



RETURN BIDS TO:

IRCC.BidsReceiving-Receptiondessoumissions.IRCC@cic.gc.ca

Attn: Annie Ouellette

FOR ELECTRONIC BIDS:

The electronic mailbox is equipped to send an automatic reply to all messages received. If you do not receive an automatic response, please contact the Contracting Authority to ensure your bid was received. Please note that it is the bidder's sole responsibility to ensure that all bids submitted are received in their entirety by Citizenship and Immigration Canada by the closing date and time indicated in this RFP.

IMPORTANT NOTICE TO SUPPLIERS

The Government Electronic Tendering Service on buyandsell.gc.ca/tenders will be the sole authoritative source for Government of Canada tenders that are subject to trade agreements or subject to departmental policies that require public advertising of tenders.

REQUEST FOR PROPOSAL

Proposal To: Citizenship and Immigration 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 thereof.

Instructions : See Herein
Instructions: Voir aux présentes
Issuing Office – Bureau de distribution
Citizenship and Immigration Canada
Procurement and Contracting Services
70 Crémazie
Gatineau, Québec K1A 1L1

Title – Sujet	
Braille printing services	
Solicitation No. – N° de l'invitation	Date
151784	February 28, 2020
Solicitation Closes – L'invitation prend fin at – à	Time Zone Fuseau horaire
2 PM on – March 10th, 2020	EST
F.O.B. - F.A.B.	
Plant-Usine: <input type="checkbox"/> Destination: <input checked="" type="checkbox"/> Other-Autre: <input type="checkbox"/>	
Address Inquiries to: - Adresser toutes questions à:	
IRCC.BidsReceiving-Receptiondessoumissions.IRCC@cic.gc.ca	
Telephone No. – N° de téléphone:	
N/A	
Destination – of Goods, Services, and Construction:	
Destination – des biens, services et construction :	
See Herein	
Delivery required - Livraison exigée	
See Herein	
Vendor/firm Name and address	
Raison sociale et adresse du fournisseur/de l'entrepreneur	
Facsimile No. – N° de télécopieur	
Telephone No. – N° de téléphone	
Name and title of person authorized to sign on behalf of Vendor/firm	
Nom et titre de la personne autorisée à signer au nom du fournisseur/de l'entrepreneur	
(type or print)/ (taper ou écrire en caractères d'imprimerie)	
Signature	Date



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PART 1 - GENERAL INFORMATION

1.1 Introduction

The bid solicitation is divided into seven parts plus attachments 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: includes the certifications to be provided;
- Part 6 Security 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.

1.2 Summary

Canada is seeking to establish a contract for on-demand Braille printing services of twenty (20) English and French versions of Passport Application Instructions Booklets for adults and children as well as create associated electronic files in the following formats: E-TEXT, DXB, BRF and XHTML, as defined in Appendix "D", Statement of Work. It is intended to result in the award of one (1) contract from April 1st, 2020 to March 31st, 2023, plus two (2) one (1) year irrevocable option allowing Canada to extend the term of the contract.

1.2.1 Single Contract

Canada is seeking to establish a contract for on-demand Braille printing services as defined in Appendix "D", Statement of Work, for an initial period of three (3) years with an irrevocable option to extend the resulting contract term by up to two (2) additional one (1) year periods under the same conditions.

1.3 Debriefings

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



The Office of the Procurement Ombudsman (OPO) was established by the Government of Canada to provide an independent venue for Canadian bidders to raise complaints regarding the award of federal contracts under \$25,300 for goods and under \$101,100 for services. Should you have any issues or concerns regarding the award of a federal contract below these dollar amounts, contact OPO by e-mail at boa.opo@boa-opo.gc.ca, by telephone at 1-866-734-5169, or by web at www.opo-boa.gc.ca. For more information about OPO, including the available services, please visit the [OPO website](#).

1.4 Mandatory Requirements

Where the words “must”, “shall” or “will” appear in this RFP, the clause is to be considered as a mandatory requirement.



PART 2 - BIDDER INSTRUCTIONS

2.1 Standard Instructions, Clauses and Conditions

All Citizenship and Immigration Canada (CIC) instructions, clauses and conditions identified in the bid solicitation by number, date and title are set out on the [CIC Website](#).

All SACC manual clauses for specific instructions not covered by the standard instructions identified in the bid solicitation by number, date and title are set out in the [Standard Acquisition Clauses and Conditions Manual](#) issued by Public Works and Government Services Canada.

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

The [CIC-SI-001 \(2016-05-26\)](#) Standard Instructions – Goods or Services Competitive Requirements, are incorporated by reference into and form part of the bid solicitation.

2.2 Submission of Bids

Bids must be submitted only to Citizenship and Immigration Canada by the date, time and place indicated on page 1 of the bid solicitation.

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

2.3 Enquiries - Bid Solicitation

All enquiries must be submitted in writing to the Contracting Authority no later than three (3) 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 questions or may request that the Bidder do so, so that the proprietary nature of the question is eliminated, and the enquiry can be answered with copies to all Bidders. Enquiries not submitted in a form that can be distributed to all Bidders may not be answered by Canada.

2.4 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.

2.5 Basis for Canada's Ownership of Intellectual Property

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, for the following reasons, as set out in the [Policy on Title to Intellectual Property Arising Under Crown Procurement Contracts](#):

- statutes, regulations or prior obligations of Canada to a third party or parties preclude Contractor ownership of the Intellectual Property Rights in Foreground Information; and
- the main purpose of the Contract, or of the deliverables contracted for, is to generate knowledge and information for public dissemination.



PART 3 - BID PREPARATION INSTRUCTIONS

3.1 Bid Preparation Instructions

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

Section I: Technical Bid (one (1) soft copy); and
Section II: Financial Bid (one (1) soft copy); and
Section III: Certifications (one (1) soft copy).

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

Canada requests that respondents submit their response in unprotected (i.e. no password) PDF format by email. Complete size of emails containing a response must not exceed 10MB. Emails exceeding 10MB will not be received. Should the size of email(s) exceed 10MB, respondents must contact the Contracting Authority at least 48 hours prior to the closing date to discuss alternatives.

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 a numbering system that corresponds to the bid solicitation; and
- (b) page numbering must be used on the bottom right of each page of the proposal

Section I: Technical Bid

In their technical bid, Bidders should explain and demonstrate how they propose to meet the requirements and how they will carry out the Work. Bidders should demonstrate their capability and describe their approach in a thorough, concise and clear manner for carrying out the work.

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

Section II: Financial Bid

Bidders must submit their financial bid in accordance with Appendix "E", Basis of Payment. The total amount of applicable taxes must be shown separately, if applicable.



Bidders should include the following information in their financial bid by completing Appendix “F”, Vendor Information and Authorization and include it with their bid:

1. Their legal name;
2. Their [Business Number](#) (BN); and
3. The name of the contact person (including this person's mailing address, phone and facsimile numbers, and email address) authorized by the Bidder to enter into communications with Canada with regards to:
 - a) their bid; and
 - b) any contract that may result from their bid.

Financial proposals must clearly identify the personnel proposed and the associated category for evaluation purposes only. Proposed per diem rates or firm prices must be in Canadian dollars.

The Bidder's firm unit price(s) in response to this Request for Proposal (RFP) and resulting contract(s) must include all overhead, general & administrative costs and profit. Included are the following costs that may be incurred in providing the required services: office space, computer hardware and software, word processing, preparation of reports, photocopying, courier services, facsimile services, telephone services, local travel expenses, and administration related to non-local travel expenses. "Local" as used here is defined as where the Work is to be performed in Canada as may be specified in the RFP and the resulting Contract(s).

Bidders must provide in their financial bid a price breakdown as detailed in Appendix “E”, Basis of Payment.

3.2 SACC Manual Clauses

C3011T (2010-01-11) - Exchange Rate Fluctuation

The requirement does not provide for exchange rate fluctuation protection. Any request for exchange rate fluctuation protection will not be considered and will render the bid non-responsive.

Section III: Certifications

Bidders must submit the required certifications under Part 5 – Certifications.



PART 4 - EVALUATION PROCEDURES AND BASIS OF SELECTION

4.1 Evaluation Procedures

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

4.1.1 Technical Evaluation

4.1.1.1 Mandatory Technical Criteria

The bid must meet the mandatory technical criteria specified below. The Bidder must provide the necessary documentation to support compliance with this requirement.

Mandatory requirements are evaluated on a simple pass or fail basis. Failure by a Bidder to meet any one of the mandatory requirements will render the Bidder's proposal **non-responsive and will not be given further consideration**. The treatment of mandatory requirements in any procurement process is absolute. Each mandatory technical criterion should be addressed separately.

For each project summary provided, Bidders are required to provide specific dates (month and year) of experience as well as the total duration of project (number of months). The month(s) of experience listed for a project whose timeframe overlaps that of another referenced project will only be counted once. For example: Project 1 timeframe is July 2001 to December 2001; Project 2 timeframe is October 2001 to January 2002; the total months of experience for these two project references is seven (7) months.

Number	Mandatory Technical Criterion	MET	NOT MET	Cross Reference to Proposal
MT1	<p>Experience The Bidder must demonstrate a minimum of two (2) years experience within the last 10 years in the provision of Braille printing services as per Appendix D – Statement of work.</p> <p>Bidder must provide references as proof of experience. (<i>name of company or organization, government telephone number and/or email address</i>) Citizenship and Immigration Canada may contact the references to confirm the experience.</p>			



MT2	<p>Experience The Bidder must demonstrate a minimum of two (2) years experience within the last 10 years in the provision of Braille conversion services as per Appendix D – Statement of work.</p> <p>Bidder must provide references as proof of experience. (<i>name of company or organization, government telephone number and/or email address</i>) Citizenship and Immigration Canada may contact the references to confirm the experience.</p>			
<p><i>A minimum of 2 different references are required per mandatory criteria. The same reference can be used for Mandatory criteria 1 and 2.</i></p>				

4.1.2 Financial Evaluation

Only the proposals that are technically responsive will be considered for financial evaluation.

The price of the bid will be evaluated in Canadian dollars, applicable taxes are excluded.

For the purposes of bid evaluation, Basis of Payment, Appendix “E” will be used. The Bidder must provide all inclusive Firm Unit prices for the services being proposed in accordance with the bid solicitation, for the initial contract period and option periods.

The volumetric data included in the pricing schedule detailed in Appendix “E”, Basis of Payment is provided for bid evaluated price determination purposes only. They are not to be considered as a contract guarantee.

The “TOTAL EVALUATED PRICE” in Annex “E”, Basis of Payment, excluding taxes, will be used to determine the financial evaluation score.

* The total price of the bid must not exceed **\$ 82,000.00** including the options, including all travel and living expenses. Goods and services tax (GST) or harmonized sales tax (HST) are excluded. All cost / price proposals exceeding this value will render the bidder's cost / price proposal non-compliant and will be eliminated from the competition.

4.1.3 Formulas in Pricing Schedule

If the Pricing Schedule provided to bidders include any formulae, Canada may re-input the prices provided by bidders into a fresh table, if Canada believes that the formulae may no longer be functioning properly in the version submitted by a bidder.

4.2 Basis of Selection

4.2.1 Basis of Selection - Lowest Evaluated Price

A bid must comply with the requirements of the bid solicitation and meet all mandatory evaluation criteria to be declared responsive. The responsive bid with the lowest evaluated price



found in Appendix “E”, Basis of Payment table under “**TOTAL EVALUATED PRICE**” will be recommended for award of contract.

Should identical bids be submitted, the bid with the lowest cost for the initial contract period will be considered first 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. 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 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, to be given further consideration in the procurement process.

5.2 Certifications Precedent to Contract Award and Additional Information

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

5.2.1 Integrity Provisions – List of Names

In accordance with the Integrity Provisions of the Standard Instructions, all bidders must provide a completed List of Names in the Integrity Verification form available on the [Integrity Regime website](#), 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 webpage.



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

5.2.3 Former Public Servant Certification

Contracts with former public servants (FPS) in receipt of a pension or of a lump sum payment must bear the closest public scrutiny, and reflect fairness in the spending of public funds. In order to comply with Treasury Board policies and directives on contracts with FPS, bidders must provide the information required below.

Definitions

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

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

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

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

Former Public Servant in Receipt of a Pension

As per the above definitions, is the Bidder a FPS in receipt of a pension? **Yes () No ()**
If so, the Bidder must provide the following information, for all FPS in receipt of a pension, as applicable:

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



By providing this information, Bidders agree that the successful Bidder's status, with respect to being a former public servant in receipt of a pension, will be reported on departmental websites as part of the published proactive disclosure reports in accordance with [Contracting Policy Notice: 2012-2](#) and the [Guidelines on the Proactive Disclosure of Contracts](#).

Work Force Reduction Program

Is the Bidder a FPS who received a lump sum payment pursuant to the terms of a work force reduction program? **Yes** () **No** ()

If so, the Bidder must provide the following information:

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

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

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.

Certification

By submitting a bid, the Bidder certifies that the information submitted by the Bidder in response to the above requirements is accurate and complete.

5.2.4 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 AND OTHER REQUIREMENTS

6.1 Security Requirement

There is no security requirement associated with the requirement.



PART 7 - RESULTING CONTRACT CLAUSES

APPENDIX “A”, GENERAL TERMS AND CONDITIONS

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

A1. Standard Acquisition Clauses and Conditions Manual

All instructions, general terms, conditions and clauses identified herein by title, number and date are set out in the Standard Acquisition Clauses and Conditions (SACC) Manual issued by Public Works and Government Services Canada (PWGSC) and in the Citizenship and Immigration Canada Terms and Conditions Manual.

A1.1 An electronic version of the [SACC Manual](#) is available on the Buy and Sell Website.

A1.2 An electronic version of the Citizenship and Immigration Canada (CIC) Contract Terms and Conditions is available on the [CIC Website](#).

A2. Terms and Conditions of the Contract

A2.1 The general terms, conditions and clauses identified herein by title, number and date, are hereby incorporated by reference into and form part of this Contract, as though expressly set out herein, subject to any other express terms and conditions herein contained.

A3. Standard Instructions and Conditions

A3.1 The conditions set out in the [CIC-SI-001 \(2016-05-26\)](#) Standard Instructions – Goods or Services Competitive Requirements, are hereby incorporated by reference into and form part of this Contract.

A4. General Conditions

A4.1 General Conditions [CIC-GC-002 \(2019-02-15\)](#), Low Complexity Goods and Services Contract shall apply to and form part of this Contract.



APPENDIX “B”, SUPPLEMENTAL TERMS AND CONDITIONS

B1. Priority of Documents

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

- a) The Articles of Agreement;
- b) Appendix “B” – Supplemental Terms and Conditions;
- c) Appendix “A” – General Terms and Conditions;
- d) Appendix “C” – Terms of Payment;;
- e) Appendix “D” – Statement of Work;
- f) Appendix “E” – Basis of Payment
- g) Appendix “F” – Vendor Information and Authorization Form
- h) the Contractor's proposal dated _____(TBD)

B2. CIC Clauses

The following Citizenship and Immigration Canada Terms and Conditions are incorporated by reference and form part of this Contract:

ID	Date	Title
CIC-SC-001(2015-02-16), Contractor Owns Intellectual Property (IP) Rights in Foreground Information		

B3. SACC Manual Clauses

The following SACC manual Clauses are incorporated by reference and form part of this Contract:

ID	Date	Title
A9117C	2007-11-30	T1204 - Direct Request by Customer Department
A9116C	2007-11-30	T1204 Information Reporting by Contractor
C0705C	2010-01-11	Discretionary Audit

B4. Security Requirement

There is no security requirement associated with the requirement.

B5. Period of Contract

The period of the Contract is from April 1st, 2020 to March 31st, 2023.

B5.1 Option to Extend the Contract

The Contractor grants Canada, the irrevocable right to extend the term of the Contract by up to two (2) additional one (1) year periods 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 Appendix “E”, Basis of Payment.

Canada may exercise this option at any time by sending a written notice to the Contractor at least three (3) calendar days before the Contract expiry date. The options may only be exercised by the Contracting Authority, and will be evidenced, for administrative purposes only, through a contract amendment.

B6. Termination on Thirty (30) Days Notice

1. Canada reserves the right to terminate the Contract at any time in whole or in part by giving thirty (30) calendar days written notice to the Contractor.
2. In the event of such termination, Canada will only pay for costs incurred for services rendered and accepted by Canada up to the date of the termination. Despite any other provision of the Contract, there will be no other costs that will be paid to the Contractor as a result of the termination.

B7. Certifications / 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.

B8. 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.

B9. Statement of Work

The Contractor must perform the Work in accordance with the Statement of Work in Appendix “D”.

B10. Authorities

B10.1 Contracting Authority

The Contracting Authority for the Contract is:

Annie Ouellette
Citizenship and Immigration Canada
70 Crémazie
Gatineau (Québec) K1A 1L1



Telephone: TBD
Email: annie.ouellette@cic.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.

B10.2 Project Authority

The Project Authority for the Contract is:

<The Project Authority for the Contract is to be identified 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.

B10.3 Technical Authority

<The Technical Authority for the Contract is to be identified at Contract award>

The Technical Authority will be responsible for providing guidance on the technical requirements and deliverables.



APPENDIX “C”, TERMS OF PAYMENT

C1. Basis of Payment- Firm Unit Price(s)

In consideration of the Contractor satisfactorily completing all of its obligations under the Contract, the Contractor will be paid a firm unit price(s) as specified in Annex B. Canada will not pay the Contractor for any design changes, modifications or interpretations of the Work, unless they have been approved, in writing, by the Contracting Authority before their incorporation into the Work.

C2. Limitation of Expenditure

The Contractor will be reimbursed for the costs reasonably and properly incurred in the performance of the Work, as determined in accordance with the Basis of Payment in Appendix “E”, to a limitation of expenditure of \$_____ **(to be determined at contract award)**. Customs duties are included and applicable taxes are extra.

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

C3. Method of Payment

Canada will pay the Contractor upon completion and delivery of the Work in accordance with the payment provisions of the Contract if:

- a) an accurate and complete invoice and any other documents required by the Contract have been submitted in accordance with the invoicing instructions provided in the Contract;
- b) all such documents have been verified by Canada;
- c) the Work delivered has been accepted by Canada.

C4. Applicable Taxes



Applicable taxes are not included in the amounts shown in the Basis of Payment. Applicable taxes, which are estimated at \$_____ **(to be determined at contract award)**, are included in the total contract amount. Applicable taxes are to be shown as separate items on all invoices and claims for progress payments and will be paid by Canada. The Contractor agrees to remit to appropriate tax authorities any amounts of Applicable Taxes paid or due.

C5. Invoicing Instructions

1. 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.
2. Invoices must be distributed as follows:
 - a) The original and one (1) copy must be forwarded to the address shown on page 1 of the Contract for certification and payment.
 - b) One (1) copy must be forwarded to the Contracting Authority identified under the section entitled "Authorities" of the Contract.
 - c) one (1) copy must be forwarded to the consignee.



APPENDIX “D”, STATEMENT OF WORK

NOTE: Department of Citizenship and Immigration Canada (also known by its applied title: Immigration, Refugees and Citizenship Canada (IRCC))

1. TITLE

On-demand Braille printing and file conversion services.

2. OBJECTIVE

To meet the needs of certain clients, Immigration, Refugees and Citizenship Canada (IRCC) Passport Program must obtain on demand services for printing and file conversion in Braille format of instruction booklets for various passport application forms (in both official languages).

3. BACKGROUND

The mission of IRCC’s Passport Program is to issue secure Canadian travel documents through authentication of identity and entitlement, which facilitates travel and supports international and domestic security. In other words, we ensure that the Canadian passport is issued only to those who are entitled to one. This benefits all Canadians, not just travellers, as our work also strengthens border security here in Canada and throughout the world.

IRCC’s Passport Program is mandated to provide application booklets in Braille or in a related format to all Canadians who request one, in order to meet client service accessibility standards under the Web Content Accessibility Guidelines (WCAG) 2.0, with oversight from the Global Affairs Canada (GAC) and Treasury Board of Canada Secretariat (TBS). Historically, CIC’s Passport Program has requested file conversion of all booklets twice a year and has sent two (2) to four (4) printing requests for specific booklet(s) annually. This account for an annual demand of approximately 40 booklets (200 pages) to be converted in Braille format and approximately 4 booklets (15 pages) to be printed in Braille. These volumetric data are provided for estimate purpose only and do not represent a commitment from IRCC.

4. TASKS AND TECHNICAL SPECIFICATIONS

IRCC requires on demand services for file conversion and printing in Braille format of instruction booklets for passport application forms (in both official languages). The table below provides the current list of booklets and their corresponding number of pages. The table is provided for estimate purposes only and CIC reserves the right to add or remove pages during the course of the Contract. The number of pages specified for each booklets is also subject to change.

Forms	Number of pages	Version	Format
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PPTC 040 - Adult Abroad General Passport Application for Canadians 16 years of age or over applying outside of Canada and the USA	4	2018-06	E-TEXT, DXB, BRF and XHTML
PPTC 041 - Demande de passeport générale pour adulte à l'étranger pour les Canadiens de 16 ans et plus présentant une demande à l'extérieur du Canada et des États-Unis	4	2018-06	E-TEXT, DXB, BRF and XHTML
PPTC 042 - Child Abroad General Passport Application for Canadians under 16 years of age applying outside of Canada and the USA	6	2018-06	E-TEXT, DXB, BRF and XHTML
PPTC 043 - Demande de passeport générale pour enfant à l'étranger pour les Canadiens de moins de 16 ans présentant une demande à l'extérieur du Canada et des États-Unis	6	2018-06	E-TEXT, DXB, BRF and XHTML
PPTC 054 - Adult Simplified Renewal Passport Application for eligible Canadians applying in Canada or the USA	3	2018-06	E-TEXT, DXB, BRF and XHTML
PPTC 055 - Demande de renouvellement simplifié de passeport pour adulte pour les Canadiens admissibles présentant une demande au Canada ou des États-Unis	3	2018-06	E-TEXT, DXB, BRF and XHTML
PPTC 140 - Adult General Passport Application (in the USA) for Canadians 16 years of age or over	4	2018-06	E-TEXT, DXB, BRF and XHTML
PPTC 141 - Demande de passeport générale pour adulte (aux États-Unis) pour les Canadiens de 16 ans et plus	4	2018-06	E-TEXT, DXB, BRF and XHTML
PPTC 142 - Child General Passport Application (in the USA) for Canadians under 16 years of age	6	2018-06	E-TEXT, DXB, BRF and XHTML
PPTC 143 - Demande de passeport générale pour enfant (aux États-Unis) pour les Canadiens de moins de 16 ans	6	2018-06	E-TEXT, DXB, BRF and XHTML
PPTC 153 - Adult General Passport Application for Canadians 16 years of age or over applying in Canada or the USA	4	2018-06	E-TEXT, DXB, BRF and XHTML
PPTC 154 - Demande de passeport générale pour adulte pour les Canadiens de 16 ans et plus présentant une demande au Canada ou des États-Unis	4	2018-06	E-TEXT, DXB, BRF and XHTML
PPTC 155 - Child General Passport Application for Canadians under 16 years of age applying in Canada or the USA	6	2018-06	E-TEXT, DXB, BRF and XHTML
PPTC 156 - Demande de passeport générale pour enfant pour les Canadiens de moins de 16 ans présentant une demande au Canada ou des États-Unis	6	2018-06	E-TEXT, DXB, BRF and XHTML
PPTC 190 - Adult Travel Document Application for stateless and protected persons in Canada (16 years of age or over)	4	2018-06	E-TEXT, DXB, BRF and XHTML
PPTC 191 - Demande de document de voyage pour adulte pour les apatrides et les personnes protégées au Canada (de 16 ans et plus)	4	2018-06	E-TEXT, DXB, BRF and XHTML
PPTC 192 - Child Travel Document Application for stateless and protected persons in Canada (under 16 years of age)	6	2018-06	E-TEXT, DXB, BRF and XHTML
PPTC 193 - Demande de document de voyage pour enfant pour les apatrides et les personnes protégées au Canada (de moins de 16 ans)	6	2018-06	E-TEXT, DXB, BRF and XHTML
PPTC 482 - Adult Abroad Simplified Renewal Passport Application for Canadians applying outside of Canada and the	3	2018-06	E-TEXT, DXB, BRF and XHTML



USA			
PPTC 483 - Demande de renouvellement simplifié de passeport pour adulte à l'étranger pour les Canadiens présentant une demande à l'extérieur du Canada et des États-Unis	3	2018-06	E-TEXT, DXB, BRF and XHTML

4.1 On-demand file conversion services in Braille format

The Contractor must convert PDF files provided by IRCC in Braille format (E-TEXT, DXB, BRF and XHTML) on an-as-and-when required basis. The Contractor will be required to:

- a) Receive and acknowledge reception of file conversion order from the Project Authority;
- b) Create master "text-only" Braille conversion CD's copies of the passport application instructions booklets;
- c) Create electronic files of the passport application instructions booklets that are suitable for printing in Braille format at a future date and that are ready to be posted on the Web (refer to section 8d) of the SOW); and
- d) Store electronic copies of all electronic files on its IT system and provide them upon request to the Project Authority.

4.2 On demand Braille printing services

The Contractor must print and deliver the instruction booklets of various passport application forms in Braille format on an-as-and-required basis.

4.2.1 Specifications

- a) Language: Separate, unilingual English and French Braille (Grade 2) documents
- b) Layout: Booklet style, back-to-back embossing
- c) Dimensions: Flat 8½ inches x 11 inches
- d) Paper Stock*:
 - ATC Braille Paper Typical Values
 - Basis Weight 150 GSM
 - Moisture 5.5
 - Caliper 7.7
 - Tear 100
 - Tear 110
 - Opacity 94
 - Brightness 92
 - Wax 14
- *or equivalent
- e) Binding: *Cerlox* binding (black for French, white for English)
- f) Plastic cover page: Clear cover stock with Braille script of the form title, form number and form version date, along with the following phrase:
 - o In English: BRAILLE INSTRUCTION BOOKLET – FULL ENGLISH VERSION
 - o In French: LIVRET D'INSTRUCTION EN BRAILLE – VERSION INTÉGRALE FRANÇAIS, and a Braille description of the Federal Identity Program requirements (Government of Canada signature and "Canada" wordmark)



- g) Underlying paper cover page: Same paper stock used in the rest of each booklet, with the title of the form printed on the front
- h) Colour: Underlying paper cover page is printed black on white
- i) Order of content: Instructions must appear first and, if necessary, additional information pages will be added
- j) Page numbering: Instructions are to be numbered “page 1 of x” and additional information pages are not to be numbered
- k) Passport Program numbers: These numbers must appear on the forms and will be provided to contractor

4.2.2 Delivery

- a) Each order must be delivered in a single shipment to the address specified in the order placed by the Project Authority;
- b) The deliveries must take place between 8:00 AM and 4:00 PM on business days only, unless specified otherwise by the Project Authority;
- c) All deliveries must be Freight on Board (FOB) Destination;
- d) All deliveries will take place in the National Capital Region*. The NCR is defined in the *National Capital Act*, R.S.C. 1985, c. N-4, S.2. *The National Capital Act* is available on the Justice Canada Website. <http://laws.justice.gc.ca/en/N-4/>;

* The exact delivery address will be specified in each order.

5. Ordering process

- a) Each order will be placed by the Project Authority via email to the email address specified by the Contractor at the beginning of the contract.
- b) Each file conversion order will contain as a minimum:
 - i. the list of insert(s) to be converted in Braille format, including the form reference number , the version date and the number of pages;
 - ii. the final version of the insert(s) in PDF format in both official languages and any other files required by the Contractor as per section 7. of the SOW.
 - iii. the delivery address
 - iv. the deadline to submit the files as per Section 6 of the SOW (service standards);
- c) Each Braille printing order will contain as a minimum:
 - i. the list of form(s) to be printed in Braille format, including the form reference number , the version date and the number of pages;
 - ii. the delivery address;
 - iii. the deadline to deliver the product as per Section 6 of the SOW (service standards);

6. Service Standards

- a) The contractor must acknowledge reception of any order within one (1) business day.
- b) The contractor must complete any file conversion order thirty (30) calendar days from reception of the order.



- c) The contractor must deliver the final printed product to the delivery address specified on the order placed by the Project Authority within two (2) business days from reception of the order.
- d) When proofs are requested by the Project Authority, the contractor must provide them with 30 days

7. CLIENT SUPPORT

CIC's Passport Program will provide the contractor with the following:

- a) Electronic copies in PDF format of the passport application instructions booklets;
- b) Design files in EPS (Illustrator) format of the passport application forms to be converted in Braille;
- c) The text descriptions that accompany the illustrated photo specifications in the passport application forms (they must be rendered in English and French Braille);
- d) The texts describing the Federal Identity Program (FIP) symbols, i.e. the Government of Canada signature and the "Canada" wordmark (they must be rendered in English and French Braille); and
- e) EPS files of the FIP symbols, i.e. the CIC Passport Program signatures with English first and with French first, and the "Canada" wordmark.

8. DELIVERABLES

The contractor must complete the following deliverables:

- a) acknowledge receipt of any order (printing or file conversion) received from the Project Authority;
- b) print proofs and send by mail or in person for final approval (if applicable);
- c) print and deliver Passport application instruction booklets on an as-and-when required basis as per section 4.2 of the Statement of Work (SOW);
- d) provide electronic files on CD in E-TEXT, DXB, BRF and XHTML format for each file conversion order requested by the Project Authority and as per section 4.1 of the SOW. The following versions will be required;
 - i. Final English version with no crop lines for website
 - ii. Final French version with no crop lines for website
 - iii. Final English version with crop lines, ready for printing
 - iv. Final French version with crop lines, ready for printing
- e) provide any related file requested by the Project Authority, including but not limited to
 - i. All required fonts
 - ii. All supporting images
 - iii. All other related working files

9. Quality Assurance

- a) All Braille versions, master files and electronic versions will be verified as accurate by a qualified professional;
- b) All Braille versions will be verified as accurate by a qualified professional prior to printing or providing electronic files to IRCC's Passport Program.



10. Faulty materiel

Faulty materiel refers to any materiel delivered by the Contractor not meeting the specifications and/or the quality level required as per the Statement of Work.

- a) The faulty materiel will be returned to the Contractor for disposal and must be replaced at no charge to IRCC.
- b) Replacement orders must be shipped within 5 business days if order is greater than 50% of faulty materiel.

11. Ownership

All electronic, Braille and print documents produced by the contractor's company will become and remain the property and copyright of Her Majesty the Queen in Right of Canada (including all FIP symbols, the "Canada" wordmark, texts and images);



APPENDIX “E”, BASIS OF PAYMENT

During the period of the contract, the Contractor will be paid as specified below, for Work performed in accordance with the Contract.

All deliverables are F.O.B. Destination, Canadian Customs Duty included and applicable taxes are extra.

For bid evaluation and contractor(s) selection purposes only, the evaluated price of a bid will be determined in accordance with this Basis of Payment, Appendix “E”.

Canada's total liability to the Contractor under the Contract shall not exceed **\$82,000.00** including all options, travel expenses and excluding applicable taxes.

1. The Bidder must complete this pricing schedule and include it in its financial bid. As a minimum, the Bidder must respond to this pricing schedule by inserting in its financial bid for each of the periods specified below its quoted firm all inclusive firm unit price(s) (in Cdn \$) for each item identified.
2. The prices or rates specified below, when quoted by the Bidder, include any of the following expenses that may need to be incurred to satisfy the terms of any contract that may result from its bid:
 - a) any shipping, freight or transportation costs;
 - b) all materiel and resources including CD's required to complete the deliverables;
 - c) all travel and living expenses for work performed within the National Capital Region (NCR). The NCR is defined in the National Capital Act, R.S.C. 1985, c. N-4, S.2. The National Capital Act is available on the Justice Website: <http://laws.justice.gc.ca/en/N-4/>;
 - d) any travel expenses for travel between the Contractor's place of business and the NCR; and
 - e) any travel and living expenses for the relocation of resources to satisfy the terms of any resulting contract. These expenses cannot be charged directly and separately from the professional fees to any contract that may result from the bid solicitation.
3. The volumetric data included in the pricing schedule detailed in Appendix “E”, Basis of Payment is provided for bid evaluated price determination purposes only. They are not to be considered as a contract guarantee.



Note: Text in **RED** denotes instructions to bidders and sections for completion. The bidders must submit their all inclusive rate (including shipping cost) for each items identified.

Table A: Period of contract (from April 1st, 2020 to March 31st, 2023)

Description	Quantity range (#pages)	Unit price or Cost per page (A)	Quantity for evaluation purposes only. (B)	Total (AxB = C)
On demand file conversion services in Braille format (Including the cost of CD's).				
File(s) conversion services in Braille format. (Section 4.1 of the SOW)	<i>For orders between 1 to 3 pages</i>	<<to be completed by bidder>>	45	<<to be completed by bidder>> (C1)
File(s) conversion services in Braille format. (Section 4.1 of the SOW)	<i>For order between 4 to 7 pages</i>	<<to be completed by bidder>>	45	<<to be completed by bidder>> (C2)
On demand Braille printing services.				
Binding (Cerlox), plastic cover page, underlying paper cover page, preparation and assembly	N/A	<<to be completed by bidder>>	45	<<to be completed by bidder>> (C6)
Braille printing services. (Section 4.1 of the SOW)	<i>For orders between 1 to 3 pages</i>	<<to be completed by bidder>>	45	<<to be completed by bidder>> (C7)
Braille printing services. (Section 4.1 of the SOW)	<i>For orders between 4 and 7 pages</i>	<<to be completed by bidder>>	45	<<to be completed by bidder>> (C8)
Initial Contract Period Total (applicable taxes excluded)				<<to be completed by bidder>> =sum C1 to C10

Table B: Option period 1 (from April 1st, 2023 to March 31st, 2024)

Description	Quantity range (#pages)	Unit price or Cost per page (A)	Quantity for evaluation purposes only. (B)	Total (AxB = C)
On demand file conversion services in Braille format (Including the cost of CD's).				
File(s) conversion services in Braille format. (Section 4.1 of the SOW)	<i>For orders between 1 to 3 pages</i>	<<to be completed by bidder>>	15	<<to be completed by bidder>> (C11)
File(s) conversion services in Braille format. (Section 4.1 of the SOW)	<i>For order between 4 to 7 pages</i>	<<to be completed by bidder>>	15	<<to be completed by bidder>> (C12)
On demand Braille printing services.				
Binding (Cerlox), plastic cover page, underlying paper cover page, preparation and assembly	N/A	<<to be completed by bidder>>	15	<<to be completed by bidder>> (C16)
Braille printing services. (Section 4.1 of the SOW)	<i>For orders between 1 to 3 pages</i>	<<to be completed by bidder>>	15	<<to be completed by bidder>> (C17)
Braille printing services. (Section 4.1 of the SOW)	<i>For order between 4 to 7 pages</i>	<<to be completed by bidder>>	15	<<to be completed by bidder>> (C18)
Option period 1 Total (applicable taxes excluded)				<<to be completed by bidder>> =sum C11 to C20



Table C: Option period 2 (from April 1st, 2024 to March 31st, 2025)

Description	Quantity range (#pages)	Unit price or Cost per page (A)	Quantity for evaluation purposes only. (B)	Total (AxB = C)
On demand file conversion services in Braille format (Including the cost of CD's).				
File(s) conversion services in Braille format. (Section 4.1 of the SOW)	<i>For orders between 1 to 3 pages</i>	<<to be completed by bidder>>	15	<<to be completed by bidder>> (C21)
File(s) conversion services in Braille format. (Section 4.1 of the SOW)	<i>For order between 4 to 7 pages</i>	<<to be completed by bidder>>	15	<<to be completed by bidder>> (C22)
On demand Braille printing services.				
Binding (Cerlox), plastic cover page, underlying paper cover page, preparation and assembly	N/A	<<to be completed by bidder>>	15	<<to be completed by bidder>> (C26)
Braille printing services. (Section 4.1 of the SOW)	<i>For orders between 1 to 3 pages</i>	<<to be completed by bidder>>	15	<<to be completed by bidder>> (C27)
Braille printing services. (Section 4.1 of the SOW)	<i>For order between 4 to 7 pages</i>	<<to be completed by bidder>>	15	<<to be completed by bidder>> (C28)
Option period #2 Total (applicable taxes excluded)				<<to be completed by bidder>> =sum C21 to C30

Table Summary

PERIOD OF CONTRACT	TOTAL CONTRACT COSTS
TABLE A - Initial Contract Period (April 1 st , 2020 to March 31 st , 2023)	<<to be completed by bidder>>
TABLE B - Option 1 – April 1 st , 2023 – March 31 st , 2024	<<to be completed by bidder>>
TABLE C - Option 2 – April 1 st , 2024 – March 31 st , 2025	<<to be completed by bidder>>
TOTAL EVALUATED PRICE = SUM OF TABLE A + TABLE B + TABLE C (excluding taxes)	<<to be completed by bidder>>



APPENDIX “F”, VENDOR INFORMATION AND AUTHORIZATION FORM

Vendor Name and Address

Legal Status (incorporated, registered, etc.)

GST or HST Registration Number and/or Procurement Business Number (Revenue Canada)

Name and Title of Person authorized to sign on behalf of Vendor

Print Name _____ Title _____

Signature _____ Date _____

Central Point of Contact

The Vendor has designated the following individual as a central point of contact for all matters pertaining to the proposed contract, including the provision of all information that may be requested:

Name and Title _____

Telephone _____ Fax _____

Email _____

Each proposal must include a copy of this page properly completed and signed.