



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

LETTER OF INTEREST
LETTRE D'INTÉRÊT

Comments - Commentaires

Vendor/Firm Name and Address
Raison sociale et adresse du
fournisseur/de l'entrepreneur

Issuing Office - Bureau de distribution
Electrical & Electronics Products Division
L'Esplanade Laurier
East Tower, 4th floor,
Ottawa
Ontario
K1A 0S5

Title - Sujet CSC INMATE PURCHASING PLAN	
Solicitation No. - N° de l'invitation 21120-198955/C	Date 2020-03-24
Client Reference No. - N° de référence du client 21120-19-3038955	GETS Ref. No. - N° de réf. de SEAG PW-\$\$HN-467-78612
File No. - N° de dossier hn467.21120-198955	CCC No./N° CCC - FMS No./N° VME
Solicitation Closes - L'invitation prend fin at - à 02:00 PM on - le 2020-04-29	
Time Zone Fuseau horaire Eastern Daylight Saving Time EDT	
F.O.B. - F.A.B. Plant-Usine: <input type="checkbox"/> Destination: <input type="checkbox"/> Other-Autre: <input type="checkbox"/>	
Address Enquiries to: - Adresser toutes questions à: Dubé, Robert	Buyer Id - Id de l'acheteur hn467
Telephone No. - N° de téléphone (613) 296-1526 ()	FAX No. - N° de FAX () -
Destination - of Goods, Services, and Construction: Destination - des biens, services et construction: CORRECTIONAL SERVICE OF CANADA 340 LAURIER AVE W. OTTAWA Ontario K2A0P9 Canada	

Instructions: See Herein

Instructions: Voir aux présentes

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

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hn467. 21120-198955

Buyer ID - Id de l'acheteur
hn467
CCC No. /N° CCC - FMS No. /N° VME

REQUEST FOR INFORMATION (RFI)

for

INMATE PURCHASING PLAN

for

CORRECTIONAL SERVICE CANADA (CSC)

NOTE:

This is not a bid solicitation.

Canada is seeking feedback from the Industry with respect to the
Correctional Service Canada Inmate Purchasing Plan

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1. Purpose and Nature of the Request for Information (RFI)

Public Services and Procurement Canada (PSPC), on behalf of Correctional Service Canada (CSC), is requesting Industry feedback to assist with the formulation and implementation to standardize its inmate purchasing process.

Canada will consider the information gathered during the Industry Engagement(s) and decide on a course of action that may include some or all of the Industry feedback.

This RFI is neither a call for tender nor a Request for Proposal (RFP). No agreement or contract will be entered into based on this RFI. The issuance of this RFI is not to be considered in any way a commitment by the Government of Canada (Canada), nor as authority to potential respondents to undertake any work that could be charged to Canada. This RFI is not to be considered as a commitment to issue a subsequent solicitation or award contract(s) for the work described herein.

Although the information collected may be provided as commercial-in-confidence (and, if identified as such, will be treated accordingly by Canada), Canada may use the information to assist in drafting performance specifications (which are subject to change) and for budgetary purposes.

Respondents are encouraged to identify, in the information they share with Canada, any information that they feel is proprietary, third party or personal information. Please note that Canada may be obligated by law (e.g. in response to a request under the Access of Information and Privacy Act) to disclose proprietary or commercially-sensitive information concerning a respondent (for more information: <http://laws-lois.justice.gc.ca/eng/acts/a-1/>).

Participation in this RFI is encouraged, but is not mandatory. There will be no short-listing of potential suppliers for the purposes of undertaking any future work as a result of this RFI. Similarly, participation in this RFI is not a condition or prerequisite for the participation in any potential subsequent solicitation.

Respondents will not be reimbursed for any cost incurred by participating in this RFI.

The RFI closing date published herein is not the deadline for comments or input. Comments and input will be accepted any time up to the time when/if a follow-on solicitation is published.

2. Objectives of the RFI

The GoC is seeking a solution for CSC to standardize its inmate purchasing process and make uniform the types of personal property items available for purchase by inmates. This initiative aims to increase efficiencies and enhance institutional safety. CSC has developed a list of items that it will make available for purchase to inmates.

In order to maintain a national approach for the purchase of inmate personal property items in the future, CSC would like to gauge the industry interest to have multiple suppliers providing goods at the national level in one or more goods category. Therefore, one Standing Offer would be awarded for each of the categories of goods listed in Annex A - Statement of Work (SOW).

A list of questions is provided in Appendix B of Annex A. Note that the information requested is for information purposes only and will allow PSPC to clearly define the requirement for the required services and obtain additional information for the development of bid evaluation criteria.

3. Background Information

The Correctional Service of Canada (CSC) is a federal government within the portfolio of Public Safety, which also includes the Royal Canadian Mounted Police, the Parole Board of Canada, the Canada Border Services Agency and the Canadian Security Intelligence Service.

CSC is responsible for administering court-imposed sentences of two years or more for offenders, and supervising offenders on various forms of conditional release in the community. On a typical day in 2017-18, CSC was responsible for 23,060 offenders, of which 14,015 were in federal custody (including temporary detainees) and 9,045 were supervised in the community. As of the beginning of the 2018-19 fiscal year, CSC was responsible nationally for the management of 43 institutions (6 maximum security, 9 medium security, 5 minimum security, 12 multilevel security, and 11 clustered institutions), 92 parole offices and sub-parole offices, and 14 community correctional centres. CSC was also responsible for managing four healing lodges (included in the 43 institutions) and works in partnership with Indigenous communities to support the reintegration of Indigenous offenders back into the community.

The CSC operational environment is unique for its diversity of locations, climate exposures and the physical restrictive construction techniques of penal institutions. Maintaining national security, the safety of staff and offenders alike is CSC's commitment to the government and public.

CSC operates on a 24/7 basis in a continuously changing environment that requires considerable adaptability, flexibility and people skills. Crisis management protocols are implemented whenever needed to ensure the integrity of operations. To do that effectively, the organization must be able to anticipate, recognize, and manage risk at all times and to identify, develop, implement, and assess innovative and practical ways to ensure the safety and security of staff, offenders and the public.

4. Security Requirement and Security Clause of the Resulting Contract

There is no security requirement associated with this requirement nor in the resulting Contract.

5. Legislation Trade Agreements, and Government Policies

The following is indicative of some of the legislation, trade agreements and government policies that could impact any follow-on solicitation(s):

- a) Canadian Free Trade Agreement (CFTA);
- b) North American Free Trade Agreement (NAFTA);
- c) World Trade Organization – Agreements on Government Procurement (WTO-AGP);
- d) Canada-European Union Comprehensive Economic and Trade Agreement (CETA);
- e) Canada-Chile Free Trade Agreement (CCFTA);
- f) Canada-Colombia Free Trade Agreement;
- g) Canada-Panama Free Trade Agreement;
- h) Canada-Peru Free Trade Agreement (CPFTA);
- i) Canada-Honduras Free Trade Agreement;
- j) Canada-Korea Free Trade Agreement ; and
- k) Federal Contractors Program for Employment Equity (FCP-EE);

6. Schedule

In providing responses, the following schedule should be utilized as a baseline:

- Request for Information (RFI)
- One-on-One sessions (as necessary)
- RFP issued
- Evaluation of Bids
- Standing Offers Award

7. Important Notes to Respondents and Submission Requirements

7.1 Enquiries

Interested respondents must submit their responses and enquiries **electronically** to the PSPC Contracting Authority, identified below:

Name: **Robert (Bob) Dubé**
Title: **Supply Specialist**

Public Services and Procurement Canada (PSPC)
Acquisitions Branch
Logistics, Electrical, Fuel and Transportation Directorate (LEFTD)

Telephone: **613-296-1526**
Facsimile: **613-843-7620**
E-mail: robert.dube@tpsgc-pwgsc.gc.ca

7.2 Response Format

- Cover Page:** If the response includes multiple volumes, respondents are requested to indicate on the front cover page of each volume the title of the response, the solicitation number, the volume number and the full legal name of the respondent. A point of contact for the Respondent should be included in the package.
- Title Page:** The first page of each volume of the response, after the cover page, should be the title page, which should contain:
 - the title of the respondent's response and the volume number;
 - the name and address of the respondent;
 - the name, address and telephone number of the respondent's contact;
 - the date; and
 - the RFI number.
- Numbering System:** Respondents are requested to prepare their response using a numbering system corresponding to the one in this RFI. All references to descriptive material, technical manuals and brochures included as part of the response should be referenced accordingly.
- Language of Response:** Responses may be provided in English or French, at the preference of the respondent.

- e) **Response Parameters:** Respondents are reminded that this is an RFI and not an RFP and, in that regard, respondents should feel free to provide their comments and/or concerns in addition to their responses, where applicable, alternative recommendations regarding how the requirements or objectives described in this RFI could be satisfied. Respondents are also invited to provide comments regarding the content, format and/or organization of any draft documents included in this RFI. Respondents should explain any assumptions they make in their responses. PSPC reserves the right to seek clarifications from a respondent for any information provided in response to this RFI, either by telephone, in writing or in person.
- f) **Response Confidentiality:** Respondents are requested to clearly identify those portions of their response that are proprietary. The confidentiality of each respondent's response will be maintained. Items that are identified as proprietary will be treated as such except where PSPC determines that the enquiry is not of a proprietary nature. PSPC may edit the questions or may request that the respondent do so, so that the proprietary nature of the question is eliminated, and the enquiry can be answered with copies to all interested parties.

There is no page limit on the response to be provided. Respondents are requested to respond to all questions posted in Appendix B of Annex A.

7.3 Submission of Responses

- a) **Time and Place for Submission of Responses:** Responses are to be submitted electronically to the Contracting Authority in Section 7.1.
- b) **Responsibility for Timely Delivery:** Each respondent is solely responsible for ensuring its response is delivered on time to the Contracting Authority in Section 7.1.

7.4 Nature of Responses Requested

Respondents are requested to provide their comments, concerns and, where applicable, alternative recommendations regarding how the requirements or objectives described in this RFI could be satisfied. Respondents are also invited to provide comments regarding the content, format and/or organization of any draft documents included in this RFI. Respondents should explain any assumptions they make in their responses.

8. Treatment of Responses and upcoming One-on-One Meetings (as necessary)

- a) **Use of Responses:** Responses will not be formally evaluated. The responses received may, however, be used by Canada to develop or modify procurement strategies or any draft documents contained in this RFI. Canada will review all responses received by the RFI closing date. Canada may, in its discretion, review responses received after the RFI closing date.
- b) **Review Team:** A review team composed of representatives of the client and PSPC will review the responses. Canada reserves the right to hire any independent consultant, or use any Government resources that it considers necessary to review any response. Not all members of the review team will necessarily review all responses.
- c) **Follow-up Activity:** Canada may, in its discretion, contact any respondents to follow up with additional questions or for clarification of any aspect of a response. Also PSPC reserves the right to request a one-on-one meeting with any respondent. During this meeting respondents will be requested to provide an overall presentation, which will be followed by questions from PSPC. PSPC reserves the right to set the agenda, the number of attendees and the date, time and length of these one-on-one meetings. Please note that these meetings are not to include

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marketing-type presentations. Respondent participation in any one-on-one meeting is **not mandatory** for this RFI, nor will non-participation preclude any supplier from participating in any potential final RFP resulting from this process. All meetings will be treated as confidential. Canada will not reimburse any respondent for expenses incurred for any follow-up activities.

9. Closing date for the RFI

Responses to this RFI are to be submitted to the PSPC Contracting Authority identified above, on or before **April 29, 2020**.

Changes to this RFI may occur and will be advertised on the Government Electronic Tendering System (GETS). Canada asks respondents to visit BuyandSell at <https://buyandsell.gc.ca/for-government> regularly to check for changes, if any.

ANNEX A – Statement of Work (SOW) and Questions to the Industry

CORRECTIONAL SERVICE CANADA

INMATE PURCHASING PLAN

DRAFT STATEMENT OF WORK

1. Background:

Overview of Correctional Service Canada

The Correctional Service of Canada (CSC) is a federal government within the portfolio of Public Safety, which also includes the Royal Canadian Mounted Police, the Parole Board of Canada, the Canada Border Services Agency and the Canadian Security Intelligence Service.

CSC is responsible for administering court-imposed sentences of two years or more for offenders, and supervising offenders on various forms of conditional release in the community. On a typical day in 2017-18, CSC was responsible for 23,060 offenders, of which 14,015 were in federal custody (including temporary detainees) and 9,045 were supervised in the community. As of the beginning of the 2018-19 fiscal year, CSC was responsible nationally for the management of 43 institutions (6 maximum security, 9 medium security, 5 minimum security, 12 multilevel security, and 11 clustered institutions), 92 parole offices and sub-parole offices, and 14 community correctional centres. CSC was also responsible for managing four healing lodges (included in the 43 institutions) and works in partnership with Indigenous communities to support the reintegration of Indigenous offenders back into the community.

CSC operates on a 24/7 basis in a continuously changing environment that requires considerable adaptability, flexibility and people skills. Crisis management protocols are implemented whenever needed to ensure the integrity of operations. To do that effectively, the organization must be able to anticipate, recognize, and manage risk at all times and to identify, develop, implement, and assess innovative and practical ways to ensure the safety and security of staff, offenders and the public.

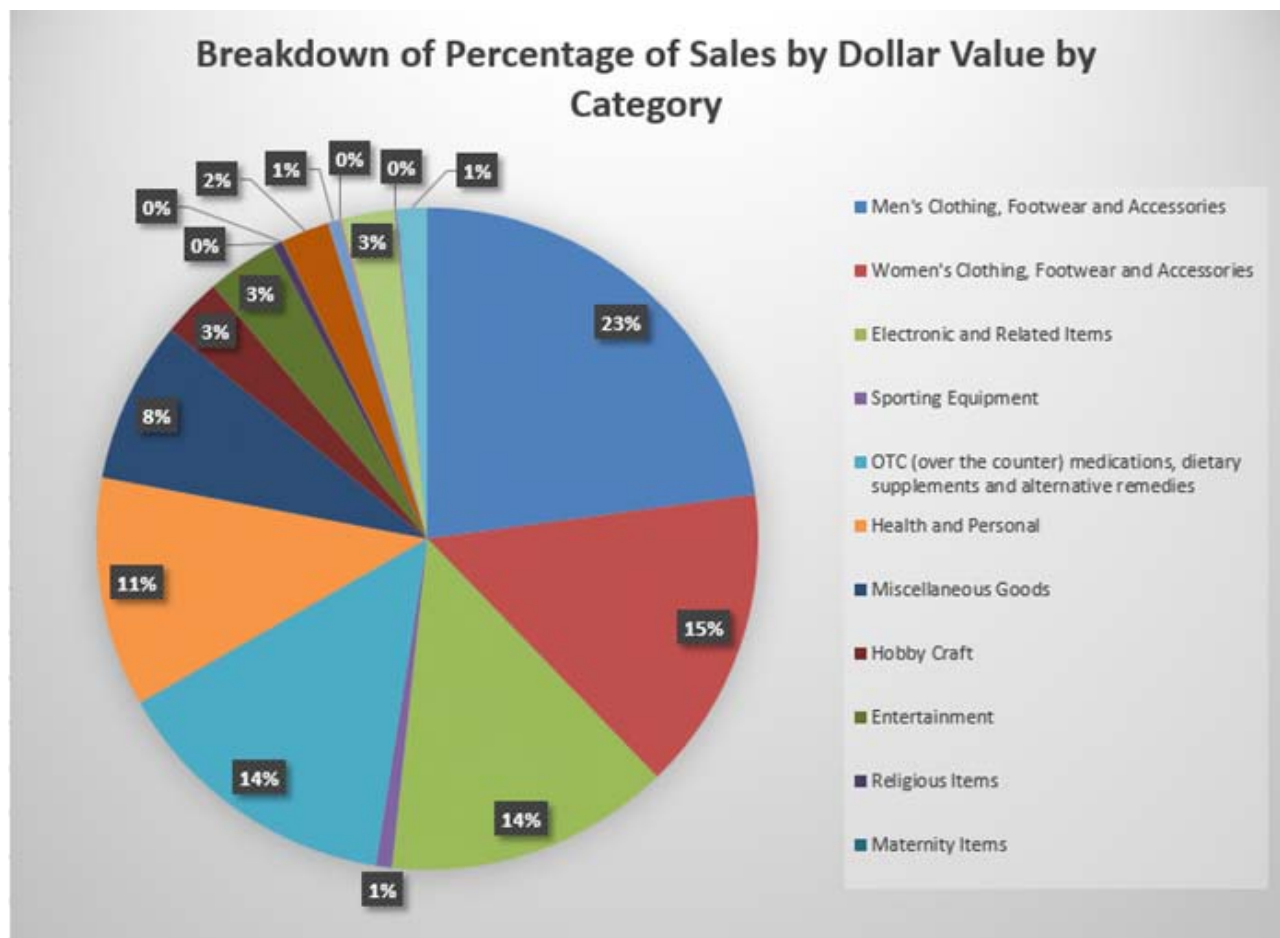
2. Purchasing Practices for Inmates

When inmates arrive at an institution, they are provided with the essential items and can have personal items sent in from the community during a specific time period at the beginning of their sentence. Subsequently, inmates can purchase perishable items, hygiene items and other sundries at the institutional canteen. Since April 2016, all inmate personal property orders are submitted through one national supplier. All inmates across Canada have access to a catalogue with the same list of approved items at the same prices regardless of location. All catalogue items are authorized and approved by National Headquarters. The Institutional Head/District

Director may, as required, restrict items including those on the National Lists, based on concerns related to institutional security limitations, health and safety and fire protection. Inmates pay for their purchases in full and can have up to \$1,500 worth of personal property.

Inmates purchase a variety of items over the course of their sentence and spend the most on electronics and associated items, followed by clothing and footwear. Males inmates at maximum and medium security institutions are generally required to wear institutional clothing during working and programming hours but they are permitted to wear their own clothes in the evenings and on weekends. Women inmates, minimum-security male inmates, and inmates at Healing Lodges are permitted to wear their own clothing throughout the day, every day.

In fiscal year 2018-19, inmates spent over \$500 thousand dollars on personal property. The table below indicates the percentage of purchases (based on dollar value) by category of goods during that same one-year period.



***It should be noted that the category entitled "Electronic" includes items such as televisions, desk fans, headphones, audio CDs, radio alarm clocks. The "Miscellaneous Goods" category includes water bottles, plastic containers, and office supplies.

Since the launch of the national purchasing strategy for inmate personal property in 2016, CSC has addressed many issues raised by committees by adding items to the catalogue, such as larger sized clothing and shoes, maternity clothing, some religious items, and brand name clothing options. While continued efforts have been made to resolve challenges associated with the current model for the provision of inmate personal property, outstanding issues exist on the ability to provide an expansive list of items for purchase, as well as the inability to leverage possible cost savings achievable with a larger supplier.

3. Objectives:

In order to maintain a national approach for the purchase of inmate personal property items in the future, CSC would like to gauge the industry interest to have multiple suppliers providing goods at the national level in one or more goods category. Therefore, one Standing Offer would be awarded for each of the categories of goods listed in Section 5.

4. Scope of Work:

1. The Respondent(s) must provide commonly and commercially-available off-the-shelf items in accordance with Appendix A to the Statement of Work as part of a national inmate purchasing process at CSC institutions across Canada.
2. The Respondent(s) must provide customer service, a customized catalogue, an online ordering storefront, the packaging and delivery of goods country-wide and options for quality assurance and returns/exchange processes as described in 7 and Appendix A.
3. CSC must ensure that the same items are available to all inmates, at the same price(s), regardless of institution location.
4. The Respondents(s) must provide professional services via designated CSC Account Manager(s);
5. The Respondent(s) must provide a Reporting requirement as described in Section 9 of this Statement of Work.

5. Categories of Goods / List of Goods

The Respondent(s) must provide all the items in the categories they are bidding on. Items and categories are listed in Appendix A to the Statement of Work to all CSC institutions (locations listed in Appendix C to the Statement of Work). These goods are separated in the following categories:

1. Clothing, footwear and accessories (Men and Women);
2. Electronics, Entertainment and related items;

3. Health and Personal, Over the Counter (OTC) Medications, Dietary Supplements and Alternative Remedies; and
4. Sporting equipment; Hobby Craft and Miscellaneous Goods (including religious items).

All items must meet all [Canadian Health and Safety Regulations](#).

6. Security Constraints

1. The Respondent(s) must provide the items identified in Appendix A to the Statement of Work in accordance with the technical requirements specified. No substitutions will be accepted without CSC approval.
2. CSC will restrict the purchase of certain items based on the inmate's institutional security level, with those of lower security having access to a wider variety of goods than those of higher security levels. It will remain the responsibility of CSC staff to ensure the products ordered are authorized for the respective inmate.
3. CSC will search all goods upon entry to identify any attempts to introduce contraband into the institutions.

7. Customer Service

1. The Respondent(s) must provide a bilingual (English and French) customer service function, by email and telephone (including a toll-free number), in order to respond to queries that may include, but not be limited to, order status, return procedures, return authorization and complaint resolution.
 - i. This function to be available Monday to Friday, between 08:00 and 17:00 local time for each region except for Federal Statutory Holidays and applicable provincial holidays, which are listed in Appendix C to the Statement of Work.
2. The Respondent(s) must provide a telephone messaging service system to capture messages left by CSC staff outside of the Respondent(s)'s customer service hours.
 - i. These messages must be acknowledged via email or telephone message the following business day.

8. Note – Institutional Security/Lockdown:

The Respondent(s) must be aware that they may be faced with delay or refusal of entry to certain areas at certain times (e.g., institutional lockdown or other security related emergencies) even if prior arrangements for access may have been made.

The Respondent(s) is/are advised to call a minimum of 24 hours in advance of delivery to ensure that planned access is still available.

- i. If access is unavailable once they have arrived on-site, the Respondent(s) will adopt a workaround plan identified by the institution in question.
- ii. With the exception of sites located in remote locations, delivery to a nearby facility will be required.
- iii. Where remote sites are concerned, the Respondent(s) to confirm if an alternate delivery location or re-attempt is required.

9. Reporting

1. The Offeror(s)/Contractor(s) must have reporting capabilities for the following units. A monthly record of sales transactions report; typically, an Inventory / Sales report will include information such as the sales volume per item, category and region and site. The Contractor(s) must provide the following reports:

- i. Sales volume per item;
- ii. Sales volume per category;
- iii. Sales volume per CSC Region; and
- iv. Sales volume per CSC site.

2. These report(s) will be used to monitor types of purchases made by inmates that may require a greater variety and those that could be removed from availability.

3. The reports will be delivered on a recurring monthly basis, for the duration of the agreement(s).

4. The Contractor(s) must deliver the report on the fifteenth (15th) day of every month. These report(s) must also be made available, at any time, to the CSC Project/Technical Authority and/or PSPC Contracting Authority upon request, in MS Office format, preferably Word or Excel.

10. Applicable Documents

The work described in this SOW will be based on the documents provided by CSC that will include:

- [Commissioner's Directive 566-1 – Control of Entry to and Exit from Institutions](#)
- [Commissioner's Directive 566-2 – Control of Vehicle Entry to and Exit from Institutions](#)
- [Commissioner's Directive 566-9 – Searching of Cells, Vehicles and Other Areas](#)
- [Commissioner's Directive 566-12 – Personal Property of Offenders](#)
- [Commissioner's Directive 860 – Offender's Money](#)
- [Commissioner's Directive 890 – Inmate Owned Canteens](#)
- [Web Content accessibility Guidelines](#)

APPENDIX A

SCOPE OF WORK

The suppliers must be able to provide one or more of the following categories of goods to CSC institutions (locations found in Appendix C):

Required Supplier Categories	Examples of goods
1. Clothing, footwear and accessories (Men and Women) GSINs: N8405L: Jackets/Trousers/Coveralls/Slacks/Shorts, Men's N8405LFA: Trousers, Slacks, Shorts, Work, excluding Athletic or Undershorts N8415UEA: Swimwear, Trunks and swimsuits, Men's and Women's N8420: Underwear and Nightwear, Men's N8425: Underwear and Nightwear, Women's N8440: Hosiery, Handwear and Clothing Accessories, Men's N8445: Hosiery, Handwear and Clothing Accessories, Women's N6645G: Watches	A variety of styles of t-shirts (V-neck, crewneck, golf, sleeveless, turtleneck), sweatshirts, sweaters, dress shirts/blouses, blazers, sweat pants, jeans, casual and dress pants, shorts (denim, athletic, khaki), skirts, dresses, socks (sports, dress and wool), tights/nylons, ties, undergarments, pajamas, bathrobes, hats (winter and ball caps), gloves/mittens, coats, belts, sunglasses (non-mirrored), watches, bathing suits, running shoes, sandals, dress shoes, slippers and boots (rain, winter and heeled – no steel inserts). N.B. – Certain restrictions will exist and be identified. For example, items depicting violence or gang affiliation will not be permitted. No hoods.
2. Electronics, Entertainment and related items GSINs: N4140CE: Fans, Portable, Office Desk and Column N6645B: Clocks	Electronics: televisions to a maximum size of 19" and without USB ports, memory card ports or any other types of ports allowing connection to external storage media. They must not have networking capabilities and must not be capable of wireless communication. They must have a headphone jack. CRT and flat screens (LCD, LED or equivalent) technologies are authorized. One-piece stereo system (no condenser microphones, microphones, short wave capability or detachable speakers permitted). Other related items : clock radios, desk fans (Max 12" diameter – plastic only), CD Walkman/players (non-recording), headphones (no wireless and max 10' long),

	TV remote controls, power bars (maximum 4 outlets), audio CDs, DVDs (should be DVD-RW and have 4 GB or lowest of storage capacity, coaxial cables (10' long), coffee makers, hot pots, food timers, reading lamps, gaming systems (Nintendo or Play Station1 – without Wi-Fi or blue tooth capacity); Gaming games (compatible for 1 st generation systems Nintendo or Play Station 1).
3. Health and Personal*, Over the Counter (OTC) Medications, Dietary Supplements and Alternative Remedies *this category will be divided into two distinct areas GSINs: N6508: Medicated Cosmetics and Toiletries N6510ET: Supports Elastic, Ankle, Knee, Elbow N6650H: Leans Optical (all types)	Health items: will include non-prescription items such as dietary supplements and alternative therapies. These must have a Drug Identification Number (DIN), a Natural Product Number (NPN) or Drug Identification Number-Herbal Medicine (DIN-HM) letters preceding the product licence number on the product label and must not pose a security risk. As such, a list of prohibited ingredients has been developed and can be found in Appendix E. The supplier will put measures into place to ensure items containing these ingredients are not made available to inmates. Personal items: These items will exclude those offered at the institutional canteen (Appendix D) but will include the following: contact lenses and solutions, hair dryers, hair cutting kits, makeup, electrical razors, tweezers, moustache trimmer, ear plugs, hair ties, hot water bottles, electric toothbrushes, oral irrigation appliance, over the counter knee/ankle/wrist braces, orthotics (no metal pieces).
4. Sporting Equipment, Hobby Craft and Miscellaneous Goods (including religious items) GSINs: N7830: Recreational and Gymnastic Equipment N3405: Saws and Filing Machines N5210: Measuring Tool, Craftsmen's	Cleats (non-metallic and no toe guard), racquets (badminton, tennis, squash, racquet ball, broom ball, ping pong), weight belts and gloves, wrist/ankle weights and supports, helmets, sports bags, mouth guards, exercise balls, jump rope (8' long). Wood working items, woods (dark, red, aromatic, yellow cedar, pine, walnut, oak, birch, spruce, dowels), leather (suede, rawhide, deer hide,

N8020: Paint and Artists Brushes N8040: Adhesives N8305: Textile Fabrics N8310: Yarn and Tread N8330: Leather N5510: Lumber and Related Basic Wood Materials N7510: Office supplies N7610: Books and Pamphlets N7105E: Frame, picture N7420B: Calculating machine N7520: Office Devices and Accessories N7690: Misc. Printed Matter N7710: Musical Instruments	elk, cowhide), materials for jewelry construction (beads, clasps, storage boxes), fabric, paintbrushes, paints, stains, thinners, sandpaper, dust masks, ink, yarn (various colour and thickness), needles (knitting, beading, embroidery), canvas, scissors, carving tools, screwdrivers, stone (apatite, soapstone, alabaster), adhesives and glue guns. Books (including dictionaries, atlases, encyclopedia, textbooks, puzzle books), plastic containers (maximum size: 500 ml), office supplies (binders, calculators, pens, markers, highlighters, envelopes, cardstock, lined paper, computer paper, note pads, scrapbook, sketch), stringed instruments (guitars, basses), keyboards (maximum of 1 meter length, no amps), wind instruments, mugs, photo albums and frames (no glass), combination locks, board games, clothes hangers (plastic only), stapler (non-electric), water bottles (16 ounces).
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CSC will devise an exhaustive list of items in each category that the respective suppliers must provide. The list will offer sufficient choice to inmates within a specified price range and meet CSC's security requirements. Only those items will be made available. No substitutions will be accepted.

Returns will only be permitted in the following instances: the item is not the size that was ordered, the item delivered is defective or damaged, or the item delivered is not the item that was ordered.

The suppliers must provide the following deliverables in both English and French:

- a) an on-line ordering system accessible to CSC staff;
- b) a catalogue of approved items available for purchase;
- c) Package and deliver orders to each site;
a reasonable system for returns, refunds and/or repairs.

All costs for delivery will be borne by the inmates and will, ideally, be based on a flat delivery fee scheme to not penalize inmates housed in more remote communities. A directory of CSC institutions, with their locations, can be found in Appendix C.

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Ordering will be done according to a set schedule. The quality of the goods provided will be assured by the suppliers. Any defects and damaged goods resulting from delivery will be replaced in an expedient fashion at no additional delivery cost.

The supplier must ensure that their personnel is security-cleared and must mitigate the risks of tampering when using sub-contractors. Subcontracts which contain security requirements are not to be awarded without the prior written permission of CISD/PWGSC.

All items must meet all Canadian Health and Safety Regulations and be quoted in Canadian dollars including shipping fees.

APPENDIX B

CORRECTIONAL SERVICE CANADA

INMATE PURCHASING

Information Requested from Potential Suppliers

Respondents are requested to read Annex A (Draft Statement of Work) before answering the questions below. The questions have been grouped under common themes. There is no requirement to answer all questions, however, all information provided is appreciated.

1. Can your company offer one or more of the goods categories to all locations across Canada? Please identify the categories your company is able to supply.
2. Can your company provide the same items in all provinces where CSC has institutions? If not, to which provinces can you provide goods?
3. CSC must ensure that all items purchased meet specific safety requirements. In addition, CSC staff search all items entering the institutions to detect any attempt to introduce unauthorized items or contraband into the institutions:
 - a. How would your company assist us in assuring security when orders are assembled and packaged for CSC?
 - b. What measures do you have to ensure security and quality assurance of items leaving your company? Can you share any best practices in terms of your delivery processes or use of delivery companies?
4. Please provide one or more examples where your company has provided similar services during the last 3 years to facilities, companies or institutions that have specific security requirements. Would you be able to share best practices or lessons learned?
5. With regards to the purchase of electronics:
 - a. How does your company propose to deal with warranty issues in cases of breakage or defect?
 - b. Can your company offer televisions and stereos meeting the requirements enumerated herein?
 - c. Can your company offer additional items such as radio, alarm clocks or portable CD players?
 - d. Can your company offer other related electrical and electronics items, such as those identified in the table in Appendix A?

e. Can you company offer gaming systems without Wi-Fi or blue tooth capacity and games compatible for 1st generation systems?

6. For clothing-related items, CSC is hoping to offer inmates a choice of a set number of items in different styles, colours and prices to choose from. For example, CSC may decide to make available for purchase five different pairs of running shoes, of different brands and price ranges.

a. Can your company provide a variety of product lines, clothing types, styles and price ranges? In the affirmative, please list any name labels you might have (for example, Nike, Sketchers, etc.) and associated product lines within those brands (for example, Nike: running shoes, t-shirts, sweatshirts, socks).

b. What is your items return policy?

7. Can your company provide a catalogue in print format and/or CD-ROM of all items available for purchase? What kind of online ordering tool can you provide to facilitate the ordering process?

8. Given your expertise, would your company have any recommendations for CSC in how best to implement such a purchasing strategy that includes so many product categories?

APPENDIX C

CORRECTIONAL SERVICE OF CANADA INSTITUTIONS

Atlantic Region		
Atlantic Institution (Max) 13175 Route 8 PO Box 102 Renous, New Brunswick E9E 2E1	Dorchester (Med) 4902 Main Street Dorchester, New Brunswick E4K 2Y9	Springhill Institution (Med) 330 McGee Street Springhill, Nova Scotia B0M 1X0
Dorchester (Min) 4902A Main Street Dorchester, New Brunswick E4K 2Y9	Nova Institution for Women (Multi) 180 James Street Truro, Nova Scotia B2N 6R8	
Quebec Region		
Regional Reception Centre (Multi) 246, Montée Gagnon Sainte-Anne-des-Plaines, Quebec J0N 1H0	Archambault Institution (Min) 244 Montée Gagnon Sainte-Anne-des-Plaines, Quebec J0N 1H0	Archambault Institution (Med) 242 Montée Gagnon, Sainte- Anne-des-Plaines, Quebec J0N 1H0
Cowansville Institution (Med) 400 Fordyce Avenue Cowansville, Quebec J2K 3N7	Donnacona Institution (Max) 1537 Highway 138 Donnacona, Quebec G3M 1C9	Drummond Institution (Med) 2025 Jean-de-Brébeuf Blvd. Drummondville, Quebec J2B 7Z6
Federal Training Centre (Min) 600 Montée Saint-François Laval, Quebec H7C 1S5	Federal Training Centre (Multi) 6099 Lévesque Boulevard East Laval, Quebec H7C 1P1	Joliette Institution for Women (Multi) 400 Marsolais Street Joliette, Quebec J6E 8V4
La Macaza Institution (Med) 321 Chemin de l'Aéroport La Macaza, Quebec J0T 1R0	Port-Cartier Institution (Max) 1, Chemin de l'Aéroport PO Box 7070 Port-Cartier, Quebec G5B 2W2	

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Ontario Region		
Bath Institution (Med) 5775 Bath Rd. PO Box 1500 Bath, Ontario K0H 1G0	Beaver Creek Institution (Med) 2000 Beaver Creek Drive P.O. Box 5000 Gravenhurst, Ontario P1P 1Y2	Beaver Creek Institution (Min) 2000 Beaver Creek Drive PO Box 1240 Gravenhurst, Ontario P1P 1W9
Collins Bay Institution (Med/Max) 1455 Bath Road PO Box 190 Kingston, Ontario K7L 4V9	Collins Bay Institution (Min) 1455 Bath Road PO Box 7500 Kingston, Ontario K7L 5E6	Grand Valley Institution for Women (Multi) 1575 Homer Watson Blvd. Kitchener, Ontario N2P 2C5
Joyceville Institution (Med) Highway 15 PO Box 880 Kingston, Ontario K7L 4X9	Joyceville Institution (Min) Highway 15, No. 3766 PO Box 4510 Kingston, Ontario K7L 5E5	Millhaven Institution (Max) Highway 33 PO Box 280 Bath, Ontario K0H 1G0
Warkworth Institution (Med) County Road #29 PO Box 760 Campbellford, Ontario K0L 1L0		
Prairie Region		
Bowden Institution (Med/Min) Highway #2 PO Box 6000 Innisfail, Alberta T4G 1V1	Drumheller Institution (Med/Min) Highway #9 PO Box 3000 Drumheller, Alberta T0J 0Y0	Edmonton Institution (Max) 21611 Meridian Street Edmonton, Alberta T5Y 6E7
Edmonton Institution for Women (Multi) 11151-178th Street Edmonton, Alberta T5S 2H9	Grande Cache Institution (Med/Min) Hoppe Avenue Bag 4000 Grande Cache, Alberta T0E 0Y0	Grierson Institution (Min) 9530 – 101 st Avenue (Basement) Edmonton, Alberta T5H 0B3
Okimaw Ohci Healing Lodge (Med/Min) PO Box 1929 Maple Creek, Saskatchewan S0N 1N0	Pê Sâkâstêw Centre (Min) Highway #2A P.O. Box 1500 Maskwacis, Alberta T0C 1N0	Regional Psychiatric Centre (Multi) 2520 Central Avenue North PO Box 9243 Saskatoon, Saskatchewan

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		S7K 3X5
Saskatchewan Penitentiary (Max/Med) 15th Street West PO Box 160 Prince Albert, Saskatchewan S6V 5R6	Saskatchewan Penitentiary (Min) 15th Street West PO Box 160 Prince Albert, Saskatchewan S6V 5R6	Stony Mountain Institution (Med) Highway #7 PO Box 4500 Winnipeg, Manitoba R3C 3W8
Stony Mountain Institution (Min) Highway #7 PO Box 4500 Winnipeg, Manitoba R3C 3W8	Willow Cree Healing Centre (Min) PO Box 520 Duck Lake, Saskatchewan S0K 1J0	
Pacific Region		
Fraser Valley Institution for Women (Multi) 33344 King Road Abbotsford, British Columbia V2S 6J5	Kent Institution (Max) 4732 Cemetery Road PO Box 1500 Agassiz, British Columbia V0M 1A0	Kwikwèxwelhp Healing Village (Min) PO Box 110 16255 Morris Valley Road Harrison Mills, British Columbia V0M 1L0
Matsqui Institution (Med) 33344 King Road PO Box 2500 Abbotsford, British Columbia V2S 4P3	Mission Institution (Med) 8751 Stave Lake Street PO Box 60 Mission, British Columbia V2V 4L8	Mission Institution (Min) 33737 Dewdney Trunk Road PO Box 50 Mission, British Columbia V2V 4L8
Mountain Institution (Med) 4732 Cemetery Road PO Box 1600 Agassiz, British Columbia V0M 1A0	Pacific Institution (Multi) 33344 King Road PO Box 3000 Abbotsford, British Columbia V2S 4P4	William Head Institution (Min) 6000 William Head Road Victoria, British Columbia V9C 0B5

APPENDIX D

NATIONAL LIST OF CATEGORIES OF HEALTH AND HYGIENE PRODUCTS CURRENTLY AVAILABLE IN THE INSTITUTIONAL CANTEENS

PRODUCTS FOR MEN AND WOMEN			
<u>Categories</u>			
1	Antacid	Maalox/Tums/Pepto Bismol/Alka Seltzer	
2	Cough Syrup (alcohol free)	Balminil Cough Syrup Vicks Cough Syrup	
3	Analgesic/Anti-Pyretic/Antibiotic	Acetaminophen Ibuprophen A-535 Tiger Balm / Polysporin Oragel	Extra Strength
4	Cold Remedy	Halls Cough Drops Bentasil Cough Drops Cepacol Cold Sore Ointment	Multivitamins
5	Personal Care	Q-tips Lip Balm Preparation H Nail Clippers Moisturizing Lotion Bladder Control Protection Insect Repellent Laundry Detergent	Aerosol or Pump Insect Repellent
6	Oral Hygiene	Toothbrushes Toothpaste Dental Floss (by meter) or Dental Pick Polident Tablets Mouthwash (alcohol free) Denture Adhesive	
7	Sun block	Sun Block Minimum SPF 30	Sun Tan Lotion

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8	Skin Soap Deodorant	Neutrogena/SpectroGel Anti-perspirant or Deodorant	Moisturizing Body Wash
9	Hair products	Shampoo Conditioner Comb, Afro-Comb Hairbrush Products with Vitamins (ex: African Gold) Special Needs Products for persons of colour (ex: Just for Me, PINK)	Gel, Mousse
10	Razor and Shaving cream	Bic/Gillette/Schick	Aftershave Lotion
11	Smoking cessation product	Nicorette chewing gum (any level)	Nicotine patch
PRODUCTS FOR WOMEN			
<u>Categories</u>			
12	Feminine care	Vaginal Douche	
13	Hair remover product	Neet Hair remover	Hot wax

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APPENDIX E

LIST OF PROHIBITED INGREDIENTS FOR

OVER-THE-COUNTER MEDICATIONS, DIETARY SUPPLEMENTS AND ALTERNATIVE REMEDIES

Prescription items
Dextromethorphan
Alcohol
Ephedrine/Pseudoephedrine
Creatine
Dimenhydrinate
Diphenhydramine
Triethanolamine salicylate
Nicotine
Menthol
Controlled substances

N.B.: All dietary supplements and alternative remedies that inmates which to purchase must be non-prescription items and have a Drug Identification Number (DIN), a Natural Product Number (NPN) or Drug Identification Number-Homeopathic Medicine (DIN-HM) letters preceding the product licence number on the product label.