



**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> Managed Clothing Solution Canadian	
<b>Solicitation No. - N° de l'invitation</b> F7053-180008/A	<b>Date</b> 2019-05-22
<b>Client Reference No. - N° de référence du client</b> F7053-180008	
<b>GETS Reference No. - N° de référence de SEAG</b> PW-\$\$PR-714-77137	
<b>File No. - N° de dossier</b> pr714.F7053-180008	<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 2019-07-10</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 checked="" type="checkbox"/> <b>Other-Autre:</b> <input type="checkbox"/>	
<b>Address Enquiries to: - Adresser toutes questions à:</b> Sinka, William	<b>Buyer Id - Id de l'acheteur</b> pr714
<b>Telephone No. - N° de téléphone</b> (613) 410-6806 ( )	<b>FAX No. - N° de FAX</b> (613) 943-7970
<b>Destination - of Goods, Services, and Construction:</b> <b>Destination - des biens, services et construction:</b> DEPARTMENT OF FISHERIES AND OCEANS As specified on each order 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**

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

<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>

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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;

Part 6 Security, Financial and Other Requirements: includes specific requirements that must be addressed by Bidders; and

Part 7 Resulting Contract Clauses: includes the clauses and conditions that will apply to any resulting contract.

The Annexes include the Statement of Work (Annex A), the Basis of Payment (Annex B), CCG Uniform Specifications (Annex C), the Security Requirements Checklist (Annex D), the Form PWGSC-TPSGC 572 Task Authorization (Annex E), the Evaluation Criteria (Annex F), the Certification for Federal Contractors Program for Employment Equity (Annex G) and Annex "1" and Annex "2" to Part 5 of the Bid Solicitation

### 1.2 Summary

#### 1.2.1 Background

The Canadian Coast Guard (CCG) has a requirement for a Managed Clothing Solution (MCS) where a third party provider ensures that requirements are filled as and when required.

This requirement includes the provision of uniforms and related accessories, management services including but not limited to uniform design, manufacturing, inventory management and warehousing, ordering, distribution and program data management services.

The MCS will also provide an online Order Management System (OMS) for use by Authorized Users who will order items for Direct Delivery to the address of their choice.

National deliveries are required and destinations will be specified at time of orders.

#### 1.2.2 Period of the Contract

The contract period will be for an initial period of 3 years from the date of the contract, with the option to extend the term of the contract by up to two (2) additional two (2) year periods under the same terms and conditions.

#### 1.2.3 Security Requirement

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There is a security requirement associated with this requirement.

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

#### 1.2.4 Trade Agreements

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

#### 1.2.5 Comprehensive Land Claims Agreements (CLCAs)

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

### 1.3 Federal Contractors Program

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

### 1.4 Debriefings

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

### 1.5 Phased Bid Compliance Process

The Phased Bid Compliance Process applies to this requirement.

## PART 2 - BIDDER INSTRUCTIONS

### 2.1 Standard Acquisitions Clauses and Conditions

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

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

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## 2.2 Standard Instructions

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

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

Delete: sixty (60) days

Insert: Two hundred ten days (210) days

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

## 2.3 Submission of Bids

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

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

## 2.4 Enquiries - Bid Solicitation

All enquiries must be submitted in writing to the Contracting Authority no later than Fifteen (15) calendar days before the bid closing date. Enquiries received after that time may not be answered.

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

## 2.5 Applicable Laws

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

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

## 2.6 Viewing Sample(s)

The viewing samples are representative of the required item but are not part of the technical requirement. The samples may not meet the technical requirement in all respects and must be used for guidance only.

Viewing samples will be made available to Bidders for viewing during the solicitation period by appointment only at the following location and times:

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Location: 140 O'Connor  
Ottawa, ON K1A 0R5  
Times: Tuesday to Thursday 9am to 2pm

## 2.7 Basis for Canada's Ownership of Intellectual Property

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

### PART 3 - BID PREPARATION INSTRUCTIONS

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

Section I: Technical Bid (3 hard copies)

Section II: Financial Bid (1 hard copy)

Section III: Certifications (1 hard copy)

Section IV: Additional Information (1 hard copy)

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

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

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

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

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

#### 3.1 Section I: Technical Bid

- 3.1.1 In their technical bid, Bidders should demonstrate their understanding of the requirements contained in the bid solicitation and explain how they will meet these requirements. Bidders should demonstrate their capability and describe their approach in a thorough, concise and clear manner for carrying out the work.
- 3.1.2 The technical bid should address clearly and in sufficient depth the points that are subject to the evaluation criteria against which the bid will be evaluated which are set out in Annex F. Simply repeating the statement contained in the bid solicitation is not sufficient. In order to facilitate the evaluation of the bid, Canada requests that Bidders address and present topics in the order of the evaluation criteria under the same headings. To avoid duplication, Bidders may refer to different sections of their bids by identifying the specific paragraph and page number where the subject topic has already been addressed.

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### 3.2 Section II: Financial Bid

- 3.2.1 Bidders must submit their financial bid in Canadian dollars in accordance with Annex B– Basis of Payment. The total amount of Applicable Taxes must be shown separately.
- 3.2.2 The firm unit costs submitted for the MCS items must not include the Bidder's indirect costs.
- 3.2.3 The requirement does not offer exchange rate fluctuation risk mitigation. Requests for exchange rate fluctuation risk mitigation will not be considered. All bids including such provision will render the bid non-responsive.

### 3.3 Section III: Certifications

Bidders must submit the certifications required under Part 5.

### 3.4 Section IV: Additional Information

#### 3.4.1 Bidders Proposed Site or Premises Requiring Safeguard Measures

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

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

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

#### 3.4.2 Origin of Work (MCS Items)

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

The following information must be provided for each item:

MCS Item number: \_\_\_\_\_  
Country: \_\_\_\_\_

*\*Please use Appendix B1 selecting the Country of Origin Tab available as an attachment to answer section 3.4.2*

If not using the tab in Appendix 1, Bidders must add additional lines if there is more than one manufacturer or one country per Item.

#### 3.4.3 Diversity and Inclusion Plan (for PWGSC information only)

Bidders are requested to provide details of their policies, practices and initiatives in relation to diversity and inclusion.

- 3.4.3.1 The purpose of the Diversity and Inclusion Plan is to demonstrate the Bidder's approach to increasing diversity and inclusion by improving the proportion of under-represented groups (such as

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women, Indigenous Peoples, persons with disabilities, visible minorities, members of the LGBTQ2+ community, etc.) in their senior management, middle-management and working level structures, and supply chains. The suggested length of the Plan is 2-10 pages.

- 3.4.3.2 The Diversity and Inclusion Plan may include, but is not limited to, the following items:
- 3.4.3.3 Any public statements that the Bidder has released promoting diversity, inclusion, and equality within its organizations;
- 3.4.3.4 Any of the Bidder's existing corporate policies, procedures and initiatives promoting diversity and inclusion in the workplace;
- 3.4.3.5 Any of the Bidder's existing or planned training to educate its workforce on diversity and inclusion;
- 3.4.3.6 Any of the Bidder's other planned corporate activities to increase or promote diversity and inclusion in its workforce;
- 3.4.3.7 Any available statistics on the proportion of d under-represented groups employed in the Bidder's firm at the senior management and working level; and,
- 4.3.8 The Bidder's approach for factoring diversity and inclusion into its supplier selection methods, with consideration for businesses that are predominantly led by under-represented groups.

#### **PART 4 – EVALUATION PROCEDURES AND CONTRACTOR SELECTION METHODOLOGY**

##### **4.1 Evaluation Procedures**

- 4.1.1 Bids will be assessed in accordance with the entire requirement of the bid solicitation including the technical and financial evaluation criteria. Canada will use the Phased Bid Compliance Process described below. If a bid is determined to be non-responsive, it will not be assessed at the next phase.
  - 4.1.1.1 An evaluation team composed of Canadian representatives will evaluate the bids.
- 4.1.2 Technical Evaluation Criteria
  - 4.1.2.1 Mandatory requirements and point-rated requirements criteria are set out in Annex F.
- 4.1.3 Financial Evaluation Criteria
  - 4.1.3.1 Bidders must submit a firm unit price for all items listed in Appendix B-1 in accordance with Annex B.
  - 4.1.3.2 The price of the bid will be evaluated in Canadian dollars, Canadian customs duties and excise taxes included and applicable taxes excluded.

##### **4.2 Contractor Selection Methodology**

- 4.2.1 Phased Bid Compliance Process (2018-07-19) General
  - (a) Canada is conducting the PBCP described below for this requirement.
  - (b) Notwithstanding any review by Canada at Phase I or II of the PBCP, Bidders are and will remain solely responsible for the accuracy, consistency and completeness of their Bids and Canada does not undertake, by reason of this review, any obligations or responsibility for

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identifying any or all errors or omissions in Bids or in responses by a Bidder to any communication from Canada.

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

- (c) Canada may, in its discretion, request and accept at any time from a Bidder and consider as part of the Bid, any information to correct errors or deficiencies in the Bid that are clerical or administrative, such as, without limitation, failure to sign the Bid or any part or to checkmark a box in a form, or other failure of format or form or failure to acknowledge; failure to provide a procurement business number or contact information such as names, addresses and telephone numbers; inadvertent errors in numbers or calculations that do not change the amount the Bidder has specified as the price or of any component thereof that is subject to evaluation. This shall not limit Canada's right to request or accept any information after the bid solicitation closing in circumstances where the bid solicitation expressly provides for this right. The Bidder will have the time period specified in writing by Canada to provide the necessary documentation. Failure to meet this deadline will result in the Bid being declared non-responsive.
- (d) The PBCP does not limit Canada's rights under Standard Acquisition Clauses and Conditions (SACC) 2003 (2018-05-22) Standard Instructions – Goods or Services – Competitive Requirements nor Canada's right to request or accept any information during the solicitation period or after bid solicitation closing in circumstances where the bid solicitation expressly provides for this right, or in the circumstances described in subsection (c).
- (e) Canada will send any Notice or CAR by any method Canada chooses, in its absolute discretion. The Bidder must submit its response by the method stipulated in the Notice or CAR. Responses are deemed to be received by Canada at the date and time they are delivered to Canada by the method and at the address specified in the Notice or CAR. An email response permitted by the Notice or CAR is deemed received by Canada on the date and time it is received in Canada's email inbox at Canada's email address specified in the Notice or CAR. A Notice or CAR sent by Canada to the Bidder at any address provided by the Bidder in or pursuant to the Bid is deemed received by the Bidder on the date it is sent by Canada. Canada is not responsible for late receipt by Canada of a response, however caused.

#### 4.2.2 (2018-03-13) Phase I: Financial Bid

- (a) After the closing date and time of this bid solicitation, Canada will examine the Bid to determine whether it includes a Financial Bid and whether any Financial Bid includes all information required by the solicitation. Canada's review in Phase I will be limited to identifying whether any information that is required under the bid solicitation to be included in the Financial Bid is missing from the Financial Bid. This review will not assess whether the Financial Bid meets any standard or is responsive to all solicitation requirements.
- (b) Canada's review in Phase I will be performed by officials of the Department of Public Works and Government Services.
- (c) If Canada determines, in its absolute discretion that there is no Financial Bid or that the Financial

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Bid is missing all of the information required by the bid solicitation to be included in the Financial Bid, then the Bid will be considered non-responsive and will be given no further consideration.

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

#### 4.2.3 (2018-03-13) Phase II: Technical Bid

- (a) Canada's review at Phase II will be limited to a review of the Technical Bid to identify any instances where the Bidder has failed to meet any Eligible Mandatory Criterion. This review will not assess whether the Technical Bid meets any standard or is responsive to all solicitation requirements. Eligible Mandatory Criteria are all mandatory technical criteria that are identified in this solicitation as being subject to the PBCP. Mandatory technical criteria that are not identified in the solicitation as being subject to the PBCP, will not be evaluated until Phase III.
- (b) Canada will send a written notice to the Bidder (Compliance Assessment Report or "CAR") identifying any Eligible Mandatory Criteria that the Bid has failed to meet. A Bidder whose Bid has been found responsive to the requirements that are reviewed at Phase II will receive a CAR that states that its Bid has been found responsive to the requirements reviewed at Phase II. Such Bidder shall not be entitled to submit any response to the CAR.
- (c) A Bidder shall have the period specified in the CAR (the "Remedy Period") to remedy the

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failure to meet any Eligible Mandatory Criterion identified in the CAR by providing to Canada in writing additional or different information or clarification in response to the CAR. Responses received after the end of the Remedy Period will not be considered by Canada, except in circumstances and on terms expressly provided for in the CAR.

- (d) The Bidder's response must address only the Eligible Mandatory Criteria listed in the CAR as not having been achieved, and must include only such information as is necessary to achieve such compliance. Any additional information provided by the Bidder which is not necessary to achieve such compliance will not be considered by Canada, except that, in those instances where such a response to the Eligible Mandatory Criteria specified in the CAR will necessarily result in a consequential change to other parts of the Bid, the Bidder shall identify such additional changes, provided that its response must not include any change to the Financial Bid.
- (e) The Bidder's response to the CAR should identify in each case the Eligible Mandatory Criterion in the CAR to which it is responding, including identifying in the corresponding section of the original Bid, the wording of the proposed change to that section, and the wording and location in the Bid of any other consequential changes that necessarily result from such change. In respect of any such consequential change, the Bidder must include a rationale explaining why such consequential change is a necessary result of the change proposed to meet the Eligible Mandatory Criterion. It is not up to Canada to revise the Bidder's Bid, and failure of the Bidder to do so in accordance with this subparagraph is at the Bidder's own risk. All submitted information must comply with the requirements of this solicitation.
- (f) Any changes to the Bid submitted by the Bidder other than as permitted in this solicitation, will be considered to be new information and will be disregarded. Information submitted in accordance with the requirements of this solicitation in response to the CAR will replace, in full, only that part of the original Bid as is permitted in this Section.
- (g) Additional or different information submitted during Phase II permitted by this section will be considered as included in the Bid, but will be considered by Canada in the evaluation of the Bid at Phase II only for the purpose of determining whether the Bid meets the Eligible Mandatory Criteria. It will not be used at any Phase of the evaluation to increase or decrease any score that the original Bid would achieve without the benefit of such additional or different information. For instance, an Eligible Mandatory Criterion that requires a mandatory minimum number of points to achieve compliance will be assessed at Phase II to determine whether such mandatory minimum score would be achieved with such additional or different information submitted by the Bidder in response to the CAR. If so, the Bid will be considered responsive in respect of such Eligible Mandatory Criterion, and the additional or different information submitted by the Bidder shall bind the Bidder as part of its Bid, but the Bidder's original score, which was less than the mandatory minimum for such Eligible Mandatory Criterion, will not change, and it will be that original score that is used to calculate any score for the Bid
- (h) Canada will determine whether the Bid is responsive for the requirements reviewed at Phase II, considering such additional or different information or clarification as may have been provided by the Bidder in accordance with this Section. If the Bid is not found responsive for the requirements reviewed at Phase II to the satisfaction of Canada, then the Bid shall be considered non-responsive and will receive no further consideration.
- (i) Only Bids found responsive to the requirements reviewed in Phase II to the satisfaction of Canada, will receive a Phase III evaluation.

#### 4.2.4 (2018-03-13) Phase III: Final Evaluation of the Bid

- (a) In Phase III, Canada will complete the evaluation of all Bids found responsive to the

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requirements reviewed at Phase II. Bids will be assessed in accordance with the entire requirement of the bid solicitation including the technical and financial evaluation criteria.

- (b) A Bid is non-responsive and will receive no further consideration if it does not meet all mandatory evaluation criteria of the solicitation.

#### 4.2.5 Basis of Selection

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

#### 4.2.5.2 Total Bid Price

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

#### 4.3 Selection Methodology

4.3.1 To be declared responsive a bid must:

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

4.3.2 Bids not meeting 4.3.1 (a), (b) and (c) at the end of the Technical Bid Evaluation will be declared non-responsive, and receive no further consideration.

#### 4.4 Lowest Responsive Cost-per-Point

4.4.1 To establish the lowest cost-per-point score, each responsive Total Bid Price will be divided into the total number of weighted points acquired for the Bid. Refer to the Section 4.2.5.1 herein for more details.

4.4.2 Financial Evaluation:

The total bid price will be determined using the methodology outlined in section 4.2.5.2

4.4.3 Calculation – Lowest Responsive Cost-per-Point

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

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NOTE: The weighted points will be rounded up to two (2) decimal places.

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

Bidder 3 will be recommended for contract award.

#### PART 5 – CERTIFICATIONS AND ADDITIONAL INFORMATION

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

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

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

##### 5.1 Certifications Required with the Bid

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

###### 5.1.1 Integrity Provisions - Declaration of Convicted Offences

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

###### 5.1.2 Ethical Procurement Certification

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

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

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

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

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

#### 5.2.1 Integrity Provisions – Required Documentation

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

#### 5.2.2 Federal Contractors Program for Employment Equity - Bid Certification

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

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

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

The Bidder must provide the Contracting Authority with a completed annex 1 "Federal Contractors Program for Employment Equity – Certification", before contract award. If the Bidder is a Joint Venture, the Bidder must provide the Contracting Authority with a completed annex 1 "Federal Contractors Program for Employment Equity - Certification", for each member of the Joint Venture.

#### 5.2.3 Additional Certifications Precedent to Contract Award

##### 5.2.3.1 Status and Availability of Resources

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

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

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### 5.2.3.2 Education and Experience

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

## PART 6 - SECURITY, FINANCIAL AND INSURANCE REQUIREMENTS

### 6.1 Security Requirements

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

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

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

### 6.2 Financial Capability

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

### 6.3 Insurance Requirements

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

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

## PART 7 - RESULTING CONTRACT CLAUSES

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

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## 7.1 Statement of Work

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

## 7.2 Task Authorization

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

### 7.2.1 Task Authorization Process

#### 7.2.1.1 Step 1 – Description of the Task

Prior to issuing a Task Authorization, the Procurement Authority must notify the Contractor in writing of a task requirement. The Procurement Authority and the Contractor must agree on the following aspects, as applicable, of all tasks prior to issuance of a Task Authorization:

- (a) detailed description of the task to be performed, with reference to the Statement of Work;
- (b) priority;
- (c) expenditure limitation for the performance of the work;
- (d) total estimated cost for performing the task which must be computed in accordance with the Annex B – Basis of Payment with price support and price breakdown including a breakdown by category of resource;
- (e) an estimate or an actual number of person-hours of effort required, per category;
- (f) schedule indicating completion dates for the activities or delivery dates for the deliverables;
- (g) timeframe by which the proposal must be accepted by the Procurement Authority for the Contractor to meet the proposed completion or delivery dates; and
- (h) any other supporting details.

#### 7.2.1.2 Step 2 – Price Proposal

Following agreement of the Procurement Authority and the Contractor on the aspects of the task to be performed, the Contractor will provide a total estimated cost for performing the task and a breakdown of all applicable elements of cost established in accordance with Annex B – Basis of Payment, including labour hours by category, travel requirements outlining the number of trips and duration, personnel and other associated travel costs, other direct costs and materiel cost. This price proposal must be provided to the Technical Authority within 20 calendar days following receipt of a notice of a task request.

Any unexpected costs not included in the price proposal must be submit to the Procurement Authority under a revised price proposal for approval.

#### 7.2.1.3 Step 3 – Task Authorization

a) If the Contractor's price proposal is approved, the Procurement Authority will issue a Task Authorization to the Contractor.

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b) The Task Authorization will contain a detailed description of the task(s) to be performed, a description of the deliverable(s), and a schedule indicating completion dates for the activities or delivery dates for the deliverables. The Task Authorization will also include the applicable basis and method of payment as specified in the Contract.

c) The Contractor must not perform any work until a Task Authorization authorized by the Procurement Authority has been received by the Contractor. The Contractor acknowledges that any work performed before a Task Authorization has been received will be done at the Contractor's own risk.

d) The Task Authorization must not be amended. Any changes required to a Task Authorization must be authorized by the Procurement Authority and requires the issuance of a new Task Authorization indicating the task number being amended; the amendment number; and the required amendments.

#### 7.2.2 Task Authorization Limit

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

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

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

Canada's obligation with respect to the portion of the Work under the Contract that is performed through task authorizations is limited to the total amount of the actual tasks performed by the Contractor.

#### 7.2.4 Periodic Usage Reports - Contracts with Task Authorizations

7.2.4.1 The Contractor must compile and maintain records on its provision of services to the federal government under authorized Task Authorizations issued under the Contract.

7.2.4.2 The Contractor must provide this data in accordance with the reporting requirements detailed below. If some data is not available, the reason must be indicated. If services are not provided during a given period, the Contractor must still provide a "nil" report.

The data must be submitted on a quarterly basis to the Contracting Authority.

The quarterly periods are defined as follows:

1st quarter: April 1 to June 30;

2nd quarter: July 1 to September 30;

3rd quarter: October 1 to December 31; and

4th quarter: January 1 to March 31.

The data must be submitted to the Contracting Authority no later than fifteen (15) calendar days after the end of the reporting period.

#### 7.2.5 Reporting Requirement- Details

A detailed and current record of all authorized tasks must be kept for each contract with a task authorization process. This record must contain:

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a) For each authorized task:

- i. the authorized task number or task revision number(s);
- ii. a title or a brief description of each authorized task;
- iii. the total estimated cost specified in the authorized Task Authorization (TA) of each task, exclusive of Applicable Taxes;
- iv. the total amount, exclusive of Applicable Taxes, expended to date against each authorized task;
- v. the start and completion date for each authorized task; and
- vi. the active status of each authorized task, as applicable.

b) For all authorized tasks:

- i. the amount (exclusive of Applicable Taxes) specified in the contract (as last amended, as applicable) as Canada's total liability to the contractor for all authorized TAs; and
- ii. the total amount, exclusive of Applicable Taxes, expended to date against all authorized TAs.

### 7.3 Standard Clauses and Conditions

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

#### 7.3.1 General Conditions

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

#### 7.3.2 Supplemental General Conditions

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

4008 (2008-12-12) Personal Information

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

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

### 7.4 Security Requirements

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

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written permission of CISD/PWGSC.

- 5 The Contractor must comply with the provisions of the:
- (a) Security Requirements Check List and security guide (if applicable), attached at Annex D;
  - (b) Industrial Security Manual (Latest Edition)

## 7.5 Contractor's Sites or Premises Requiring Safeguarding Measures

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

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

## 7.6 Term of Contract

- 7.6.1 Period of the Contract

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

- 7.6.2 Option to Extend the Contract

The Contractor grants to Canada the irrevocable option to extend the term of the Contract by up to two (2) additional two (2) year period(s) under the same conditions. The Contractor agrees that, during the extended period of the Contract, it will be paid in accordance with the applicable provisions as set out in the Basis of Payment.

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

## 7.7 Comprehensive Land Claims Agreements (CLCAs)

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

## 7.8 Authorities

### 7.8.1 Contracting Authority

The Contracting Authority for the Contract

is William Sinka  
Supply Specialist

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Public Services & Procurement  
Canada Acquisitions Branch  
Commercial & Consumer Products  
Directorate Clothing & Textiles Division  
L'Esplanade Laurier, East Tower, 7<sup>th</sup>  
Floor 140 O'Connor Street  
Ottawa, Ontario., K1A 0R5  
Telephone: 613-410-6806  
E-mail address: [william.sinka@tpsgc-pwgsc.gc.ca](mailto:william.sinka@tpsgc-pwgsc.gc.ca)

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

#### 7.8.2 Project Authority is:

(To be completed at contract award)

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

#### 7.8.3 Technical Authority is:

(To be completed at contract award)

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

#### 7.8.4 Contractor's Representative

(To be completed at contract award)

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

Title: \_\_\_\_\_

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

Facsimile: - - \_\_\_\_\_

E-mail address: \_\_\_\_\_

#### 7.9 Payment

##### 7.9.1 Basis of Payment

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

#### 7.9.2 Limitation of Expenditure

1. Canada's total liability to the Contractor under the Contract must not exceed the total estimated value of the Contract. Customs duties are included and Goods and Services Tax or Harmonized Sales Tax is extra, if applicable.

No increase in the total liability of Canada or in the price of the Work resulting from any design changes, modifications or interpretations of the Work, will be authorized or paid to the Contractor unless these design changes, modifications or interpretations have been approved, in writing, by the Contracting Authority before their incorporation into the Work. The Contractor must not perform any work or provide any service that would result in Canada's total liability being exceeded before obtaining the written approval of the Contracting Authority. The Contractor must notify the Contracting Authority in writing as to the adequacy of this sum:

- (a) when it is 75 percent committed, or
  - (b) four (4) months before the contract expiry date, or
  - (c) as soon as the Contractor considers that the contract funds provided are inadequate for the completion of the Work, whichever comes first.
2. If the notification is for inadequate contract funds, the Contractor must provide to the Contracting Authority a written estimate for the additional funds required. Provision of such information by the Contractor does not increase Canada's liability.

#### 7.9.3 Limitation of Price

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

#### 7.9.4 Multiple Payments

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

#### 7.9.5 Discretionary Audit

SACC *Manual* clause C0100C (2010/01/11) Discretionary Audit - Commercial Goods and/or Services

#### 7.9.6 Time Verification

SACC *Manual* clause C0710C (2007/11/30) Time and Contract Verification  
SACC *Manual* clause C0711C (2008/05/12) Time Verification

#### 7.9.7 Electronic Payment of Invoices – Contract

The Contractor accepts to be paid using any of the following Electronic Payment Instrument(s):

##### 7.9.7.1 Direct Deposit (Domestic and International);

#### 7.10 Invoicing Instructions

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

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### 7.10.1 Invoices

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 and delivered.

Invoices must be distributed as follows:

- a. One (1) copy must be forwarded to the following address :  
  
Canadian Coast Guard  
Address  
City  
Attn:  
Email: \_\_\_\_\_ (to be inserted at contract award)
- b. One (1) copy must be forwarded to the Contracting Authority identified under the section entitled "Authorities" of the Contract.
- c. The original and one (1) copy must be forwarded to the consignee for certification and payment.

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

### 7.10.2 Credits:

Credits are included in the pending invoices report sent each month by the Contractor. Credits received for returns (or other reasons) are applied to invoices that have a balance to pay for the same RCM (this only applies when the balance exceeds the credit amount).

### 7.11 Shipment of Goods:

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

#### 7.11.1 Shipping Documentation:

Also required:

- i. Additional information for the packing slip:
  - a. Name of the employee who placed the order
  - b. Canadian Coast Guard (or Garde côtière canadienne on French packing slip)
  - c. Order number
  - d. Description of the goods and size(s) of each item shipped;
  - e. One initial box (for employee to confirm reception)

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- f. Return Policy Information
  - g. Messages from CCG (pre-authorized)
  - h. The total quantity of each item on back-order (or otherwise not shipped) and expected delivery date
- ii. One copy of a Return Order Form with the following information:
- a. Name of the employee who placed the order
  - b. Information on how to return items for exchange or refund (to be determined with the CCG Project authority).
  - c. Order number
  - d. Date of shipment
  - e. Item number(s);
  - f. Item name(s);
  - g. Quantity Returned empty box (or method determined by CCG Project Authority and Contractor)
  - h. Size of replacement item requested
  - i. Quantity of each item ordered;
  - j. Size(s) of each item ordered;
  - k. Measurements indicated in the employee's profile
  - l. Return Policy Information
  - m. Empty box for comments
- iii. A pre-paid return order label

#### **7.12 Time and Contract Price Verification**

7.12.1 Time charged and the contract price of incidental materials used are subject to verification by Canada, before or after payment is made to the Contractor. If verification is done after payment, the Contractor must repay any overpayment, at Canada's request.

7.12.2 Time charged and the accuracy of the Contractor's time recording system are subject to verification by Canada, before or after payment is made to the Contractor. If verification is done after payment, the Contractor must repay any overpayment, at Canada's request.

#### **7.13 Certifications and Additional Information**

##### **7.13.1 Compliance**

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

##### **7.13.2 Federal Contractors Program for Employment Equity - Default by the Contractor**

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

##### **7.14 Work Site Access**

Authorized representatives of Canada must have access to any site where any part of the Work is

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being carried out at any time during working hours to make examinations and such tests of the Work as they may think fit.

#### 7.15 Applicable Laws

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

#### 7.16 Priority of Documents

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

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

#### 7.17 SACC Manual Clauses

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

#### 7.18 Materials: Contractor Total Supply

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

#### 7.19 Procedures for Design Change/Deviations(update) B5001C

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

The Contractor must complete Part 1 of form PWGSC-TPSGC 9038, Design Change/Deviation, and forward 1 copy to the Project Authority and one (1) copy to the Contracting Authority.

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

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## 7.20 Sub-Contractors

Pursuant to subsection 06 of the General Conditions 2030 - High Complexity - Goods, the sub-contractors listed in Annex " " **(to be included at contract)** will be utilized in the performance of the Contract.

Subcontractors, other than those listed above, may not be utilized without the written permission of the Contracting Authority.

## 7.21 Overshipment

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

## 7.22 Pre-Production Sample(s)

1. The Contractor must provide one pre-production sample for each line item (size to be specified at time of request), accompanied by the sealed samples, if applicable, to the Technical Authority for acceptance within 60 calendar days from date of contract award.
2. Pre-production samples will also be a requirement when 1) there is a change in a sub-contractor during the life of the Contract; or 2) there is a major technical change to the item; or 3) when a new line item is added to the Contract.
3. If the pre-production samples are rejected, the Contractor must submit a second pre-production sample within 20 calendar days of notification of rejection from the Technical Authority.
4. If the pre-production samples are accepted by either full acceptance or conditional acceptance, the Contractor must proceed with production as per the Contract requirements.
5. Rejection by the Technical Authority of the second pre-production samples submitted by the Contractor for failing to meet the contract requirements will be grounds for termination of the Contract for default.
6. The Contractor must carry out all required inspection and tests to verify conformance to the technical requirements of the Contract.
7. In addition to providing the pre-production samples, the Contractor must provide a copy of the inspection reports and laboratory test reports and/or Certificates of compliance, as applicable, to the Contracting Authority and Technical Authority, transportation charges prepaid, and without charge to Canada.
8. The pre-production samples submitted by the Contractor will remain the property of Canada.
9. The Technical Authority will notify the Contractor, in writing, of the full acceptance, conditional acceptance, or rejection of the pre-production samples. A copy of this notification will also be provided by the Project Authority to the Contracting Authority. The notice of the full acceptance or conditional acceptance does not relieve the Contractor from complying with all requirements and conditions of the Contract.
10. The Contractor must not commence or continue with production of the items and must not make any deliveries until the Contractor has received a written notification from the Project Authority that the pre- production samples are fully acceptable or conditionally acceptable. Any production of items before pre- production sample acceptance will be at the sole risk of the Contractor.

### **CERTIFICATE OF COMPLIANCE - COMPONENT MANUFACTURER - DEFINITION**

A Certificate of Compliance is defined as a signed and dated certification by an appropriate official of the component manufacturer (e.g. zipper, hook and loop, webbing, etc.). It must specifically address the

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adherence of the offered component to the specification or manufacturing data of the technical requirement.

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

#### **CERTIFICATE OF COMPLIANCE - FABRIC - DEFINITION**

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

#### **7.23 All Risks Property Insurance**

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

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

#### **7.24 Canadian General Standards Board (CGSB) - Standards**

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

Canadian General Standards Board Sales Centre Place du Portage III, 6B1  
11 Laurier Street Gatineau, Québec  
Telephone: (819) 956-0425 or 1-800-665-CGSB  
(Canada only) Fax (819) 956-5740  
E-mail: ncr.cgsb-ongc@pwgsc.gc.ca  
CGSB Website: <https://www.tpsqc-pwgsc.gc.ca/onqc-cqsb/index-eng.html>

#### **7.25 Ethical Apparel**

(a) The ethical procurement certification incorporated into the bid solicitation on its closing date is incorporated into, and forms a binding part of the Contract. The Contractor must ensure continuous

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compliance with the provisions of the ethical procurement certification that was signed during the bidding process throughout the duration of the contract.

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

#### 7.26 Financial Security

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

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

#### 7.27 Security deposit definition

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

#### 7.28 Liquidated Damages

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

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Free Order Processing services and Order Processing Times.

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

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**ANNEX A**  
**STATEMENT OF WORK (SOW)**  
**FOR**  
**CANADIAN COAST GUARD (CCG)**  
**MANAGED CLOTHING SOLUTIONS (MCS)**

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## 1. Scope

The Canadian Coast Guard (CCG) is a Special Operating Agency under the umbrella of Fisheries and Oceans Canada. The CCG ensures the security and prosperity of Canada by providing essential services to the marine community. These services include waterways management, aids to navigation, search and rescue, environmental response, icebreaking (escort and flood control) and marine communications and traffic services. CCG also plays an important role in maritime security and provides and operates the federal government's civilian fleet.

Though these services are provided directly to the marine community, safe, secure and accessible waterways are essential to all Canadians. The transportation of billions of dollars' worth of goods, every year, via Canada's waterways is essential to the continued prosperity of Canada. Several isolated northern communities depend on the Coast Guard for resupply of essential goods such as building materials, vehicles, equipment, food and fuel as they do not have commercial service and can only be safely accessed by icebreakers for these types of bulk resupply.

CCG actions, including coordination of the response, provision of equipment and participation in cleanup operations, in the case of environmental pollution event, is essential to preventing or mitigating long term damage. In many instances prompt assistance to a vessel in distress will prevent an environmental pollution event.

The CCG regularly assists and/or partners with multiple government departments and agencies as well as scientific and educational institutions at the domestic and international levels to conduct scientific research, seabed mapping, etc.

The CCG partners with various domestic enforcement agencies assisting in their law enforcement efforts to curb smuggling, illegal fishing and other illegal activities as well as promoting marine safety.

### 1.1 Objective

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

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

### 1.2 Background

The CCG is a significant symbol of Canadian Sovereignty, especially in remote northern areas. The CCG carries out its responsibilities with a workforce of approximately 6,000 employees, including approximately 4,700 uniformed personnel who provide services at approximately 107 staffed shore side locations, aboard 118 ships and 4 Air Cushion Vehicles, numerous smaller vessels and 22 Helicopters.

### 1.3 Terminology

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

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Term/Acronym	Definition
Batch Shipment	A delivery shipment containing more than one (1) order within the shipment, and all shipments that are scheduled to the same address on the same day.
Bulk Order	Uniform items typically bought in larger quantities.
Canada Owned Inventory	Items owned by the Government of Canada, either in the form of raw material or as finished product.
CCG	Canadian Coast Guard
CCG Reference Number	A unique number assigned by the CCG Responsibility Centre Manager for each order placed. This number is utilized for tracking and financial reconciliation purposes.
CCG Uniform Catalogue	The current collection of CCG uniform items.
CCG Uniform Item Specifications	The per-uniform item design and manufacturing requirements identified by CCG with respect to garment labelling, packaging, colour(s), material(s) used, stitching and sewing instructions, and sizing.
Consignee Code	A five-character Customer Address Code that is used as a location to which deliveries will be made.
FSA	Financial Signing Authority
HR	Human Resources
Incumbent Contractor	The outgoing Contractor.
ITP	Inspection and Test Plan
KPI	Key Performance Indicators
LIM	Line Item Mark-up
LIUC	Line Item Unit Cost
Made-to-Measure	Uniform items that are offered in the catalogue, but for which an employee requires a special sizing.
Made-to-Order	Items that are produced by the Contractor when an order is placed. They usually require specific identification (e.g. nametags) therefore no inventory is held, or only blank inventory is held for these items.
Manufacturer's Defects	Manufacturer's Defects include all items that are not delivered in accordance to the contract and are not accepted and approved by the Project Authority.

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NSN	Nato Stock Number. A Nato Stock Number or National Stock Number (NSN) is a 13-digit numeric code, identifying all the 'standardized material items of supply' as they have been recognized by all NATO countries.
Order Processing Times	Order processing times will be determined and measured using the time the employee places the order (as recorded in the Contractor's secure On-line Ordering and Management System) to the time the order is received by the shipping entity from the Contractor.
PP&R Team	Canadian Coast Guard's Procurement Policy & Reporting Team
PPS	Pre-production sample. A physical sample of the uniform item to be produced or acquired from a supplier which must be approved prior to manufacturing.
PRI	Personal Record Identifier
Program Administrators	Canadian Coast Guard assigned employee for the National Uniform Program
Project Authority	The CCG representative for whom the Work is being carried out under the Contract and is responsible for all matters concerning the technical content of the Work under the Contract.
RC	Responsibility Centre. A five number code that forms part of the CCG financial coding string. One or more responsibility centres is assigned to responsibility centre managers to manage their budgets and from which they authorize payments.
RCM	Responsibility Centre Manager. These delegated managers hold financial signing and operational decision-making authority.
Regular Order	A regular order has no special delivery or size requirements. It is placed normally through the ordering website.
RMA	Return Merchandise Authorization
Sealed Sample	A physical prototype sample for the purpose of demonstrating a uniform item design as reference. Can be used at the pre- contractual phase for Bidders to view.
Service Commencement Date	Service commencement is when Phase 1 Transition-In is fully complete and approved and Phase 2 begins. Phase 2 is referred to as "Service Commencement and Ongoing Managed Clothing Solution services".
SOW	Statement of Work

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Styling Sample	A physical prototype sample, composed of desired fabric and style, for the purposes of demonstrating or field testing with employees a new or revised uniform item design. These samples are provided by the Contractor to Canadian Coast Guard for approval prior to developing a Pre-Production Sample.
Successor Contractor	The new Contractor.
Task Authorization (TA)	A form used for as and when requested professional services as outlined in the SOW.
Transition-In	The process of changing service delivery from the Incumbent Contractor to the Successor Contractor.
Transition-in Inventory	The inventory of Canada-owned uniform items that are shipped to the Successor.
Transition-Out	The process of the Incumbent Contractor transitioning out of service delivery to the Successor Contractor.
Uniform Allocation System	The way that Canadian Coast Guard manages the uniform entitlement for each employee. Entitlements are based on an initial kit (garment options) and then employees move to an (annual replacement) for ongoing uniform maintenance.
Uniform Restricted Items	Items that bear the Canadian Coast Guard signature, the Canada Wordmark, or the heraldic badge. Uniform components classified as a restricted item are subject to a requirement for secure warehousing and destruction or recycling in place of disposal.
User Profile	Information relating to a CCG team member of the Contractor's On-line Uniform Ordering and Management System, including but not limited to: username, password, identification number, position, location of delivery, responsibility centre manager, uniform allocation, language profile, financial coding and uniform measurements.
Virtual Styling Sample	An electronic sketch or illustrated mock-up of a proposed clothing design showing overall look and fit, for the purposes of demonstrating a new or revised uniform item design, provided by the Contractor to CCG for initial design approval, prior to developing a styling sample. It is often accompany by fabric swatches and colour samples.
Work	Work as described in the Statement of Work

**1.4 CCG Uniform Allocation System**

CCG uses a garment / uniform allocation system. Refer to Appendix 1 – CCG Uniform Allocation System for detailed information.

**1.5 Historical Usage Volumes**

Uniforms are ordered for CCG uniformed personnel who are entitled to wear a uniform in the performance of

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their work at the time of hiring, and to replace the worn out garments of existing CCG uniformed personnel. The distribution of uniform items under the existing CCG Uniform Policy is currently based on an initial scale of issue and annual maintenance scale of issue. Scales of issue and entitlement to certain items will vary depending on position entitlement as determined by the CCG. Uniform is also provided on a fair wear and tear basis approved by the RC Manager on an individual basis.

The CCG is investigating the possibility of changing the current system (i.e. Initial, Fair Wear and Tear, and Annual Maintenance Scales of issue) to a hybrid Initial issue followed by a points-based system for maintenance. If implemented, it would involve indicating the value in points of the various available items, and will allow uniformed personnel with an available point allocation (based on position and replenishment) from which to acquire the items, at the uniformed personnel's discretion, provided the uniformed personnel is entitled to the uniform component and has the available "points" to acquire the desired item. It is anticipated that any unused portion of the points allocated for one fiscal year (April 1 to March 31 of the following year) will not be carried forward to the next fiscal year.

Regarding the needs of CCG recruitment, the CCG currently receives approximately 60 new cadets every twelve (12) months into the CCG College for 4 years of training. Training commences each fall. The annual intake numbers for new cadets are typically known in advance and will be communicated to the Contractor to alert them to expected peaks in ordering. However, unexpected urgent requests may still arise. The CCG also employs a substantial number of seasonal employees resulting in seasonal demand in March and April of each year. The majority of these seasonal employees are return employees, already having uniform items but there are many new seasonal employees, including those in the Inshore Rescue Boat Program (IRB), who have no uniform items.

Besides the customary peak seasonal demand for cold weather uniform items in the fall, the CCG also has a requirement for cold weather uniform items for crew members serving on icebreakers in the Arctic, resulting in a demand for cold weather items of uniform in May and June.

Actual uniform ordering levels are expected to vary with operational requirements. Appendix 7 provides a breakdown of the annual order volumes, per item type and size, for the calendar years 2013 to 2018 inclusive.

## 2. Reference Documents

The following documents provide guidance for the provision of Managed Clothing Solution services.

- *The Official Languages Act:* <http://laws-lois.justice.gc.ca/eng/acts/o-3.01/page-1.html>
- *The Privacy Act:* <http://laws-lois.justice.gc.ca/eng/acts/p-21/page-1.html>
- *Access to Information Act:* <http://laws-lois.justice.gc.ca/eng/acts/A-1/page-1.html>
- *The Policy on Privacy Protection:*  
[http://www.tbssct.gc.ca/Pubs\\_pol/gospubs/TBM\\_128/CHAP1\\_1-2\\_e.asp](http://www.tbssct.gc.ca/Pubs_pol/gospubs/TBM_128/CHAP1_1-2_e.asp)
- *The Personal Information Protection and Electronic Documents Act:* <http://laws-lois.justice.gc.ca/eng/acts/P-8.6/page-1.html>
- *Treasury Board of Canada Secretariat Standard on Web Accessibility:* <http://www.tbs-sct.gc.ca/pol/doc-eng.aspx?section=text&id=23601>
- *Policy on Access to Information:* [http://www.tbs-sct.gc.ca/pubs\\_pol/gospubs/TBM\\_121/CHAP1\\_1\\_e.asp](http://www.tbs-sct.gc.ca/pubs_pol/gospubs/TBM_121/CHAP1_1_e.asp)

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- *Policy on Management of Information Technology:* [http://www.tbs-sct.gc.ca/pubs\\_pol/ciopubs/TB\\_IT/pmit-pgti\\_e.asp](http://www.tbs-sct.gc.ca/pubs_pol/ciopubs/TB_IT/pmit-pgti_e.asp)
- *Communications Policy of the Government of Canada:* <http://www.tbs-sct.gc.ca/pol/doc-eng.aspx?id=12316>
- *Policy to Restrict the Procurement and Use of Single-Use Plastics.* To be downloaded separately and can be found under 'Attachments'.

### 3. Requirements

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

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

### 4. Scope of work

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

- Phase 1: Transition-In;
- Phase 2: Service Commencement and On-going Provision of Managed Clothing Solution services;
- Phase 3: Transition-Out.

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

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

#### 4.1 Design and Engineering Services

Design and Engineering services are required during all phases of the Contract, on an as and when requested basis, and will be completed through a Task Authorisation as stated in Section 7.2 of the Resulting contract Clauses.

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

4.1.2 The Contractor must design and engineer uniform item styles or design solutions in

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response to occasional user problems and/or new requirements in accordance with the CCG's on-going requirements (e.g. fabric, durability, color, style and CCG identification);

- 4.1.3 The Contractor must, on an as and when requested basis, provide advice and recommendations on the appropriate procedure to be undertaken to provide uniform component items that meet the needs of individuals with special clothing requirements (i.e. alternative fabrics for individuals with allergies to a type of fabric or fabric dye, special sizing for medical reasons such as mastectomy, or to accommodate an insulin pump, etc.).
- 4.1.4 The Contractor must, on an as and when requested basis, develop or revise designs, patterns, processes, or detailed specifications for the uniform items included in the CCG Uniform Catalogue.
- 4.1.5 For any proposed new design or modification to existing uniform items, in order to first achieve initial approval to proceed with the development of a styling sample, the Contractor must submit the following to the Project Authority within fifteen (15) business days of receiving such a request (i.e. new item development or re-design) for signing approval by the Project Authority:
- i. Virtual Styling Sample to demonstrate proposed fit and styling of the item, accompany by fabric swatches and colour samples of the proposed construction material when requested by CCG.
  - ii. The Project Authority will provide comments, recommendations or approval in regards to each Virtual Styling Sample within thirty (30) business days after receipt of the Contractor's proposed Virtual Styling Sample and fabric swatches and colour.
- 4.1.5.1 Once the Virtual Styling Sample for an item has been approved, the Contractor must submit to the Project Authority, within thirty (30) business days of receiving approval of the Virtual Styling Sample, Styling Samples to fully demonstrate styling, fabric and construction for any proposed new or MODIFICATION to uniform components to demonstrate any change in material, specification, or manufacturing systems of the current garments.
- 4.1.5.2 The Project Authority will provide comments, recommendations and approval in regards to each Styling Samples lot within thirty (30) business days after receipt, and the Contractor must incorporate any comments and recommendations into further Styling Samples, or Pre-Production Samples as CCG may request.
- 4.1.5.3 The Contractor must submit the following with each Styling Sample:
- i. A copy of all test data and any other documentation which demonstrates that the requirements of uniform manufacturing are met as per section 4.3 below, including, but not limited to, detailed garment specifications and patterns; and
  - ii. A sample tag that clearly indicates the garment number, garment specification, garment name and revision date.
- 4.1.5.4 The Contractor must secure approval from the CCG Project Authority for each Styling Sample or modification to a garment before proceeding to pattern development and Pre-Production Sample.
- 4.1.5.5 Following approval of a Styling Sample by CCG, the Contractor must proceed with pattern development within 30 days, and grading to develop the full range of sizes for dimensional charts. All patterns and grading are to be submitted once completed

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to form part of the Styling Sample and the detailed design specification for that particular uniform item.

4.1.5.6 Once a Styling Sample is approved by CCG (written approval is required) the Uniform Specifications are finalized and CCG reserves the right to reject any garments not conforming to signed-off Uniform Specification, and the Contractor is fully responsible to comply with the CCG approved modified requirement.

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

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

## 4.2 Manufacturing services

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

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

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

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

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

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

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

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

## 4.3 Quality Assurance Processes

### 4.3.1 Quality Assurance

The Contractor must ensure that each uniform item shipped by the Contractor to CCG employees complies with the quality standards and requirements defined within the most

current version of the CCG Uniform Specifications (Annex C), including quality assurance activities related to the overall finished product prior to shipment;

4.3.2 Inspection and Test Plan (ITP)

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

4.3.3 Fabric Testing

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

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

4.3.4.1 Wear and Field Testing:

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

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

4.3.4.2 Fit Testing:

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

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

4.3.4.3 Lot by Lot Testing:

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

4.3.4.4 Traceability of Materials:

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

4.3.5 Shipping of Uniform Items:

The Contractor must ensure quality assurance activities related to the timeliness and accuracy of orders. This includes invoicing each responsibility centre manager for orders and shipping

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cost, and processing direct deposit payment.

#### 4.4 Warehousing and Inventory Management

- 4.4.1 The Contractor must ensure that all CCG uniform item inventory is warehoused in a secure facility with restricted access.
- 4.4.2 All uniform items, while being stored or shipped, are to be safeguarded against theft or loss and kept clean and unwrinkled in a climate-controlled environment that will ensure the items are not subject to water, dampness, fire, chemicals, excessive heat or cold, soiling, stagnant air, odours, insects and pests, damage or alteration. CCG will not be held liable for any shipments received that contains any of the above mentioned damages or for any uniform items that are not in accordance with the Contract.
- 4.4.3 For any items returned as damaged and not suitable for resale, or discontinued by CCG, where the items belong to the category of Uniform Restricted Items (i.e. they contain the Canadian Coast Guard signature, the Canada Wordmark, or heraldic crest which are designated as a restricted item by the Project Authority), the Contractor must destroy/recycle the items, upon authorization by CCG and must provide the Project Authority a certification of secure destruction, upon completion.
- 4.4.4 The Contractor must at all times maintain a level of inventory in order to supply CCG employees with required uniform items within the stipulated Order Processing Times (refer to the Order Processing Timetable in section 7.2). CCG will not be held financially liable for any excess inventories unless CCG agrees, in writing, in advance to a large or bulk purchase for the purposes of obtaining a volume discount on a given item or items. The Contractor must provide and maintain an inventory tracking system to record placed orders, track inventory, review and report on consumption of inventory, monitor costs, and produce reports on any combination of these activities. This system must not contain proprietary rights that would prevent the electronic transfer of information to CCG.
- 4.4.5 The Contractor is to maintain accurate and up to date records to provide CCG, upon request, any of the following:
  - i. Evidence documenting delivery of garment(s) to its final destination;
  - ii. Shipping status and location of shipment while in transit;
  - iii. Inventory status;
  - iv. Review of consumption;
  - v. Costs monitoring; and
  - vi. Any forecasting and planning data required to fulfill orders.
- 4.4.5.1 The Contractor must have a system in place with the capability of distinguishing between Canada-Owned Inventory and Contractor-Owned Inventory. The contractor must sell or use Canada-Owned Inventory as a priority before selling Contractor-Owned Inventory, when both are in stock.

#### 4.5 Order Processing and Fulfilment

- 4.5.1 The Contractor must provide the means that valid orders can be placed by CCG employees using an on-line, electronic format, via the Contractor's secure On-line Uniform Ordering and Management System.
- 4.5.2 The Contractor must have the proper mechanisms in place to process orders, product returns, and exchanges.

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- 4.5.3 The Contractor must provide the means such that Bulk Orders can be placed by CCG RCMs.
- 4.5.4 The system must allow for the annual allocation for existing CCG employees, as well as the establishment of an initial allotment (referred to as an initial kit) for new hires. Thereafter CCG employee will receive an annually renewed replacement allocation of uniform items. Refer to Appendix 1 – CCG Uniform Allocation System.
- 4.5.5 The contractor must develop and maintain its secure Database Management and On- line Ordering System in both of Canada's official languages, in accordance with the *Official Languages Act*.
- 4.5.6 The Contractor must arrange for delivery of ordered uniform items from the Contractor's distribution warehouse(s) to the shipping address related to each order placed by a CCG employee. (Refer to Appendix 6 for the list of Consignee Codes.)
- 4.5.7 To assist with processing Batch Shipments, a schedule will be developed and confirmed between CCG and the Contractor. For example, orders shipped in bulk to Canadian Coast Guard locations can be on Mondays, Wednesday and Fridays.
- 4.5.8 The Contractor must ship all orders in accordance with the shipping methods outlined in the Contract under the General Terms and Conditions for shipping methods.
- 4.5.9 The Contractor must ensure that each order within a Batch Shipment is packaged in separate packaging with the packing slips related to each separate order within each package to facilitate order distribution at the destination. Batch Shipments must also provide a batch packing slip that provides a summary of the contents of each of the individual orders.
- 4.5.9.1 All packaging materials must be environmentally-friendly.
- 4.5.9.2 Where practical, a shipping package may contain multiple orders for a single team member. For clarity, if a team member places three separate orders on the Contractor's On-line ordering system on the same day, the three orders may be placed in the same shipping package.
- 4.5.9.3 The Contractor must ensure the packing methods and environmentally- friendly shipping package used are durable and not easily damaged during the shipping process.
- 4.6 Order Returns**
- 4.6.1 The Contractor must retain all records of returned items for the duration of the Contract, and report on them to CCG as detailed in Appendix 4 – Reports and Key Performance Indicators. The process implemented by the Contractor must ensure accurate documentation of the time and date on which the Contractor received the returned item(s). Shipping of returned items must be measured in accordance with the Order Processing Times for Return Orders, as set out in section 7.2.
- 4.6.2 The Contractor must replace all items returned by CCG employees due to manufacturer defect or delivery of incorrect size/item (error made by the Contractor) (regardless of the age of the garment as long as it has not been altered, embroidered, washed, dry cleaned or worn) at the Contractor's cost, including shipping costs.
- 4.6.3 The Contractor must replace all items returned by CCG employees due to an incorrect size/item (error made by the employee) at CCGs cost, as long as the item has not been altered, embroidered, washed, dry cleaned or worn, and within three months of reception of the

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items by the employee. Should it be more than three months since the employee received the items, CCG Program Administrators will need to pre-approve the return.

- 4.6.4 In order to initiate the returns/exchange process, the CCG employee must communicate with the Contractor's Customer Support Service (by phone, email or through the ordering website) to receive return authorization instructions.
- 4.6.5 The returns policy and instructions, including a Return Order Form, must be included in every order made by CCG employees. The Return Order form must accompany any return/exchange made by a CCG employee.
- 4.6.6 In the event that a returned item cannot be replaced with a like garment (e.g. a discontinued item available only in limited sizes in returned because of defect or poor fit), or where there is no request for replacement, the Contractor must apply a credit and return the employees points used for this item, if applicable.

#### 4.7 On-line Uniform Ordering and Management System

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

#### 4.8 Reporting and Key Performance Indicators (KPI)

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

#### 4.9 Customer Support Services

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

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

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

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

##### 4.9.3.1 Email / On-line Customer Support:

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

- Contact information for additional information, questions or concerns.
- The initial acknowledgement email may be in a bilingual format, whereas the subsequent response must be in the Official Language in which the query was submitted.

#### 4.9.3.2 Live Chat Customer Support Services:

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

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

#### 4.9.3.3 Telephone-Based Client Support Service System:

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

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

#### 4.9.4 Return Services:

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

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

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

- Improper size sent by Contractor - Item size ordered does not match item

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delivered.

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

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

#### 4.10 Product Recalls

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

#### 4.11 Task Authorization Process

In addition to the provision of implementation, operation, support and maintenance services in support of the delivery of Managed Clothing Solution services to CCG, the Contractor must provide any combination of the following "as-and-when requested" Professional Services when requested to do so by CCG by means of the issuance of a Task Authorization Form.

##### 4.11.1 Training Services

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

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

##### 4.11.2 System Modifications

The Contractor must provide qualified technical services to support administration, adaptation, maintenance or modification to the Contractor's On-line Ordering and Management system (e.g. modifications to the ordering process and/or system interfaces to align with changes to internal CCG uniform program business requirements or to align to industry standard service offerings).

##### 4.11.3 Secure Destruction

All uniform items that are to be disposed of belonging to the category of Uniform Restricted Items cannot simply be discarded, donated or otherwise disposed.

- For CCG owned inventory (branded and Uniform Restricted Items), the Contractor must provide upon CCG request, secure recycling/disposal services, that are approved by CCG (and comply with the Federal Identity Program and Directive on the Disposal of Surplus Material), which may be held by the Contractor and/or CCG employees and any items shipped back by CCG to the Contractor expressly for this purpose (such as a

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collection of discontinued, worn or unwearable items).

- Whenever practical the Contractor shall perform periodic bulk destruction rather than per item destruction.
- The Contractor must provide CCG, for both CCG owned and Contractor owned inventory, with a Certificate of Destruction to confirm completion and provide an appropriate audit trail for any such authorized destruction of Uniform Restricted Items during the Contract.

#### 4.11.4 Tailoring Services

The Contractor must provide qualified services to make repairs or alter clothing professionally (e.g. rebranding) on an as and when requested basis and in accordance with the Basis of Payment.

#### 4.11.5 Design and Engineering Services

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

### 5 Deliverables

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

#### 5.1 Milestones and Dates

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

#### 5.2 Reporting and Communication

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

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

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

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

##### 5.2.1 Surveys

- a) In consultation with the CCG Project Authority, the Contractor must develop and administer client feedback surveys. Survey topics may include but are not limited to: satisfaction with the uniform items, delivery timeframes, usability of the system etc. Surveys will be made available via the same interface as the Contractor's On-line Uniform Ordering and Management System and be conducted approximately once per year or upon request within special circumstances where information is required. A survey that can be distributed off line may be required for sea going employees.
- b) The Contractor must be responsible for:
  - i. Administering the client feedback surveys;
  - ii. Collecting and analyzing the responses within the completed surveys; and
  - iii. Providing the CCG Project Authority with accurate and detailed results of the surveys.

- c) Based on the information collected and received from the completed client feedback surveys, the Contractor may be required by CCG to complete modifications/improvements to the CCG Uniform Program's system, processes, forms, and/or uniform items (if necessary) to the satisfaction of the CCG Project Authority.

### 5.2.2 Meetings

5.2.2.1 The Contractor must attend weekly meetings, via teleconference, with the Project Authority to discuss day-to-day operations of the Contractor's service delivery to CCG, as well as review forecasts of CCG's ongoing requirements for its Managed Clothing Solution.

5.2.2.1.1 Weekly Meeting Agenda: As captured in the Action Item Report (also referred to as the Task List) as detailed in Appendix 4 – Reports and Key Performance Indicators.

5.2.2.1.2 Meeting Minutes: The Contractor must update the agenda on a weekly basis as per the previous week's discussion and decisions, and with any new items requested by CCG.

5.2.2.2 Face-to-face meetings will take place at CCG facilities in the National Capital Region (NCR) on a quarterly basis at the discretion of the CCG Project Authority.

5.2.2.2.1 Face-to-face Meeting Agendas: The Contractor must prepare agendas (in the language agreed upon) in consultation with the Project Authority and distribute the agenda for receipt at least one (1) week prior to a scheduled meeting.

5.2.2.2.2 Meeting Minutes: The Contractor must record and distribute, in the official language agreed upon, the minutes from all meetings within two (2) weeks of the meeting to the Project Authority. Meeting minutes must include but are not be limited to a summary of all action items and decisions. The minutes will be used only as a record of proceedings.

5.2.2.3 The Contractor must confirm meeting attendance with the CCG Project Authority.

## 6 Constraints

### 6.1 Uniform Restricted Items

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

Further, any uniform items including Uniform Restricted Items which have been either: (1) returned as damaged; or (2) correspond to Uniform designs which have been discontinued by the CCG must be properly destroyed in a manner acceptable to the Project Authority rather than simply disposed of by the Contractor.

## 7 Performance and Service Standards

### 7.1 Customer Support Availability

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

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

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After Hours	Saturday and Sunday	00:01- 24:00 EST
	Statutory Holidays	00:01- 24:00 EST

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

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

#### 7.2 Order Delivery

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

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

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

### 7.3 Administrative Processing Timetable

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

### 8 Government Support

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

- Access to Canada's facilities and the CCG Project Authority as required for the successful completion of the Work identified in this Contract;
- Access to relevant documentation and reference materials to which the Contractor would not otherwise have access, including any necessary documentation related to the Uniform Program;
- Provide guidance and clarification to the Contractor regarding CCG's Uniform Program policies

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and procedures;

- Review of reports and other submitted deliverables, as required, and the provision of comments and suggested revisions, in a timely manner;
- Other assistance and support as appropriate.

## 9 Language of Work

The Contractor must ensure that all verbal and written progress reports and other communication with CCG are done in one of Canada's official languages specified by the Project Authority.

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

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

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

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

## 10 Travel Requirements

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

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**APPENDIX 1**

**CANADIAN COAST GUARD NATIONAL UNIFORM PROGRAM  
UNIFORM ALLOCATION SYSTEM  
AND SCALE OF ENTITLEMENT**

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## 1. Canadian Coast Guard (CCG) Uniform Allocation System

The CCG allocation system has an initial issue followed by annual replacements based on a scale of issue and if the employee wears primarily a work or dress uniform. Uniforms may also be approved by the RCM for issue on a Fair Wear and Tear basis.

CCG may implement at some time in the future a hybrid system with initial allocation followed by a point system

The system is comprised of four Main Allocation groups.

Main Allocations have been pre-determined using information in the human resources PeopleSoft dataset downloads. Each of the 120 job codes at Canadian Coast Guard is linked to one of the main allocation groups or to "Not in Uniform".

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

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

## 2. Initial Kit

New employees, if considered "in uniform" based on their job title, receive an initial garment allocation called an initial kit that is based on a scale of issue and then an annual replacement allocation on April 1st following their first order.

### 2.1 Relation between Human Resource Data and Allocation

CCG will provide job position descriptions of those entitled to uniforms. RCMs may modify the list as required.

### 2.2 Allocation Changes

If an employee has a change in allocation for whatever reason, the RCM will approve any additional uniform requirements for the period between the change and new annual allocation.

### 2.3 Allocation Matrix (guiding document)

The items and quantities available for each Main Allocation are in accordance with the CCG Uniform Manual Annex A & B and will form the initial Allocation Matrix. The Allocation Matrix must be updated by the Contractor when new items are added to the system, and/or when a modification to the allocations occurs. If CCG wishes to modify the matrix, they must contact the Contractor with a change request. This document is used to program/code the online allocation system.

### 2.4 Deactivation / Reactivation

If the employee is known to be returning, their previously issued uniform items will be kept by the employee or the Logistics Coordinator and will not generally need to be replaced. Otherwise the responsibility centre manager will determine the required allocation for any returning employee.

### 2.5 Scale of Uniform Entitlement

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The scale of uniform entitlement can be downloaded separately and is found under 'Attachments'. It is subject to change based on the needs of the service.

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## APPENDIX 2

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## 1. System Requirements

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

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

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

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- r) The Contractor must develop and maintain a Maintenance and Care User Guide for all uniform items. The Maintenance and Care User Guide must be made available to all CCG employees as a downloadable PDF on the Contractor's secure On-line Uniform Ordering and Database Management System;
  - s) The Contractor's secure On-line Uniform Ordering and Database Management System must also have the capability to track orders (from the time of receipt by the Contractor until delivery to the order recipient), and record uniform history by CCG employees (ordered and returned);
  - t) The Contractor's secure On-line Uniform Ordering and Database Management System must allow an authorized RCM and CCG Program Administrator to produce reports as specified in Appendix 4 – Reports and Key Performance Indicators;
  - u) The Contractor's secure Uniform Ordering and Management System must allow authorized CCG employees (those who have a uniform allocation) to order uniform items, and have the order delivered to the delivery location associated with the CCG employee profile who placed it;
  - v) The Contractor's secure On-line Uniform Ordering and Database Management System must send an Order Confirmation email to the employee and the RCM identified in the employee's profile once they have placed their order. The Order Confirmation should include the expected delivery date for items that are in stock, as well as items that are on back order. Subsequent emails (if more than one is required due to partial shipments) is sent once the order is shipped;
  - w) The Contractor's secure On-line Uniform Ordering and Database Management System must provide available inventory levels of the sizes for each item (i.e. to alert users of discontinued, unavailable or back ordered items) while employees are placing their order;
  - x) The Contractor's secure On-line Uniform Ordering and Database Management System must provide the ability for employees to order by individual, or for RCMs to order by individual, in bulk, or through a personalised order.

## 2. The Canadian Coast Guard Employee List (HR Database)

CCG will send to the Contractor, on a regular basis, an HR database.

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

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

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

- Creating a personalized order.
- Type of file used: Text file with field delimiters  
The encrypted files may contain the following fields:
  - WORK EMAIL
  - EMPL\_RCD: Employee Record Number
  - NATIONAL\_ID: The employees PRI (Personal Record Identifier)

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- The PRI appearing in the ordering website does not contain the first zero (8 numbers instead of 9)
  - The Contractor must disregard "099999999" lines as these are employees for which there was no PRI at time of hire. There are multiple entries with this value.
- LAST\_NAME
  - FIRST\_NAME
  - PREFERRED\_LANGUAGE:
    - Values "CFR" and "FRA" = French
    - Value "ENG" = English
    - Empty values: Employee needs to confirm at 1st login
  - EMPL\_STATUS: This represents the status of the employee.
    - A = Active Employee
    - L = Active but on Leave of Absence
    - P = Active but on Leave with Pay
    - S = Active but on Seasonal Lay-off
  - HP\_EMPLSTATUS\_ENGD: English Description
  - HP\_EMPLSTATUS\_CFRD: French Description
  - EMPL\_CLASS: Determines if the employee has an allocation of 6 Months or More, or Less than 6 Months:
    - Indeterminate (=6 months or more)
    - Seasonal < 6 months
    - Seasonal >= 6 months
    - =or> 3 months =or< 6 months
    - Greater than 6 months
    - Less than 3 months
    - Special
    - Casual
    - Student =or> 3 =or< 6 months
    - Student < 3 months
    - Student > 6 months
  - HP\_EMPLCLASS\_ENGD: English Description
  - HP\_EMPLCLASS\_CFRD: French Description
  - ASSGN\_APPT\_TYPE\_CD: Indicates if the employee is Acting
  - HP\_ASSGNAPPT\_ENGD: English Description
  - HP\_ASSGNAPPT\_CFRD: French Description
  - DEPTID: Used to determine Responsibility Centre Managers (
  - DEPTNAME: English Description
  - HP\_DEPTNAME\_CFR: French Description
  - LOCATION\_DESCR: English Description
  - HP\_LOCATION\_CFRD: French Description
  - HP\_PROVINCE\_NAME: Location province
  - JOBCODE: Used to determine the allocation of the employee
  - HP\_JOBCODE\_ENGD: English Description
  - HP\_JOBCODE\_CFRD: French Description

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- POSITION\_NBR
- HP\_DESCR254\_ENG: English Description
- HP\_DESCR254\_CFR: : English Description
- HP\_FTE
- HP\_SPRV1\_NATNL\_ID: Is used to determine the hierarchy tree unless a RCM already appear in the employee's profile (the Contractor's system must search for a RCM until they find one (usually one or two levels up – ex: the RCM of the employee's supervisor if their supervisor indicated in PeopleSoft is not a RCM), no matter if he/she is inactive or active.)
- HP\_SPRV1\_LAST\_NAME
- HP\_SPRV1\_FRST\_NAME merge functionality

### 2.1 Actions Following Download - HR Database Download

- The first time an employee appears in the HR database, the employee is automatically assigned a RCM (if that RCM is in the Finance download called Delegation of Authority Application – the DAA system). The RCM then receives an automated message explaining that an employee has been added under their responsibility.
- Employees who were previously in the system but who no longer appear on the download are deactivated (they become inactive).
  - Pending orders of an employee that become inactive in the system are put on HOLD. If the employee is not re-activated within 90 days, the order is automatically cancelled by the Contractor.
  - The Contractor must provide CCG a report of order cancellations. Refer to section 7.5 in Appendix 4 – Reports and Key Performance Indicators.
  - Note: Special Sizes or Made-to-measure / personalized items (e.g. Name tags) are to be shipped when ready, no matter of the status of the employee (active or inactive).
- Orders are to be put on HOLD for employees with the following status:
  - L = Leave of Absence
  - P = Leave with Pay
  - S = Seasonal Lay-off
    - These orders are cancelled if an employee has one of these statuses for more than 12 months.
    - Employees with an L, P, or S status can place an order but these orders remain on hold until the employee becomes active (meaning their EMPL\_STATUS field in HR download changes to A). These orders must be manually managed by the Contractor (a report is downloaded every Tuesday –after the RCM download and then the orders are released by the Contractor).
- If a RCM becomes inactive in the HR database, meaning they no longer appear in the HR download or they no longer appear in the Finance download, the following occurs in the employees' profile who had that RCM identified as their RCM.
  - The employee's responsibility centre and RCM are removed from their profile. No other data are affected.
  - Prior orders are shipped since there was a RCM in the employee's profile and a responsibility centre at time of order.
  - The invoice for this order is sent to the RCM at time of order, even if no longer active in the system.

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- An automated email is sent to the employee to inform them that they must select a new RCM.

## 2.2 Synchronization/De-Synchronization

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

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

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

*Three reasons these fields can be manually overridden by a RCM or a CCG Program Administrator:*

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

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

- The profile can be synchronised by the RCM or CCG Program Administrators by selecting "synchronization" in the employee's profile. The following HR download will override the discrepancies in the profile.

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

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

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

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

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

NOTE: The status of a RCM is determined by the HR download (if they appear in the download, they are active – if they do not appear they are inactive). If the profile of a RCM is inactive in the CCG HR database,

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they will not appear in the drop-down list of RCMs, and will not have access to the ordering website.

### 3.1 Actions Following Finance Download (DAA system)

For employees whose RCM is no longer active:

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

### 3.2 Hierarchical Level

There are four levels of Hierarchy:

- Employee (from the HR Database)
- RCM (from Financial Database)
- RCM (from the HR Database)
- CCG Program Administrator (created by the Contractor at the request of the CCG Project Authority)

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

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

Once or twice a year, CCG transfers to the Contractor the "Work Description" excel spreadsheet indicating the link between the job code number, their names in both languages and the main allocation that each job code is linked to. This file is updated by CCG on an as-needed basis.

### 5. Link between Responsibility Centre and Fund Centre

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

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

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

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

### 6. Shipping

CCG transfers to the Contractor the list of Consignee Codes and associated addresses. The Consignee

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Codes are to be used as shipping addresses.

CCG Programs Administrators can add, deactivate or modify shipping addresses, once a consignee code has been provided by the CCG Procurement Policy & Reporting team.

Canadian Coast Guard must appear on one of the first lines of the shipping address of each package (depending on the official language indicated in the RCM profile).

A signature is mandatory only for reception of bulk order.

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

#### **7. Website Access**

Only active CCG employees can access the ordering website.

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

#### **8. Functionality of Ordering Website**

##### **8.1 First Login for new employees**

On the home page of the ordering website, there must be a unique Canadian Coast Guard login page.

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

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

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

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

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- Shipping address (mandatory): Selected from a drop-down list
  - Telephone number (if applicable)
  - Email (mandatory): Must provide a valid CCG work email address.

## 8.2 Future Log-in

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

## 8.3 Login Acknowledgment

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

English:

*All uniform items must be returned to Canadian Coast Guard once you are no longer employed by Canadian Coast Guard. By clicking "I Agree" you acknowledge and agree to abide by the above.*

French:

*Tous les articles doivent être retournés à la Garde côtière canadienne lorsque vous n'êtes plus à l'emploi de la Garde côtière canadienne. En cliquant sur "Je suis d'accord", vous reconnaissez et vous vous engagez à respecter ce qui précède.*

## 8.4 Responsibility Centre Managers (RCMs) Access

- RCMs can update their personal list of responsibility centres.
- RCMs can remove themselves from an employee's profile if they are no longer their RCM.
- RCMs only have access to employee profiles under their responsibility.
- RCMs must enter a responsibility centre for each employee under their supervision to allow them to place an order. They can remove the responsibility centre at any time from their employee's profile.
- Uniform allocation: RCMs can change the Main Allocation for an employee (e.g. Not in uniform to Core) and desynchronize the profile.
- Approval of employee orders.
- RCMs may change the shipping address in the employee's profile.

## 8.5 CCG Program Administrator Access

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

- First name and last name
- Responsibility centre
- Responsibility centre manager
- Active, on leave or lay off
- Main allocation
- Status
- Gender
- Position title
- Employment Tenure
- Preferred language

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- Name tag
  - Insignia first language
  - Hierarchy code
  - Phone numbers
  - Email address
  - Address
  - Particular allocation

### 8.6 Temporary Employee Profiles

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

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

Required fields are:

- Last Name
- First Name
- Email address
- Name tag information
- Allocation group
- Responsibility Centre Manager

Optional Fields are:

- Gender
- Preferred language

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

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

### 8.7 Complete CCG Catalogue

Only RCMs and CCG Program Administrators can view the complete catalogue.

### 8.8 Personal Catalogue

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

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

### 8.9 Specifications

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

### 8.10 Measurements

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

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

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

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

#### **8.11 Nametag Protocol**

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

#### **8.12 Passwords**

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

#### **8.13 Email – Responsibility Centre Request**

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

#### **8.14 Username**

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

#### **8.15 Ordering Website URL**

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

#### **8.16 Website Messages**

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

Process:

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

#### **8.17 Notes (preferred first language, insignia first language)**

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

## 9.0 Rules on Ordering

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

Employees can only place an order if:

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

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

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

## 9.1 Ordering Process for Employees/Regular Orders

The ordering process is in four steps:

Step 1) Select the shipping address and RCM information

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

Step 2) Select items and quantities

- Items that are made-to-order are indicated as such in the order process, along with the shipment information.

Step 3) Select sizes

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

Step 4) View order confirmation / print

## 9.2 Ordering process for Bulk Orders

The bulk order functionality is available to RCMs and CCG Program Administrators.

The bulk order process is in three steps: Step

1) Select items, sizes and quantities

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

Step 2) Select the shipping address and responsibility centre:

- Note: The shipping information indicated is the one found in the profile of the person placing the order (RCM or CCG Program Administrator). This information can be modified during this step.
- The RCM must confirm their responsibility centre and shipping information before continuing.
- Click "Confirm & Continue" to place the order. Step 3)

View / print order confirmation

### 9.3 Ordering Process for Personalized Order

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

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

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

The personalized order process is in six steps: Step

1) Enter the employee's PRI

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

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

Step 3) Select the shipping address:

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

Step 4) Select items and quantities

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- The price of the item is shown.
- Items that are made-to-order are indicated as such, along with any shipments delays.
- Items that cannot be ordered because the maximum allowable quantity for that item has been reached is flagged (if ordering against the employee's allocation).

Step 5) Select sizes

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

Step 6) View / print order confirmation

#### 9.4 Ordering process for Nametag Order

Employees can order their own nametag as part of their initial kit or their allocation system. RCMs and CCG Program Administrators can also place orders for nametags.

Nametags ordered by a RCM or a CCG Program Administrator is in three steps: Step 1)

Select quantities for each employee

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

Step 2) Select the shipping address:

- Note: The shipping information indicated is the one found in the RCM's profile. This information can be modified at this step.
- The RCM must confirm their responsibility centre and shipping information before continuing.
- Click "Confirm & Continue" to place the order. Step

3) View / print order confirmation

#### 9.5 Ordering process for Individualized Order

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

The individualized order is in six steps: Step

1) Enter employee information

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

Step 2) Select the shipping address

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

Step 3) Select items and quantities

- The price of the item is shown.
- Items that are made-to-order are indicated as such, along with shipments information.

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- Items that cannot be ordered because the maximum allowable quantity has been reached is flagged.
- The system administrator has the option to go to the next step or skip it and go directly to the "Select sizes" step.

Step 4) Enter measurements

Step 5) Select sizes

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

Step 6) View / print order confirmation

#### 9.6 Ordering Process for Made-to-order Items

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

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

#### 9.7 Made-to-measure

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

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

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

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

#### 9.8 Personal Purchase Orders

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

#### 9.9 Shipping Addresses

Orders can only be shipped to a valid CCG work address, as per the Consignee Codes list provided by the CCG Project Authority.

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

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

The shipment label must indicate the employee's name. 'Canadian Coast Guard' must also appear on all shipments. An employee's PRI must not appear on the shipment label.

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## 10. Process once orders are placed

### 10.1 Email (after order is placed)

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

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

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

### 10.2 Order History

All employees have access to their order history directly in their profile.

### 10.3 Change to Orders

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

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

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

### 10.4 Returns and exchanges

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

### 10.5 Product Recall

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

Procedure for recalled uniform items:

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

## 11. Invoicing

### 11.1 Invoicing Process

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

Once the invoice has been sent by email, a RCM can also download them from the ordering website,

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under the 'Invoice' tab of their profile (see section 11.3 for more information).

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

### 11.2 Out of office Email from RCM

If a RCM has not identified a second email address for invoices, out of office messages received by the Contractor after the mail-out are to be transferred to a CCG Program Administrator (uniforme-uniform.CCG@dfo-mpo.gc.ca).

CCG Program Administrators analyse the out of office message (ex: short-term vs. long-term leave) and, if necessary, contact the person indicated on the out of office message. If the situation requires immediate attention (RCM is on long-term leave of absence or has left the organization), the finance team processes the invoices.

### 11.3 Invoicing Information Available on the Ordering Website

The following are functionalities available on the ordering website to CCG Program Administrators and RCMs to view invoices.

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

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fees, GST, PST, HST, and Total. The "Invoices" column provides access to two clickable documents, a PDF of the invoice and an Excel Spreadsheet of the invoice details.

## 12. Uniform Item Catalogue

### 12.1 Images

Images of uniform items on the online ordering system must show the front and back of each item as well as any close-up images of specific features found on the item.

### 13. Security Requirements

The following information is considered by CCG as protected information:

- PRI (National ID)
- RCMs can only access information of employees under their supervision.

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

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

### 14. Web Interfaces Design

The ordering website interfaces will be designed as follow:

#### 14.1 Employees interface

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

1. Home
2. Profile: Information, Measurements, Password, Personal Questions
3. Personal Catalogue
4. Order: Placed orders, Previous Orders, Measuring Package Note: the Placed Orders and Measuring Package sub-tabs only show once a responsibility centre has been assigned to an employee's profile.
5. Communications List
6. Contact Us

#### 14.2 RCMs interface

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

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

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9. Contact Us

**14.3 Program's Administrators Interface**

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

1. Home
2. Profile: Information, Measurements, Password, Personal Questions
3. Catalogue : Personal Catalogue, Complete Catalogue, Allocation List
4. Order: **Personal**: Placed orders, Previous Orders  
**Organization**: Measuring Package, Individualized Order, Bulk Order, Nametag Order, Personalized Order, Previous Orders
5. Tools: Employee Search, Create/Modify Employee, Create Temporary Employee, Merge Temporary Hire, Shipping Address, Responsibility Centre, Fund Centre, Job Code Allocation List, Employee Transfer
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### APPENDIX 3

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

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## 1. Scope of Work

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

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

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

## 2. Phase 1 – Transition-In

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

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

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

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

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

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

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

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

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timing, and any additional procedures and processes;

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

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This would be in the form of a flat file or similar format to allow for the import. This will facilitate continuous, automated data updates of the information within the Contractor's database pertaining to active users of the secure On-line Uniform Ordering and Database Management System;

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

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- iv. All CCG uniform items must be incorporated into the Contractor's On-line Uniform Ordering Website and Management System, which must be made available for the CCG Project Authority to test within 120 calendar days of Contract award.
  - v. CCG owned inventory (transition-in inventory) must be the first inventory used when orders are placed. The On-line Uniform Ordering and Database Management System must be capable of assigning no monetary cost (0 dollars) to items that are available through the CCG owned inventory (transition in inventory)
- b) The Contractor's secure On-line Uniform Ordering and Database Management System must fully comply with CCG's requirements by the Transition-In Completion Date (180 calendar days after Contract award).
- i. Provision of an administrator manual (a technical document of how the website functions) and a user manual (how to use the system) for the Contractor's secured On-line Uniform Ordering and Database Management System is to be developed and provided in electronic format and the user manual available on the ordering system;
- c) Formal written acceptance of the Contractor's On-line Uniform Ordering and Database Management System by the CCG Project Authority is required prior to the Service Commencement Date which is also referred to as Phase 2.
- d) One Time Service at Transition-In Phase in the event of a change in Contractor:
- i. The Contractor must provide at least one qualified Clothing Technologist and Textile Technologist to work with CCG during the Transition-In Phase on any issues relating to clothing design and textile suitability in relation to the specifications provided for the CCG uniform, equipment and accessory components, to facilitate the manufacturing and design requirements of the Uniform Program, and to make recommendations on clothing design and product improvement, ensuring the best component;
  - ii. The Contractor must work with CCG during the Transition-In Phase to develop and design uniform, equipment and accessory components that are not on the specifications list that was provided during the RFP and at contract award.
  - iii. Should the Contractor remain the same, and new uniform items were in development prior to the end of the previous contract, the Contractor will continue to develop these items under the same terms and conditions of the previous contract under which the development of these items originally began.
- 3. Phase 2: Service Commencement and On-going Uniform Supply and Management**  
CCG anticipates a period of no more than 180 calendar days will be necessary to complete Phase 1 (the Transition-In of the Contractor's services). If the Contractor needs more time, a written request (provided at least 3 weeks in advance) for additional time with rational must be submitted to the CCG Project Authority for approval and coordination.
- 3.1 Once the Comprehensive Transition-In Plan and related work set out in Phase 1 has been completed to the satisfaction of CCG, and the Contractor's secure On-line Uniform Ordering and Database Management System has been accepted in writing by the CCG Project Authority as fully functional, Phase 2 service commencement can begin. CCG will commence operational usage of the Contractor's secure On-line Uniform Ordering and Database Management System as CCG's primary portal for uniform ordering, supply and management services.

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- 3.2 The Contractor must operate, maintain and provide access to the secure On-line Uniform Ordering and Database Management System to CCG employees.
- 3.3 The Contractor must provide on-going **Managed Clothing Solution services** (as described in section 4.1 of the SOW and in the Appendices), including but not limited to uniform design, professional services, manufacturing or subcontracting, inventory management and warehousing, order processing and supply including distribution, program data management services, quality assurance, invoicing, reporting, customer services and website monitoring during the initial contract, and any extension thereof.
- 3.4 Upon request by the CCG Project Authority there may be additional, related work on an "as and when requested" basis, described in greater detail in section 4.11 of the SOW. These services may be requested by CCG by means of issuance of a Task Authorization (TA) form specifying the scope of work and timelines for completion. Typical examples of such work includes, but is not limited to:
- a) Modifying CCG's ordering interface to accommodate changes to internal business rules;
  - b) Providing secure destruction of uniform items that cannot be recycled for security reasons;
  - c) Providing additional training sessions to CCG employees;
  - d) Providing uniform design and re-design services.
- 3.5 CCG reserves the right, at Canada's sole discretion, to add, delete or modify uniform items. Changes may constitute of any of the following:
- a) Removal of item(s) due to changes in the uniform standards or as a result of consistently poor client reviews and/or historical lack of usage of an item;
  - b) Uniform component redesign; and
  - c) Addition of item(s), due to changes in the CCG uniform standards or needs.
- 3.6 The Contractor must be in a position to send invoices for any purchases and shipments made to responsibility centre managers within thirty (30) days of the implementation of Phase 2.
- 4. Phase 3 - Transition-Out Phase**  
Upon notification from the CCG Project Authority, the Transition-Out phase of the Contract will begin. During this phase the Contractor must provide support for transition of service delivery to the Successor Contractor.
- During the Transition-Out phase, the Contractor must collaborate with CCG and the Successor Contractor, and follow the timeline agreed upon for transition-out to ensure the effective and timely transition from the delivery of services by the Contractor to the delivery of services by the Successor Contractor.
- 4.1 Transition-Out Planning
- a) Within 30 calendar days of the CCG Project Authority's request, the Contractor must develop a Transition-Out Plan, which must include a strategy to efficiently and effectively transfer all Contract activities (including the transport of CCG owned inventory) to the Successor Contractor, without service disruptions to CCG and its employees.
  - b) Elements to be included within the Contractor's Transition-Out Plan include the following:
    - i. Approaches to implement the Transition-Out plan;

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- ii. Disposition options of remaining uniform items after contract buyback clause is complete. This disposition must be done in an environmentally and socially responsible manner, as describe at section 4.1.1.3 Secure Destruction of the Annex A (SOW) and must be agreed upon in writing by CCG prior to disposition.
  - iii. Confirmation of the format that will be used to transfer to the Successor Contractor all necessary data fields that constitute a CCG User Profile within the Contractor's secure On-line Uniform Ordering and Database Management System;
  - iv. List of the reports that will be required by CCG before the end of the contract: orders placed but not yet shipped, orders shipped but not yet invoiced, any outstanding payments, inventory and sales reports required to exercise buy- back requirements, etc.;
  - v. List of communications that will be provided to CCG team members during the 30 days before the end of the current contract/transition to the Successor Contractor (e.g., pop-up message on the website, speaking points for customer service agents, etc.); and
  - vi. Confirmation of the level of development/status for any items in development/testing phase/or yet to have been entered in the system, if any.
- c) The CCG Project Authority must approve the Transition-Out Plan in writing prior to its implementation by the Contractor.
- d) Upon approval by CCG, the Contractor must implement the Transition-Out Plan and report to CCG on a bi-weekly basis (or as requested by CCG), the status of the Transition- Out Plan activities for which the Contractor is responsible, and report issues or obstacles to meeting the schedule timelines and corrective actions taken.
- e) During the Transition-Out Period, the Contractor must:
- i. Maintain services to CCG and its employees; and
  - ii. Transfer data, documentation and any other required items to the Successor Contractor, as specified by the CCG Project Authority in a timely and secure manner.
- f) Upon notification from the CCG Project Authority, the Contractor will be notified when to stop taking new orders from CCG employees during the Transition-Out period.
- g) The Project Authority will verify the completion of all contractual requirements and review all data, documentation and any other required items returned by the Contractor. CCG will notify the Contractor of where and when the data, documentation and any other required items are to be returned.
- h) During the Transition-Out Period, up to the expiration date of the contract, the Contractor must maintain service to CCG, as described in Phase 2, and must transfer data, documentation and any other required items to the CCG Project Authority and/or the Successor Contractor, in a timely and secure manner.
- i) Unless specifically authorized by CCG, the Contractor must complete all orders received

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from CCG during the Contract Period even if delivery has to be performed after the end of Contract.

4.2 Return of Canadian Coast Guard Data and Information

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

4.3 Timeline

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

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

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Transfer of all existing uniform stock included within the Inventory Buy-Back (including any bulk fabric optioned by CCG)	In accordance with the Transition-Out Plan
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## APPENDIX 4

### REPORTS AND KEY PERFORMANCE INDICATORS

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- 9. End of Contract Reports
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## 1. Reporting and Analysis

The Contractor must provide reports and analysis for any data collected and stored related to its provision of Managed Clothing Solution services to CCG.

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

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

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

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

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

## 2. Online Reports

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

### 2.1 Orders Report (Responsibility Centre Managers and Program Administrators)

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

The searchable parameters must be:

- PRI
- First Name
- Last Name
- Uniform Allocation (refer Appendix 1)
- Order Type
  - Initial Kit Order
  - Allocation System Order
  - Personalized no allocation withdrawal
  - Personalized orders with allocation withdrawal
  - Individual orders
  - Personalized other allotment
  - Order against a return

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- 
- Bulk orders
  - Returns
  - Measuring packages
  - Order Status
    - All
    - Shipped
    - Hold
    - Pending
    - Hold and Pending
  - Item Number
  - Responsibility center (a drop down menu with search parameters)
    - Cost centre
    - Pre-created responsibility centre list
  - Order Entry Date
  - Active Employee
    - Yes
    - No
    - Both

The following data must appear in the search results:

- Name (of the employee)
- Uniform Allocation
- Order Entry Date
- Expected Order Delivery Date
- Order Number (clickable)
- Order Type Description
- Item Number
- Specific NSN
- Size
- Item Description
- Quantity Ordered/Returned
  - Quantity Shipped
  - Responsibility center
  - Placed By
  - Item Price
  - Employee Active (Yes or No)
  - Order Status
  - Shipment Date

## 2.2 Invoicing Report

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

The searchable parameters must be

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

The following data must appear in the search results:

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

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

- This report shows orders that will be invoiced to CCG, but invoices have not yet been prepared or sent out. A RCM can only view data for themselves or employees under their responsibility; a Program Administrator can see all data.
- The report includes:
  - Items that were shipped but have yet to be invoiced (e.g. invoices for orders shipped over the past month);
  - Orders that are pending shipment or currently in transit; and
  - Orders that were placed manually on hold (e.g. upon request from an employee, a RCM or a Program Administrator).
- The searchable parameters must be:
  - Cost centre (with a searchable responsibility centre list); and
  - Responsibility Centre Manager (drop down menu with list of RCMs).
- The following data must appear in the search results:
  - Order Number (clickable)
  - Employee's PRI (clickable)
  - Order Date
  - Cost centre
  - Responsibility Centre Manager's PRI (clickable)

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- Reason code description
- Year
- Return (yes or no)
- Allotment class
- NSN Specific
- Item Description
- Quantity
- Unit Price
- Line Total

#### 2.4 Available Allocations Report (Responsibility Centre Managers and Program Administrators)

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

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

- This report shows the dollar value of the employees' available allocations
- A RCM can only view data for themselves or employees under their responsibility; a Program Administrator can see all data, or search by Responsibility Centre Manager (drop-down menu with list of RCMs).
- The following data must appear in the search results:
  - PRI (clickable) and name of the employee
  - Uniform Allocation
  - Remaining allocation
  - Available Dollar Value
  - Orders Not Shipped
  - Orders Shipped but Not Invoiced
  - Returned/Received but Not Invoiced

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Line Total

- At the end of the employees list, the total is shown for the following values:
  - Available Dollar Value
  - Orders Not Shipped
  - Orders Shipped but Not Invoiced
  - Returned/Received but Not Invoiced
  - Line Total

## 2.6 Population Reports (Program Administrators)

- This report shows the population (number of employees) within Canadian Coast Guard.
- By default, only Active employees are included in the data (except for when you choose the "Active" search parameter, then you see the number of inactive employees as well).
- The following search criteria are available:
  - Gender
  - Position Title
    - Uniform Allocation
    - Responsibility center
    - Hierarchy Code
    - Active
- Numerical data (e.g. number of active employees vs. number of inactive, or number of employees in core uniform vs. in avalanche allocation) appears as results.

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

**The following data must appear in the searchable results:**

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

## 3. Weekly Reports

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

meeting):

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

- The Contractor must prepare, deliver and maintain an up-to-date action items report (task list) to monitor and record issues.
- The task list must include:
  - Action item
  - Details of action item
  - Priority level (low, medium, high)
  - Date of request
  - Due date
  - Completion date
  - Person responsible for the action item
  - Status (ongoing, completed)
  - Comments
- Once a task has been completed, it is to be moved to the completed list tab.
- The Contractor must document and record all pertinent information discussed during the weekly meeting as mutually agreed upon with CCG and retain such information in the task list. This report is subject to review by CCG and the Contractor must reflect changes resulting from the review.

**4. Monthly Reports**

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

**4.1 Inventory Levels Report**

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

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

This report must also include raw material inventory:

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

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- Minimum Order
- Production Time

#### 4.2 Status of Backordered Items Report

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

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

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

#### 4.3 Order Processing Times Report

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

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

The report should allow sorting by:

- Responsibility Centre Managers

#### 4.4 Customer Service Report

The Contractor must report on the quality of customer service regarding the response to Canadian Coast Guard employee queries.

This report must include:

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

#### 4.5 Unpaid invoices and invoices of the month Report

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

It must include the following:

- Invoice Number

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- 
- Invoice Date
  - Date Sent
  - First and Last Name of the RCM
  - Responsibility Centre
  - Consignee Code
  - City
  - Province
  - Fund Centre Subtotal
  - Applicable Taxes
  - Total

#### 4.6 Key Performance Indicators Report

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

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

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- per month
- colour-coded per number of months (e.g. in inventory for 6-9 month, 9-12 months, etc.)

7. Inventory turns

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

8. Finished Products Forecast

Includes:

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

9. Raw Materials Report

Includes:

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

**5. Quarterly Reports**

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

**5.1 Error Free Order Processing Services Report**

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

The report should allow sorting by:

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

## 5.2 On-line Ordering Website Analytics

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

The report must include:

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

## 6. Semi-Annual Reports

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

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

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

## 7. As and When Requested Reports

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

### 7.1 Uniform Sales Report (Contractor-owned and CCG-owned)

The Contractor must report on sales by:

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

### 7.2 Returns Report

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

- Employee Name
- Return Order Number

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

### 7.3 Customer Satisfaction Report

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

The Contractor must report on:

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

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

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

### 7.5 Cancelled Orders Reports

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

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

## 8. As and When Required Reports

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

### 8.1 Production Problem Report

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

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

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

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

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

### 8.2 Problem and Outage Report

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

This includes, but is not limited to:

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

The report must include:

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

### 9. End of Contract Reports

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

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

### 10. Incident Reports

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

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

### 11. Reports Processing Time

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Report Name	Maximum Acceptable Processing Time
Orders Report	Real time, online
Items not Invoiced Report	Real time, online
Available Allocations Report	Real time, online
Dollar Value Allocation Report	Real time, online
Population Reports	Real time, online
Desynchronised Employees Report	Real time, online
Action Items Report	Weekly
Inventory Levels Report	Monthly
Status of Backordered Items Report	Monthly
Order Processing Times Report	Monthly
Customer Service Report	Monthly
Invoicing Report	Monthly
Key Performance Indicators Report	Monthly
Error Free Order Processing Services Report	Quarterly
On-line Ordering Website Analytics	Quarterly
Semi-Annual Report (quantities of uniform items ordered that fall outside the range(s) of standard)	Semi-annual or upon CCG request
Semi-Annual Report (periodic measurement analysis on CCG user profiles)	Semi-annual or upon CCG request
Semi-Annual Report (periodic adjusts to its standard sizing charts to include all ordered items that fall outside the existing sizing chart ranges)	Semi-annual or upon CCG request
Uniform Sales Report	As and when Requested by CCG
Returns Report	As and when Requested by CCG
Customer Satisfaction Report	As and when Requested by CCG
Client Survey Report	For items in development and being tested by CCG employees. As and when Requested by CCG
Cancelled Orders Report	As when Requested by CCG
Production Problem Report	As and when Required
Problem and Outage Report	As and when Required
End of Contract Report (Orders placed but not yet shipped)	One month prior to contract end or when requested by CCG
End of Contract Report (Orders shipped but not yet invoiced)	One month prior to contract end or upon CCG request

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End of Contract Report (Outstanding payments from CCG)	One month prior to contract end or upon CCG request
End of Contract Report (Inventory and sales reports required to exercise buy- back requirements if applicable)	One month prior to contract end or upon CCG request
Security Reports	As soon as an incident occurs
Service Delivery report	Quarterly or upon request
Usage report	Upon Request

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**APPENDIX 5  
PROFESSIONAL SERVICES CLASSIFICATIONS**

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**1. CORE MANAGEMENT TEAM**

- 1.1 PROJECT MANAGER
- 1.2 INVENTORY/PURCHASING MANAGER
- 1.3 CUSTOMER SERVICE MANAGER

**2. OTHER PROFESSIONAL SERVICES (AS AND WHEN NEEDED)**

- 2.1 CONTRACT MANAGER
- 2.2 WAREHOUSE / QUALITY CONTROL MANAGER
- 2.3 FINANCIAL SPECIALIST
- 2.4 INFORMATION TECHNOLOGY SPECIALIST
- 2.5 DESIGNER
- 2.6 TECHNICAL WRITER
- 2.7 TEXTILE TECHNOLOGIST

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

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**1. Core Management Team**

**1.1 Project Manager**

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

	<p>f) Experience attending meetings and reporting to client as required</p> <p>g) Experience in managing an online ordering system;</p> <p>h) Experience monitoring the transfer of activities ensuring clear communication between the different stakeholders involved;</p>
<b>Clothing and Textile Industry Project Experience</b>	<p>The Project Manager should have experience on a minimum of two (2) supply chain and uniform management services projects similar in scope and scale as Canadian Coast Guard's that include managing the project during the transition-in, service commencement and ongoing operations and service phases by ensuring that resources are available, and that the project is developed and is fully operational within previously agreed time, cost and performance parameters. Resume must clearly show the extent of experience acquired and where and when this experience was acquired.</p>

**1.2 Inventory/Purchasing Manager**

<b>INVENTORY/PURCHASING SPECIALIST</b>	
<b>MANDATORY REQUIREMENTS</b>	
<b>Security Clearance at RFP closing</b>	Reliability Status
<b>Number of years in this specific category performing activities similar to those described in this table</b>	5 years in the last 10 years
<b>Number of years of Clothing and Textile Industry Expertise</b>	Not mandatory but relevant experience will be rated
<b>Reference Projects Required</b>	2 projects
<b>Profile of Qualifications Required</b>	Yes
<b>Education</b>	Graduation with a university degree or college diploma from a recognized post-secondary institution, or an acceptable combination of education, training, and/or experience.
<b>Language</b>	Fluent in English and/or in French
<b>RATED REQUIREMENTS</b>	
<p>The Inventory/Purchasing Specialist should demonstrate experience in the activities described below. Experience in clothing industry is desirable and additional points will be allocated to resources who demonstrate their experience in this field. Concrete examples must be provided to demonstrate experience as listed below.</p>	

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<b>General Experience</b>	<p>a) Experience in planning and coordinating procurement activities including financial estimates and business requirements;</p> <p>b) Experience in planning, coordinating, preparing and controlling purchase orders and documentation to ensure inventory correspond to the Client's needs and plan;</p> <p>c) Experience in identifying potential problems and propose solutions;</p> <p>d) Experience in preparing a company to transition to a change in service and in managing the transfer of inventory by establishing procedures to ensure a smooth transfer of inventory and information.</p>
<b>Clothing and Textile Industry Project Experience</b>	<p>The Inventory/Purchasing Specialist resource should demonstrate experience managing a minimum of two (2) supply chain management contracts in this function. Resume must clearly show the extent of experience acquired and where and when this experience was acquired.</p>

**1.3 Customer Service Manager**

<b>CUSTOMER SERVICE MANAGER</b>	
<b>MANDATORY REQUIREMENTS</b>	
<b>Security Clearance at RFP closing</b>	Reliability Status
<b>Number of years in this specific category performing activities similar to those described in this table</b>	5 years in the last 10 years
<b>Number of years of Clothing and Textile Industry Expertise</b>	Not mandatory but relevant experience will be rated
<b>Reference Projects Required</b>	2 projects
<b>Profile of Qualifications Required</b>	Yes
<b>Education</b>	Graduation with a university degree or college diploma from a recognized post-secondary institution, or an acceptable combination of education, training, and/or experience.
<b>Language</b>	Fluent in both official languages (English and French)
<b>RATED REQUIREMENTS</b>	
<p>The Customer Service Manager should demonstrate experience in the activities described below. Experience in clothing industry is desirable and additional points will be allocated to resources who demonstrate their experience in this field. Concrete examples must be provided to demonstrate experience as listed below.</p>	

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<b>General Experience</b>	<ul style="list-style-type: none"> <li>a) Experience in customer services and front-line operations, via phone and emails;</li> <li>b) Experience in managing a team of customer service agents, including the delivery of training and regular communications to ensure customers contacting them receive the appropriate answers;</li> <li>c) Experience in identifying issues, analyzing them, proposing solutions and transferring them to other staff when appropriate;</li> <li>d) Experience in managing a high level of complex requests;</li> <li>e) Experience in maintaining liaison with clients and technical staff to communicate the status of problem resolution to network users; log and track requests for assistance.</li> </ul>
<b>Project Experience</b>	The Customer Service Manager resource should demonstrate experience in a minimum of two (2) supply chain management contracts in this function. Resume must clearly show the extent of experience acquired and where and when this experience was acquired.

**2. Other Professional Services (as and when needed)**

**2.1 Contract Manager**

<b>CONTRACT MANAGER</b>	
<b>MANDATORY REQUIREMENTS</b>	
<b>Security Clearance at RFP closing</b>	Reliability Status
<b>Number of years in this specific category performing activities similar to those described in this table</b>	5 years in the last 10 years
<b>Number of years of Clothing and Textile Industry Expertise</b>	Not mandatory but relevant experience will be rated
<b>Reference Projects Required</b>	2 projects
<b>Profile of Qualifications Required</b>	Yes
<b>Education</b>	Graduation with a university degree or college diploma from a recognized post-secondary institution, or an acceptable combination of education, training, and/or experience.
<b>Language</b>	Fluent in one of the two official languages of Canada, and functional in the other.
<b>RATED REQUIREMENTS</b>	
The Contract Manager should demonstrate experience in the activities described below. Experience in clothing industry is desirable and additional points will be allocated to resources who demonstrate their experience in this field. Concrete examples must be provided to demonstrate experience as listed below.	

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<b>General Experience</b>	<ul style="list-style-type: none"> <li>a) Experience as a Contract Manager for two (2) projects of comparable scope and value;</li> <li>b) Experience managing sub-contractor business relationships while ensuring contract requirements are met and transparency to client;</li> <li>c) Experience interacting with team members, client representatives, and other project managers for the different components of a project to address issues and concerns, analyze the issues, recommend a course of action and to ensure client satisfaction with the service provided</li> <li>d) Experience monitoring and meeting key indicators in contract delivery, ensuring action is taken to address risk factors, and performance measurements framework is adhered to;</li> <li>e) Experience monitoring established processes to ensure compliance with the contract;</li> <li>f) Experience in preparing a company to transition to a change in service.</li> </ul>
<b>Clothing and Textile Industry Project Experience</b>	The Contract Manager should demonstrate experience in managing two (2) supply chain management contracts. Resume must clearly show the extent of experience acquired and where and when this experience was acquired.

**2.2 Warehouse / Quality Control Manager**

<b>WAREHOUSE / QUALITY CONTROL MANAGER</b>	
<b>MANDATORY REQUIREMENTS</b>	
<b>Security Clearance at RFP closing</b>	Reliability Status
<b>Number of years in this specific category performing activities similar to those described in this table</b>	5 years in the last 10 years
<b>Number of years of Clothing and Textile Industry Expertise</b>	Not mandatory but relevant experience will be rated
<b>Reference Projects Required</b>	2 projects
<b>Profile of Qualifications Required</b>	Yes
<b>Education</b>	Graduation with a university degree or college diploma from a recognized post-secondary institution, or an acceptable combination of education, training, and/or experience.
<b>Language</b>	Fluent in English and/or in French
<b>RATED REQUIREMENTS</b>	
The Warehouse/Quality Control Manager should demonstrate experience in the activities described below. Experience in clothing industry is desirable and additional points will be allocated to resources who demonstrate their experience in this field. Concrete examples must be provided to demonstrate experience as listed below.	

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<b>General Experience</b>	<p>a) Experience in receiving, warehousing, material handling and distribution operations by initiating, coordinating, and enforcing program, operational, and personnel policies and procedures;</p> <p>b) Experience in warehousing operations and contents and in establishing and monitoring security procedures and protocols;</p> <p>c) Experience in controlling inventory levels by conducting physical counts and reconciling with data storage system;</p> <p>d) Experience in completing warehouse operational requirements to the Client's satisfaction by scheduling and assigning employees; following up on work results;</p> <p>e) Experience in creating and maintaining Operational KPIs.</p>
<b>Project Experience</b>	<p>The Warehouse / Quality Control Manager should demonstrate experience managing a minimum of two (2) large-scale supply chain management contracts in this function. Resume must clearly show the extent of experience acquired and where and when this experience was acquired.</p>

**2.3 Financial Specialist**

<b>FINANCIAL SPECIALIST</b>	
<b>MANDATORY REQUIREMENTS</b>	
<b>Security Clearance at RFP closing</b>	Reliability Status
<b>Number of years in this specific category performing activities similar to those described in this table</b>	5 years in the last 10 years
<b>Reference Projects Required</b>	2 projects
<b>Profile of Qualifications Required</b>	Yes
<b>Number of years of Clothing and Textile Industry Expertise</b>	Not mandatory but relevant experience will be rated
<b>Education</b>	Graduation with a university degree or college diploma from a recognized post-secondary institution, or an acceptable combination of education, training, and/or experience.
<b>Language</b>	Fluent in English and/or in French
<b>RATED REQUIREMENTS</b>	
<p>The Financial Specialist should demonstrate experience in the activities described below. Experience in clothing industry is desirable and additional points will be allocated to resources who demonstrate their experience in this field. Concrete examples must be provided to demonstrate experience as listed below.</p>	

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<b>General Experience</b>	<ul style="list-style-type: none"> <li>a) Experience developing and implementing financial procedures;</li> <li>b) Experience tracking cost and reporting;</li> <li>c) Experience in invoicing a highly decentralized organization and making sure invoices, credits, payments and processes are accurate and effortless for the customers;</li> <li>d) Experience attending meetings and reporting to client as required;</li> <li>e) Experience planning and coordinating financial management activities including financial estimates and business requirements.</li> </ul>
<b>Project Experience</b>	The Financial Specialist should demonstrate experience managing the financial aspect of a minimum of two (2) large-scale supply chain management contracts. Resume must clearly show the extent of experience acquired and where and when this experience was acquired.

**2.4 Information Technology Specialist**

<b>INFORMATION TECHNOLOGY SPECIALIST</b>	
<b>MANDATORY REQUIREMENTS</b>	
<b>Security Clearance at RFP closing</b>	Reliability Status
<b>Number of years in this specific category performing activities similar to those described in this table</b>	5 years in the last 10 years
<b>Reference Projects Required</b>	2 projects
<b>Profile of Qualifications Required</b>	Yes
<b>Number of years of Clothing and Textile Industry Expertise</b>	Not mandatory but relevant experience will be rated
<b>Education</b>	Graduation with a university degree or college diploma from a recognized post-secondary institution, or an acceptable combination of education, training, and/or experience.
<b>Language</b>	Fluent in English and/or in French. Bilingualism will be considered as an asset.
<b>RATED REQUIREMENTS</b>	
The Information Technology Specialist should demonstrate experience in the activities described below. Experience in clothing industry is desirable and additional points will be allocated to resources who demonstrate their experience in this field. Bilingualism will also be considered an asset. Concrete examples must be provided to demonstrate experience as listed below.	

<b>General Experience</b>	<p>a) Experience in establishing an online orderingsystem;</p> <p>b) Experience creating and modifying code and software;</p> <p>c) Experience creating and modifying screens and reports;</p> <p>d) Experience gathering and analyzing data to conduct studies to establish the technical and economic feasibility of proposed computer systems, and for the development of functional and system design specifications;</p> <p>e) Experience producing forms, manuals, programs, data files, and procedures for systems and/or applications;</p> <p>f) Experience verifying accuracy and completeness of programs by preparing sample data, and testing them by means of system acceptance test runs made by operating personnel;</p> <p>g) Experience correcting program errors by revising instructions or altering the sequence of operations;</p> <p>h) Experience testing instructions, and assembling specifications, flow charts, diagrams, layouts, programming and operating instructions to document applications for later modification or reference.</p> <p>i) Experience compiling reports and responding to client inquiries as required.</p> <p>Specialties could include but are not limited to:          ActiveX, ADS, ASP, BPWin, C++, CICS, Cold Fusion, CORBA, Crystal Reports, Delphi, EbXML, ERWin, HML, HTML, IBM DB2, IDMS, Impromptu, IMS, Informix, Ingres, J2EE, Java, JavaScript, JDBC, JSP, MIL-STD-498, MS Access, MS SQL, .NET, Netron/CAP, ODBC, OLAP, Oracle, Oracle CASE, Oracle Financials, Perl, PHP, PL/SQL, PowerBuilder, Rational Rose, RPG, RUP, SAP, SQL Server, SQL*DBA, SQL*Forms, SQL*Menu, SQL*Net, SQL*Plus, SQL*Report, Sybase, TCP/IP, Unisys DBII, Unix, Visual Basic, Visual C++, XML</p>
<b>Project Experience</b>	<p>The Information Technology Specialist should demonstrate experience developing and managing an on-line ordering system of a minimum of two (2) large-scale supply chain management contracts. Resume must clearly show the extent of experience acquired and where and when this experience was acquired.</p>

**2.5 Designer**

<b>DESIGNER</b>	
<b>MANDATORY REQUIREMENTS</b>	
Security Clearance at RFP closing	Reliability Status

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

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<b>Project Experience</b>	The Designer resource should demonstrate experience managing the design aspect of a minimum of two (2) large-scale supply chain management contracts. Resume must clearly show the extent of experience acquired and where and when this experience was acquired.
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**2.6 Technical Writer**

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

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<b>Project Experience</b>	The Technical Writer should demonstrate experience in a minimum of two (2) large-scale supply chain management contracts in this function. Resume must clearly show the extent of experience acquired and where and when this experience was acquired.
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**2.7 Textile Technologist**

<b>TEXTILE TECHNOLOGIST</b>	
<b>MANDATORY REQUIREMENTS</b>	
<b>Security Clearance at RFP closing</b>	Reliability Status
<b>Number of years in this specific category performing activities similar to those described in this table</b>	5 years in the last 10 years
<b>Reference Projects Required</b>	2 projects
<b>Profile of Qualifications Required</b>	Yes
<b>Number of years of Clothing and Textile Industry Expertise</b>	5 years in the last 10 years
<b>Education</b>	Graduation with a university degree or college diploma from a recognized post-secondary institution, or an acceptable combination of education, training, and/or experience.
<b>Language</b>	Fluent in English and/or in French
<b>RATED REQUIREMENTS</b>	
The Textile Technologist should demonstrate experience in the activities described below. Experience in clothing industry is mandatory. Concrete examples must be provided to demonstrate experience as listed below.	

<b>General Experience</b>	<ul style="list-style-type: none"> <li>a) Experience supporting the design and development of textiles;</li> <li>b) Experience reviewing and analysing vendors and manufacturers textile samples, and testing results for compliance with given specifications and testing standards;</li> <li>c) Experience researching technical data to confirm accuracy and updating specifications, as required on these findings;</li> <li>d) Experience investigating Unsatisfactory Condition Reports, Material Authorization Change Requests, Design Change/Deviation Requests, Requests for Waiver, Technical Failure Reports, etc. to determine legitimacy and make recommendations for reply;</li> <li>e) Experience supporting preparation or revision of textile information manuals and instructor manuals;</li> <li>f) Experience investigating designs, materials and processes and recommending solutions to identified technical problems through literature searches and in consultation with industry and technical experts;</li> <li>g) Experience evaluating prototypes and commercial products to determine suitability;</li> <li>h) Experience supporting compliance of environmental regulations regarding use and disposal of textiles;</li> <li>i) Experience researching and monitoring emerging technologies and (or) products and (or) industrial capabilities for textiles.</li> </ul>
<b>Project Experience</b>	<p>The Textile Technologist should demonstrate experience in a minimum of two (2) large-scale supply chain management contracts in this function. Resume must clearly show the extent of experience acquired and where and when this experience was acquired.</p>

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**APPENDIX 6**  
**CONSIGNEE CODE LIST**

The Consignee Code is to be downloaded separately and can be found under `Attachments`. It is the list of all Responsibility Centres across Canada.

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**ANNEX "B"  
 BASIS OF PAYMENT**

The Contractor will be paid in accordance with the following:

**1. FIRM LINE ITEM UNIT COSTS (LIUC)**

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

**1.1 LIUC - Option Periods**

The Contractor agrees that, for each of the two (2) option periods of the Contract, if exercised, the line item unit costs (LIUC) (increases or decreases) will be adjusted in accordance with Statistics Canada's average Consumer Price Index (all items) for municipalities in Canada, with the municipality closest to the Contractor's main area of operations used for this purpose. The adjustment will be made annually, at the exercise of the option, based on the average of the CPI of the most recently reported twelve-month period using the LIUC of the previous year.

**2. FIRM LINE ITEM MARK-UP (LIM)**

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

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

**2.1 Government Owned Inventory**

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

**3. "As-and-when requested" Professional Services**

Firm all-inclusive hourly rates are as follows:

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

Any materials, findings and other services required to perform the "As-and-when requested"

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Professional Services will be reimbursed at cost supported by invoice. Any materials/equipment required to perform the work must be included in the estimate. Any unexpected expenses must be forwarded under a revised cost estimate to the Project Authority for approval.

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

#### 4. TRAVEL COSTS

The Contractor will be reimbursed for previously authorized travel (outside of what is covered in the SOW), accommodation and living expenses associated with the completion of a Tasking, in accordance with the Treasury Board Travel Directive. For further information refer to the current TBS Travel Directive at: [http://www.tbs-sct.gc.ca/pubs\\_pol/hrpubs/TBM\\_113/menu-travel-voyage\\_e.asp](http://www.tbs-sct.gc.ca/pubs_pol/hrpubs/TBM_113/menu-travel-voyage_e.asp)

#### 5. NEW LINE ITEMS

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

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

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

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

or

2. For any new line item having a total estimated annual cost over \$25,000.00, the Contractor must demonstrate as follows that the price submitted is competitive:
  - A) For goods produced by the Contractor the Contractor must submit their quote and quotes from two competing firms; or
  - B) For goods produced by sub-contractors, the Contractor must submit quotes from three competing firms, where possible. If the Contractor is unable to provide three quotes from competing firms, the reason must be provided to the Contracting Authority; and
  - C) In the event that there is only one source available for a particular new line item, the proposed cost along with price justification (published price list, previous invoices, or cost breakdown) must be provided to the Contracting Authority for review and approval. The Contractor must also provide a justification to the Contracting Authority as to why only one source is available for a particular new line item.

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3. If the Contracting Authority is of the opinion that a cost quote submitted is fair and reasonable, the Contracting Authority will approve the cost in writing. Canada reserves the right to reject the proposed pricing on a new line item and procure the item itself. Once a cost is approved by the Contracting Authority, the inclusion of the new line item and the price agreed to by Canada will be evidenced for administrative purposes only through a contract amendment.

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

#### **6. INVENTORY BUY-BACK**

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

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

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

#### **7. CANADA OWNED INVENTORY**

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

#### **8. BULK FABRIC BUY-BACK**

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

Canada may exercise the Bulk Fabric Buy-Back at any time prior to the Contract end date. If Canada contemplates exercising the Bulk Fabric Buy-Back, the Contracting Authority will send the Contractor a request for the direct costs breakdown. If following review of the direct costs breakdown, Canada decides in its sole discretion to exercise the Bulk Fabric Buy-Back, the Bulk Fabric Buy-Back will be evidenced for administrative purposes only through a contract.

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amendment. The Contractor must deliver the Bulk Fabric Buy-back within 10 business days after receipt of the Contract amendment from the Contracting Authority. Canada reserves the right to extend the delivery period at its sole discretion and will evidence the change in the delivery period for administrative purposes only through the contract amendment.

#### **9. OBSOLETE ITEMS**

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

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**APPENDIX B1**  
**LINE ITEM UNIT COST (LIUC)**

The Line Item Unit Cost is to be downloaded separately and can be found under `Attachments`.

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**ANNEX "C"**  
**CCG UNIFORM SPECIFICATIONS**

The Uniform Specifications are to be downloaded separately and can be found under  
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**ANNEX D**  
**SECURITY REQUIREMENTS CHECKLIST**

The Security Requirement Checklist is to be downloaded separately and can be found under `Attachments`.

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**ANNEX "E"**

**Task Authorization**

The Task Authorization form is to be downloaded separately and can be found under  
'Attachments'.

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**ANNEX "F"**

**EVALUATION CRITERIA**

**1.0 Mandatory Requirements**

1.1 The Bidder's Proposal **must** meet all of the mandatory requirements below and will be assess in accordance to section 4 Evaluation and Basis of Selection of the Request for Proposal (RFP).

1.2 All dates are based on the posting date of the RFP.

Mandatory Requirements	Reference Page #
<p><b>M1 Bidder Profile</b></p> <p>1.1 The bidder <b>must</b> provide an identification of all parties to the Proposal, including, as applicable, all joint venture or consortia members, partners or subcontractors that will be involved in the performance of the Work on the Bidder's behalf.</p> <p>1.2 The Bidder <b>must</b> provide an organizational chart and brief description of the Bidder's management structure as it relates to this requirement, including decision-making processes, accountabilities and reporting relationships between various entities involved in the performance of the Work (i.e. joint venture or consortia members, partners or subcontractors).</p> <p>1.3 The Bidder <b>must</b> identify all management, supervisory and key personnel named within its Proposal, and provide a brief description of their relevant experience and area(s) of expertise with respect to their proposed role(s) in relation to CCG requirement for Service Commencement and On-going Managed Clothing Solution services, including, but not limited to, requirements also found in Appendix 5 - Professional Services Classification.</p> <p>1.4 The Bidder <b>must</b> demonstrate their existing capability (either in-house or subcontracted), that has been in place for at least the past five (5) years to undertake all of the following services:</p> <ul style="list-style-type: none"> <li>a) Garment design and experience in the provision of quality assurance testing of clothing items of a similar nature to those described in Annex C - CCG Uniform Specifications;</li> <li>b) Manufacturing or subcontracting of items of a similar nature to those described in Annex C - CCG Uniform Specifications;</li> <li>c) Warehousing and inventory management services similar to those described in the Statement of Work; and</li> <li>d) Order processing and fulfillment services (including the provision of an electronic storefront interface) similar to those described in the Statement of Work.</li> </ul> <p>1.5 The bidder <b>must</b> identify the physical location(s) of its Web-Based Uniform Ordering and Management System, including its constituent databases.</p> <p>1.6 The Bidder <b>must</b> identify the warehousing locations in Canada and abroad, as</p>	

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<p>applicable, from which it is offering to provide uniform/garment fulfillment and distribution services.</p> <p>NOTE: P.O. Boxes will not be considered as valid postal addresses of service delivery.</p>	
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Mandatory Requirements	Reference Page #
<p><b>M2 Demonstrated Experience</b></p> <p>2.1 The Bidder <b>must</b> demonstrate its experience in the provision of Managed Clothing Solution services through the provision of <b>a minimum of three (3) written project summaries</b> undertaken within the past five (5) years.</p> <p>Projects may be on-going.</p> <p>A maximum of five (5) project summaries will be accepted. Three (3) project summaries will be evaluated for mandatory requirements, and all five could be used to evaluate professional services.</p> <p><b>The bidder must indicate on the project summaries which are to be evaluated for the mandatory requirement.</b></p> <p>2.2 Each project summary provided must be of a minimum overall project dollar value of \$1,000,000.00 (CDN).</p> <p>2.3 Within <u>each</u> project summary provided, the Bidder <b>must</b> indicate the following information:</p> <ul style="list-style-type: none"> <li>a) The name of the client organization for whom the work was undertaken;</li> <li>b) The start and end dates of the project (dates should be identified by month and year, for example March 2010 - February 2015, and should indicate the project duration, for example, 60 months).</li> <li>c) A brief description of the scope, intent and complexity of the project (such as but not limited to types of clothing items offered, locations of delivery, volume of items delivered annually, size of available catalogue, and the on-line ordering system provided).</li> <li>d) The name and valid contact information (telephone number, address, and e-mail) of a resource affiliated with the identified client organization to which the work was delivered, and who is able to confirm successful implementation of the uniform supply and management solution for the client, if contacted by Canada during the evaluation process.             <ul style="list-style-type: none"> <li>i. The named individual identified as a client contact for the cited project <b>must</b> be a resource affiliated with the identified client organization to which the work was delivered, and not a member or affiliate of the Bidder's organization or Joint Venture Partner organization, or of a sub-Contractor of the Bidder.</li> </ul> </li> </ul> <p><i>Canada reserves the right to contact the named project client contact(s) to verify the</i></p>	

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*information contained within the submitted project summaries.  
 In the event that any one (1) cited client contact provides a negative response in regard to the veracity and/or accuracy of the information contained within the Bidder's submitted project summary, Canada reserves the right to deem the Bidder's proposal non-compliant, whereupon no further consideration will be given.*

Mandatory Requirements	Reference Page #
<p><b>M3 Client Support Services</b></p> <p>3.1 The Bidder <b>must</b> provide a brief description of their existing infrastructure and support for the provision of customer service within the stipulated hours of service (as described in section 7 - Performance and Service Standards of the SOW) for the provision of Managed Clothing Solution services. This includes, one or more of the following, of the Bidder's:</p> <ul style="list-style-type: none"> <li>a) Web-based client ordering services;</li> <li>b) Toll-free telephone-based client support services; and</li> <li>c) Email-based client support services.</li> </ul> <p>3.2 The Bidder <b>must</b> include a description of their current services, including their methodology for each of the following:</p> <ul style="list-style-type: none"> <li>a) Order placement procedures and self-sizing assistance;</li> <li>b) Client complaint/problem procedure and return order services; and</li> <li>c) Escalation procedures to address unsolved problems.</li> </ul>	

Mandatory Requirements	Reference Page #
<p><b>M4 Web-based Uniform Ordering and Management System</b></p> <p>4.1 The Bidder <b>must</b> provide evidence of having an existing secure, web-based ordering system and electronic catalogue available for the provision of Managed Clothing Solution services as identified in Appendix 2 –On-line Ordering and Database Management System.</p> <p>The Bidder <b>must</b> include an example of the system and catalogue in use by one of its current clients which is similar to the requirements of this RFP. The example <b>must</b> include screen shots of the system, with explanations that demonstrate the core functionality of the ordering system. The Bidder may modify or delete any client confidential information.</p> <p>NOTE: Submitted end-user documentation or product literature relating to a proposed or at-present undeveloped solution will <b>NOT</b> be considered by Canada.</p>	

Mandatory Requirements	Reference Page #
<p><b>M5 Bidder Single Point of Contact</b></p> <p>5.1 The Bidder <b>must</b> propose one (1) qualified named Contractor Representative</p>	

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resource.	
5.2 The Bidder's Contract Manager must meet all of the minimum qualifications for the Resource Category, as set out in Appendix 5 – Professional Services Classifications.	

Mandatory Requirements	Reference Page #
<p><b>M6 Transition-In Plan</b></p> <p>6.1 The Bidder <b>must</b> provide a proposed <b>Transition-In Plan</b>, with respect to the Services to be provided during the Work of Phase 1, 2 and 3 (in accordance with the deliverables and milestone dates provided in Appendix 3 – Transition In/Transition Out).</p> <p><i>After the Bidder has fully addressed the Transition-In activities and completion dates identified by Canada, the Bidder may propose a timeline that is shorter than what is outlined within the Statement of Work as an alternate offering, for Canada's consideration.</i></p> <p>6.2 The Bidder's Transition-In Plan <b>must</b> be accompanied by a narrative, which explains the overarching rationale and provides descriptive text for the major activities and milestones.</p> <p><i>The proposed Transition-In Plan must include a timeline chart (i.e. Gantt Chart).</i></p>	

**2 POINT-RATED REQUIREMENTS**

- 2.1 Bidders who meet **all** of the above Mandatory Requirements will be evaluated and point-rated against the following criteria, using the evaluation factors and maximum values specified in each Point Rated Requirements.
- 2.2 Information that is only a repetition, paraphrasing or other re-wording of information in this RFP will result in a score of 0 for that evaluation factor or Point-rated Requirement, as applicable.
- 2.3 Rating Scale.  
 Except where the scoring methodology provides an alternate process (e.g. X years of experience = Y points) the Point Rated Requirements will be evaluated using the scale below.

		/5	/10	/15	/20	/25
Excellent	The response is complete in that it addresses and provides exceptionally relevant supporting details and examples for each of the factors; therefore, the response is considered to have outstanding merit.	5	9-10	13-15	17-20	22-25
Very Good	The response is complete in that it clearly addresses and provides some relevant supporting detail for each of the factors; therefore, the response is considered to	4	7-8	11-12	14-16	18-21

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	have a good level of merit.					
Good	The response is complete in that it clearly addresses some supporting detail of each of the factors; therefore, the response is considered on balance to have satisfactory merit.	3	5-6	8-10	10-13	13-17
Poor	The response is not complete in that it fails to fully address some of the factors; it is not clear or is incomplete; therefore, the response is considered to have insufficient merit.	2	3-4	4-7	5-9	7-12
Very Poor	The response is not complete in that it fails to address all the factors and only nominally addresses some factors; therefore, the response is considered to have very little merit.	1	1-2	1-3	1-4	1-6
Unsatisfactory	No response was received or the response does not address any of the factors; therefore, the response cannot be considered to have any merit.	0	0	0	0	0
<b>Point Rated Requirement</b>		<b>Points</b>	<b>Scoring</b>			
<b>R1. Previous Experience of the Bidder</b>						
The three (3) projects identified by the bidder for the Mandatory Requirement <b>M2</b> will be evaluated. Points will be awarded, up to a maximum of 165 points, based on the extent to which the project summaries are relevant and similar to the requirements as described within the SOW with regard to the following specific factors. Additional Project Summaries within the Bidder's Technical Proposal beyond the three (3) required in <b>M2</b> will not be evaluated against this criterion.						
a) The similarity and relevance of the client organization described in the project summary.		15	Up to 5 points/project will be awarded as follows: 2.5 points/project = Government of Canada organization (Federal or Provincial department, agency or Crown Corporation) or similar government organization for other countries  2.5 points/project = Military or para-military (e.g. police) or other enforcement-type organization e.g. conservation officer, law enforcement officer)			

<p>b) The scope, range and complexity of the client's requirement list described in the project summary.</p>	<p>45</p>	<p>Up to 15 points/project will be awarded as follows:</p> <p><b>(i) Delivery Locations</b></p> <p>5 points/project – Over 100 delivery locations          3 points/project – Over 50 but less than 100 delivery locations          1 point/project – Over 20 but less than 50 delivery locations          0 point/project – Less than or equal to 20 delivery locations</p> <p><b>(ii) Size of user order-base</b></p> <p>5 points/project – Over 4000 uniform-wearing users          3 points/project – Over 2000 but less than 4000 uniform-wearing users          2 point/project – Over 1000 but less than 2000 uniform-wearing users          1 points/project – Less than or equal to 1000 uniform-wearing users</p> <p><b>(iii) Uniform/Garment catalogue</b></p> <p>5 points/project – Over 100 distinct items          3 points/project – Over 60 but less than 100 distinct items          2 point/project – Over 30 but less than 60 distinct items          1 points/project – Less than or equal to 30 distinct items</p>
<p>c) The scope, range and complexity of the Bidder's service offering.</p>	<p>45</p>	<p>Up to 15 points/project will be awarded as follows:</p> <p>5 points/project – Online ordering website provides the user with up-to-date inventory status information on the selected uniform items at time of order.</p> <p>Up to 10 points for the provision of uniform items including:</p> <p>5 points/project – Uniform Restricted Items such as non-garment enforcement gear (duty belts, securing firearms) and metal badges/collar dogs, embroidered flashes or other related insignia.</p> <p>5 points/project - provides various types of uniforms for different allocation groups within</p>

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		the workforce (e.g. core staff, ship's crew, maintenance, dress, office).
d) The similarity of the scope of the project summaries provided, with the respect to CCG requirement.	60	Up to 20 points/project based on up to 5 points for each of the following activities within each cited project:  (i) Transition in of service delivery from a previous service provider following the business requirements of the client's uniform program to have an on-line ordering and management system based on a uniform allocation system.  (ii) A process to take over and issue existing client owned stock, to support a "just-in-time" order process.  (iii) A project that demonstrated the guarantee that Crown-owned stock would be "first-out" (over Contractor-owned stock) when orders were placed.  (iv) A requirement for inventory control and secure storage of uniform items.
<b>MAXIMUM AVAILABLE POINTS</b>	<b>165</b>	

Point-Rated Requirement	Points	Scoring
<b>R2. Transition Planning</b>		
Points will be awarded, up to a maximum of 105 points, based on the extent to which the Bidder's proposed Transition-In Plan (provided in response to Mandatory Requirement <b>M6</b> ) is detailed, feasible, responsive and consistent with the requirement as expressed within the SOW and in Appendix 4 – Transition In / Transition Out with respect to the following specific factors:		
a) Provided a clear work breakdown, showing the linkage of project milestones and deliverables with expected outcomes and next steps.	30	Up to 10 points for each of the following: i. Clearly identified the activities and timelines with each deliverable in Phase 1 (Transition-In Plan).

		<ul style="list-style-type: none"> <li>ii. The Bidder's resources for personnel, equipment, materials/supplies, support services and facilities (including secure warehousing and transportation) required for the commencement of Phase 2 (Service Commencement and On-going Delivery of Managed Clothing Solution services) are clearly identified.</li> <li>iii. Clearly identified the activities and timeline with respect to Phase 3- Transition-Out.</li> </ul>
b) Proposed schedule management and control processes to meet the timeline for commencement of on-going service delivery.	15	<p>Up to 5 points for each of the following:</p> <ul style="list-style-type: none"> <li>i. Schedule management and control processes are clearly identified and in place to ensure key milestones and deadlines are met to mitigate the occurrence of schedule slippage.</li> <li>ii. Communication mechanisms are clearly identified and in place to ensure that CCG is kept informed of the progress of the work and informed of evolving issues.</li> <li>iii. Processes are clearly identified and in place to effectively manage project relations among stakeholders and/or with Sub-Contractors, including issue identification and escalation, and dispute resolution.</li> </ul>
c) Proposed methodology for data migration and configuration of the on-line uniform ordering and management system.	20	<p>Up to 10 points for each of the following:</p> <ul style="list-style-type: none"> <li>i. Processes in place are clearly described for the secure transfer of CCG user data and order history (i.e. user profile data, unused uniform entitlement for the year, etc.). Refer to Appendix 2 – On-line Ordering and Database Management System.</li> <li>ii. The process to configure the Bidder's on-line ordering and management system to meet CCG uniform allocation system and uniform ordering business</li> </ul>

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		rules are clearly described. Refer to Appendix 1 – CCG Uniform Allocation System.
d) The Bidder's proposed process for orderly transfer of existing uniform stock to the Bidder for warehousing and distribution.	30	<p>Up to 5 points for each of the following:</p> <ul style="list-style-type: none"> <li>i. Processes for the secure transfer of CCG uniform items (which will include Uniform Restricted Items) are clearly described.</li> <li>ii. Processes for secure storage of CCG uniform items (which will include Uniform Restricted Items) are clearly described, including whether inventory will be held in a shared or dedicated facility.</li> </ul> <p>Up to 10 points for each of the following:</p> <ul style="list-style-type: none"> <li>iii. Processes for the calculation of inventory requirements (including capacity requirements), and how much inventory will have to be held for CCG based on available metrics are clearly described.</li> <li>iv. Processes for distinguishing Crown-owned goods (as provided by CCG as Transition-in stock) amongst the remainder of the Bidder's inventory, and maintaining records (coding/reporting) to ensure correct invoicing are clearly described.</li> </ul>
e) Proposed approach to implement the CCG uniform allocation system into the Bidder's web-based uniform ordering and management system.	10	<p>Up to 5 points for each of the following:</p> <ul style="list-style-type: none"> <li>i. Processes and deliverables related to the implementation of CCG business rules in relation to its uniform allocation system is clearly described (Appendix 1 – CCG Uniform Allocation System); and</li> <li>ii. Steps to work collaboratively with CCG to confirm how these business rules are best reflected in the on-line ordering system are clearly defined.</li> </ul>
<b>MAXIMUM POINTS AVAILABLE</b>	<b>105</b>	

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Point –Rated Requirement	Points	Scoring
<b>R3. Bidder's Quality and Service Delivery Methodologies</b>		
Points will be awarded, up to a maximum of 365 points, for the Bidder's proposed service offerings, based on the extent to which the cited approaches are appropriate to the requirements as described within the SOW, with regard to the following specific factors:		
The Bidder should provide a detailed description of how these activities would be accomplished, including the use of any Sub-Contractors.		
a) Existing certifications, as they pertain to the provisions of services as described within the Statement of Work	15	5 points each for any of the following (current and in good standing) certifications held by the Bidder that have been identified as being involved in the performance of the work: <ul style="list-style-type: none"> <li>i. One of the ISO 9001:2000 or 9001:2008 for quality management systems (International Organization for Standardization);</li> <li>ii. OHSAS 18001 for occupational health and safety management systems (Occupational Health and Safety Advisory Services);</li> <li>iii. ISO 14001 for Environmental Management Systems</li> </ul>
b) The proposed approach to providing Uniform (branded garment) Secure Destruction Services	15	Up to 5 points for the following: <ul style="list-style-type: none"> <li>i. The Bidder demonstrates a defined and secure process for collecting, transporting and divesting of (branded and unbranded) uniform clothing and related items;</li> <li>ii. The Bidder offers a variety of destruction options including shredding and fibre reclamation;</li> <li>iii. The Bidder offers environmentally friendly disposal options for the outputs of destruction, such as textile recycling /up-cycling.</li> </ul> <p>Bidder processes that will be applied to CCG requirement should be supported by examples of previous successful application of the same or similar approach for <b>other</b> clients.</p>
c) The proposed methodology in the		Up to 5 points each for the following:

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<p>delivery of Uniform Design and Manufacturing services</p>	<p>30</p>	<ul style="list-style-type: none"> <li>i. The Bidder demonstrated their pattern development and grading capability.</li> <li>ii. The Bidder demonstrated their custom design and tailoring experience.</li> </ul> <p>Up to 10 points for the following:</p> <ul style="list-style-type: none"> <li>i. The Bidder demonstrated their quality assurance processes, including sample development and testing processes (such as fabric, wear, as well as fit and field testing)</li> <li>ii. The Bidder demonstrated their experience in manufacturing and/or subcontracting.</li> </ul> <p>Bidder processes that will be applied to the CCG requirement should be supported by examples of previous successful application of the same or similar methodology for <b>other</b> clients.</p>
<p>d) The proposed approach to Delivering, Warehousing and Inventory Management Services</p>	<p>35</p>	<p>Up to 5 points each for the following:</p> <ul style="list-style-type: none"> <li>i. The Bidder demonstrates that the storage and movement of all finished product uniform items and accessories are subject to careful control and documentation procedures.</li> <li>ii. The Bidder demonstrates a clear reconciliation process exists between manufacturing materials, production of finished products and waste management.</li> <li>iii. The Bidder demonstrates that it has security and access controls in place to safeguard any uniform components designated as a Uniform Restricted Item (as defined in the SOW).</li> <li>iv. The Bidder demonstrates that it has a defined inventory replenishment process in place to ensure that the order processing and delivery terms specified in the contract are</li> </ul>

		<p>met, including its approach to monitoring activities conducted by sub-contractors.</p> <p>v. The Bidder demonstrates that it has contingency plans in place to mitigate the risk of inventory shortfalls and to address client requirements in the event of an actual client inventory shortage.</p> <p>vi. The Bidder demonstrates that it has a defined process to manage the transition to a new item from an old item (i.e. what occurs for old stock depletion and the timelines).</p> <p>vii. The Bidder demonstrates a proposed process to differentiate between the sales of Canada Owned Inventory and Contractor Owned Inventory.</p> <p>Bidder processes that will be applied to CCG requirement should be supported by examples of previous successful application of the same or similar approach for <b>other</b> clients.</p>
<p>e) The proposed approach to providing Order Fulfillment Services</p>	<p>40</p>	<p>Up to 10 points for each of the following:</p> <p>i. The Bidder demonstrates a defined process for shipment labelling and order tracking to the destination (e.g. on-line tracking number).</p> <p>ii. The Bidder demonstrates a defined process for shipping both small (single) and large (skids/containers/bulk) quantities of products to multiple destinations.</p> <p>iii. The Bidder describes strategies it employs for optimizing costs (to the client) for shipping.</p> <p>iv. The Bidder demonstrates a defined process for handling invoicing requirements.</p> <p>Bidder process that will be applied to CCG</p>

		<p>requirement should be supported by examples of previous successful application of the same or similar approach for <b>other</b> clients.</p> <p>Up to 5 points for the following :</p> <ul style="list-style-type: none"> <li>i. The Bidder demonstrates an approach to reduce or eliminate the use of single use plastics, or use more environmentally friendly packaging and shipping product (i.e. recyclable).</li> </ul> <p>Bidder process that will be applied to CCG requirement should be supported by examples of previous successful application of the same or similar approach for <b>other</b> clients.</p>
<p>f) The proposed approach to managing uniform orders through a Web Based Ordering System</p>	<p>40</p>	<p>Up to 5 points for each of the following:</p> <ul style="list-style-type: none"> <li>i. The information provided in relation to Mandatory Requirement M4 (i.e. screenshots and related description) reflects a uniform ordering system and a catalogue of similar (or greater) size and complexity than CCG requirement.</li> <li>ii. The information provided in relation to Mandatory Requirement M4 (i.e. screenshots and related description) of the on-line ordering system appears clearly laid out, and relatively simple to use.</li> <li>iii. The information provided in relation to Mandatory Requirement M4 (i.e. screenshots and related description) of the on-line ordering system demonstrates online user instruction or access to a help section or user manual, including guidance and instructions on measuring for uniform ordering.</li> <li>iv. The information provided in relation to Mandatory</li> </ul>

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		<p>Requirement M4 (i.e. screenshots and related description) demonstrates the availability of client engagement/communication tools, including but not limited to updates/notices page.</p> <p>Up to 10 points for each of the following:</p> <ul style="list-style-type: none"> <li>v. The Bidder demonstrates a defined process for undertaking adaptations to its on-line ordering system's interface to meet a client's operational or business need.</li> <li>vi. The Bidder demonstrates that its on-line ordering system provides user access to up-to date inventory management information at the point of order.</li> </ul> <p>Bidder process that will be applied to CCG requirement should be supported by examples of previous successful application of the same or similar approach for <b>other</b> clients.</p>
<p>g) The proposed methodology for managing orders through a Uniform Allocation System</p>	<p>30</p>	<p>Up to 15 points for each of the following:</p> <ul style="list-style-type: none"> <li>i. The information provided in relation to Mandatory Requirement M4 (i.e. screenshots and related description) reflects a uniform ordering system capable of accommodating a points-based scale of uniform entitlement that utilizes an available per user initial kit/point allocation as part of the ordering process.</li> <li>ii. The information provided in relation to Mandatory Requirement M4 (i.e. screenshots and/or related description) reflects a uniform ordering system capable of uploading data from an HR and Finance downloads to update user profiles and their associated scale of uniform entitlement.</li> </ul> <p>Bidder processes that will be applied to</p>

		<p>CCG requirement should be supported by examples of previous successful application of the same or similar approach for <b>other</b> clients</p>
<p>h) The proposed approach to providing Data Management services, for client user database contents, and related Reporting requirements.</p>	<p>55</p>	<p>Up to 5 points for the following:</p> <ul style="list-style-type: none"> <li>i. The Bidder demonstrates its reporting system is able to produce reports in a variety of formats (e.g. MS Word, MS Excel, PDF) based on the client's choice of format.</li> </ul> <p>Up to 10 points for the following:</p> <ul style="list-style-type: none"> <li>ii. The Bidder demonstrates its ability to generate the specific reports described in Appendix 4 – Reports and Key Performance Indicators (the Bidder should include examples of similar reports generated by its internal system for clients)</li> <li>iii. The Bidder demonstrates that it offers comprehensive and adaptable reporting and analysis capabilities that are available for download from the ordering system to its clients (provided the user has the necessary access permissions).</li> </ul> <p>Up to 15 points for the following:</p> <ul style="list-style-type: none"> <li>iv. The Bidder demonstrates that it has data recovery/backup systems in place to protect its clients from loss of data.</li> <li>v. The Bidder demonstrates that it has data validation and verification processes in place to protect its clients from misuse of the system.</li> </ul> <p>Bidder processes that will be applied to CCG requirement should be supported by examples of previous successful application of the same or similar approach for <b>other</b> clients.</p>
<p>i) The proposed approach to providing</p>		<p>Up to 10 points for the following:</p>

<p>Client Support Services.</p>	<p>25</p>	<p>i. The Bidder demonstrates a defined process to handle returned garments, including its return policy, return authorization procedures and how it will distinguish Crown or Contractor error and apply and report on credit/cost for the returns, as applicable.</p> <p>Up to 5 points for the following areas:</p> <p>ii. The Bidder demonstrates a rigorous process to manage any performance or customer satisfaction issues.</p> <p>iii. The bidder demonstrates various methods of providing customer service to its clients (i.e. email, phone, live chat, on-line returns).</p> <p>iv. The Bidder demonstrates that it has experience and can provide a live chat customer support service.</p> <p>Bidder processes that will be applied to CCG requirement should be supported by examples of previous successful application of the same or similar approach for <b>other</b> clients.</p>
<p>j) The Bidder's utilization of a case management or issue-tracking system and the Bidder's proposed resolution management process.</p>	<p>20</p>	<p>Up to 5 points for the following:</p> <p>i. Client issues are recorded for the attention of the appropriate support team to resolve and collected for reporting metrics.</p> <p>ii. Client issues are tracked to resolution in a timely fashion according to section 7.1 of the SOW.</p> <p>iii. Client issues are communicated to CCG as an outstanding issue in regular status updates, according to the appropriate schedule, until resolved.</p> <p>iv. The Bidder provides evidence that it possesses a thorough conflict management and dispute resolution process.</p>

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		Bidder processes that will be applied to CCG requirement should be supported by examples of previous successful application of the same or similar approach for <b>other</b> clients.
k) The Bidder's proposed methodology in delivering Managed Clothing Solution services in accordance with the Order Processing Times stated in the Statement of Work (Section 7.2).	40	<p>Up to 20 points each for the following areas:</p> <ul style="list-style-type: none"> <li>i. The Bidder's current standard Order Processing times are shorter than those stipulated in section 7.2 of the SOW</li> <li>ii. The Bidder provides a thorough description of how it measures its performance in relation to the established standards for its existing clients, how frequently its performance is measured, and how its performance is communicated with the client.</li> </ul> <p>Bidder processes that will be applied to CCG requirement should be supported by examples of the same or similar methodology for <b>other</b> clients.</p>
l) The Bidder's commitment to Environmental Sustainability and Ethical Purchasing processes that it proposes to adhere to in the performance of Managed Clothing Solution services as described in the Statement of Work.	20	<p>Up to 10 points for each of the following areas:</p> <ul style="list-style-type: none"> <li>i. The Bidder's environmentally sustainable initiatives or processes that it employs in the performance of the work, including as applicable, any of the following areas: facilities, energy and water consumption, dying fabric, waste management, labelling, packaging, fleet management, distribution, recycling, and paperless operations.</li> <li>ii. The Bidder's ethical purchasing initiatives or processes that it employs in the performance of the work.</li> </ul>
<b>MAXIMUM POINTS AVAILABLE</b>	<b>365</b>	

Point Rated Requirement	Points	Scoring
<b>R4. Bidder's Proposed Contract Manager</b>		
Points will be awarded up to a maximum of 40 points, based on the resume and any related biography information for the Bidder's proposed <b>Contract Manager</b> resource submitted.		
A resume, proof of education, and any certification must be submitted with the proposal.		

<p>In order to be considered for the purposes of awarding points against the evaluation factors indicated below (where applicable to projects), the cited project should include the following information:</p> <ul style="list-style-type: none"> <li>• A minimum of two projects is required</li> <li>• Beginning and End dates of the work (month, day, year);</li> <li>• A brief description of the work performed; and</li> <li>• An identification of the client for whom the work was performed (name, organization, title, contact info)</li> </ul>		
<p>a) Extent of experience of the named Contract Manager resource handling Contractor-Client relations and acting as client liaison for work of a similar scope and complexity that is relevant to the Canadian Coast Guard requirement as described in the Statement of Work.</p>	<p>5</p>	<p>Up to 5 points based on the following scale:</p> <p>5 points = 5 or more years of relevant experience in the specified area;</p> <p>0 Points = less than 5 years of relevant experience in the specified area</p>
<p>b) Extent of experience of named Contract Manager Resource in effectively managing project relations among multiple stakeholders (including the Client, the Contractor, Sub-Contractors / other stakeholders), including communication, issue identification, and dispute resolution practices, relevant to CCG requirement as described in the Statement of Work.</p>	<p>5</p>	<p>Up to 5 points based on the following scale:</p> <p>5 points = 2 or more projects that demonstrate excellent and relevant experience in the specified area;</p> <p>3 points = 2 projects that demonstrate good and relevant experience in the specified area;</p> <p>1 points = 1 project that demonstrate relevant experience in the specified area;</p> <p>0 points = no relevant experience in the specified area.</p> <p>The resource's cited project(s) should contain the minimum level of detail as specified above, in order to be counted in the allocation of points under this evaluation factor.</p>
<p>c) Extent of experience of the named Contract Manager resource in supporting clients during data migration and/or system configuration and/or related client business process transformation activities during periods of transition of service delivery relevant to CCG requirement as described in the Statement of Work.</p>	<p>10</p>	<p>Up to 10 points based on the following scale:</p> <p>10 points = 4 or more projects that demonstrate excellent and relevant experience in the specified area;</p> <p>8 points = 3 projects that demonstrate very good and relevant experience in the specified area;</p> <p>6 points = 2 projects that demonstrate good and relevant experience in the specified area;</p> <p>4 points = 1 project that demonstrate poor and non-relevant experience in the specified area;</p> <p>0 points = no relevant experience in the specified area.</p> <p>The resource's cited project(s) should</p>

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		contain the minimum level of detail as specified above, in order to be counted in the allocation of points under this evaluation factor.
d) Extent of experience of the named Contract Manager resource in monitoring established processes to ensure compliance with the contract, and monitoring and meeting key indicators in contract delivery	10	Up to 10 points based on the following scale:  10 points = 4 or more projects that demonstrate excellent and relevant experience in the specified area; 8 points = 3 projects that demonstrate very good and relevant experience in the specified area; 6 points = 2 projects that demonstrate good and relevant experience in the relevant area; 4 points = 1 project that demonstrate poor and non-relevant experience in the specified area; 0 points = no relevant experience in the specified area.  The resource's cited project(s) should contain the minimum level of detail as specified above, in order to be counted in the allocation of points under this evaluation factor.
e) Graduation with a university degree or college diploma from a recognized post-secondary institution, or an acceptable combination of education, training, and/or experience.	3	3 points = met 0 points = did not meet
f) Fluent in English and function in French	2	2 points = met 0 points = did not meet
<b>MAXIMUM AVAILABLE POINTS</b>	<b>35</b>	

Point Rated Requirement	Points	Scoring
<b>R5. Bidder's Proposed Project Manager</b>		
Points will be awarded up to a maximum of 30 points, based on the resume and any related biography information for the Bidder's proposed <b>Project Manager</b> resource submitted.		
A resume, proof of education, and any certification must be submitted with the proposal.		
In order to be considered for the purposes of awarding points against the evaluation factors indicated below (where applicable to projects), the cited project should include the following information:		
<ul style="list-style-type: none"> <li>• Beginning and End dates of the work (month, day, year);</li> <li>• A brief description of the work performed; and</li> <li>• An identification of the client for whom the work was performed (name, title, contact info)</li> </ul>		
a) Extent of experience of the named Project Manager resource in managing a supply chain and	5	Up to 5 points based on the following scale:

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<p>management services project of similar scope and complexity that is relevant to CCG requirement as described in the SOW.</p>		<p>5 points = 5 or more years of relevant experience in the specified area;          0 points = less than 5 years of relevant experience in the specified area</p>
<p>b) Extent of experience of the named Project Manager resource including interacting with team members, clients, and all other project management roles while ensuring project goals and objectives are achieved, and that issues are addressed and resolved, and in reporting those issues and progresses, relevant to CCG requirement as described in the SOW.</p>	<p>10</p>	<p>Up to 10 points based on the following scale:          10 points = 4 or more projects that demonstrate excellent and relevant experience in the specified area;          8 points = 3 projects that demonstrate very good and relevant experience in the specified area;          6 points = 2 projects that demonstrate good and relevant experience in the specified area;          4 points = 1 project that demonstrate poor and non-relevant experience in the specified area;          0 points = no relevant experience in the specified area.          The resource's cited project(s) should contain the minimum level of detail as specified above, in order to be counted in the allocation of points under this evaluation factor.</p>
<p>c) Extent of experience of the named Project Manager resource in managing an online ordering system and analyzing reason for discrepancies and identifying a course of action relevant to CCG requirement as described in the SOW</p>	<p>7</p>	<p>Up to 7 points based on the following scale:          7 points = 2 or more projects that demonstrate excellent and relevant experience in the specified area;          5 points = 2 projects that demonstrate very good and relevant experience in the specified area;          3 points = 2 projects that demonstrate good and relevant experience in the specified area;          1 points = 1 project that demonstrate poor and non-relevant experience in the specified area;          0 points = no relevant experience in the specified area.          The resource's cited project(s) should contain the minimum level of detail as specified above, in order to be counted in the allocation of points under this evaluation factor.</p>
<p>d) The named Project Manager resource</p>		<p>Up to 3 points based on the following</p>

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has PMP (Project Management Professional) certification. Proof of PMP certification is required.	3	scale: 3 points = valid PMP certification 0 points = no PMP certification
Graduation with a university degree or college diploma from a recognized post-secondary institution, or an acceptable combination of education, training, and/or experience.	3	3 points = met 0 points = did not meet
Fluent in English and Functional in French	2	2 points = met 0 points = did not meet
<b>MAXIMUM AVAILABLE POINTS</b>	<b>30</b>	

Point Rated Requirement	Points	Scoring
<b>R6. Bidder's Proposed Inventory/Purchasing Manager</b>		
Points will be awarded up to a maximum of 25 points, based on the resume and any related biography information for the Bidder's proposed <b>Inventory/Purchasing Manager</b> resource submitted.		
A resume, proof of education, and any certification must be submitted with the proposal.		
In order to be considered for the purposes of awarding points against the evaluation factors indicated below (where applicable to projects), the cited project should include the following information:		
<ul style="list-style-type: none"> <li>• Beginning and End dates of the work (month, day, year);</li> <li>• A brief description of the work performed; and</li> <li>• An identification of the client for whom the work was performed (name, title, contact info)</li> </ul>		
a) Extent of experience of the named Inventory/Purchasing Manager resource in managing procurement and inventory of a supply chain and management services project of similar scope and complexity that is relevant to CCG requirement as described in the SOW.	5	Up to 5 points based on the following scale: 5 points = 5 or more years of relevant experience in the specified area; 0 points = less than 5 years of relevant experience in the specified area
b) Extent of experience of the named Inventory/Purchasing Manager resource in managing procurement and inventory activities during periods of transition of services delivery, and establishing procedures to ensure a smooth transfer of inventory and information, relevant to CCG requirement as described in the SOW.	5	Up to 5 points based on the following scale: 5 points = 2 or more projects that demonstrate excellent and relevant experience in the specified area; 3 points = 2 projects that demonstrate good and relevant experience in the specified area; 1 points = 1 project that demonstrate relevant experience in the specified area; 0 points = no relevant experience in the specified area.

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		The resource's cited project(s) should contain the minimum level of detail as specified above, in order to be counted in the allocation of points under this evaluation factor.
c) Extent of experience of the named Inventory/Purchasing Manager resource in planning, coordinating, preparing and controlling purchase orders and documentation to ensure inventory correspond to the Client's needs and plan that are relevant to CCG requirement as described in the SOW.	5	Up to 5 points based on the following scale: 5 points = 2 or more projects that demonstrate excellent and relevant experience in the specified area; 3 points = 2 projects that demonstrate good and relevant experience in the specified area; 1 points = 1 project that demonstrate relevant experience in the specified area; 0 points = no relevant experience in the specified area.
d) Graduation with a university degree or college diploma from a recognized post-secondary institution, or an acceptable combination of education, training, and/or experience.	3	3 points = met 0 points = did not meet
e) Fluent in English and Functional in French	2	2 points = met 0 points = did not meet
<b>MAXIMUM AVAILABLE POINTS</b>	<b>20</b>	

Point Rated Requirement	Points	Scoring
<b>R7. Bidder's Proposed Customer Service Manager</b>		
Points will be awarded up to a maximum of 20 points, based on the resume and any related biography information for the Bidder's proposed <b>Customer Service Manager</b> resource submitted.		
A resume, proof of education, and any certification must be submitted with the proposal.		
In order to be considered for the purposes of awarding points against the evaluation factors indicated below (where applicable to projects), the cited project should include the following information:		
<ul style="list-style-type: none"> <li>• Beginning and End dates of the work (month, day, year);</li> <li>• A brief description of the work performed; and</li> <li>• An identification of the client for whom the work was performed (name, title, contact info)</li> </ul>		
f) Extent of experience of named the Customer Service Manager resource in managing customer service activities of a supply chain and management services project of similar scope and complexity that is relevant to CCG requirement as described in the SOW.	5	Up to 5 points based on the following scale: 5 points = 4 or more years of excellent and relevant experience in the specified area; 3 points = 3 or more years of very good and relevant experience in the specified area; 2 points = 2 or more years of good and relevant experience in the specified area; 1 point = 1 or more years of poor and non-relevant experience in the specified area 0 points = no relevant experience in the specified area.
g) Extent of experience of the		Up to 5 points based on the following scale:

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<p>named Customer Service Manager in managing a team of customer service agents and ensuring customers receive appropriate answers and issues are resolved are logged through an industry standard support case management system, relevant to CCG requirement as described in the SOW.</p>	<p>5</p>	<p>5 points = 2 or more projects that demonstrate excellent and relevant experience in the specified area;          3 points = 2 projects that demonstrate good and relevant experience in the specified area;          1 points = 1 project that demonstrate relevant experience in the specified area;          0 points = no relevant experience in the specified area.</p> <p>The resource's cited project(s) should contain the minimum level of detail as specified above, in order to be counted in the allocation of points under this evaluation factor.</p>
<p>h) Extent of experience of the Customer Service Manager in managing high level of complex requests and liaise with clients and technical staff as required, that are relevant to CCG requirement as described in the SOW.</p>	<p>5</p>	<p>Up to 5 points based on the following scale:          5 points = 2 or more projects that demonstrate excellent and relevant experience in the specified area;          3 points = 2 projects that demonstrate good and relevant experience in the specified area;          1 points = 1 project that demonstrate relevant experience in the specified area;          0 points = no relevant experience in the specified area.</p>
<p>i) Graduation with a university degree or college diploma from a recognized post-secondary institution, or an acceptable combination of education, training, and/or experience.</p>	<p>3</p>	<p>3 points = met          0 points = did not meet</p>
<p>j) Fluent in English and Functional in French</p>	<p>2</p>	<p>2 points = met          0 points = did not meet</p>
<p><b>MAXIMUM AVAILABLE POINTS</b></p>	<p><b>20</b></p>	
<p><b>Sub Total Technical Score (R1-R7)</b></p>	<p><b>/745</b></p>	<p>Only those proposals achieving a minimum score of 70% (520/745) on the Point Rated Requirements R1-R7 will be evaluated on the basis of Bidder's Financial Proposal.</p>
<p><b>Bidder (Adjusted) Technical Score</b></p>	<p><b>/100</b></p>	<p>Overall Technical Score will be prorated to result in a score of 100 points, for the purposes of calculating Bidder's Total Score (out of 100 points) by the following calculation :          ( Bidder Overall Technical Score ÷ 745) x 100 = Bidder's Score (out of 60)</p>

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**ANNEX "1" to PART 5 OF THE BID SOLICITATION  
FEDERAL CONTRACTORS PROGRAM FOR EMPLOYMENT EQUITY –  
CERTIFICATION**

I, the Bidder, by submitting the present information to the Contracting Authority, certify that the information provided is true as of the date indicated below. The certifications provided to Canada are subject to verification at all times. I understand that Canada will declare a bid non-responsive, or will declare a contractor in default, if a certification is found to be untrue, whether during the bid evaluation period or during the contract period. Canada will have the right to ask for additional information to verify the Bidder's certifications. Failure to comply with any request or requirement imposed by Canada may render the bid non-responsive or constitute a default under the Contract.

For further information on the Federal Contractors Program for Employment Equity visit Employment and Social Development Canada (ESDC) – Labour's website.

Date: (YYYY/MM/DD) (If left blank, the date will be deemed to be the bid solicitation closing date.)

Complete both A and B.

A. Check only one of the following:

- A1. The Bidder certifies having no work force in Canada.
- A2. The Bidder certifies being a public sector employer.
- A3. The Bidder certifies being a federally regulated employer being subject to the Employment Equity Act.
- A4. The Bidder certifies having a combined work force in Canada of less than 100 permanent full-time and/or permanent part-time employees.
- A5. The Bidder has a combined workforce in Canada of 100 or more employees; and
- A5.1. The Bidder certifies already having a valid and current Agreement to Implement Employment Equity (AIEE) in place with ESDC-Labour.

OR

A5.2. The Bidder certifies having submitted the Agreement to Implement Employment Equity (LAB1168) to ESDC-Labour. As this is a condition to contract award, proceed to completing the form Agreement to Implement Employment Equity (LAB1168), duly signing it, and transmit it to ESDC-Labour.

B. Check only one of the following:

- B1. The Bidder is not a Joint Venture.

OR

B2. The Bidder is a Joint venture and each member of the Joint Venture must provide the Contracting Authority with a completed annex Federal Contractors Program for Employment Equity - Certification. (Refer to the Joint Venture section of the Standard Instructions)

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## ANNEX "2" to PART 5 OF THE BID SOLICITATION

### ETHICAL CONSIDERATIONS FOR PROCUREMENT OF APPAREL CERTIFICATION

The Bidder certifies the following:

#### 1. Child labour

The Bidder and its first-tier subcontractors do not employ child labour, i.e. work done by children who are younger than the minimum age for admission to employment indicated in applicable legislation in the country, and no younger than the age at which compulsory schooling has been set in applicable legislation in the country. In any event, children are protected from economic exploitation and from performing any work that is likely to be hazardous or to interfere with the child's education, or to be harmful to the child's health or physical, mental, spiritual, moral or social development. Employees younger than 18 shall not perform hazardous work, which includes work that may jeopardize their health, safety or morals.

#### 2. Forced labour

The Bidder and its first-tier subcontractors do not use forced labour or compulsory labour in all its forms, including trafficking in persons for the purpose of forced or compulsory labour, namely any work or service that is exacted from any person under the menace of any penalty, and for which that person has not offered himself or herself voluntarily.

#### 3. Abuse and harassment

The Bidder and its first-tier subcontractors treat their employees with dignity and respect. No employees shall be subject to any physical, sexual or verbal harassment, abuse or violence or psychological hazards. Corporal punishment is not used or tolerated in any form.

**4. Discrimination** The Bidder and its first-tier subcontractors do not discriminate against their employees in hiring practices or any other term or condition of work (other than legitimate occupational requirements allowed by law) on the basis of race, national or ethnic origin, colour, religion, age, sex, sexual orientation, gender identity or expression, marital status, family status, genetic characteristics, disability or conviction of any offence for which a pardon has been granted or in respect of which a record of suspension has been ordered.

#### 5. Freedom of association and collective bargaining

Where provided for by law, the Bidder and its first-tier subcontractors shall recognize and respect the right of employees to freely associate, organize and bargain collectively with their employer. No employee or worker representative shall be subject to discrimination, harassment, intimidation or retaliation as a result of his or her efforts to freely associate, organize or bargain collectively. Where the right to freedom of association is restricted under law, the Bidder and its first-tier subcontractors must provide workers alternative means of association, including effective means to express and remedy workplace grievances.

#### 6. Occupational safety and health

The Bidder and its first-tier subcontractors provide workers with a safe and healthy work environment and, at minimum, comply with local and national health and safety laws. If residential facilities are provided to workers, they are safe and healthy.

#### 7. Fair wages

The Bidder and its first-tier subcontractors provide wages and benefits which comply with all applicable laws and regulations and which match or exceed the local prevailing wages and benefits in the relevant industry or which constitute a living wage, whichever provides greater wages and benefits. Where compensation does not provide a living wage, the Bidder and its first-tier subcontractors shall ensure that real wages are increased annually to continuously close the gap with living wage.

#### 8. Hours of work

Except in extraordinary circumstances, the Bidder's and its first-tier subcontractors' employees are not required to work more than the lesser of (a) 48 hours per week and 12 hours overtime per week, or (b) the limits on regular and overtime hours allowed by the law of the country of manufacture.