swatches and colour samples of the proposed construction material when requested by PCA.
 - ii. The Project Authority will provide comments, recommendations or approval in regards to each Virtual Styling Sample within thirty (30) business days after receipt of the Contractor's proposed Virtual Styling Sample and fabric swatches and colour.
- 4.1.6.1 Once the Virtual Styling Sample for an item has been approved, the Contractor must submit to the Project Authority, within thirty (30) business days of receiving approval of the Virtual Styling Sample, Styling Samples to fully demonstrate styling, fabric and construction for any proposed new or modification to uniform components to demonstrate any change in material, specification, or manufacturing systems of the current garments.
- 4.1.6.2 The Project Authority will provide comments, recommendations and approval in regards to each Styling Samples lot within thirty (30) business days after receipt, and the Contractor must incorporate any comments and recommendations into further Styling Samples, or Pre-Production Samples as PCA may request.
- 4.1.6.3 The Contractor must submit the following with each Styling Sample:
 - i. A copy of all test data and any other documentation which demonstrates that the requirements of uniform manufacturing are met as per section 4.3 below, including, but not limited to, detailed garment specifications and patterns; and
 - ii. A sample tag that clearly indicates the garment number, garment specification, garment name and revision date.
- 4.1.6.4 The Contractor must secure approval from the PCA Project Authority for each Styling Sample or modification to a garment before proceeding to pattern development and Pre-Production Sample.
- 4.1.6.5 Following approval of a Styling Sample by PCA, the Contractor must proceed with pattern development within 30 days, and grading to develop the full range of sizes for dimensional charts. All patterns and grading are to be submitted once completed to form part of the Styling Sample and the detailed design specification for that particular uniform item.
- 4.1.6.6 Once a Styling Sample is approved by PCA (written approval is required) the Uniform Specifications are finalized and PCA reserves the right to reject any garments not conforming to

signed-off Uniform Specification, and the Contractor is fully responsible to comply with the PCA approved modified requirement.

4.1.6.7 The Contractor must configure and maintain control of up to date patterns and markers, both manually and electronically.

4.1.6.8 The Contractor must create/update PCA Uniform Specifications based on PCA's acceptance and approval of any newly designed (or redesigned) uniform item or fabric/design requirements. The PCA Uniform Specification must be provided to the Project Authority (free of all Contractor labels, branding, industry brand names (e.g. Velcro, Zipper, Gore-Tex, etc.), and identification markings) in English within twenty (20) business days of PCA price approval of the newly designed or modified item.

4.2 Manufacturing services

4.2.1 The Contractor must have manufactured uniform items in accordance with the defined requirements within the PCA Uniform Specifications (see Annex C – PCA Uniform Specifications).

4.2.2 PCA reserves the right, from time to time, to add or remove uniform items, as further described in Appendix 3 – Transition In / Out, Section 3.5.

4.2.3 The Contractor must monitor, on a semi-annual basis, the quantities of uniform items ordered that fall outside the range(s) of standard sizing (i.e. custom orders), and adjust its standard sizing charts to include sizes with an order frequency of 5% or more that fall outside of the existing sizing chart ranges.

4.2.4 The Contractor must employ uniform and consistent sizing procedures, based on Canadian industry standards, across its uniform components (e.g. all female pants are required to be the same sizing standard) to facilitate correct ordering by employee and reduce the number of product returns due to poor or inconsistent fit from one style to the next.

4.2.5 The Contractor must ensure that uniform items are labelled in accordance with the Canadian General Standards Board (CGSB) standard and in accordance with any special instructions, as detailed within a given garment specification, as included in PCA Uniform Specifications. (Refer to Annex C – PCA Uniform Specifications)

4.2.6 The Contractor must ensure it has a process in place to facilitate Made-to-Order and Made-to-Measure Orders.

4.2.7 The Contractor must configure and maintain control of up to date patterns and markers, both manually and electronically.

4.2.8 All manufactured garments, must meet or exceed the approved Pre-Production Sample for that type of uniform component.

4.2.9 A sizing chart for uniform items can be found in Annex C – PCA Uniform Specifications

4.3 Quality Assurance Processes

4.3.1 Quality Assurance

The Contractor must ensure that each uniform item shipped by the Contractor to PCA employees complies with the quality standards and requirements defined within the most current version of the PCA Uniform Specifications (Annex C), including quality assurance activities related to the overall finished product prior to shipment;

4.3.2 Inspection and Test Plan (ITP)

The Contractor must develop and implement an Inspection and Test Plan (ITP) for each uniform component item, defining the complete manufacturing cycle, the process controls in place at each stage, the location and method of verification within the manufacturing process, the acceptance criteria and the kind of records created. The information will be made available upon PCA request and within five (5) business days of the request.

4.3.3 Fabric Testing

Upon request by the Project Authority in relation to a proposed change made by the Contractor in the type of fabric used to manufacture a uniform component item, the Contractor must provide laboratory test data to demonstrate the suitability of the materials selected for the intended use and to verify the conformance of materials to the design requirements.

4.3.4 PCA may make requests for specific tests to be performed. The detailed uniform item specifications and situations below will define the tests to be performed.

4.3.4.1 Wear and Field Testing:

The Contractor must conduct garment wear and field testing processes, as and when requested by PCA. This may include, but is not limited to:

- i. developing wear/field test survey(s),
- ii. maintaining wear/field tester lists,
- iii. randomly selecting wear/field test participants in various PCA functions and regions based on selection criteria provided by the PCA and recommendations offered by the Contractor,
- iv. compiling the surveys returned by the employee, and generating reports which indicate client feedback.

4.3.4.2 Fit Testing:

The Contractor must conduct fit tests on live models to verify the fit, ease, appearance and drape of the garments, and to verify that the measurement charts for uniform items provided by the Contractor are correct, when a new item is developed or as and when requested by PCA.

The sizes to be fit tested must include median, and both extremes of the normal size range for each garment. Fitting is to be based on one sizing system, consistent with Canadian industry standards. Fit testing of other sizes will be at the Contractor's discretion.

4.3.4.3 Lot by Lot Testing:

The Contractor must have in place controls to ensure that lot-to-lot variations in colour does not occur.

4.3.4.4 Traceability of Materials:

The Contractor must have a system in place to trace from the garment label the following information: the lot number, the date of manufacture and the origin of fabrics used in any garment.

4.3.5 Shipping of Uniform Items:

The Contractor must ensure quality assurance activities related to the timeliness and accuracy of orders. This includes invoicing each cost centre manager for orders and shipping cost, and processing direct deposit payment.

4.4 Warehousing and Inventory Management

4.4.1 The Contractor must ensure that all PCA uniform item inventory is warehoused in a secure facility with restricted access.

4.4.2 All uniform items, while being stored or shipped, are to be safeguarded against theft or loss and kept clean and unwrinkled in a climate-controlled environment that will ensure the items are not subject to water, dampness, fire, chemicals, excessive heat or cold, soiling, stagnant air, odours, insects and pests, damage or alteration. PCA will not be held liable for any shipments received that contains any of the above mentioned damages or for any uniform items that are not in accordance with the Contract.

4.4.3 For any items returned as damaged and not suitable for resale, or discontinued by PCA, where the items belong to the category of Uniform Restricted Items (i.e. they contain the Parks Canada signature, the Canada Wordmark, the beaver symbol and/or the park warden (heraldic) crest or which are designated as a restricted item by the Project Authority), the Contractor must destroy/recycle the items, upon authorization by PCA and must provide the Project Authority a certification of secure destruction, upon completion.

4.4.4 The Contractor must at all times maintain a level of inventory in order to supply PCA employees with required uniform items within the stipulated Order Processing Times (refer to the Order Processing Timetable in section 7.2). PCA will not be held financially liable for any excess inventories unless PCA agrees, in writing, in advance to a large or bulk purchase for the purposes of obtaining a volume discount on a given item or items. The Contractor must provide and maintain an inventory tracking system to record placed orders, track inventory, review and report on consumption of inventory, monitor costs, and produce reports on any combination of these activities. This system must not contain proprietary rights that would prevent the electronic transfer of information to PCA.

4.4.5 The Contractor is to maintain accurate and up to date records to provide PCA, upon request, any of the following:

- i. Evidence documenting delivery of garment(s) to its final destination;
- ii. Shipping status and location of shipment while in transit;
- iii. Inventory status;
- iv. Review of consumption;
- v. Costs monitoring; and
- vi. Any forecasting and planning data required to fulfill orders.

4.4.5.1 The Contractor must have a system in place with the capability of distinguishing between Canada-Owned Inventory and Contractor-Owned Inventory. The contractor must sell or use Canada-Owned Inventory as a priority before selling Contractor-Owned Inventory, when both are in stock.

4.5 Order Processing and Fulfilment

4.5.1 The Contractor must provide the means that valid orders can be placed by PCA employees using an on-line, electronic format, via the Contractor's secure On-line Uniform Ordering and Database Management System.

4.5.2 The Contractor must have the proper mechanisms in place to process orders, product returns, and exchanges.

4.5.3 The Contractor must provide the means such that Bulk Orders can be placed by PCA CCMs.

4.5.3.1 The timelines for intake of short term employee is typically known well in advance, as evidenced in Appendix 7 – Breakdown of Annual Sales Volume (e.g. reoccurs on an annual basis, normally in spring), therefore the Contractor should expect seasonal peaks in ordering during this period.

4.5.4 The system must allow for the allocation of points for existing PCA employee, as well as the establishment of an initial allotment (referred to as an initial kit) for new hires. Thereafter PCA employee will receive and use annually renewed replacement points to order uniform items. Refer to Appendix 1 – PCA Hybrid Uniform Allocation System and Scale of Entitlement.

4.5.5 The contractor must develop and maintain its secure On-line Uniform Ordering and Database Management System in both of Canada's official languages, in accordance with the *Official Languages Act*.

4.5.6 The Contractor must arrange for delivery of ordered uniform items from the Contractor's distribution warehouse(s) to the shipping address related to each order placed by a PCA employee. (Refer to Appendix 6 for the list of Consignee Codes.)

4.5.7 To assist with processing Batch Shipments, a schedule will be developed and confirmed between PCA and the Contractor. For example, orders shipped in bulk to Parks Canada locations can be on Mondays, Wednesday and Fridays.

4.5.8 The Contractor must ship all orders in accordance with the shipping methods outlined in the Contract under the General Terms and Conditions for shipping methods.

4.5.9 The Contractor must ensure that each order within a Batch Shipment is packaged in separate packaging with the packing slips related to each separate order within each package to facilitate order distribution at the destination. Batch Shipments must also provide a batch packing slip that provides a summary of the contents of each of the individual orders.

4.5.9.1 All packaging materials must be environmentally-friendly.

4.5.9.2 Where practical, a shipping package may contain multiple orders for a single team member. For clarity, if a team member places three separate orders on the Contractor's On-line ordering system on the same day, the three orders may be placed in the same shipping package.

4.5.9.3 The Contractor must ensure the packing methods and environmentally-friendly shipping package used are durable and not easily damaged during the shipping process.

4.6 Order Returns

4.6.1 The Contractor must retain all records of returned items for the duration of the Contract, and report on them to PCA as detailed in Appendix 4 – Reports and Key Performance Indicators. The process implemented by the Contractor must ensure accurate documentation of the time and date on which the Contractor received the returned item(s). Shipping of returned items must be measured in accordance with the Order Processing Times for Return Orders, as set out in section 7.2.

4.6.2 The Contractor must replace all items returned by PCA employees due to manufacturer defect or delivery of incorrect size/item (error made by the Contractor) (regardless of the age of the garment as long as it has not been altered, embroidered, washed, dry cleaned or worn) at the Contractor's cost, including shipping costs.

4.6.3 The Contractor must replace all items returned by PCA employees due to an incorrect size/item (error made by the employee) at PCAs cost, as long as the item has not been altered, embroidered, washed, dry cleaned or worn, and within three months of reception of the items by the employee. Should it be more than three months since the employee received the items, PCA Program Administrators will need to pre-approve the return.

4.6.4 In order to initiate the returns/exchange process, the PCA employee must communicate with the Contractor's Customer Support Service (by phone, email or through the ordering website) to receive return authorization instructions.

4.6.5 The returns policy and instructions, including a Return Order Form, must be included in every order made by PCA employees. The Return Order form must accompany any return/exchange made by a PCA employee.

4.6.6 In the event that a returned item cannot be replaced with a like garment (e.g. a discontinued item available only in limited sizes in returned because of defect or poor fit), or where there is no request for replacement, the Contractor must apply a credit and return the employees points used for this item, if applicable.

4.7 On-line Uniform Ordering and Database Management System

Refer to Appendix 2 – On-line Uniform Ordering and Database Management System for full requirements and details.

4.7.1 The Contractor is responsible for providing professional images of all uniform items. If new items are added (or items are updated), new images must be taken and added to the catalogue found on the On-line Uniform Ordering and Database Management System.

4.8 Reporting and Key Performance Indicators (KPI)

Refer to Appendix 4 – Reports and Key Performance Indicators for full requirements and details.

4.9 Customer Support Services

4.9.1 The Contractor must provide assistance to PCA, in the form of customer service, to efficiently use the Contractor's On-line Uniform Ordering and Database Management System.

4.9.2 The Contractor must respond to queries and questions from PCA employee within the timeframes and within the context as outlined in section 7.1 below.

4.9.3 The Contractor must establish and implement a method to facilitate queries/questions to the Contractor from PCA employees. Such customer support processes must include:

- i. Email;
- ii. On-line support (live chat); and
- iii. Telephone-based support.

4.9.3.1 Email / On-line Customer Support:

- i. For each query or question submitted by a PCA employee to the Contractor (via either a specifically designated email address or via live chat within the On-line Uniform Ordering and Database Management System), the Contractor must ensure that a receipt acknowledgment email is sent back to the originator according to the timeframes established within section 7.1, which addresses Performance and Service Standards.
- ii. At a minimum, such acknowledgment email must contain the following information:
 - Acknowledgement of receipt of the query;
 - A client number assigned to the query to be used for response tracking purposes;
 - An estimated timeframe within which the Contractor must respond to the query/question; and,
 - Contact information for additional information, questions or concerns.
 - The initial acknowledgement email may be in a bilingual format, whereas the subsequent response must be in the Official Language in which the query was submitted.

4.9.3.2 Live Chat Customer Support Services:

The Contractor may provide live chat support services for PCA employees to ask questions or request information;

- The live chat function must be available on the On-line Uniform Ordering and Database Management System;
- The live chat support services must have web analytics capabilities for reporting;
- at a minimum, the live chat support services must be available for use during Core Business hours as specified in section 7.1;
- Answer to live chat queries must be initiated under one minute

4.9.3.3 Telephone-Based Client Support Service System:

The Contractor must provide a toll-free Customer Support Help-line telephone service in support of the PCA Uniform Program in both Official Languages.

- i. At a minimum, the Customer Support Help-line must be available for use during Core Business Hours as specified in section 7.1;
- ii. Core Business Hours: Telephone queries/questions must be answered by, either a Customer Service Representative or an answering machine to take a message. Telephone messages must be collected, addressed and responded to by the Contractor according to the timeframes established within section 7.1, which addresses Performance and Service Standards.
- iii. After Business Hours: Outside of the Customer Support Help-line service hours (8:00 a.m. to 8:00 p.m. ET), the Contractor must provide a telephone messaging service in both Official Languages to record telephone messages received by the Contractor. Telephone messages

must be collected, addressed and responded to by the Contractor according to the timeframes established within section 7.1, which addresses Performance and Service Standards.

iv. All responses to queries/questions must be in the preferred Official Language of the caller.

4.9.4 Return Services:

4.9.4.1 The Contractor must develop and implement a formal Returns process to allow PCA employee to return any uniform items found to be damaged, defective or shipped in error back to the Contractor. In order to facilitate this process, the Contractor must make available to all PCA employee, a Returns Instruction Guide, which must include a Returns Form, via its On-line Uniform Ordering and Database Management System.

4.9.4.2 Return Instructions Guide: A user guide detailing the steps required of the PCA team member to return a Uniform Item to the Contractor (i.e. initiate a Return Merchandise Authorization process).

4.9.4.3 The Returns Order Form must be developed by the Contractor in both Official Languages to facilitate the return process and must allow for the PCA team member to clearly delineate one of the following reasons (justifications) for returning uniform items:

- Improper size sent by Contractor - Item size ordered does not match item delivered.
- Incorrect item sent by Contractor - Item sent did not match the catalogue number ordered.
- Manufacturer defect
- Other (To be jointly defined by the PCA Project Authority and the Contractor).

4.9.4.4 Return Service Labels: The Contractor must ensure that, at no additional cost to PCA, all returns that are a result of Contractor error, are sent using a shipping method, which includes a tracking number. In order to fulfill this requirement, the Contractor may choose to provide PCA with pre-paid Return Service Labels (which include a tracking number) in a sufficient quantity to facilitate returns, to be replenished as requested by PCA. The Contractor may choose an alternative method to the above-suggested option to fulfill this requirement.

4.10 Product Recalls

If a uniform item falls under a product recall, the Contractor must inform the PCA Project Authority as soon as the Contractor is made aware, and must communicate with the clients who have ordered the item in question and make the necessary arrangements to recall the item. Refer to Appendix 2 –On-line Uniform Ordering and Database Management System for detailed information.

4.11 Task Authorization Process

In addition to the provision of implementation, operation, support and maintenance services in support of the delivery of Uniform Supply and Management Services to PCA, the Contractor must provide any combination of the following “as-and-when requested” Professional Services when requested to do so by PCA by means of the issuance of a Task Authorization Form.

4.11.1 Training Services

The Contractor must provide on-site and/or remote (via webinar for example) training services. It is anticipated that topics may include but not limited to:

- Creating and updating an employee's profile within the On-line Uniform Ordering and Database Management System;
- Using the On-line Uniform Ordering and Database Management System to order uniform items and how to accurately self-measure for proper uniform sizing; and
- Methods for initiating customer service and for proper return of a uniform item.

4.11.2 System Modifications

The Contractor must provide qualified technical services to support administration, adaptation, maintenance or modification to the Contractor's On-line Uniform Ordering and Database Management System (e.g. modifications to the ordering process and/or system interfaces to align with changes to

internal PCA uniform program business requirements or to align to industry standard service offerings).

4.11.3 Secure Destruction

- For PCA owned inventory (branded and Uniform Restricted Items), the Contractor must provide upon PCA request, secure recycling/disposal services, that are approved by PCA (and comply with the Federal Identity Program and Directive on the Disposal of Surplus Material), which may be held by the Contractor and/or PCA employees and any items shipped back by PCA to the Contractor expressly for this purpose (such as a collection of discontinued, worn or unwearable items).
- The Contractor must provide PCA, for both PCA owned and Contractor owned inventory, with a Certificate of Destruction to confirm completion and provide an appropriate audit trail for any such authorized destruction of Uniform Restricted Items during the Contract.

4.11.4 Tailoring Services

The Contractor must provide qualified services to make repairs or alter clothing professionally (e.g. rebranding).

4.11.5 Design and Engineering Services

The Contractor must provide Design and Engineering Services on an as and when requested basis for the redesign or new development of uniform items as outlined in section 4.1 of the SOW.

5. Deliverables

The Contractor must submit to the Project Authority all deliverables/services as specified in each Project Phase. See Appendix 3 - Transition In / Out for details.

5.1 Milestones and Dates

PCA requires the commencement of uniform ordering and supply services no later than 180 calendar days (Service Commencement Date) after contract award.

5.2 Reporting and Communication

In addition to the timely submission of all deliverables and fulfilment of obligations specified within the Contract, the Contractor must facilitate and maintain regular communication with the PCA Project Authority.

Communication is defined as all reasonable effort to inform all parties of plans, decisions, proposed approaches, implementation, and results of work, to ensure that the work is progressing well and in accordance with expectations. Communication may include, but is not limited to, phone calls, electronic mail, mailings, and weekly meetings.

Additionally, the Contractor must immediately notify PCA of any issues, problems, or areas of concern in relation to any work completed under the Contract, as they arise.

The Contractor will provide a dedicated representative to work with PCA throughout the life of this contract.

5.2.1 Surveys

- a) In consultation with the PCA Project Authority, the Contractor must develop and administer client feedback surveys. Survey topics may include but are not limited to: satisfaction with the uniform items, delivery timeframes, usability of the system etc. Surveys will be made available via the same interface as the Contractor's On-line Uniform Ordering and Database Management System and be conducted approximately once per year or upon request within special circumstances where information is required.
- b) The Contractor must be responsible for:

- i. Administering the client feedback surveys;
 - ii. Collecting and analyzing the responses within the completed surveys; and
 - iii. Providing the PCA Project Authority with accurate and detailed results of the surveys.
- c) Based on the information collected and received from the completed client feedback surveys, the Contractor may be required by PCA to complete modifications/improvements to the PCA Uniform Program's system, processes, forms, and/or uniform items (if necessary) to the satisfaction of the PCA Project Authority.

5.2.2 Meetings

- a) The Contractor must attend weekly meetings, via teleconference, with the Project Authority to discuss day-to-day operations of the Contractor's service delivery to PCA, as well as review forecasts of PCA's ongoing requirements for Uniform Supply and Management Services.
- i. Weekly Meeting Agenda: As captured in the Action Item Report (also referred to as the Task List) as detailed in Appendix 4 – Reports and Key Performance Indicators.
 - ii. Meeting Minutes: The Contractor must update the agenda on a weekly basis as per the previous week's discussion and decisions, and with any new items requested by PCA.
- b) Face-to-face meetings are expected to take place at the Contractor's facilities and are targeted to occur approximately every three or four (3 or 4) months, at the discretion of the PCA Project Authority.
- i. Face-to-face Meeting Agendas: The Contractor must prepare agendas (in the language agreed upon) in consultation with the Project Authority and distribute the agenda for receipt at least one (1) week prior to a scheduled meeting.
 - ii. Meeting Minutes: The Contractor must record and distribute, in the official language agreed upon, the minutes from all meetings within two (2) weeks of the meeting to the Project Authority. Meeting minutes must include but are not be limited to a summary of all action items and decisions. The minutes will be used only as a record of proceedings.
- c) The Contractor must confirm meeting attendance with the PCA Project Authority.

6. Constraints

6.1 Uniform Restricted Items

Any uniform components that contain the Parks Canada signature, the Canada Wordmark, the beaver symbol and/or the park warden (heraldic) crest are deemed to be Uniform Restricted Items. Therefore these items must be stored in a facility with proper access controls in place to properly safeguard them. Inventory controls must be in place to accurately track their location at all times, and commensurate care must be used when shipping these items to PCA employee authorized to receive them.

7. Performance and Service Standards

7.1 Customer Support Availability

- a) The Contractor must provide the following access and availability to PCA employee:

Support Hours of Access		
Access Periods	Days	Hours
Core Hours	Monday to Friday (excluding statutory holidays)	08:00 to 20:00 EST
After Hours	Monday to Sunday	20:01 to 07:59 EST
	Saturday and Sunday	00:01- 24:00 EST

Support Hours of Access		
Access Periods	Days	Hours
	Statutory Holidays	00:01- 24:00 EST

- b) The Contractor must provide the following methods and timeframes for contacting the Contractor's Customer Support Services.

Support Service		
Access Periods	Access Method	Response
Core Hours	Phone Access	Initial call answered by a live operator or voice mail. Follow-up within one (1) business day, if required.
	E-mail Access	Automated first response within two (2) hours of receipt of the query, follow-up within one (1) business day.
	Live Chat	Live response within one minute.
After Hours	Phone Access	Initial call answered by voice mail. Follow-up within next business day.
	E-mail Access	Automated first response within two (2) hours of receipt of the query, follow-up within next business day
	Live Chat	No live chat after core business hours.

7.2 Order Delivery

- a) In the provision of Uniform Supply and Management Services to PCA, the Contractor must adhere to PCA's required order processing service level(s), as described below:
- Error Free Order Processing: Each shipment is accurately packed and shipped according to the details in the order that was placed (i.e. the items ordered matches the size and quantity specified as well as the proper item itself and the correct shipping address, etc.). The uniform items are free of Manufacturer's Defects such as, but not limited to, improperly closed seams, holes, and faulty zippers, etc.
 - On-Time Order Processing: Each item ordered is processed and shipped with a Contractor tracking number and within the Order Processing Times outlined in the table below. Order Processing Times will be determined and measured using the time the PCA team member places the order (as recorded in the Contractor's On-line Uniform Ordering and Database Management System), to the time the order is received by the shipping entity from the Contractor.
 - For Returns, the Order Processing Time will be determined and measured using the time the Contractor receives the returned items from the client, to the time the replacement item is packaged and provided to the shipping entity by the Contractor.
 - Order Processing Timetable

Order Type	Maximum Acceptable Order Processing Time
Regular	Five (5) Business Days

Bulk	Ten (10) Business Days
Exchanges	Five (5) Business Days within receiving the returned item
Made-to-Order	Eight (8) weeks (except for name tags which is five (5) business days)
Made-to-Measure	Ten (10) weeks

7.3 Administrative Processing Timetable

Administrative Item	Maximum Acceptable Processing Time upon request by PCA
Inspection and Test Plan (ITP)	5 business days
Virtual Styling Samples and Fabric swatches and colour samples for new item development or re-design of existing items	15 business days
Styling Samples for new item development or re-design of existing items	30 business days
PCA Uniform Specifications for new item development or re-design of existing items	30 business days
Commencement of uniform ordering and supply services	180 calendar days after contract award
Access to Contractors On-line Uniform Ordering and Database Management System	24 hours, 7 days a week
Reports and Key Performance Indicators	As indicated in Appendix 4 – Reports and Key Performance Indicators
Weekly Meetings	Day and time to be agreed upon between PCA and the Contractor
Task List	One day prior to weekly meeting
Face to Face Meetings	Every 3 to 4 months at the Contractors facility. Date and time to be agreed upon between PCA and the Contractor
Face to Face Meeting Agendas	One week prior to meeting date
Face to Face Meeting Minutes	Within 2 weeks of the face to face meeting

8. Government Support

As required for the completion of Work in this Contract, PCA will provide the following, at their sole discretion:

- Access to Canada's facilities and the PCA Project Authority as required for the successful completion of the Work identified in this Contract;
- Access to relevant documentation and reference materials to which the Contractor would not otherwise have access, including any necessary documentation related to the Uniform Program;
- Provide guidance and clarification to the Contractor regarding PCA's Uniform Program policies and procedures;
- Review of reports and other submitted deliverables, as required, and the provision of comments and suggested revisions, in a timely manner;
- Other assistance and support as appropriate.

9. Language of Work

The Contractor must ensure that all verbal and written progress reports and other communication with PCA are done in one of Canada's official languages.

The Contractor must communicate effectively with PCA employee in the Official Language preference expressed (French and English), including:

- Email and other written correspondences with the Contractor's Customer Support Service;
- Phone-based correspondences with Contractor's Customer Support Services;

The Contractor must provide any requested training support in both English and French.

The Contractor's On-line Uniform Ordering and Database Management System must comply with Canada's obligations under the *Official Languages Act*, by providing all website and system user interfaces in both Official Languages of Canada, English and French.

10. Travel Requirements

As required, the Contractor must attend face-to-face meetings with the Project and Technical Authorities at PCA facilities within the National Capital Region (NCR). The Contractor is responsible for its own travel and accommodation costs and will not be reimbursed to attend meetings within the National Capital Region.

APPENDIX 1

PARKS CANADA NATIONAL UNIFORM PROGRAM HYBRID UNIFORM ALLOCATION SYSTEM AND SCALE OF ENTITLEMENT

IMPORTANT: The present document contains a description of Parks Canada National Uniform program. Customizations or modifications will be programmed based on the information contained within.

TABLE OF CONTENTS

1. Parks Canada (PCA) Hybrid Uniform Allocation System..... 49

2. Initial Kit and Points Allocation System..... 49

2.1 Main Allocations 50

2.2 Sub-group Allocations..... 49

2.3 Relation between HR Data and Allocation 51

2.4 Allocation Changes..... 52

2.5 Allocation Matrix (guiding document)..... 52

2.6 Uniform Item Point Value..... 52

2.7 Points System Renewal..... 53

2.8 Deactivation – Points Renewal 53

2.9 Deactivation / Reactivation..... 53

2.10 Parks Canada Scale of Uniform Entitlement..... 53

1. Parks Canada (PCA) Hybrid Uniform Allocation System

The PCA hybrid allocation system is referred to as 'hybrid' because it begins with an Initial Kit based on choosing a certain number of garments and then switches to a (replacement) points approach so employees can maintain their uniform.

The system is comprised of Main Allocations and Sub-group Allocations.

There are 15 main uniform allocation groups available. Main Allocations have been pre-determined using information in the human resources PeopleSoft dataset downloads. Each of the 800+ job codes at Parks Canada is linked to one of the main allocation groups or to "Not in Uniform".

Cost centre managers (CCMs) can also allocate sub-group allocations to their employee profile based on position and type of work (e.g.: maternity, winter parka, personal protective equipment, etc.).

Data imported from the PCA human resources (PeopleSoft) database is transferred to the Contractor on a weekly basis for the Contractor to update the On-line Uniform Ordering and Database Management System with employee information. Certain fields in a user's profile can be over-ridden by a CCM and locked against future updates by the human resource dataset downloads.

CCMs grant employees under their responsibility the authority to place uniform orders by assigning a cost center in the employee's profile on the On-line Uniform Ordering and Database Management System. CCMs also receive invoices and authorize payment. Payment is currently made by direct deposit only.

2. Initial Kit and Points Allocation System

New employee, if considered "in uniform" based on their job code, receive an initial garment allocation called an initial kit that is based on garment selection (no points), and then move to a points based allocation system on April 1st following their first order.

Points are based on the life cycle of garments included in each main allocation and length of season, and each item in the catalogue has a point value. Employee can use the points to replace uniform items as needed. The points are renewed on an annual basis, on April 1st of each year, and are carried-over from one year to the next to a pre-determined maximum amount.

Employees with shorter work terms are assigned fewer uniform items and points than employees who work year-round.

If an employee only ordered one t-shirt from their Initial Kit on September 1st, seven months later, on April 1st, the yearly points that they are entitled to, based on their Main Allocation, are deposited into that employee's profile.

For example:

- John Smith placed his initial kit order on January 15, 2017 (whether it be only one t-shirt or the full complement of items/garments that he is entitled to order)
- His yearly allocation of replacement points = 120 points
- On April 1, 2017 he will receive 120 points
- If John has not ordered from his initial kit, he will remain in initial kit after April 1st.

2.1 Main Allocations

The following Main allocations are currently available:

- Core (6 Months or more)
- Core (Less than 6 Months)
- Core, Basic PPE (6 Months or more)
- Core, Basic PPE (Less than 6 Months)
- Core, Full PPE (6 Months or more)
- Core, Full PPE (Less than 6 Months)
- Core, Fire Operations, Full PPE (6 Months or more)
- Core, Fire Operations, Full PPE (Less than 6 Months)
- Core, Fire Crew, Full PPE
- Avalanche
- Core, Northern
- Student
- Gwaii Haanas
- Wardens
- Single Use, Special Requirements
- Not in Uniform

2.2 Sub-group Allocations

Sub-group allocations are additional allocation options that cost centre managers (CCMs) may add to an employee's profile. They are given to employees who require these items to perform specific duties and at certain times of year (e.g. when these items are not already part of their main allocation). For example, a Maintenance Worker III (6 Months or more) might be required to assist with prescribed burns, therefore, their CCM would add the "Fire" sub-group allocation to the employee's profile. This would give that employee access to an additional selection of fire resistant garments.

Sub-group allocations are by garment allocation only (not based on points). There is a fixed quantity of items that are available to order. Renewal is pre-determined for each garment, based on the garment's expected life cycle. Renewal occurs on April 1st, if applicable.

Only selected sub-group allocations are available for each Main Allocation.

The sub-group allocations are available to employees no matter their length of season.

The following sub-group allocations (in bold) are currently available to employees whose main allocation are listed next to it:

- **Maternity:** Core; Core Basic PPE; Core Full PPE; Core Fire Operations Full PPE; Avalanche; Core Northern; Gwaii Haanas; Core Fire Crew Full PPE
- **Basic Winter Outerwear:** Core; Core Basic PPE; Core Full PPE; Core Fire Operations Full PPE; Core Fire Crew Full PPE; Student

- **Outerwear:** Gwaii Haanas
- **Basic Winter Outerwear No Goretex:** Core; Core Basic PPE; Core Full PPE; Core Fire Operations Full PPE; Core Fire Crew Full PPE; Student
- **Full Winter Outerwear:** Core; Core Basic PPE; Core Full PPE; Core Fire Operations Full PPE; Core Fire Crew Full PPE; Student
- **Winter Parka:** Core; Core Basic PPE; Core Full PPE; Core Fire Operations Full PPE; Core Fire Crew Full PPE
- **Basic PPE:** Core; Core Northern; Student; Gwaii Haanas
- **Full PPE:** Core; Core Northern; Student; Gwaii Haanas
- **Dress:** Core; Core Basic PPE; Core Full PPE; Core Fire Operations Full PPE; Avalanche; Core Northern; Gwaii Haanas; Core Fire Crew Full PPE
- **Fire:** Core; Core Basic PPE; Core Full PPE; Avalanche; Core Northern; Gwaii Haanas
- **Insulated Coverall:** Core; Core Basic PPE; Core Full PPE; Core Fire Operations Full PPE; Avalanche; Core Northern; Gwaii Haanas; Student; Core Fire Crew Full PPE
- **Warden Instructor:** Wardens
- **Warden Ceremonial:** Wardens
- **Warden Winter Parka:** Wardens

Notes:

- i. CCMs can only select one option for PPE (Basic PPE or Full PPE), not both.
- ii. CCMs can only select one the following: Basic Winter Outerwear, Full Winter Outerwear or Basic Winter no Goretex

Sub-group allocations remain in the employee's profile even if the employee's CCM changes.

If a Sub-group allocation is removed from an employee's profile, then added a few months later, the employee does not have access to all garments in the complete Sub-group allocation. The system remembers which item(s) were ordered and the replacement date/cycle for these items.

Employees only see the Sub-group allocations that were added to their profile by their CCM (under the tab Profile – Information). CCMs, however, in their own profile, can see the full list of sub-group allocation and the ones that their CCM has selected for them.

2.3 Relation between Human Resource Data and Allocation

Three values in the human resource data determines the Main Allocation Group:

- i. Job code: PCA provides a Job Code List to the Contractor that itemizes all the job codes in PCA (800+) and assigns either a Main Allocation Group to each job code or the value "Not in uniform". This list is usually updated once or twice a year.
- ii. Employee Class/Length of season (6 months or more or Less than 6 months)
 - a. There is only one level of allocation for the following (no 'Less than 6 Months' or '6 Months or more'): Students, Gwaii Haanas, Wardens, Core, Northern, Avalanche, Single Use, Special Requirement
- iii. Gwaii Haanas National Park Reserve, National Marine Conservation Area Reserve, and Haida Heritage Site: this PCA location is co-managed with the Haida Nation and, therefore, their uniforms contain unique branding elements
 - a. Every employee working within Gwaii Haanas Field Unit, including students, will be allocated the Gwaii Haanas Main Allocation. The only exception is Park Warden, since all Park Wardens across the country wear the same uniform.

2.4 Allocation Changes

If an employee has a change in allocation for whatever reason, the following rules apply:

Scenario 1: The employee stays in the same Main Allocation, but their length of season moves from “6 months or more” to “Less than 6 months”

- Their points are adjusted based on the points allocated to their new Main Allocation/length of season;
- If the employee has already spent more than what they are now entitled, the points total or garment total will be zero (no negative points) (i.e. the overspent amount will not be considered)

Scenario 2: The employee stays in the same Main Allocation, but their length of season moves from “Less than 6 months” to “6 months or more”

- Their points are adjusted based on the points allocated to their new Main Allocation/length of season;

Scenario 3: The employee changes job codes, which changes their Main Allocation

- They are eligible to receive the new items from the new Main Allocation
- If they are still in initial kit, items already ordered will be considered if they are common to their old Main Allocation
- New sub-group allocations may become available or removed from their profile.
- If they are in points allocation:
 - If the new Main Allocation Group has a higher points value, the employee will receive the points difference
 - If the new Main Allocation Group has a lower points value, the employee will see their points decrease. If the employee has spent more than the new allocation, the points total or garment total will be zero (no negative points, i.e. the overspent amount will not be considered)

In all cases, the employee will carry over all points that were already in their profile from previous years.

- If an employee becomes “not in uniform” and then reverts back to being in uniform, the system remembers that he/she already received their initial kit and therefore will revert immediately to the replacement points allocation.

2.5 Allocation Matrix (guiding document)

The items and quantities available for each Main Allocation and Sub-group allocation are in accordance with the Allocation Matrix document. The Allocation Matrix must be updated by the Contractor when new items are added to the system, and/or when a modification to the allocations occurs. If PCA wishes to modify the matrix, they must contact the Contractor with a change request. This document is used to program/code the online allocation system.

2.6 Uniform Item Point Value

The point value for each item is determined by the price of an item.

The point value for the same item in a men's and women's version is identical (even though the prices may slightly differ).

2.7 Points System Renewal

The point system renewal is April 1st of each year. A maximum number of points has been set for each Main Allocation. Employees carry over their points from previous years until that pre-determined maximum number of allowable points is reached.

Points and transaction history from previous years are accessible in an employee's profile.

2.8 Deactivation – Points Renewal

An employee that is deactivated does not receive points for renewal.

2.9 Deactivation / Reactivation

If an employee is deactivated on April 1st and re-activated at a later date, the employee receives pro-rated points based on date of their reactivation. The maximum allowable points in the account is applicable.

2.10 Parks Canada Scale of Uniform Entitlement (subject to change)

CORE (6 MONTHS OR MORE)	
Item	Initial Issue Quantity
Belt (choice between 2 models)	1
Bottoms (choice between 5 models)	5
Headwear (choice between 2 models)	2
Nametags	3
Softshell Jacket	1
Rain Jacket	1
Rain Pants	1
Pairs of Socks (choice between 4 models)	6
Sweater (choice between 2 models)	1
Tops (choice between 6 models)	5

CORE (LESS THAN 6 MONTHS)	
Item	Initial Issue Quantity
Belt (choice between 2 models)	1
Bottoms (choice between 5 models)	5
Headwear (choice between 2 models)	2
Nametags	3
Softshell Jacket	1
Rain Jacket	1
Rain Pants	1
Pairs of Socks (choice between 4 models)	6

Statement of Work (SOW) - Appendix 1
Parks Canada National Uniform Program Hybrid
Uniform Allocation System and Scale Entitlement

Sweater (choice between 2 models)	1
Tops (choice between 6 models)	5

CORE, BASIC PPE (6 MONTHS OR MORE)	
Item	Initial Issue Quantity
Belt (choice between 2 models)	1
Bottoms (choice between 5 models)	5
Headwear (choice between 2 models)	2
Nametags	3
Softshell Jacket	1
Coverall	1
Pair of Sunglasses (choice between 2 models)	1
High Visibility Vest	1
High Visibility Sweater	1
Rain Jacket	1
Rain Pants	1
Pairs of Socks (choice between 4 models)	6
Sweater (choice between 2 models)	1
Tops (choice between 6 models)	5

CORE, BASIC PPE (LESS THAN 6 MONTHS)	
Item	Initial Issue Quantity
Belt (choice between 2 models)	1
Bottoms (choice between 5 models)	3
Headwear (choice between 2 models)	2
Nametags	3
Softshell Jacket	1
Coverall	1
Pair of Sunglasses (choice between 2 models)	1
High Visibility Vest	1
High Visibility Sweater	1
Rain Jacket	1
Rain Pants	1
Pairs of Socks (choice between 4 models)	6
Sweater (choice between 2 models)	1
Tops (choice between 6 models)	5

Statement of Work (SOW) - Appendix 1
Parks Canada National Uniform Program Hybrid
Uniform Allocation System and Scale Entitlement

CORE, FULL PPE (6 MONTHS OR MORE)	
Item	Initial Issue Quantity
Belt (choice between 2 models)	1
Bottoms (choice between 5 models)	5
Headwear (choice between 2 models)	2
Nametags	3
Softshell Jacket	1
Coverall	1
Hard Hat (choice between two colors)	1
Pair of Sunglasses (choice between 2 models)	1
High Visibility Vest (choice between 2 models)	1
High Visibility Sweater	1
Rain Jacket	1
Rain Pants	1
Pairs of Socks (choice between 4 models)	6
Sweater (choice between 2 models)	1
Tops (choice between 6 models)	5
Pair of Gaiters	1
Crests (choice between 2 sizes)	2

CORE, FULL PPE (LESS THAN 6 MONTHS)	
Item	Initial Issue Quantity
Belt (choice between 2 models)	1
Bottoms (choice between 5 models)	3
Headwear (choice between 2 models)	2
Nametags	3
Softshell Jacket	1
Coverall	1
Hard Hat (choice between two colors)	1
Pair of Sunglasses (choice between 2 models)	1
High Visibility Vest	1
High Visibility Sweater	1
Rain Jacket	1
Rain Pants	1
Pairs of Socks (choice between 4 models)	6
Sweater (choice between 2 models)	1
Tops (choice between 6 models)	5
Pair of Gaiters	1
Crests (choice between 2 sizes)	2

Statement of Work (SOW) - Appendix 1
Parks Canada National Uniform Program Hybrid
Uniform Allocation System and Scale Entitlement

CORE, FIRE OPERATIONS, FULL PPE (6 MONTHS OR MORE)	
Item	Initial Issue Quantity
Belt (choice between 2 models)	1
Bottoms (choice between 5 models)	5
Headwear (choice between 2 models)	2
Nametags	3
Velcro Nametags	2
Fire Position Nametags (choice between 18 positions EN & FR)	2
Softshell Jacket	1
Coverall	1
Hard Hat (choice between two colors)	1
Pair of Sunglasses (choice between 2 models)	1
High Visibility Vest (choice between 2 models)	1
Undershirts (choice between 2 models)	2
Fire Resistant Jacket	1
Crests (choice between 2 sizes)	2
Pair of Gaiters	1
Fire Resistant Shirt	1
Fire Resistant Pants	1
Rain Jacket	1
Rain Pants	1
Pairs of Socks (choice between 4 models)	6
Sweater (choice between 2 models)	1
T-shirts 100% Cotton	2
Tops (choice between 6 models)	5

CORE, FIRE OPERATIONS, FULL PPE (LESS THAN 6 MONTHS)	
Item	Initial Issue Quantity
Belt (choice between 2 models)	1
Bottoms (choice between 5 models)	3
Headwear (choice between 2 models)	2
Nametags	3
Velcro Nametags	2
Fire Position Nametags (choice between 18 positions EN & FR)	2
Softshell Jacket	1
Coverall	1

Statement of Work (SOW) - Appendix 1
Parks Canada National Uniform Program Hybrid
Uniform Allocation System and Scale Entitlement

Hard Hat (choice between two colors)	1
Pair of Sunglasses (choice between 2 models)	1
High Visibility Vest	1
Undershirts (choice between 2 models)	2
Fire Resistant Jacket	1
Crests (choice between 2 sizes)	1
Pair of Gaiters	1
Fire Resistant Shirt	1
Fire Resistant Pants	1
Rain Jacket	1
Rain Pants	1
Pairs of Socks (choice between 4 models)	6
Sweater (choice between 2 models)	1
T-shirts 100% Cotton	2
Tops (choice between 6 models)	5

CORE, FIRE CREW, FULL PPE	
Item	Initial Issue Quantity
Belt (choice between 2 models)	1
Bottoms (choice between 5 models)	5
Headwear (choice between 2 models)	2
Nametags	3
Velcro Nametags	3
Fire Position Nametags (choice between 18 positions EN & FR)	3
Softshell Jacket	1
Coverall	1
Hard Hat (choice between two colors)	1
Pair of Sunglasses (choice between 2 models)	1
High Visibility Vest (choice between 2 models)	1
Undershirts (choice between 2 models)	2
Fire Resistant Jacket	1
Crests (choice between 2 sizes)	2
Pair of Gaiters	1
Fire Resistant Shirt or Pants	3
Rain Jacket	1
Rain Pants	1
Pairs of Socks (choice between 4 models)	6
Sweater (choice between 2 models)	1
T-shirts 100% Cotton	2
Tops (choice between 6 models)	5

Statement of Work (SOW) - Appendix 1
Parks Canada National Uniform Program Hybrid
Uniform Allocation System and Scale Entitlement

CORE NORTHERN	
Item	Initial Issue Quantity
Belt (choice between 2 models)	1
Bottoms (choice between 5 models)	5
Headwear (choice between 2 models)	2
Winter Headwear	1
Winter Neckwear	1
Pair of Hand Wear (choice between 2 models)	1
Nametags	3
Outerwear Jacket Liner	1
Outerwear Pant Liner	1
Softshell Jacket	1
Gore-Tex Jacket	1
Gore-Tex Pants	1
Winter Parka	1
Rain Jacket	1
Rain Pants	1
High Visibility Sweater	1
Pairs of Socks (choice between 4 models)	6
Sweater (choice between 2 models)	1
Tops (choice between 6 models)	5
Underclothing (choice between models)	4

CORE AVALANCHE	
Item	Initial Issue Quantity
Belt (choice between 2 models)	1
Bottoms (choice between 5 models)	5
Headwear (choice between 2 models)	2
Winter Headwear	1
Pair of Hand Wear (choice between 2 models)	1
Nametags	3
Outerwear Jacket Liner	1
Outerwear Pant Liner	1
Softshell Jacket	1
Gore-Tex Jacket	1
Gore-Tex Pants	1
Coveralls	1
Crests (choice between 2 sizes)	1
Pair of Gaiters	1

Statement of Work (SOW) - Appendix 1
Parks Canada National Uniform Program Hybrid
Uniform Allocation System and Scale Entitlement

Rain Jacket	1
Rain Pants	1
High Visibility Sweater	1
Pairs of Socks (choice between 4 models)	6
Sweater (choice between 2 models)	1
Tops (choice between 6 models)	5
Underclothing (choice between models)	4

PARK WARDENS	
Item	Initial Issue Quantity
Ceremonial Tie Clip	1
Clip on Tie	2
Belt	1
Bottoms (choice between 2 models)	5
Ball Cap	1
Brimmed Hats	2
Hat Protector	1
Muskrat Fur Hat	1
Winter Neck Wear	1
Pair of Dress Gloves	1
Duty Belt with accessories	1
Duty Belt Accessories (choice between 9 accessories)	1
Nametags	2
Velcro Nametags	3
High Visibility Vest	1
Outerwear Jacket Liner	1
Coverall	1
Pair of Gaiters	1
Pairs of Socks	4
Tops (choice between 4 models)	6
Underclothing (choice between 6 models)	5
Outerwear Jackets (choice between 2 models and EN & FR)	2
Pair of Removable Patches (choice between EN & FR)	1
Pair of Sunglasses (choice between 2 models)	1

Statement of Work (SOW) - Appendix 1
Parks Canada National Uniform Program Hybrid
Uniform Allocation System and Scale Entitlement

GWAI HAANAS	
Item	Initial Issue Quantity
Belt (choice between 2 models)	1
Bottoms (choice between 5 models)	5
Headwear (choice between 2 models)	2
Nametags	3
Softshell Jacket	1
Rain Jacket	1
Rain Pants	1
Pairs of Socks (choice between 4 models)	6
Sweater (choice between 2 models)	1
Tops (choice between 6 models)	5

STUDENT	
Item	Initial Issue Quantity
Belt	1
Bottoms (choice between 2 models)	2
Ball Cap	1
Nametags	2
Rain Jacket	1
Sweater	1
Pairs of Socks (choice between 3 models)	5
Tops (choice between 2 models)	5

SINGLE USE, SPECIAL REQUIREMENT	
Item	Initial Issue Quantity
Belt (choice between 2 models)	1
Casual Pants	1
Nametags	1
Softshell Jacket	1
Pairs of Socks (choice between 4 models)	2
Tops (choice between 3 models)	2

Sub-Group Allocation

Below is a list of each specialized garment available for each Sub-Group Allocations.

BASIC PERSONAL PROTECTIVE EQUIPMENT (PPE)	
Item	
High Visibility Vest	
Sunglasses (choice between 2 models)	
Rain pants	

FULL PPE	
Item	
High Visibility Vest (choice between 2 models)	
Sunglasses (choice between 2 models)	
Coverall	
Gaiters	
Hard Hat (choice of 2 colors)	
Crests (choice between 2 sizes)	

INSULATED COVERALL	
Item	
Insulated Coverall	

FIRE	
Item	
Fire Resistant Cargo Pants	
Fire Resistant Shirt	
Fire Resistant Jacket	
T-Shirt 100% Cotton	
Undershirt (choice between 2 models)	
Name Tags/Position Badges	

BASIC WINTER OUTERWEAR	
Item	
Underclothing (choice between 4 models)	
Gore-Tex Jacket	
Neck Warmer	
Hand Wear (choice between 2 models)	
Winter Headwear	

Statement of Work (SOW) - Appendix 1
Parks Canada National Uniform Program Hybrid
Uniform Allocation System and Scale Entitlement

BASIC WINTER OUTERWEAR - NO GORE-TEX	
Item	
Underclothing (choice between 4 models)	
Winter Headwear	
Neck Warmer	
Hand Wear (choice between 2 models)	

FULL WINTER OUTERWEAR	
Item	
Gore-Tex Jacket	
Liner for Gore-Tex Jacket	
Gore-Tex Pants	
Liner for Gore-Tex Pants	
Underclothing (choice between 4 models)	
Neck Warmer	
Head Wear (choice between 2 models)	
Winter Headwear	

WINTER PARKA	
Item	
Winter Parka	

DRESS	
Item	
Dress Jacket	
Dress Shirt	
Dress Bottoms (Trousers or Skirt)	
Neckwear (Tie or Loop tie)	
Tie Clip (for men's)	
Beaver pin for dress jacket	

MATERNITY	
Item	
Shirts (choice of long or short sleeves shirt)	
Bottoms (choice of Pants or Skort)	

Statement of Work (SOW) - Appendix 1
Parks Canada National Uniform Program Hybrid
Uniform Allocation System and Scale Entitlement

The following Sub-Groups Allocations have been defined for Park Wardens only:

PARK WARDEN INSTRUCTORS
Item
Instructor Ball Cap (English first or French first)
Embroidery on the Instructor Shirt (English first or French first)

PARK WARDEN PARKA
Item
Gore-Tex Parka (English first or French first)
Liner for Gore-Tex Parka
Hood for Gore-Tex Parka

PARK WARDEN CEREMONIAL
Item
Ceremonial Pants
Ceremonial Jacket
Accessories (Lanyard, Belt Hooks, Collar Dogs)
Ceremonial Belt
Ceremonial Gloves
Buttons

APPENDIX 2

ON-LINE UNIFORM ORDERING AND DATABASE MANAGEMENT SYSTEM

IMPORTANT: The present document contains a description of Parks Canada (PCA) National Uniform Program. Customizations or modifications will be programmed based on the information contained within.

TABLE OF CONTENTS

1. System Requirements	68
2. The Parks Canada Employee List (HR Database).....	70
2.1 Actions Following Download - HR Database Download.....	72
2.2 Synchronization/De-Synchronization	72
3. Finance Download (Delegation of Authority Application – DAA system).....	74
3.1 Actions Following Finance Download (DAA system)	74
3.2 Warden Cost Centre Managers.....	74
3.3 Hierarchical Level	74
4. Job Code (number, generic title and linked with main allocation)	74
5. Link between Cost Centre and Fund Centre	75
6. Shipping.....	75
7. Website Access.....	75
8. Functionality of Ordering Website	75
8.1 First Login for new employees	75
8.2 Future Log-in.....	76
8.3 Login Acknowledgment	76
8.4 Cost Centre Managers (CCMs) Access	77
8.5 PCA Program Administrator Access	77
8.6 Temporary Employee Profiles	77
8.7 Complete PCA Catalogue.....	78
8.8 Personal Catalogue	78
8.9 Specifications	78
8.10 Measurements	78
8.11 Nametag Protocol.....	78
8.12 Passwords.....	78
8.13 Email – Cost Centre Request	79
8.14 Username	79
8.15 Ordering Website URL	79
8.16 Website Messages.....	79
8.17 Notes (preferred first language, insignia first language).....	79

9.0	Rules on Ordering.....	79
9.1	Ordering Process for Employees/Regular Orders.....	80
9.2	Ordering process for Bulk Orders.....	80
9.3	Ordering Process for Personalized Order	81
9.4	Ordering process for Nametag Order	82
9.5	Ordering process for Individualized Order	82
9.6	Ordering Process for Made-to-order Items.....	83
9.7	Made-to-measure.....	83
9.8	Personal Purchase Orders.....	83
9.9	Shipping Addresses	83
10.	Process once orders are placed.....	84
10.1	Email (after order is placed).....	84
10.2	Order History.....	84
10.3	Change to Orders	84
10.4	Returns and exchanges	84
10.5	Product Recall.....	84
11.	Invoicing	84
11.1	Invoicing Process.....	84
11.2	Out of office Email from CCM.....	85
11.3	Invoicing Information Available on the Ordering Website.....	85
12.	Uniform Item Catalogue	85
12.1	Images	86
13.	Security Requirements.....	86
14.	Web Interfaces Design	86
14.1	Employees interface.....	86
14.2	CCMs interface.....	86
14.3	Program's Administrators Interface.....	86

1. System Requirements

The following describes, in general terms, the requirements of the On-line Uniform Ordering and Database Management System.

- a) The Contractor must maintain and provide a customized secure On-line Uniform Ordering and Database Management System, which is subject to review and approval by the PCA Project Authority;
- b) The Contractor must provide on-line storefront functionality (via a secure On-line Uniform Ordering and Database Management System) on a Contractor- hosted Internet site. PCA will not host the ordering website on its network;
- c) The Contractor must develop, manage and administer the secure On-line Uniform Ordering and Database Management System, and process all orders placed by PCA employees via the ordering website. The on-line system must include the full PCA Uniform Catalogue with images and related information for each uniform item;
- d) The Contractor's secure On-line Uniform Ordering and Database Management System must be available, 24 hours a day, 7 days a week with the exception of short maintenance periods agreed upon in advance by the Contractor and the PCA Project Authority;
 - i. Scheduled maintenance activities related to system functionality (e.g. patches, upgrades, and fixes, etc.) must be scheduled, as much as possible, outside of the Core Hours of usage (as identified in section 7.1 of the Statement of Work), or otherwise be undetectable to the system users. There must be minimal impact to PCA employees;
 - ii. Emergency maintenance related to a security or service impacting issue must be addressed, fixed and the PCA Project Authority must be notified as soon as possible;
 - iii. In the event of a failure, the system must be recovered to its prior operational state within 24 hours (to be completed on a weekday, with the exception of statutory holidays). In the event of a disaster, the system must be reconstituted to its prior operational state with the last transactions recorded in its database;
- e) The Contractor must provide a secure, online, bilingual ordering system with English and French Interfaces for PCA employees to place orders;
- f) The Contractor's secure On-line Uniform Ordering and Database Management System must be compatible to allow access from a computer on the PCA network and align with the Government of Canada information management policies;
- g) Access to the Contractor's secure On-line Uniform Ordering and Database Management System must be restricted to authorized PCA employees only, and must require a unique username and password for each PCA employee. User names and passwords in an employee's profile must be able to be recovered/re-set by the Contractor, or an authorized PCA Program Administrator;
- h) The Contractor's On-line Uniform Ordering and Database Management System must recognize the different roles of employees (users), cost centre managers (CCMs), warden cost centre managers and PCA program administrators, and restrict access to the various system functionalities accordingly. This information will be available within the exported PCA database files, except for the administrators (see bullet o for more details);
- i) The Contractor must reserve a section within this system for PCA communications and updates, as approved by the PCA Project Authority. The Contractor's system must be able to send messages or show pop-ups upon login to different user groups (employees, CCMs and/or PCA Administrators);

- j) The Contractor's On-line Uniform Ordering and Database Management System must provide the functionality to set tombstone data (such as financial coding fields, shipping addresses, usernames, position/roles, etc.) to mandatory fields so orders are not delayed. There must be a defined process in place to allow the Contractor or a designated PCA resource (e.g. CCMs or PCA program administrators) to enter these values;
- k) The Contractor's secure On-line Uniform Ordering and Database Management System must provide access to the Contractor's returns policy, including a return order form, so that PCA employees can initiate a return merchandise authorisation (RMA) on-line;
- l) The Contractor's secure On-line Uniform Ordering and Database Management System must provide an automated weekly process for populating the Contractor's database with PCA employee related data, including but not limited to the creation, the updating and deletion/deactivation of user profiles and related information such as addresses for delivery, cost centre information, etc., within the system, in order to keep the system up to date with respect to current/active system users;
- m) The Contractor's secure On-line Uniform Ordering and Database Management System must provide a personal information section where an employee's personal profile can be manually created/updated by a CCM or a PCA Program Administrator, when needed;
- n) The PCA's complete Uniform Catalogue must be incorporated into, maintained in an up to date fashion, and made available for use within the Contractor's On-line Uniform Ordering and Database Management System;
 - The Contractor's secure On-line Uniform Ordering and Database Management System must provide a search function by uniform item number or name;
 - The Contractor's secure On-line Uniform Ordering and Database Management System must display the applicable points and dollar value for each uniform item, as well as written and pictorial descriptions (including front and back) of all uniform items available for order;
 - In the event of insufficient points for an ordered item(s), employees must be notified they have insufficient point and the order cannot be placed;
 - The Contractor must update information within the Contractor's secure On-line Uniform Ordering and Database Management System within ten (10) working days after receiving written approval from the PCA Project Authority of a change or addition to the inventory of uniform items in the PCA Uniform Catalogue;
- o) The Contractor's secure On-line Uniform Ordering and Database Management System must allow for four hierarchy levels of access (e.g. employees, cost centre managers, warden cost centre managers and program administrators). Program administrators must be approved by the PCA Project Authority. A program administrator has a unique login and password. They have the ability to view all profiles in the system, to edit/modify or create profiles for employees, download reports, etc. The Uniform Catalogue viewed by a PCA Program Administrator must include uniform specifications for each uniform item;
- p) The Contractor's secure On-line Uniform Ordering and Database Management System must include a self-measuring guide (in video and printable format) for use by PCA employees. A free measuring kit with measuring instructions must be made available and sent to the employee who orders it;
- q) The Contractor's secure On-line Uniform Ordering and Database Management System must provide a built-in help centre with clear instructions;
- r) The Contractor must develop and maintain a Maintenance and Care User Guide for all

uniform items. The Maintenance and Care User Guide must be made available to all PCA employees as a downloadable PDF on the Contractor's secure On-line Uniform Ordering and Database Management System;

- s) The Contractor's secure On-line Uniform Ordering and Database Management System must also have the capability to track orders (from the time of receipt by the Contractor until delivery to the order recipient), and record uniform history by PCA employees (ordered and returned);
- t) The Contractor's secure On-line Uniform Ordering and Database Management System must allow an authorized CCM and PCA Program Administrator to produce reports as specified in Appendix 4 – Reports and Key Performance Indicators;
- u) The Contractor's secure On-line Uniform Ordering and Database Management System must provide a tracking system to monitor uniform point usage and sales for each PCA employee, and advise the employee of the remaining points available after an order has been placed, or an item has been returned, as well as the yearly renewal of points. A CCM must be able to view remaining points of employees under their responsibility. The Contractor's system must ensure that the maximum point allocation for each employee is not exceeded when an order is being placed (i.e. an employee cannot carry a negative point balance, therefore an order cannot be placed without sufficient points);
- v) The Contractor's secure Uniform Ordering and Management System must allow authorized PCA employees (those who have a uniform allocation) to order uniform items, and have the order delivered to the delivery location associated with the PCA employee profile who placed it;
- w) The Contractor's secure On-line Uniform Ordering and Database Management System must send an Order Confirmation email to the employee and the CCM identified in the employee's profile once they have placed their order. The Order Confirmation should include the expected delivery date for items that are in stock, as well as items that are on back order. Subsequent emails (if more than one is required due to partial shipments) is sent once the order is shipped;
- x) The Contractor's secure On-line Uniform Ordering and Database Management System must provide available inventory levels of the sizes for each item (i.e. to alert users of discontinued, unavailable or back ordered items) while employees are placing their order;
- y) The Contractor's secure On-line Uniform Ordering and Database Management System must provide the ability for employees to order by individual, or for CCMs to order by individual, in bulk, or through a personalised order that may or may not affect the points allocation of the employee (at the CCMs discretion).

2. The Parks Canada Employee List (HR Database)

PCA will send to the Contractor, on a weekly basis, an HR database.

The process to transfer the encrypted files from PCA to the Contractor will be confirmed upon Contract award.

This file will only contain active PCA employees. This will include all active employees including those on seasonal lay-off, on leave of absence, or on leave with pay.

The Contractor must consider only one line for each employee (the 1st active line). Requirements for dual employment are managed by the CCM as follows:

- Adding an additional Sub-Group allocation for the employee
 - Adding points/removing points from the employee's profile.
 - Creating a personalized order which will not be deducted from the employee's point balance.
- Type of file used: Text file with field delimiters
- The encrypted files contain the following fields:
- WORK EMAIL
 - EMPL_RCD: Employee Record Number
 - NATIONAL_ID: The employees PRI (Personal Record Identifier)
 - The PRI appearing in the ordering website does not contain the first zero (8 numbers instead of 9)
 - The Contractor must disregard "099999999" lines as these are employees for which there was no PRI at time of hire. There are multiple entries with this value.
 - LAST_NAME
 - FIRST_NAME
 - PREFERRED_LANGUAGE:
 - Values "CFR" and "FRA" = French
 - Value "ENG" = English
 - Empty values: Employee needs to confirm at 1st login
 - EMPL_STATUS: This represents the status of the employee.
 - A = Active Employee
 - L = Active but on Leave of Absence
 - P = Active but on Leave with Pay
 - S = Active but on Seasonal Lay-off
 - HP_EMPLSTATUS_ENGD: English Description
 - HP_EMPLSTATUS_CFRD: French Description
 - EMPL_CLASS: Determines if the employee has an allocation of 6 Months or More, or Less than 6 Months:
 - Indeterminate (=6 months or more)
 - Seasonal < 6 months
 - Seasonal >= 6 months
 - =or> 3 months =or< 6 months
 - Greater than 6 months
 - Less than 3 months
 - Special
 - Casual
 - Student =or> 3 =or< 6 months
 - Student < 3 months
 - Student > 6 months
 - HP_EMPLCLASS_ENGD: English Description

- HP_EMPLCLASS_CFRD: French Description
- ASSGN_APPT_TYPE_CD: Indicates if the employee is Acting
- HP_ASSGNAPPT_ENGD: English Description
- HP_ASSGNAPPT_CFRD: French Description
- DEPTID: Used to determine Warden Cost Centre Managers (AAA43G) (DEPTNAME: PAE&C-LAW ENFORCEMENT)
- DEPTNAME: English Description
- HP_DEPTNAME_CFR: French Description
- LOCATION: Used to determine GWAII HAANAS Employees (with the "5947029 - GWAII HAANAS FIELD UNIT")
- LOCATION_DESCR: English Description
- HP_LOCATION_CFRD: French Description
- HP_PROVINCE_NAME: Location province
- JOBCODE: Used to determine the allocation of the employee
- HP_JOBCODE_ENGD: English Description
- HP_JOBCODE_CFRD: French Description
- POSITION_NBR
- HP_DESCR254_ENG: English Description
- HP_DESCR254_CFR: : English Description
- HP_FTE
- HP_SPRV1_NATNL_ID: Is used to determine the hierarchy tree unless a CCM already appear in the employee's profile (the Contractor's system must search for a CCM until they find one (usually one or two levels up – ex: the CCM of the employee's supervisor if their supervisor indicated in PeopleSoft is not a CCM), no matter if he/she is inactive or active.)
- HP_SPRV1_LAST_NAME
- HP_SPRV1_FRST_NAME merge functionality

2.1 Actions Following Download - HR Database Download

- The first time an employee appears in the HR database, the employee is automatically assigned a CCM (if that CCM is in the Finance download called Delegation of Authority Application – the DAA system). The CCM then receives an automated message explaining that an employee has been added under their responsibility.
- Employees who were previously in the system but who no longer appear on the download are deactivated (they become inactive).
 - Pending orders of an employee that become inactive in the system are put on HOLD. If the employee is not re-activated within 90 days, the order is automatically cancelled by the Contractor.
 - The Contractor must provide PCA a report of order cancellations. Refer to section 7.5 in Appendix 4 – Reports and Key Performance Indicators.
 - Note: Special Sizes or Made-to-measure / personalized items (e.g. Name tags) are to be shipped when ready, no matter of the status of the employee (active or inactive).
- Orders are to be put on HOLD for employees with the following status:
 - L = Leave of Absence
 - P = Leave with Pay
 - S = Seasonal Lay-off
 - These orders are cancelled if an employee has one of these statuses for more than 12

months.

- Employees with an L, P, or S status can place an order but these orders remain on hold until the employee becomes active (meaning their EMPL_STATUS field in HR download changes to A). These orders must be manually managed by the Contractor (a report is downloaded every Tuesday –after the CCM download and then the orders are released by the Contractor).
- If a CCM becomes inactive in the HR database, meaning they no longer appear in the HR download or they no longer appear in the Finance download, the following occurs in the employees' profile who had that CCM identified as their CCM.
 - The employee's cost centre and CCM are removed from their profile. Neither the points balance of the employee nor any other data are affected.
 - Prior orders are shipped since there was a CCM in the employee's profile and a cost centre at time of order.
 - The invoice for this order is sent to the CCM at time of order, even if no longer active in the system.
 - An automated email is sent to the employee to inform them that they must select a new CCM.

2.2 Synchronization/De-Synchronization

An employee's profile can be synchronized with the HR download (meaning that its values are identical to the values found in the HR download), or de-synchronized (meaning that one or more of the values in the profile do not match the HR download because one of the HR fields in their profile have been modified by a CCM or a PCA Program Administrator).

- If the employee's profile is desynchronized, the synchronization of information based on the HR download is deactivated. Future HR downloads will not revert back the modified HR fields, nor any other field.
- The synchronization is automatically reactivated when the HR download matches the values found in the employee's profile.
- CCMs can change the Main Allocation for an employee (e.g. from not in uniform to Core), and the profile will be desynchronised. The following message will appear:

"If one of the following fields is modified (Status, Gender, Position Title, and Uniform Allocation) the employee's profile information will no longer be synchronized with the HR PeopleSoft download.

Three reasons these fields can be manually overridden by a CCM or a PCA Program Administrator:

- 1) *To permanently override an employee's uniform default allocation (e.g.: not in uniform to in uniform);*
- 2) *To update profile information which has not yet been updated by the HR download;*
and
- 3) *To allow timely shipment of orders placed prior to an employee's confirmed return to work.*

If the profile is desynchronised, the weekly HR database download does not update the profile unless all the fields match the profile fields, OR if the job code and /or employee class changes".

- The profile can be synchronised by the CCM or PCA Program Administrators by selecting

“synchronization” in the employee's profile. The following HR download will override the discrepancies in the profile.

3. Finance Download (Delegation of Authority Application – DAA system)

On a weekly basis, the PCA Comptrollership Branch will send the “DAA” report which contains all the active cost centre managers (CCMs) and their PRIs. This data represents active approved delegation in the DAA system (Delegated Manager List with Section 32 and 34 authority).

The file is provided to the Contractor every Tuesday morning by email, using an encrypted or password-protected file (note: PCA sends the password information separately).

Fields of the report that are taken into consideration by the Contractor:

- Incumbent's PRI: PRI of the active CCM
- Title Assignment Type

NOTE: The status of a CCM is determined by the HR download (if they appear in the download, they are active – if they do not appear they are inactive). If the profile of a CCM is inactive in the PCA HR database, they will not appear in the drop-down list of CCMs, and will not have access to the ordering website.

3.1 Actions Following Finance Download (DAA system)

For employees whose CCM is no longer active:

- The employee's Cost Centre and CCM is removed from their profile. Neither the points balance of the employee nor any other data is affected.
- Orders are shipped as there was a CCM in the employee's profile and a cost centre at time of order.
- The invoice for the order is sent to the CCM at time of order, even if no longer a CCM.
- An automated email is sent to the employee to inform them that they must select a new CCM.

3.2 Warden Cost Centre Managers

Park Warden CCMs are the only employees (except PCA Program Administrators) that have access to the Warden Bulk order functionality.

Park warden CCMs are the ones with the DEPTID AAA43G (DEPTNAME: PAE&C-LAW ENFORCEMENT) in the HR download.

Hierarchical Level

There are four levels of Hierarchy:

- Employee (from the HR Database)
- CCM (from Financial Database)
- CCM, Warden (from the HR Database)
- PCA Program Administrator (created by the Contractor at the request of the PCA Project Authority)

A PCA Program Administrator can change the hierarchy level of a profile. (E.g. make an employee a CCM). The HR download will not revert the field or profile back (the profile becomes locked/desynchronised).

4. Job Code (number, generic title and linked with main allocation)

Once or twice a year, PCA transfers to the Contractor the “Work Description” excel spreadsheet

indicating the link between the job code number, their names in both languages and the main allocation that each job code is linked to. This file is updated by PCA on an as-needed basis.

5. Link between Cost Centre and Fund Centre

Approximately once a year, PCA transfers to the Contractor the “cost centre and fund centre list” excel spreadsheet, which includes cost centre codes and names (in both languages), as well as their link to fund centre codes and the fund centre names (in both languages).

PCA Program Administrators can add or modify fund centres in the ordering system.

PCA Program Administrator can add, remove or modify cost centres in the ordering system and assign them to another fund centre. In this case, if the cost centre in an employee's profile was reassigned to another fund centre, the cost centre is automatically removed and their CCM is sent an automated email message telling them they will have to assign their employee a new cost centre. When a new cost centre is assigned, the employee receives an automated email.

Cost centres and fund centres no longer in use are deactivated by PCA on an as-needed basis. PCA and the Contractor works together to ensure there are no pending orders before deactivating a fund centre or a cost centre.

6. Shipping

PCA transfers to the Contractor the list of Consignee Codes and associated addresses. The Consignee Codes are to be used as shipping addresses.

PCA Programs Administrators can add, deactivate or modify shipping addresses, once a consignee code has been provided by the PCA Procurement Policy & Reporting team. Note that all Consignee Codes start by 5P.

Parks Canada or Parcs Canada must appear on one of the first lines of the shipping address of each package (depending on the official language indicated in the CCM profile).

A signature is mandatory only for reception of bulk order.

Shipment addresses can be changed when there is a pending order, but to do so, the employee must contact the Contractor's customer service department.

7. Website Access

Only active PCA employees can access the ordering website from a computer on the PCA network.

The only exception is Veterans Affairs Canada (VAC). One or two of their employees have access to the ordering website from outside of the PCA network to place bulk orders. They must provide an IP address to receive access, and only 2 or 3 IP addresses are provided and granted access.

- Employees with the allocation group 'Not in Uniform' cannot place an order. They have access to the ordering website and a profile, but cannot place an order and do not have points or an initial kit allotment.
- Employees with one of the following active statuses (Leave of Absence, Leave with Pay or Seasonal Lay-off) may place an order in the system, but it does not ship until their status becomes active (A). The order confirmation is emailed to the employee and their CCM with a message in red explaining that their order is on hold until they become active again. Their CCM can contact the Contractor's customer service department to release the order if needed.

8. Functionality of Ordering Website

8.1 First Login for new employees

On the home page of the ordering website, there must be a unique Parks Canada login page.

Upon first login, a new employee is required to enter two values:

- Username: PRI (no zero in front)
- Password: Last Name (in lower case)

If the combination of both is in the Contractor's database, the new employee is transferred to a first login page where they are requested to enter the following information. Some information is mandatory, other information is added if applicable.

- Password (mandatory): Determined by the employee
- Two personal questions (mandatory): To confirm their identity when contacting customer service (to reactivate their password if forgotten)
- Cost centre manager (if applicable): If the HR database does not indicate a CCM at time of creation of the profile, the employee is required to select a CCM from a drop-down list (based on the list from the Finance Database – First Name, Last Name)
- Gender (mandatory): Entered by the employee (male or female)
- Preferred language (if applicable): If the preferred language is blank in the HR database, employee confirmation will be required
- Nametag (mandatory): The nametag protocol appears as a pop-up so employee are aware of what to enter
- Insignia first language (mandatory) – This determines the first language of the garments if applicable (e.g. for wardens) and will be locked (i.e. cannot be modified in an employee profile). Only a PCA Program Administrator can change it once it's locked.
- Shipping address (mandatory): Selected from a drop-down list
- Telephone number (if applicable)
- Email (mandatory): Must provide a valid PCA work email address.

8.2 Future Log-in

After an employee's first login, they will login using their PRI and personal password (selected during their initial login). Should an employee forget their password, they can click on the 'forgot your password' link on the homepage to retrieve or create a new one.

8.3 Login Acknowledgment

The following message will appear before each login (first and subsequent logins) indicating that points and garments are the property of PCA.

English:

The points allotted to you through the Parks Canada National Uniform Program are the property of Parks Canada. They are provided to you for the sole purpose of acquiring uniform items to perform your duties and are not for personal use. All uniform items must be returned to Parks Canada once you are no longer employed by Parks Canada. By clicking "I Agree" you acknowledge and agree to abide by the above.

French:

Les points qui vous ont été attribués à travers le programme d'uniforme de Parcs Canada sont la propriété de Parcs Canada. Ils vous sont alloués dans le seul but d'acquérir les articles d'uniformes pour accomplir vos tâches et non à des fins personnelles. Tous les articles doivent être retournés à Parcs Canada lorsque vous n'êtes plus à l'emploi de Parcs Canada. En cliquant sur "Je suis d'accord", vous reconnaissez et vous vous engagez à respecter ce qui

précède.

8.4 Cost Centre Managers (CCMs) Access

- CCMs can update their personal list of cost centres.
- CCMs can remove themselves from an employee's profile if they are no longer their CCM.
- CCMs only have access to employee profiles under their responsibility.
- CCMs must enter a cost centre for each employee under their supervision to allow them to place an order. They can remove the cost centre at any time from their employee's profile.
- Points balance: CCMs may add or subtract points from an employee profile. In this case, an automated email is sent to the employee.
- Uniform allocation: CCMs can change the Main Allocation for an employee (e.g. Not in uniform to Core) and desynchronize the profile.
- Sub-group allocations: CCMs may add or remove sub-group allocations to their employees' profile. (e.g. Maternity, Dress).
- CCMs may change the shipping address in the employee's profile.

8.5 PCA Program Administrator Access

The following fields in an employee's profile can be modified by PCA Program Administrators:

- First name and last name
- Cost centre
- Cost centre manager
- Active, on leave or lay off
- Main allocation
- Status
- Gender
- Position title
- Length of season
- Preferred language
- Name tag
- Insignia first language
- Hierarchy code
- Phone numbers
- Email address
- Sub-group allocation
- Address
- Particular allocation (Gwaii Haanas)

8.6 Temporary Employee Profiles

Temporary employees (e.g. students or new employees with or without a PRI who are not yet part of the HR download) can have a profile created by CCMs and PCA Program Administrators.

The CCM or PCA Program Administrator must enter all required fields. Once created, the employee can login as per the regular process with the temporary account number provided and their last name (without spaces, hyphens or apostrophes, all in lower case) as the password.

Required fields are:

- Last Name

- First Name
- Gender
- Preferred language
- Email address
- Name tag information
- Allocation group
- Allocation Sub-group (if applicable)
- Cost Centre Manager

Temporary employees who did not have a PRI at time of creating their profile will appear with two profiles in the system once their PRI is created and added to the HR database. Those two profiles have to be manually merged. PCA Program Administrators are responsible for merging and communicating with employees. The merge functionality must be accessible to the PCA Programs Administrators.

Once the profile is merged, the password, the personal questions and answers, and the shipping address are reset by the system. The new password is the employee's last name without spaces, hyphens or apostrophes, all in lower case.

8.7 Complete PCA Catalogue

Only CCMs and PCA Program Administrators can view the complete catalogue.

8.8 Personal Catalogue

Employees can see their personal catalogue only, which includes all items they are eligible to order.

CCMs can see their employee's personal catalogue, as well as the complete catalogue for the uniform program.

8.9 Specifications

Only PCA Program Administrators can view the uniform item specification sheets (PDF format).

8.10 Measurements

Measurements are entered into the ordering website by the employee. Measurements are mandatory to place an order.

Measurements are restrictive to employees and PCA Program Administrators. Measuring packages, which includes a measuring tape and written instructions, can be order by CCMs or employees free of charge. They can also be printed from the ordering website. Instructional videos must also be available next to each body part (head, neck, waist, etc.) to help employees with taking their measurements.

Measurements can be entered in inches or in centimetres and will automatically convert.

When an order is placed, the sizes suggested by the system for each item is based on the measurements entered in the profile based on that item's sizing algorithm.

8.11 Nametag Protocol

Maximum length is 18 characters. The employee must enter the information. The protocol appears next to the nametag field.

8.12 Passwords

PCA Program Administrators have the ability to reset passwords, and provide a temporary password to an employee, but do not have access to employee password or personal questions. Once the password has been reset by the PCA Program Administrator, the employee must login with their temporary password and change it (as well as update their personal questions and answers if necessary).

8.13 Email – Cost Centre Request

An automated email is sent by the Contractor to CCMs when an employee is added under their responsibility (following download for a new employee or following a manual entry). The email advises them that they need to input a cost centre in the employee' profile to allow orders.

8.14 Username

The letters "PRI" (Personal Record Identifier) are used instead of "username" on the login page of the ordering website. Employees with a temporary profile must enter their temporary user name in that field (if they do not have a PRI).

8.15 Ordering Website URL

The ordering website URL is to be determined by the Contractor and PCA upon contract award.

8.16 Website Messages

The Contractor and PCA are responsible for monitoring and updating website messages. Messages can be permanent or temporary. Example of a temporary message: Item back order for an extended period of time.

Process:

- The Contractor informs PCA when an item is on back order for an extensive period (four weeks or more)
- The Contractor places a notification on the ordering website next to the item description, and informs their customer service department.
- When an item is on back order for more than eight weeks, the Contractor creates a memo to be sent by email. PCA must approve it before it is sent by the Contractor. The email is sent to those who ordered the item, as well as their CCM. (Email must say that if they need to cancel, they can contact the customer service department to do so.)
- The Contractor will ensure the notification is removed from the description when the item arrives.

8.17 Notes (preferred first language, insignia first language)

When required, a note appears next to a field to explain what they mean (e.g.: why preferred first language is mandatory) or the protocols (e.g.: when entering the name to appear on the name tag).

9.0 Rules on Ordering

Orders can only be placed via the ordering website (phone order are not permitted). In the event that a rush order is required, employees must contact a PCA Program Administrators for processing.

Employees can only place an order if:

- They have an active profile in the ordering website;
- Their profile contains all mandatory information (email address, nametag information, etc.);
- They have measurements in their profile;
- They are considered in uniform (eligible to order garments);
- They have a CCM indicated in their profile; and
- Their CCM has entered a cost centre in their profile (if they are a CCM, they can input it themselves).

If an employee changes CCM (by the download or by changing it themselves) the system removes the cost centre from their profile.

If information is missing, the system does not allow them to proceed with an order, and indicates the missing information (via a pop-up message).

If the employee has no points in their account, they will not be able to go beyond Step 2 of the ordering process (see section 9.1 for the Ordering Process).

9.1 Ordering Process for Employees/Regular Orders

The ordering process is in four steps:

Step 1) Select the shipping address and CCM information

- Employees must confirm their CCM and shipping address information (if the CCM is incorrect, the employee must modify their profile and wait for a cost centre to be assigned to their profile by their CCM).
- A CCM must confirm their cost centre and shipping address before ordering. Step 2)

Select items and quantities

- The points value of the order, if applicable, is shown during the order process
- Items that are made-to-order are indicated as such in the order process, along with the shipment information.
- When placing an order, a notification appears if there is insufficient points to order all items selected. If the employee does not have enough points in their account for the order, they are not be able to go beyond Step 2 of the ordering process.

Step 3) Select sizes

- Stock availability is shown.
- The suggested size is highlighted (for example in yellow) based on measurements previously entered into the system. If applicable, the last size ordered is highlighted (for example in grey) and indicated by an icon.

Step 4) View order confirmation / print

9.2 Ordering process for Bulk Orders

The bulk order functionality is available to CCMs and PCA Program Administrators. Note that Veteran Affairs Canada (VAC) orders are available only in BULK.

The bulk order process is in three steps:

Step 1) Select items, sizes and quantities

- Unit price is indicated and the total cost per item is calculated when the quantity is entered.
- The total cost appears at the bottom right of the screen.
- The stock availability column indicates if there is not enough stock available to cover the entire order. This serves as a warning that some items may arrive with delays.

Step 2) Select the shipping address and cost centre:

- Note: The shipping information indicated is the one found in the profile of the person placing the order (CCM or PCA Program Administrator). This information can be modified during this step.

- The CCM must confirm their cost centre and shipping information before continuing.
- Click “Confirm & Continue” to place the order.

Step 3) View / print order confirmation

9.3 Ordering Process for Personalized Order

A CCM can place personalized orders for employees under their supervision. PCA Program Administrators can place a personalized order for any employees.

The employee must have an existing profile and be active (active, on leave of absence, leave with pay or on seasonal lay-off).

- The order can be deducted from the employee's available points. The CCM can also choose not to use the employee's available points or garment allocation.
- The CCM or PCA Program Administrator can select from the employee's current allocation or sub-group allocation, or select another allocation, excluding warden items (unless the CCM is a warden CCM).
- Should a CCM need to order items from a sub-group allocation that is not currently assigned to the employee (e.g.: maternity), the CCM must first assign the sub-group allocation to the employee's profile.
- A CCM can order items not currently in an employee's catalogue, (e.g. a CCM can order from a different gender's catalogue (from the men's catalogue for a female employee), and also view both catalogue at the same time.
- The order is invoiced to the CCM who placed the order (a CCM can change the cost centre for that specific order if required).

The personalized order process is in six steps:

Step 1) Enter the employee's PRI

Step 2) Select if it is to be deducted from the employee's points or garment allocation

- Select “Yes” or “No” to deduct points or garments against the employee's allocation.
- There is the option to select “No, not in catalogue” to order items outside the employee's personal catalogue. If this option is chosen, the allocation and gender have to be selected.

Step 3) Select the shipping address:

- Note: The shipping information indicated is the one found in the employee's profile. This information can be modified at this step.
- The CCM or PCA Program Administrator must confirm the account number (cost centre) and shipping information before continuing.

Step 4) Select items and quantities

- The price of the item is shown.
- Items that are made-to-order are indicated as such, along with any shipments delays.
- Items that cannot be ordered because the maximum allowable quantity for that item has

been reached is flagged (if ordering against the employee's allocation).

Step 5) Select sizes

- Stock availability is shown
- Suggested sizes are highlighted (for example in yellow) based on measurements entered in the system.
- If applicable, the last size ordered is highlighted (for example in grey), and indicated by an icon.

Step 6) View / print order confirmation

9.4 Ordering process for Nametag Order

Employees can order their own nametag as part of their initial kit or their point system. CCMs and PCA Program Administrators can also place orders for nametags.

Nametags ordered by a CCM or a PCA Program Administrator is in three steps: Step 1)

Select quantities for each employee

- CCMs can change the name that appears on the nametag of employees under their supervision and order nametags for any other employees.

Step 2) Select the shipping address:

- Note: The shipping information indicated is the one found in the CCM's profile. This information can be modified at this step.
- The CCM must confirm their cost centre and shipping information before continuing.
-

Click "Confirm & Continue" to place the order. Step

3) View / print order confirmation

9.5 Ordering process for Individualized Order

PCA Program Administrators can place an individualized order for an active employee, or for any individual who is not on the HR data download. Any item can be ordered.

The individualized order is in six steps:

Step 1) Enter employee information

- The employee's name and nametag info, as well as the garment allocation and gender can viewed (both the male and female catalogue if desired).

Step 2) Select the shipping address

- The cost center (if one was entered) and shipping information indicated in the administrator's profile appears. This information can be modified at this step.

Step 3) Select items and quantities

- The price of the item is shown.
- Items that are made-to-order are indicated as such, along with shipments information.
- Items that cannot be ordered because the maximum allowable quantity has been reached is flagged.

- The system administrator has the option to go to the next step or skip it and go directly to the “Select sizes” step.

Step 4) Enter measurements

Step 5) Select sizes

- Stock availability is shown
- Suggested size is highlighted (for example yellow) based on measurements entered in the system.
- If applicable, the last size ordered is highlighted (for example grey), and indicated by an icon, if the employee has a profile.

Step 6) View / print order confirmation

9.6 Ordering Process for Made-to-order Items

Some items are made-to-order (they are only produced by the Contractor when an order is placed). Shipment delays for such items are indicated online.

The order process remains the same as a regular/employee order (see section 9.1), bulk order (see section 9.2), personalized (see section 9.3), or individualized (see section 9.5).

9.7 Made-to-measure

Employees requiring special sizes are considered made-to-measure.

The order process remains the same as a regular/employee order (see section 9.1), bulk order (see section 9.2), personalized (see section 9.3), nametag order (see section 9.4) or individualized (see section 9.5).

Note: Made-to-measure items are not available in bulk orders.

Employees who need special sizing can contact the Contractor or the Contractor's customer service department. The Contractor provides the employee with the smallest or largest size available for a particular item, and makes changes according to employee feedback on measurement requirements. The Contractor is responsible for informing the employee of delivery time or delays.

9.8 Personal Purchase Orders

Personal purchases are not allowed/available on the ordering website.

9.9 Shipping Addresses

Orders can only be shipped to a valid PCA work address, as per the Consignee Codes list provided by the PCA Project Authority. All Consignee Codes starts by 5P.

Employees can select a default shipping address in their profile. They also have the option of selecting an alternate address during the ordering process.

The shipping address code (Consignee Code) is assigned at order entry, however, the address details is stamped at time of shipment. This means that if the address changes (e.g.: if an employee calls the Contractor to request a change) between the time of placing an order and the time of shipment, the new address details must be used.

The shipment label must indicate the employee's name. 'Parks Canada' or 'Parcs Canada' must also appear on all shipments. An employee's PRI must not appear on the shipment label.

10. Process once orders are placed

10.1 Email (after order is placed)

Once an order is placed, an automated email is sent to the employee, and to their CCM.

Email to employee: The email includes order number and details – shipping address, item number, and size, quantity, and point value - if applicable.

Email to CCM: The email includes the order number and details – employee name, item number, quantity, point value, dollar value, and shipping address and estimated cost.

10.2 Order History

All employees have access to their order history, dating back to 2001, directly in their profile.

10.3 Change to Orders

An order cannot be changed unless the Contractor's customer service department receives a written request or a phone call from an employee, a CCM or a PCA Program Administrator.

For a change in size, a confirmation email is sent to the employee after the request has been made, no matter if the change was made by email or by phone.

For all the other requests (change of style, etc.), an email is sent to both the employee and the CCM once the request has been made, no matter if the change was made by email or by phone.

10.4 Returns and exchanges

Employees must contact the Contractor's customer service department directly for returns, exchanges, or for information.

10.5 Product Recall

If a uniform item falls under a product recall, the Contractor will make all the necessary arrangements to recall the item and replace it with a new one.

Procedure for recalled uniform items:

- The Contractor will contact the PCA Project Authority as soon as the Contractor is made aware of the recall;
- The Contractor must communicate with PCA employees who have ordered the item notifying them of the recall and any instructions;
- The Contractor will find and/or develop a similar item within 30 business days of notification of the recall;
- The Contractor will ship the replacement item to all PCA employees affected by the recall;
- PCA employees will not lose or gain points as a result of a product recall, the item will be replaced by the Contractor.

11. Invoicing

11.1 Invoicing Process

CCMs have the option of adding a second email address (Finance Officers for example) in their profile. Invoices are then sent to both email addresses indicated in the profile.

Once the invoice has been sent by email, a CCM can also download them from the ordering website, under the 'Invoice' tab of their profile (see section 11.3 for more information).

Invoices are sent via email to CCMs (and their optional email contact), on the 15th of each month, except for the month of March (end-of-fiscal year rules apply), which are sent on or before March 31st. Should the 15th fall on a Saturday, Sunday, or a statutory holiday, invoices are sent the previous or the following business day. A reminder is sent to all CCMs 15 days following the first email notification (around the 30th or last business day of the month).

11.2 Out of office Email from CCM

If a CCM has not identified a second email address for invoices, out of office messages received by the Contractor after the mail-out are to be transferred to a PCA Program Administrator (pc.uniforme-uniform.pc@canada.ca).

PCA Program Administrators analyse the out of office message (ex: short-term vs. long-term leave) and, if necessary, contact the person indicated on the out of office message. If the situation requires immediate attention (CCM is on long-term leave of absence or has left the agency), the field unit will be contacted for the invoice to be paid.

11.3 Invoicing Information Available on the Ordering Website The following are functionalities available on the ordering website to PCA Program Administrators and CCMs to view invoices.

- CCMs and PCA Program Administrators must be able to download, under the Invoices tab from their profile, their current and past invoices and the invoice details spreadsheet that itemizes each order detail (available the day after it has been sent by email). A CCM can only see his/her invoices, PCA Program Administrators can see all invoices.
- The online system must show, under the invoice tab:
 - If payment has been received by the Contractor (Payment information is updated daily by the Contractor)
 - Date payment was received
 - A downloadable and printable PDF of the invoice
 - A downloadable and printable version of the invoice details excel spreadsheet
 - Invoice Number
 - Invoice Date
 - Date Sent
 - PRI
 - First Name
 - Last Name
 - Email
 - Subtotal
 - Shipping fees
 - GST (if applicable)
 - PST (if applicable)
 - HST (if applicable)
 - Total
- The following search parameters must be available: Invoice Number, Order Number, PRI, First Name, Last Name, Invoice Status (Awaiting Payment, Already Paid, and Not Valid), Invoice Date and Date Sent.
- The following information appears as a result of a search: Invoices, Paid (or not), Invoice Number, Invoice Date, Date Sent, PRI, First Name, Last Name, Email, Subtotal, Shipping Fees, GST, PST, HST, and Total.
- At the end of the invoice list, there is a total available for the following columns: Subtotal, Shipping fees, GST, PST, HST, and Total. The "Invoices" column provides access to two clickable documents, a PDF of the invoice and an Excel Spreadsheet of the invoice details.

12. Uniform Item Catalogue

12.1 Images

Images of uniform items on the online ordering system must show the front and back of each item as

well as any close-up images of specific features found on the item.

13. Security Requirements

The following information is considered by PCA as protected information:

- PRI (National ID)
- The warden identification (crests) and all warden items with identification. CCMs can only access information of employees under their supervision.

Employees can only log into the system through the PCA network. The Contractor will be able to identify PCA users with the PCA IP gateway address provided at time of Contract Award.

Two (2) other non-PCA IP addresses will be provided for VAC access.

An error message must appear if someone is trying to log into the website outside of the IP addresses provided.

14. Web Interfaces Design

The ordering website interfaces will be designed as follow:

14.1 Employees interface

Employees have access to the following tabs and sub-tabs;

1. Home
2. Profile: Information, Measurements, Password, Personal Questions
3. Personal Catalogue
4. Order: Placed orders, Previous Orders, Measuring Package

Note: the Placed Orders and Measuring Package sub-tabs only show once a cost centre has been assigned to an employee's profile.

5. Communications List
6. Contact Us

14.2 CCMs interface

The CCMs have access to the following tabs and sub-tabs;

1. Home
2. Profile: Information, Measurements, Password, Personal Questions
3. Catalogue: Personal Catalogue, Complete Catalogue, Allocation List
4. Order: **Personal:** Placed orders, Previous Orders, Points Allocation
Organization: Measuring Package, Bulk Order, Nametag Order, Rescue Vest Nametag Order, Personalized Order, Previous Orders
5. Tools: Manage Employees, Create/Modify Employee, Create Temporary Employee, Shipping Address, Cost Centre, Fund Centre, Job Code Allocation List
6. Invoices
7. Reports
8. Communications List
9. Contact Us

14.3 Program's Administrators Interface

The program administrators have access to the following tabs and sub-tabs;

1. Home

2. Profile: Information, Measurements, Password, Personal Questions
3. Catalogue : Personal Catalogue, Complete Catalogue, Allocation List
4. Order: **Personal:** Placed orders, Previous Orders
Organization: Measuring Package, Individualized Order, Bulk Order, Nametag Order, Rescue Vest Nametag Order, Personalized Order, Previous Orders
5. Tools: Employee Search, Create/Modify Employee, Create Temporary Employee, Merge Temporary Hire, Shipping Address, Cost Centre, Fund Centre, Job Code Allocation List, Employee Transfer
6. Invoices
7. Reports
8. Communications List
9. Contact Us

APPENDIX 3

TRANSITION-IN PHASE, ON-GOING UNIFORM SUPPLY AND MANAGEMENT, AND TRANSITION-OUT PHASE.

1. Scope of Work

1.1 Work under the Contract must be conducted in accordance with the following

“phases”: Phase 1: Transition-In;

Phase 2: Service Commencement and On-going provision of Uniform Supply and Management Services; and

Phase 3: Transition-Out.

1.1.1 The Contractor will receive written notification (by email) from the PCA Project Authority and must not proceed to work on any Phase of Work prior to receiving the written notification for each Phase of Work as described in the Contract.

2. Phase 1 – Transition-In

The primary objective of this phase is to facilitate the smooth and seamless transition of Uniform Supply and Management Services, from an Incumbent Contractor to the Successor Contractor, or to adapt the current offer with the terms highlighted in the SOW should the Incumbent Contractor transition into itself.

2.1 The transition-in phase of the Contractor's services must be completed within a period of no more than 180 calendar days. The required date of commencement of Phase 2 must be no later than 180 calendar days from Contract award date. The Contractor must ensure continuity of stock supply and uninterrupted service as of the commencement of Phase 2.

2.1.1 Should the Contractor transition into itself (Successor Contractor = Incumbent Contractor), the required date of commencement of Phase 2 must be no later than 120 calendar days.

2.2 During the Transition-In phase, the Contractor must collaborate with PCA and the Incumbent Contractor, and follow the timeline (refer to Section 4.3) agreed upon at Contract award to ensure the effective and timely transition of delivery services by the Incumbent Contractor to the delivery of services by the Contractor.

2.2.1 Should the Contractor transition into itself, the Contractor must collaborate with PCA and follow the timeline (refer to Section 4.3) agreed upon at Contract award, in the effective and timely update of the Work as specified in the SOW.

2.3 The Contractor must comply with the PCA requirements for its uniform program, which are outlined in the SOW, or suggest ways to enhance the system and processes. The Contractor will be responsible for providing best practice advice on the transition of services to provide a turn- key uniform supply solution.

2.4 Upon Contract award, should the Contractor be new, PCA will provide to the Contractor an electronic copy of the most current version of the following information/document:

- a) A list of all possible primary delivery locations, including shipping addresses, (refer to Appendix 6 - Consignee Codes List) current as of Contract award. Locations of delivery may be subject to change over the duration of the Contract;
- b) A specification sheet for any new uniform items that were added between contract posting and contract award
- c) The On-line Uniform Ordering and Database Management System, which contains business rules (Appendix 2 –On-line Uniform Ordering and Database Management System) for uniform ordering, and information on the hybrid uniform allocation system (points/garments), initial uniform entitlement (initial kit), points renewal procedures and

timing, and any additional procedures and processes;

- d) The PCA Hybrid Uniform Allocation System (Appendix 1) which contains business rules and outlines the hybrid allocation system to be managed and administered by the Contractor; and
 - e) An export of the current PCA uniform database including user profiles and order transaction history, to be used by the Contractor to populate the Contractor's database/ordering website. The database export will be formatted either as an Excel file or as a flat text file (e.g. comma separated values (CSV) format).
- 2.5 In the event of a change in Contractor, the new Contractor will provide, within 21 calendar days of Contract award, their recommendations of how to transfer PCA owned inventory to their location;
- 2.6 No later than thirty (30) calendar days after Contract award, the Contractor must submit for approval by the Project Authority a Comprehensive Transition-In Plan. The Contractor must use the proposed Transition-In Plan submitted with their bid as a basis to develop the Comprehensive Transition-In Plan, along with any additional information and comments provided by PCA during the first meeting after Contract award. The Comprehensive Transition-In Plan must present, in chronological order, the detailed description of each action item the Contractor must complete in order to ensure the seamless implementation and/or commencement of services. Additionally, should the Contractor be new, the Contractor's Comprehensive Transition-In Plan must detail the administrative actions required to manage the data and inventory of the PCA Uniform Program. Elements to be included within the Contractor's Transition-In Plan include the following:
- a) Approaches to implement the On-line Uniform Ordering and Database Management System, as well as ongoing uniform supply and management;
 - i. Should the Contractor remain the same, the Contractor must demonstrate how the system will be updated based on the Work describe in the SOW.
 - b) Compliance with all PCA's business rules and requirements of the Uniform Program (e.g. on-line ordering website, rules for uniform ordering, hybrid uniform allocation system, procedures and timing, and any additional procedures e.g. temporary assignment or seasonal lay-off);
 - c) Approach to produce uniform items according to the specifications so that all uniform items are manufactured and in stock when Phase 2 – Service Commencement and Ongoing Uniform Supply and Management Services begins. The approach must detail the approval of virtual styling and pre-production samples, item testing, and production/manufacturing timeline.
 - d) Confirmation of the format of all necessary data fields that will constitute a PCA User Profile within the Contractor's secure On-line Uniform Ordering and Database Management System;
 - e) Process to populate the Contractor system/database with PCA User Profile data including current available entitlement allocation and past transaction history;
 - f) Compliance with PCA's requirements to provide accurate order tracking information in response to a request for a return or exchange;
 - g) Approach to develop and populate data in the Contractor's secure On-line Uniform Ordering and Database Management System with PCA uniform item information;

- h) Compliance with the weekly import data from PCA's PeopleSoft and Finance database system. This would be in the form of a flat file or similar format to allow for the import. This will facilitate continuous, automated data updates of the information within the Contractor's database pertaining to active users of the secure On-line Uniform Ordering and Database Management System;
 - i) Confirmation of the Contractor's inventory control processes to meet the service standards for order processing and delivery (as set out in section 7.2 of the SOW);
 - j) Adaptation, as necessary, of the Contractor's database structure and graphical user front- end interface of its secure On-line Uniform Ordering and Database Management System to comply with PCA's defined business rules and requirements for data format (e.g. for User Profile information, uniform allocation rules, etc.) for access to accurate stock availability information, and for consolidating monthly invoicing which will be emailed to each cost centre manager;
 - k) Confirmation from the Contractor that the PCA Project Authority will conduct user acceptance testing, and provide approve of the Contractor's secure On-line Uniform Ordering and Database Management System prior to Phase 2. This includes confirmation of all necessary data fields and database contents, such as the points allocation system and uniform items;
 - l) Capacity to provide training services (as described in section 4.11.1 of the SOW) upon request by the Project Authority via the TA Form issuance process;
 - m) Confirming order shipment practices to achieve the most economical means of shipping uniform orders to each delivery location in a timely manner, while also considering ways to reduce package wastage including:
 - i. Agreed upon approach for shipments of partial orders (to reduce order delays);
 - ii. Agreed upon approach to reduce packaging and/or reduce shipping costs, such as multi-packing individual orders within a larger container for a single delivery location.
 - iii. Agreed upon approach to reduce or eliminate the use of single use plastics, or use a more environmentally friendly product (i.e. recyclable).
 - n) The proposed Transition-In Plan must include a timeline chart (e.g. Gantt chart).
- 2.7 Upon PCA's acceptance of the Contractor's Comprehensive Transition-In Plan (in writing, in order to start implementation of Phase 2), the Contractor must implement the Transition-In Plan.
- a) At the beginning of the Transition-In Period, if required in the event of a change in Contractor:
 - i. The PCA Project Authority will provide the Contractor with a flat file export which will consist of data records, the database schema and uniform order transaction history, along with other key documents to be used by the Contractor to populate the Contractor's secure On-line Uniform Ordering and Database Management System to ensure accurate and up-to-date information.
 - ii. The Contractor must receive, prepare and be ready for the re-distribution of the Transition-In Inventory from PCA (based upon a review of existing stock levels and overall quality of existing stock levels) no later than two week prior to the commencement of Phase 2.
 - iii. The Contractor will make arrangements to deliver the Transition-In

Inventory from the Incumbent Contractor on an agreed upon date.

- iv. All PCA uniform items must be incorporated into the Contractor's On-line Uniform Ordering and Database Management System, which must be made available for the PCA Project Authority to test within 120 calendar days of Contract award.
 - v. PCA owned inventory (transition-in inventory) must be the first inventory used when orders are placed. The On-line Uniform Ordering and Database Management System must be capable of assigning no monetary cost (0 dollars) to items that are available through the PCA owned inventory (transition in inventory)
- b) The Contractor's secure On-line Uniform Ordering and Database Management System must fully comply with PCA's requirements by the Transition-In Completion Date (180 calendar days after Contract award).
- i. Provision of an administrator manual (a technical document of how the website functions) and a user manual (how to use the system) for the Contractor's secured On-line Uniform Ordering and Database Management System is to be developed and provided in electronic format and the user manual available on the ordering system;
- c) Formal written acceptance of the Contractor's On-line Uniform Ordering and Database Management System by the PCA Project Authority is required prior to the Service Commencement Date which is also referred to as Phase 2.
- d) One Time Service at Transition-In Phase in the event of a change in Contractor:
- i. The Contractor must provide at least one qualified Clothing Technologist and Textile Technologist to work with PCA during the Transition-In Phase on any issues relating to clothing design and textile suitability in relation to the specifications provided for the PCA uniform, equipment and accessory components, to facilitate the manufacturing and design requirements of the Uniform Program, and to make recommendations on clothing design and product improvement, ensuring the best component;
 - ii. The Contractor must work with PCA during the Transition-In Phase to develop and design uniform, equipment and accessory components that are not on the specifications list that was provided during the RFP and at contract award.
 - iii. Should the Contractor remain the same, and new uniform items were in development prior to the end of the previous contract, the Contractor will continue to develop these items under the same terms and conditions of the previous contract under which the development of these items originally began.

3. Phase 2: Service Commencement and On-going Uniform Supply and Management

PCA anticipates a period of no more than 180 calendar days will be necessary to complete Phase 1 (the Transition-In of the Contractor's services). If the Contractor needs more time, a written request (provided at least 3 weeks in advance) for additional time with rational must be submitted to the PCA Project Authority for approval and coordination.

- 3.1 Once the Comprehensive Transition-In Plan and related work set out in Phase 1 has been completed to the satisfaction of PCA, and the Contractor's secure On-line Uniform Ordering and Database Management System has been accepted in writing by the PCA Project Authority as fully functional, Phase 2 service commencement can begin. PCA will commence operational usage of the Contractor's secure On-line Uniform Ordering and Database Management System as PCA's primary portal for uniform ordering, supply and management services.
- 3.2 The Contractor must operate, maintain and provide access to the secure On-line Uniform Ordering and Database Management System to PCA employees.
- 3.3 The Contractor must provide on-going Uniform Supply and Management Services (as described in section 4.1 of the SOW and in the Appendices), including but not limited to uniform design, professional services, manufacturing or subcontracting, inventory management and warehousing, order processing and supply including distribution, program data management services, quality assurance, invoicing, reporting, customer services and website monitoring during the initial contract, and any extension thereof.
- 3.4 Upon request by the PCA Project Authority there may be additional, related work on an "as and when requested" basis, described in greater detail in section 4.11 of the SOW. These services may be requested by PCA by means of issuance of a Task Authorization (TA) form specifying the scope of work and timelines for completion. Typical examples of such work includes, but is not limited to:
 - a) Modifying PCA's ordering interface to accommodate changes to internal business rules;
 - b) Providing secure destruction of uniform items that cannot be recycled for security reasons;
 - c) Providing additional training sessions to PCA employees;
 - d) Providing uniform design and re-design services.
- 3.5 PCA reserves the right, at Canada's sole discretion, to add, delete or modify uniform items. Changes may constitute of any of the following:
 - a) Removal of item(s) due to changes in the uniform standards or as a result of consistently poor client reviews and/or historical lack of usage of an item;
 - b) Uniform component redesign; and
 - c) Addition of item(s), due to changes in the PCA uniform standards or needs.
- 3.6 The Contractor must be in a position to send invoices for any purchases and shipments made to cost centre managers within thirty (30) days of the implementation of Phase 2.

4. Phase 3 - Transition-Out Phase

Upon notification from the PCA Project Authority, the Transition-Out phase of the Contract will begin. During this phase the Contractor must provide support for transition of service delivery to the Successor Contractor.

During the Transition-Out phase, the Contractor must collaborate with PCA and the Successor Contractor, and follow the timeline agreed upon for transition-out to ensure the effective and timely transition from the delivery of services by the Contractor to the delivery of services by the Successor Contractor.

4.1 Transition-Out Planning

- a) Within 30 calendar days of the PCA Project Authority's request, the Contractor must develop a Transition-Out Plan, which must include a strategy to efficiently and effectively

transfer all Contract activities (including the transport of PCA owned inventory) to the Successor Contractor, without service disruptions to PCA and its employees.

- b) Elements to be included within the Contractor's Transition-Out Plan include the following:
 - i. Approaches to implement the Transition-Out plan;
 - ii. Disposition options of remaining uniform items after contract buyback clause is complete. This disposition must be done in an environmentally and socially responsible manner, as describe at section 4.1.1.3 Secure Destruction of the Annex A (SOW) and must be agreed upon in writing by PCA prior to disposition.
 - iii. Confirmation of the format that will be used to transfer to the Successor Contractor all necessary data fields that constitute a PCA User Profile within the Contractor's secure On-line Uniform Ordering and Database Management System;
 - iv. List of the reports that will be required by PCA before the end of the contract: orders placed but not yet shipped, orders shipped but not yet invoiced, any outstanding payments, inventory and sales reports required to exercise buy- back requirements, etc.;
 - v. List of communications that will be provided to PCA team members during the 30 days before the end of the current contract/transition to the Successor Contractor (e.g., pop-up message on the website, speaking points for customer service agents, etc.); and
 - vi. Confirmation of the level of development/status for any items in development/testing phase/or yet to have been entered in the system, if any.
- c) The PCA Project Authority must approve the Transition-Out Plan in writing prior to its implementation by the Contractor.
- d) Upon approval by PCA, the Contractor must implement the Transition-Out Plan and report to PCA on a bi-weekly basis (or as requested by PCA), the status of the Transition- Out Plan activities for which the Contractor is responsible, and report issues or obstacles to meeting the schedule timelines and corrective actions taken.
- e) During the Transition-Out Period, the Contractor must:
 - i. Maintain services to PCA and its employees; and
 - ii. Transfer data, documentation and any other required items to the Successor Contractor, as specified by the PCA Project Authority in a timely and secure manner.
- f) Upon notification from the PCA Project Authority, the Contractor will be notified when to stop taking new orders from PCA employees during the Transition-Out period.
- g) The Project Authority will verify the completion of all contractual requirements and review all data, documentation and any other required items returned by the Contractor.

PCA will notify the Contractor of where and when the data, documentation and any other required items are to be returned.

- h) During the Transition-Out Period, up to the expiration date of the contract, the Contractor must maintain service to PCA, as described in Phase 2, and must transfer data, documentation and any other required items to the PCA Project Authority and/or the Successor Contractor, in a timely and secure manner.
- i) Unless specifically authorized by PCA, the Contractor must complete all orders received from PCA during the Contract Period even if delivery has to be performed after the end of Contract.

4.2 Return of Parks Canada Data and Information

- a) At the end of the Contract Period, the Contractor must return all data they collected during the course of the Contract (such as but not limited to User Profile data and order histories) to PCA in Excel or any other format that the PCA Project Authority may require.

4.3 Timeline

Deliverable	Schedule
Phase 1 (Transition-In)	
Project Coordination Meeting(s)	Commencing within two (2) weeks of Contract award, and as requested by the PCA Project Authority
Recommendation of how to transfer PCA owned inventory to the Contractor's location	Within twenty-one (21) calendar days following Contract award
Contractor's Comprehensive Transition-In Plan	Within thirty (30) calendar days following Contract award
PCA Transition-In Inventory received by Contractor, warehoused and ready for distribution by the Contractor	In accordance with the Comprehensive Transition-In Plan, but no later than two week prior to the beginning of Phase 2
PCA Data Migrated to Contractor system/database	In accordance with the Comprehensive Transition-In Plan
Beta testing of the On-line Uniform Ordering and Database Management System	In accordance with the Comprehensive Transition-In Plan, this generally takes place between 90-120 days post
Approval of the On-line Uniform Ordering and Database Management System by the PCA Project Authority signifying completion of Phase 1 and launch of Phase 2	Within 180 calendar days of Contract award

User Training Support	As requested by the PCA Project Authority
Phase 1 Progress Reports of work completed to date	Bi-weekly or as requested by the Project Authority

Phase 2 (Service Commencement and On-going Uniform Supply and Management services)	
Service Commencement Date	Within 180 calendar days after Contract award
On-going Provision of Uniform Supply and Management Services;	As per the timeline established in the Contract Performance and Service Standards of the SOW
Progress Reports of work completed to date	As per Contract or as requested by the PCA Project Authority
Operational/Update Meetings	Every week
Action Item Report	Action item report send by end of day the day prior to the weekly meeting
KPI Meetings	Monthly
KPI Reports	KPI reports send by end of day the day prior to the monthly meeting
Contract and Technical Review Face-to-Face Meetings	Every three (3) or four (4) months, or as requested by the PCA Project Authority
Contract and Technical Review Meeting Agendas	Distributed by the Contractor at least one (1) week prior to a scheduled meeting
Contract and Technical Review Meeting Minutes	Distributed by the Contractor within two (2) weeks after meeting date
Ongoing Reports	Refer to Appendix 4 – Reports and Key Performance Indicators
Phase 3 (Transition-Out)	
Contractor Transition-Out Plan	Within thirty (30) business days of request by the PCA Project Authority
Transfer back of all PCA data	In accordance with the Transition-Out Plan
Transfer of all existing uniform stock included within the Inventory Buy-Back (including any bulk fabric optioned by PCA)	In accordance with the Transition-Out Plan

APPENDIX 4

REPORTS AND KEY PERFORMANCE INDICATORS

TABLE OF CONTENTS

1.	Reporting and Analysis	98
2.	Online Reports	98
2.1	Orders Report.....	98
2.2	Invoicing Report.....	100
2.3	Items not Invoiced Report.....	100
2.4	Remaining Points Balance and Available Allocations Report.....	101
2.5	Dollar Value Allocation Report.....	102
2.6	Population Reports	102
2.7	Desynchronized Employees Report	103
3.	Weekly Reports	103
3.1	Action Items Report (also referred to as "task list")	103
4.	Monthly Reports	104
4.1	Inventory Levels Report.....	104
4.2	Status of Backordered Items Report	104
4.3	Order Processing Times Report	105
4.4	Customer Service Report	105
4.5	Unpaid invoices and invoices of the month Report	105
4.6	Key Performance Indicators Report	106
5.	Quarterly Reports	107
5.1	Error Free Order Processing Services Report	107
5.2	On-line Ordering Website Analytics	108
6.	Semi-Annual Reports	108
7.	As and When Requested Reports	108
7.1	Uniform Sales Report (Contractor-owned and PCA-owned).....	108
7.2	Returns Report	109
7.3	Customer Satisfaction Report.....	109
7.4	Client Survey Feedback Report (for item in development being tested by PCA employees)...	109
7.5	Cancelled Orders Reports	109
8.	As and When Required Reports	110
8.1	Production Problem Report	110
8.2	Problem and Outage Report.....	110
9.	End of Contract Reports	111
10.	Incident Reports	111
11.	Reports Processing Time	111

1. Reporting and Analysis

The Contractor must provide reports and analysis for any data collected and stored related to its provision of Uniform Supply and Management Services to PCA.

The Contractor must establish or possess, use and maintain a computerized tracking system suitable for immediate, up-to-date reporting, for the report types listed below. The Contractor must provide reports according to the identified reporting frequency, in an agreed-upon electronic format which must be compatible with PCA systems (e.g. Microsoft Word and/or Excel).

Reporting requirements include, but are not limited to, the report types listed below. Other reports can be deemed required by PCA during the life of the contract.

Timelines for delivery of reports may vary by type, but must be provided within five (5) working days of being requested by PCA, or on a monthly-basis, at the date agreed upon by PCA and the Contractor at the beginning of the contract.

Reports that contain a PRI numbers and are transferred via email to PCA must be secured by a password.

Reports should be accompanied by comprehensive tables, charts or graphs (colour- coded, clearly labelled, with titles, etc.) when deemed useful and as agreed upon by PCA and the Contractor at the beginning of the contract.

Veterans Affairs Canada orders, which are done once or twice a year by Bulk Order, must not factor into any of the reports for PCA. That is, no VAC data will be part of any of the PCA reports.

2. Online Reports

The following reports must be made **available online**, in real-time, to the individuals indicated in brackets for each report (all employees with a uniform profile, Cost Centre Managers and/or Program Administrators). Employees will only see their own PRI, and must never see the PRI of another employee. CCMs must only have access to data on employees who are under their responsibility. That is, CCMs can only view the PRI of employees they supervise. Program Administrators must be able to access all required data for all employees. All online reports must have multiples search parameters, and must be exportable to an Excel spreadsheet.

2.1 Orders Report (Cost Centre Managers and Program Administrators)

This report shows the orders placed on the Contractor's On-line Uniform Ordering and Database Management System. A CCM can only view orders for themselves or employees under their responsibility, a Program Administrator can see all orders.

The searchable parameters must be:

- PRI
- First Name
- Last Name
- Uniform Allocation (refer Appendix 1, Section 2.1 Main Allocations)
- Order Type
 - Initial Kit Order
 - Points System Order
 - Personalized no points withdrawal
 - Personalized orders with points withdrawal
 - Individual orders
 - Personalized other allotment
 - Order against a return
 - Warden initial order
 - Bulk orders
 - Returns
 - Measuring packages
- Order Status
 - All
 - Shipped
 - Hold
 - Pending
 - Hold and Pending
- Item Number
- Cost Center (a drop down menu with search parameters)
 - Cost centre
 - Pre-created cost centre list
- Order Entry Date
- Active Employee
 - Yes
 - No
 - Both

The following data must appear in the search results:

- Name (of the employee)
- Uniform Allocation
- Order Entry Date
- Expected Order Delivery Date
- Order Number (clickable)
- Order Type Description
- Item Number
- Specific NSN
- Size
- Item Description
- Quantity Ordered/Returned

- Quantity Shipped
- Cost Center
- Placed By
- Item Price
- Employee Active (Yes or No)
- Order Status
- Shipment Date

2.2 Invoicing Report

- This report must provide a detailed list of all invoices and credits sent to CCMs since the beginning of the contract. A CCM can only view data for themselves; a Program Administrator can see all data.

The searchable parameters must be

- Invoice number
- Order number
- PRI
- First Name
- Last Name
- Invoice status (paid or awaiting payment)
- Invoice Date
- Date Sent

The following data must appear in the search results:

- Paid (yes or no)
- Invoice Number
- Invoice Date
- Date Sent
- PRI
- First Name
- Last Name
- Email
- Sub-total
- Shipping fees
- Taxes
- Total

2.3 Items not Invoiced Report (Cost Centre Managers and Program Administrators)

- This report shows orders that will be invoiced to PCA, but invoices have not yet been prepared or sent out. A CCM can only view data for themselves or employees under their responsibility; a Program Administrator can see all data.

- The report includes:
 - Items that were shipped but have yet to be invoiced (e.g. invoices for orders shipped over the past month);
 - Orders that are pending shipment or currently in transit; and
 - Orders that were placed manually on hold (e.g. upon request from an employee, a CCM or a Program Administrator).
- The searchable parameters must be:
 - Cost centre (with a searchable cost centre list); and
 - Cost Centre Manager (drop down menu with list of CCMs).
- The following data must appear in the search results:
 - Order Number (clickable)
 - Employee's PRI (clickable)
 - Order Date
 - Cost centre
 - Cost Centre Manager's PRI (clickable)
 - Reason code description
 - Year
 - Return (yes or no)
 - Allotment class
 - NSN Specific
 - Item Description
 - Quantity
 - Unit Price
 - Line Total

2.4 Remaining Points Balance and Available Allocations Report (Cost Centre Managers and Program Administrators)

- This report shows:
 - The main allocation and sub-group allocations assigned to an employee;
 - Employee points deposited and spent during the current fiscal year; and
 - Employee points balance.
- A CCM can only view data for themselves or employees under their responsibility; a Program Administrator can see all data, or search by Cost Centre Manager (drop-down menu with list of CCMs).
- The following data must appear in the search results:
 - PRI (clickable) and name of the employee
 - Uniform Allocation (refer to Appendix 1, section 2.1 Main Allocations)
 - Status (Active or inactive)

- PRI (clickable) and name of the Cost Center Manager
- Points Deposited
- Points Spent
- Employee Point Balance
- Available Sub-Group allocations listed with the mention “Yes” if applicable to the employee. (refer to Appendix 1, Section 2.2 Sub- Group Allocations)

2.5 Dollar Value Allocation Report (Cost Centre Managers and Program Administrators)

- This report shows the dollar value of the employees’ available allocations
- A CCM can only view data for themselves or employees under their responsibility; a Program Administrator can see all data, or search by Cost Centre Manager (drop-down menu with list of CCMs).
- The following data must appear in the search results:
 - PRI (clickable) and name of the employee
 - Uniform Allocation
 - Remaining Points
 - Available Dollar Value
 - Orders Not Shipped
 - Orders Shipped but Not Invoiced
 - Returned/Received but Not Invoiced
 - Line Total
- At the end of the employees list, the total is shown for the following values:
 - Available Dollar Value
 - Orders Not Shipped
 - Orders Shipped but Not Invoiced
 - Returned/Received but Not Invoiced
 - Line Total

2.6 Population Reports (Program Administrators)

- This report shows the population (number of employees) within Parks Canada.
- By default, only Active employees are included in the data (except for when you choose the “Active” search parameter, then you see the number of inactive employees as well).
- The following search criteria are available:
 - Gender
 - Position Title

- Uniform Allocation
 - Cost Center
 - Hierarchy Code
 - Active
- Numerical data (e.g. number of active employees vs. number of inactive, or number of employees in core uniform vs. in avalanche allocation) appears as results.

2.7 Desynchronized Employees Report (Program Administrators) This report shows employee profiles that will not be updated by the weekly HR download because one or more of the key fields in their profile has been modified.

The following data must appear in the searchable results:

- PRI (clickable)
- Last Name
- First Name
- Position Title
- Active (yes/no)
- Uniform Allocation
- Employee Class
- Hierarchy (Employees/Cost centre manager)
- Cost centre manager's PRI (clickable) and name
- Date of de-synchronization
- Name of person who made the change that caused the de-synchronization
- Updated field(s) that caused the de-synchronization

3. Weekly Reports

The following report must be provided on a **weekly-basis** (by end of day the day before the weekly meeting):

3.1 Action Items Report (also referred to as “task list”) (sent via email to Program Administrators)

- The Contractor must prepare, deliver and maintain an up-to-date action items report (task list) to monitor and record issues.
- The task list must include:
 - Action item
 - Details of action item
 - Priority level (low, medium, high)
 - Date of request
 - Due date
 - Completion date
 - Person responsible for the action item

- Status (ongoing, completed)
 - Comments
- Once a task has been completed, it is to be moved to the completed list tab.
- The Contractor must document and record all pertinent information discussed during the weekly meeting as mutually agreed upon with PCA and retain such information in the task list. This report is subject to review by PCA and the Contractor must reflect changes resulting from the review.

4. Monthly Reports

The following reports must be provided on a **monthly-basis**, on the date agreed upon by PCA and the Contractor at the beginning of the contract:

4.1 Inventory Levels Report

The Contractor must report on inventory quantities in stock showing all current inventory (Contractor-Owned and PCA-Owned) levels by uniform item and size. This report must show the following, per uniform item:

- Item Number
- Item Name
- Quantity Available
- Quantity on Purchase Order
- Quantity Sold (but not yet shipped)
- Overall Inventory (this equals = available + purchase order –sold)
- Total sold per Year

This report must also include raw material inventory:

- Item Number
- Description
- Item Number(s) that Use this Material
- Quantity Available
- Quantity on Purchase Order
- Overall Inventory (this equals = available + on purchase order)
- Minimum Order
- Production Time

4.2 Status of Backordered Items Report

The Contractor must report on the cumulative total of all outstanding backordered items for the reporting period.

The detailed information must include, but is not limited to:

- Item Number(s)
- Size
- Initial Order Date(s) of Backordered Items
- Date(s) Backordered Items will be Shipped

- Length of Backordered Period

4.3 Order Processing Times Report

The Contractor must report on all deliveries made to all Parks Canada employees, indicating the type of order, order date, and shipping date.

This report must clearly identify which orders were within and outside of the Order Processing Times described in section 7.2 of the SOW.

The report should allow sorting by:

- Cost Centre Managers

4.4 Customer Service Report

The Contractor must report on the quality of customer service regarding the response to Parks Canada employee queries.

This report must include:

- Number of queries received (by date or month)
- Number of queries responded to, by phone, by email, by fax and for any other form of customer service that may be provided (e.g. livechat);
- Length of time to respond (e.g. waiting time on phone, delay in hours or days between reception of email and reply, etc.);
- Average time (in minutes) spent on phone or on any other customer service type that is provided (e.g. live chat)
- Average number of emails to resolve a query;
- Number of queries closed (resolved);
- Number of queries open (unresolved); and
- Top 10 query subject areas.

4.5 Unpaid invoices and invoices of the month Report

This report, to be sent on the 16th of each month, must provide a detailed list of all invoices and credits sent to CCMs for orders that have been shipped the previous month, as well as all invoices from previous months that have yet to be paid or credited.

It must include the following:

- Invoice Number
- Invoice Date
- Date Sent
- First and Last Name of the CCM
- Cost Centre
- Consignee Code
- City
- Province
- Fund Centre

- Subtotal
- Applicable Taxes
- Total

4.6 Key Performance Indicators Report

This report must include graphics such as pie charts, bar graphs etc., for ease of reference and understanding that include the following data:

1. Total sales per volume or quantity
 - shown per volume/quantity
 - per month
 - colour-coded per year
2. Total sales per dollar value
 - bars show dollar value per month
 - lines show cumulative sales spend per year
 - each are colour-coded per year
3. Order processing times, as stated in the SOW, section 7.2
 - shown by order type
 - dollar value of order
 - quantity of items in order
 - date ordered
 - date shipped (if partial shipments, must itemize all items and dollar values per shipping dates), if order is waiting to be shipped indicate 'not complete'
4. On-time delivery, as stated in the SOW, section 7.2
 - shown 'by the week' along x axis
 - as a 'percentage met' along y axis
 - with each line indicating a separate year
5. Back order items
 - shown per volume
 - per week
 - colour-coded per number of days (e.g. on backorder for 1-7 days, 8-15 days, 16-30 days, etc.)
6. Inventory per dollar value
 - shown per dollar value
 - per month
 - colour-coded per number of months (e.g. in inventory for 6-9 month, 9-12 months, etc.)
7. Inventory turns

- shown per number of inventory turns
- per month
- colour-coded per year

8. Finished Products Forecast

Includes:

- Item number
- Item name
- Sizes
- Quantity available
- On Purchase Order (PO)
- Sold
- Overall +/- (available + PO – Sold)
- Totals sold in previous years
- Delivery date of finished good

9. Raw Materials Report

Includes:

- Material description
- All items made from that material by item number
- Quantity of raw material available (by meter or yield)
- Awaiting/on PO
- Total (quantity available + on P.O)
- Anticipated delivery
- Meter or yield required per item

5. Quarterly Reports

The following reports must be provided on a quarterly-basis, on the date agreed upon by PCA and the Contractor at the beginning of the contract.

5.1 Error Free Order Processing Services Report

The Contractor must report on all deliveries made to all Parks Canada employees, indicating the type of order, order date, and shipping date, including partial shipment.

The report should allow sorting by:

- Cost Centre Managers The report must include:
 - Number of error free orders
 - Number of orders with errors
 - Type of error (e.g. wrong size sent, wrong item sent, wrong quantity sent, etc.)

5.2 On-line Ordering Website Analytics

The Contractor must report on website traffic. The report is to include visuals such as graphs.

The report must include:

- Total visits to the ordering website (site traffic)
- Total number of clicks a link receives
- Average Click Through Rate
- Average session duration
- Pageviews per visit
- Top searches / viewed item
- Most popular day orders are placed
- Most popular time of day orders are placed
- Average order value
- Total number of transitions
- Conversion rate
- Live chat sessions initiated (if applicable)

6. Semi-Annual Reports

The following report should be provided **on a semi-annual basis or upon PCA request:**

The Contractor must report, on a semi-annual basis or upon PCA request:

- The quantities of uniform items ordered that fall outside the range(s) of standard sizing (i.e. made-to-measure orders);
- Periodic measurement analysis on PCA user profiles;
- Periodic adjusts to its standard sizing charts to include all ordered items that fall outside the existing sizing chart ranges.

7. As and When Requested Reports

The following reports should be provided **upon request by PCA**, within five (5) working days of the request being made:

7.1 Uniform Sales Report (Contractor-owned and PCA-owned)

The Contractor must report on sales by:

- Uniform Item
- Employee Position/Role
- Gender
- Consignee Code
- Cost Centre
- Quantities per Size
- Contractor-Owned and/or PCA-Owned Inventory

7.2 Returns Report

The Contractor must report on all return transactions from Parks Canada employees. At a minimum, the following information must be captured:

- Employee Name
- Return Order Number
- Item Name
- Number of Item Returned
- Date of Receipt of Return
- Reason for Return
- Resolution Taken
- Date of resolution (e.g. date replacement items were shipped)
- Cost to Parks Canada (if applicable and identifiable), such as return shipping due to user error when ordering

7.3 Customer Satisfaction Report

Complaints received by the Contractor's Customer Service department are to be tracked. A complaint would be considered topics for which no resolution could be taken as part of the regular process (ex: a return would not be considered a complaint), and for which a course of action should be discussed between the Contractor and PCA.

The Contractor must report on:

- Date and source of complaint
- Description or an order number for which the complaint was received
- Detailed summary of the complaint
- Action taken to address the complaint
- date resolved if applicable

7.4 Client Survey Feedback Report (for item in development being tested by PCA employees)

- The Contractor must provide a summary of the information collected and received from the completed client feedback surveys.

7.5 Cancelled Orders Reports

The Contractor must provide a detailed list of orders that were canceled by the contractor for the following two reasons:

1. Employees who have placed an order is inactive in the system for more than 90 days; and
2. Employees who have placed an order were active but their profile was L, P or S (on Leave of absence, Leave with Pay, or Seasonal Lay-off) for more than 12 months.

8. As and When Required Reports

The following reports must be provided to PCA as soon as an occurrence occurs.

8.1 Production Problem Report

This report must be provided to PCA **as soon as the Contractor runs into a production or supply chain problem or shortage** which may impact its ability to perform the Work set out in this SOW.

The Contractor must track and report on production problems, shortages, delays and other significant issues which may impact the Contractor's ability to provide the items to PCA employees as set out in the SOW.

Should this occur, the Contractor must first notify PCA in writing.

After notification to PCA has been made, the Contractor must submit a problem report, which would include, but is not limited to:

- Nature of the problem;
- Why the problem occurred;
- Uniform items affected by the problem; and
- Proposed resolution and resolution date.

8.2 Problem and Outage Report

This report must be provided to PCA as soon as the Contractor experiences disruptions to its on-line ordering system and/or its customer service department that affect the ability of PCA employees to order uniforms on-line or reach customer service by phone, e-mail, or live chat.

This includes, but is not limited to:

- Internet connectivity downtime
- Other internet-related problems
- Telephone switch downtime
- Other telephone-related problems
- Power outages
- Building access problems
- Availability of staff
- Building evacuations

The report must include:

- Date
- Time
- Duration of outage
- Detailed description of the issue
- Resolution, follow-up and future corrective actions to be taken

9. End of Contract Reports

The following reports should be provided **at least one month before the end of the Contract or upon PCA request**:

- Orders placed but not yet shipped
- Orders shipped but not yet invoiced
- Outstanding payments from PCA
- Inventory and sales reports required to exercise buy-back requirements if applicable

10. Incident Reports

Any security incidents related to physical tangible assets (e.g. pants, shirt or a combination thereof) on the Contractor's premises and during delivery to the PCA client must be reported as soon as possible to the PCA Project Authority.

The Contractor must maintain a log of all incidents of loss or theft of the physical tangible assets (e.g. pants, shirt or a combination thereof) for the period of the contract and for one year after the expiration or termination of this contract in order to provide support for investigations if and as required by the PCA Project Authority.

11. Reports Processing Time

Report Name	Maximum Acceptable Processing Time
Orders Report	Real time, online
Items not Invoiced Report	Real time, online
Remaining Points Balance and Available Allocations Report	Real time, online
Dollar Value Allocation Report	Real time, online
Population Reports	Real time, online
Desynchronised Employees Report	Real time, online
Action Items Report	Weekly
Inventory Levels Report	Monthly
Status of Backordered Items Report	Monthly
Order Processing Times Report	Monthly
Customer Service Report	Monthly
Invoicing Report	Monthly
Key Performance Indicators Report	Monthly
Error Free Order Processing Services Report	Quarterly
On-line Ordering Website Analytics	Quarterly
Semi-Annual Report (quantities of uniform items ordered that fall outside the range(s) of standard)	Semi-annual or upon PCA request
Semi-Annual Report (periodic measurement analysis on PCA user profiles)	Semi-annual or upon PCA request

Semi-Annual Report (periodic adjusts to its standard sizing charts to include all ordered items that fall outside the existing sizing chart ranges)	Semi-annual or upon PCA request
Uniform Sales Report	As and when Requested by PCA
Returns Report	As and when Requested by PCA
Customer Satisfaction Report	As and when Requested by PCA
Client Survey Report	For items in development and being tested by PCA employees. As and when Requested by PCA
Cancelled Orders Report	As when Requested by PCA
Production Problem Report	As and when Required
Problem and Outage Report	As and when Required
End of Contract Report (Orders placed but not yet shipped)	One month prior to contract end or when requested by PCA
End of Contract Report (Orders shipped but not yet invoiced)	One month prior to contract end or upon PCA request
End of Contract Report (Outstanding payments from PCA)	One month prior to contract end or upon PCA request
End of Contract Report (Inventory and sales reports required to exercise buy- back requirements if applicable)	One month prior to contract end or upon PCA request
Security Reports	As soon as an incident occurs

APPENDIX 5

PROFESSIONAL SERVICES CLASSIFICATIONS

TABLE OF CONTENTS

1. CORE MANAGEMENT TEAM.....	115
1.1 PROJECT MANAGER	115
1.2 INVENTORY/PURCHASING MANAGER.....	117
1.3 CUSTOMER SERVICE MANAGER	118
2. OTHER PROFESSIONAL SERVICES (AS AND WHEN NEEDED).....	119
2.1 CONTRACT MANAGER	119
2.2 WAREHOUSE / QUALITY CONTROL MANAGER	120
2.3 FINANCIAL SPECIALIST	121
2.4 INFORMATION TECHNOLOGY SPECIALIST.....	122
2.5 DESIGNER.....	124
2.6 TECHNICAL WRITER	126
2.7 TEXTILE TECHNOLOGIST	127
2.8 PERSONAL PROTECTION EQUIPMENT TECHNOLOGIST	129

In addition to the above Resources, the Contractor must provide a sufficient number of Resources, with sufficient qualifications to complete the work assigned to them in the time allotted. The Contractor must determine the number of staff, qualifications, and categories of resources required to perform the Work identified in the Contract.

1. Core Management Team

1.1 Project Manager

PROJECT MANAGER	
MANDATORY REQUIREMENTS	
Resource Category	Business
Security Clearance at RFP closing	Reliability Status
Number of years in this specific category performing activities similar to those described in this table	5 years in the last 10 years
Number of years of Clothing and Textile Industry Expertise	Not mandatory but relevant experience will be rated
Reference Projects Required	2 projects
Profile of Qualifications Required	Yes
Education	Graduation with a university degree or college diploma from a recognized post-secondary institution, or an acceptable combination of education, training, and/or experience.
Certification	Project Management Professional (PMP) PMP certification is desirable and additional points will be allocated to those who provide proof of PMP certification
Language	Fluent in one of the two official languages of Canada, and functional in the other.
RATED REQUIREMENTS	
The Project Manager should demonstrate experience in the activities described below. Experience in clothing industry is desirable and additional points will be allocated to resources who demonstrate their experience in this field. Concrete examples must be provided to demonstrate experience as listed below.	
General Experience	<ul style="list-style-type: none"> a) Experience as a Project Manager for two projects of comparable scope and value; b) Experience interacting with team members, clients, and all other project management roles while ensuring project goals and objectives are achieved, and that issues are addressed and resolved; c) Experience gathering and organizing information in support of updates to documentation; d) Experience analyzing reason for discrepancies and identifying a course of action; e) Experience in configuration management, including verification of item configuration and establishment of baseline configurations;

PROJECT MANAGER	
	<ul style="list-style-type: none"> f) Experience attending meetings and reporting to client as required g) Experience in managing an online ordering system; h) Experience monitoring the transfer of activities ensuring clear communication between the different stakeholders involved;
Clothing and Textile Industry Project Experience	<p>The Project Manager should have experience on a minimum of two (2) supply chain and uniform management services projects similar in scope and scale as Parks Canada's that include managing the project during the transition-in, service commencement and ongoing operations and service phases by ensuring that resources are available, and that the project is developed and is fully operational within previously agreed time, cost and performance parameters. Resume must clearly show the extent of experience acquired and where and when this experience was acquired.</p>

1.2 Inventory/Purchasing Manager

INVENTORY/PURCHASING SPECIALIST	
MANDATORY REQUIREMENTS	
Security Clearance at RFP closing	Reliability Status
Number of years in this specific category performing activities similar to those described in this table	5 years in the last 10 years
Number of years of Clothing and Textile Industry Expertise	Not mandatory but relevant experience will be rated
Reference Projects Required	2 projects
Profile of Qualifications Required	Yes
Education	Graduation with a university degree or college diploma from a recognized post-secondary institution, or an acceptable combination of education, training, and/or experience.
Language	Fluent in English and/or in French
RATED REQUIREMENTS	
The Inventory/Purchasing Specialist should demonstrate experience in the activities described below. Experience in clothing industry is desirable and additional points will be allocated to resources who demonstrate their experience in this field. Concrete examples must be provided to demonstrate experience as listed below.	
General Experience	<ul style="list-style-type: none"> a) Experience in planning and coordinating procurement activities including financial estimates and business requirements; b) Experience in planning, coordinating, preparing and controlling purchase orders and documentation to ensure inventory correspond to the Client's needs and plan; c) Experience in identifying potential problems and propose solutions; d) Experience in preparing a company to transition to a change in service and in managing the transfer of inventory by establishing procedures to ensure a smooth transfer of inventory and information.
Clothing and Textile Industry Project Experience	The Inventory/Purchasing Specialist resource should demonstrate experience managing a minimum of two (2) supply chain management contracts in this function. Resume must clearly show the extent of experience acquired and where and when this experience was acquired.

1.3 Customer Service Manager

CUSTOMER SERVICE MANAGER	
MANDATORY REQUIREMENTS	
Security Clearance at RFP closing	Reliability Status
Number of years in this specific category performing activities similar to those described in this table	5 years in the last 10 years
Number of years of Clothing and Textile Industry Expertise	Not mandatory but relevant experience will be rated
Reference Projects Required	2 projects
Profile of Qualifications Required	Yes
Education	Graduation with a university degree or college diploma from a recognized post-secondary institution, or an acceptable combination of education, training, and/or experience.
Language	Fluent in both official languages (English and French)
RATED REQUIREMENTS	
The Customer Service Manager should demonstrate experience in the activities described below. Experience in clothing industry is desirable and additional points will be allocated to resources who demonstrate their experience in this field. Concrete examples must be provided to demonstrate experience as listed below.	
General Experience	<ul style="list-style-type: none"> a) Experience in customer services and front-line operations, via phone and emails; b) Experience in managing a team of customer service agents, including the delivery of training and regular communications to ensure customers contacting them receive the appropriate answers; c) Experience in identifying issues, analyzing them, proposing solutions and transferring them to other staff when appropriate; d) Experience in managing a high level of complex requests; e) Experience in maintaining liaison with clients and technical staff to communicate the status of problem resolution to network users; log and track requests for assistance.
Project Experience	The Customer Service Manager resource should demonstrate experience in a minimum of two (2) supply chain management contracts in this function. Resume must clearly show the extent of experience acquired and where and when this experience was acquired.

2. Other Professional Services (as and when needed)

2.1 Contract Manager

CONTRACT MANAGER	
MANDATORY REQUIREMENTS	
Security Clearance at RFP closing	Reliability Status
Number of years in this specific category performing activities similar to those described in this table	5 years in the last 10 years
Number of years of Clothing and Textile Industry Expertise	Not mandatory but relevant experience will be rated
Reference Projects Required	2 projects
Profile of Qualifications Required	Yes
Education	Graduation with a university degree or college diploma from a recognized post-secondary institution, or an acceptable combination of education, training, and/or experience.
Language	Fluent in one of the two official languages of Canada, and functional in the other.
RATED REQUIREMENTS	
The Contract Manager should demonstrate experience in the activities described below. Experience in clothing industry is desirable and additional points will be allocated to resources who demonstrate their experience in this field. Concrete examples must be provided to demonstrate experience as listed below.	
General Experience	<ul style="list-style-type: none"> a) Experience as a Contract Manager for two (2) projects of comparable scope and value; b) Experience managing sub-contractor business relationships while ensuring contract requirement are met and transparency to client; c) Experience interacting with team members, client representatives, and other project managers for the different components of a project to address issues and concerns, analyze the issues, recommend a course of action and to ensure client satisfaction with the service provided d) Experience monitoring and meeting key indicators in contract delivery, ensuring action is taken to address risk factors, and performance measurements framework is adhere to; e) Experience monitoring established processes to ensure compliance with the contract; f) Experience in preparing a company to transition to a change in service.
Clothing and Textile Industry Project Experience	The Contract Manager should demonstrate experience in managing two (2) supply chain management contracts. Resume must clearly show the extent of experience acquired and where and when this experience was acquired.

2.2 Warehouse / Quality Control Manager

WAREHOUSE / QUALITY CONTROL MANAGER	
MANDATORY REQUIREMENTS	
Security Clearance at RFP closing	Reliability Status
Number of years in this specific category performing activities similar to those described in this table	5 years in the last 10 years
Number of years of Clothing and Textile Industry Expertise	Not mandatory but relevant experience will be rated
Reference Projects Required	2 projects
Profile of Qualifications Required	Yes
Education	Graduation with a university degree or college diploma from a recognized post-secondary institution, or an acceptable combination of education, training, and/or experience.
Language	Fluent in English and/or in French
RATED REQUIREMENTS	
The Warehouse/Quality Control Manager should demonstrate experience in the activities described below. Experience in clothing industry is desirable and additional points will be allocated to resources who demonstrate their experience in this field. Concrete examples must be provided to demonstrate experience as listed below.	
General Experience	<ul style="list-style-type: none"> a) Experience in receiving, warehousing, material handling and distribution operations by initiating, coordinating, and enforcing program, operational, and personnel policies and procedures; b) Experience in warehousing operations and contents and in establishing and monitoring security procedures and protocols; c) Experience in controlling inventory levels by conducting physical counts and reconciling with data storage system; d) Experience in completing warehouse operational requirements to the Client's satisfaction by scheduling and assigning employees; following up on work results; e) Experience in creating and maintaining Operational KPIs.
Project Experience	The Warehouse / Quality Control Manager should demonstrate experience managing a minimum of two (2) large-scale supply chain management contracts in this function. Resume must clearly show the extent of experience acquired and where and when this experience was acquired.

2.3 Financial Specialist

FINANCIAL SPECIALIST	
MANDATORY REQUIREMENTS	
Security Clearance at RFP closing	Reliability Status
Number of years in this specific category performing activities similar to those described in this table	5 years in the last 10 years
Reference Projects Required	2 projects
Profile of Qualifications Required	Yes
Number of years of Clothing and Textile Industry Expertise	Not mandatory but relevant experience will be rated
Education	Graduation with a university degree or college diploma from a recognized post-secondary institution, or an acceptable combination of education, training, and/or experience.
Language	Fluent in English and/or in French
RATED REQUIREMENTS	
The Financial Specialist should demonstrate experience in the activities described below. Experience in clothing industry is desirable and additional points will be allocated to resources who demonstrate their experience in this field. Concrete examples must be provided to demonstrate experience as listed below.	
General Experience	<ul style="list-style-type: none"> a) Experience developing and implementing financial procedures; b) Experience tracking cost and reporting; c) Experience in invoicing a highly decentralized organization and making sure invoices, credits, payments and processes are accurate and effortless for the customers; d) Experience attending meetings and reporting to client as required; e) Experience planning and coordinating financial management activities including financial estimates and business requirements.
Project Experience	The Financial Specialist should demonstrate experience managing the financial aspect of a minimum of two (2) large-scale supply chain management contracts. Resume must clearly show the extent of experience acquired and where and when this experience was acquired.

2.4 Information Technology Specialist

INFORMATION TECHNOLOGY SPECIALIST	
MANDATORY REQUIREMENTS	
Security Clearance at RFP closing	Reliability Status
Number of years in this specific category performing activities similar to those described in this table	5 years in the last 10 years
Reference Projects Required	2 projects
Profile of Qualifications Required	Yes
Number of years of Clothing and Textile Industry Expertise	Not mandatory but relevant experience will be rated
Education	Graduation with a university degree or college diploma from a recognized post-secondary institution, or an acceptable combination of education, training, and/or experience.
Language	Fluent in English and/or in French. Bilingualism will be considered as an asset.
RATED REQUIREMENTS	
The Information Technology Specialist should demonstrate experience in the activities described below. Experience in clothing industry is desirable and additional points will be allocated to resources who demonstrate their experience in this field. Bilingualism will also be considered an asset. Concrete examples must be provided to demonstrate experience as listed below.	
General Experience	<ul style="list-style-type: none"> a) Experience in establishing an online orderingsystem; b) Experience creating and modifying code and software; c) Experience creating and modifying screens and reports; d) Experience gathering and analyzing data to conduct studies to establish the technical and economic feasibility of proposed computer systems, and for the development of functional and system design specifications; e) Experience producing forms, manuals, programs, data files, and procedures for systems and/or applications; f) Experience verifying accuracy and completeness of programsby preparing sample data, and testing them by means of system acceptance test runs made by operating personnel; g) Experience correcting program errors by revising instructions or altering the sequence of operations; h) Experience testing instructions, and assembling specifications, flow charts, diagrams, layouts, programming and operating instructions to document applications for later modification or reference. i) Experience compiling reports and responding to client inquiries as required

INFORMATION TECHNOLOGY SPECIALIST	
	<p>required.</p> <p>Specialties could include but are not limited to:</p> <p>ActiveX, ADS, ASP, BPWin, C++, CICS, Cold Fusion, CORBA, Crystal Reports, Delphi, EbXML, ERWin, HML, HTML, IBM DB2, IDMS, Impromptu, IMS, Informix, Ingres, J2EE, Java, JavaScript, JDBC, JSP, MIL-STD-498, MS Access, MS SQL, .NET, Netron/CAP, ODBC, OLAP, Oracle, Oracle CASE, Oracle Financials, Perl, PHP, PL/SQL, PowerBuilder, Rational Rose, RPG, RUP, SAP, SQL Server, SQL*DBA, SQL*Forms, SQL*Menu, SQL*Net, SQL*Plus, SQL*Report, Sybase, TCP/IP, Unisys DBII, Unix, Visual Basic, Visual C++, XML</p>
Project Experience	<p>The Information Technology Specialist should demonstrate experience developing and managing an on-line ordering system of a minimum of two (2) large-scale supply chain management contracts. Resume must clearly show the extent of experience acquired and where and when this experience was acquired.</p>

2.5 Designer

DESIGNER	
MANDATORY REQUIREMENTS	
Security Clearance at RFP closing	Reliability Status
Number of years in this specific category performing activities similar to those described in this table	5 years in the last 10 years
Reference Projects Required	2 projects
Profile of Qualifications Required	Yes
Number of years of Clothing and Textile Industry Expertise	5 years in the last 10 years
Education	Graduation with a university degree or college diploma from a recognized post-secondary institution, or an acceptable combination of education, training, and/or experience.
Language	Fluent in English and/or in French
RATED REQUIREMENTS	
The Designer should demonstrate experience in the activities described below. Experience in clothing industry is mandatory. Concrete examples must be provided to demonstrate experience as listed below.	
General Experience	<ul style="list-style-type: none"> a) Experience managing the design and development of clothing and personal protective equipment; b) Experience preparing new clothing production drawings, sealed samples and revising existing specifications, drawings, and evaluation of existing sealed samples; c) Experience reviewing and analyzing vendors and manufacturers clothing and personal protective equipment samples and testing results for compliance with given specifications and testing standards; d) Experience preparing Design Brief for the design and purchase of prototypes and (or) samples; e) Experience investigating Unsatisfactory Condition Reports, Material Authorization Change Requests, Design Change/Deviation Requests, Requests for Waiver, Technical Failure Reports, etc. to determine their legitimacy and to make recommendations for reply; f) Experience creating or recommending revision of clothing scales of measurement in both Imperial and Metric measurements for inclusion in specifications, manufacturing data or purchase descriptions; g) Experience evaluating prototypes and commercial products to

DESIGNER	
	<p>determine suitability;</p> <ul style="list-style-type: none"> h) Experience evaluating clothing and personal protective equipment against technical specifications; i) Experience preparing or revising clothing information manuals and instructor manuals; j) Experience researching and monitoring emerging technologies and (or) products and (or) industrial capabilities for clothing.
Project Experience	<p>The Designer resource should demonstrate experience managing the design aspect of a minimum of two (2) large-scale supply chain management contracts. Resume must clearly show the extent of experience acquired and where and when this experience was acquired.</p>

2.6 Technical Writer

TECHNICAL WRITER	
MANDATORY REQUIREMENTS	
Security Clearance at RFP closing	Reliability Status
Number of years in this specific category performing activities similar to those described in this table	5 years in the last 10 years
Reference Projects Required	2 projects
Profile of Qualifications Required	Yes
Number of years of Clothing and Textile Industry Expertise	5 years in the last 10 years
Education	Graduation with a university degree or college diploma from a recognized post-secondary institution, or an acceptable combination of education, training, and/or experience.
Language	Bilingual (French and English)
RATED REQUIREMENTS	
The Technical Writer should demonstrate experience in the activities described below. Experience in clothing industry is mandatory. Concrete examples must be provided to demonstrate experience as listed below.	
General Experience	<ul style="list-style-type: none"> a) Experience analyzing material, such as specifications (technical Statement of Work/Requirement), notes, drawings, writing manuals, user guides and other documents to explain the requirement clearly and concisely; b) Experience writing, translating, modifying, validating and/or compiling documents such as technical publications, specifications, items descriptions, etc.; c) Experience creating accurate, complete and concise documentation to communicate the needs of the requirement; d) Experience in assimilating and conveying technical material in a concise, effective manner.
Project Experience	The Technical Writer should demonstrate experience in a minimum of two (2) large-scale supply chain management contracts in this function. Resume must clearly show the extent of experience acquired and where and when this experience was acquired.

2.7 Textile Technologist

TEXTILE TECHNOLOGIST	
MANDATORY REQUIREMENTS	
Security Clearance at RFP closing	Reliability Status
Number of years in this specific category performing activities similar to those described in this table	5 years in the last 10 years
Reference Projects Required	2 projects
Profile of Qualifications Required	Yes
Number of years of Clothing and Textile Industry Expertise	5 years in the last 10 years
Education	Graduation with a university degree or college diploma from a recognized post-secondary institution, or an acceptable combination of education, training, and/or experience.
Language	Fluent in English and/or in French
RATED REQUIREMENTS	
The Textile Technologist should demonstrate experience in the activities described below. Experience in clothing industry is mandatory. Concrete examples must be provided to demonstrate experience as listed below.	
General Experience	<ul style="list-style-type: none"> a) Experience supporting the design and development of textiles; b) Experience reviewing and analysing vendors and manufacturers textile samples, and testing results for compliance with given specifications and testing standards; c) Experience researching technical data to confirm accuracy and updating specifications, as required on these findings; d) Experience investigating Unsatisfactory Condition Reports, Material Authorization Change Requests, Design Change/Deviation Requests, Requests for Waiver, Technical Failure Reports, etc. to determine legitimacy and make recommendations for reply; e) Experience supporting preparation or revision of textile information manuals and instructor manuals; f) Experience investigating designs, materials and processes and recommending solutions to identified technical problems through literature searches and in consultation with industry and technical experts; g) Experience evaluating prototypes and commercial products to

TEXTILE TECHNOLOGIST	
	<p>determine suitability;</p> <p>h) Experience supporting compliance of environmental regulations regarding use and disposal of textiles;</p> <p>i) Experience researching and monitoring emerging technologies and (or) products and (or) industrial capabilities for textiles.</p>
Project Experience	<p>The Textile Technologist should demonstrate experience in a minimum of two (2) large-scale supply chain management contracts in this function. Resume must clearly show the extent of experience acquired and where and when this experience was acquired.</p>

2.8 Personal Protection Equipment Technologist

PERSONAL PROTECTION EQUIPMENT TECHNOLOGIST	
MANDATORY REQUIREMENTS	
Security Clearance at RFP closing	Reliability Status
Number of years in this specific category performing activities similar to those described in this table	5 years in the last 10 years
Reference Projects Required	2 projects
Profile of Qualifications Required	Yes
Number of years of Clothing and Textile Industry Expertise	5 years in the last 10 years
Education	Graduation with a university degree or college diploma from a recognized post-secondary institution, or an acceptable combination of education, training, and/or experience.
Language	Fluent in English and/or in French
RATED REQUIREMENTS	
The Personal Protection Equipment Technologist should demonstrate experience in the activities described below. Experience in clothing industry is mandatory. Concrete examples must be provided to demonstrate experience as listed below.	
General Experience	<ul style="list-style-type: none"> a) Experience supporting the design and development of personal protection equipment; b) Experience reviewing and analysing vendor and manufacturer personal protection equipment samples and testing results for compliance to given specifications and testing standards c) Experience investigating Unsatisfactory Condition Reports, Material Authorization Change Requests, Design Change/Deviation Requests, Requests for Waiver, Technical Failure Reports, etc. to determine legitimacy and make recommendations for reply; d) Experience supporting preparation or revision of personal protection equipment information manuals and instructor manuals; e) Experience investigating designs, materials and processes and recommending solutions to identified technical problems through literature searches and in consultation with industry and technical experts; f) Experience evaluating prototypes and commercial products to determine suitability; g) Experience supporting the compliance of environmental regulations regarding use and disposal of personal protection equipment;

PERSONAL PROTECTION EQUIPMENT TECHNOLOGIST	
	<ul style="list-style-type: none"> h) Experience supporting preparations of maintenance/supply/repair and overhaul procedures and update notifications; i) Experience researching and monitoring emerging technologies and (or) products and (or) industrial capabilities for personal protection equipment.
Project Experience	<p>The Personal Protection Equipment Technologist should demonstrate experience in a minimum of two (2) large-scale supply chain management contracts in this function. Resume must clearly show the extent of experience acquired and where and when this experience was acquired.</p>

APPENDIX-6
CONSIGNEE CODE LIST

The Consignee Code list is available on BuyandSell.gc.ca (<https://buyandsell.gc.ca/>) as an attachment to this Request for Proposal.

APPENDIX-7
BREAKDOWN OF ANNUAL SALES VOLUME

The Breakdown of Annual Sales list is available on BuyandSell.gc.ca (<https://buyandsell.gc.ca/>) as an attachment to this Request for Proposal.

ANNEX “B” BASIS OF PAYMENT

The Contractor will be paid in accordance with the following:

1. FIRM LINE ITEM UNIT COSTS (LIUC)

The Contractor must provide LIUCs for each of the Contract line items, in Canadian funds for the initial three (3) years of the Contract, Delivered Duty Paid, (Incoterms 2000), transportation costs, Goods and Services Tax, Harmonized Sales Tax, Quebec Sales Tax are extra. Canadian Customs Duties, where applicable, sales, excise and other and similar taxes levied, assessed or imposed under any legal jurisdictions in respect of anything to be furnished, sold or delivered by the Contractor pursuant to the Contract; all export and import licenses, permits where applicable; and any other related costs must be included in the LIUC.

1.1 LIUC - Option Periods

The Contractor agrees that, for each of the three (3) option periods of the Contract, if exercised, the line item unit costs (LIUC) (increases or decreases) will be adjusted in accordance with Statistics Canada's average Consumer Price Index (all items) for municipalities in Canada, with the municipality closest to the Contractor's main area of operations used for this purpose. The adjustment will be made annually, at the exercise of the option, based on the average of the CPI of the most recently reported twelve-month period using the LIUC of the previous year.

2. FIRM LINE ITEM MARK-UP (LIM)

The firm all-inclusive LIM is applicable for the initial contract period and the option periods of the Contract. This mark-up is intended to cover all elements of the Contractor's costs, excluding the firm LIUC which is addressed separately above. The LIM must include all of the functions required in the Statement of Work, attached as Annex “A”, excluding the “As-and-when requested” Professional Services, transportation costs, and applicable taxes.

Firm Line Item Mark-up (LIM) offered for the first three years and three option periods _____%

2.1 Government Owned Inventory

Goods that are transferred from Canada to the Contractor during the course of the Contract will become the responsibility of the Contractor. When Canada will request delivery of these goods, the Contractor will only charge their LIM. For calculation purposes, the Contractor will use the appropriate LIUCs listed in the Contract for the subject goods. If no LIUC exist in the Contract, Canada will provide to the Contractor a LIUC based on an estimated market value for similar goods.

3. “As-and-when requested” Professional Services

Firm all-inclusive hourly rates are as follows:

Categories	First Year	Second Year	Third Year
Training Services	\$	\$	\$
System Modifications	\$	\$	\$
Secure Destruction	\$ /lb.	\$ / lb.	\$ / lb.
Uniform Design	\$	\$	\$
Tailoring Services	\$	\$	\$

Any materials, findings and other services required to perform the “As-and-when requested” Professional Services will be reimbursed at cost supported by an invoice. Any materials/equipment required to perform the work must be included in the estimate. Any unexpected expenses must be forwarded under a revised cost estimate to the Project Authority for approval.

Adjustment of firm all-inclusive hourly rates for option years will be in accordance with Statistics Canada's average Consumer Price Index (all items) for municipalities in Canada, with the municipality closest to the Contractor's main area of operations used for this purpose. The adjustment will be made annually, at the exercise of the option, based on the average of the CPI of the most recently reported twelve-month period using the hourly rates of the previous year.

4. TRAVEL COSTS

The Contractor will be reimbursed for previously authorized travel (outside of what is covered in the SOW), accommodation and living expenses associated with the completion of a Tasking, in accordance with the Treasury Board Travel Directive. For further information refer to the current TBS Travel Directive at: http://www.tbs-sct.gc.ca/pubs_pol/hrpubs/TBM_113/menu-travel-voyage_e.asp

5. NEW LINE ITEMS

Canada reserves the right to add new line items to the Contract as required by departmental programs in keeping with the scope of line items required under the Contract. The process outlined below will be followed for new line items to be added to the Contract. New line items will only be added to the Contract if the prices submitted are considered in Canada's sole discretion to be fair and reasonable.

Upon receipt of a written notice from Canada, the Contractor must provide pricing and a price justification to the Contracting Authority as follows:

1. For any new line item having an estimated total annual cost up to \$25,000.00, the Contractor must provide the Contracting Authority with a copy of quote(s) received from a supplier(s). The Contractor must also include the following certification with each price quotation:

"The price submitted is not in excess of the lowest price charged to anyone else, including the Contractor's most favoured customer, for the like quality and quantity of the products. The Contractor's certification that the price is not in excess of the lowest price charged to anyone else is subject to verification by government audit, at Canada's discretion";

or

2. For any new line item having a total estimated annual cost over \$25,000.00, the Contractor must demonstrate as follows that the price submitted is competitive:

- A) For goods produced by the Contractor the Contractor must submit their quote and quotes from two competing firms; or
 - B) For goods produced by sub-contractors, the Contractor must submit quotes from three competing firms, where possible. If the Contractor is unable to provide three quotes from competing firms, the reason must be provided to the Contracting Authority; and
 - C) In the event that there is only one source available for a particular new line item, the proposed cost along with price justification (published price list, previous invoices, or cost breakdown) must be provided to the Contracting Authority for review and approval. The Contractor must also provide a justification to the Contracting Authority as to why only one source is available for a particular new line item.
3. If the Contracting Authority is of the opinion that a cost quote submitted is fair and reasonable, the Contracting Authority will approve the cost in writing. Canada reserves the right to reject the proposed pricing on a new line item and procure the item itself. Once a cost is approved by the Contracting Authority, the inclusion of the new line item and the price agreed to by Canada will be evidenced for administrative purposes only through a contract amendment.

For new line items that have been added after Contract Award only, the Contractor will be allowed to submit a request for a LIUC adjustment when changes in the industry significantly impact the cost of an item. The request from the Contractor must be substantiated by providing current quote(s) or invoice(s), demonstrating a significant change in costs. The decision to modify the cost of a new line item will be at the sole discretion of the Contracting Authority.

6. INVENTORY BUY-BACK

At the end of the Contract where there is a new contract with another supplier or Canada takes over the services under contract, the Contractor must provide Canada up to a maximum 20% of the Canada's average yearly consumption of the line items (on a per line item basis rather than on an aggregate basis). If Canada requires additional quantities, they may at Canada's sole discretion opt to purchase additional quantities. The prices applicable to all uniform line items included in this Inventory Buy-Back will be the total of the LIUC and 50% of LIM.

Canada's average yearly consumption will be based on the sales of the previous 24 months period commencing 6 months prior to the Contract end date. Another period may be used upon mutual consent of the Parties. The sizing for each quantity of line item to be delivered to Canada under this provision will be determined using the total quantity per size ordered during the average yearly consumption period. The Contractor must perform all calculations and provide Canada with all the data pertaining to the Inventory Buy-Back within 21 calendar days after request of the Contracting Authority.

If the Contract is terminated for default, Canada reserves the right to not proceed with the Inventory Buy-Back described.

7. CANADA OWNED INVENTORY

Canada Owned Inventory must be returned to Canada at the end of the Contract, unless the current Contractor is awarded a new contract to continue to provide similar goods and services to Canada. The Contractor will be paid for the return of any Canada Owned Inventory at 50% of LIM, transportation charges extra. The Contractor must deliver the Canada Owned Inventory within 10 business days after receipt of written notice from the Project Authority. Canada reserves the right to extend the delivery period at its sole discretion

8. BULK FABRIC BUY-BACK

At the end of the Contract, Canada may purchase remaining bulk fabric held by the Contractor, through a Bulk Fabric Buy-Back. The price paid by Canada for the Bulk Fabric Buy-Back will be the Contractor's direct costs for the fabric (i.e. net of overhead and profit), evidenced by supporting documentation provided by the Contractor, to the sole satisfaction of the Contracting Authority.

Canada may exercise the Bulk Fabric Buy-Back at any time prior to the Contract end date. If Canada contemplates exercising the Bulk Fabric Buy-Back, the Contracting Authority will send the Contractor a request for the direct costs breakdown. If following review of the direct costs breakdown, Canada decides in its sole discretion to exercise the Bulk Fabric Buy-Back, the Bulk Fabric Buy-Back will be evidenced for administrative purposes only through a contract amendment. The Contractor must deliver the Bulk Fabric Buy-back within 10 business days after receipt of the Contract amendment from the Contracting Authority. Canada reserves the right to extend the delivery period at its sole discretion and will evidence the change in the delivery period for administrative purposes only through the contract amendment.

9. OBSOLETE ITEMS

During the Contract, the Project Authority will advise the Contractor in writing when a line item has become obsolete due to Canada's decision. Canada agrees to compensate the Contractor for the remaining obsolete inventory or 20% of the average yearly consumption based on the 24 month period prior to the written notice, whichever is less, using the LIUC listed in the Contract

APPENDIX B-1 LINE ITEM UNIT COST (LIUC)

The bidder must provide a price for each item in the item list, the firm percentage increase and the overall price.

The unit cost per item spreadsheet is available on request, to obtain a copy a please submit your request to Juneldan.felix@tpsgc-pwgsc.gc.ca

PARKS CANADA - ITEM COST PROPOSAL						
Instructions: The Bidder will enter its proposal in the cells highlighted in yellow:						
1. Enter the proposed cost for each line item in Column -Item Cost Proposal						
2. Enter the proposed Management Fee (MF) in Column - line 8 (There is no need to enter anything in the greyed out portion of this column)						
Item#	Description - English	Description - French	Estimated Annual Quantity	Line Item Unit Cost (LIUC)	MF Proposal (in %)	Item Bid Price
164	BELT, LEATHER, BLACK, UNISEX	CEINTURE EN CUIR, NOIRE, UNISEXE	700	\$		
174	JACKET, SOFT SHELL, GREEN, MEN'S	MANTEAU, COQUILLE SOUPLE, VERT, HOMMES	550	\$		
274	JACKET, SOFT SHELL, GREEN, WOMEN'S	MANTEAU, COQUILLE SOUPLE, VERT, FEMMES	450	\$		
330	T-SHIRT, SS, GREEN, UNISEX	T-SHIRT, MC, VERT, UNISEXE	3950	\$		
337	EMBROIDERY, INSTRUCTOR SHIRT, WARDEN, UNISEX, EN	BRODERIES, CHEMISE INSTRUCTEUR, GARDE, UNISEXE, ANG	5	\$		
338	EMBROIDERY, INSTRUCTOR SHIRT, WARDEN, UNISEX, FR	BRODERIES, CHEMISE INSTRUCTEUR, GARDE, UNISEXE, FR	5	\$		
348	T-SHIRT, LS, GREEN, UNISEX	T-SHIRT, ML, VERT, UNISEXE	1500	\$		
364	DUTY BELTS & ACCESSORIES, NYLON, WARDEN, UNISEX	CEINTURES ET ACCESSOIRES, NYLON, GARDE	5	\$		
366	TIE, CLIP ON, W/BUTTONHOLES, GREEN, WARDEN, UNISEX	CRAVATE A PINCE, VERTE, BOUTONNIERES, UNISEXE, GARDE	20	\$		
380	LINER, PATROL OUTER SHELL, BLACK, WARDEN, UNISEX	DOUBLURE, COQUILLE DE PATROUILLE, NOIRE, UNISEXE, GARD	10	\$		
381	NAME TAG	PLAQUE D'IDENTIFICATION	2650	\$		
385	TIE CLIP	PINCE A CRAVATE	25	\$		
386	BEAVER PIN FOR DRESS JACKET	ÉPINGLETTE POUR VESTON HABILLÉ	25	\$		

5P004-180503/A- Appendix - B1
Basis of Payment-Line Item Unit Cost

387	CREST, PERSONAL PROTECTIVE EQUIPMENT, EN, PAIR	ECUSSONS PROTECTION INDIVIDUELLE, ANG, PAIRE	200	\$	
388	CREST, PERSONAL PROTECTIVE EQUIPMENT, FR, PAIR	ECUSSONS PROTECTION INDIVIDUELLE, FR, PAIRE	15	\$	
442	MOCK NECK PULLOVER, BLACK, WARDEN, UNISEX	TRICOT A COL CHEMINEE, NOIR, UNISEXE, GARDE	50	\$	
462	NAMETAG, VELCRO, WARDEN	PLAQUE D'IDENTIFICATION, VELCRO, GARDE	70	\$	
465	MOCK NECK DICKEY, BLACK, WARDEN, UNISEX	PLASTRON A COL CHEMINEE, NOIR, UNISEXE, GARDE	40	\$	
469	GLOVES, DRESS, LEATHER, BLACK, UNISEX	GANTS HABILLES CUIR, NOIRS, UNISEXES	215	\$	
584	CREST, PERSONAL PROTECTIVE EQUIP., LARGE, EN, PAIR	ECUSSONS, PROTECT. INDIVIDUELLE, GRANDS, ANG, PAIRE	100	\$	
585	CREST, PERSONAL PROTECTIVE EQUIP., LARGE, FR, PAIR	ECUSSONS, PROTECT. INDIVIDUELLE, GRANDS, FR (PAIRE)	10	\$	
612	PANTS, CEREMONIAL, GREEN, MEN'S WARDEN	PANTALON, CEREMONIE, VERT, HOMMES, GARDE	5	\$	
712	PANTS, CEREMONIAL, GREEN, WOMEN'S WARDEN	PANTALON CEREMONIE, VERT, FEMMES, GARDE	5	\$	
777	VEST, HIGH VISIBILITY, YELLOW, UNISEX, PW, EN	VEST, HIGH VISIBILITY, YELLOW, UNISEX, GP, FR	10	\$	
778	VEST, HIGH VISIBILITY, YELLOW, UNISEX, PW, FR	VEST, HIGH VISIBILITY, YELLOW, UNISEX, GP, EN	1	\$	
779	VEST, HIGH VISIBILITY, ORANGE, UNISEX	VESTE, HAUTE VISIBILITE, ORANGE, UNISEXE	110	\$	
800	DUTY BELT, OUTER, NYLON, WARDEN, UNISEX	CEINTURE DE TRAVAIL, EXTERIEURE, NYLON, UNISEXE, GARDE	1	\$	
801	DUTY BELT, INNER, NYLON, WARDEN, UNISEX	CEINTURE DE TRAVAIL, INTERIEURE, NYLON, UNISEXE, GARDE	5	\$	
802	CUFF CASE, WARDEN, UNISEX	ETUI A MENOTTES, UNISEXE, GARDE	5	\$	
803	BATON HOLDER, WARDEN, UNISEX	SUPPORT A BATON, UNISEXE, GARDE	5	\$	
804	KEY RING HOLDER, WARDEN, UNISEX	ANNEAU A CLÉS, UNISEXE, GARDE	5	\$	
805	FLASHLIGHT HOLDER, WARDEN, UNISEX	ETUI A LAMPE DE POCHE, UNISEXE, GARDE	5	\$	
806	GLOVES POUCH, WARDEN, UNISEX	POCHE A GANTS, UNISEXE, GARDE	5	\$	
807	AEROSOL CASE, WARDEN, UNISEX	ETUI POUR AEROSOL, UNISEXE, GARDE	5	\$	
808	LEATHER BELT KEEPERS, PACK OF 4, WARDEN	PASSANTS DE CEINTURE, CUIR, UNISEXE, PAQUET DE 4, GARDE	5	\$	
813	GAITERS, GREEN, UNISEX, PAIR	GUÊTRES, VERTES, UNISEXES, PAIRE	80	\$	
841	T-SHIRT, LS, SAND, UNISEX	T-SHIRT, ML, SABLE, UNISEXE	500	\$	

5P004-180503/A – Appendix – B1
Basis of Payment – Line Item Unit Cost

854	HAT, BRIMMED, WARDEN, UNISEX	CHAPEAU, LARGE BORD, UNISEXE, GARDE	10	\$	
855	HAT, MUSKRAT FUR, GREEN, WARDEN, UNISEX	CHAPEAU, FOURRURE DE RAT MUSQUE, VERT, UNISEXE, GARDE	15	\$	
856	HAT PROTECTOR, WARDEN, UNISEX	PROTEGE-CHAPEAU, UNISEXE, GARDE	10	\$	
861	LONG JOHNS, TEMPERATE, BLACK, UNISEX	CALECON LONG, TEMPERE, NOIR, UNISEXE	225	\$	
862	LANYARD, CEREMONIAL, BLUE, WARDEN, UNISEX	CORDON DE CEREMONIE, BLEU, UNISEXE, GARDE	10	\$	
863	GLOVES, CEREMONIAL, WHITE, WARDEN, UNISEX	GANTS DE CEREMONIE, BLANCS, UNISEXES, GARDE	20	\$	
864	BALL CAP, INSTRUCTOR, RED, WARDEN, UNISEX, EN	CASQUETTE, INSTRUCTEUR, ROUGE, UNISEXE, ANG	5	\$	
865	BALL CAP, INSTRUCTOR, RED, UNISEX, FR	CASQUETTE, INSTRUCTEUR, ROUGE, UNISEXE, FRANCAIS	5	\$	
866	BELT, LEATHER, WORK, BLACK, UNISEX	CEINTURE EN CUIR DE TRAVAIL, NOIRE, UNISEXE	1050	\$	
894	LINER FOR PARKA, BLACK, WARDEN, UNISEX	DOUBLURE POUR PARKA, NOIRE, UNISEXE, GARDE	5	\$	
897	HOOD FOR PARKA, COYOTE FUR, WARDEN, UNISEX	APUCHON POUR PARKA, FOURRURE DE COYOTE, UNISEXE, GARD	5	\$	
899	BELT HOOKS, CEREMONIAL, GOLD, PAIR, WARDEN UNISEX	ROCHETS A CEINTURE, CEREMONIE, OR, UNISEXE, PAIRE, GARD	10	\$	
1110	PANTS, CASUAL, COBBLESTONE, MEN'S	PANTALON, DECONTRACTE, GALET, HOMMES	1000	\$	
1111	PANTS, DRESS, COBBLESTONE, MEN'S	PANTALON HABILÉ, GALET, HOMMES	15	\$	
1132	SHIRT, SS, GREEN, MEN'S	CHEMISE, MC, VERTE, HOMMES	1000	\$	
1133	SHIRT, LS, GREEN, MEN'S	CHEMISE, ML, VERTE, HOMMES	720	\$	
1134	SHIRT, DRESS, LS, GREEN STRIPES, MEN'S	CHEMISE, HABILÉE, ML, A RAYURES VERTES, HOMMES	15	\$	
1136	SHIRT, LS, GREY, MEN'S, WARDEN	CHEMISE, ML, GRISE, HOMMES, GARDE	80	\$	
1137	SHIRT, SS, GREY, MEN'S, WARDEN	CHEMISE, MC, GRISE, HOMMES, GARDE	90	\$	
1140	POLO SHIRT, SS, GREEN, MEN'S	CHANDAIL POLO, MC, VERT, HOMMES	1000	\$	
1160	TIE, FOUR IN HAND, GREEN STRIPES, MEN'S	CRAVATE A NOUER, A RAYURES VERTES, HOMMES	15	\$	
1170	JACKET DRESS, 2 BUTTONS, GREEN, MEN'S	VESTON, HABILÉ, 2 BOUTONS, VERT, HOMMES	10	\$	
1210	PANTS, CASUAL, COBBLESTONE, WOMEN'S	PANTALON, DECONTRACTE, GALET, FEMMES	950	\$	
1211	PANTS, MATERNITY, COBBLESTONE, WOMEN'S	PANTALON, MATERNITE, GALET, FEMMES	25	\$	

5P004-180503/A- Appendix - B1
Basis of Payment-Line Item Unit Cost

1212	PANTS, DRESS, COBBLESTONE, WOMEN'S	PANTALON HABILLE, GALET, FEMMES	10	\$	
1220	SKORT, COBBLESTONE, WOMEN'S	JUPE CULOTTE, GALET, FEMMES	400	\$	
1221	SKIRT, DRESS, COBBLESTONE, WOMEN'S	JUPE HABILLEE, GALET, FEMMES	10	\$	
1222	SKORT, MATERNITY, COBBLESTONE	JUPE CULOTTE, MATERNITE, GALET	10	\$	
1232	SHIRT, SS, GREEN, WOMEN'S	CHEMISE, MC, VERTE, FEMMES	800	\$	
1233	SHIRT, LS, GREEN, WOMEN'S	CHEMISE, ML, VERTE, FEMMES	475	\$	
1234	SHIRT, DRESS, LS, GREEN STRIPES, WOMEN'S	CHEMISE, HABILLEE, ML, A RAYURES VERTES, FEMMES	20	\$	
1236	SHIRT, MATERNITY, SHORT SLEEVES, GREEN	CHEMISE, MATERNITE, MANCHES COURTES, VERTE	25	\$	
1237	SHIRT, MATERNITY, LONG SLEEVES, GREEN	CHEMISE, MATERNITE, MANCHES LONGUES, VERTE	10	\$	
1238	SHIRT, LS, GREY, WOMEN'S, WARDEN	CHEMISE, ML, GRISE, FEMMES, GARDE	20	\$	
1239	SHIRT, SS, GREY, WOMEN'S, WARDEN	CHEMISE, MC, GRISE, FEMMES, GARDE	30	\$	
1240	POLO SHIRT, SS, GREEN, WOMEN'S	CHANDAIL POLO, MC, VERT, FEMMES	1100	\$	
1260	LOOP TIE, GREEN STRIPES, WOMEN'S	FOULARD EN BOUCLE, A RAYURES VERTES, FEMMES	15	\$	
1270	JACKET DRESS, 2 BUTTONS, GREEN, WOMEN'S	VESTON, HABILLE, 2 BOUTONS, VERT, FEMMES	15	\$	
1304	UNDERSHIRT, LS, TEMPERATE, BLACK, UNISEX	MAILLOT DE CORPS, ML, TEMPERE, NOIR, UNISEXE	250	\$	
1310	PANTS, CARGO, PERFORMANCE, COBBLESTONE, UNISEX	PANTALON, CARGO, PERFORMANCE, GALET, UNISEXE	2500	\$	
1312	PANTS, ZIP-AWAY, COBBLESTONE, UNISEX	PANTALON, JAMBES DETACHABLES, GALET, UNISEXE	2000	\$	
1313	PANTS (WITH BIB), GORE-TEX, GREEN, UNISEX	SALOPETTE, GORE-TEX, VERTE, UNISEXE	250	\$	
1314	LINER FOR PANTS (WITH BIB), QUILTED, BLACK, UNISEX	DOUBLURE DE SALOPETTE, MATELASSEE NOIRE, UNISEXE	150	\$	
1315	SHORTS, CARGO, COBBLESTONE, UNISEX	SHORT CARGO, GALET, UNISEXE	1900	\$	
1317	RAIN PANTS, GREEN, UNISEX	PANTALON DE PLUIE, VERT, UNISEXE	575	\$	
1318	PANTS, FIELD TACTICAL, GREEN, UNISEX, WARDEN	PANTALON TACTIQUE TOUT TERRAIN, VERT, UNISEXE	175	\$	
1319	SHORT, FIELD TACTICAL, GREEN, UNISEX, WARDEN	SHORT TACTIQUE TOUT-TERRAIN, VERT, UNISEXE, GARDE	50	\$	
1335	T-SHIRT, SS, RED, UNISEX VOLUNTEER	T-SHIRT, MC, ROUGE, HOMMES, BENEVOLE	270	\$	

5P004-180503/A- Appendix - B1
Basis of Payment-Line Item Unit Cost

1353	HAT, OUTDOOR, PERFORMANCE, COBBLESTONE, UNISEX	CHAPEAU, PLEIN AIR, PERFORMANCE, GALET, UNISEXE	450	\$	
1354	HARD HAT, WHITE, GREEN LOGO, UNISEX	CASQUE DE PROTECTION, BLANC, LOGO VERT, UNISEXE	150	\$	
1355	HARD HAT, YELLOW, GREEN LOGO, UNISEX	CASQUE DE PROTECTION, JAUNE, LOGO VERT, UNISEXE	100	\$	
1357	BALL CAP, COBBLESTONE, UNISEX	CASQUETTE, GALET, UNISEXE	2500	\$	
1359	TOQUE, LINED, GREEN, UNISEX	TUQUE, DOUBLEE, VERTE, UNISEXE	1000	\$	
1360	SOCKS, SHORT, MERINO WOOL NYLON, COBBLESTONE,	CHAUSSETTES COURTES, LAINE MERINO/NYLON, UNISEXES	2500	\$	
1361	SOCKS, LONG, MERINO WOOL NYLON, COBBLESTONE,	CHAUSSETTES LONGUES, LAINE MERINO/NYLON, UNISEXES	3500	\$	
1362	SOCKS, THIN, MERINO WOOL/NYLON, COBBLESTONE,	CHAUSSETTES HABILLEES, LAINE MERINO/NYLON, UNISEXES	1400	\$	
1363	MITTS, LEATHER, BLACK, UNISEX	MITAINES, CUIR, NOIRES, UNISEXES	150	\$	
1365	BELT, CEREMONIAL, SAM BROWNE, WARDEN, UNISEX	CEINTURE CERÉMONIE, SAM BROWNE, UNISEXE, GARDE	10	\$	
1366	SOCKS, DRESS, MERINO WOOL NYLON, GREEN, WARDEN,	BAS HABILLES, LAINE MERINO NYLON, VERT, UNISEXE, GARDE	5	\$	
1367	SOCKS, MERINO WOOL/NYLON, GREEN, WARDEN, UNISEX	BAS, LAINE MERINO/NYLON, VERTS, UNISEXE, GARDE	115	\$	
1368	REMOVABLE PATCHES (2), ENGLISH FIRST	PIECE AMOVIBLE, ANG, GARDE	20	\$	
1369	REMOVABLE PATCHES (2), FRENCH FIRST	PIECE AMOVIBLE, FR, GARDE	5	\$	
1370	JACKET, GORE-TEX, GREEN, UNISEX	MANTEAU, GORE-TEX, VERT, UNISEXE	475	\$	
1371	WINTER PARKA, COBBLESTONE, UNISEX	PARKA HIVERNAL, GALET, UNISEXE	125	\$	
1374	JACKET LINER (GOES WITH 1370), QUILTED, BLACK, UNISEX	UBLURE DE MANTEAU (POUR 1370), MATELASSEE NOIRE, UNISE	300	\$	
1375	RAIN JACKET, GREEN, UNISEX	MANTEAU DE PLUIE, VERT, UNISEXE	1000	\$	
1377	JACKET, FIRE RESISTANT, YELLOW, UNISEX	MANTEAU, ININFLAMMABLE, JAUNE, UNISEXE	50	\$	
1379	JACKET, SOFT SHELL, GREEN, WARDEN, UNISEX	MANTEAU, COQUILLE SOUPLE, VERT, UNISEXE, GARDE	50	\$	
1380	COVERALL, DARK GREY, UNISEX, PPE	COMBINAISON, GRIS FONCE, UNISEXE, EPP	225	\$	
1381	INSULATED COVERALL, REMOVABLE HOOD, NAVY, UNISEX	OMBINAISON ISOLÉE, CAPUCHON DETACHABLE, MARINE, UNISE	15	\$	
1461	SUNGLASSES, SAFETY, POLARIZED, UNISEX	LUNETTES DE SOLEIL, PROTECTION, POLARISÉES, UNISEXE	600	\$	
1462	FIT-OVER SUNGLASSES, SAFETY, UNISEX	SURLUNETTES DE SOLEIL, PROTECTION, UNISEXE	100	\$	

5P004-180503/A- Appendix - B1
Basis of Payment-Line Item Unit Cost

1463	NAMETAG, VELCRO, RESCUE VEST	PLAQUE D'IDENTIFICATION, VELCRO	10	\$	
1466	IPFD, ADDITIONAL RESCUE FEATURES, ORANGE, UNISEX	VFI AVEC ACCESSOIRES DE SAUVETAGE, ORANGE, UNISEXE	10	\$	
1467	IPFD, BASIC FEATURES, ORANGE, UNISEX	VFI DE BASE, ORANGE, UNISEXE	10	\$	
1530	T-SHIRT, SS, GREEN, UNISEX, GWAII HAANAS	T-SHIRT, MC, VERT, UNISEXE, GWAII HAANAS	25	\$	
1535	SHIRT, SS, GREEN, MEN'S, GWAII HAANAS	CHEMISE, MC, VERTE, HOMMES, GWAII HAANAS	5	\$	
1536	SHIRT, LS, GREEN, MEN'S, GWAII HAANAS	CHEMISE, ML, VERTE, HOMMES, GWAII HAANAS	5	\$	
1537	SHIRT, SS, GREEN, WOMEN'S, GWAII HAANAS	CHEMISE, MC, VERTE, FEMMES, GWAII HAANAS	10	\$	
1538	SHIRT, LS, GREEN, WOMEN'S, GWAII HAANAS	CHEMISE, ML, VERTE, FEMMES, GWAII HAANAS	5	\$	
1542	POLO SHIRT, SS, GREEN, MEN'S, GWAII HAANAS	CHANDAIL POLO, MC, VERT, HOMMES, GWAII HAANAS	5	\$	
1543	POLO SHIRT, SS, GREEN, WOMEN'S, GWAII HAANAS	CHANDAIL POLO, MC, VERT, FEMMES, GWAII HAANAS	5	\$	
1548	T-SHIRT, LS, GREEN, UNISEX, GWAII HAANAS	T-SHIRT, ML, VERT, UNISEXE, GWAII HAANAS	10	\$	
1549	T-SHIRT, LS, SAND, UNISEX, GWAII HAANAS	T-SHIRT, ML, SABLE, UNISEXE, GWAII HAANAS	5	\$	
1570	JACKET, SOFT SHELL, GREEN, MEN'S, VAC	MANTEAU, COQUILLE SOUPLE, VERT, HOMMES, GWAII HAANAS	20	\$	
1571	JACKET, SOFT SHELL, GREEN, WOMEN'S, VAC	MANTEAU, COQUILLE SOUPLE, VERT, FEMMES, GWAII HAANAS	20	\$	
1576	JACKET, GORE-TEX, GREEN, UNISEX, GWAII HAANAS	MANTEAU, GORE-TEX, U, VERT, GWAII HAANAS	5	\$	
1577	RAIN JACKET, GREEN, UNISEX, GWAII HAANAS	MANTEAU DE PLUIE, VERT, UNISEXE, GWAII HAANAS	5	\$	
1579	JACKET, SOFT SHELL, GREEN, MEN'S, GWAII HAANAS	MANTEAU, COQUILLE SOUPLE, VERT, HOMMES, ACC	5	\$	
1580	JACKET, SOFT SHELL, GREEN, WOMEN'S, GWAII HAANAS	MANTEAU, COQUILLE SOUPLE, VERT, FEMMES, ACC	5	\$	
1630	SHIRT, LS, GREEN, MEN'S, VAC	CHEMISE, ML, VERTE, HOMMES, ACC	20	\$	
1639	SHIRT, SS, GREEN, MEN'S, VAC	CHEMISE, MC, VERTE, HOMMES, ACC	5	\$	
1671	JACKET, CEREMONIAL, GREEN, MEN'S, WARDEN, EN	VESTON DE CEREMONIE, VERT, HOMMES, BILINGUE, GARDE	10	\$	
1739	SHIRT, LS, GREEN, WOMEN'S, VAC	CHEMISE, ML, VERTE, FEMMES, ACC	5	\$	
1740	SHIRT, SS, GREEN, WOMEN'S, VAC	CHEMISE, MC, VERTE, FEMMES, ACC	20	\$	
1771	JACKET, CEREMONIAL, GREEN, WOMEN'S, WARDEN, EN	VESTON DE CEREMONIE, VERT, FEMMES, BILINGUE, GARDE	5	\$	

5P004-180503/A- Appendix - B1
Basis of Payment-Line Item Unit Cost

1802	SWEATER, FLEECE-LINED, FULL-ZIP, GREEN, UNISEX	GILET, DOUBLE EN POLAR, FERMETURE ECLAIR, VERT, UNISEXE	500	\$	
1803	SWEATSHIRT, HOODED, FULL-ZIP, GREEN, UNISEX	CHANDAIL A CAPUCHON, FERMETURE ECLAIR, VERT, UNISEXE	700	\$	
1805	HOODIE, HIGH VISIBILITY, ORANGE, UNISEX	CHANDAIL A CAPUCHON, HAUTE VISIBILITE, ORANGE, UNISEXE	250	\$	
1810	PANTS, CARGO, FIRE RESISTANT (NOMEX), GREEN, UNISEX	PANTALON, CARGO, ININFLAMMABLE (NOMEX), VERT, UNISEXE	175	\$	
1830	SHIRT, FIRE RESISTANT (NOMEX), LS, YELLOW, UNISEX	CHEMISE, ININFLAMMBLE (NOMEX), ML, JAUNE, UISEXE	150	\$	
1831	T-SHIRT, 100% COTTON, GREEN, UNISEX, FIRE	T-SHIRT, 100% COTON, VERT, UNISEXE, INCENDIE	250	\$	
1841	POLO SHIRT, SS, GREEN, MEN'S, VAC	CHANDAIL POLO, MC, VERT, HOMMES, ACC	20	\$	
1842	POLO SHIRT, SS, GREEN, WOMEN'S, VAC	CHANDAIL POLO, MC, VERT, FEMMES, ACC	25	\$	
1852	BALL CAP, GREEN, UNISEX, WARDEN	CASQUETTE, VERTE, UNISEXE, GARDE	50	\$	
1856	BALL CAP, RED, UNISEX, VOLUNTEER	CASQUETTE, ROUGE, UNISEXE, BENEVOLE	200	\$	
1858	TUQUE, LINED, RED, UNISEX, VOLUNTEER	TUQUE, DOBBLEE, ROUGE, UNISEXE, BENEVOLE	100	\$	
1860	NAME TAG, VELCRO, FIRE	ECUSSON D'IDENTIFICATION, VELCRO, (INCENDIE)	100	\$	
1862	VOLUNTEER VEST	VESTE BENEVOLE	100	\$	
1864	NECK WARMER, GREEN, UNISEX	CACHE COU, VERT, UNISEXE	375	\$	
1865	SHORT SOCKS, THIN, COTTON, COBBLESTONE, U	BAS COURTS, MINCES, COTON, GALET, UNISEXE	2500	\$	
1870	JACKET, GORE-TEX, GREEN, UNISEX, VAC	MANTEAU, GORE-TEX, VERT, UNISEXE, ACC	25	\$	
1872	RAIN JACKET, GREEN, UNISEX, VAC	MANTEAU DE PLUIE, VERT, UNISEXE, ACC	20	\$	
1873	RAIN PANTS, GREEN, UNISEX, VAC	PANTALON DE PLUIE, VERT, UNISEXE, ACC	15	\$	
1874	OUTER SHELL, PATROL, GREEN, WARDEN, UNISEX,	COQUILLE, PATROUILLE, VERTE, UNISEXE, BILINGUE, GARDE	15	\$	
1876	VEST, HIGH VISIBILITY, ORANGE, UNISEX	VESTE, HAUTE VISIBILITE, ORANGE, UNISEXE	400		
1880	COVERALL, FIRE RESISTANT (NOMEX), YELLOW, UNISEX	COMBINAISON, ININFLAMMABLE (NOMEX), JAUNE, UISEXE	15	\$	
1881	COVERALL, GREEN, UNISEX, WARDEN, BILINGUAL, UNISEX	COMBINAISON, VERTE, UNISEXE, BILINGUE, GARDE	10	\$	
1882	UNDERSHIRT, LS, MERINO WOOL, BLACK, UNISEX	GILET DE CORPS, ML, LAINE MERINO, NOIR, UNISEXE	500	\$	
1883	UNDERSHIRT, TURTLENECK, 100% COTTON, BLACK, UNISEX	GILET DE CORPS, COL ROULE, 100% COTON, NOIR, UNISEXE	50	\$	

5P004-180503/A- Appendix - B1
Basis of Payment-Line Item Unit Cost

1885	LONG JOHNS, MERINO WOOL, BLACK, MEN'S	CALECON LONG, LAINE MERINO, NOIR, HOMMES	225	\$	
1886	LONG JOHNS, MERINO WOOL, BLACK, WOMEN'S	CALECON LONG, LAINE MERINO, NOIR, FEMMES	100	\$	
1898	COLLAR DOGS, CEREMONIAL, UNISEX, PAIR, PW	INSIGNE DE COL, CEREMONIE, UNISEXE, PAIRE, GP	10	\$	
1900	ID BADGE, INCIDENT COMMANDER, FIRE, ENG	ECUSSON, COMMANDANT INTERVENTION, INCENDIE, ANG	5	\$	
1901	ID BADGE, INCIDENT COMMANDER, FIRE, FRENCH	ECUSSON, COMMANDANT INTERVENTION, INCENDIE, FR	5	\$	
1902	ID BADGE, INFORMATION OFFICER, FIRE, ENG	ECUSSON, OFFICIER D'INFORMATION, INCENDIE, ANG	5	\$	
1903	ID BADGE, INFORMATION OFFICER, FIRE, FRENCH	ECUSSON, OFFICIER D'INFORMATION, INCENDIE, FR	5	\$	
1904	ID BADGE, SAFETY OFFICER, FIRE, ENG	ECUSSON, OFFICIER SECURITE, INCENDIE, ANG	5	\$	
1905	ID BADGE, SAFETY OFFICER, FIRE, FRENCH	ECUSSON, OFFICIER SECURITE, INCENDIE, FR	5	\$	
1906	ID BADGE, PLANS CHIEF, FIRE, ENG	ECUSSON, GESTIONNAIRE PLANIFICATION, INCENDIE, ANG	5	\$	
1907	ID BADGE, PLANS CHIEF, FIRE, FRENCH	ECUSSON, GESTIONNAIRE PLANIFICATION, INCENDIE, FR	5	\$	
1908	ID BADGE, LOGISTICS CHIEF, FIRE, ENG	ECUSSON, GESTIONNAIRE LOGISTIQUE, INCENDIE, ANG	5	\$	
1909	ID BADGE, LOGISTICS CHIEF, FIRE, FRENCH	ECUSSON, GESTIONNAIRE LOGISTIQUE, INCENDIE, FR	5	\$	
1910	ID BADGE, OPERATIONS CHIEF, FIRE, ENG	ECUSSON, GESTIONNAIRE OPERATIONS, INCENDIE, ANG	5	\$	
1911	ID BADGE, OPERATIONS CHIEF, FIRE, FRENCH	ECUSSON, GESTIONNAIRE OPERATIONS, INCENDIE, FR	5	\$	
1912	ID BADGE, DIVISION SUPERVISOR, FIRE, ENG	ECUSSON, SUPERVISEUR DIVISION, INCENDIE, ANG	5	\$	
1913	ID BADGE, DIVISION SUPERVISOR, FIRE, FRENCH	ECUSSON, SUPERVISEUR DIVISION, INCENDIE, FR	5	\$	
1914	ID BADGE, AIR OPERATIONS, FIRE, ENG	ECUSSON, COORD. OPERATIONS AERIENNES, INCENDIE, ANG	5	\$	
1915	ID BADGE, AIR OPERATIONS, FIRE, FRENCH	ECUSSON, COORD. OPERATIONS AERIENNES, INCENDIE, FR	5	\$	
1916	ID BADGE, LIAISON OFFICER, FIRE, ENG	ECUSSON, OFFICIER LIAISON, INCENDIE, ANG	5	\$	
1917	ID BADGE, LIAISON OFFICER, FIRE, FRENCH	ECUSSON, OFFICIER LIAISON, INCENDIE, FR	5	\$	
1918	ID BADGE, FIRE BEHAVIOUR ANALYST, FIRE, ENG	ECUSSON, COMPORTEMENT FEU, INCENDIE, ANG	5	\$	
1919	ID BADGE, FIRE BEHAVIOUR ANALYST, FIRE, FRENCH	ECUSSON, COMPORTEMENT FEU, INCENDIE, FR	5	\$	
1920	ID BADGE, FINANCE CHIEF, FIRE, ENG	ECUSSON, GESTIONNAIRE FINANCES, INCENDIE, ANG	5	\$	

5P004-180503/A – Appendix – B1
Basis of Payment – Line Item Unit Cost

1921	ID BADGE, FINANCE CHIEF, FIRE, FRENCH	ECUSSON, GESTIONNAIRE FINANCES, INCENDIE, FR	5	\$	
1922	ID BADGE, BRANCH DIRECTOR, FIRE, ENG	ECUSSON, COORDINATEUR BLOC, INCENDIE, ANG	5	\$	
1923	ID BADGE, BRANCH DIRECTOR, FIRE, FRENCH	ECUSSON, COORDINATEUR BLOC, INCENDIE, FR	5	\$	
1924	ID BADGE, STAGING MANAGER, FIRE, ENG	ECUSSON, CHARGE SITE DE TRANSITION, INCENDIE, ANG	5	\$	
1925	ID BADGE, STAGING MANAGER, FIRE, FRENCH	ECUSSON, CHARGE SITE DE TRANSITION, INCENDIE, FR	5	\$	
1926	ID BADGE, UNIT LEADER, FIRE, ENG	ECUSSON, RESPONSABLE D'UNITE, INCENDIE, ANG	5	\$	
1927	ID BADGE, UNIT LEADER, FIRE, FRENCH	ECUSSON, RESPONSABLE D'UNITE, INCENDIE, FR	5	\$	
1928	ID BADGE, CREW MEMBER, FIRE, ENG	ECUSSON, MEMBRE D'EQUIPE, INCENDIE, ANG	40	\$	
1929	ID BADGE, CREW MEMBER, FIRE, FRENCH	ECUSSON, MEMBRE D'EQUIPE, INCENDIE, FR	5	\$	
1930	ID BADGE, CREW LEADER, FIRE, ENG	ECUSSON, CHEF D'EQUIPE, INCENDIE, ANG	5	\$	
1931	ID BADGE, CREW LEADER, FIRE, FRENCH	ECUSSON, CHEF D'EQUIPE, INCENDIE, FR	5	\$	
1932	ID BADGE, IGNITION SPECIALIST, FIRE, ENG	ECUSSON, SPECIALISTE D'ALLUMAGE, INCENDIE, ANG	5	\$	
1933	ID BADGE, IGNITION SPECIALIST, FIRE, FRENCH	ECUSSON, SPECIALISTE D'ALLUMAGE, INCENDIE, FR	5	\$	
1934	ID BADGE, IGNITION TECHNICIAN, FIRE, ENG	ECUSSON, TECHNICIEN D'ALLUMAGE, INCENDIE, ANG	5	\$	
1935	ID BADGE, IGNITION TECHNICIAN, FIRE, FRENCH	ECUSSON, TECHNICIEN D'ALLUMAGE, INCENDIE, FR	5	\$	
2130	SHIRT, TACTICAL HYBRID, LS, GREY, MEN'S, WARDEN	CHEMISE, TACTIQUE HYBRIDE, ML, GRISE, HOMMES, GARDE	50	\$	
2131	SHIRT, TACTICAL HYBRID, SS, GREY, MEN'S, WARDEN	CHEMISE, TACTIQUE HYBRIDE, MC, GRISE, HOMMES, GARDE	50	\$	
2230	SHIRT, TACTICAL HYBRID, LS, GREY, WOMEN'S, WARDEN	CHEMISE, TACTIQUE HYBRIDE, ML, GRISE, FEMMES, GARDE	10	\$	
2231	SHIRT, TACTICAL HYBRID, SS, GREY, WOMEN'S, WARDEN	CHEMISE, TACTIQUE HYBRIDE, MC, GRISE, FEMMES, GARDE	10	\$	

NOTES

Item 1212 was introduced in late December 2018 reflecting no sales
Item 1802 was redesigned in July and not available to order from July to December 2018, reflecting no sales for this period.
Item 1803 was introduced in January 2019
Item 1805 was introduced in September 2018
Items 1885 & 1886 were introduced February 2018
Items 2130, 2131, 2230 & 2231 were introduced in December 2016

ANNEX “C”
PCA UNIFORM SPECIFICATIONS

The items specifications are available on BuyandSell.gc.ca (<https://buyandsell.gc.ca/>) as an attachment to this Request for Proposal.

ANNEX D

SECURITY REQUIREMENTS CHECKLIST



Government of Canada
Gouvernement du Canada

Contract Number / Numéro du contrat 5P004-180503
Security Classification / Classification de sécurité UNCLASSIFIED

SECURITY REQUIREMENTS CHECK LIST (SRCL) LISTE DE VÉRIFICATION DES EXIGENCES RELATIVES À LA SÉCURITÉ (LVERS)

PART A - CONTRACT INFORMATION / PARTIE A - INFORMATION CONTRACTUELLE	
1. Originating Government Department or Organization / Ministère ou organisme gouvernemental d'origine	2. Branch or Directorate / Direction générale ou Direction CFOD
3. a) Subcontract Number / Numéro du contrat de sous-traitance	3. b) Name and Address of Subcontractor / Nom et adresse du sous-traitant
4. Brief Description of Work / Brève description du travail UNIFORM SUPPLY AND MANAGEMENT	
5. a) Will the supplier require access to Controlled Goods? Le fournisseur aura-t-il accès à des marchandises contrôlées? <input checked="" type="checkbox"/> No <input type="checkbox"/> Yes Non Oui	
5. b) Will the supplier require access to unclassified military technical data subject to the provisions of the Technical Data Control Regulations? Le fournisseur aura-t-il accès à des données techniques militaires non classifiées qui sont assujetties aux dispositions du Règlement sur le contrôle des données techniques? <input checked="" type="checkbox"/> No <input type="checkbox"/> Yes Non Oui	
6. Indicate the type of access required / Indiquer le type d'accès requis	
6. a) Will the supplier and its employees require access to PROTECTED and/or CLASSIFIED information or assets? Le fournisseur ainsi que les employés auront-ils accès à des renseignements ou à des biens PROTÉGÉS et/ou CLASSIFIÉS? <input type="checkbox"/> No <input checked="" type="checkbox"/> Yes Non Oui (Specify the level of access using the chart in Question 7. c.) (Préciser le niveau d'accès en utilisant le tableau qui se trouve à la question 7. c.)	
6. b) Will the supplier and its employees (e.g. cleaners, maintenance personnel) require access to restricted access areas? No access to PROTECTED and/or CLASSIFIED information or assets is permitted. Le fournisseur et ses employés (p. ex. nettoyeurs, personnel d'entretien) auront-ils accès à des zones d'accès restreintes? L'accès à des renseignements ou à des biens PROTÉGÉS et/ou CLASSIFIÉS n'est pas autorisé. <input checked="" type="checkbox"/> No <input type="checkbox"/> Yes Non Oui	
6. c) Is this a commercial courier or delivery requirement with no overnight storage? S'agit-il d'un contrat de messagerie ou de livraison commerciale sans entreposage de nuit? <input checked="" type="checkbox"/> No <input type="checkbox"/> Yes Non Oui	
7. a) Indicate the type of information that the supplier will be required to access / Indiquer le type d'information auquel le fournisseur devra avoir accès	
Canada <input checked="" type="checkbox"/>	NATO / OTAN <input type="checkbox"/>
Foreign / Étranger <input type="checkbox"/>	
7. b) Release restrictions / Restrictions relatives à la diffusion	
No release restrictions Aucune restriction relative à la diffusion <input checked="" type="checkbox"/>	All NATO countries Tous les pays de l'OTAN <input type="checkbox"/>
Not releasable À ne pas diffuser <input type="checkbox"/>	
Restricted to: / Limité à: <input type="checkbox"/>	Restricted to: / Limité à: <input type="checkbox"/>
Specify country(ies): / Préciser le(s) pays:	Specify country(ies): / Préciser le(s) pays:
7. c) Level of information / Niveau d'information	
PROTECTED A PROTÉGÉ A <input checked="" type="checkbox"/>	NATO UNCLASSIFIED NATO NON CLASSIFIÉ <input type="checkbox"/>
PROTECTED B PROTÉGÉ B <input type="checkbox"/>	NATO RESTRICTED NATO DIFFUSION RESTREINTE <input type="checkbox"/>
PROTECTED C PROTÉGÉ C <input type="checkbox"/>	NATO CONFIDENTIAL NATO CONFIDENTIEL <input type="checkbox"/>
CONFIDENTIAL CONFIDENTIEL <input type="checkbox"/>	NATO SECRET NATO SECRET <input type="checkbox"/>
SECRET SECRET <input type="checkbox"/>	COSMIC TOP SECRET COSMIC TRÈS SECRET <input type="checkbox"/>
TOP SECRET TRÈS SECRET <input type="checkbox"/>	
TOP SECRET (SIGINT) TRÈS SECRET (SIGINT) <input type="checkbox"/>	

TBS/SCT 350-103(2004/12)

Security Classification / Classification de sécurité
UNCLASSIFIED

Canada

5P004-180503/A- Annex D
Security Requirement Check list



Government of Canada
Gouvernement du Canada

Contract Number / Numéro du contrat

5P004-180503

Security Classification / Classification de sécurité
UNCLASSIFIED

PART A (continued) / PARTIE A (suite)	
8. Will the supplier require access to PROTECTED and/or CLASSIFIED COMSEC information or assets? Le fournisseur aura-t-il accès à des renseignements ou à des biens COMSEC désignés PROTÉGÉS et/ou CLASSIFIÉS? If Yes, Indicate the level of sensitivity: Dans l'affirmative, indiquer le niveau de sensibilité :	<input checked="" type="checkbox"/> No Non <input type="checkbox"/> Yes Oui
9. Will the supplier require access to extremely sensitive INFOSEC information or assets? Le fournisseur aura-t-il accès à des renseignements ou à des biens INFOSEC de nature extrêmement délicate?	<input checked="" type="checkbox"/> No Non <input type="checkbox"/> Yes Oui
Short Title(s) of material / Titre(s) abrégé(s) du matériel : Document Number / Numéro du document :	
PART B - PERSONNEL (SUPPLIER) / PARTIE B - PERSONNEL (FOURNISSEUR)	
10. a) Personnel security screening level required / Niveau de contrôle de la sécurité du personnel requis	
<input checked="" type="checkbox"/> RELIABILITY STATUS COTE DE FIABILITÉ	<input type="checkbox"/> CONFIDENTIAL CONFIDENTIEL
<input type="checkbox"/> TOP SECRET - SIGINT TRÈS SECRET - SIGINT	<input type="checkbox"/> NATO CONFIDENTIAL NATO CONFIDENTIEL
<input type="checkbox"/> SITE ACCESS ACCÈS AUX EMPLACEMENTS	<input type="checkbox"/> SECRET SECRET
	<input type="checkbox"/> TOP SECRET TRÈS SECRET
	<input type="checkbox"/> NATO SECRET NATO SECRET
	<input type="checkbox"/> COSMIC TOP SECRET COSMIC TRÈS SECRET
Special comments: Commentaires spéciaux : _____	
NOTE: If multiple levels of screening are identified, a Security Classification Guide must be provided. REMARQUE : Si plusieurs niveaux de contrôle de sécurité sont requis, un guide de classification de la sécurité doit être fourni.	
10. b) May unscreened personnel be used for portions of the work? Du personnel sans autorisation sécuritaire peut-il se voir confier des parties du travail?	<input checked="" type="checkbox"/> No Non <input type="checkbox"/> Yes Oui
If Yes, will unscreened personnel be escorted? Dans l'affirmative, le personnel en question sera-t-il escorté?	<input checked="" type="checkbox"/> No Non <input type="checkbox"/> Yes Oui
PART C - SAFEGUARDS (SUPPLIER) / PARTIE C - MESURES DE PROTECTION (FOURNISSEUR)	
INFORMATION / ASSETS / RENSEIGNEMENTS / BIENS	
11. a) Will the supplier be required to receive and store PROTECTED and/or CLASSIFIED information or assets on its site or premises? Le fournisseur sera-t-il tenu de recevoir et d'entreposer sur place des renseignements ou des biens PROTÉGÉS et/ou CLASSIFIÉS?	<input type="checkbox"/> No Non <input checked="" type="checkbox"/> Yes Oui
11. b) Will the supplier be required to safeguard COMSEC information or assets? Le fournisseur sera-t-il tenu de protéger des renseignements ou des biens COMSEC?	<input checked="" type="checkbox"/> No Non <input type="checkbox"/> Yes Oui
PRODUCTION	
11. c) Will the production (manufacture, and/or repair and/or modification) of PROTECTED and/or CLASSIFIED material or equipment occur at the supplier's site or premises? Les installations du fournisseur serviront-elles à la production (fabrication et/ou réparation et/ou modification) de matériel PROTÉGÉ et/ou CLASSIFIÉ?	<input type="checkbox"/> No Non <input checked="" type="checkbox"/> Yes Oui
INFORMATION TECHNOLOGY (IT) MEDIA / SUPPORT RELATIF À LA TECHNOLOGIE DE L'INFORMATION (TI)	
11. d) Will the supplier be required to use its IT systems to electronically process, produce or store PROTECTED and/or CLASSIFIED information or data? Le fournisseur sera-t-il tenu d'utiliser ses propres systèmes informatiques pour traiter, produire ou stocker électroniquement des renseignements ou des données PROTÉGÉS et/ou CLASSIFIÉS?	<input type="checkbox"/> No Non <input checked="" type="checkbox"/> Yes Oui
11. e) Will there be an electronic link between the supplier's IT systems and the government department or agency? Disposera-t-on d'un lien électronique entre le système informatique du fournisseur et celui du ministère ou de l'agence gouvernementale?	<input checked="" type="checkbox"/> No Non <input type="checkbox"/> Yes Oui

TBS/SCT 350-103(2004/12)

Security Classification / Classification de sécurité
UNCLASSIFIED

Canada

5P004-180503/A- Annex D
Security Requirement Check list



Government of Canada
Gouvernement du Canada

Contract Number / Numéro du contrat
5P004-180503
Security Classification / Classification de sécurité
UNCLASSIFIED

PART C - (continued) / PARTIE C - (suite)

For users completing the form manually use the summary chart below to indicate the category(ies) and level(s) of safeguarding required at the supplier's site(s) or premises.

Les utilisateurs qui remplissent le formulaire manuellement doivent utiliser le tableau récapitulatif ci-dessous pour indiquer, pour chaque catégorie, les niveaux de sauvegarde requis aux installations du fournisseur.

For users completing the form online (via the Internet), the summary chart is automatically populated by your responses to previous questions.

Dans le cas des utilisateurs qui remplissent le formulaire en ligne (par Internet), les réponses aux questions précédentes sont automatiquement saisies dans le tableau récapitulatif.

SUMMARY CHART / TABLEAU RÉCAPITULATIF

Category Catégorie	PROTECTED PROTÉGÉ			CLASSIFIED CLASSIFIÉ			NATO				COMSEC					
	A	B	C	CONFIDENTIAL CONFIDENTIEL	SECRET TRÈS SECRET	TOP SECRET NATO DIFFUSION RESTREINTE	NATO CONFIDENTIAL	NATO CONFIDENTIAL	NATO SECRET	COSMIC TOP SECRET COSMIC TRÈS SECRET	PROTECTED PROTÉGÉ			CONFIDENTIAL	SECRET	TOP SECRET TRÈS SECRET
											A	B	C			
Information / Assets Renseignements / Biens	<input checked="" type="checkbox"/>															
Production	<input checked="" type="checkbox"/>															
IT Media / Support TI	<input checked="" type="checkbox"/>															
IT Link / Lien électronique																

12. a) Is the description of the work contained within this SRCL PROTECTED and/or CLASSIFIED?

La description du travail visé par la présente LVERS est-elle de nature PROTÉGÉE et/ou CLASSIFIÉE?

☒ No ☐ Yes
Non Oui

If Yes, classify this form by annotating the top and bottom in the area entitled "Security Classification".

Dans l'affirmative, classifiez le présent formulaire en indiquant le niveau de sécurité dans la case intitulée « Classification de sécurité » au haut et au bas du formulaire.

12. b) Will the documentation attached to this SRCL be PROTECTED and/or CLASSIFIED?

La documentation associée à la présente LVERS sera-t-elle PROTÉGÉE et/ou CLASSIFIÉE?

☒ No ☐ Yes
Non Oui

If Yes, classify this form by annotating the top and bottom in the area entitled "Security Classification" and indicate with attachments (e.g. SECRET with Attachments).

Dans l'affirmative, classifiez le présent formulaire en indiquant le niveau de sécurité dans la case intitulée « Classification de sécurité » au haut et au bas du formulaire et indiquer qu'il y a des pièces jointes (p. ex. SECRET avec des pièces jointes).

TBS/SCT 350-103(2004/12)

Security Classification / Classification de sécurité
UNCLASSIFIED

Canada

Annexe "E" Task Authorization Form

Task Authorization Autorisation de tâche

Instruction for completing the form PWGSC - TPSGC 572 - Task Authorization <i>(Use form DND 626 for contracts for the Department of National Defence)</i>	Instruction pour compléter le formulaire PWGSC - TPSGC 572 - Autorisation de tâche <i>(Utiliser le formulaire DND 626 pour les contrats pour le ministère de la Défense)</i>
Contract Number Enter the PWGSC contract number.	Numéro du contrat Inscrire le numéro du contrat de TPSGC.
Contractor's Name and Address Enter the applicable information	Nom et adresse de l'entrepreneur Inscrire les informations pertinentes
Security Requirements Enter the applicable requirements	Exigences relatives à la sécurité Inscrire les exigences pertinentes
Total estimated cost of Task (Applicable taxes extra) Enter the amount	Coût total estimatif de la tâche (Taxes applicables en sus) Inscrire le montant
For revision only	Aux fins de révision seulement
TA Revision Number Enter the revision number to the task, if applicable.	Numéro de la révision de l'AT Inscrire le numéro de révision de la tâche, s'il y a lieu.
Total Estimated Cost of Task (Applicable taxes extra) before the revision Enter the amount of the task indicated in the authorized TA or, if the task was previously revised, in the last TA revision.	Coût total estimatif de la tâche (Taxes applicables en sus) avant la révision Inscrire le montant de la tâche indiquée dans l'AT autorisée ou, si la tâche a été révisée précédemment, dans la dernière révision de l'AT.
Increase or Decrease (Applicable taxes extra), as applicable As applicable, enter the amount of the increase or decrease to the Total Estimated Cost of Task (Applicable taxes extra) before the revision.	Augmentation ou réduction (Taxes applicables en sus), s'il y a lieu S'il y a lieu, inscrire le montant de l'augmentation ou de la réduction du Coût total estimatif de la tâche (Taxes applicables en sus) avant la révision.

1. Required Work: Complete sections A, B, C, and D, as required.

A. Task Description of the Work required:

Complete the following paragraphs, if applicable. Paragraph (a) applies only if there is a revision to an authorized task.

(a) Reason for revision of TA, if applicable: Include the reason for the revision; i.e. revised activities; delivery/completion dates; revised costs. Revisions to TAs must be in accordance with the conditions of the contract. See Supply Manual 3.35.1.50 or paragraph 6 of the Guide to Preparing and Administering Task Authorizations.

(b) Details of the activities to be performed (include as an attachment, if applicable)

(c) Description of the deliverables to be submitted (include as an attachment, if applicable).

(d) Completion dates for the major activities and/or submission dates for the deliverables (include as an attachment, if applicable).

1. Travaux requis : Remplir les sections A, B, C et D, au besoin.

A. Description de tâche des travaux requis :

Remplir les alinéas suivants, s'il y a lieu : L'alinéa (a) s'applique seulement s'il y a une révision à une tâche autorisée.

(a) Motif de la révision de l'AT, s'il y a lieu : Inclure le motif de la révision c.-à.-d., les activités révisées, les dates de livraison ou d'achèvement, les coûts révisés. Les révisions apportées aux AT doivent respecter les conditions du contrat. Voir l'article 3.35.1.50 du Guide des approvisionnements ou l'alinéa 6 du Guide sur la préparation et l'administration des autorisations de tâches.

(b) Détails des activités à exécuter (joindre comme annexe, s'il y a lieu).

(c) Description des produits à livrer (joindre comme annexe, s'il y a lieu).

(d) Les dates d'achèvement des activités principales et (ou) les dates de livraison des produits (joindre comme annexe, s'il y a lieu).

B. Basis of Payment:

Insert the basis of payment or bases of payment that form part of the contract that are applicable to the task description of the work; e.g. firm lot price, limitation of expenditure, firm unit price

C. Cost of Task:

Insert Option 1 or 2:

Option 1:

Total estimated cost of Task (Applicable taxes extra): Insert the applicable cost elements for the task determined in accordance with the contract basis of payment; e.g. Labour categories and rates, level of effort, Travel and living expenses, and other direct costs.

Option 2:

Total cost of Task (Applicable taxes extra): Insert the firm unit price in accordance with the contract basis of payment and the total estimated cost of the task.

D. Method of Payment

Insert the method(s) of payment determined in accordance with the contract that are applicable to the task; i.e. single payment, multiple payments, progress payments or milestone payments. For milestone payments, include a schedule of milestones.

B. Base de paiement :

Insérer la base ou les bases de paiement qui font partie du contrat qui sont applicables à la description du travail à exécuter : p. ex., prix de lot ferme, limitation des dépenses et prix unitaire ferme.

C. Coût de la tâche :

Insérer l'option 1 ou 2

Option 1 :

Coût total estimatif de la tâche (Taxes applicables en sus) Insérer les éléments applicables du coût de la tâche établies conformément à la base de paiement du contrat. p. ex., les catégories de main d'œuvre, le niveau d'effort, les frais de déplacement et de séjour et autres coûts directs.

Option 2 :

Coût total de la tâche (Taxes applicables en sus) : Insérer le prix unitaire ferme conformément à la base de paiement du contrat et le coût estimatif de la tâche.

D. Méthode de paiement

Insérer la ou les méthode(s) de paiement établit conformément au contrat et qui sont applicable(s) à la tâche; c.-à.-d., paiement unique, paiements multiples, paiements progressifs ou paiements d'étape. Pour ces derniers, joindre un calendrier des étapes.

2. Authorization(s):

The client and/or PWGSC must authorize the task by signing the Task Authorization in accordance with the conditions of the contract. The applicable signatures and the date of the signatures is subject to the TA limits set in the contract. When the estimate of cost exceeds the client Task Authorization's limits, the task must be referred to PWGSC.

3. Contractor's Signature

The individual authorized to sign on behalf of the Contractor must sign and date the TA authorized by the client and/or PWGSC and provide the signed original and a copy as detailed in the contract.

2. Autorisation(s) :

Le client et (ou) TPSGC doivent autoriser la tâche en signant l'autorisation de tâche conformément aux conditions du contrat. Les signatures et la date des signatures appropriées sont assujetties aux limites d'autorisation de tâche établies dans le contrat. Lorsque l'estimation du coût dépasse les limites d'autorisation de tâches du client, la tâche doit être renvoyée à TPSGC.

3. Signature de l'entrepreneur

La personne autorisée à signer au nom de l'entrepreneur doit signer et dater l'AT, autorisée par le client et (ou) TPSGC et soumettre l'original signé de l'autorisation et une copie tel que décrit au contrat.



Public Works and Government
Services Canada

Travaux publics et Services
gouvernementaux Canada

Annex
Annexe

Task Authorization Autorisation de tâche

Contract Number - Numéro du contrat

Contractor's Name and Address - Nom et l'adresse de l'entrepreneur	Task Authorization (TA) No. - N° de l'autorisation de tâche (AT)
	Title of the task, if applicable - Titre de la tâche, s'il y a lieu
	Total Estimated Cost of Task (Applicable taxes extra) Coût total estimatif de la tâche (Taxes applicables en sus) \$
Security Requirements: This task includes security requirements Exigences relatives à la sécurité : Cette tâche comprend des exigences relatives à la sécurité <input type="checkbox"/> No - Non <input type="checkbox"/> Yes - Oui If YES, refer to the Security Requirements Checklist (SRCL) included in the Contract Si OUI, voir la Liste de vérification des exigences relative à la sécurité (LVERS) dans le contrat	

For Revision only - Aux fins de révision seulement

TA Revision Number, if applicable Numéro de révision de l'AT, s'il y a lieu	Total Estimated Cost of Task (Applicable taxes extra) before the revision Coût total estimatif de la tâche (Taxes applicables en sus) avant la révision \$	Increase or Decrease (Applicable taxes extra), as applicable Augmentation ou réduction (Taxes applicables en sus), s'il y a lieu \$
--	--	---

Start of the Work for a TA : Work cannot commence until a TA has been authorized in accordance with the conditions of the contract.

Début des travaux pour l'AT : Les travaux ne peuvent pas commencer avant que l'AT soit autorisée conformément au contrat.

1. Required Work: - Travaux requis :

A. Task Description of the Work required - Description de tâche des travaux requis	See Attached - Ci-joint <input type="checkbox"/>
B. Basis of Payment - Base de paiement	See Attached - Ci-joint <input type="checkbox"/>
C. Cost of Task - Coût de la tâche	See Attached - Ci-joint <input type="checkbox"/>
D. Method of Payment - Méthode de paiement	See Attached - Ci-joint <input type="checkbox"/>

PWGSC - TPSGC 572 (2014-04)

Annex
Annexe _____

Contract Number - Numéro du contrat

2. Authorization(s) - Autorisation(s)

By signing this TA, the authorized client and (or) the PWGSC Contracting Authority certify(ies) that the content of this TA is in accordance with the conditions of the contract.

The client's authorization limit is identified in the contract. When the value of a TA and its revisions is in excess of this limit, the TA must be forwarded to the PWGSC Contracting Authority for authorization.

En apposant sa signature sur l'AT, le client autorisé et (ou) l'autorité contractante de TPSGC atteste(nt) que le contenu de cette AT respecte les conditions du contrat.

La limite d'autorisation du client est précisée dans le contrat. Lorsque la valeur de l'AT et ses révisions dépasse cette limite, l'AT doit être transmise à l'autorité contractante de TPSGC pour autorisation.

Name and title of authorized client - Nom et titre du client autorisé à signer

Signature

Date

PWGSC Contracting Authority - Autorité contractante de TPSGC

Signature

Date

3. Contractor's Signature - Signature de l'entrepreneur

Name and title of individual authorized - to sign for the Contractor
Nom et titre de la personne autorisée à signer au nom de l'entrepreneur

Signature

Date

ANNEX F

Evaluation Criteria

1.0 Mandatory Requirements

1.1 The Bidder's Proposal **must** meet all of the mandatory requirements below and will be assess in accordance to section 4 Evaluation and Basis of Selection of the Request for Proposal (RFP).

1.2 All dates are based on the posting date of the RFP.

Mandatory Requirements	Reference Page #
<p>M1 Bidder Profile</p> <p>1.1 The bidder must provide an identification of all parties to the Proposal, including, as applicable, all joint venture or consortia members, partners or subcontractors that will be involved in the performance of the Work on the Bidder's behalf.</p> <p>1.2 The Bidder must provide an organizational chart and brief description of the Bidder's management structure as it relates to this requirement, including decision-making processes, accountabilities and reporting relationships between various entities involved in the performance of the Work (i.e. joint venture or consortia members, partners or subcontractors).</p> <p>1.3 The Bidder must identify all management, supervisory and key personnel named within its Proposal, and provide a brief description of their relevant experience and area(s) of expertise with respect to their proposed role(s) in relation to PCA requirement for Service Commencement and On-going Uniform Supply and Management services, including, but not limited to, requirements also found in Appendix 5 - Professional Services Classification.</p> <p>1.4 The Bidder must demonstrate their existing capability (either in-house or subcontracted), that has been in place for at least the past five (5) years to undertake all of the following services:</p> <ul style="list-style-type: none"> a) Garment design and experience in the provision of quality assurance testing of clothing items of a similar nature to those described in Annex C - PCA Uniform Specifications; b) Manufacturing or subcontracting of items of a similar nature to those described in Annex C (PCA Uniform Specifications); c) Warehousing and inventory management services similar to those described in the Statement of Work; and d) Order processing and fulfillment services (including the provision of an electronic storefront interface) similar to those described in the Statement of Work. <p>1.5 The bidder must identify the physical location(s) of its On-line Uniform Ordering and Database Management System, including its constituent databases.</p> <p>1.6 The Bidder must identify the warehousing locations in Canada and abroad, as applicable, from which it is offering to provide uniform/garment fulfillment and distribution services.</p> <p>NOTE: P.O. Boxes will not be considered as valid postal addresses of service delivery.</p>	

Mandatory Requirements	Reference Page #
<p>M2 Demonstrated Experience</p> <p>2.1 The Bidder must demonstrate its experience in the provision of Uniform Supply and Management Services through the provision of a minimum of three (3) written project summaries undertaken within the past five (5) years.</p> <p>Projects may be on-going.</p> <p>A maximum of five (5) project summaries will be accepted. Three (3) project summaries will be evaluated for mandatory requirements, and all five could be used to evaluate professional services.</p> <p>The bidder must indicate on the project summaries which are to be evaluated for the mandatory requirement.</p> <p>2.2 Each project summary provided must be of a minimum overall project dollar value of \$1,000,000.00 (CDN).</p> <p>2.3 Within <u>each</u> project summary provided, the Bidder must indicate the following information:</p> <ul style="list-style-type: none"> a) The name of the client organization for whom the work was undertaken; b) The start and end dates of the project (dates should be identified by month and year, for example March 2010 - February 2015, and should indicate the project duration, for example, 60 months). c) A brief description of the scope, intent and complexity of the project (such as but not limited to types of clothing items offered, locations of delivery, volume of items delivered annually, size of available catalogue, and the on-line ordering system provided). d) The name and valid contact information (telephone number, address, and e-mail) of a resource affiliated with the identified client organization to which the work was delivered, and who is able to confirm successful implementation of the uniform supply and management solution for the client, if contacted by Canada during the evaluation process. <ul style="list-style-type: none"> i. The named individual identified as a client contact for the cited project must be a resource affiliated with the identified client organization to which the work was delivered, and not a member or affiliate of the Bidder's organization or Joint Venture Partner organization, or of a sub-Contractor of the Bidder. <p><i>Canada reserves the right to contact the named project client contact(s) to verify the information contained within the submitted project summaries.</i></p> <p><i>In the event that any one (1) cited client contact provides a negative response in regard to the veracity and/or accuracy of the information contained within the Bidder's submitted project summary, Canada reserves the right to deem the Bidder's proposal non-compliant, whereupon no further consideration will be given.</i></p>	

Mandatory Requirements	Reference Page #
<p>M3 Client Support Services</p> <p>3.1 The Bidder must provide a brief description of their existing infrastructure and support for the provision of customer service within the stipulated hours of service (as described in section 7 - Performance and Service Standards of the SOW) for the provision of Uniform Supply and Management Services. This includes, one or more of the following, of the Bidder's:</p> <ul style="list-style-type: none"> a) Web-based client ordering services; b) Toll-free telephone-based client support services; and c) Email-based client support services. <p>3.2 The Bidder must include a description of their current services, including their methodology for each of the following:</p> <ul style="list-style-type: none"> a) Order placement procedures and self-sizing assistance; b) Client complaint/problem procedure and return order services; and c) Escalation procedures to address unsolved problems. 	

Mandatory Requirements	Reference Page #
<p>M4 Web-based Uniform Ordering and Management System</p> <p>4.1 The Bidder must provide evidence of having an existing secure, web-based ordering system and electronic catalogue available for the provision of Uniform Supply and Management Services as identified in Appendix 2 On-line Uniform Ordering and Database Management System.</p> <p>The Bidder must include an example of the system and catalogue in use by one of its current clients (not including PCA) which is similar to the requirements of this RFP. The example must include screen shots of the system, with explanations that demonstrate the core functionality of the ordering system. The Bidder may modify or delete any client confidential information.</p> <p>NOTE: Submitted end-user documentation or product literature relating to a proposed or at-present undeveloped solution will NOT be considered by Canada.</p>	

Mandatory Requirements	Reference Page #
<p>M5 Bidder Single Point of Contact</p> <p>5.1 The Bidder must propose one (1) qualified named Contractor Representative resource.</p> <p>5.2 The Bidder's Contract Manager must meet all of the minimum qualifications for the Resource Category, as set out in Appendix 5 – Professional Services Classifications.</p>	

Mandatory Requirements	Reference Page #
<p>M6 Transition-In Plan</p> <p>6.1 The Bidder must provide a proposed Transition-In Plan, with respect to the Services to be provided during the Work of Phase 1, 2 and 3 (in accordance with the deliverables and milestone dates provided in Appendix 3 – Transition In/Transition Out).</p> <p><i>After the Bidder has fully addressed the Transition-In activities and completion dates identified by Canada, the Bidder may propose a timeline that is shorter than what is outlined within the Statement of Work as an alternate offering, for Canada's consideration.</i></p> <p>6.2 The Bidder's Transition-In Plan must be accompanied by a narrative, which explains the overarching rationale and provides descriptive text for the major activities and milestones.</p> <p><i>The proposed Transition-In Plan must include a timeline chart (e.g. Gantt Chart).</i></p>	

2.0 POINT-RATED REQUIREMENTS

2.1 Bidders who meet **all** of the above Mandatory Requirements will be evaluated and point-rated against the following criteria, using the evaluation factors and maximum values specified in each Point Rated Requirements.

2.2 Information that is only a repetition, paraphrasing or other re-wording of information in this RFP will result in a score of 0 for that evaluation factor or Point-rated Requirement, as applicable.

2.3 Rating Scale.

Except where the scoring methodology provides an alternate process (e.g. X years of experience = Y points) the Point Rated Requirements will be evaluated using the scale below.

		/5	/10	/15	/20	/25
Excellent	The response is complete in that it addresses and provides exceptionally relevant supporting details and examples for each of the factors; therefore, the response is considered to have outstanding merit.	5	9-10	13-15	17-20	22-25
Very Good	The response is complete in that it clearly addresses and provides some relevant supporting detail for each of the factors; therefore, the response is considered to have a good level of merit.	4	7-8	11-12	14-16	18-21
Good	The response is complete in that it clearly addresses some supporting detail of each of the factors; therefore, the response is considered on balance to have satisfactory merit.	3	5-6	8-10	10-13	13-17

Poor	The response is not complete in that it fails to fully address some of the factors; it is not clear or is incomplete; therefore, the response is considered to have insufficient merit.	2	3-4	4-7	5-9	7-12
Very Poor	The response is not complete in that it fails to address all the factors and only nominally addresses some factors; therefore, the response is considered to have very little merit.	1	1-2	1-3	1-4	1-6
Unsatisfactory	No response was received or the response does not address any of the factors; therefore, the response cannot be considered to have any merit.	0	0	0	0	0
Point Rated Requirement		Points	Scoring			
R1. Previous Experience of the Bidder						
The three (3) projects identified by the bidder for the Mandatory Requirement M2 will be evaluated. Points will be awarded, up to a maximum of 165 points, based on the extent to which the project summaries are relevant and similar to the requirements as described within the SOW with regard to the following specific factors. Additional Project Summaries within the Bidder's Technical Proposal beyond the three (3) required in M2 will not be evaluated against this criterion.						
a) The similarity and relevance of the client organization described in the project summary.	15	Up to 5 points/project will be awarded as follows: 2.5 points/project = Government of Canada organization (Federal or Provincial department, agency or Crown Corporation) or similar government organization for other countries 2.5 points/project = Military or para-military (e.g. police) or other enforcement-type organization e.g. conservation officer, law enforcement officer)				
b) The scope, range and complexity of the client's requirement list described in the project summary.		Up to 15 points/project will be awarded as follows: (i) Delivery Locations 5 points/project – Over 100 delivery locations 3 points/project – Over 50 but less than 100 delivery locations				

	45	<p>1 point/project – Over 20 but less than 50 delivery locations 0 point/project – Less than or equal to 20 delivery locations</p> <p>(ii) Size of user order-base</p> <p>5 points/project – Over 4000 uniform-wearing users 3 points/project – Over 2000 but less than 4000 uniform-wearing users 2 point/project – Over 1000 but less than 2000 uniform-wearing users 1 points/project – Less than or equal to 1000 uniform-wearing users</p> <p>(iii) Uniform/Garment catalogue</p> <p>5 points/project – Over 100 distinct items 3 points/project – Over 60 but less than 100 distinct items 2 point/project – Over 30 but less than 60 distinct items 1 points/project – Less than or equal to 30 distinct items</p>
c) The scope, range and complexity of the Bidder's service offering.	45	<p>Up to 15 points/project will be awarded as follows: 5 points/project – Online ordering website provides the user with up-to-date inventory status information on the selected uniform items at time of order.</p> <p>Up to 10 points for the provision of uniform items including:</p> <p>5 points/project – Uniform Restricted Items such as non-garment enforcement gear (duty belts and accessories) and metal badges/collar dogs, embroidered flashes or other related insignia.</p> <p>5 points/project - provides various types of uniforms for different allocation groups within the workforce (e.g. core staff, fire crew, maintenance, dress uniform).</p>
d) The similarity of the scope of the project summaries provided, with the respect to PCA requirement.	60	<p>Up to 20 points/project based on up to 5 points for each of the following activities within each cited project:</p> <p>(i) Transition in of service delivery from a previous service provider following</p>

		<p>the business requirements of the client's uniform program to have an on-line ordering and management system based on a hybrid uniform allocation system.</p> <p>(ii) A process to take over and issue existing client owned stock, to support the initial order process.</p> <p>(iii) A project that demonstrated the guarantee that Crown-owned stock would be "first-out" (over Contractor-owned stock) when orders were placed.</p> <p>(iv) A requirement for inventory control and secure storage of uniform items.</p>
MAXIMUM AVAILABLE POINTS	165	

Point-Rated Requirement	Points	Scoring
R2. Transition Planning		
Points will be awarded, up to a maximum of 105 points, based on the extent to which the Bidder's proposed Transition-In Plan (provided in response to Mandatory Requirement M6) is detailed, feasible, responsive and consistent with the requirement as expressed within the SOW and in Appendix 3 – Transition In / Transition Out with respect to the following specific factors:		
a) Provided a clear work breakdown, showing the linkage of project milestones and deliverables with expected outcomes and next steps.	30	<p>Up to 10 points for each of the following:</p> <p>i. Clearly identified the activities and timelines with each deliverable in Phase 1 (Transition-In Plan).</p> <p>ii. The Bidder's resources for personnel, equipment, materials/supplies, support services and facilities (including secure warehousing and transportation) required for the commencement of Phase 2 (Service Commencement and On-going Delivery of Uniform Supply and Management Services) are clearly identified.</p> <p>iii. Clearly identified the activities and timeline with respect to Phase 3- Transition-Out.</p>

<p>b) Proposed schedule management and control processes to meet the timeline for commencement of on-going service delivery.</p>	<p>15</p>	<p>Up to 5 points for each of the following:</p> <ul style="list-style-type: none"> i. Schedule management and control processes are clearly identified and in place to ensure key milestones and deadlines are met to mitigate the occurrence of schedule slippage. ii. Communication mechanisms are clearly identified and in place to ensure that PCA is kept informed of the progress of the work and informed of evolving issues. iii. Processes are clearly identified and in place to effectively manage project relations among stakeholders and/or with Sub-Contractors, including issue identification and escalation, and dispute resolution.
<p>c) Proposed methodology for data migration and configuration of the on-line uniform ordering and database management system.</p>	<p>20</p>	<p>Up to 10 points for each of the following:</p> <ul style="list-style-type: none"> i. Processes in place are clearly described for the secure transfer of PCA user data and order history (i.e. user profile data, unused uniform entitlement for the year, etc.). Refer to Appendix 2 –On-line Uniform Ordering and Database Management System. ii. The process to configure the Bidder's on-line ordering and management system to meet PCA hybrid uniform allocation system and uniform ordering business rules are clearly described. Refer to Appendix 1 – PCA Hybrid Uniform Allocation System and Scale of Uniform Entitlement.

<p>d) The Bidder's proposed process for orderly transfer of existing uniform stock to the Bidder for warehousing and distribution.</p>	<p>30</p>	<p>Up to 5 points for each of the following:</p> <ul style="list-style-type: none"> i. Processes for the secure transfer of PCA uniform items (which will include Uniform Restricted Items) are clearly described. ii. Processes for secure storage of PCA uniform items (which will include Uniform Restricted Items) are clearly described, including whether inventory will be held in a shared or dedicated facility. <p>Up to 10 points for each of the following:</p> <ul style="list-style-type: none"> iii. Processes for the calculation of inventory requirements (including capacity requirements), and how much inventory will have to be held for PCA based on available metrics are clearly described. iv. Processes for distinguishing Crown-owned goods (as provided by PCA as Transition-in stock) amongst the remainder of the Bidder's inventory, and maintaining records (coding/reporting) to ensure correct invoicing are clearly described.
<p>e) Proposed approach to implement the PCA hybrid uniform allocation system into the Bidder's web-based uniform ordering and management system.</p>	<p>10</p>	<p>Up to 5 points for each of the following:</p> <ul style="list-style-type: none"> i. Processes and deliverables related to the implementation of PCA business rules in relation to its hybrid uniform allocation system is clearly described (Appendix 1 – PCA Hybrid Uniform Allocation System and Scale of Entitlement); and ii. Steps to work collaboratively with PCA to confirm how these business rules are best reflected in the on-line ordering system are clearly defined.
<p>MAXIMUM POINTS AVAILABLE</p>	<p>105</p>	

Point –Rated Requirement	Points	Scoring
R3. Bidder's Quality and Service Delivery Methodologies		
Points will be awarded, up to a maximum of 365 points, for the Bidder's proposed service offerings, based on the extent to which the cited approaches are appropriate to the requirements as described within the SOW, with regard to the following specific factors:		
The Bidder should provide a detailed description of how these activities would be accomplished, including the use of any Sub-Contractors.		
a) Existing certifications, as they pertain to the provisions of services as described within the Statement of Work	15	<p>5 points each for any of the following (current and in good standing) certifications held by the Bidder that have been identified as being involved in the performance of the work:</p> <ul style="list-style-type: none"> i. One of the ISO 9001:2000 or 9001:2008 for quality management systems (International Organization for Standardization); ii. OHSAS 18001 for occupational health and safety management systems (Occupational Health and Safety Advisory Services); iii. ISO 14001 for Environmental Management Systems
b) The proposed approach to providing Uniform (branded garment) Secure Destruction Services	15	<p>Up to 5 points for each of the following:</p> <ul style="list-style-type: none"> i. The Bidder demonstrates a defined and secure process for collecting, transporting and divesting of (branded and unbranded) uniform clothing and related items; ii. The Bidder offers a variety of destruction options including shredding and fibre reclamation; iii. The Bidder offers environmentally friendly disposal options for the outputs of destruction, such as textile recycling /up-cycling. <p>Bidder processes that will be applied to PCA requirement should be supported by examples of previous successful application of the same or similar approach for other clients.</p>

<p>c) The proposed methodology in the delivery of Uniform Design and Manufacturing services</p>	<p>30</p>	<p>Up to 5 points each for the following:</p> <ul style="list-style-type: none"> i. The Bidder demonstrated their pattern development and grading capability. ii. The Bidder demonstrated their custom design and tailoring experience. <p>Up to 10 points for the following:</p> <ul style="list-style-type: none"> i. The Bidder demonstrated their quality assurance processes, including sample development and testing processes (such as fabric, wear, as well as fit and field testing) ii. The Bidder demonstrated their experience in manufacturing and/or subcontracting and testing non-garment protective gear, including but not limited to tactical / protective vests. <p>Bidder processes that will be applied to the PCA requirement should be supported by examples of previous successful application of the same or similar methodology for other clients.</p>
<p>d) The proposed approach to Delivering, Warehousing and Inventory Management Services</p>	<p>35</p>	<p>Up to 5 points each for the following:</p> <ul style="list-style-type: none"> i. The Bidder demonstrates that the storage and movement of all finished product uniform items and accessories are subject to careful control and documentation procedures. ii. The Bidder demonstrates a clear reconciliation process exists between manufacturing materials, production of finished products and waste management. iii. The Bidder demonstrates that it has security and access controls in place to safeguard any uniform components designated as a Uniform Restricted Item (as defined in the SOW). iv. The Bidder demonstrates that it has a defined inventory

		<p>replenishment process in place to ensure that the order processing and delivery terms specified in the contract are met, including its approach to monitoring activities conducted by sub-contractors.</p> <p>v. The Bidder demonstrates that it has contingency plans in place to mitigate the risk of inventory shortfalls and to address client requirements in the event of an actual client inventory shortage.</p> <p>vi. The Bidder demonstrates that it has a defined process to manage the transition to a new item from an old item (i.e. what occurs for old stock depletion and the timelines).</p> <p>vii. The Bidder demonstrates a proposed process to differentiate between the sales of Canada Owned Inventory and Contractor Owned Inventory.</p> <p>Bidder processes that will be applied to PCA requirement should be supported by examples of previous successful application of the same or similar approach for other clients.</p>
e) The proposed approach to providing Order Fulfillment Services	45	<p>Up to 10 points for each of the following:</p> <p>i. The Bidder demonstrates a defined process for shipment labelling and order tracking to the destination (e.g. on-line tracking number).</p> <p>ii. The Bidder demonstrates a defined process for shipping both small (single) and large (skids/containers/bulk) quantities of products to multiple destinations.</p> <p>iii. The Bidder describes strategies it employs for optimizing costs (to the client) for shipping.</p>

		<p>iv. The Bidder demonstrates a defined process for handling invoicing requirements.</p> <p>Up to 5 points for the following :</p> <p>i. The Bidder demonstrates an approach to reduce or eliminate the use of single use plastics, or use more environmentally friendly packaging and shipping product (i.e. recyclable).</p> <p>Bidder process that will be applied to PCA requirement should be supported by examples of previous successful application of the same or similar approach for other clients.</p>
f) The proposed approach to managing uniform orders through a Web Based Ordering System	40	<p>Up to 5 points for each of the following:</p> <p>i. The information provided in relation to Mandatory Requirement M4 (i.e. screenshots and related description) reflects a uniform ordering system and a catalogue of similar (or greater) size and complexity than PCA requirement.</p> <p>ii. The information provided in relation to Mandatory Requirement M4 (i.e. screenshots and related description) of the on-line ordering system appears clearly laid out, and relatively simple to use.</p> <p>iii. The information provided in relation to Mandatory Requirement M4 (i.e. screenshots and related description) of the on-line ordering system demonstrates online user instruction or access to a help section or user manual, including guidance and instructions on measuring for uniform ordering.</p> <p>iv. The information provided in relation to Mandatory Requirement M4 (i.e. screenshots and related</p>

		<p>description) demonstrates the availability of client engagement/communication tools, including but not limited to updates/notices page.</p> <p>Up to 10 points for each of the following:</p> <ul style="list-style-type: none"> v. The Bidder demonstrates a defined process for undertaking adaptations to its on-line ordering system's interface to meet a client's operational or business need. vi. The Bidder demonstrates that its on-line ordering system provides user access to up-to date inventory management information at the point of order. <p>Bidder process that will be applied to PCA requirement should be supported by examples of previous successful application of the same or similar approach for other clients.</p>
g) The proposed methodology for managing orders through a Hybrid Uniform Allocation System	30	<p>Up to 15 points for each of the following:</p> <ul style="list-style-type: none"> i. The information provided in relation to Mandatory Requirement M4 (i.e. screenshots and related description) reflects a uniform ordering system capable of accommodating a points-based scale of uniform entitlement that utilizes an available per user initial kit/point allocation as part of the ordering process. ii. The information provided in relation to Mandatory Requirement M4 (i.e. screenshots and/or related description) reflects a uniform ordering system capable of uploading data from an HR and Finance downloads to update user profiles and their associated scale of uniform entitlement. <p>Bidder processes that will be applied to PCA requirement should be supported by examples of previous successful application of the same or similar approach for other clients</p>

<p>h) The proposed approach to providing Data Management services, for client user database contents, and related Reporting requirements.</p>	<p>55</p>	<p>Up to 5 points for the following:</p> <ul style="list-style-type: none"> i. The Bidder demonstrates its reporting system is able to produce reports in a variety of formats (e.g. MS Word, MS Excel, PDF) based on the client's choice of format. <p>Up to 10 points for each of the following:</p> <ul style="list-style-type: none"> ii. The Bidder demonstrates its ability to generate the specific reports described in Appendix 4 – Reports and Key Performance Indicators (the Bidder should include examples of similar reports generated by its internal system for clients) iii. The Bidder demonstrates that it offers comprehensive and adaptable reporting and analysis capabilities that are available for download from the ordering system to its clients (provided the user has the necessary access permissions). <p>Up to 15 points for each of the following:</p> <ul style="list-style-type: none"> iv. The Bidder demonstrates that it has data recovery/backup systems in place to protect its clients from loss of data. v. The Bidder demonstrates that it has data validation and verification processes in place to protect its clients from misuse of the system. <p>Bidder processes that will be applied to PCA requirement should be supported by examples of previous successful application of the same or similar approach for other clients.</p>
<p>i) The proposed approach to providing Client Support Services.</p>		<p>Up to 10 points for each of the following:</p> <ul style="list-style-type: none"> i. The Bidder demonstrates a defined process to handle returned garments, including its return policy, return authorization procedures and

	25	<p>how it will distinguish Crown or Contractor error and apply and report on credit/cost for the returns, as applicable.</p> <p>Up to 5 points for each of the following:</p> <ul style="list-style-type: none"> ii. The Bidder demonstrates a rigorous process to manage any performance or customer satisfaction issues. iii. The bidder demonstrates various methods of providing customer service to its clients (i.e. email, phone, live chat, on-line returns). iv. The Bidder demonstrates that it has experience and can provide a live chat customer support service. <p>Bidder processes that will be applied to PCA requirement should be supported by examples of previous successful application of the same or similar approach for other clients.</p>
j) The Bidder's utilization of a case management or issue-tracking system and the Bidder's proposed resolution management process.	20	<p>Up to 5 points for each of the following:</p> <ul style="list-style-type: none"> i. Client issues are recorded for the attention of the appropriate support team to resolve and collected for reporting metrics. ii. Client issues are tracked to resolution in a timely fashion according to section 7.1 of the SOW. iii. Client issues are communicated to PCA as an outstanding issue in regular status updates, according to the appropriate schedule, until resolved. iv. The Bidder provides evidence that it possesses a thorough conflict management and dispute resolution process. <p>Bidder processes that will be applied to PCA requirement should be supported by examples of previous successful application of the same or similar approach for other clients.</p>

k) The Bidder's proposed methodology in delivering Uniform Supply and Management Services in accordance with the Order Processing Times stated in the Statement of Work (Section 7.2).	40	<p>Up to 20 points for each of the following:</p> <p>i. The Bidder's current standard Order Processing times are shorter than those stipulated in section 7.2 of the SOW</p> <p>ii. The Bidder provides a thorough description of how it measures its performance in relation to the established standards for its existing clients, how frequently its performance is measured, and how its performance is communicated with the client.</p> <p>Bidder processes that will be applied to PCA requirement should be supported by examples of the same or similar methodology for other clients.</p>
l) The Bidder's commitment to Environmental Sustainability and Ethical Purchasing processes that it proposes to adhere to in the performance of Uniform Supply and Management Services as described in the Statement of Work.	20	<p>Up to 10 points for each of the following areas:</p> <p>i. The Bidder's environmentally sustainable initiatives or processes that it employs in the performance of the work, including as applicable, any of the following areas: facilities, energy and water consumption, dying fabric, waste management, labelling, packaging, fleet management, distribution, recycling, and paperless operations.</p> <p>ii. The Bidder's ethical purchasing initiatives or processes that it employs in the performance of the work.</p>
MAXIMUM POINTS AVAILABLE	365	

Point Rated Requirement	Points	Scoring
R4. Bidder's Proposed Contract Manager		
<p>Points will be awarded up to a maximum of 40 points, based on the resume and any related biography information for the Bidder's proposed Contract Manager resource submitted.</p> <p>A resume, proof of education, and any certification must be submitted with the proposal.</p> <p>In order to be considered for the purposes of awarding points against the evaluation factors indicated below (where applicable to projects), the cited project should include the following information:</p> <ul style="list-style-type: none"> • A minimum of two projects is required • Beginning and End dates of the work (month, day, year); • A brief description of the work performed; and • An identification of the client for whom the work was performed (name, organization, title, contact info) 		

a) Extent of experience of the named Contract Manager resource handling Contractor-Client relations and acting as client liaison for work of a similar scope and complexity that is relevant to Park Canada's requirement as described in the Statement of Work.	5	<p>Up to 5 points based on the following scale:</p> <p>5 points = 5 or more years of relevant experience in the specified area;</p> <p>0 Points = less than 5 years of relevant experience in the specified area</p>
b) Extent of experience of named Contract Manager Resource in effectively managing project relations among multiple stakeholders (including the Client, the Contractor, Sub-Contractors / other stakeholders), including communication, issue identification, and dispute resolution practices, relevant to PCA requirement as described in the Statement of Work.	5	<p>Up to 5 points based on the following scale:</p> <p>5 points = 2 or more projects that demonstrate excellent and relevant experience in the specified area;</p> <p>3 points = 2 projects that demonstrate good and relevant experience in the specified area;</p> <p>1 points = 1 project that demonstrate relevant experience in the specified area;</p> <p>0 points = no relevant experience in the specified area.</p> <p>The resource's cited project(s) should contain the minimum level of detail as specified above, in order to be counted in the allocation of points under this evaluation factor.</p>
c) Extent of experience of the named Contract Manager resource in supporting clients during data migration and/or system configuration and/or related client business process transformation activities during periods of transition of service delivery relevant to PCA requirement as described in the Statement of Work.	10	<p>Up to 10 points based on the following scale:</p> <p>10 points = 4 or more projects that demonstrate excellent and relevant experience in the specified area;</p> <p>8 points = 3 projects that demonstrate very good and relevant experience in the specified area;</p> <p>6 points = 2 projects that demonstrate good and relevant experience in the specified area;</p> <p>4 points = 1 project that demonstrate poor and non-relevant experience in the specified area;</p> <p>0 points = no relevant experience in the specified area.</p> <p>The resource's cited project(s) should contain the minimum level of detail as specified above, in order to be counted in the allocation of points under this evaluation factor.</p>
d) Extent of experience of the named Contract Manager resource in monitoring established processes to ensure compliance with the contract,	10	<p>Up to 10 points based on the following scale:</p>

and monitoring and meeting key indicators in contract delivery		<p>10 points = 4 or more projects that demonstrate excellent and relevant experience in the specified area; 8 points = 3 projects that demonstrate very good and relevant experience in the specified area; 6 points = 2 projects that demonstrate good and relevant experience in the relevant area; 4 points = 1 project that demonstrate poor and non-relevant experience in the specified area; 0 points = no relevant experience in the specified area.</p> <p>The resource's cited project(s) should contain the minimum level of detail as specified above, in order to be counted in the allocation of points under this evaluation factor.</p>
e) Graduation with a university degree or college diploma from a recognized post-secondary institution, or an acceptable combination of education, training, and/or experience.	3	<p>3 points = met 0 points = did not meet</p>
f) Fluent in English and function in French	2	<p>2 points = met 0 points = did not meet</p>
MAXIMUM AVAILABLE POINTS	35	

Point Rated Requirement	Points	Scoring
R5. Bidder's Proposed Project Manager		
<p>Points will be awarded up to a maximum of 30 points, based on the resume and any related biography information for the Bidder's proposed Project Manager resource submitted.</p> <p>A resume, proof of education, and any certification must be submitted with the proposal.</p> <p>In order to be considered for the purposes of awarding points against the evaluation factors indicated below (where applicable to projects), the cited project should include the following information:</p> <ul style="list-style-type: none"> Beginning and End dates of the work (month, day, year); A brief description of the work performed; and An identification of the client for whom the work was performed (name, title, contact info) 		
a) Extent of experience of the named Project Manager resource in managing a supply chain and management services project of similar scope and complexity that is relevant to PCA requirement as described in the SOW.	5	<p>Up to 5 points based on the following scale:</p> <p>5 points = 5 or more years of relevant experience in the specified area; 0 points = less than 5 years of relevant experience in the specified area</p>
b) Extent of experience of the named Project Manager resource including interacting with team members, clients, and all other project management roles while ensuring project		<p>Up to 10 points based on the following scale:</p>

goals and objectives are achieved, and that issues are addressed and resolved, and in reporting those issues and progresses, relevant to PCA requirement as described in the SOW.	10	<p>10 points = 4 or more projects that demonstrate excellent and relevant experience in the specified area; 8 points = 3 projects that demonstrate very good and relevant experience in the specified area; 6 points = 2 projects that demonstrate good and relevant experience in the specified area; 4 points = 1 project that demonstrate poor and non-relevant experience in the specified area; 0 points = no relevant experience in the specified area.</p> <p>The resource's cited project(s) should contain the minimum level of detail as specified above, in order to be counted in the allocation of points under this evaluation factor.</p>
c) Extent of experience of the named Project Manager resource in managing an online ordering system and analyzing reason for discrepancies and identifying a course of action relevant to PCA requirement as described in the SOW	7	<p>Up to 7 points based on the following scale:</p> <p>7 points = 2 or more projects that demonstrate excellent and relevant experience in the specified area; 5 points = 2 projects that demonstrate very good and relevant experience in the specified area; 3 points = 2 projects that demonstrate good and relevant experience in the specified area; 1 points = 1 project that demonstrate poor and non-relevant experience in the specified area; 0 points = no relevant experience in the specified area.</p> <p>The resource's cited project(s) should contain the minimum level of detail as specified above, in order to be counted in the allocation of points under this evaluation factor.</p>
d) The named Project Manager resource has PMP (Project Management Professional) certification. Proof of PMP certification is required.	3	<p>Up to 3 points based on the following scale:</p> <p>3 points = valid PMP certification 0 points = no PMP certification</p>
Graduation with a university degree or college diploma from a recognized post-secondary	3	<p>3 points = met 0 points = did not meet</p>

institution, or an acceptable combination of education, training, and/or experience.		
Fluent in English and Functional in French	2	2 points = met 0 points = did not meet
MAXIMUM AVAILABLE POINTS	30	

Point Rated Requirement	Points	Scoring
R6. Bidder's Proposed Inventory/Purchasing Manager		
Points will be awarded up to a maximum of 25 points, based on the resume and any related biography information for the Bidder's proposed Inventory/Purchasing Manager resource submitted.		
A resume, proof of education, and any certification must be submitted with the proposal.		
In order to be considered for the purposes of awarding points against the evaluation factors indicated below (where applicable to projects), the cited project should include the following information:		
<ul style="list-style-type: none"> Beginning and End dates of the work (month, day, year); A brief description of the work performed; and An identification of the client for whom the work was performed (name, title, contact info) 		
a) Extent of experience of the named Inventory/Purchasing Manager resource in managing procurement and inventory of a supply chain and management services project of similar scope and complexity that is relevant to PCA requirement as described in the SOW.	5	Up to 5 points based on the following scale: 5 points = 5 or more years of relevant experience in the specified area; 0 points = less than 5 years of relevant experience in the specified area
b) Extent of experience of the named Inventory/Purchasing Manager resource in managing procurement and inventory activities during periods of transition of services delivery, and establishing procedures to ensure a smooth transfer of inventory and information, relevant to PCA requirement as described in the SOW.	5	Up to 5 points based on the following scale: 5 points = 2 or more projects that demonstrate excellent and relevant experience in the specified area; 3 points = 2 projects that demonstrate good and relevant experience in the specified area; 1 points = 1 project that demonstrate relevant experience in the specified area; 0 points = no relevant experience in the specified area. The resource's cited project(s) should contain the minimum level of detail as specified above, in order to be counted in the allocation of points under this evaluation factor.
c) Extent of experience of the named Inventory/Purchasing Manager resource in planning, coordinating, preparing and controlling purchase orders and documentation to ensure inventory correspond to the Client's needs and plan that are relevant to PCA requirement as described in the SOW.	5	Up to 5 points based on the following scale: 5 points = 2 or more projects that demonstrate excellent and relevant experience in the specified area; 3 points = 2 projects that demonstrate good and relevant experience in the specified area;

		1 points = 1 project that demonstrate relevant experience in the specified area; 0 points = no relevant experience in the specified area.
d) Graduation with a university degree or college diploma from a recognized post-secondary institution, or an acceptable combination of education, training, and/or experience.	3	3 points = met 0 points = did not meet
e) Fluent in English and Functional in French	2	2 points = met 0 points = did not meet
MAXIMUM AVAILABLE POINTS	20	

Point Rated Requirement	Points	Scoring
R7. Bidder's Proposed Customer Service Manager		
Points will be awarded up to a maximum of 20 points, based on the resume and any related biography information for the Bidder's proposed Customer Service Manager resource submitted.		
A resume, proof of education, and any certification must be submitted with the proposal.		
In order to be considered for the purposes of awarding points against the evaluation factors indicated below (where applicable to projects), the cited project should include the following information:		
<ul style="list-style-type: none"> Beginning and End dates of the work (month, day, year); A brief description of the work performed; and An identification of the client for whom the work was performed (name, title, contact info) 		
f) Extent of experience of named the Customer Service Manager resource in managing customer service activities of a supply chain and management services project of similar scope and complexity that is relevant to PCA requirement as described in the SOW.	5	Up to 5 points based on the following scale: 5 points = 4 or more years of excellent and relevant experience in the specified area; 3 points = 3 or more years of very good and relevant experience in the specified area; 2 points = 2 or more years of good and relevant experience in the specified area; 1 point = 1 or more years of poor and non-relevant experience in the specified area 0 points = no relevant experience in the specified area.
g) Extent of experience of the named Customer Service Manager in managing a team of customer service agents and ensuring customers receive appropriate answers and issues are resolved are logged through an industry standard support case management system, relevant to PCA requirement as described in the SOW.	5	Up to 5 points based on the following scale: 5 points = 2 or more projects that demonstrate excellent and relevant experience in the specified area; 3 points = 2 projects that demonstrate good and relevant experience in the specified area; 1 points = 1 project that demonstrate relevant experience in the specified area; 0 points = no relevant experience in the specified area.

		The resource's cited project(s) should contain the minimum level of detail as specified above, in order to be counted in the allocation of points under this evaluation factor.
h) Extent of experience of the Customer Service Manager in managing high level of complex requests and liaise with clients and technical staff as required, that are relevant to PCA requirement as described in the SOW.	5	Up to 5 points based on the following scale: 5 points = 2 or more projects that demonstrate excellent and relevant experience in the specified area; 3 points = 2 projects that demonstrate good and relevant experience in the specified area; 1 points = 1 project that demonstrate relevant experience in the specified area; 0 points = no relevant experience in the specified area.
i) Graduation with a university degree or college diploma from a recognized post-secondary institution, or an acceptable combination of education, training, and/or experience.	3	3 points = met 0 points = did not meet
j) Fluent in English and Functional in French	2	2 points = met 0 points = did not meet
MAXIMUM AVAILABLE POINTS	20	

Sub Total Overall Technical Score (R1-R7)	/745	Only those proposals achieving a minimum score of 70% (520/745) on the Point Rated Requirements R1-R7 will be evaluated on the basis of Bidder's Financial Proposal.
Bidder (Adjusted) Technical Score	/100	Overall Technical Score will be prorated to result in a score of 100 points, for the purposes of calculating Bidder's Total Score (out of 100 points) by the following calculation : (Bidder Overall Technical Score ÷ 745) x 100 = Bidder's Score (out of 100)

ANNEX “1” to PART 5 OF THE BID SOLICITATION

FEDERAL CONTRACTORS PROGRAM FOR EMPLOYMENT EQUITY – CERTIFICATION

I, the Bidder, by submitting the present information to the Contracting Authority, certify that the information provided is true as of the date indicated below. The certifications provided to Canada are subject to verification at all times. I understand that Canada will declare a bid non-responsive, or will declare a contractor in default, if a certification is found to be untrue, whether during the bid evaluation period or during the contract period. Canada will have the right to ask for additional information to verify the Bidder's certifications. Failure to comply with any request or requirement imposed by Canada may render the bid non-responsive or constitute a default under the Contract.

For further information on the Federal Contractors Program for Employment Equity visit Employment and Social Development Canada (ESDC) – Labour's website.

Date: (YYYY/MM/DD) (If left blank, the date will be deemed to be the bid solicitation closing date.)

Complete both A and B.

A. Check only one of the following:

- ☐ A1. The Bidder certifies having no work force in Canada.
 - ☐ A2. The Bidder certifies being a public sector employer.
 - ☐ A3. The Bidder certifies being a federally regulated employer being subject to the Employment Equity Act.
 - ☐ A4. The Bidder certifies having a combined work force in Canada of less than 100 permanent full-time and/or permanent part-time employees.
 - ☐ A5. The Bidder has a combined workforce in Canada of 100 or more employees; and
 - ☐ A5.1. The Bidder certifies already having a valid and current Agreement to Implement Employment Equity (AIEE) in place with ESDC-Labour.
- OR
- ☐ A5.2. The Bidder certifies having submitted the Agreement to Implement Employment Equity (LAB1168) to ESDC-Labour. As this is a condition to contract award, proceed to completing the form Agreement to Implement Employment Equity (LAB1168), duly signing it, and transmit it to ESDC-Labour.

B. Check only one of the following:

- ☐ B1. The Bidder is not a Joint Venture.
- OR
- ☐ B2. The Bidder is a Joint venture and each member of the Joint Venture must provide the Contracting Authority with a completed annex Federal Contractors Program for Employment Equity - Certification. (Refer to the Joint Venture section of the Standard Instructions)

ANNEX “2” to PART 5 OF THE BID SOLICITATION
ETHICAL CONSIDERATIONS FOR PROCUREMENT OF APPAREL CERTIFICATION

The Bidder certifies the following:

1. Child labour

The Bidder and its first-tier subcontractors do not employ child labour, i.e. work done by children who are younger than the minimum age for admission to employment indicated in applicable legislation in the country, and no younger than the age at which compulsory schooling has been set in applicable legislation in the country. In any event, children are protected from economic exploitation and from performing any work that is likely to be hazardous or to interfere with the child's education, or to be harmful to the child's health or physical, mental, spiritual, moral or social development. Employees younger than 18 shall not perform hazardous work, which includes work that may jeopardize their health, safety or morals.

2. Forced labour

The Bidder and its first-tier subcontractors do not use forced labour or compulsory labour in all its forms, including trafficking in persons for the purpose of forced or compulsory labour, namely any work or service that is exacted from any person under the menace of any penalty, and for which that person has not offered himself or herself voluntarily.

3. Abuse and harassment

The Bidder and its first-tier subcontractors treat their employees with dignity and respect. No employees shall be subject to any physical, sexual or verbal harassment, abuse or violence or psychological hazards. Corporal punishment is not used or tolerated in any form.

4. Discrimination The Bidder and its first-tier subcontractors do not discriminate against their employees in hiring practices or any other term or condition of work (other than legitimate occupational requirements allowed by law) on the basis of race, national or ethnic origin, colour, religion, age, sex, sexual orientation, gender identity or expression, marital status, family status, genetic characteristics, disability or conviction of any offence for which a pardon has been granted or in respect of which a record of suspension has been ordered.

5. Freedom of association and collective bargaining

Where provided for by law, the Bidder and its first-tier subcontractors shall recognize and respect the right of employees to freely associate, organize and bargain collectively with their employer. No employee or worker representative shall be subject to discrimination, harassment, intimidation or retaliation as a result of his or her efforts to freely associate, organize or bargain collectively. Where the right to freedom of association is restricted under law, the Bidder and its first-tier subcontractors must provide workers alternative means of association, including effective means to express and remedy workplace grievances.

6. Occupational safety and health

The Bidder and its first-tier subcontractors provide workers with a safe and healthy work environment and, at minimum, comply with local and national health and safety laws. If residential facilities are provided to workers, they are safe and healthy.

7. Fair wages

The Bidder and its first-tier subcontractors provide wages and benefits which comply with all applicable laws and regulations and which match or exceed the local prevailing wages and benefits in the relevant industry or which constitute a living wage, whichever provides greater wages and benefits. Where compensation does not provide a living wage, the Bidder and its first-tier subcontractors shall ensure that real wages are increased annually to continuously close the gap with living wage.

8. Hours of work

Except in extraordinary circumstances, the Bidder's and its first-tier subcontractors' employees are not required to work more than the lesser of (a) 48 hours per week and 12 hours overtime per week, or (b) the limits on regular and overtime hours allowed by the law of the country of manufacture.