



**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**

<b>Title - Sujet</b> Communication Publications	
<b>Solicitation No. - N° de l'invitation</b> 23483-191160/A	<b>Date</b> 2019-05-02
<b>Client Reference No. - N° de référence du client</b> 23483-19-1160	
<b>GETS Reference No. - N° de référence de SEAG</b> PW-\$\$CW-011-77024	
<b>File No. - N° de dossier</b> cw011.23483-191160	<b>CCC No./N° CCC - FMS No./N° VME</b>
<b>Solicitation Closes - L'invitation prend fin</b> <b>at - à 02:00 PM</b> <b>on - le 2019-06-07</b>	<b>Time Zone</b> <b>Fuseau horaire</b> Eastern Daylight Saving Time EDT
<b>F.O.B. - F.A.B.</b> <b>Plant-Usine:</b> <input type="checkbox"/> <b>Destination:</b> <input type="checkbox"/> <b>Other-Autre:</b> <input type="checkbox"/>	
<b>Address Enquiries to: - Adresser toutes questions à:</b> Leblanc, Marc-André	<b>Buyer Id - Id de l'acheteur</b> cw011
<b>Telephone No. - N° de téléphone</b> (613) 998-1966 ( )	<b>FAX No. - N° de FAX</b> ( ) -
<b>Destination - of Goods, Services, and Construction:</b> <b>Destination - des biens, services et construction:</b> DEPARTMENT OF NATURAL RESOURCES DG S OFFICE 15TH FL. 580 BOOTH ST OTTAWA Ontario K1A0E5 Canada	

**Instructions: See Herein**

**Instructions: Voir aux présentes**

**Vendor/Firm Name and Address**

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

**Issuing Office - Bureau de distribution**

Communication Procurement Directorate/Direction de  
l'approvisionnement en communication

360 Albert St./ 360, rue Albert  
12th Floor / 12ième étage  
Ottawa  
Ontario  
K1A 0S5

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



Item Article	Description	Dest. Code Dest.	Inv. Code Fact.	Qty Qté	U. of I. U. de D.	Unit Price/Prix unitaire FOB/FAM	Destination	Plant/Usine	Del. Offered Liv. offerte	See Herein
1	Communication Publications	23483	23483	1	Each	\$				

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## **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; and
- Part 6 Resulting Contract Clauses: includes the clauses and conditions that will apply to any resulting contract.

The Annexes include the Statement of Work, the Basis of Payment, the Federal Contractors Program for Employment Equity - Certification & the Insurance Requirements.

### **1.2 Summary**

Natural Resources Canada (NRCan) has a requirement for the warehousing of approximately 4,000 cubic feet of printed matter and other material, variable on-demand printing, real time order tracking, inventory control, order processing and order fulfillment, distribution of all material and reporting activity as well as operating NRCan's toll-free telephone line. Requests for NRCan publications are received via regular mail, fax, the NRCan online ordering system and from callers to the NRCan toll-free line.

The period of the contract is for three (3) years with the option to extend the term of the Contract by up to three (3) additional one (1) year period(s) under the same conditions.

There is no security requirement associated with this procurement.

Bidders must provide a list of names, or other related information as needed, pursuant to section 01 of Standard Instructions 2003.

The requirement is limited to Canadian goods and/or services.

The requirement is subject to the provisions of the Canada Free Trade Agreement (CFTA).

This procurement is subject to all Comprehensive Land Claims Agreements (CLCA) as any resultant contract may be used for delivery requirements to locations within the CLCA areas.

This bid solicitation allows bidders to use the epost Connect service provided by Canada Post Corporation to transmit their bid electronically. Bidders must refer to Part 2 entitled Bidder Instructions, and Part 3 entitled Bid Preparation Instructions, of the bid solicitation, for further information.

### **1.3 Debriefings**

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

## **PART 2 - BIDDER INSTRUCTIONS**

### **2.1 Standard Instructions, Clauses and Conditions**

The 2003 standard instructions is amended as follows:

- Section 08, entitled Transmission by facsimile or by epost Connect, is amended as follows:  
subsection 2. is deleted entirely and replaced with the following:

#### 2. epost Connect

- a. Unless specified otherwise in the bid solicitation, bids may be submitted by using the [epost Connect service](#) provided by Canada Post Corporation.
  - i. PWGSC, National Capital Region: The only acceptable email address to use with epost Connect for responses to bid solicitations issued by PWGSC headquarters is:

[tpsgc.dgareceptiondessoumissions-abbidreceiving.pwgsc@tpsgc-pwgsc.gc.ca](mailto:tpsgc.dgareceptiondessoumissions-abbidreceiving.pwgsc@tpsgc-pwgsc.gc.ca)

or, if applicable, the email address identified in the bid solicitation.

- ii. PWGSC regional offices: The only acceptable email address to use with epost Connect for responses to bid solicitations issued by PWGSC regional offices is identified in the bid solicitation.
- b. To submit a bid using epost Connect service, the Bidder must either:
    - i. send directly its bid only to the specified PWGSC Bid Receiving Unit, using its own licensing agreement for epost Connect provided by Canada Post Corporation; or
    - ii. send as early as possible, and in any case, at least six business days prior to the solicitation closing date and time, (in order to ensure a response), an email that includes the bid solicitation number to the specified PWGSC Bid Receiving Unit requesting to open an epost Connect conversation. Requests to open an epost Connect conversation received after that time may not be answered.
  - c. If the Bidder sends an email requesting epost Connect service to the specified Bid Receiving Unit in the bid solicitation, an officer of the Bid Receiving Unit will then initiate an epost Connect conversation. The epost Connect conversation will create an email notification from Canada Post Corporation prompting the Bidder to access and action the message within the conversation. The Bidder will then be able to transmit its bid afterward at any time prior to the solicitation closing date and time.
  - d. If the Bidder is using its own licensing agreement to send its bid, the Bidder must keep the epost Connect conversation open until at least 30 business days after the solicitation closing date and time.
  - e. The bid solicitation number should be identified in the epost Connect message field of all electronic transfers.
  - f. It should be noted that the use of epost Connect service requires a Canadian mailing address. Should a bidder not have a Canadian mailing address, they may use the Bid Receiving Unit address specified in the solicitation in order to register for the epost Connect service.
  - g. For bids transmitted by epost Connect service, Canada will not be responsible for any failure attributable to the transmission or receipt of the bid including, but not limited to, the following:

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- i. receipt of a garbled, corrupted or incomplete bid;
  - ii. availability or condition of the epost Connect service;
  - iii. incompatibility between the sending and receiving equipment;
  - iv. delay in transmission or receipt of the bid;
  - v. failure of the Bidder to properly identify the bid;
  - vi. illegibility of the bid;
  - vii. security of bid data; or,
  - viii. inability to create an electronic conversation through the epost Connect service.
- h. The Bid Receiving Unit will send an acknowledgement of the receipt of bid document(s) via the epost Connect conversation, regardless of whether the conversation was initiated by the supplier using its own license or the Bid Receiving Unit. This acknowledgement will confirm only the receipt of bid document(s) and will not confirm if the attachments may be opened nor if the content is readable.
- i. Bidders must ensure that that they are using the correct email address for the Bid Receiving Unit when initiating a conversation in epost Connect or communicating with the Bid Receiving Unit and should not rely on the accuracy of copying and pasting the email address into the epost Connect system.
- j. A bid transmitted by epost Connect service constitutes the formal bid of the Bidder and must be submitted in accordance with section 05.

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

Bidders who submit a bid agree to be bound by the instructions, clauses and conditions of the bid solicitation and accept the clauses and conditions of the resulting contract.

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

Subsection 5.4 of [2003](#), Standard Instructions - Goods or Services - Competitive Requirements, is amended as follows:

Delete: 60 days  
Insert: 120 days

## 2.2 Submission of Bids

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

Note: For bidders choosing to submit using epost Connect for bids closing at the Bid Receiving Unit in the National Capital Region (NCR) the email address is:

[tpsgc.dgareceptiondessoumissions-abbidreceiving.pwgsc@tpsgc-pwgsc.gc.ca](mailto:tpsgc.dgareceptiondessoumissions-abbidreceiving.pwgsc@tpsgc-pwgsc.gc.ca)

Note: Bids will not be accepted if emailed directly to this email address. This email address is to be used to open an epost Connect conversation, as detailed in Standard Instructions [2003](#), or to send bids through an epost Connect message if the bidder is using its own licensing agreement for epost Connect.

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

## 2.3 Former Public Servant

Contracts awarded to former public servants (FPS) in receipt of a pension or of a lump sum payment must bear the closest public scrutiny, and reflect fairness in the spending of public funds. In order to comply with Treasury Board policies and directives on contracts awarded to FPSs, bidders must provide the information required below before contract award. If the answer to the questions and, as applicable the information required have not been received by the time the evaluation of bids is completed, Canada will inform the Bidder of a time frame within which to provide the information. Failure to comply with Canada's request and meet the requirement within the prescribed time frame will render the bid non-responsive.

### Definitions

For the purposes of this clause, "*former public servant*" is any former member of a department as defined in the [Financial Administration Act](#), R.S., 1985, c. F-11, a former member of the Canadian Armed Forces or a former member of the Royal Canadian Mounted Police. A former public servant may be:

- a. an individual;
- b. an individual who has incorporated;
- c. a partnership made of former public servants; or
- d. a sole proprietorship or entity where the affected individual has a controlling or major interest in the entity.

"*lump sum payment period*" means the period measured in weeks of salary, for which payment has been made to facilitate the transition to retirement or to other employment as a result of the implementation of various programs to reduce the size of the Public Service. The lump sum payment period does not include the period of severance pay, which is measured in a like manner.

"*pension*" means a pension or annual allowance paid under the [Public Service Superannuation Act](#) (PSSA), R.S., 1985, c.P-36, and any increases paid pursuant to the [Supplementary Retirement Benefits Act](#), R.S., 1985, c. S-24 as it affects the PSSA. It does not include pensions payable pursuant to the [Canadian Forces Superannuation Act](#), R.S., 1985, c. C-17, the [Defence Services Pension Continuation Act](#), 1970, c. D-3, the [Royal Canadian Mounted Police Pension Continuation Act](#), 1970, c. R-10, and the [Royal Canadian Mounted Police Superannuation Act](#), R.S., 1985, c. R-11, the [Members of Parliament Retiring Allowances Act](#), R.S. 1985, c. M-5, and that portion of pension payable to the [Canada Pension Plan Act](#), R.S., 1985, c. C-8.

### Former Public Servant in Receipt of a Pension

As per the above definitions, is the Bidder a FPS in receipt of a pension? **Yes** ( ) **No** ( )

If so, the Bidder must provide the following information, for all FPSs in receipt of a pension, as applicable:

- a. name of former public servant;
- b. date of termination of employment or retirement from the Public Service.

By providing this information, Bidders agree that the successful Bidder's status, with respect to being a former public servant in receipt of a pension, will be reported on departmental websites as part of the

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published proactive disclosure reports in accordance with [Contracting Policy Notice: 2012-2](#) and the [Guidelines on the Proactive Disclosure of Contracts](#).

#### Work Force Adjustment Directive

Is the Bidder a FPS who received a lump sum payment pursuant to the terms of the Work Force Adjustment Directive? **Yes** ( ) **No** ( )

If so, the Bidder must provide the following information:

- a. name of former public servant;
- b. conditions of the lump sum payment incentive;
- c. date of termination of employment;
- d. amount of lump sum payment;
- e. rate of pay on which lump sum payment is based;
- f. period of lump sum payment including start date, end date and number of weeks;
- g. number and amount (professional fees) of other contracts subject to the restrictions of a work force adjustment program.

For all contracts awarded during the lump sum payment period, the total amount of fees that may be paid to a FPS who received a lump sum payment is \$5,000, including Applicable Taxes.

#### 2.4 Enquiries - Bid Solicitation

All enquiries must be submitted in writing to the Contracting Authority no later than ten (10) 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.

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## 2.6 Improvement of Requirement During Solicitation Period

Should bidders consider that the specifications or Statement of Work contained in the bid solicitation could be improved technically or technologically, bidders are invited to make suggestions, in writing, to the Contracting Authority named in the bid solicitation. Bidders must clearly outline the suggested improvement as well as the reason for the suggestion. Suggestions that do not restrict the level of competition nor favour a particular bidder will be given consideration provided they are submitted to the Contracting Authority at least ten (10) calendar days before the bid closing date. Canada will have the right to accept or reject any or all suggestions.

## PART 3 - BID PREPARATION INSTRUCTIONS

### 3.1 Bid Preparation Instructions

- If the Bidder chooses to submit its bid electronically, Canada requests that the Bidder submits its bid in accordance with section 08 of the 2003 standard instructions. The epost Connect system has a limit of 1GB per single message posted and a limit of 20GB per conversation.

The bid must be gathered per section and separated as follows:

Section I: Technical Bid  
Section II: Financial Bid  
Section III: Certifications  
Section IV: Additional Information

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

Section I: Technical Bid (1 hard copy and 1 soft copy on USB key)

Section II: Financial (1 hard copy and 1 soft copy on USB key)

Section III: Certifications (1 hard copy)

Section IV: List of Subcontractors (1 hard copy and 1 soft copy on USB key)

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

- If the Bidder is simultaneously providing copies of its bid using multiple acceptable delivery methods, and if there is a discrepancy between the wording of any of these copies and the electronic copy provided through epost Connect service, the wording of the electronic copy provided through epost Connect service will have priority over the wording of the other copies.

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

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

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 hard copy of their bid:

- (a) use 8.5 x 11 inch (216 mm x 279 mm) paper;

(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.tbs-sct.gc.ca/pol/doc-eng.aspx?id=32573) (<https://www.tbs-sct.gc.ca/pol/doc-eng.aspx?id=32573>). To assist Canada in reaching its objectives, bidders should:

- 1) use 8.5 x 11 inch (216 mm x 279 mm) paper containing fibre certified as originating from a sustainably-managed forest and containing minimum 30% recycled content; and
- 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, duotangs or binders.

### **Section I: Technical Bid**

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.

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. 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.

### **Section II: Financial Bid**

Bidders must submit their financial bid in accordance with the Basis of Payment in Annex "B". The total amount of Applicable Taxes [Goods and Services Tax (GST) or Harmonized Sales Tax (HST)] must be shown separately.

### **Section III: Certifications**

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

### **Section IV: List of Subcontractors**

Bidders must submit the list of subcontractors as required in Annex E.

## **PART 4 - EVALUATION PROCEDURES AND BASIS OF SELECTION**

### **4.1 Evaluation Procedures**

- (a) Bids will be assessed in accordance with the entire requirement of the bid solicitation including the technical and the financial evaluation criteria.
- (b) An evaluation team composed of representatives of Canada will evaluate the bids.

#### **1.1 Technical Evaluation**

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To meet the requirement described herein, the experience of the Bidder must be work for which the Contractor was under contract to clients. In the case of a joint venture, the combined experience of the parties forming the joint venture will be considered in the evaluation of the experience of the Bidder.

Listing experience without providing any supporting data to describe where and how such experience was obtained will result in the experience not being included for evaluation purposes

**External client(s):** means clients exterior to the Bidder's own legal entity (or joint venture partnership) and excludes the parent, subsidiaries or other affiliates of the Bidder.

**Internal client(s):** means clients within the Bidder's own legal entity (or joint venture partnership) and includes the parent, subsidiaries and other affiliates of the Bidder.

### 1.1.1 Mandatory Technical

**Criteria SEE ANNEX C**

Bidders **MUST** meet the mandatory criteria of the RFP. No further consideration will be given to bidders not meeting the mandatory criteria.

Sub-Contractor's experience will not be considered to meet the mandatory criteria.

### 1.1.2 Point Rated Technical Criteria SEE ANNEX C

## 1.2 Financial Evaluation see Annex B

To determine the total aggregate price (TAP) the Contracting Authority will use the information submitted by the bidder in Annex B - Basis of Payment which is distributed by GETS <https://buyandsell.gc.ca/procurement-data/tenders>. The TAP will then be divided by the technical points obtained in section 1.1.2 - Point Rated Technical Criteria to obtain the total price per point.

## 1. Basis of Selection

1.1 To be declared responsive, a bid must:

- a. comply with all the requirements of the bid solicitation;
- b. meet all mandatory technical evaluation criteria; and
- c. obtain the required minimum of 75 percent overall for the technical evaluation criteria which are subject to point rating. The rating is performed on a scale of 360 points.

1.2 Bids not meeting (a) or (b) or (c) will be declared non-responsive. Neither the responsive bid that receives the highest number of points nor the one that proposed the lowest price will necessarily be accepted. The responsive bid with the lowest evaluated price per point will be recommended for award of a contract.

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## **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](http://www.tpsgc-pwgsc.gc.ca/ci-if/declaration-eng.html) website (<http://www.tpsgc-pwgsc.gc.ca/ci-if/declaration-eng.html>), to be given further consideration in the procurement process.

### **5.2 Certifications Precedent to Contract Award and Additional Information**

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

#### **5.2.1 Federal Contractors Program for Employment Equity - Bid Certification**

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

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

#### **5.2.2 Additional Certifications Precedent to Contract Award**

##### **5.2.2.1 Canadian Content Certification**

This procurement is limited to Canadian services.

The Bidder certifies that:

( ) the service offered is a Canadian service as defined in paragraph 2 of clause [A3050T](#).

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**5.2.2.1.1** SACC *Manual* clause [A3050T](#) (2018-12-06) Canadian Content Definition

## **PART 6 - RESULTING CONTRACT CLAUSES**

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

### **6.1 Statement of Work**

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

#### **6.1.1 Optional Goods and/or Services**

The Contractor grants to Canada the irrevocable option to acquire the goods, services or both described at Part 1 of the Contract under the same conditions and at the prices and/or rates stated in the Contract. The option may only be exercised by the Contracting Authority and will be evidenced, for administrative purposes only, through a contract amendment.

The Contracting Authority may exercise the option at any time before the expiry of the Contract by sending a written notice to the Contractor.

### **6.2 Standard Clauses and Conditions**

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

#### **6.2.1 General Conditions**

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

### **6.3 Security Requirements**

**6.3.1** There is no security requirement applicable to the Contract.

### **6.4 Term of Contract**

#### **6.4.1 Period of the Contract**

The period of the Contract is from date of award to June 30, 2022.

#### **6.4.2 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 seven (7) 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.

#### **6.4.3 Transition Period**

The Contractor acknowledges that the nature of the services provided under the Contract requires continuity and that a transition period may be required at the end of the Contract. The Contractor agrees that Canada may, at its discretion, extend the Contract by a period of two (2) months under the same

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conditions to ensure the required transition. 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.

The Contracting Authority will advise the Contractor of the extension by sending a written notice to the Contractor at least seven (7) calendar days before the contract expiry date. The extension will be evidenced for administrative purposes only, through a contract amendment.

## **6.5 Authorities**

### **6.5.1 Contracting Authority**

The Contracting Authority for the Contract is:

Name: Marc-André Leblanc  
Title: Supply Specialist  
Public Works and Government Services Canada  
Acquisitions Branch  
Directorate: Communications Procurement Directorate

Telephone: 873-354-5948  
E-mail address: Marc-Andre.LebLANC@tpsgc-pwgsc.gc.ca

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

### **6.5.2 NRCAN Authorities**

#### **6.5.2.1 NRCAN Project Authority** (or her/his approved designated authority.)

The NRCAN Project Authority is the representative from NRCAN whose name will be specified in the contract.

The NRCAN Project Authority is the representative of NRCAN 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 NRCAN Project Authority; however the NRCAN 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.

Communication regarding the technical content of the NRCAN warehousing requirement should be made to the NRCAN Project Authority and/or the NRCAN Project Officer as specified by the NRCAN Project Authority.

#### **6.5.2.2 NRCAN Project Officer**

The NRCAN Project Officer is the designated representative for the NRCAN Program Sectors and the NRCAN Project Authority will provide a list of names at the time of the contract

### **6.5.3 Contractor's Representative** (Contractor to Fill in)

**Name and telephone number of the person responsible for:**

**Project Manager Replacement for Project Manager**

Name: \_\_\_\_\_

Name: \_\_\_\_\_

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Telephone: \_\_\_\_\_ - \_\_\_\_\_ - \_\_\_\_\_

Telephone: \_\_\_\_\_ - \_\_\_\_\_ - \_\_\_\_\_

Fax: \_\_\_\_\_ - \_\_\_\_\_ - \_\_\_\_\_

Fax: \_\_\_\_\_ - \_\_\_\_\_ - \_\_\_\_\_

E-mail \_\_\_\_\_

E-mail \_\_\_\_\_

## 6.6 Payment

### 6.6.1 Basis of Payment

The Contractor will be paid in accordance with the Annex "B" Basis of Payment for Work performed pursuant to the Contract.

### 6.6.2 Limitation of Expenditure

Canada's total liability to the Contractor under the Contract must not exceed \$ \_\_\_\_\_. Customs duties are included and Applicable Taxes are extra.

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:

when it is 75 percent committed, or  
four (4) months before the contract expiry date, or  
as soon as the Contractor considers that the contract funds provided are inadequate for the completion of the Work, whichever comes first.

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.

### 6.6.3 Method of Payment

Payment by Canada to the Contractor for the Work shall be made in accordance with clause [H1008C](#) (2008-05-12) Monthly Payment.

### 6.6.4 SACC Manual Clauses

A9117C T1204 - Direct Request by Customer Department 2007-11-30

## 6.7 Invoicing Instructions

The Contractor must submit invoices in accordance with the section entitled "Invoice Submission" of the general conditions. Invoices cannot be submitted until all work identified in the invoice is completed.

Invoices must be distributed as follows:

- (a) The original must be forwarded to the consignees (Project Authority listed above) for certification

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and payment:

- (b) One (1) copy must be forwarded to invoice authority (NRCan's Financial System):

Cost of Warehousing (storage of inventory and catalogue numbers) must be itemized separately from the Distribution cost.

The Contractor must also provide a spreadsheet detailing the cost summary for each program as well as one for all NRCan activity. These summary sheets must accompany the invoices along with a monthly warehouse usage report (see samples provide in appendix 1).

Warehousing and Distribution invoices must be submitted to  
[Invoicing-Facturation@NRCan-RNCan.gc.ca](mailto:Invoicing-Facturation@NRCan-RNCan.gc.ca) and;

Invoices relating to the toll free(1-800) telephone line must be submitted to:

[SSCTelecommunicationServicesInvoices@NRCan-RNCan.gc.ca](mailto:SSCTelecommunicationServicesInvoices@NRCan-RNCan.gc.ca).

## 6.8 Certifications and Additional Information

### 6.8.1 Compliance

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

### 6.8.2 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 HRSDC-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 HRSDC will constitute the Contractor in default as per the terms of the Contract.

### 6.8.3 SACC Manual Clause

[A3060C](#) (2008-05-12) Canadian Content Certification

## 6.9 Applicable Laws

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

## 6.10 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 general conditions 2030 (2018-06-21), General Conditions - Higher Complexity - Goods;
- (c) Annex A, Statement of Work;
- (d) Annex B, Basis of Payment;
- (e) Annex D, Federal Contractors Program for Employment Equity - Certification

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(f) the Contractor's bid dated (TBD)

## **6.11 Handling of Personal Information**

The Contractor acknowledges that Canada is bound by the Privacy Act, R.S.C. 1985, c. P-21, with respect to the protection of personal information as defined in the Act. The Contractor must keep private and confidential any such personal information collected, created or handled by the Contractor under the Contract, and must not use, copy, disclose, dispose of or destroy such personal information except in accordance with this clause and the delivery provisions of the Contract.

All such personal information is the property of Canada, and the Contractor has no right in or to that information. The Contractor must deliver to Canada all such personal information in whatever form, including all working papers, notes, memoranda, reports, data in machine-readable format or otherwise, and documentation which have been made or obtained in relation to the Contract, upon the completion or termination of the Contract, or at such earlier time as Canada may request. Upon delivery of the personal information to Canada, the Contractor will have no right to retain that information in any form and must ensure that no record of the personal information remains in the Contractor's possession.

## **6.12 Proprietary Rights**

All documents, whether developed by or supplied to the Contractor by the Crown must not be duplicated (except for normal back-up procedures), reproduced, used or disclosed in whole or in part for any purpose without written permission from PWGSC. All documents or any other relevant material remaining on the Contractor's premises at the conclusion of this contract shall be reported to PWGSC with a request for disposal instructions.

## **6.13 Work Request Process**

### **6.13.1 Inventory Management of Material:**

- Only the NRCAN Project Authority and/or the NRCAN Project Officer will have the authority to approve and reorder material and to specify the quantity being reordered. The replenishing of inventory will be done outside of this contract.
- Approved production of NRCAN materials must be in accordance with the processes described in the Annex A Statement of Work.

### **6.13.2 Disposal of Stock:**

The NRCAN Project Authority will advise the Contractor in writing when to dispose of stock in accordance with the Annex A Statement of Work

### **6.13.3 Order Process "If and When Requested"**

- The Contractor will receive orders against NRCAN inventory on an if and when requested basis and must provide complete order fulfilment including distribution to final destinations and/or mass mailing services in accordance with the Annex A Statement of Work and the information included in the order.
- Orders may come through various methods: regular mail, the toll free number, 1 800 O Canada, fax, email, the NRCAN web site or directly from the NRCAN Project Authority and/or the NRCAN Project Officer. Orders from the NRCAN Project Authority and/or the NRCAN Project Officer may be sent via a variety of methods.
- Orders will include details describing the item(s) to be included in the order, the delivery date and destination address(es).

### **6.13.4 All other services related to the Annex A Statement of Work**

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The NRCan Project Authority will advise the Contractor in writing of all requirements for services related to the Annex A Statement of Work and in accordance with the Annex B Basis of Payment.

#### 6.14 Insurance

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

#### 6.15 SACC Manual Clauses

THE FOLLOWING TERMS AND CONDITIONS ARE INCORPORATED HEREIN:

<b>SACC Reference</b>	<b>Title</b>	<b>Date</b>
D5328C	Inspection and Acceptance	30/11/2007
P1005C	Packaging and Packing of Printed Products	01/11/2010
P1009C	Author's Alterations	30/11/2007
P1010C	Quality Levels for Printing	01/11/2010
P1011C	Quality Levels for Colour Reproduction	01/11/2010
P1016C	Quality Levels for Binding	01/11/2010

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## ANNEX "A"

### STATEMENT OF WORK

#### KEY TERMS

**External Interface:** Permits ordering by the general public of selected NRCan publications through the NRCan website

**Internal Interface:** Permits NRCan Project Authority /Project Officers to view all NRCan publications and material in the Contractor's warehouse and them to place orders.

#### Background

Natural Resources Canada (NRCan) has provided warehousing, mailing, distribution and a toll-free line service to a variety of programs within NRCan since 2003. The NRCan Digital Communications Division is responsible for initiating and monitoring the warehousing, distribution, and toll-free line services. Requests for NRCan publications are received via regular mail, fax, toll-free line and the online distribution system.

The Contractor must, at a minimum, provide the following services (as described in this Statement of Work):

1. Store the NRCan material in a monitored climate controlled warehouse and monitor any inventory kept in the warehouse over the term of the contract. All publications and promotional items will be produced under other contracts and NRCan Project Authority will arrange for them to be delivered to the Contractor's facility. Ample warehouse capacity must be available immediately to meet on-going and seasonal peak storage requirements.
2. With direction from the NRCan Project Authority and Project Officers, establish the level of inventory required for each of the publications and promotional items.
3. Provide and maintain on the Contractor's internet ordering system separate interfaces for ordering by NRCan representatives and the public via the NRCan Internet. Take orders on an "if and when" received basis and provide complete order fulfilment including distribution to final destinations.
4. Provide assembly and kitting, mass mailing preparation, and distribution services as required.
5. Establish and maintain a bilingual toll-free line for order-taking service for NRCan, answer callers' questions based on information provided to the Contractor by the NRCan Project Authority about NRCan programs and occasionally to request information from the caller based on question/information provided by NRCan. Over the last year there were about 1000 calls with a distribution of roughly 70% English, and 30% French.
6. Provide Inventory Management and electronic Inventory Reporting.
7. Provide a variety of comprehensive reports and quality control services.
8. Provide Information Technology support in the maintenance of web based systems.
9. Provide consulting services to NRCan for cost savings and gaining efficiencies in managing the supply and distribution of material.
10. Provide on-going liaison with NRCan Project Officers for the daily management of the supply of NRCan material.

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11. Upon request, make digital copies of publications, brochures, fact sheets etc. to fulfil urgent requirements for exhibits, trade shows and other events.

13. Provide variable printing services in support of fulfilment and direct mail projects and variable printing for mass mailings of annual reports, and/or other Program materials to multiple recipients of a targeted audience.

14. Provide a dedicated Project Manager who is available to meet with the NRCan Project Authority when requested to provide technical support and innovative solutions on distribution related matters.

15. The Contractor must transfer the material from the previous contractor's facility to its own facility.

- Currently, the NRCan requirement includes approximately 400 publications and promotional items for NRCan programs that are identified by their own individual SKU (Inventory or Catalogue number) and on average takes 4,000 cubic feet (cft) or 85 skids/standard size pallets for monthly storage. Additional square footage will be required for mass distribution and assembly of material. The publications are sorted by Inventory/Catalogue number and by language (Bilingual, English, French, other). Over the term of the Contract, those quantities may increase or decrease depending on the number of programs offered by NRCan.
- The Contractor must utilize procedures and systems capable of managing the continuous tracking of the storage, inventory control, order processing and order fulfilment, distribution of all material and reporting of activity. In order The Contractor must also to provide NRCan with accurate and, current information on the status of the material being managed during the term of the Contract. The Contractor's management system must be scalable so that performance will not degrade should the inventory increase or decrease over time.
- The Contractor must have the capability to enable NRCan to monitor the status of all material at any time during the contract period. This monitoring method must be readily and easily accessible to the Project Authority and Project Officers; must be online and include the real-time status of orders, material in inventory and material being distributed.
- In addition to on-line access to the required information, the Contractor must have a dedicated Project Manager, and a trained backup, to enable the NRCan Project Authority and NRCan Project Officers to get immediate information regarding the status of all aspects of the work by telephone on an ongoing, as needed basis.

## REQUIREMENT

### 1 Warehousing

Warehousing services consist of the provision of the necessary storage space for the NRCan's material in a monitored, climate controlled storage space. The NRCan inventory must be separated by the individual programs; both physically in the warehouse and in the inventory management system. All activities concerning storage, order reception and fulfilment, inventory management, reporting and additional services must be completed for each of the programs individually.

The Contractor must:

- Provide the necessary warehouse space in a monitored, climate controlled warehouse;
- Receive, inspect, record, and store material on behalf of NRCan;
- Follow industry standards safety regulations;

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- Operate with a location system (scanning) to identify the location of each item warehoused to facilitate ease of search and retrieval and inventory;
- Have a receiving/shipping dock of sufficient height to accommodate receiving deliveries from large trucks and semi-trailers;
- Notify the Contracting Authority should the warehousing facility be moved. The Contractor must notify the Contracting Authority of this change in location at least 60 days in advance of any proposed change. The Contracting Authority must approve relocation of facilities in advance. The cost for transferring NRCan's material will be the Contractor's responsibility;
- Allow for telephone communication and, when required, in person visits to the warehouse by the NRCan Project Authority / NRCan Project Officers for the purpose of inspecting their material. Visits **will** be by appointment and will be during normal working hours. Any necessary labour by the Contractor's personnel, on making material accessible for examination or inspection by lowering from upper storage levels, will be charged at the specified hourly rate indicated in the Annex B, Basis of Payment. Each NRCan Project Officer will provide on request from the Contractor, a list of personnel authorized to inspect their material and may approve visits by other staff members on specific occasions;
- Provide bins/shelves for the warehousing of small items (Small items refer to pencils, mugs, key chains, pens, markers, etc);
- Include sufficient pallets, as required, to store NRCan material.

## 2 Inventory and Information Management

### 2.1 Inventory Management

The Contractor must fully support the requirements of NRCan publications catalogue management and use the Canadian Cataloguing System. If a Canadian cataloguing serial number has not been given to the product, the Contractor must generate a unique inventory number specific for the product upon request from the NRCan Project Authority or Project Officers.

The Contractor must use an automated inventory control and status tracking system for the rapid inputting of material into inventory and continuous tracking of all activities affecting the levels of material in inventory in all areas of the Contractor's facility from reception of material through distribution. The Contractor's system must provide secure information management for the NRCan inventory, separate from any other of the Contractor's clients. The Contractor's system must be scalable in order to accommodate increases or decreases in the NRCan inventory, or that of other clients, without diminishing the performance of the system. The Contractor's system must be capable of continuously compiling information on the status of material in inventory in order to fulfill the reporting functions required by the NRCan Project Authority.

When orders are received from either the public or NRCan Project Officers, quantities must be deducted within twenty-four (24) hours from the inventory system. This system must provide Inventory reports on a daily and weekly basis as well as other statistical reports and ad hoc reports as described in Article 13. Administration service and reporting.

The Contractor must work with the NRCan Project Officers to establish the quantity to be maintained in the warehouse inventory. The Contractor will not be required to replenish the inventory of material stocked at the warehouse. These items will be printed outside of this Contract and delivered to the Contractor's facility. The printed material will arrive at the warehouse in different sized boxes depending on the item inside and will not exceed 35 pounds/per box. Based on recent years, the delivery of materials from outside suppliers in a twelve (12) month period was approximately between 8 and 12 deliveries; however each delivery can be anywhere from five (5) boxes to fifty (50) or more boxes.

The Contractor must take annual and ad hoc physical inventory counts as requested, of any or all NRCan material stored. All authorized inventory taking will be chargeable and records of inventory taking must be provided to the NRCan Project Officer.

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The Contractor's Project Manager or replacement must meet with the NRCan Project Authority upon request to review the Contractor's performance and on-going requirements under the Contract.

## 2.2 Material Reception and Management

All of the NRCan items (materials) are required throughout the year. Any of the items included in this requirement may have changes made to them, may be deleted from the requirement or may be replaced by others over the term of the Contract. Additional documents may also be added over the term of the Contract. These items may be a variety of communication and publicity products. The Contractor must manage these items in the same manner as required for the items entered at the start of the Contract. These items may be for one (1) time distribution, or may be added to the inventory of material in the warehouse and distributed as required. All material, regardless of use, must be added to the inventory of material in the inventory management system. New items received must be entered into the inventory management system within twenty-four (24) hours of its arrival at the Contractor's facility. Most items will have Inventory or Catalogue numbers on the boxes but not all boxes are guaranteed to have these numbers.

Upon receipt of NRCan material, the Contractor must:

- Verify all boxes or materials received at the warehouse to ensure that the quantities and titles indicated on the boxes match the contents.
- Ensure that all items returned to the Contractor's facility that are combined in a box, must be separated and placed in the inventory item's proper location.
- Add all incoming shipments of material to the "received to date" inventory in order to keep a complete history of publishing activity.
- Bear the cost of any order adjustments or returns for which the Contractor is responsible.
- Immediately report by e-mail or phone, any materials received in damaged condition to the NRCan Project Officer.

## 2.3 Inventory Management – Information Access

- As part of the inventory management services provided, the Contractor must provide the NRCan Project Authority/Project Officer with online access to data on the status of the NRCan inventory of material in the Contractor's inventory management system. The level of service for this access must permit the NRCan Project Authority /Project Officer to view ongoing, real-time information on the status of any of the material being managed under the Contract, at on an individual item basis, at any time. This information access must be restricted to the designated NRCan Project Authority / Project Officer.
- The Contractor must establish a method by which the NRCan Project Authority and Project Officers can electronically receive a daily compilation of data from the Contractor's inventory management system by 8:00 am each day.
- This information download must, at a minimum,
  - identify each ordering system;
  - report all orders received, processed and shipped the previous day;
  - identify all items ordered and if an order had multiple items;
  - identify the complete quantity ordered for each item the quantity that was shipped;
  - identify any backorders.

## 3 ORDER RECEPTION AND FULFILLMENT

### 3.1 Internet Based Ordering

The Contractor must provide the necessary Internet based ordering system for NRCan personnel and external users of NRCan Websites to place orders for the duration of the Contract. NRCan expects to

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interface with a system already in use by the Contractor and will therefore not consider paying costs required for the development of such a system. NRCan will not consider utilizing any system which will require the purchase or lease of proprietary hardware or software.

The ordering system will have separate internal (NRCan personnel) and external (general public through the NRCan website) interfaces. The external interface will only show publications approved by the NRCan Project Authority and/or Project Officer for ordering by the public and will also house electronic copies of most if not all publications. The Contractor must ensure the seamless integration with the NRCan Website and base the Contractor's ordering system on the NRCan specified categories.

The Contractor's ordering system must be directly integrated with the Contractor's inventory management system so that any ordering activities undertaken by NRCan users (internal and external); herein referred to as NRCan users, will be conducted using information on the status of material in inventory that is current at the time the order is placed (as per article 2.3 Inventory Management - Information Access).

The Internet ordering system must include the catalogue of material and must allow NRCan users to browse the inventory of items, search for individual items, place orders for individual items, place orders for multiple items under a single order number or place multiple orders. The ordering system must allow multiple NRCan users to conduct ordering activities simultaneously.

The ordering system must display the quantity of the items being ordered during the ordering session. Orders having multiple items must have the quantity of each item being ordered, plus the total quantity of all of the items in the complete order. At the end of the ordering session, the system must display a summary of all items ordered, quantity requested per individual item and total quantity of all items in the order. The system must display this information for items taken from inventory. All of this information must also be shown in the management function of the ordering tool (see article 3.3 Management Function). The system must not generate an invoice to the user doing the ordering. The ordering costs must be included in the monthly invoice sent to the NRCan Project Authority.

Should any items be out of stock, the system must show those items as being out of stock and NRCan users cannot add "out of stock" items to their orders.

When an order is confirmed, the ordering system must transfer all details required to fulfill the order to the Contractor's order fulfillment system, which must generate the instructions required to assemble the order for shipping. The information displayed in the summary at the end of the ordering session must be printed on a waybill clearly stating, "This is not an invoice, do not pay", which must be included with the shipped items.

The Contractor must remove any discontinued items from the list of items visible in the ordering system within two (2) hours of being advised to do so by the NRCan Project Authority or Project Officers except on the Public facing interface if a PDF version of the item is available.

The Contractor must develop the interface between NRCan and the Contractor's internal ordering and fulfilment systems based on direction from NRCan. The Contractor must work with the NRCan Project Authority or Project Officers over the term of the contract to implement any expansions to the services offered by NRCan.

### 3.2 Order Activity

Orders for the various items will come from the various designated NRCan Project Officers, private industry and the general public including 1-800-O-Canada. All orders received by the NRCan Project Authority/Project Officer will be entered and submitted through the internal interface to the Contractor's ordering system.

The order will be sent to the Contractor by e-mail, when the order is:

1. required on an urgent basis,

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2. the item requested is in quarantine and not available on the ordering system, or
3. for an international address.

In addition to orders placed on the Contractor's ordering system, the Contractor may also receive orders by way of the toll free line (1-800-387-2000), by regular mail, e-mail or by fax.

Orders are placed throughout the year and may be for a single item or for multiple items. The quantities of the various items ordered and the ordering frequency of any of the various items required is subject to demand and is therefore outside the control of NRCAN and cannot be definitely stated. The Contractor's systems and processes must have the capacity and flexibility to respond to known, scheduled ordering and distribution requirements, ad-hoc orders requiring fulfillment in the service standard turnaround times (See article 3.6 Service Standards) and unexpected requests having very short time frames.

### 3.3 Management Function

The ordering system must contain a management function that will permit only the NRCAN Project Authority and Project Officers to view information on the ordering activity. The information must be compiled daily.

The management function must allow the NRCAN Project Authority and Project Officers to view information on orders placed and items shipped in progressively finer levels of detail as required.

The management function must provide a daily compilation of information from the Contractor's inventory management system. This information must, at a minimum, identify each NRCAN program and report all orders received, processed and shipped for each of the ordering offices the previous day. If an order contains multiple items, the items composing the order must be identified. It must be shown whether the complete quantity of each item ordered was shipped. Any items ordered that are on back order must be shown

The management function must allow the NRCAN Project Authority to override any orders placed by "NRCAN users" and also to cancel any NRCAN users' access to the ordering system.

The management function must allow the NRCAN Project Authority and Project Officers access to current information on the status of the NRCAN inventory in the inventory management system.

When any item reaches the established reorder point, the ordering system must provide an alert to the NRCAN Project Authority and Project Officers.

### 3.4. Re-development – Ordering System Interfaces

NRCAN is currently evaluating its needs in terms of online access to its publications in both electronic and printed formats. The current online ordering interface (online store) may need re-development to better satisfy departmental needs.

#### **NRCAN's ordering interface (online store) for publications must:**

- Meet current WCAG standards, including having the same look and feel of the Natural Resources Canada website.
- Incorporate additional publications available only in electronic formats
- Ensure interoperability with internal systems for ease of updating.

Seamless integration: The internal interface will be accessible via a link on the NRCAN intranet website. The external interface will be accessible via a link on the NRCAN internet website.

The look and feel of both the NRCAN websites and the Contractor's ordering sites must have the same look and feel so that the NRCAN User (internal or public) does not realize that they have switched from the NRCAN website to the Contractor's ordering website.

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### 3.4.1 Technical Personnel

The Contractor must have technical personnel available to work with NRCan representatives to set up and maintain the ordering systems interfaces. The Contractor must work with NRCan Project Authority and NRCan Project Officers over the term of the Contract to implement any expansions of the ordering requirements.

### 3.4.2 Interface

There will be at least two (2) interfaces. One (1) internal interface for use by designated NRCan personnel and one (1) external public facing interface. Both interfaces must be in full compliance with the guidelines on current Government of Canada Web Standards (Treasury Board (TB) Standard on Web Accessibility, Usability, Interoperability and the Official Languages directives). See the following links:

Standard on Web Accessibility: <http://www.tbs-sct.gc.ca/pol/doc-eng.aspx?id=23601>

Standard on Web Usability: <http://www.tbs-sct.gc.ca/pol/doc-eng.aspx?id=24227>

Standard on Web Interoperability: <http://www.tbs-sct.gc.ca/pol/doc-eng.aspx?id=25875>

Directive on the Use of Official Languages on Web sites:

English: <http://www.tbs-sct.gc.ca/pol/doc-eng.aspx?id=26164>

French: <http://www.tbs-sct.gc.ca/pol/doc-fra.aspx?id=26164>

### 3.4.3 Internal interface

Designated NRCan personnel will have access to this interface from the NRCan internal website.

The interface must provide a bilingual welcome page, which must link to separate English and French ordering tools, each of which must provide the same functionality. The Contractor's systems must be capable of transmitting product title information in uppercase and lowercase format and, in the case of the French language, be able to represent all accents and related characters.

This interface must allow the NRCan Project Authority /Project Officer to sort through and browse available publications/ material based on various thematic selections prior to ordering. They must be permitted to see all material in the warehouse and quantities that are in the inventory and not limit the number of publications they may choose to order.

### 3.4.4 External interface

The External interface must provide a bilingual welcome page, which must link to separate English and French ordering tools, each of which must provide the same functionality. The Contractor's systems must be capable of transmitting product title information in uppercase and lowercase format and, in the case of the French language, be able to represent all accents and related characters.

The interface must allow users to sort through and browse available publications based on thematic selections prior to ordering. The NRCan Project Authority must be able to request updates to the interface portion of all public facing tools to ensure that they are aligned with the look and feel of the NRCan Website. Authorized NRCan personnel must be able to manage the theme-based taxonomy.

The external interface must also allow the NRCan Project Authority to enter publications that are only available in electronic format. This will permit public users to view all available publications selected by NRCan Project officers under one system. The system must allow the NRCan Project Authority to enter/upload publications that are only available in electronic format (presently in HTML and PDF). The system must permit the public to view and/or download these PDF documents as well as order the other publications that are available in the other formats. The ability of the NRCan Project Authority to enter/upload publications that are only available in electronic format is to be at no extra charge to NRCan.

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The NRCan Project Authority will provide the Contractor with the necessary layout and navigation information to ensure seamless integration and full alignment of the external interface with the look and feel of the NRCan Website.

There will be four (4) external sites. One (1) is for the general public. Two (2) of these four (4) sites require a username and password to access (EnerGuide for Houses and Energy Star). The fourth site (Canadian Forestry Service) will continue to be maintained by internal NRCan staff and checked by the Contractor on a regular basis for orders of stock in the warehouse. In this case the Contractor must enter the orders into the Contractor's system, process and update in the Canadian Forestry Service system as complete once shipped. This may change at a later date to work similar to the above sites.

### **3.4.5 Additional Interfaces**

Initially, the Contractor must provide the services detailed under article 3. Order Reception and Fulfillment. NRCan has other programs that require a Web page for ordering items specific to their program. The Contractor's Technical personnel must work with the NRCan Project Authority or Project Officer to set up the system. Should this occur, the appearance of the ordering tool and list of items available to order in that tool would be the only change from the initial set-up.

The Contractor must continue to manage these items as part of the overall inventory; however the management function as described in article 3.3 above may be accessible to designated NRCan Project Authority / Project Officers.

Only the NRCan Project Authority will have access to information management and reporting systems for the overall requirement. Programs that have an ordering tool will be restricted to information access and reporting solely for their items in inventory.

### **3.5 Order Fulfillment**

As orders are received, the Contractor must perform a physical retrieval of the requested item, or items, in the quantity requested from the inventory of items. As orders are fulfilled from inventory the information concerning the changes in the inventory levels must be entered into the Contractor's inventory management system. This must be completed during fulfillment in order to provide the NRCan Project Authority / Project Officers current information on inventory. The Contractor must ensure that any items taken from inventory correspond to the items actually ordered. If any items are wrongly shipped, due to error on the part of the Contractor, the Contractor is responsible for any costs incurred in replacing those items with the correct items. Should any items that have been wrongly shipped need to be returned to the Contractor's facility, the Contractor is responsible for all shipping costs.

Packaging and labelling, as well as shipping related activities are the Contractor's responsibility as described in article 8. Shipping, Packaging and Labelling.

### **3.6 Service Standards**

The following provisions relative to varying levels of service apply to the time elapsed between the receipt of a request by the Contractor and the shipping of the order from the Contractor's warehouse. The transit time required for delivery to the customer's destination shall not be considered for these purposes. The different levels of service are described below:

#### **3.6.1 Regular Service**

Regular service means order fulfillment within three (3) working days from the time orders are received.

#### **3.6.2 Urgent Service**

Urgent service means order fulfillment and delivery within one (1) to two (2) business days from the time orders are received.

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### **3.7 Toll Free telephone service**

NRCan has a toll free telephone line, which the Contractor must operate. NRCan will arrange for the toll free line to be set up at the Contractor's premises. The line is connected through Bell, the service provider and paid by NRCan. The Contractor's personnel must provide bilingual services for this toll free telephone line that is to provide order-taking services for NRCan publications as well as to respond to inquiries received from callers. Hours of operation are from 8:00 a.m. to 6:00 p.m. Eastern Time, Monday through Friday, however may be reduced or increased based on NRCan business requirements.

The Contractor's personnel who will be answering the toll free line (herein referred to as Operators) must be familiar with the NRCan Websites. The Operators must give out information such as phone numbers and/or addresses as well as sending callbacks to NRCan Project Officers (Callbacks - refer to individual callers who are looking for information or have questions and the Operator takes the information and forwards it to the appropriate NRCan Project Officer. It is the responsibility of the NRCan Project Officer to respond directly to the caller.).

Based on past usage approximately 5,000 calls will be received per year. Due to increase or decrease of NRCan initiatives and/or programs or ad campaigns the number of calls could increase or decrease. The NRCan Project Officer will provide information and list of NRCan contacts to help the Operators with answering caller's questions.

The NRCan Project Authority/ Project Officer will provide information for any new initiatives that occur.

The NRCan Project Authority/ Project Officer will provide a list of contacts on specific topics if any Caller wishes to speak to someone. The operator must get the caller's information and then must forward the information to the proper NRCan Project Officer. If the operator is unable to find the right contact, then the operator must forward the information to the NRCan Project Authority.

The maximum quantities allowed to be ordered for each inventory item, as indicated on the NRCan website will be provided to the Contractor. For any requests for large orders above the maximum quantities placed by program on the NRCan order website, the operator is to forward the request to obtain approval to NRCan Project Officer prior to processing this order.

The toll free line system must provide an interactive electronic voice system that will be available 24 hours a day, seven (7) days a week to allow callers to leave a message. This service must also be provided while all line operators are busy. The Contractor must respond to voice messages on the next regular weekday following holidays and weekends. The average call may vary between 2.5 minutes to 4 minutes.

On occasion, NRCan programs would like to know if people are requesting publications because they saw the toll free number through advertising campaigns, etc. Operators must ask how the caller came across the toll free phone number.

At the end of each month a summary with the various statistics must be provided to the NRCan Project Authority /Project Officers in an excel file.

These include but are not limited to:

- The number of calls answered by both live operators and the interactive electronic voice system
- The number of NRCan publication orders

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- The number of calls for inventory related to specific programs.
- Other database information as designated by NRCan.

#### **4. PROGRAMMING SERVICES**

The Contractor must provide programming services or any development, not explicitly outlined in the Annex B Basis of Payment of this contract, as required to provide the services described in this Annex A Statement of Work and as required by the Project Authority in keeping with the Annex A Statement of Work.

#### **5. ASSEMBLY OF KITS**

Periodically the Contractor must assemble kits by inserting specified items into the pockets of kit folders or into binders. Both the kit folders/binders and the items may be supplied for a specific distribution, or may be taken from inventory to be assembled. The assembled kits may require immediate distribution or may be put into inventory. Assembled kits will be identified as such in the inventory.

Whenever assembly is required, instructions will be given to the Contractor as to how to assemble kits i.e. content, order of documents etc. The following is an example of such instructions:

Kits: M27-01-1681E - stuffed with the following items

- Left side (top to bottom)
  - M27-01-1759 E - Minister's letter
  - M27-01-1781E - Climat Change Science
    - Climate Change Canada & The World
    - Climate Change and YourHealth
- Right Side ( top to bottom)
  - M27-01-1116 E - Car Economy Calculator
  - M92-226-2002 (bilingual) - InfoSource Order Form
  - M27-01-1257 E - Taking Action on Climate Change
  - M27-01-1677 E - Idling is Killing our Environment
  - EN56-169-2001E - Think Climate Change - Tabloid
  - M27-01-1774 ( Bilingual) - What you can do: Down to Earth Choices for Sustainable Living

#### **6. PRINTING**

##### **6.1 Short Run Printing and Copying - if and when requested**

Occasionally, NRCan supplies various publications, brochures, fact sheets etc. to exhibits and trade shows across Canada. Due to volume and high-unexpected attendance at these events regular stock can be depleted sooner than expected. Occasionally, the Contractor will be required to make copies and/or prints of NRCan matter. The NRCan Project Authority will supply a PDF of the document.

Printing requirement is as follows:

Paper: 8-1/2" x 11" #2 offset\*, white

\*Unless specified, NRCan will use papers with a post-consumer waste content of 50%.

Ink: Black, or Full Colour

Binding: may include upper left hand corner stitch, folding in half or accordion fold

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## 6.2 Variable printing

Variable printing is required to support NRCan Direct mail campaigns such as mass mailings of annual reports or other material to multiple recipients of a targeted audience. The Contractor must print 8 1/2 " x 11" letters or other marketing material populated with variable data supplied by NRCan. The files supplied may be in the format of a delimited extract file from the internal database system File Maker Pro, MS Excel or a purchased mailing list. The Contractor must sort and merge the data to produce a print file. Printing may involve Black or Colour digital technologies.

RECORD DESCRIPTION: (each Field line has a maximum of 35 characters)

Line 1: TITLE, GIVEN NAME and SURNAME  
Line 2: POSITION  
Line 3: COMPANY NAME  
Line 4: Address Line 1  
Line 5: Address Line 2  
Line 6: City, Province (State), Postal Code or Zip Code  
Line 7: Country

## 6.3 Proofs

The Contractor must provide electronic proofs of each item to the NRCan Proof Authority via the Contractor's Online Proofing page for approval prior to production. The Contractor must provide the proofs on the Contractor's Online Proofing page within one (1) business days from receipt of the supplied material from the NRCan Proof Authority. When the online proof is ready, the Contractor must notify the NRCan Proof Authority by e-mail and provide the link to the corresponding proofing page.

If requested by the NRCan Proof Authority, the Contractor must provide the electronic proofs as colour PDF or JPG Images in low-resolution versions of the final printed product at the final trim size including fold and score line indicators as appropriate to each item. The Contractor must also provide the high resolution Press-Ready colour PDF that will be used for the final printing, including bleed margins, and printer's marks which will not appear in the finished trimmed piece. The Contractor must allow the NRCan Proof Authority two (2) business days from the e-mail notification date to review and approve the proofs or request corrections or changes. The NRCan Proof Authority will provide the approval or comments on the Contractor's Online Proofing page or as an e-mail.

Proofs must be accounted for within the schedule established for each print requirement.

### 6.3.1 Proof Authority:

The Proof Authority is:

TBD  
Ottawa, ON

## 6.4 Components of the Work

All components pertaining to the work, whether supplied by NRCan or purchased by or supplied by the Contractor are to be considered property of the Crown. When requested by the NRCan Project Authority, components of the work must be returned prepaid, upon completion of the work with five (5) finished samples to Proofs Address noted above.

## 6.5 Papers (for print requirements)

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The Contractor must use papers from manufacturers certified under the Environmental Choice Program or who are using fibre originating from a sustainably-managed forest certified to a third-party verified forest certification standard such as EcoLogo®, the Forestry Stewardship Council, Sustainable Forestry Initiative or the Canadian Standards Association Sustainable Forest Management Standard will be acceptable for completion of the work unless otherwise specified by the NRCAN Project Authority/Project Officer.

Paper specifications will be provided to the Contractor for each item as required. Should the specifications provided by the NRCAN Project Authority/ Project Officer specify a paper brand name that does not meet the environmental criteria stated above, the Contractor must:

- Inform the NRCAN Project Authority/Project Officer.
- Suggest an alternative paper, having equivalent specifications, that meets the criteria. The NRCAN Project Authority will inform the Contractor in writing of their approval of the suggested alternative paper or of their decision not to change from the originally specified paper.

Unless specified, NRCAN will use papers with a post-consumer waste content of 50%.

## **7. DISTRIBUTION**

There are four (4) main types of distributions:

1. Bulk shipping of material when it is received by the Contractor to be distributed to a supplied distribution list. This will generally be publications and will be shipped in the original cartons without repackaging.
2. Picking and packing of multiple items from inventory for bulk shipment.
3. Mailing of publications from individual requests.
4. Mass mailings of small to large items.

The Contractor is responsible for all distribution activities, including ensuring the timely and safe arrival of all goods at the specified destination. This includes all tracking and reporting requirements up to confirmation of receipt at destination, for all material. The method of monitoring distribution used by the Contractor must be capable of providing ongoing, up to date, information on the status of any of the material from the time it leaves the point of departure to arrival at the specified destination. The system must give current information on the status of any material, at any time requested by the NRCAN Project Authority/Project Officer.

### **7.1 Mass Distribution**

The Contractor must provide services for mass distribution to destinations on a distribution list.

Mass distribution involves the distribution of single/multiple low volume quantities or single/multiple bulk order quantities of product destined to clients on a mailing list. The distribution may be single occurrences to a distribution list, which will be supplied or may be repeat distributions to a list held by the Contractor. On occasion, the list will originate from the supplier's database for mail-outs such as back order fulfillment.

## **8. SHIPPING, PACKAGING AND LABELLING**

### **8.1 Packaging and Labelling**

The Contractor is responsible for packaging all material being distributed. Packaging must be appropriate for the size of the order and may range from standard sized envelopes up to cartons of 35 lbs in weight. Cartons must be loaded to capacity and without fillers whenever possible. When possible, items shipped in cartons must be shrink-wrapped in convenient sized packages. If an order is large enough to permit that order to be shipped on a shipping pallet, the entire order must be shrink-wrapped on the pallet. The packaging must be appropriate for safe distribution of the required items in the most economical and practical manner.

The Contractor must provide all shipping materials such as envelopes, cartons or pallets.

The Contractor must address any items being distributed. This includes providing the labels as well as the output and application of any required labels. These labels would not require the NRCan Federal Identity Program (FIP) or Canada Wordmark unless specified by the NRCan Project Authority. Packing slips in cartons must show relevant item numbers, titles, quantity per package and number of packages of any items inside as well as inventory number and title of publications on back order. When multiple pre-packaged items are shipped in a carton, each package must be labelled showing the item number, title, package quantity and total quantity ordered. All labels must have a return address as well as the destination address. The return address will be that of the Contractor. The Contractor must produce the layout for the labels to conform to Canada Post regulations.

If an order is large enough to be shipped on pallets the Contractor must confirm with the person who put in the order that their office/facility can accept the pallets before the order is shipped.

The Contractor is responsible for all distribution. The most economical means of distribution, suitable to meet the service standards, must be used unless otherwise specified by NRCan Project Authority/Project Officer.

A packing slip must be included with every shipment.

The following information is supplied in order to provide a historical perspective of the volume of pick and pack and mass distribution, based on the previous year. It does not represent a firm commitment that the volume of pick and pack and/or mass distribution will continue in these quantities:

- The approximate volume on pick and pack, based on the previous year, was 4,717 padded envelopes and 3,195 cartons.
- The approximate volume for mass distribution, based on the previous year, was 856 padded envelopes and 12,009 cartons.

### **8.2 Shipping Rates**

The Contractor must obtain the best shipping rates and delivery time frames from known qualified suppliers.

The Contractor must negotiate the most cost-effective rates possible, on an ongoing basis, and must make arrangements for different methods of shipping with different shippers for signature services (i.e.: signatures required at points of pickup and receipt). The Contractor must inform the NRCan Project Authority, in writing, of any and all such rates.

### **8.3 Preparation for Distribution and Mailing**

Tasks involved include but are not limited to picking, receiving, folding, inserting, sealing, gathering, packing, sorting, labelling, and all other tasks that must be performed to prepare products for mailing and shipping. The Contractor must provide all materials and complete all preparations for distribution and mailing and deliver all material to Canada Post Corporation (CPC) for mailing. The must complete all mail sorting operations, appropriate to any distribution, in order to obtain the best CPC incentive rates. This service must be invoiced on a project-by-project basis.

Postage and shipping costs incurred in the performance of the work will be paid at cost with no allowance for profit or overhead and upon receipt of proper cost support documentation. Postage and Transportation charges are to be prepaid by the Contractor and shown as a separate item on the monthly invoice, for each Program supported by a copy of the prepaid postage or transportation bill.

Note that this service is required on a very limited basis only a few times through out the year.

### **8.4 Mailing List Management**

- The Contractor must maintain any lists that they hold by adding, deleting and modifying addresses as necessary.
- Changes to lists will normally be provided by the NRCan Project Officer.
- Changes required to the addresses on the mailing list as a result of returned items will be approved by the NRCan Project Officer before they are implemented.
- When a distribution or mailing list includes 1,000 addresses or more, the Contractor's database must pre-sort addresses before printing based on the Canada Post National Distribution Guide.
- Mailing labels must be produced within one (1) business day of receiving the order request from the NRCan Project Authority/Project Officer, private industry or general public.
- The Contractor must develop and maintain a mailing list for all requests of NRCan publications.
- The Contractor must generate and sort mailing lists upon request by the NRCan Project Authority/Project Officer.
- The Contractor must provide address labels upon request by the NRCan Project Authority/Project Officer.

#### **8.4.1 Address Accuracy**

The Contractor must perform address accuracy and make corrections as required and requested by the NRCan Project Authority / Project Officer These corrections may be made either by the Contractor's system or manually.

## **9. ADMINISTRATION SERVICE ANDREPORTING**

### **9.1 Weekly reports**

Reports to be delivered on a weekly basis (every Monday of the week):

- The Contractor must provide a computerized system for the inventory of all NRCan products. Inventory reports must be updated on a twenty-four (24) hour basis. The Contractor must provide weekly inventory reports to the NRCan Project Authority and NRCan Project Officers. Representatives from NRCan/PWGSC reserve the right to inspect and evaluate the Contractor's system.
- Inventory report showing Program name and segment number, Inventory number, title, publications received, publications distributed, publications available, reflecting history to date, current fiscal year, current week, reprints, returns, transfers.

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- NRCan Backorder Status Report showing Program name and segment number and inventory number, title of publication, number of requests and total backorders.
- NRCan Quarantine Report showing the Program name and segment number, catalogue/inventory number, item title, and quantity.

## **9.2 Monthly reports**

Reports to be delivered on a monthly basis (10 days after the Contractor's month end):

- The Contractor must produce computerized monthly Receiving and Delivery Reports showing the program, a brief description of the item, a corresponding item number and unit cost (the unit cost to be provided by NRCan) the receipt date of the item, the quantity received and the actual number of items in the warehouse. These reports are must be emailed to the NRCan Project Authority and NRCan Project Officers.

Distribution report by program, report by program and province, report by program and profile, report by program and source and campaign report. All of these reports must show number of requests, number of titles and total shipped for current month as well as current fiscal year.

- NRCan Invoices
- Costing Report
- Toll free line report

## **9.3 Quarterly reports**

- The Contractor must provide a quarterly performance report to the NRCan Project Authority. This report must indicate levels of activity for order processing and fulfilling all regular and urgent NRCan orders.

## **9.4 Annual reports**

- The Contractor must take annual and/or special physical inventory counts of any or all of NRCan's material stored as requested. The Contractor must perform this annual inventory of each item once throughout the fiscal year, and any special physical inventory count as requested, of any or all NRCan material stored. These requests will be made by either the NRCan Project Authority or designated NRCan Project Officers.
- An annual inventory report must be generated for the fiscal year (April 1 to March 31) and received by the NRCan Project Authority no later than April 15 of the following fiscal year. Inventory reports must identify any errors discovered.
- All authorized inventory taking will be chargeable in accordance with the Annex B Basis of Payment and records of inventory taking will be provided to the authorizing NRCan Project Officer.

## **9.5 Adhoc reports**

- NRCan Project Officers track their program products and can request a report on the numbers distributed. This report may be as detailed as providing Name, addresses and number of publications delivered.

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## 10. CUSTOMER SERVICE

At the start of the Contract, and throughout the period of work covered by the Contract, the Contractor must provide consulting services covering all aspects of the contract to NRCan.

The Contractor must provide a bilingual (English, French) customer service function in order to respond to queries from NRCan offices. This function must respond to contacts made by telephone from Monday to Friday 8:00 am to 5:00 pm Eastern Time, fax or e-mail.

## 11. DISPOSAL OF MATERIAL

The NRCan Project Authority or Project Officer will advise the Contractor when to dispose of any stocked items. Any paper must be recycled. The Contractor will have 24 hours to dispose of the stock.

## 12. INVENTORY MANAGEMENT AT CONTRACT END

Three (3) months prior to the Contract expiry date, or when requested by the NRCan Project Authority, the Contractor must perform a detailed inventory of all materials being warehoused under the contract on behalf of the Department. Two (2) authorized representatives, one (1) from NRCan and a Contractor representative, will jointly perform the inventory. At the conclusion of the taking of this final inventory of NRCan's materials, the Contractor must submit an invoice itemizing the number of hours required to perform this task, at the hourly rates included in the Annex B Basis of Payment.

The NRCan Project Authority will subsequently provide the Contractor with instructions as to the repossession, transfer and/or disposal of such inventory as may be required.

Within ten (10) working days of receipt of the instructions from the NRCan Project Authority, the Contractor must submit a detailed estimate of the costs to implement the instructions for the repossession, transfer and/or disposal of inventory as required, including the numbers of hours required to perform this task, at previously approved hourly rates in Annex B Basis of Payment.

Estimates responding to instructions for repossession and/or transfer of inventory shall, at a minimum, itemize the following:

- the number of loose items requiring packaging in cartons and the number of cartons resulting from this operation.
- the number of cartons requiring stacking on pallets for shipping. This quantity must be broken down showing the number of new cartons created from the packaging of loose items and the number of existing cartons on the warehouse shelves.
- the number of pallets which must be shipped. This quantity must be broken down showing the number of new pallets created from the stacking of loose cartons and the number of existing full pallets in the warehouse. All new full pallets shall be properly shrink-wrapped for shipping.

All cartons and pallets must be labelled with the item information shown in the inventory catalogue and shall show the quantity in each carton and on each pallet.

Estimates responding to instructions for disposal of inventory must show the quantity being disposed and the rate for disposal.

The Contractor must commence implementing the NRCan instructions upon receipt of authorization to proceed in writing from the NRCan Project Authority.

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Final payment will be held back until the repossession, transfer and/or disposal of inventory, as requested by the NRCan Project Authority, has been completed by the Contractor.

### **13. RECORDS**

The Contractor must file in its records, inventory management documents, including receipt vouchers, stock transfer forms, packing slips and disposal Records and must provide the NRCan Project Authority with access to these documents and Information upon request.

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## **ANNEX "B"**

### **BASIS OF PAYMENT**

#### **B.1.1 FINANCIAL PROPOSAL**

Bidders must provide all inclusive pricing in the format specified, for each component identified in this ANNEX "B" - Basis of Payment.

If pricing is not provided for a component, a price of zero will be assigned for the component and the Bidder will be provided an opportunity to agree with the zero amount. If the Bidder agrees then the Basis of Payment will be considered compliant. However if the Bidder disagrees then the proposal will be found non-compliant and no further evaluation will be done.

The Bidder is required to submit firm, all inclusive, rates and prices, FOB destination, GST/HST extra if applicable, freight extra.

#### **B.1.2 SHIPPING COSTS (OTHER THAN CANADA POST)**

Shipping costs incurred in the performance of the work will be paid at cost with no allowance for profit or overhead and upon receipt of proper cost support documentation. Transportation charges are to be prepaid by the Contractor and shown as a separate item on the invoice, supported by a copy of the prepaid transportation bill.

#### **B.1.3 WHEN CEILING PRICES ARE REQUIRED:**

The ceiling prices must be broken down by the activity, the level of effort and the hourly rate each resource as well as the details to describe "other costs" that will apply.

Bidders must include all charges in these rates as no other cost will be payable above these rates.

These ceiling prices are subject to downward adjustment so as not to exceed the actual costs reasonably incurred in the performance of the Work and computed in accordance with the Basis of Payment.

No increase in the total liability of Canada or in the price of Work resulting from any changes, modifications or interpretations of specifications will be authorized or paid to the Contractor unless such changes, modifications or interpretations, have been approved, in writing, by the Contracting Authority, prior to their incorporation into the Work.

To calculate the total ceiling price, bidders must indicate the number of hours required for each activity and identified resource, multiply them by the hourly rate and add them together with the other costs total price.

Hourly rates include the cost of labour, materials, general and administrative expenses, overhead and profit, excepting only GST and HST if applicable. All expenses normally incurred in providing the services (i.e. project office space [including Contractor's hardware and software], word processing, reports, photocopying, courier and telephone charges and travel) are included in the hourly rates identified hereunder, and will not be permitted as direct charges under the Contract. Time worked which is more or less than an hour shall be prorated to reflect actual time worked.

#### **B.1.4 PRICES RELATED TO PRINTING SERVICES**

For prices related to printing services, the all-inclusive prices must include all operations and materials for the completion of final printed products as specified for each item (including but not limited to equipment set ups, creation and delivery of proofs, printing operations and bindery operations).

#### **B.1.5 TRAVEL AND LIVING EXPENSES**

The Crown will not accept any travel and living expenses incurred by any Contractor to satisfy the terms of any resulting contract.

## ANNEX C - EVALUATION GRID

EVALUATION SUMMARY - TECHNICAL EVALUATION		
POINT RATED REQUIREMENTS	MINIMUM POINTS	SCORE ACHIEVED
	(75%)	
R.1 Company Description		_____/174 points
R.2 Sample Projects		_____/24 points
R.3 Implementation of the Work		_____/90 points
R.4 Environmental practices		_____/12 points
R.5 Quality Assurance		_____/32 points
R.6 Business Continuity Plan		_____/28 points
	270	_____/360 points

### Definitions for the purposes of the Mandatory and Point Rated Technical Criteria

**Short run Printing:** defined as printing of non-inventory materials, on and “if and when” requested basis from supplied files, to be used for mailing or delivery to single/multiple destinations or for insertion into kits. Short run printing can be in black or colour, utilizing digital or offset technologies.

**Variable Printing:** defined as printing of materials such as letters or other printed items where static text and images are populated with variable data to personalize the document. Printing can be in black or colour, utilizing digital technologies.

**Toll free telephone services:** defined as operating a toll free telephone line that is accessible to callers and providing the personnel to accept orders by telephone, respond to caller’s inquiries, redirect callers to client contacts as required and respond to voice mail messages as well as providing a voice messaging service for receiving messages after business hours or when the toll free line is busy.

**Items:** defined as publications and other printed material for NRCan programs that are identified by their own individual SKU (Inventory or Catalogue number).

**External client(s):** defined as clients exterior to the Bidder's own legal entity (or joint venture partnership) and excludes the parent, subsidiaries or other affiliates of the Bidder.

**Internal client(s):** defined as clients within the Bidder's own legal entity (or joint venture partnership) and includes the parent, subsidiaries and other affiliates of the Bidder.

Bidders MUST meet the mandatory criteria of the RFP to be considered responsive. No further consideration will be given to bidders not meeting the mandatory criteria.

### **1.1.1 Mandatory Technical Criteria**

Subcontractor's experience will not be considered to meet the mandatory criteria.

#### **M.1 Corporate Capability**

The Bidder must demonstrate that it has been contractually bound to an external client or to external clients (outside of the Bidder's own company) for a contract or contract(s) to provide the services described in the Statement of Work.

This contract or these contracts must have been undertaken within the last five (5) years prior to the closing date of this RFP.

This contract or these contracts (when combined) must include all of the following services (M.1.a- M.1.f) :

**M.1.a** Reception and Warehousing of varied (consisting of a minimum of 1,000 different inventory items) printed matter( such as publications brochures etc... as well as any other related inventory items (such as promotional items);

**M.1.b** Inventory management;

**M.1.c** Order receipt and fulfilment;

**M.1.d** Mailing and Distribution;

**M.1.e** Order tracking;

**M.1.f** Variable printing.

**M.1.g** Toll free telephone line services.

Response Format.

For each contract the Bidder must provide the following information:

- As applicable to the contract, a description of the required services (M.1.a, M.1.b, M.1.c, M.1.d, M.1.e, M.1.f, M.1.g.) provided to the client(s) as specified to meet M.1;
- The start date of the contract for which the services were provided (example: March 2008 or April 10, 2010 or March 2008 to present);
- Client information for the Contract.

#### **M.2 Experience of the Project Manager**

The Bidder must identify the Project Manager assigned to this project. This designated Project Manager must be an employee of the Bidder and must have recently (within the last five [5] years prior to the closing date of the RFP) worked as the Project Manager or client account representative managing a contract or contracts to provide the services described in the Statement of Work.

This contract or these contracts (when combined) must include all of the following (M.2.a- M.2.f):

**M.2.a** Reception and Warehousing of varied (consisting of a minimum of 1,000 different inventory items) printed matter( such as publications brochures etc... as well as any other related inventory items (such as promotional items);

**M.2.b** Inventory management;

**M.2.c** Order receipt and fulfilment;

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- M.2.d** Mailing and Distribution;
- M.2.e** Order tracking;
- M.2.f** Variable printing;
- M.2.g** Toll free telephone line services.

Response Format:

The Bidder must provide the following information:

For each contract the Bidder must provide the following information:

- As applicable to the contract, a description of the required services (M.2.a, M.2.b, M.2.c, M.2.d, M.2.e, M.2.f, M.2.g,) managed by the identified Project Manager as specified to meet M.2;
- The start date of the contract for which the services were provided (example: March 2008 or April 10, 2010 or March 2008 to present);
- Client information for the Contract.

**PROPOSALS NOT MEETING ALL OF THE MANDATORY REQUIREMENTS WILL BE CONSIDERED NON RESPONSIVE AND GIVEN NO FURTHER CONSIDERATION.**

**R.1 COMPANY DESCRIPTION:**

Maximum 174 points (R.1.1 + R.1.2 + R.1.3 + R.1.4 + R.1.5 + R.1.6)

The Bidder should provide a company description that demonstrates the Bidder's experience in providing the warehousing of printed materials, order processing and fulfillment, short run printing, variable printing, toll free telephone services and reporting services as stated in the Statement of Work of this RFP.

The description should clearly demonstrate that the Bidder has the capacity and experience in processing multiple large requirements in the course of normal business operations to be able to successfully complete this requirement as well as their other business commitments.

The description should concentrate on the Bidder's activities in providing a Toll free telephone service, short run and variable print production (including accepting and verifying files and bindery/finishing services [including kitting]), warehousing of printed matter, inventory control, order processing and order fulfillment, preparation for mailing, distribution, tracking of goods, and reporting of activity on a scale comparable to this NRCan requirement.

**R.1.1 General Company Description**

At a minimum the description should detail:

1. The number of clients for which the Bidder is currently or was under contract to provide warehousing of printed material, short run and variable print services, order reception, order processing and order fulfillment, and preparation of orders for delivery to destination(s) as described in the Statement of Work as well as the number of years the Bidder has provided the services for each client. For each identified client the description should include a listing of the services performed as a part of the Contract. The lists should be as close as possible to this requirement in size and duration.

2. A description of the warehouse facility including total size of the facility plus the size of the areas devoted to storage. The description should also detail the climate control features in place.
3. The average number of items normally in storage, the average number of orders processed in a day and the number of orders processed per year.
4. The Bidder's experience in providing client information/reporting as described in the Annex A Statement of Work.
5. The Bidder's experience in providing a toll free telephone service to clients.
6. The number of clients for which the Bidder has provided or is currently providing low volume distribution and mass mailing of single or multiple quantities of printed items destined to addresses located on one (1) or more predetermined mailing list(s) as described in the Statement of Work as well as the number of years the Bidder has provided the services for each client. For each identified client the description should include a listing of the services performed as a part of the client requirements.

R.1.1.1 The number of clients for which the Bidder is currently or was under contract to provide warehousing of printed material, short run and variable print services, order reception, order processing and order fulfillment, and preparation of orders for delivery to destination(s) as described in the Statement of Work as well as the number of years the Bidder has provided the services for each client. For each identified client the description should include a listing of the services performed as a part of the Contract. The lists should be as close as possible to this requirement in size and duration.				
<b>R.1.1.1.a</b> The number of clients for which the Bidder has provided or is currently providing the following services as described in the Annex A Statement of Work:				
	The description does not demonstrate that the Bidder the service to any clients  Or  No description provided	The description demonstrates that the Bidder provides the service to one (1) client	The description demonstrates that the Bidder provides the service to two (2) clients	The description demonstrates that the Bidder provides the service to three (3) or more clients
Services:	0 points	1 point	2 points	3 points
warehousing of printed matter				
short run print services				
variable print services				
order reception, order processing and order fulfillment services				
preparation of orders for delivery to destination(s)				
<b>Points allocated for R.1.1.1.a</b>				<b>/15</b>

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<b>R.1.1.1.b</b> The number of years that the Bidder has provided the following services for each client:				
	The description demonstrates that the Bidder has provided the service for less than one (1) year  Or  No description provided	The description demonstrates that the Bidder has provided the service for a minimum of one (1) but less than two (2) years	The description demonstrates that the Bidder has provided the service for a minimum of two (2) but less than three (3) years	The description demonstrates that the Bidder has provided the service for three (3) years or more.
Services:	0 points	1 point	2 points	3 points
warehousing of printed matter				
short run print services (including accepting and verifying files and bindery/finishing services)				
variable print services Work (including accepting and verifying files and bindery/finishing services)				
order reception, order processing and order fulfillment services				
preparation of orders for delivery to destinations.				
<b>Points allocated for R.1.1.1.b</b>				<b>/15</b>
<b>(R.1.1.1.a + R.1.1.1.b)</b>				
<b>Total Points Allocated for R.1.1.1</b>			<b>/30</b>	

R.1.1.2. A description of the warehouse facility including total size of the facility plus the size of the areas devoted to storage. The description should also detail the climate control features in place.

<b>R.1.1.2.a Total size of the facility plus the size of the areas devoted to storage</b>			
No description provided  OR  The description demonstrates that there is not sufficient storage space to handle the NRCAN requirements as specified in the Annex A Statement of Work	The description demonstrates that there is sufficient storage space to handle the NRCAN requirements as specified in the Annex A Statement of Work	The description demonstrates that there is sufficient storage space to handle a minimum of more than two (2) times the NRCAN requirements as specified in the Annex A Statement of Work	The description demonstrates that there is sufficient storage space to handle more than two (2) times the NRCAN requirements as specified in the Annex A Statement of Work
0 points	1 point	2 points	3 points
<b>Points allocated for R.1.1.2.a</b>			<b>/3</b>
<b>R.1.1.2.b Climate control features</b>			
No description provided OR The description demonstrates that the warehouse does not have any climate control features	The description demonstrates that the warehouse has some climate control features.	The description demonstrates that the warehouse has climate control features specific for the warehousing of printed products including temperature, and humidity control features.	The description demonstrates that the warehouse has climate control features specific for the warehousing of printed products including temperature, humidity, ventilation and static control features.
0 points	1 point	2 points	3 points
<b>Points allocated for R.1.1.2.b</b>			<b>/3</b>
<b>(R.1.1.2.a + R.1.1.2.b)</b>			
<b>Total Points Allocated for R.1.1.2</b>			<b>/6</b>

<b>R.1.1.3. The average number of printed items normally stored in the warehouse, the average number of orders processed in a day and the number of orders processed per year.</b>				
<b>R.1.1.3.a The average number of printed items normally stored in the warehouse.</b>				
The description demonstrates that the average number of different items normally stored in the warehouse is less than 400.	The description demonstrates that average number of printed items normally stored in the warehouse is a minimum of 400 different items but	The description demonstrates that average number of printed items normally stored in the warehouse is a minimum of 600 different items but	The description demonstrates that average number of printed items normally stored in the warehouse is a minimum of 800 different items but	The description demonstrates that number of orders processed by the Bidder for warehouse items is 1,000

Or No description provided	less than 600 different items.	less than 800 different items.	less than 1,000 different items.	different items or more.
0 points	1 point	2 points	3 points	4 points
<b>Points allocated for R.1.1.3.a</b>				<b>/4</b>
<b>R.1.1.3.b</b> The average number of orders processed by the Bidder in a day				
The description demonstrates that the average number of orders processed by the Bidder is less than 20 orders per day. Or No description provided	The description demonstrates that the average number of orders processed by the Bidder is a minimum of 20 orders per day but less than 30 orders per day.	The description demonstrates that the average number of orders processed by the Bidder is a minimum of 30 orders per day but less than 40 orders per day.	The description demonstrates that the average number of orders processed by the Bidder is a minimum of 40 orders per day but less than 50 orders per day.	The description demonstrates that the average number of orders processed by the Bidder is 50 orders or more per day.
0 points	1 point	2 points	3 points	4 points
<b>Points allocated for R.1.1.3.b</b>				<b>/4</b>
<b>R.1.1.3.c</b> The number of orders processed annually by the Bidder for warehouse items				
The description demonstrates that number of orders processed by the Bidder for warehouse items is less than 1,000 orders per year. Or No description provided	The description demonstrates that number of orders processed by the Bidder for warehouse items is a minimum of 1,000 orders per year but less than 2,000 orders per year.	The description demonstrates that number of orders processed by the Bidder for warehouse items is a minimum of 2,000 orders per year but less than 3,000 orders per year.	The description demonstrates that number of orders processed by the Bidder for warehouse items is a minimum of 3,000 orders per year but less than 4,000 orders per year.	The description demonstrates that number of orders processed by the Bidder for warehouse items is 4,000 orders or more per year.
0 points	1 point	2 points	3 points	4 points
<b>Points allocated for R.1.1.3.c</b>				<b>/4</b>
<b>(R.1.1.3.c + R.1.1.3.b + R.1.1.3.a)</b>				
<b>Total Points Allocated for R.1.1.3</b>			<b>/12</b>	

**R.1.1.4.** The Bidder's experience in providing client information/reporting as described in the Annex A Statement of Work

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<b>R.1.1.4.a Report Types as specified in the Annex A Statement of Work</b>		
The description should demonstrate the Bidder's experience providing the following types of reports to clients:	Not demonstrated in description	Demonstrated in description
	0 Points	1 point
Inventory reports and updated inventory reports		
Invoicing reports and costing reports		
Receiving and Delivery reports		
Activity reports for order processing, order fulfillment and production		
Backorder status reports		
Activity reports for shipping		
<b>Points allocated for R.1.1.4.a</b>		<b>/6</b>
<b>R.1.1.4.b Frequency of Reporting as specified in the Annex A Statement of Work</b>		
The description should demonstrate the Bidder's experience providing:	Not demonstrated in description	Demonstrated in description
	0 Points	1 point
Weekly reports		
Monthly reports		
Quarterly activity reports		
Annual and ad-hoc (special) reports		
<b>Points allocated for R.1.1.4.b</b>		<b>/4</b>
<b>(R.1.1.4.a + R.1.1.4.b)</b>		
<b>Total Points Allocated for R.1.1.4</b>		<b>/10</b>

R.1.1.5. The Bidder's experience in providing a toll free telephone line service with personnel available during regular business hours to accept orders, review and respond to voice messages left on the toll free line, respond to caller's inquiries regarding status of orders and to redirect callers to identified client contacts as required.				
<b>R.1.1.5.a</b> The Bidder's experience providing a toll free telephone line service to clients				
No description provided OR The description demonstrates that the Bidder does not provide a toll free telephone line service to clients	The description demonstrates that the Bidder has provided a toll free telephone line service to clients for less than one (1) year	The description demonstrates that the Bidder has provided a toll free telephone line service to clients for a minimum of one (1) but less than two (2) years	The description demonstrates that the Bidder has provided a toll free telephone line service to clients for a minimum of two (2) but less than three (3) years	The description demonstrates that the Bidder has provided a toll free telephone line service to clients for three (3) years or more
0 points	1 point	2 points	3 points	4 points

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<b>Points allocated for R.1.1.5.a</b>			<b>/4</b>
<b>R.1.1.5.b</b> Availability of personnel to respond to calls made to the Bidder's toll free telephone line service			
No description provided OR The description demonstrates that the Bidder's toll free telephone line service does not have personnel available to respond to calls at all time during business hours	The description demonstrates that Bidder's toll free telephone line service has personnel available to respond to calls at all time during business hours.	The description demonstrates that Bidder's toll free telephone line service has personnel available to respond to calls at all times during business hours and provides voice mail messaging for after hours calls	
0 points	1 point	2 points	
<b>Points allocated for R.1.1.5</b>			<b>/2</b>
<b>R.1.1.5.c</b> Services provided by personnel responding to calls on the Bidder's toll free telephone line service			
The description should demonstrate that the Bidder's toll free telephone line service has personnel available to:	Not demonstrated in description	Demonstrated in description	
	0 points	1 point	
accept orders			
review and respond to voice messages left on the toll free line			
respond to caller's inquiries regarding status of orders			
redirect callers to identified client contacts as required			
<b>Points allocated for R.1.1.5.c</b>			<b>/4</b>
<b>(R.1.1.5.a + R.1.1.5.b +R.1.1.5.c)</b>			
<b>Total Points Allocated for R.1.1.5</b>			<b>/10</b>

R.1.1.6 The number of clients for which the Bidder has provided or is currently providing low volume distribution and mass mailing of single or multiple quantities of printed items destined to addresses located on one (1) or more predetermined mailing list(s) as described in the Statement of Work as well as the number of years the Bidder has provided the services for each client. For each identified client the description should include a listing of the services performed as a part of the client requirements.

**R.1.1.6.a** The number of clients for which the Bidder has provided or is currently providing preparation for mass mailing publications or other printed materials to multiple destinations

No description provided Or The description does not demonstrate that the Bidder	The description demonstrates that the Bidder provides the service to up to two (2) clients	The description demonstrates that the Bidder provides the service to three (3) or more clients
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provides the service to any clients		
0 points	1 point	2 points
<b>Points allocated for R.1.1.6.a</b>		<b>/2</b>
<b>R.1.1.6.b</b> The number of clients for which the Bidder has provided or is currently providing preparation for distribution publications or other printed materials to multiple destinations		
No description provided Or The description does not demonstrate that the Bidder provides the service to any clients	The description demonstrates that the Bidder provides the service to up to two (2) clients	The description demonstrates that the Bidder provides the service to three (3) or more clients
0 points	1 point	2 points
<b>Points allocated for R.1.1.6.b</b>		<b>/2</b>
<b>R.1.1.6.c</b> The number of years that the Bidder has provided preparation for mass mailing services to clients		
No description provided Or The description demonstrates that the Bidder has provided preparation for mass mailing to clients	The description demonstrates that the Bidder has provided preparation for mass mailing to clients for up to two (2) years	The description demonstrates that the Bidder has provided preparation for mass mailing to clients for two (2) or more years
0 points	1 point	2 points
<b>Points allocated for R.1.1.6.c</b>		<b>/2</b>
<b>R.1.1.6.d</b> The number of years that the Bidder has provided preparation for low volume distribution services to clients		
No description provided Or The description demonstrates that the Bidder has provided low volume distribution services to clients	The description demonstrates that the Bidder has provided low volume distribution services to clients for up to two (2) years	The description demonstrates that the Bidder has provided low volume distribution services to clients for two (2) or more years
0 points	1 point	2 points
<b>Points allocated for R.1.1.6.d</b>		<b>/2</b>
<b>R.1.1.6.e</b> Listing of the services performed as a part of the client requirements for preparation for mass mailing:		
The listing of services performed as a part of the client requirements should demonstrate the following:	Not demonstrated in listing of services	Demonstrated in listing of services
	0 points	1 point
Download and use client supplied address database		
Complete database preparation and mail handling that meet with all Canada Post (CPC) standards for Publication Status Mail, including		

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Letter Carrier Presort using Canada Post approved software.		
Managing mailing lists		
Address preparation for multiple addresses		
Mail preparation and handling for delivery to the nearest appropriate CPC facility		
Deliver addressed and pre-sorted material to the nearest appropriate CPC facility		
<b>Points allocated for R.1.1.6.e</b>		<b>/6</b>
<b>R.1.1.6.f</b> Listing of the services performed as a part of the client requirements for low volume distribution:		
The listing of services performed as a part of the client requirements should demonstrate the following:	Not demonstrated in listing of services	Demonstrated in listing of services
	0 points	1 point
Pick item from inventory and complete packing of orders for addresses on a supplied distribution list		
Receive and presort mailing lists based on the Canada Post Corporations' National Distribution Guide		
Managing mailing lists		
Produce all address labelling		
Complete preparation for distribution and handling for delivery to the nearest appropriate CPC facility		
Deliver addressed and pre-sorted material to the nearest appropriate CPC facility		
<b>Points allocated for R.1.1.6.f</b>		<b>/6</b>
<b>(R.1.1.6.a + R.1.1.6.b + R.1.1.6.c + R.1.1.6.d + R.1.1.6.e + R.1.1.6.f)</b>		
<b>Total Points Allocated for R.1.1.6</b>		<b>/20</b>

<p><b>(R.1.1.1 + R.1.1.2 + R.1.1.3 + R.1.1.4 + R.1.1.5 + R.1.6)</b></p> <p><b>POINTS ALLOCATED FOR R.1.1: _____/88</b></p>
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### R.1.2 Information Management

The Bidder should provide a description of the Bidder's information management (IM) infrastructure as it relates to the management of the inventory and reporting requirements as described in the Annex A Statement of Work. At a minimum the description should detail:

1. The method of tracking including all of the following elements:
  - A description of the method of tracking which the Bidder's warehouse management system utilizes, for example: Bar Codes;
  - How the method of tracking is implemented for goods reception, entering of goods into inventory, and updating inventory records;
  - How the method of tracking is used during order fulfillment activities in the warehouse and to record depletion of inventory.
2. A description of the bidder's procedures for compiling the information on accepting and verifying files, short run printing, variable printing, bindery/finishing and mailing/shipping preparation whether performed internally or by subcontractors into a production management system.
3. A description of how information from the warehouse management system and the production management system is compiled and integrated into a single information management system and the level of accuracy of the system for providing inventory information.
4. The capability of the IM system to generate reports based on the description of the required daily reports, weekly reports, monthly reports, quarterly reports, annual and special (ad hoc) reports as described in the Statement of Work;

R.1.2.1 The method of tracking			
The description should provide sufficient information to:	Description not provided	Information incomplete or unclear.	Information complete.
	0 Points	1 Point	2 Points
Describe the method of tracking, which the bidder's warehouse management system utilizes, for example: Bar Codes.			
Describe <b>how</b> the method of tracking is implemented for goods reception and for entering of goods into inventory			
Describe <b>how</b> the method of tracking is implemented for updating inventory records.			
Describe <b>how</b> the method of tracking is used during order fulfillment activities in the warehouse			
Describe <b>how</b> the method of tracking is used to record depletion of inventory			
<b>Points allocated for R.1.2.1</b>			<b>/10</b>

R.1.2.2 A description of the bidder's procedures for compiling the information on accepting and verifying files, short run printing, variable printing, bindery/finishing and mailing/shipping preparation whether performed internally or by subcontractors into a production management system.			
The description should provide sufficient information to describe the procedures for compiling information on production in the following areas into a production management system regardless of where it is being performed (whether it is performed in a single facility, multiple facilities or by subcontractors):	Description not provided	Information incomplete or unclear.	Information complete.
	0 Points	1 Point	2 Points
Accepting and verifying files for short run and variable printing			
Short run printing			
Variable printing			
Bindery/finishing (including stitching and kitting as described in the Statement of Work)			
Mailing/shipping preparation			
<b>Points allocated for R.1.2.2</b>			<b>/10</b>

R.1.2.3 A description of how information from the warehouse management system and the production management system is compiled and integrated into a single information management system and the level of accuracy of the system for providing inventory information.			
The description should provide sufficient information to:	Description not provided	Information incomplete or unclear	Information complete.
	0 Points	1 Point	2 Points
Describe how information from the warehouse management system is compiled and integrated into a single information management system.			
Describe how information from the production management system is compiled and integrated into a single information management system.			
Demonstrate a level of accuracy of 99% for the system in inventory information management.			
<b>Points allocated for R.1.2.3</b>			<b>/6</b>

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R.1.2.4 The capability of the IM system to generate reports based on the description of the required daily reports, weekly reports, monthly reports, quarterly reports and annual reports as described in the Annex A Statement of Work		
R.1.2.4.a The capability of the IM system to generate the type of electronic reports described in the Annex A Statement of Work		
The description should demonstrate the capability of the IM system to generate the following reports as specified in the Annex A Statement of Work:	Not demonstrated in description	Demonstrated in description
	0 Points	1 point
Daily compilation of warehouse inventory information		
Weekly inventory reports, backorder status reports and quarantine reports		
Monthly invoice and costing reports		
Monthly toll free line reports		
Monthly Receiving and Delivery reports		
Quarterly performance reports		
Annual and special inventory reports		
<b>Points allocated for R.1.2.4.a</b>		<b>17</b>
<b>Multiplied by Weight factor of 1.43 = R.1.2.4.a total</b>		<b>10</b>

R.1.2.4.b Reporting information as specified in the Annex A Statement of Work		
The description should demonstrate the capability of the IM system to include the following information in reports as specified in the Annex A Statement of Work:	Not demonstrated in description	Demonstrated in description
	0 Points	1 point
Ordering office (Program)		
Item Description and Item Title		
Item number		
Unit cost		
Receiving date of inventory items		
Quantity received for inventory		
Number of items in the warehouse		
Available items in inventory		
Levels of activity for order processing and fulfilling orders		

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Items distributed/mailed		
Reprints		
Returns		
Backorder status and total number of backorders		
History of activity / Compilation of information		
<b>Points allocated for R.1.2.4.b</b>		<b>/14</b>
<b>(R.1.2.4.a + R.1.2.4.b)</b>		
<b>Total Points Allocated for R.1.2.4</b>		<b>/24</b>

<p><b>(R.1.2.1 + R.1.2.2 + R.1.2.3 + R.1.2.4) POINTS</b></p> <p><b>ALLOCATED FOR R.1.2: _____/50</b></p>
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### R.1.3 Ordering

Bidders should describe their current capability to receive and process Internet orders as described in article 3. Order Reception and Fulfillment the Annex A Statement of Work.

The Bidder should provide a clear and detailed description of how the Bidder provides a method of web based ordering to permit clients to place orders electronically. The description should provide as much information as possible directly demonstrating the functionality and benefits of their system. At a minimum, the description should address the following:

1. The level of integration of the ordering tool into the bidder's information management system, the period of time from order placement to when the information on the status of items being ordered is available and the levels of detail that the ordering tool displays;
2. The security provisions for the ordering process, the level of customization available to clients and the capability of the system to create information profiles from orders placed.

R.1.3.1 Ordering as specified in the Annex A Statement of Work		
	Not demonstrated in description	Demonstrated in description
The level of integration of the ordering tool into the bidder's information management system, the period of time from order placement to when the information on the status of items being ordered is available and the levels of detail that the ordering tool displays;	0 Points	1 point
The description provides clear details to demonstrate a complete integration of the order tool with the information management system;		
The time period from the placement of the order to begin the processing and the order confirmation back to the client is less than three (3) working days.		

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Availability of items in inventory including back orders and/or out of stock items as well as the anticipated replenishment date.		
Capability to input multiple delivery addresses		
Capability to input requested delivery date		
Complete listing of items available in the physical inventory by title and stock number;		
The ordering units of the items;		
The quantities of ordering units that can be ordered		
Availability of items in inventory including back orders and/or out of stock items		
Capability of ordering serial numbered items		
Capability to order multiple items in a single order		
Capability to input delivery address		
Displays anticipated delivery date		
The description demonstrates an automated feedback mechanism to provide information on the status of the orders		
<b>Points allocated for R.1.3.1</b>		<b>/14</b>

R.1.3.2 Ordering as specified in the Annex A Statement of Work		
The description provides details to demonstrate that the system currently meets the levels of security required	Not demonstrated in description	Demonstrated in description
	0 Points	1 point
The description provides clear details to demonstrate that the system can be customized to meet NRCan requirements as specified under A.3 Order Reception and Fulfillment of the Annex A Statement of work.		
The description provides details to describe the capability of the system to capture information from orders placed to create user profiles.		
<b>Points allocated for R.1.3.2</b>		<b>/2</b>

### R.1.3.3 Ordering methods other than Internet ordering as described in the Statement of Work

The Bidder should provide a clear and detailed description of their capability to receive and process orders received by other methods of ordering as described in the Statement of Work. The description should address the following order methods:

- Orders received by telephone;
- Orders received by facsimile (fax);
- Orders received by e-mail;

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- Orders received by mail

R.1.3.3 Ordering methods other than Internet ordering as described in the Statement of Work		
R.1.3.3.a The Bidder's capability to receive orders by ordering methods <b>other than the Internet as described in the Statement of Work</b>		
The description should demonstrate the Bidder's capability to:	Not demonstrated in description	Demonstrated in description
	0 Points	1 point
Receive orders received by telephone		
Receive orders left on the Bidder's voice mail		
Receive orders received by facsimile (fax)		
Receive orders received by e-mail		
Receive orders received by mail		
<b>Points allocated for R.1.3.2.a</b>		<b>/5</b>
R.1.3.3.b The Bidder's processes to process orders received by ordering methods <b>other than the Internet as described in the Statement of Work</b>		
The description should demonstrate the Bidder's processes to:	Not demonstrated in description	Demonstrated in description
	0 Points	1 point
Process orders received by telephone		
Process orders left on the Bidder's voice mail		
Process orders received by facsimile (fax)		
Process orders received by e-mail		
Process orders received by mail		
<b>Points allocated for R.1.3.2.b</b>		<b>/5</b>
<b>(R.1.3.2.a + R.1.3.2.b)</b>		
<b>Total Points Allocated for R.1.3.2.</b>		<b>/10</b>

**Total Points Allocated for R.1.3 \_\_\_\_\_/26**

R.1.4 The Bidder's Capability to Operate a Toll Free Telephone Service as Described in the Annex A Statement of Work.

The Bidder should provide a description of their capability to operate a toll free telephone service as described in the Annex A Statement of Work.

In order to demonstrate the Bidder's capability to operate a toll free telephone service as described in the Annex A Statement of Work the description provide information on the following:

- The Bidder's capability to provide bilingual personnel (an Operator or Operators able to respond to callers in English and French) to accept orders received on the toll free telephone line.
- The Bidder's capability to provide bilingual personnel (an Operator or Operators able to respond to callers in English and French) to respond to caller's inquiries received on the toll free telephone line and redirect callers based on direction from the Client.
- The Bidder's capability to provide an Operator or Operators to respond calls received on the toll free telephone line at all times between 8:00 a.m. to 6:00 p.m. Eastern Time, Monday through Friday as specified in the Statement of Work.
- The Bidder's capability to provide a voice mail service to permit callers to leave messages or make orders on the toll free telephone line after 6:00 p.m. Eastern Time, Monday through Friday as specified in the Statement of Work and on weekends or holidays.
- The Bidder's capability to provide accurate monthly reports on caller activity as described in the Annex A Statement of Work.

R.1.4 The Bidder's capability to operate a toll free telephone service as described in the Annex A Statement of Work			
The description should provide sufficient information to describe:	Description not provided	Information incomplete or unclear	Information complete
	0 Points	1 Point	2 Points
The Bidder's capability to provide bilingual personnel (an Operator or Operators able to respond to callers in English and French) to accept orders received on the toll free telephone line.			
The Bidder's capability to provide bilingual personnel (an Operator or Operators able to respond to callers in English and French) to respond to caller's inquiries received on the toll free telephone line and redirect callers based on direction from the Client.			
The Bidder's capability to provide an Operator or Operators to respond calls received on the toll free telephone line at all times between 8:00 a.m. to			

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6:00 p.m. Eastern Time, Monday through Friday as specified in the Statement of Work.			
The Bidder's capability to provide a voice mail service to permit callers to leave messages or make orders on the toll free telephone line after 6:00 p.m. Eastern Time, Monday through Friday as specified in the Statement of Work and on weekends or holidays.			
The Bidder's capability to provide accurate monthly reports on caller activity as described in the Annex A Statement of Work.			
<b>Points allocated for R.1.4</b>			<b>/10</b>

<b>POINTS ALLOCATED FOR R.1.4 _____/10</b>
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**(R.1.1 + R.1.2 + R.1.3 + R.1.4)**

**EVALUATED TOTAL POINTS R.1: \_\_\_\_\_/171**

**R.2 SAMPLE PROJECT – CORPORATE**

Maximum 24 points (R.2.1 + R.2.2 + R.2.3 + R.2.4 + R.2.5)

The Bidder must identify **one (1)** of the projects submitted to meet the Mandatory criterion M.1 to be evaluated for R.2 Sample Project - Corporate.

**If the Bidder does not identify the one (1) project to be used as the basis for the evaluation of R.2 Sample Project - Corporate, then the evaluation team will evaluate only the first project submitted by the Bidder to meet M.1. No other projects will be evaluated.**

In addition to the project information submitted to meet the M.1 Mandatory criterion, the Bidder should provide a description of the following:

- The Bidder's corporate practices in place for the receiving and inspection of printed matter and related goods supplied to the Bidder as a part of the project;
- The client requirements for information management/reporting;
- The client requirements for ordering, shipping and tracking;

The identified project will be evaluated on the following:

1. The services provided by the Bidder as a part of the contract:
  - Printing and variable print production (including accepting verifying files, printing and bindery/finishing);
  - Management of inventory (including acceptance of material);
  - Operation of a toll free line service
  - Order acceptance and processing;

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- Order fulfillment and shipping;
  - Mailing and mailing list management;
  - Toll free telephone services
  - Reporting
2. The Bidder`s corporate practices in place for the receiving and inspection of printed matter and related goods supplied to the Bidder;
3. The information management/reporting requirements;
4. The client requirements for ordering, shipping and tracking;
5. The project details including:
- The duration of the project;
  - The total number of different items in inventory;
  - The average frequency of orders;
  - The mailing and mailing list management requirements.

<b>R.2.1 Services provided by the bidder as a part of the project:</b>		
The description of the contract should demonstrate that the Bidder provides the following services as a part of the project:	Service not provided by the Bidder as a part of the project	Service provided by the Bidder as a part of the project
	0 Points	1 point
Print services (including accepting verifying files)		
Bindery/finishing services		
Print production		
Variable print production		
Management of inventory (including acceptance of material)		
Order acceptance, processing		
Order fulfillment and shipping		
Mailing and Mailing list management		
Toll free telephone services		
Reporting		
<b>Points allocated for R.2.1</b>		<b>/10</b>

<b>R.2.2 The corporate practices in place for the receiving and inspection of printed matter and related goods supplied to the Bidder:</b>		
The description should demonstrate that the Bidder has:	Not demonstrated in description	Demonstrated in description
	0 Points	1 point

Corporate practices in place for the receiving of printed material and related goods supplied to the Bidder		
Corporate practices in place for the inspection of printed material and related goods supplied to the Bidder		
<b>Points allocated for R.2.2</b>		<b>/2</b>

<b>R.2.3</b> The information management/reporting requirements:		
The description should demonstrate the following information management/reporting requirements provided by the Bidder as a part of the Contract:	Not demonstrated in description	Demonstrated in description
	0 Points	1 point
IM/reporting requirements to provide weekly, monthly and quarterly reporting, customized for client requirements		
IM/reporting requirements to provide annual and ad-hoc (special) inventory reporting, customized for client requirements		
<b>Points allocated for R.2.3</b>		<b>/2</b>

<b>R.2.4.</b> The description of the client requirements for ordering, shipping and tracking:		
The description of the project should demonstrate the following client requirements as a part of the project:	Not demonstrated in description	Demonstrated in description
	0 Points	1 point
order fulfillment within three (3) working days from receipt of order		
packaging and preparation for distribution and mailing;		
shipping by courier/transport company to destinations and to Canada Post for mailing		
provision of a shipment tracking number for web based tracking of the status of the shipment		
provision of tracking information for shipments as requested		
<b>Points allocated for R.2.4</b>		<b>/5</b>

R.2.5. The project details:		
The description of the project should demonstrate the following as a part of the project:	Not demonstrated in description	Demonstrated in description
	0 Points	1 point
Project duration of two (2) or more years		
An average of 1,000 items or more in inventory for the project		
An average of 30 orders or more daily.		
Mailing to 1,000 addresses or more per mailing		
Sortation for mailing in accordance with CPC National Distribution Guide requirements		
<b>Points allocated for R.2.5</b>		<b>/5</b>

**(R.2.1 + R.2.2 + R.2.3 + R.2.4 + R.2.5)**

**EVALUATED TOTAL POINTS R.2: \_\_\_\_\_/24**

**R.3 IMPLEMENTATION OF THE WORK**

Maximum 90 points (R.3.1 + R.3.2 + R.3.3 + R.3.4 + R.3.5 + R.3.6)

The Bidder should provide a detailed work plan describing how the Bidder's corporate systems will be customized to implement and manage the complete the process of the NRCan requirement for the operation of a toll free telephone service, short run print production, variable printing, warehousing, management of inventory, order processing and order fulfilment, distribution, and tracking and reporting of activity for this requirement as described in the Statement of Work.

The plan should clearly describe how the Bidder proposes to analyze the NRCAN requirement and work with the NRCAN Project Authority and NRCan Project Officers to meet the operational and management requirements in all areas related to this requirement over the term of the Contract. In doing this, the plan should give a comprehensive description of all procedures and activities which will be carried out or managed by the Bidder, as well as, how all of the activities are integrated in order to provide the required service.

The plan should separate each pertinent area of activity. The plan should clearly explain the processes occurring in each area and how they interact both within the area and with other areas necessary to complete the requirement.

The transition portion of the work plan is to be based on the following stock inventory information.

- 1,100 items;
- 12,000 **Cubic** feet (average).

The proposed work plan should, at a minimum, provide a detailed description of all activities and procedures that will be developed, or modified, to complete the NRCan requirement in the following areas\*:

\*To obtain points for all of the R.3 evaluated criteria, the Bidder should address all of the R.3 evaluation criteria and the specified elements for evaluation as stated in the Annex C Evaluation grid, and describe how its systems and/or processes and procedures would meet the stated criteria or how it would customize their systems and/or processes and procedures to meet the stated criteria.

R.3.1 Ordering

R.3.1 Order Taking and Fulfillment

The plan should give a detailed description of how the bidder proposes to implement the ordering system starting with the current method of ordering as described in the Statement of Work and the transfer to an on-line method. For both methods, the plan should provide a clear and detailed explanation of the procedures, which will be followed for the reception, transfer of order information to the assembly area and the actual assembling of orders. The plan should include a description of how the ordering system will integrate with any other relevant systems in order to meet the stated reporting requirements.

R.3.1.1 Internet Based Ordering

The plan should provide a clear and detailed description of how the bidder proposes to complete the implementation of a method of Internet based ordering which will permit NRCan Personnel and clients to place orders electronically. In developing the work plan the Bidder should ensure that, at a minimum, the plan addresses the following points:

1. The Bidder should include a proposed work plan explaining how the Bidder will modify their internet ordering system in order to provide the specific interface between NRCan and the Bidder's internal ordering and fulfilment systems, in compliance with all requirements regarding Standard on Web Accessibility and Usability as described in article 3.4.2 Interface.
2. How the Bidder fulfil the requirement for separate English and French ordering tools, each of which will provide the same functionality and incorporate the inventory catalogue.
3. How the system will ensure order authentication and security of data transmission;

R.3.1.2: Internet Based Ordering - Additional Interfaces

The plan should provide a clear and detailed description of how the bidder proposes to complete the implementation of any additional ordering interfaces as described in Article 3.4.3 Additional Interfaces of the Statement of Work.

R.3.1.1 The proposed work plan provides a detailed description of how the bidder proposes to complete the implementation of a method of Internet based ordering which will permit NRCan Personnel and clients to place orders electronically.			
R.3.1.1: The proposed plan should describe the necessary information that the Bidder would seek regarding:	Information not provided	Information incomplete or unclear.	Information complete.
	0 Points	1 Point	2 Points
the plan provides a proposed schedule for each of the stages with milestones and time frames			
The plan provides sufficient details to describe how the bidder proposes to modify their corporate application for internet based ordering in order to			

provide the NRCan ordering interface, in compliance with all requirements regarding Standard on Web Accessibility and Usability, etc...			
The plan provides sufficient details to describe the stage for consultation and includes a plan to involve the client in the needs analysis			
The plan provides sufficient details to describe the stage for customization including internal needs analysis, planning, labour and testing			
The plan provides sufficient details to describe stages for quality assurance from testing to going live.			
The receipt of orders for NRCan inventory items by telephone, fax, e-mail or hard copy via regular mail or courier			
The plan provides details on how the site will be for separate English and French ordering tools, each of which will provide the same functionality and incorporate the inventory catalogue			
The plan provides details on how the system will ensure order authentication and security of data transmission			
<b>Points allocated for R.3.1.1 a.</b>			/16
R.3.1.2: <u>Internet Based Ordering - Additional Interfaces</u> The plan should provide a clear and detailed description of how the bidder proposes to	Description not provided	Information incomplete or unclear.  Does not clearly demonstrate capability to meet NRCAN requirements	Information complete.  Demonstrates capability to meet NRCAN requirements
	0 Points	1 Point	2 Points
complete the implementation of any additional ordering interfaces as described in Article 3.4.3 Additional Interfaces of the Statement of Work.			
<b>Points allocated for R.3.1.1.b</b>			/2

<b>(R.3.1.1+ R.3.1.2.)</b>	
<b>Total Points Allocated for R.3.1</b>	<b>/18</b>

**R.3.2 Information Management**

The plan should provide a clear and detailed work plan for the implementation of the information management requirements of NRCan.

At a minimum, the work plan should address all of the following:

1. The proposed plan for consultation with NRCAN Project Authority/NRCAN Project Officers to establish the parameters for information management including:

a) The necessary information that the Bidder would seek regarding NRCAN material in order to meet the inventory database management requirements of NRCAN, including incorporating the NRCAN inventory catalogue.

b) How the Bidder proposes to establish:  
the processes for tracking the NRCAN inventory throughout the material input, warehousing of NRCAN inventory of material and fulfillment of the orders in all areas of the facility;  
the methods and frequency by which the NRCAN Project Authority/NRCAN Project Officer will be able to access inventory information;  
the criteria for timely and accurate reports as specified in the Annex A Statement of Work.

R.3.2.1 The proposed plan for consultation with NRCAN Project Authority/NRCAN Project Officers to establish the parameters for ordering of inventory and for information management			
R.3.2.1.a: The proposed plan for consultation should describe the necessary information that the Bidder would seek regarding:	Information not provided	Information incomplete or unclear	Information complete.
	0 Points	1 Point	2 Points
NRCAN material in order to meet the inventory database management requirements of NRCAN, including incorporating the NRCAN inventory catalogue			
The Information management requirements for each of the NRCAN Program Sectors, such as the inventory items, quantity of each item, units of order and criteria for identifying items, etc...;			
The overall information management requirements for the NRCAN Project Authority as stated in the Annex A Statement of Work			
<b>Points allocated for R.3.2.1 a.</b>			/6
R.3.2.1.b: The proposed plan for consultation should describe <b>how the Bidder proposes to establish:</b>	Description not provided	Information incomplete or unclear Does not clearly demonstrate capability to meet NRCAN requirements	Information complete. Demonstrates capability to meet NRCAN requirements
	0 Points	1 Point	2 Points
<b>the processes for tracking the NRCAN inventory throughout material input</b>			
<b>the processes for tracking the NRCAN</b>			

inventory in the warehouse, whether in a single or multiple facilities			
<b>the processes for tracking the NRCAN inventory throughout the fulfillment of the orders in all areas of the facility</b>			
the methods and frequency by which the NRCAN Project Authority/NRCAN Project Officer will be able to access inventory information			
the criteria for timely and accurate reports as specified in the Annex A Statement of Work			
<b>Points allocated for R.3.2.1.b</b>			/10
<b>(R.3.2.1.a + R.3.21.b)</b>			
<b>Total Points Allocated for R.3.2</b>			<b>/16</b>

### R.3.3 New Material

The plan should describe how the Bidder will manage the receipt and entry into inventory of new items, supplied to the Contractor by NRCAN over the term of the Contract.

At a minimum the plan should describe:

At a minimum, the work plan should address all of the following:

1. The proposed plan for consultation with NRCAN Project Authority/NRCAN Project Officers to establish the parameters for managing the receipt and entry into inventory of new items, supplied to the Contractor by NRCAN over the term of the Contract including:

a) The necessary information that the Bidder would seek regarding the types of NRCAN material to be supplied to the Contractor over the term of the Contract, the method of notification that will be provided from NRCAN for incoming shipments and the method of notification that NRCAN requires from the Contractor upon receipt of new material at the Contractor's premises.

#### b) How the Bidder proposes to establish:

- **the processes for** receiving new material supplied to the Contractor;
- **the processes for** the inspection of new material supplied to the Contractor;
- **the processes for** entering the supplied material into the warehouse;
- **the processes for** recording the supplied material into the inventory information management system including the time delay for information on material reception to be available to the NRCAN Project Authority.

R.3.3.1 The proposed plan for consultation with NRCAN Project Authority/NRCAN Project Officers to establish the parameters for managing the receipt and entry into inventory of new items, supplied to the Contractor by NRCAN over the term of the Contract			
R.3.3.1.a: The proposed plan for consultation should describe the necessary information that the Bidder would seek regarding:	Information not provided	Information incomplete or unclear.	Information complete
	0 Points	1 Point	2 Points
the types of NRCAN material to be supplied to the Contractor over the term of the Contract			

the method of notification that will be provided from NRCAN for incoming shipments			
the method of notification that NRCAN requires from the Contractor upon receipt of new material at the Contractor's premises			
<b>Points allocated for R.3.3.1 a.</b>			/6
R.3.3.1.b: The proposed plan for consultation should describe <b>how the Bidder proposes to establish the processes for:</b>	Description not provided	Information incomplete or unclear.  Does not clearly demonstrate capability to meet NRCAN requirements	Information complete.  Demonstrates capability to meet NRCAN requirements
	0 Points	1 Point	2 Points
receiving new material supplied to the Contractor			
the inspection of new material supplied to the Contractor			
entering the supplied material into the warehouse			
recording the supplied material into the inventory information management system including the time delay for information on material reception to be available to the NRCAN Project Authority			
<b>Points allocated for R.3.3.1.b</b>			/8

<b>(R.3.3.1.a + R.3.31.b)</b>	
<b>Total Points Allocated for R.3.3</b>	<b>/14</b>

R.3.4 Short Run and Variable Printing

The plan should provide a clear and detailed work plan for the implementation of the short run printing and variable printing requirements of NRCAN.

At a minimum, the work plan should address all of the following:

1. The proposed plan for consultation with NRCAN Project Authority/NRCAN Project Officers to establish the parameters for NRCAN short run printing and variable printing requirements as specified in the Annex A Statement of Work including:

a) The necessary information that the Bidder would seek regarding NRCAN requirements for file transfer, data processing, provision of hard copy artwork and monitoring production.

**b) How the Bidder proposes to establish:**

- **the processes** for transferring, accepting and verifying NRCAN electronic artwork files;
- **the processes** for receiving, accepting and verifying NRCAN hard copy artwork;

- **the processes** for the entry of NRCAN artwork files into the Bidder's system;
- **the processes for monitoring production** and for tracking NRCAN documents while in production from acceptance of the order to delivery or mailing of printed documents.

R.3.4.1 The proposed plan for consultation with NRCAN Project Authority/NRCAN Project Officers to establish the parameters for NRCAN short run printing and variable printing requirements			
R.3.4.1.a: The proposed plan for consultation should describe the necessary information that the Bidder would seek regarding:	Information not provided	Information incomplete or unclear.	Information complete.
	0 Points	1 Point	2 Points
NRCAN requirements for file transfer and data processing			
NRCAN requirements for the provision of hard copy artwork			
NRCAN requirements for monitoring production			
<b>Points allocated for R.3.4.1 a.</b>			/6
R.3.4.1.b: The proposed plan for consultation should describe <b>how the Bidder proposes to establish the processes for:</b>	Description not provided	Information incomplete or unclear.  Does not clearly demonstrate capability to meet NRCAN requirements	Information complete.  Demonstrates capability to meet NRCAN requirements
	0 Points	1 Point	2 Points
transferring, accepting and verifying NRCAN electronic artwork files for short run printing			
receiving, accepting and verifying NRCAN hard copy artwork for short run printing			
transferring, accepting and verifying NRCAN electronic files for variable printing			
entry of NRCAN artwork files into the Bidder's system			
<b>monitoring production</b> and tracking NRCAN documents while in production from acceptance of the order to delivery or mailing of printed documents			
<b>Points allocated for R.3.4.1.b</b>			/10
<b>(R.3.4.1.a + R.3.4.1.b)</b>			
<b>Total Points Allocated for R.3.4</b>		<b>/16</b>	

**R.3.5 Shipping of Material not delivered by Canada Post Corporation**

The plan should provide a detailed description of how the Bidder will manage the shipping of all material not delivered by Canada Post Corporation, including all tracking and reporting requirements, from their facility to the final destination points on a national, regional and local basis up to confirmation of receipt at destination.

The plan should describe all of the following:

- How the Bidder proposes to fulfil the requirements for shipping and obtain the best shipping rates and delivery time frames as well as how the Bidder will demonstrate that they are maintaining the best shipping rates;
- How the Bidder will provide information on the status of any of the material from the time it leaves the point of departure to arrival at the specified destination.

R.3.5 Shipping of all material not delivered by Canada Post Corporation			
The plan provides sufficient details to demonstrate:	Description not provided	Information incomplete or unclear. Does not clearly demonstrate capability to meet NRCAN requirements	Information complete. Demonstrates capability to meet NRCAN requirements
	0 Points	1 Point	2 Points
How the bidder will obtain and maintain the best shipping rates and delivery time frames for NRCAN material/documents			
A method of monitoring shipping of the material from departure to arrival at the specified destination			
A method of providing shipping information, including the provision of copies of the transport company's invoice upon request by the NRCAN Project Authority			
On-line access to shipping information by the NRCAN Project Authority			
<b>Points allocated for R.3.5</b>			<b>/8</b>
<b>Total Points Allocated for R.3.5</b>			<b>/8</b>

**R.3.6 Operation of a Toll Free Telephone Service**

The plan should provide a clear and detailed work plan for the implementation of the toll free telephone service to meet NRCAN requirements.

At a minimum, the work plan should address all of the following:

1. The proposed plan for consultation with NRCAN Project Authority/NRCAN Project Officers to establish the parameters for the operation of the toll free telephone service to be provided by the Contractor as specified in the Annex A Statement of Work including:

a) The necessary information that the Bidder would seek regarding NRCAN requirements for the provision of service from toll free telephone service personnel (Operators) in English and French, the provision of a voice mail messaging system with messaging in English and French, the requirements for responding to Caller's inquiries, redirecting Callers, forwarding Caller information to identified NRCAN Project Authorities (Call backs), for requesting information from Callers and for providing the Summary report on toll free telephone service activity as specified in the Annex A Statement of Work.

b) How the Bidder proposes to:  
provide the necessary personnel (Operators) to provide service in English and French and respond to calls from 8:00 a.m. to 6:00 p.m. Eastern Time, Monday through Friday;  
provide a voice messaging (Voice mail) service with messaging in English and French that will be available to Callers to leave messages before hours, after hours and on holidays.  
establish the processes to provide Operators with up-to-date information regarding NRCAN Project Authorities, programs, inventory levels and all other pertinent information to ensure that Caller requirements are met;  
establish the processes to provide the monthly Summary report on toll free telephone service activity

R.3.6.1 The proposed plan for consultation with NRCAN Project Authority/NRCAN Project Officers to establish the parameters for the implementation of the toll free telephone service to meet NRCAN requirements			
R.3.6.1.a: The proposed plan for consultation should describe the necessary information that the Bidder would seek regarding:  Information not provided  Information incomplete or unclear. Information complete.			
	0 Points	1 Point	2 Points
NRCAN requirements for the provision of service from toll free telephone service personnel (Operators) in English and French			
NRCAN requirements for the provision of a voice mail messaging system with messaging in English and French			
NRCAN requirements for responding to Caller's inquiries, redirecting Callers, forwarding Caller information to identified NRCAN Project Authorities (Call backs) and for requesting information from Callers			
NRCAN requirements for reporting on Caller activity			
<b>Points allocated for R.3.6.1 a.</b>			/8
R.3.6.1.b:	Description not provided	Information	Information complete.

The proposed plan for consultation should describe <b>how the Bidder proposes to:</b>		incomplete or unclear. Does not clearly demonstrate capability to meet NRCAN requirements	Demonstrates capability to meet NRCAN requirements
	0 Points	1 Point	2 Points
provide the necessary personnel (Operators) to provide service in English and French and respond to calls from 8:00 a.m. to 6:00 p.m. Eastern Time, Monday through Friday			
provide a voice messaging service with messaging in English and French that will be available to Callers to leave messages before hours, after hours and on holidays			
<b>establish the processes</b> to provide Operators with up-to-date information regarding NRCAN Project Authorities, programs, inventory levels and all other pertinent information to ensure that Caller requirements are met			
establish the processes to provide the monthly Summary report on toll free telephone service activity			
<b>Points allocated for R.3.6.1.b</b>			/8
<b>(R.6.1.a + R.6.1.b)</b>			
<b>Total Points Allocated for R.3.6</b>		<b>/16</b>	

**(R.3.1 + R.3.2 + R.3.3 + R.3.4 + R.3.5 + R.3.6)**

**EVALUATED TOTAL POINTS R.3: \_\_\_\_\_/90**

**R.4 ENVIRONMENTAL PRACTICES**

Maximum 12 points

The Environmental program(s) under which the Bidder is certified.

Should the Bidder hold certification from recognized Environmental programs, they should provide a copy of any current, relevant certifications that are claimed as part of their proposal.

Should a Bidder hold either Environmental Choice Program - certification for Digital Printing Services or Chain of Custody certification from a Forest Management Program (FSC, SFI, CSA/SFMS) or ISO 14001 certification they are not required to respond to R4.1.b.

Bidders claiming certification and failing to provide a copy of the certification will receive 0 points for R4.

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<b>R.4.1.a Environmental practices - Certification</b>	
Bidders holding either Environmental Choice Program, certification for Digital Printing Services or Chain of Custody certification from a Forest Management Program (FSC, SFI, CSA/SFMS) or ISO 14001 certification may provide a copy of the certification. 12 points will be awarded for the certification.	
Bidders claiming certification and failing to provide a copy of the certification will receive 0 points for R4.	
The Bidder holds Environmental Choice Program, certification for Digital Printing Services Or Chain of Custody certification from a Forest Management Program - FSC, SFI, CSA/SFMS: Or ISO 14001	
<b>Total Points for R.4.1.a</b>	<b>/12</b>

**OR**

Bidders should describe their current corporate environmental practices. At a minimum the description is to provide information on the Bidder's environmental practices related to materials and hardware.

<b>R.4.1.b Environmental practices</b>	
Bidders are to describe their current corporate environmental practices. At a minimum the description is to provide information on the Bidder's environmental practices related to materials and hardware.	
The Bidder:	
Recycles all scrap paper	/1 Point
Recycles all scrap paper packaging material	/1 Point
Recycles or uses environmentally safe methods of disposing of all scrap shipping material	____ /1 Point
Recycles or uses environmentally safe methods of disposing of all scrap plastic and metal binding material.	____ /1 Point
Recycles or uses environmentally safe methods of disposing of used toner and ink cartridges and recycles or uses environmentally safe methods of disposing of used printing plates	____ /1 Point
Recycles or uses environmentally safe methods of disposing of binding adhesives and other chemicals	____ /1 Point
Promotes use of paper containing recycled content; packaging material contains recycled content	____ /1 Point
Automated equipment enters standby mode after one hour	/1 Point
Company policy requires that non-automated equipment is turned off when not in use	____ /1 Point
Company captures potentially harmful VOCs or dust from production processes	/1 Point
<b>Total Points for R.4.1.b</b>	<b>/10</b>
<b>Total Points for R.4.1.b: _____ /10 multiplied by weighting fact 1.2 =</b>	
<b>Total Points Allocated for R.4.1.b /12</b>	

**EVALUATED TOTAL POINTS R.4: \_\_\_\_\_ /12**

**R.5 QUALITY ASSURANCE**

Maximum 24 points

The Bidder may respond to R.5 by providing the information required for **either R.5.1.a or for R.5.1.b.**

**R.5.1.a Quality Assurance - ISO certification - Single Facility OR Multiple Facilities** (includes subcontractors)

The Bidder should demonstrate ISO certification(s) relevant to management of printed items as described in the Statement of Work – warehousing/inventory management, order processing, variable on-demand digital printing, order fulfillment, mailing/distribution.

**R.5.1.a.1** The Bidder should identify the Bidder’s facility or facilities \* where the work activities will be conducted and which work activities would be completed by subcontractors

\*Bidder’s facility or facilities includes facilities that are owned by same legal entity as the Bidder and/or joint venture partner(s).

**R.5.1.a.2** The Bidder should provide a copy of their current ISO certification(s) related to the management of printed material as described in the Statement of Work. Should the Bidder propose to utilize multiple facilities, each holding ISO certification(s) relevant to this requirement, a copy of the current ISO certification(s) for each facility should be submitted with the proposal.

**R.5.1.a.3** The Bidder should provide copies of the ISO work procedures relevant to each phase of the requirement – warehousing/inventory management, order processing, variable printing and short run printing for internal and subcontracted production, order fulfillment and mailing/distribution.

Should the Bidder propose to utilize multiple facilities, each holding ISO certification relevant to this requirement, a copy of the of the **ISO work procedures relevant to the work completed in the facility should be submitted with the proposal.**

**Should the Bidder not provide a copy of any procedure for any facility identified, zero (0) points will be allocated for that procedure.**

<b>R.5.1.a Quality Assurance - ISO certification - Single Facility OR Multiple Facilities</b> (includes subcontractors)		
R.5.1.a.1 Identify the Bidder’s facility or facilities * where the work activities will be conducted and which work activities would be completed by subcontractors. *Bidder’s facility or facilities includes facilities that are owned by same legal entity as the Bidder and/or joint venture partner(s).		
The description should demonstrate the Bidder’s facility or facilities where the work activities will be carried out and which activities would be completed by subcontractors for all of the following activities:		
	Not demonstrated in description	
	Demonstrated in description	
	0 Points	1 point
Data processing and document management		

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Variable printing		
Short run printing		
Warehousing/inventory management		
Order reception and processing for inventory items		
Order fulfillment for inventory items		
Mailing/distribution		
<b>Points allocated for R.5.1.a.1</b>		<b>/7</b>

<b>R.5.1.a.2 ISO certification - Single Facility OR Multiple Facilities</b> (includes subcontractors)	
ISO certification relevant to supply chain management of printed material or certifications for data processing, document management, variable printing, digital printing, warehousing/inventory management, order processing, order fulfillment and mailing/distribution:	
Copy of current ISO certification(s) supplied for each facility identified	
<b>Points allocated for R.5.1.a.2</b>	
<b>/11</b>	

<b>R.5.1.a.2 Copy of ISO work procedures</b> relevant to the work completed in the facility identified for:	
Data processing and document management	/ 2 Points
Variable imaging/printing	/ 2 Points
Digital printing	/ 2 Points
Warehousing/inventory management	/ 2 Points
Order processing	/2 Points
Order fulfillment	/2 Points
Mailing/distribution	/2 Points
<b>Points allocated for R.5.1.a.3</b>	
<b>/14</b>	

<b>(R.5.1.a.1 + R.5.1.a.2 + R.5.1.a.3)</b>	
<b>Total Points Allocated for R.5.1.a _____/32</b>	

**Should the Bidder not hold ISO certification relevant to this requirement, or, propose to utilize multiple facilities, where at least one (1) of the facilities does not hold ISO certification relevant to this requirement, then the Bidder should provide their response as stated in R.5.1.b In this case, only the information provided for R.5.1.b will be evaluated.**

**OR**

**R.5.1.b Quality Assurance: Single Facility or Multiple Facilities**

The Bidder should provide a detailed description of the Quality Assurance Program and quality control procedures that the Bidder proposes to utilize for warehousing/inventory management, order processing, data processing, document management, variable on-demand printing, digital on-demand printing, order fulfillment, mailing/distribution.

**R.5.1.b.1 QA Program**

The Bidder should provide a detailed description to:

Identify the Bidder's facility or facilities \* where the work activities will be conducted and which work activities would be completed by subcontractors.

\*Bidder's facility or facilities includes facilities that are owned by same legal entity as the Bidder and/or joint venture partner(s).

**R.5.1.b.2.** Describe the degree to which the Bidder's Quality Assurance Program has been formalized as corporate policy and communicated to employees.

**R.5.1.b.3** QA Procedures: The Bidder should provide a detailed description of the Bidder's quality control procedures for internal production and for production by subcontractors as identified for R.1.5.b.1 f and how the Bidder w

- Describe the quality control procedures for receiving, stocking of inventory items in the warehouse and cataloguing inventory items in a WMS;
- Describe the quality control procedures for order reception and processing/verification of the data through transferring the order information into the production areas;
- Describe the fulfillment quality control procedures for acceptance and verification of the order information, assembly of the orders and preparation of the completed product for distribution;
- Describe the print management quality control procedures for acceptance and verification of the print order information and monitoring of the variable and short run print production for internal and (as identified for R.1.5.b.1) for subcontracted production;
- Describe the quality control procedures for distribution of ordered items by Canada Post or other carriers.
- 

<p><b>R.1.5.b.1</b> Identify the Bidder's facility or facilities * where the work activities will be conducted and which work activities would be completed by subcontractors.</p> <p>*Bidder's facility or facilities includes facilities that are owned by same legal entity as the Bidder and/or joint venture partner(s).</p>		
The description should demonstrate the Bidder's facility or facilities where the work activities will be carried out and which activities would be completed by subcontractors for all of the following activities:	Not demonstrated in description	Demonstrated in description
	0 Points	1 point
Data processing and document management		
Variable printing		
Short run printing		
Warehousing/inventory management		
Order reception and processing for inventory items		

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Order fulfillment for inventory items		
Mailing/distribution		
<b>Points allocated for R.5.1.b.1</b>		<b>17</b>

<b>R.5.1.b.2</b> Describe the degree to which the bidder's Quality Assurance Program has been formalized as corporate policy and communicated to employees		
The description should demonstrate:	Not demonstrated in description	Demonstrated in description
	0 Points	1 point
That the Bidder's Quality Assurance Program has been formalized as corporate policy		
That the Bidder's corporate quality assurance procedures are included in corporate Quality Assurance manuals which are monitored and updated regularly by designated quality assurance representatives		
That the Bidder's corporate quality assurance procedures are available for reference in all areas of the bidder's facility(ies) as appropriate to the work being performed by each		
That the Bidder's corporate quality assurance procedures form a part of the training of new employees		
That the Bidder randomly audits docket records to perform evaluation and provide feedback on documented quality assurance issues		
<b>Points allocated for R.5.1.b.2</b>		<b>15</b>

<b>R.5.1.b.3</b> Describe the Bidder's quality control procedures for internal production and for production by subcontractors as identified for R.1.5.b.1.1 for the work activities and how the Bidder would implement their quality assurance procedures to meet NRCAN requirements.			
Description of the quality control procedures the Bidder proposes to use for all of the following work activities:	Description not provided	Description provides sufficient information to describe the Bidder's quality control procedures for internal production or for production by subcontractors	Description provides sufficient information to describe the Bidder's quality control procedures for internal production or for production by subcontractors AND Demonstrates how the Bidder would implement their QA procedures for NRCAN items

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	0 Points	1 Point	2 Points
Receiving of inventory items in the warehouse			
Stocking of inventory items in the warehouse and cataloguing the inventory items in a WMS			
Order reception and processing/verification of the order information for inventory items through transferring the order information into the production areas			
Acceptance and verification of the order information for fulfillment			
Assembly of the orders			
Order reception and processing/verification of the order information for short run printing and variable printing requirements			
Print management including verification of the print order information			
Monitoring the short run print production and variable print production			
Mailing/Distribution of ordered items by Canada Post			
Distribution of ordered items by other carriers			
<b>Points allocated for R.5.1.b.3</b>			<b>/20</b>

<p>(R.5.1.b.1 + R.5.1.b.2 + R.5.1.b.3)</p> <p><b>Total Points Allocated for R.5.1.b</b> _____ <b>/32</b></p>
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**R.5.1.a (R.5.1.a.1 + R.5.1.a.2 + R.5.1.a.3) OR R.5.1.b (R.5.1.b.1 + R.5.1.b.2 +R.5.1.b.3)**

**EVALUATED TOTAL POINTS R.5 :** \_\_\_\_\_ **/32**

**R.6 BUSINESS CONTINUITY PLAN**

Maximum 28 points (R.6.1 + R.6.2)

Bidders should demonstrate their capability to maintain production and delivery of the NRCan requirements during events that would negatively impact their normal operations. Bidders should demonstrate this capability by providing a Business Continuity Plan (BCP) for each facility (physical plant where work required under the Contract is carried out including facilities that are owned by same legal entity as the Bidder and/or joint venture partner(s) and subcontractor's facilities) identified in their proposal.



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Business Continuity for escalating levels of incident management up to disaster recovery			
that the BCP is communicated throughout the company			
<b>Points allocated for R.6.2</b>			<b>/12</b>
<b>Points allocated for R.6.2____/12 Multiplied by a weighting factor of 2 =</b>			
<b>Total Points Allocated for R.6.2</b>			<b>/24</b>

**EVALUATED TOTAL POINTS R.6 (R.6.1 + R.6.2): \_\_\_\_\_/28**

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## ANNEX D

### 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 such request by Canada will also render the bid non-responsive or will constitute a default under the Contract.

For further information on the Federal Contractors Program for Employment Equity visit HRSDC-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 employees (combined work force includes: permanent full-time, permanent part-time and temporary employees [temporary employees only includes those who have worked 12 weeks or more during a calendar year and who are not full-time students]).
- 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 HRSDC-Labour.

#### OR

- A5.2. The Bidder certifies having submitted the Agreement to Implement Employment Equity (LAB1168) to HRSDC-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 HRSDC-Labour.

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23483-191160/A

N° de réf. du client - Client Ref. No.

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N° de la modif - Amd. No.

File No. - N° du dossier

cx011. 23483-191160

Id de l'acheteur - Buyer ID

cx011

N° CCC / CCC No./ N° VME - FMS

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**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).

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File No. - N° du dossier  
cx011. 23483-191160

Id de l'acheteur - Buyer ID  
cx011  
N° CCC / CCC No./ N° VME - FMS

## ANNEX E - LIST OF SUBCONTRACTORS

### FOR THE PERIOD OF THE CONTRACT AND THE OPTION YEARS

The Bidder must provide a list of all subcontractors that will be used for the completion of any of the goods or services to be provided under the contract, including a description of the goods to be produced, the services to be performed and the location of the performance of the work. The list need not include the purchase of off-the-shelf items.

The Bidder must complete the following table and provide the required information for each subcontractor. As necessary, the bidder must add lines to identify all subcontractors that will be used for the completion of any of the goods or services to be provided under the contract.

The Bidder must submit the completed table as an electronic document on USB along with a print out of the document.

<b>Subcontractor # 1</b>	
Legal name of the subcontractor	
Operating name of each subcontractor	
Head office address of the subcontractor	
Description of the work to be performed by the subcontractor	
Address of the facility where the work will be performed.	
<b>Subcontractor # 2</b>	
Legal name of the subcontractor	
Operating name of each subcontractor	
Head office address of the subcontractor	
Description of the work to be performed by the subcontractor	
Address of the facility where the work will be performed.	
<b>Subcontractor # 3</b>	
Legal name of the subcontractor	
Operating name of each subcontractor	
Head office address of the subcontractor	
Description of the work to be performed by the subcontractor	
Address of the facility where the work will be performed.	
<b>Subcontractor # 4</b>	
Legal name of the subcontractor	
Operating name of each subcontractor	
Head office address of the subcontractor	
Description of the work to be performed by the subcontractor	
Address of the facility where the work will be performed.	

In the event of a change to the status of the list of subcontractors the Contractor must submit the required information for any proposed subcontractor to PWGSC for approval.