



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

**SOLICITATION AMENDMENT
MODIFICATION DE L'INVITATION**

The referenced document is hereby revised; unless otherwise indicated, all other terms and conditions of the Solicitation remain the same.

Ce document est par la présente révisé; sauf indication contraire, les modalités de l'invitation demeurent les mêmes.

Comments - Commentaires

Vendor/Firm Name and Address

Raison sociale et adresse du
fournisseur/de l'entrepreneur

Issuing Office - Bureau de distribution

Communication Procurement Directorate/Direction de
l'approvisionnement en communication

360 Albert St./ 360, rue Albert

12th Floor / 12ième étage

Ottawa

Ontario

K1A 0S5

Title - Sujet Security Printing - Visas	
Solicitation No. - N° de l'invitation B8297-200035/B	Amendment No. - N° modif. 002
Client Reference No. - N° de référence du client B8297-200035	Date 2019-12-19
GETS Reference No. - N° de référence de SEAG PW-\$\$CW-011-78046	
File No. - N° de dossier cw011.B8297-200035	CCC No./N° CCC - FMS No./N° VME
Solicitation Closes - L'invitation prend fin at - à 02:00 PM on - le 2020-01-03	Time Zone Fuseau horaire Eastern Standard Time EST
F.O.B. - F.A.B. Plant-Usine: <input type="checkbox"/> Destination: <input checked="" type="checkbox"/> Other-Autre: <input type="checkbox"/>	
Address Enquiries to: - Adresser toutes questions à: Leblanc, Marc-André	Buyer Id - Id de l'acheteur cw011
Telephone No. - N° de téléphone (873) 354-5948 ()	FAX No. - N° de FAX () -
Destination - of Goods, Services, and Construction: Destination - des biens, services et construction:	

Instructions: See Herein

Instructions: Voir aux présentes

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

SOLICITATION AMENDMENT 002

The purpose of this amendment to:

- 1) & 7) Provide for on-on-one information sessions with industry should they require one to obtain additional details on the technical requirements.
- 2) Revise the financial evaluation portion of the solicitation.
- 3) Include information and details related to service credits under the resulting contract.
- 4) Revise the statement of work.
- 5) Revise the evaluation criteria.
- 6) Revise the Basis of Payment in order to add an additional rate category.

1) Replace Part 2 – BIDDER INSTRUCTIONS with the following:

2.1 Standard Instructions, 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) (<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 agree to be bound by the instructions, clauses and conditions of the bid solicitation and accept the clauses and conditions of the resulting contract.
- 2.1.3 The [2003](#) (2019-03-04) Standard Instructions - Goods or Services - Competitive Requirements, are incorporated by reference into and form part of the bid solicitation, with the following modification:
 - 2.1.3.1 Section 05 (2018-05-22) Submission of bids, paragraph 4, delete 60 days and replace with 120 days.
- 2.1.4 If the bid includes the use of subcontractors, the Bidder agrees, upon request from the Contracting Authority, to provide a list of all subcontractors including a description of the things to be purchased, a description of the work to be performed and the location of the performance of that work. The list should not include the purchase of off-the-shelf items, software and such standard articles and materials as are ordinarily produced by manufacturers in the normal course of business, or the provision of such incidental services as might ordinarily be subcontracted in performing the Work.

2.2 Classified one-on-one Session Information

Considering that there are classified specifications requirements in this procurement and that the suppliers need to have this information to provide an accurate price in their bid, IRCC will hold a one-on-one session in a secure location with each supplier who have requested it. A maximum of two individuals as representatives of the supplier can attend the session. The details and instructions for the session are provided in Annex E of this solicitation.

2.3 Submission of Bids

- 2.3.1 Bids must be submitted only to Public Works and Government Services Canada (PWGSC) Bid Receiving Unit by the date, time and place indicated in the bid solicitation.
- 2.3.2 For bidders choosing to submit using epost Connect for bids closing at the Bid Receiving Unit in the National Capital Region (NCR) the email address is:

tpsgc.dgareceptiondessoumissions-abbidreceiving.pwgsc@tpsgc-pwgsc.gc.ca

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

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

2.4 Former Public Servant

2.4.1 Contracts awarded to former public servants (FPS) in receipt of a pension or of a lump sum payment must bear the closest public scrutiny and reflect fairness in spending public funds. In order to comply with Treasury Board policies and directives on contracts with FPS, Bidders must provide the information required in Appendix 2 to PART 5 of the bid solicitation before contract award. If the answer to the questions and, as applicable the information required have not been received by the time the evaluation of bids is completed, Canada will inform the Bidder of a time frame within which to provide the information. Failure to comply with Canada's request and meet the requirement within the prescribed time frame will render the bid non-responsive.

2.5 Enquiries - Bid Solicitation

2.5.1 All enquiries must be submitted in writing to the Contracting Authority no later than ten (10) calendar days before the bid closing date. Enquiries received after that time may not be answered.

2.5.2 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.

2.5.3 Bidders must not email any questions which contain SECRET classified information.

2.6 Applicable Laws

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

2.6.2 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.

2.7 Basis for Canada's Ownership of Intellectual Property

The Department of Citizenship and Immigration 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: 6.5 Where the Foreground IP consists of material subject to copyright, with the exception of computer software and all documentation pertaining to that software.

2) In PART 4 EVALUATION PROCEDURES AND BASIS OF SELECTION, delete the following section:

4.1.3 Financial Evaluation:

4.1.3.1 Financial Bid Evaluation

For evaluation purposes only, the following yearly estimated quantities will be used by the Contracting Authority to calculate the TOTAL AGGREGATE PRICE (TAP). The TAP will be evaluated on the total requirement, including option years, using the firm all-inclusive rates proposed by the Bidder in Annex B. The annual quantities for evaluation purposes only are:

A	B – Requirement	C - Unit	D - Frequency	Firm all-inclusive rates multiplied by (column D) Frequency
1	Printing of 1 million IMM 1442B	Per print run of 1,000,000 forms	1 per year x 5 years = 5	
2	Printing of 1.5 million IMM 1346B	Per print run of 1,500,000 forms	1 per year x 5 years = 5	
3	Warehousing and Order Processing	Per Month	12 months x 5 years = 60 months	
4	System Maintenance and Support	Per Month	12 months x 5 years = 60 months	

4.1.3.2 Calculation of Cost per Point

To determine the value of the Bidders' cost per point, the total evaluated aggregate price as calculated in 4.1.2.1 Financial Bid Evaluation, will be divided by the points obtained for its technical bid.

Replace with:

4.1.3 Financial Evaluation:

4.1.3.1 Financial Bid Evaluation

For evaluation purposes only, the following yearly estimated quantities will be used by the Contracting Authority to calculate the TOTAL AGGREGATE PRICE (TAP). The TAP will be evaluated on the total requirement, including option years, using the firm all-inclusive rates proposed by the Bidder in Annex B. The annual quantities for evaluation purposes only are:

A	B – Requirement	C - Unit	D - Frequency	Firm all-inclusive rates multiplied by (column D) Frequency
1	Printing of 1 million IMM 1442B	Per print run of 1,000,000 forms	1 per year x 5 years = 5	

2	Printing of 1.5 million IMM 1346B	Per print run of 1,500,000 forms	1 per year x 5 years = 5	
3	Warehousing and Order Processing	Per Month	12 months x 5 years = 60 months	
4	System Maintenance and Support	Per Month	12 months x 5 years = 60 months	

The TAP will be calculated as follows, based on the Bidder's financial bid:

A. Item	B. Financial Bid Price	C. Estimated Quantity for Evaluation	D. Calculated price
1.1 IMM-1346B Temporary Resident Visa: Package of 100: 1,500,000 documents; Contract Period	\$_____/lot	5 lots	D1.1 = B1.1 x C1.1
1.2 IMM-1442B - Generic Document : Package of 250; 1,000,000 documents Contract Period	\$_____/lot	5 lots	D1.2 = B1.2 x C1.2
1.3 IMM-1346B Temporary Resident Visa - Redesign and /or Revisions Contract Period	Sum of pricing for Intaglio Plates, Offset Plates and Dies	10 of each	D1.3 = B1.3 x C1.3
1.4 IMM-1442B - Generic Document - Redesign and /or Revisions Contract Period	Sum of pricing for Intaglio Plates, Offset Plates and Dies	10 of each	D1.4 = B1.4 x C1.4
2.1. Set-up for IMS (as specified by the IRCC Technical Authority)	\$_____/lot	1 lot price	D2.1 = B2.1 x C2.1
2.2. System Maintenance and Support; Contract Period	Monthly Rate: \$_____/month	60 months	D2.2 = B2.2 x C2.2
2.3. Warehousing, Order Processing and Distribution	Monthly Rate: \$_____/month	60 months	D2.3 = B2.3 x C2.3
3. Labour Rate for miscellaneous services related to the contract; Contract Period	Sum of IMS Development Hourly rate, Double Custody Hourly rate & Single custody Hourly Rate	100 hours	D3 = B3 x C3
4. TOTAL AGGREGATE PRICE (TAP):			D4 = D1.1 + D1.2 + D1.3 + D1.4 + D2.1 + D2.2 + D2.3 + D3

4.1.3.2 Calculation of Cost per Point

To determine the value of the Bidders' cost per point, the total evaluated aggregate price as calculated in 4.1.2.1 Financial Bid Evaluation, will be divided by the points obtained for its technical bid.

3) In Part 7 RESULTING CONTRACT CLAUSES:

Replace Section 7.2.1 General Conditions with the following:

7.2.1 General Conditions

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

(a) Section 05 (2008-05-12) Conduct of the Work, add the following paragraphs:

6. The Work must not be performed by any person who, in the opinion of Canada, is incompetent, unsuitable or has conducted himself/herself improperly.

7. All services rendered under the Contract must, at the time of acceptance, be free from defects in workmanship and conform to the requirements of the Contract. If the Contractor is required to correct or replace the Work or any part of the Work, it will be at no cost to Canada.

8. Canada's facilities, equipment and personnel are not available to the Contractor to perform the Work unless the Contract specifically provides for it. The Contractor is responsible for advising the Contracting Authority in advance if it requires access to Canada's facilities, equipment or personnel to perform the Work. The Contractor must comply and ensure that its employees and subcontractors comply with all security measures, standing orders, policies or other rules in force at the site where the Work is performed.

(b) Section 37 (2008-05-12) No bribe, delete in its entirety and replace by the following:

1. The Contractor declares that no bribe, gift, benefit, or other inducement has been or will be paid, given, promised or offered directly or indirectly to any official or employee of Canada or to a member of the family of such a person, with a view to influencing the entry into the Contract or the administration of the Contract.
2. The Contractor must not influence, seek to influence or otherwise take part in a decision of Canada knowing that the decision might further its private interest. The Contractor must have no financial interest in the business of a third party that causes or would appear to cause a conflict of interest in connection with the performance of its obligations under the Contract. If such a financial interest is acquired during the period of the Contract, the Contractor must immediately declare it to the Contracting Authority.
3. The Contractor warrants that, to the best of its knowledge after making diligent inquiry, no conflict exists or is likely to arise in the performance of the Contract. In the event the Contractor becomes aware of any matter that causes or is likely to cause a conflict in relation to the Contractor's performance under the Contract, the Contractor must immediately disclose such matter to the Contracting Authority in writing.
4. If the Contracting Authority is of the opinion that a conflict exists as a result of the Contractor's disclosure or as a result of any other information brought to the Contracting Authority's attention, the Contracting Authority may require the Contractor to take steps to resolve or otherwise deal with the conflict or, at its entire discretion, terminate the Contract for default. Conflict means any matter, circumstance, interest, or activity affecting the Contractor, its personnel or subcontractors, which may or may

appear to impair the ability of the Contractor to perform the Work diligently and independently.

(c) Add Section 46 – Harassment in the workplace with the following paragraphs:

1. The Contractor acknowledges the responsibility of Canada to ensure, for its employees, a healthy work environment, free of harassment. A copy of the Policy on Harassment Prevention and Resolution, which is also applicable to the Contractor, is available on the Treasury Board Web site.
2. The Contractor must not, either as an individual, or as a corporate or unincorporated entity, through its employees or subcontractors, harass, abuse, threaten, discriminate against or intimidate any employee, contractor or other individual employed by, or under contract with Canada. The Contractor will be advised in writing of any complaint and will have the right to respond in writing. Upon receipt of the Contractor's response, the Contracting Authority will, at its entire discretion, determine if the complaint is founded and decide on any action to be taken.

(d) Add Section 47 – Access to information with the following text:

Records created by the Contractor, and under the control of Canada, are subject to the [Access to Information Act](#). The Contractor acknowledges the responsibilities of Canada under the [Access to Information Act](#) and must, to the extent possible, assist Canada in discharging these responsibilities. Furthermore, the Contractor acknowledges that section 67.1 of the [Access to Information Act](#) provides that any person, who destroys, alters, falsifies or conceals a record, or directs anyone to do so, with the intent of obstructing the right of access that is provided by the [Access to Information Act](#) is guilty of an offence and is liable to imprisonment or a fine, or both.

Replace Sections 7.11, 7.12, 7.13, 7.14, 7.15 & 7.16 with the following:

7.11 Remedies and Service Credits

7.11.1 Payment of Service Credits

- 7.11.1.1 If the Contractor fails to meet the Service Level Targets set out in Annex 1 – Statement of Work, Section 10 – Service Level Targets – Performance, the Contractor must pay to Canada the associated liquidated damages (referred to as “**Service Credits**”).
- 7.11.1.2 The Parties agree that these credits are a liquidated debt. To collect the Service Credits, Canada has the right to hold back, drawback, deduct or set off from and against any money Canada owes to the Contractor from time to time. When amounts are due to Canada with respect to Service Credits, Canada reserves the right to require a payment:
 - (a) by way of a credit against the price payable pursuant to this Contract;
 - (b) by way of a credit against the price payable pursuant to another contract between the Parties; or
 - (c) by way of a cheque, payable to the Receiver General for Canada.

For any given month, Canada agrees first to exhaust the Service Credits against the price payable pursuant to this Contract under (a), before exercising its rights pursuant to (b) or (c).

7.11.2 Failure to Meet Service Level Target for Order Fulfillment

If the Contractor fails to meet the Service Level Target for Order Fulfillment at any time for the following Services, then the Contractor must provide a Service Credit to Canada as set out in Table 1:

Table 1 Service Credits for Order Fulfillment

Service	Service Credit for Order Fulfillment
Regular Service In-Canada	Service Credit for each business day exceeding the time provided for as service level target = \$1,000.00
Urgent Service In-Canada	Service Credit for each business hour exceeding the time provided for as service level target = \$1,000.00
Regular Service Abroad	Service Credit for each business day exceeding the time provided for as service level target = \$1,000.00
Urgent Service Abroad	Service Credit for four business hour exceeding the time provided for by the Technical Authority = \$750.00

7.11.3 Failure to Meet Service Level Target for Telephone/Email Support

If the Contractor fails to meet the Service Level Target for Telephone/Email Support at any time for the following Services, then the Contractor must provide a Service Credit to Canada as set out in Table 2:

Table 2 Service Credits for Telephone/Email Support

Service	Service Credit for Telephone/Email Support
Telephone/Email inquiries are to be resolved or a satisfactory response provided	Service Credit for each business hour exceeding the time provided for as service level target = \$250.00

7.11.4 Failure to Meet Service Level Target for System or Access Problem (IMS)

If the Contractor fails to meet the Service Level Target for System or Access Problem (IMS) at any time for the following Services, then the Contractor must provide a Service Credit to Canada as set out in Table 3:

Table 3 Service Credits for System or Access Problem (IMS)

Service	Service Credit for for System or Access Problem (IMS) Telephone/Email Support
System or Access Problem (IMS) must restore access to the IMS	Service Credit for each business hour exceeding the time provided for as service level target = \$250.00

7.11.5 Service Credits Apply during Entire Contract Period

The Parties agree that the Service Credits apply throughout the Contract Period.

7.11.6 Service Credits represent Liquidated Damages

The Parties agree that the Service Credits are liquidated damages and represent their best pre-estimate of the loss to Canada in the event of the applicable failure, when it occurs on an individual basis. No credit is intended to be, nor will it be construed as, a penalty. The Parties agree that the Service Credits do not fully compensate Canada for protracted, repeated or cumulative occurrences of one or more defaults.

7.11.7 Canada's Rights & Remedies not Limited

The Parties agree that nothing in this Article limits any other rights or remedies to which Canada is entitled under the Contract (including the right to terminate the Contract for default) or under the law generally.

7.12 Discretionary Audit

7.12.1 The following are subject to government audit before or after payment is made:

- 7.12.1.1 The amount claimed under the Contract, as computed in accordance with the Basis of Payment, including time charged.
- 7.12.1.2 The accuracy of the Contractor's time recording system.
- 7.12.1.3 The estimated amount of profit in any firm-priced element, firm time rate, firm overhead rate, or firm salary multiplier, for which the Contractor has provided the appropriate certification. The purpose of the audit is to determine whether the actual profit earned on a single contract if only one exists, or the aggregate of actual profit earned by the Contractor on a series of negotiated contracts containing one or more of the prices, time rates or multipliers mentioned above, during a particular period selected, is reasonable and justifiable based on the estimated amount of profit included in earlier price or rate certification(s).
- 7.12.1.4 Any firm-priced element, firm time rate, firm overhead rate, or firm salary multiplier for which the Contractor has provided a "most favoured customer" certification. The purpose of such audit is to determine whether the Contractor has charged anyone else, including the Contractor's most favoured customer, lower prices, rates or multipliers, for like quality and quantity of goods or services.

7.12.2 Any payments made pending completion of the audit must be regarded as interim payments only and must be adjusted to the extent necessary to reflect the results of the said audit. If there has been any overpayment, the Contractor must repay Canada the amount found to be in excess.

7.12.3 The Technical Authority reserves the right to audit the IMS for accuracy against the contents of the warehouse with prior established 48-business hour notification. To that end, the Contractor must provide access at the warehouse to the Technical Authority. Any infractions

within the security system that are detected by the Contractor must be immediately (by **no later than the close of business on the next business day**) reported to The Technical Authority.

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.

7.14 Applicable Laws

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

7.15 Priority of Documents

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

- (a) the Articles of Agreement;
- (b) the 4007 (2010-08-16), Supplemental General Conditions – Canada to Own Intellectual Property Rights in Foreground Information;
- (c) the 2030 (2018-06-21), General Conditions - Higher Complexity - Goods;
- (d) Annex A, Statement of Work;
- (e) Annex B, Basis of Payment;
- (f) Annex C, Security Requirements Check List;
- (g) Annex D, Security Guide;
- (h) the Contractor's bid dated _____.

7.16 Insurance Requirements

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

7.17 Proactive Disclosure of Contracts with Former Public Servants

By providing information on its status, with respect to being a former public servant in receipt of a [Public Service Superannuation Act](#) (PSSA) pension, the Contractor has agreed that this information will be reported on departmental websites as part of the published proactive disclosure reports, in accordance with [Contracting Policy Notice: 2012-2](#) of the Treasury Board Secretariat of Canada.

4) In Annex A STATEMENT OF WORK, make the following changes; blue text represents an addition, and struck-through text represents an addition:

Under Section 4 PRINTING SERVICES AND STOCK REPLENISHMENT:

4.1.5 The Contractor will not print any Forms without the written approval of the Technical Authority, ~~as~~

specified in the subsequent Task Authorization.

[...]

4.2.1.2 This Form must be comprised of a pressure sensitive optically dead security paper on a backing sheet and must be manufactured by the Contractor in accordance with established design specifications. The Contractor's production process includes the application of an Optically Variable Device (For example: Kinegram™ or equivalent) to each individual Form. The Contractor is solely responsible for managing the supply of Optically Variable Devices (OVDs) and other production materials in sufficient quantities to maintain production. ~~Complete printing specifications will be provided to the Contractor after contract award since it is designated Secret.~~

Under Section 7 DISTRIBUTION SERVICES:

7.2.1 The Contractor must obtain on an on-going basis the best shipping rates and delivery time frames from known secure Armored transportation companies such as Brinks or equivalent, [which must be approved by the Technical Authority](#). The Contractor must make arrangements for different methods of shipping, potentially with different secure transportation companies. These methods could include the use of a secure carrying case and/or vehicle, both of which would occur via double custody.

Under Section 8 INVENTORY MANAGEMENT SYSTEM (IMS), add the following section:

8.4.10 IMS Changes, Development and Refining

[The Technical Authority may also require that the Contractor provide services to refine and further develop the Inventory Management System on an as-and-when requested basis once it has been implemented.](#)

Under Section 14 CONTINGENCY PLANS:

14.1 Business Continuity / Contingency

Following Contract award, the Disaster Recovery and Business Continuity Plan (the "Plan") submitted by the Contractor, as part of their [proposal bid](#), will be reviewed by the Technical Authority [who will send feedback to the Contractor within fifteen \(15\) working days following contract award. The Contractor must revise the Plan according to the Technical Authority's comments and send it back and, if required, will be revised by the Contractor and sent to the](#) Technical Authority for final approval no later than **30 days** after award of the contract. The Plan must include but is not limited to the following requirements:

[...]

14.1.1 Inventory Management System (IMS): The plan must describe how the IMS functions will be fully resumed within a maximum of two (2) business days. In the event of any outage or move to a backup system rendering the system inoperable for a period longer than two (2) business days, the Plan must cover the functions of the IMS and demonstrate how these functions will be maintained. The Plan must also provide details of the equipment, personnel, locations and procedures which will be utilized for maintaining the IRCC business requirements. With respect to the temporary location, the Plan must describe how the IMS functions will be operational within one (1) business day at the location designated for short term storage, and within five (5) business days in a case of long term storage.

[The Plan must also describe the degree of redundancy in the Contractor's IM/IT systems and how the IMS is included in these systems so that IRCC may make note of any deficiencies that must be addressed in order to ensure normal continuity of operations.](#)

[...]

14.1.6 Printing Services and Stock Replenishment:

Contingency planning for the offset and other non-intaglio printing: The Contractor must ensure that their Plan addresses maintaining offset and other non-intaglio printing capabilities for completing the quantities required for a print order as specified in the statement of work.

Contingency planning for the intaglio printing: The Contractor must ensure that their Plan addresses maintaining intaglio printing capabilities for completing the quantities required for a print order as specified in the statement of work

Contingency planning for the finishing operations including application of the OVD: The Contractor must ensure that their Plan addresses maintaining the finishing operations including application of the OVD for completing the quantities required for a print order as specified in the statement of work.

5) Replace APPENDIX 1 & APPENDIX 2 to PART 4 OF THE BID SOLICITATION with the following:

**APPENDIX 1 to PART 4 OF THE BID SOLICITATION
MANDATORY TECHNICAL CRITERIA**

A bid must meet all the mandatory requirements. Bids not meeting all of the mandatory requirements will be given no further consideration and will be declared non-responsive. Bids meeting all of the mandatory requirements will go on to be evaluated for the Point-Rated Requirements.

M.1 CORPORATE CAPABILITY

To demonstrate that the Bidder has the corporate capacity to manufacture paper-based security documents, the bid must provide a description of three (3) projects undertaken by the Bidder, or active, during the five (5) years preceding the date of posting this RFP that collectively included the provision of **all** of the following services and production techniques. The description of the projects must include the experience gained and demonstrate how it meets the requirements:

- M.1.1 Security Consultation and Design services;
- M.1.2 Managing the on-going supply of security components, including paper, required for completing the document;
- M.1.3 Offset printing incorporating security printing techniques, namely rainbow printing, chemically variable inks;
- M.1.4 Intaglio printing;
- M.1.5 Hot foil stamping of an Optically Variable Device (OVD);
- M.1.6 Optically variable inks,
- M.1.7 Inventory and Supply Chain management supporting on-going production;

M.1 CORPORATE CAPABILITY		MET	NOT MET
M.1.1	Security Consultation and Design services		
M.1.2	Managing the on-going supply of security components, including paper, required for completing the document		
M.1.3	Offset printing incorporating security printing techniques, namely rainbow printing and chemically variable inks		
M.1.4	Intaglio printing		
M.1.5	Hot foil stamping of an Optically Variable Device		
M.1.6	Optically variable inks		
M.1.7	Inventory and Supply Chain management supporting on-going production		

Comments:

M.2. PROJECT MANAGEMENT

The bid must provide a proposed Contractor/Client Project Organization Chart for Contract implementation and on-going production management.

The Contractor Project Organization Chart must:

- 2.1 Identify an individual, or individuals, who will act as the Contractor Project Manager and principal point of contact for the contract period;
- 2.2 Identify the positions and roles of the Bidder's employees who will interact with IRCC to refine the corporate inventory management system interface to meet the IRCC requirements, redesign or revise Forms, manage press checks;
- 2.3 Identify the Bidder's employees implicated in the project, their positions in the organization and their accountability and reporting relationships for a problem escalation process.

M.2. PROJECT MANAGEMENT		MET	NOT MET
The Contractor Project Organization Chart(s) must:			
M.2.1	Identify an individual, or individuals, who will act as the Contractor Project Manager and principal point of contact for the contract period.		
M.2.2	Clearly identify the positions and roles of the Contractor's employees who will interact with IRCC to refine the corporate inventory management system interface to meet the IRCC requirements, redesign or revise Forms, manage press checks.		
M.2.3	Identify the Contractor's employees implicated in the project, their positions in the organization and their accountability and reporting relationships for a problem escalation process.		

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APPENDIX 2 to PART 4 OF THE BID SOLICITATION

TECHNICAL EVALUATION - POINT RATED TECHNICAL CRITERIA

(Maximum score 252 points, minimum score required 189 points)

Pass Mark: To be considered responsive, a bid must obtain, in addition to having met all the mandatory criteria, a minimum of:

- (a) 50% for the point rated criteria R.1;
- (b) 75% for point rated criterion R.2;
- (c) 60% for point rated criterion R.3;
- (d) 50% for the point rated criteria R.4; and
- (e) **75% overall for all of the point rated criteria.**

Reference: For each Rated Criterion, the bid should indicate on which page to refer in their bid.

Weighting: To determine the points that will be allocated to the bid, the points obtained for each criterion will be multiplied by the weighting factor, which is indicated at the end of each Table. For example, where a weighting factor for a criterion is 3 and the Bidder's score is 2 points, the total points for that criteria will be 6.

R.1 Warehouse Capacity (maximum 42 points)

To satisfy the criteria, the bid should clearly demonstrate by describing their storage space in detail that each of the Bidder's storage spaces provides the necessary secure, climate-controlled storage space with a temperature between 68° F/20° C and 76° F/24.4° C and a relative humidity of 35 to 55% and of sufficient size to store 2 million of the IMM 1442 Form and 4 million of the IMM 1346B Form.

Cross Reference to Proposal

The bid should provide the requested information for the following criteria to demonstrate that the storage space has:	No information provided, or the information provided does not demonstrate that: i) if the bid proposed only one storage space, it satisfies the criteria; or ii) if more than one storage space is proposed, any of the storage spaces satisfy the criteria.	The information provided demonstrates that: i) if the bid proposed only one storage space, that it partly satisfies the criteria; or ii) if more than one storage space is proposed, each storage space does not fully satisfy the criteria.	The information provided demonstrates that: i) if the bid proposed only one storage space, that it fully satisfies the criteria; or ii) if more than one storage space is proposed, all of the storage spaces fully satisfies the criteria.	The information provided demonstrates that the storage space exceeds the criteria. 2 Points
	0 Point	1 Point	1.5 Points	

R.1.1. a) a sufficient size to store 2 million of the IMM 1442 Form and 4 million of the IMM 1346B Form;	_____ points	_____ points	_____ points	_____ points
b) a climate-controlled storage space with a temperature between 68° F/20° C and 76° F/24.4° C and a relative humidity of 35 to 55%; and	_____ points	_____ points	_____ points	_____ points
c) security control as described at sections 5.3, 5.4 and 5.5 of the SOW.	_____ points	_____ points	_____ points	_____ points
Points allocated for R.1 _____ / out of 6 pts multiplied by weighting factor 7 = _____/42 pts				
Comments:				

Total points for R.1 _____/42 points
Minimum of 75% passing mark (31.5 pts)

R.2 Inventory/Warehouse Management System (IMS) (maximum of 140 points)

The bid should demonstrate by including published specifications of the Bidder's Inventory/Warehouse Management System (IMS), that the IMS provides all of the functionalities for placing orders and monitoring the status of all Forms continually during the receiving of orders, storage, order fulfillment and distribution as described in the SOW. For each criterion, the bid should clearly refer to where in the IMS published specifications is the information demonstrating that the IMS satisfies the criterion.

R.2.1 Inventory management (Maximum of 50 points)

To satisfy the criteria, the IMS published specifications should demonstrate that the IMS can, at a minimum:

- R.2.1.1 Provide secure information management for the inventory, separate from that of any other of the Contractor's clients;
- R.2.1.2 Maintain a complete Forms inventory, listing each Form by Form number, edition date, quantity in inventory and all missing serial numbers associated with each Form;

- R.2.1.3 Monitor ordering, order fulfillment and shipping activity against inventory levels and minimum order levels for reprint to provide near real time information on the status of levels of Forms in inventory;
- R.2.1.4 Permits password protected login, by designated users solely, with each user having their own username and password;
- R.2.1.5 Provides authorized users the ability to access the system in either official language.

Cross Reference to Proposal

The bid should provide information for the following criteria to demonstrate that the Inventory/Warehouse Management System can:	No information provided, or the information provided does not demonstrate that the IMS satisfies the criteria. 0 Points	The information provided demonstrates that the IMS partly satisfies the criteria. 1 Point	The information provided demonstrates that the IMS fully satisfies the criteria. 2 Points
R.2.1.1: a) provide secure information management for the IRCC inventory; and b) maintain the IRCC information separate from that of any other of the Contractor's clients.	_____ points	_____ points	_____ points
R.2.1.2: a) maintain a complete Form inventory; b) list each Form by Form number and edition date; c) show quantity in inventory; and d) show all missing serial numbers for each Form.	_____ points	_____ points	_____ points
R.2.1.3: a) monitor ordering, order fulfillment and shipping activity against inventory levels and minimum order levels for reprint; and b) provide near real time information on the status of inventory levels.	_____ points	_____ points	_____ points
R.2.1.4: a) permit password protected login, by designated users; and b) provide individual users with their own username and password.	_____ points	_____ points	_____ points

R.2.1.5: a) provide users the ability to access the system in either English or French; and b) provide equal functionality in each language.	_____ points	_____ points	_____ points
Points allocated for R.1.1 _____/ out of 10 pts multiplied by weighting factor 5 = _____/50 pts			
Comments:			

R.2.2 Order Taking (Maximum of 50 points)

To satisfy the criteria, the IMS published specifications should demonstrate that the IMS provides a web-based ordering module that can:

- R.2.2.1 Display the Forms in inventory, with the quantity per package, the packages in order processing, packages available in inventory, the available quantity of Forms, and the minimum replenishment levels, as established with the Technical Authority;
- R.2.2.2 Permit only authorized users to place orders based on inventory information that is current at the time of ordering; select permissible recipients for the receipt of material shipped; set order priority, set delivery target dates; select products individually; select quantities to be shipped; and provide a notes field for special instructions;
- R.2.2.3 Monitor ordering, order fulfillment and shipping activity against inventory levels and minimum reorder points; and provide near real time information on the status of inventory levels.
- R.2.2.4 Allow authorized users to modify, delete or cancel orders prior to shipping; and
- R.2.2.5 Allow authorized users to view all orders placed by displaying the following information - order number, priority, status, Fund Center, order created by, requested delivery date and notes.

Cross Reference to Proposal

The bid should provide the requested information for the following criteria to demonstrate that the web-based ordering module can:	No information provided, or the information provided does not demonstrate that the IMS satisfies the criteria. 0 Points	The information provided demonstrates that the IMS partly satisfies the criteria. 1 Point	The information provided demonstrates that the IMS fully satisfies the criteria. 2 Points
R.2.2.1: a) display the Forms in inventory, with the quantity per package, the	_____ points	_____ points	_____ points

packages in order processing and packages available in inventory; b) display the available quantity of Forms; and c) display the minimum replenishment levels.			
R.2.2.2: a) identify receiving organizations; b) select permissible recipients for the receipt of material shipped; c) set order priority, set delivery target dates; d) select products individually; e) select quantities to be shipped; and f) provide a notes field for special instructions.	_____ points	_____ points	_____ points
R.2.2.3: a) monitor ordering, order fulfillment and shipping activity against inventory levels and minimum reorder points; and b) provide near real time information on the status of inventory levels.	_____ points	_____ points	_____ points
R.2.2.4: Allow authorized users to: a) modify orders prior to shipping; b) delete orders prior to shipping; and c) cancel orders prior to shipping.	_____ points	_____ points	_____ points
R.2.2.5: a) allow authorized users to view all orders placed by displaying: <ul style="list-style-type: none"> • order number, • priority, display order status, • Fund Center, • order created by, • requested delivery date and notes. 	_____ points	_____ points	_____ points
Points allocated for R.2.2 _____/out of 10 pts multiplied by weighting factor 5 = _____/50 pts			
Comments:			

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R.2.3 Interface to Add and Modify the Permissible Recipients (Maximum of 10 points)

To satisfy the criteria, the IMS published specifications should demonstrate that the IMS provides an interface that:

R.2.3.1 Allows the Technical Authority to manage current permissible recipients, create new recipients, modify existing recipients and delete recipients.

Cross Reference to Proposal

The bid should provide the requested information for the following criteria to demonstrate that the interface to add and modify the permissible recipients can allow the Technical Authority to:	No information provided, or the information provided does not demonstrate that the IMS satisfies the criteria. 0 Points	The information provided demonstrates that the IMS partly satisfies the criteria. 1 Point	The information provided demonstrates that the IMS fully satisfies the criteria. 2 Points
R.2.3.1: a) view current permissible recipients; b) create new recipients; c) modify existing recipients; and d) delete recipients.	_____ points	_____ points	_____ points
Points allocated for R.2.3 _____ / out of 2 pts multiplied by weighting factor 5 = _____/10 pts			
Comments:			

R.2.4 Report Processing and XML file (maximum 30 points)

To satisfy the criteria, the IMS published specifications should demonstrate that the IMS provides reporting processing and XML file functions that:

- R.2.4.1 Allows the Technical Authority to extract information based on – date(s), recipient(s), organization(s) and product(s);
- R.2.4.2 Extract packing slip information directly from the IMS in an XML format suitable for populating IRCC's tracking system - Controlled Key Forms Inventory Tracking System (CKFITS); and
- R.2.4.3 Provides an expanded view of orders entered into the IMS with:
 - A link that can be selected to download specific packing slip information in an XML format as requested, and
 - the date and time beside the link when the last download was performed.

Cross Reference to Proposal

The bid should provide the requested information for the following criteria to demonstrate that the report processing and XML file functions can:	No information provided, or the information provided does not demonstrate that the IMS satisfies the criteria. 0 Points	The information provided demonstrates that the IMS partly satisfies the criteria. 1 Point	The information provided demonstrates that the IMS fully satisfies the criteria. 2 Points
R.2.4.1 Allows the Technical Authority to extract information based on – date(s), recipient(s), organization(s) and product(s);	_____ points	_____ points	_____ points
R.2.4.2 Extract packing slip information directly from the IMS in an XML format suitable for populating IRCC's tracking system - Controlled Key Forms Inventory Tracking System (CKFITS);	_____ points	_____ points	_____ points
R.2.4.3 Provides an expanded view of orders entered into the IMS with: a) a link that can be selected to download specific packing slip information in an XML format as requested; and b) the date and time beside the link when the last download was performed. (maximum 10 points)	_____ points	_____ points	_____ points
Points allocated for R.2.4 _____/out of 6 pts multiplied by weighting factor 5 = ____/30 pts			
Comments:			

Total points for R.2 _____/140 points

Minimum of 50% passing mark (70 pts)

R.3 QUALITY ASSURANCE PRACTICES (QA) (Maximum 30 Points R.3.1 OR R.3.2)

To satisfy the criteria, the bid should provide the information requested for either R.3.1 OR R.3.2

R.3.1 ISO Certification

To satisfy the criteria, the bid should demonstrate:

- R.3.1.1 The Bidder's corporate commitment to Quality Assurance by providing, with the bid, a copy of their current and valid ISO certification relevant to the production of secure documents.
- R.3.1.2 The extent of the Bidder's QA program by providing extracts of the table of contents of the ISO work procedures relevant to the production, inventory management, order fulfillment and distribution of secure documents.

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

Cross Reference to Proposal

The bid should provide the requested information for the following criteria to demonstrate that the Bidder has:	No documentation is provided (Bidder's current and valid ISO certification / Extracts of the table of contents of the ISO work procedures) or documentation provided is not relevant to the criterion 0 Points	Documentation is provided (Bidder's current and valid ISO certification / Extracts of the table of contents of the ISO work procedures) and is relevant to the criterion
R.3.1.a Corporate ISO certification relevant to the production of secure documents.	_____ point	_____ /1 point
R.3.1.b Extract of table of contents of ISO work procedures relevant to: 1. Production, 2. Inventory management, 3. Order fulfillment, 4. Distribution 1 point each	_____ point	_____ /4points
Points allocated for R.3.1 _____ / out of 5 pts multiplied by weighting factor 6 = _____ /30 pts		

Comments:

OR

R.3.2 Practices

To satisfy the criteria, the bid should demonstrate:

- R.3.2.1 The Bidder's corporate commitment to Quality Assurance by providing, with the bid, published documentation of the practices implemented within the Bidder's organization related to the production of secure documents.
- R.3.2.2 The extent of the Bidder's QA program by providing extracts of the table of contents of the published work procedures relevant to the production, inventory management, order fulfillment and distribution of secure documents.

Cross Reference to Proposal

The bid should provide the requested information for the following criteria to demonstrate that the Bidder has:	No documentation is provided (published documentation of the practices implemented / Extracts of the table of contents of the work procedures) or documentation provided is not relevant to the criterion 0 Points	Documentation is provided (published documentation of the practices implemented / Extracts of the table of contents of the work procedures) and documentation provided is relevant to the criterion
R.3.2.a Quality Assurance practice implemented relevant to the production of secure documents.	_____ points	_____/1 point
R.3.2.b Extract of tables of contents of the table of contents of the work procedures relevant to: 1. Production, 2. Inventory management, 3. Order fulfillment, 4. Distribution 1 point each	_____ points	_____/4 points
Points allocated for R.3.2 ____/ out of 5 pts multiplied by weighting factor 6 = ____/ 30 pts		
Comments:		

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Total points for R.3 _____/30points

Minimum of 60% passing mark (18 pts)

R.4. Business Continuity (maximum 40 points)

The bid should demonstrate the Bidder's capability to maintain the supply of the IMM 1346 B and the IMM 1446 B over the period of the contract by providing a Business Continuity Plan (the "Plan") it would implement to satisfy the requirements detailed in *14. Contingency Plans*, of the Statement of Work.

Should the bid include extracts from the Bidder's corporate Plan to satisfy the criteria, it should also provide any additional information necessary to demonstrate that it satisfies the criteria. The Bidder is entirely responsible to decide if additional information is necessary and what information.

The Plan should specifically propose how the Bidder would maintain service for each of the following:

R.4.1 Printing Services and Stock Replenishment (maximum 6 points)

The Bidder should describe their procedures for maintaining the continuity of the production process for the 1442 B and IMM 1346 B. The description should include:

R.4.1.1 Contingency planning for the offset printing;

R.4.1.2 Contingency planning for the intaglio printing;

R.4.1.3 Contingency planning for the finishing operations including application of the OVD;

Cross Reference to Proposal

R.4.1 Printing Services and Stock Replenishment	
R.4.1.1 Contingency planning for the offset printing	
No information provided for the criterion; or information provided does not address the criterion.	0 Points
Information provided does not clearly demonstrate the Bidder has contingency planning for maintaining the offset printing operations for completing the quantities required for a print order as specified in the statement of work.	1 Point
Information provided clearly demonstrates the Bidder has contingency planning for maintaining the offset printing operations for completing the quantities required for a print order as specified in the statement of work.	2 Points
Points for R.4.1.1	Points
R.4.1.2 Contingency planning for the intaglio printing	
No information provided for the criterion; or information provided does not address the criterion;	0 Points
Information provided does not clearly demonstrate that the Bidder has contingency planning	1 Point

for maintaining the intaglio printing operations for completing the quantities required for a print order as specified in the statement of work.	
Information provided clearly demonstrates that the Bidder has contingency planning for maintaining the intaglio printing operations for completing the quantities required for a print order as specified in the statement of work.	2 Points
Points for R.4.1.2	Points
R.4.1.3 Contingency planning for the finishing operations including application of the OVD	
No information provided for the criterion; or information provided does not address the criterion.	0 Points
Information provided does not clearly demonstrate that the Bidder has contingency planning for maintaining the finishing operations including application of the OVD for completing the quantities required for a print order as specified in the statement of work.	1 Point
Information provided clearly demonstrates the Bidder has contingency planning for maintaining the finishing operations including application of the OVD for completing the quantities required for a print order as specified in the statement of work.	2 Points
Points for R.4.1.3	Points
Total Points allocated for R.4.1 ____/6	
Comments:	

Total points for R.4.1 ____/40 points
Minimum of 50% passing mark (20 pts)

Note:

A bidder's response will be deemed suitable if the proposed plan includes all of the elements described in Sections A.6 and A.14.4 of the Statement of Work.

A bidder's response will be deemed partly suitable if the proposed plan includes some of the elements described in Sections A.6 and A.14.4 of the Statement of Work.

A bidder's response will be deemed not suitable if the proposed plan includes none of the elements described in Sections A.6 and A.14.4 of the Statement of Work.

R.4.2 Section A.6 and 14.1.2 Warehouse of the Statement of Work (maximum 12 points)

To satisfy the criteria, the Plan should describe the Bidder's procedures for maintaining the continuity of its warehouse operations specifically related to the IRCC storage and order fulfillment requirements. The Plan should include:

R.4.2.1 Secure back-up short term warehouse space suitable for storing the IRCC inventory of Forms and

fulfilling orders where an alternate facility will be used in place of the original warehouse facility for a period of up to one month;

- R.4.2.2 Procedures to move and prepare within one (1) business day for order fulfillment quantities of Forms sufficient and explain how daily business operations at the space identified for short term storage will be maintained;
- R.4.2.3 An explanation of how the IMS functions are fully operational in the space identified for short term storage within the time specified in the SOW;
- R.4.2.4 Secure back-up long term warehouse space suitable for storing the IRCC inventory of Forms and fulfilling orders where an alternate facility will be used in place of the original warehouse facility for a period up to five months;
- R.4.2.5 Procedures to move and prepare within five (5) business days for order fulfillment quantities of Forms sufficient and explain how daily business operations at the space identified for long term storage will be maintained;
- R.4.2.6 An explanation of how the IMS functions are fully operational in the site identified for long term storage within the time specified in the SOW.

Cross Reference to Proposal

R.4.2 Warehouse	
R.4.2.1 Secure back-up short term warehouse space suitable for storing the IRCC inventory of Forms and fulfilling orders where an alternate facility will be used in place of the original warehouse facility for a period of up to one month.	
No secure back-up short term warehouse space provided, or the secure space provided is not suitable for storing and fulfilling orders for a period of up to one month.	0 Points
A secure back-up short term warehouse space is provided, but partly suitable for storing and fulfilling orders for a period of up to one month.	1 Point
A secure back-up short term warehouse space is provided and it is fully suitable for storing and fulfilling orders for a period of up to one month.	2 Points
Points for R.4.2.1	Points
R.4.2.2 Procedures to move and prepare for order fulfillment quantities of Forms sufficient and explain how daily business operations at the space identified for short term storage will be maintained.	
No information provided, or the procedures provided does not explain how daily business operations at the space identified for short term storage will be maintained and does not demonstrate how it will be done within one (1) business day.	0 Points
The procedures provided partly satisfy the criterion, i.e. only one of these two elements satisfies the criterion: 1-procedures explain how daily business operations at the space identified for short term storage will be maintained, or 2- procedures demonstrate how it will be done within one (1) business day.	1 Point
The procedures provided explain how daily business operations at the space identified for short term storage will be maintained and demonstrate how it will be done within one (1) business day.	2 Points
Points for R.4.2.2	Points
R.4.2.3 An explanation of how the IMS functions are fully operational in the space identified for short term storage within the time specified in the SOW.	

No information provided for the criterion; or information provided does not address the criterion;	0 Points
Information is provided; does not clearly explain how the IMS functions can be operational within the time specified in the SOW.	1 Point
Information provided clearly explains how the IMS functions can be operational within the time specified in the SOW.	2 Points
Points for R.4.2.3	2 Points
R.4.2.4 Secure back-up long term warehouse space suitable for storing the IRCC inventory of Forms and fulfilling orders where an alternate facility will be used in place of the original warehouse facility for a period up to five months.	
No secure back-up long term warehouse space provided, or the secure space provided is not suitable for storing and fulfilling orders for a period of up to five months.	0 Points
A secure back-up long term warehouse space is provided, but partly suitable for storing and fulfilling orders for a period of up to five months.	1 Point
A secure back-up long term warehouse space is provided and it is fully suitable for storing and fulfilling orders for a period of up to five months.	2 Points
Points for R.4.2.4	2 Points
R.4.2.5 Procedures to move and prepare within five (5) business days for order fulfillment quantities of Forms sufficient and explain how daily business operations at the space identified for long term storage will be maintained.	
No information provided, or the procedures provided does not explain how daily business operations at the space identified for long term storage will be maintained and does not demonstrate how it will be done within five (5) business days.	0 Points
The procedures provided partly satisfy the criterion, i.e. only one of these two elements satisfies the criterion: 1-procedures explain how daily business operations at the space identified for long term storage will be maintained, or 2- procedures demonstrate how it will be done within five (5) business days.	1 Point
The procedures provided explain how daily business operations at the space identified for long term storage will be maintained and demonstrate how it will be done within five (5) business days.	2 Points
Points for R.4.2.5	2 Points
R.4.2.6 An explanation of how the IMS functions are fully operational in the site identified for long term storage within the time specified in the SOW.	
No information provided for the criterion; or information provided does not address the criterion;	0 Points
Information is provided; does not clearly explain how the IMS functions can be operational within the time specified in the SOW.	1 Point
Information provided clearly explains how the IMS functions can be operational within the time specified in the SOW.	2 Points

Points for R.4.2.6	2 Points
Total Points allocated for R.4.2 ____/12	
Comments:	

R.4.3 Section 14.1.5 Distribution of the Statement of Work (maximum 10 points)

To satisfy the criteria, the Plan should describe the Bidder's procedures for maintaining the continuity of the delivery service should the Secure Armored Transport Company be unable to provide the service for a period of up to five (5) consecutive business days and for a period over five (5) consecutive business days.

Cross Reference to Proposal

R.4.3 Distribution	
No information provided, or the procedures provided does not demonstrate the continuity of the service.	0 Points
The procedures provided partly satisfies the criterion, i.e. only one of these 2 elements satisfies the criterion: 1- the procedures demonstrate the continuity of the service for a period up to five (5) consecutive business days, or 2- the procedures demonstrate the continuity of the service for a period over five (5) consecutive business days.	1 Point
The procedures provided demonstrate the continuity of the service for a period up to five (5) consecutive business days and for a period over five (5) consecutive business days.	2 Points
Total Points allocated for R.4.3 ____/ out of 2 pts multiplied by weighting factor 5 = ____/10 pts	
Comments:	

R.4.4 Section 14.1.6 Inventory Management System (IMS) of the Statement of Work
(maximum 12 points)

To satisfy the criteria, the bid should describe the Bidder's procedures for maintaining the continuity of its IMS specifically as related to the IMS functions. The Plan should include:

- R.4.4.1 Degree of redundancy in the IM/IT systems and how the IMS is included in these systems;
- R.4.4.2 Procedures to move to a back-up IMS;
- R.4.4.3 An explanation of how the IMS functions are fully resumed for on-line ordering within the time specified in the SOW;
- R.4.4.4 An explanation of how the IMS functions are fully resumed for order processing within the time

- specified in the SOW;
- R.4.4.5 An explanation of how the IMS functions are fully resumed for back-up system within the time specified in the SOW;
- R.4.4.6 Procedures to process orders in the event the IMS is unavailable for a period longer than one (1) day.

Cross Reference to Proposal

R.4.4 Inventory Management System	
R.4.4.1 Degree of redundancy in the IM/IT systems and how the IMS is included in these systems;	
No information provided, or the information provided does not demonstrate redundancy in systems and how IMS is included in these systems.	0 Points
The information provided partly demonstrates that it satisfies the criterion, i.e. only one of these two elements satisfies the criterion: 1- a degree of redundancy in IM/IT systems, or 2- how the IMS is included in these systems.	1 Point
The information provided demonstrates redundancy in IM/IT systems and how the IMS is included in these systems.	2 Points
Points for R.4.4.1	Points
R.4.4.2 Procedures to move to a back-up IMS;	
No information provided, or information provided does not explain the procedure for moving from a primary site to a back-up and does not demonstrate that the Bidder can move to a back-up site within the time specified in the SOW.	0 Points
The information provided partly demonstrates that it satisfies the criterion, i.e. only one of these two elements satisfies the criterion: 1- does not explain the procedures for moving from a primary site to a back-up, or 2- does not demonstrate that the Bidder can move to a back-up site within the time specified in the SOW.	1 Point
The information provided explains the procedures for moving from a primary site to a back-up and demonstrates that the Bidder can move to a back-up site within the time specified in the SOW.	2 Points
Points for R.4.4.2	Points
R.4.4.3 An explanation of how the IMS functions are fully resumed for on-line ordering within the time specified in the SOW.	
No information provided for the criterion; or information provided does not address the criterion;	0 Points
Information is provided; does not clearly explain how the IMS functions are fully resumed for on-line ordering within the time specified in the SOW.	1 Point
Information provided clearly explains how the IMS functions are fully resumed for on-line ordering within the time specified in the SOW.	2 Points
Points for R.4.4.3	Points
R.4.4.4 An explanation of how the IMS functions are fully resumed for order processing within the time specified in the SOW.	
No information provided for the criterion; or information provided does not address the criterion;	0 Points

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Information is provided; does not clearly explain how the IMS functions are fully resumed for order processing within the time specified in the SOW.	1 Point
Information provided clearly explains how the IMS functions are fully resumed for order processing within the time specified in the SOW.	2 Points
Points for R.4.4.4	Points
R.4.4.5 An explanation of how the IMS functions are fully resumed for back-up system within the time specified in the SOW.	
No information provided for the criterion; or information provided does not address the criterion;	0 Points
Information is provided; does not clearly explain how the IMS functions are fully resumed for back-up system within the time specified in the SOW.	1 Point
Information provided clearly explains how the IMS functions are fully resumed for back-up system within the time specified in the SOW.	2 Points
Points for R.4.4.5	Points
R.4.4.6 Procedures to process orders in the event the IMS is unavailable for a period longer than one (1) day.	
No information provided, or the information provided does include the procedures to process orders in the event the IMS is unavailable for a period longer than one (1) day.	0 Points
The information provided partly explain how the Bidder would process orders in the event the IMS is unavailable for a period longer than one (1) day.	1 Point
The information provided explains how the Bidder would process orders in the event the IMS is unavailable for a period longer than one (1) day.	2 Points
Points for R.4.4.6	Points
Total Points allocated for R.4.4 ____/12	
Comments:	

<p>Total points overall for all of the point rated criteria</p> <p>____/252 points</p> <p>Minimum of 75% passing mark (189 pts)</p>

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6) Make the following change to Annex B BASIS OF PAYMENT: blue text represents an addition, and struck-through text represents a deletion:

3. LABOUR RATE FOR MISCELLANEOUS SERVICES RELATED TO THE CONTRACT

Canada will pay an all-inclusive hourly rate for the provision of services related to the contract on an as and when required basis, including (but not limited to) **developing, making changes to and refining the IMS**, receiving and restocking returned items, taking of inventory and secure destruction of IRCC immigration documents as directed by the IRCC Technical authority in writing.

Contract Period **IMS Development Hourly Rate:** \$ _____/hr
Double Custody Hourly Rate: \$ _____/hr
Single Custody Hourly Rate: \$ _____/hr

First Option Period **IMS Development Hourly Rate:** \$ _____/hr
Double Custody Hourly Rate: \$ _____/hr
Single Custody Hourly Rate: \$ _____/hr

Second Option Period **IMS Development Hourly Rate:** \$ _____/hr
Double Custody Hourly Rate: \$ _____/hr
Single Custody Hourly Rate: \$ _____/hr

Third Option Period **IMS Development Hourly Rate:** \$ _____/hr
Double Custody Hourly Rate: \$ _____/hr
Single Custody Hourly Rate: \$ _____/hr

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7) Add the following Annex at the end of the solicitation document:

**ANNEX E
CLASSIFIED ONE-ON-ONE SESSION INFORMATION & INSTRUCTIONS**

ONE-ON-ONE MEETING DETAILS

Date: As requested
Location & Address: 300 Slater Street, RM A203, Ottawa, ON K1A 1L1

Security Classification

for each attendee: Each attendee must hold a valid Facility Security Clearance at the level of **SECRET**, with approved Document Safeguarding and Production Capabilities at the level of **SECRET**, issued by the Contract Security Program (CSP) of the Industrial Security Sector (ISS), Public Works and Government Services (PWGSC).

Note: The Supplier **MUST NOT** utilize its Information Technology systems to electronically process, produce or store any sensitive **CLASSIFIED / PROTECTED** information. Therefore, each supplier will be required to enter the room cleared of any device in which information can be electronically processed, produced or stored.

Non-Disclosure

Agreement: Each attendee will be required to sign the Non-Disclosure Agreement attached as Appendix 1 to Annex E.

Registration Deadline: December 31, 2019

REGISTRATION REQUIREMENTS

Information Required: In order to register for a one-on-one meeting suppliers must provide the following:

1. Name of company;
2. Full name, corporate title, citizenship and Date of birth (DOB) of attendee;
3. The Security clearance(s) and Personnel Security Identification file number (if available) of each attendee;
4. Point of contact email and phone number for each attendee; and
5. Sign the Individual Non-Disclosure Agreements in the form set out in Appendix 1 to Annex E to the Contracting Authority herein (a scanned copy via email is acceptable).

Attendees are responsible for their own transportation, accommodation, meals, parking and all other expenses.

Please contact the following to register for the Classified One-on-One Sessions

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

INFORMATION PRIOR TO CLASSIFIED ONE ON ONES:

Suppliers may provide unclassified comments or questions in English or French language to the Contracting Authority identified above. The use of email to communicate is preferred for unclassified questions.

**NON-DISCLOSURE AGREEMENT FOR PARTICIPATION IN THE
REQUEST FOR PROPOSAL FOR SECURITY PRINTING OF KEY CONTROLLED FORMS
PWGSC FILE #'s B8297-200035/ B**

BIDDER: _____

As part of the above noted Solicitation process (the "**Solicitation Process**"), I, _____
[name of attendee] will be given access to confidential Information by or on behalf of Canada in connection with the classified specifications of the design of the Key Controlled Forms. I acknowledge and agree that:

1. Information

- (a) During the Solicitation Process, certain information will be disclosed to me or I will be given access to by or on behalf of Canada information that is: (i) proprietary to Canada or other third party, whether or not labeled as proprietary or sensitive, including information conceived, developed or produced by Canada, **and** (ii) not otherwise made publicly available by Canada without obligations of confidentiality or non-disclosure (collectively, the "**Information**");
- (b) Disclosure of Information to me is for the sole and exclusive purpose of enabling me, on behalf of and under the direction of Bidder, to participate in the Solicitation Process (the "**Purpose**").
- (c) I shall keep confidential all Information provided to me. Any disclosure of the Information shall be on a "need to know" basis. I shall not disclose any Information to any other person including to Bidder's contractors or subcontractors nor shall I make or permit any public disclosure or release whatsoever of the Purpose or the Information, in whole or in part. I shall not alter, remove or obstruct any confidentiality or other notices provided on or in the Information, and shall reproduce, in full, all such notices and markings in any copies, extracts or other documentation which may contain any Information.
- (d) I undertake to safeguard the same and take all necessary and appropriate measures, including those set out in any written or oral instructions issued by Canada, to prevent the disclosure of Information that I may be given access to in contravention of this agreement.
- (e) I may disclose Information where it is required to do so by law or order of a court of competent jurisdiction, but only to the extent necessary to comply with such law or order and provided that, without prejudice to the foregoing, I have complied with any direction of Canada with respect to such disclosure.

2. General

- (a) I shall immediately notify Canada of any breach of this Agreement. The provisions of this Agreement shall survive completion of the Purpose or the Stage 5. This Agreement and any dispute or claim arising out of or in connection with it shall be governed by and construed in accordance with the laws of the Province of Ontario.

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Name of Attendee

Title (within the Bidder's entreprise)

Legal Name of Bidder

Address

Signature

Date