



**RETURN BIDS TO:**

**RETOURNER LES SOUMISSIONS À:**

TPSGC.pdgamiace-appbpace.PWGSC@tpsgc-p

**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**

Communication Procurement Directorate/Direction de  
l'approvisionnement en communication  
360 Albert St./ 360, rue Albert  
12th Floor / 12ième étage  
Ottawa  
Ontario  
K1A 0S5

<b>Title - Sujet</b> Printing Services	
<b>Solicitation No. - N° de l'invitation</b> EN578-201407/A	<b>Date</b> 2020-05-01
<b>Client Reference No. - N° de référence du client</b> EN578-201407	<b>GETS Ref. No. - N° de réf. de SEAG</b> PW-\$\$CW-010-78701
<b>File No. - N° de dossier</b> cw010.EN578-201407	<b>CCC No./N° CCC - FMS No./N° VME</b>
<b>Solicitation Closes - L'invitation prend fin</b> <b>at - à 02:00 PM</b> <b>on - le 2020-05-21</b>	
<b>Time Zone</b> <b>Fuseau horaire</b> Eastern Daylight Saving Time EDT	
<b>F.O.B. - F.A.B.</b>	
<b>Plant-Usine:</b> <input type="checkbox"/> <b>Destination:</b> <input checked="" type="checkbox"/> <b>Other-Autre:</b> <input type="checkbox"/>	
<b>Address Enquiries to: - Adresser toutes questions à:</b> Gagné, Kathleen	<b>Buyer Id - Id de l'acheteur</b> cw010
<b>Telephone No. - N° de téléphone</b> (613) 990-9189 ( )	<b>FAX No. - N° de FAX</b> ( ) -
<b>Destination - of Goods, Services, and Construction:</b> <b>Destination - des biens, services et construction:</b> PWGSC/TPSGC CPD/DAC National Capital Area (Ottawa) Gatineau, QC, K1A 0S5	

Instructions: See Herein

Instructions: Voir aux présentes

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

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# REQUEST FOR INFORMATION

## REQUEST FOR SUPPLY ARRANGEMENTS FOR PRINTING SERVICES

# Part A

In addition to providing responses to the information requested in Part A, respondents may submit comments, concerns, suggestions and, where applicable, alternative recommendations regarding how the requirements or objectives described in this RFI could be satisfied or improved upon. Respondents may also submit comments regarding the content, format and/or organization of Part B.

## REQUESTED INFORMATION

### QUESTIONS – PROCUREMENT METHOD

1. PSPC is interested in forming a separate stream for aboriginally owned companies, to utilize when a requirement is deemed to have the [Procurement Strategy for Aboriginal Business](#) applied. Please advise us if you would interested in this.
2. What other socio economic groupings or identifiers could be considered for additional streams or evaluation criteria under a future Request for Supply Arrangement?
3. Are there restrictions or system issues that would prevent your firm from accepting Requests for Proposals electronically? If yes, please explain thoroughly.
4. Are there restrictions or system issues that would prevent your firm from submitting bids electronically or for example through systems such as e-post? If yes, please explain thoroughly.
5. Could you please provide recommendations which would result in Supply Arrangements being more efficient?

### QUESTIONS - ENVIRONMENTAL POLICY AND LIFECYCLE PROGRAM:

1. Does your organization conform to recognized environmental standards such as ISO 14001 or EMS equivalent, ENERGY STAR, or other? Please explain and specify.
2. Does your organization have an environmental policy or plan? Please explain
3. Which environmental initiatives have been implemented by your organization, and which ones are you planning to implement in the near future (recycling/reusing initiatives, green travel, etc.?) Please explain and specify.
4. In regards to environmental standards, what would you suggest we include as a rated criteria in the solicitation process?
5. Does your organization have or participate in any waste/disposal program, lifecycle management program or green packaging program? Please explain and specify.
6. With regards to the recycling and re-use of packaging materials, is it common practice for printing companies to have "Take Back" programs for packaging/shipping materials? If not, why?
7. What are the inhibitors for commercial printers to implement "Take Back" programs for packaging materials?

### QUESTIONS - STATEMENT OF WORK AND WORK STREAMS

1. Canada is considering the revision of quantity limits to better distinguish between streams. What do you consider to be top-level quantity limits for each stream?
2. Are the instructions for the selection of suppliers sufficiently clear? If not, why?
3. Are there related services, not listed in the Statement of Work, that Canada should consider for inclusion in this procurement? If so, please provide details
4. Is there any other information or recommendations that should be considered?

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# PART B

## Draft Request For Supply Arrangement (RFSA)

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## **PART 1 - GENERAL INFORMATION**

### **1.1 Introduction**

The Request for Supply Arrangements (RFSA) is divided into six (6) parts plus attachments and annexes, as follows:

- Part 1 General Information: provides a general description of the requirement;
- Part 2 Supplier Instructions: provides the instructions applicable to the clauses and conditions of the RFSA;
- Part 3 Arrangement Preparation Instructions: provides Suppliers with instructions on how to prepare the arrangement to address the evaluation criteria specified;
- Part 4 Evaluation Procedures and Basis of Selection: indicates how the evaluation will be conducted, the evaluation criteria which must be addressed in the arrangement and the basis of selection;
- Part 5 Certifications and Additional Information: includes the certifications and additional information to be provided; and
- Part 6 6A, Supply Arrangement, 6B, Bid Solicitation, and 6C, Resulting Contract Clauses:
  - 6A, includes the Supply Arrangement (SA) with the applicable clauses and conditions;
  - 6B, includes the instructions for the bid solicitation process within the scope of the SA;
  - 6C, includes general information for the conditions which will apply to any contract entered into pursuant to the SA.

The Annexes include the Statement of Work, Corporate Profile, the Security Requirements Check List, Supply Arrangement Usage Reports and the Evaluation grids (Stream A / Stream B / Stream C / Stream D).

### **1.2 Summary**

**1.2.1** The Government of Canada requires the provision of a full range of printing services (including Commercial printing, business card printing, reprographics/duplicating) and related services on an "as and when requested basis". The scope of the services covered by the Supply Arrangement is detailed in Annex A - Statement of Work.

Printing services refers to various printing methods including offset (sheet-fed and web), digital, business cards and other related printing services.

The term *Commercial printing* refers to the general information and printed products produced by departments and includes such products as loose leaf publications, bound publications, newsletters, inserts, posters and speciality single sheet products, etc.

It does not include the following print services: Distribution List Management; Document Management and Print on Demand; Order Fulfillment/Warehousing; or Graphic Design.

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The Supply Arrangements will cover the following products:

Category 1 - Business cards  
Category 2 - Loose sheet products  
Category 3 - Bound publications  
Category 4 - Specialty single sheet products  
Category 5 - Other types of related printed products, binding and reproduction of CDs (of printed publications)  
Category 6 - Personalization of certificates and similar printed products (Variable Imaging)  
Category 7 - Reproduction of publications and other print matter on electronic media from supplied master documents

Supply Arrangements will be divided into four (4) streams:

Stream A: Business Cards  
Stream B: Reprographics/Duplicating  
Stream C: Low Quantity  
Stream D: High Quantity

Suppliers are required to indicate the regions and the streams for which they are submitting an arrangement.

The regions are:

Region 1 – Atlantic Region (Nova Scotia, New Brunswick, Prince Edward Island and Newfoundland and Labrador);  
Region 2 – Quebec Region (outside the National Capital Region [Gatineau/Ottawa]);  
Region 3 – National Capital Region (NCR);  
Region 4 – Ontario Region (outside the National Capital Region [Gatineau/Ottawa]);  
Region 5 – Western Region (Manitoba, Saskatchewan, Alberta, Northwest Territories and Nunavut);  
Region 6 – Pacific Region (British Columbia and Yukon territory).

These services will be provided to the identified users as follows;

- Any government department, agency or Crown Corporation listed in Schedules I, I.1, II, III, of the Financial Administration Act, R.S.C., 1985, c. F-11.
- Communication Procurement Directorate (CPD) on behalf of any identified users.
- Any other identified users added to the Supply Arrangement through amendment. This may include Provinces, Territorial Governments.

Canada expects to authorize Supply Arrangements with all aboriginal and non-aboriginal suppliers that are deemed responsive to the RFSA.

All Supply Arrangements issued as result of this solicitation will be valid until such time as Canada no longer considers it to be advantageous to use it.

This RFSA will permit additional suppliers to submit arrangements and potentially become Supply Arrangement (SA) holders. New compliant suppliers will be issued SAs and their names will be added to the existing SA holder list. Suppliers having submitted an unsuccessful arrangement will be subject to a thirty (30) day waiting period before another arrangement will be evaluated by CPD.

**1.2.2** Individual contracts awarded under the Supply Arrangement **will not exceed \$2,000,000.00** (including applicable taxes). For requirements valued at more than \$2,000,000.00 including applicable taxes, the Request for Proposal will be posted on [buyandsell.gc.ca](http://buyandsell.gc.ca).

### 1.2.2.1 Identified users:

Identified users may use the Supply Arrangement for requirements valued at **\$0.00 to \$400,000.00** (including applicable taxes).

### 1.2.2.2 CPD Supply Arrangement Authority or its delegate:

- **Requirements valued at \$0 to \$400,000.00** (including applicable taxes) may be procured and managed by MPACE Division at the discretion of the CPD Supply Arrangement Authority or its delegate.
- **Requirements valued above \$400,000.00 and up to \$2,000,000.00** (including applicable taxes) will be procured and managed by the CPD Supply Arrangement Authority or its delegate.

## 1.3 Security Requirement

There is no security associated with qualifying as a Supplier under this supply arrangement.

Although there is no security requirement required to be a supplier on the supply arrangement, Suppliers may be required to meet security requirement on subsequent RFP Request. For any contract requiring a security level, only Suppliers holding a valid security clearance at the required level will be considered.

Suppliers are requested to provide their current level of Security Clearance with their arrangement as detailed in Annex B - Corporate Profile.

There are three (3) basic levels of security clearance:

- Level 1: Personnel - Reliability Status ; and Designated Organization Screening with approved Document Safeguarding at the level of Protected A
- Level 2: Personnel - Reliability Status ; and Designated Organization Screening with approved Document Safeguarding at the level of Protected B
- Level 3: Personnel - Secret ; and Facility Security Clearance with approved Document Safeguarding at the level of Secret

Suppliers who do not currently hold a valid security clearance as stipulated above may request sponsorship to obtain either of the levels of security specified for this RFSA. Suppliers must submit their request in writing to the Supply Arrangement Authority by e-mail at: [TPSGC.padgamiace-appbmpace.PWGSC@tpsgc-pwgsc.gc.ca](mailto:TPSGC.padgamiace-appbmpace.PWGSC@tpsgc-pwgsc.gc.ca).

For more information on personnel and organization security screening or security clauses, Suppliers should refer to the [Contract Security Program](#) of Public Works and Government Services Canada (<http://www.tpsgc-pwgsc.gc.ca/esc-src/introduction-eng.html>) website.

## 1.4 Trade Agreement

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

## 1.5 Canadian Content

The goods and/or services covered by the Supply Arrangement will be solely limited to Canadian goods and/or services as defined in clause [A3050T](#).

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

## 1.6 Comprehensive Land Claims Agreements (CLCAs)

Comprehensive Land Claims Agreements (CLCAs) / Nunavut Land Claims Agreement (NLCA)

This procurement is subject to the Comprehensive Land Claims Agreements in Canada.

The Request for Supply Arrangements (RFSA) is to establish supply arrangements for the delivery of the requirement detailed in the RFSA to the Identified Users across Canada, including areas subject to Comprehensive Land Claims Agreements (CLCAs).

### **1.7 Procurement Strategy for Aboriginal Business**

The requirement covered by the bid solicitation of any resulting supply arrangement may be set aside for Aboriginal business under the federal government's Procurement Strategy for Aboriginal Business, as detailed in [Annex 9.4 Requirements for the Set-aside Program for Aboriginal Business](#), of the Supply Manual.

### **1.8 Aboriginal and Non-Aboriginal Suppliers**

A portion of this procurement is set aside under the federal government's Procurement Strategy for Aboriginal Business (PSAB). Further to Article 800 of the CFTA, CFTA does not apply to the set aside portion of this procurement. CFTA does apply to the portion of the procurement not set aside under PSAB.

PSPC anticipates authorizing Supply Arrangements with all qualified suppliers and all qualified Aboriginal suppliers. Two (2) lists of qualified suppliers one (1) for Non-Aboriginal and Aboriginal firms, and one (1) solely for Aboriginal firms) will be established for the provision of printing services.

If the Supplier is either a joint venture consisting of two (2) or more Aboriginal businesses or a joint venture between an Aboriginal business and a non-Aboriginal business, the Supplier will only be considered for both lists if the Supplier meets all of the conditions of the Set Aside Program for Aboriginal Business and none of the firms in the joint venture have also submitted an arrangement as a single entity.

### **1.9 E-Post Connect**

This RFSA allows suppliers to use the epost Connect service provided by Canada Post Corporation to transmit their arrangement electronically. Suppliers must refer to Part 2 of the RFSA entitled Supplier Instructions and Part 3 of the RFSA entitled Arrangement Preparation Instructions for further information on using this method.

### **1.10 Debriefings**

Suppliers may request a debriefing on the results of the request for supply arrangements process. Suppliers should make the request to the Supply Arrangement Authority within 15 working days of receipt of the results of the request for supply arrangements process. The debriefing will be in writing.

### **1.11 Use of an e-Procurement Solution (EPS)**

Canada is currently developing an online EPS for faster and more convenient ordering of goods and services. In support of the anticipated transition to this system and how it may impact any resulting Supply Arrangement that is issued under this solicitation, refer to 6.12 Transition to an e-Procurement Solution (EPS).

The Government of Canada's [press release](#) provides additional information.

## 1.12 Key Terms

In this RFSA the following definitions apply:

**RFSA:** Request for Supply Arrangement

**SA:** A Supply Arrangement (SA) is not a contract. Supply Arrangements are non-binding agreements between PSPC (PWGSC) or other government departments (arranged on their behalf by PWGSC) and suppliers to provide a range of goods or services on an "as requested" basis. A Supply Arrangement is a list of qualified suppliers identified as potential sources from which PWGSC or their clients, can obtain firm price quotations on specific requirements. Supply Arrangements include a set of predetermined terms and conditions that will apply to any subsequent contracts.

**NCR:** National Capital Region - The National Capital Region is an official federal designation for the Canadian capital of Ottawa, Ontario, the neighbouring city of Gatineau, Quebec and the surrounding area as defined in the *National Capital Act*, R.S., 1985, c. N-4, Sch.; 2002, c. 17, s. 20.

**Supply Arrangement Authority:** The person designated as such in the Supply Arrangement, or by notice to the Supplier, to act as the representative of Canada in the management of the Supply Arrangement.

**Departmental Print Authority:** The Departmental Print Authority is the sole authority for awarding contracts under the supply arrangement in departments where there is a purchasing unit responsible for all purchases of printing services. For further details, refer to Part 2- Supply Arrangement and Resulting Contracting Clauses, Section A. Supply Arrangement, under the heading 5.4 Departmental Print Authority.

**Contract Authority:** A designated user who has received the delegated authority to award contracts.

**Project Authority:** The Project Authority for contracts resulting from the Supply Arrangements will be identified in each contract.

### Identified Users:

The Identified Users authorized to award contracts against the Supply Arrangement include:

- Any government department, agency or Crown Corporation listed in Schedules I, I.1, II, III, of the Financial Administration Act, R.S.C., 1985, c. F-11.
- Communication Procurement Directorate (CPD) on behalf of any identified users.
- Any other identified users added to the Supply Arrangement through amendment. This may include Provinces, Territorial Governments.

**Supplier:** "Supplier" means the person or entity (or, in the case of a joint venture, the persons or entities) submitting an arrangement. It does not include the parent, subsidiaries or other affiliates of the Supplier, or its subcontractors.

### Stream A: Business Cards:

Group of supply arrangement holders to produce printing requirements with quantities as follows:

- Category 1 - Business cards as described in the Annex A Statement of Work: All quantities.

### Stream B: Reprographics/Duplicating:

The maximum flat sheet size for any product produced as a Group B requirement is 13" x 19".

Group of supply arrangement holders to produce reprographics/duplicating requirements with quantities as follows:

- Category 2 - Loose sheet products as described in the Annex A Statement of Work: Quantities up to 10,000 individual sheets.

- Category 3 - Bound publications as described in the Annex A Statement of Work: Quantities up to 1,000 individual bound books.
- Category 4 - Specialty single sheet products as described in the Annex A Statement of Work: Quantities up to 2,500 individual pieces.
- Category 5 - Other types of related printed products as described in the Annex A Statement of Work: Quantities up to 1,000 individual pieces.
- Category 6 - Personalization of certificates and similar printed products (variable imaging): Quantities up to 10,000 individual pieces.
- Category 7 - Reproduction of publications and other print matter on electronic media from supplied master or hard copy documents as described in the Annex A Statement of Work: Quantities up to 1,000 pieces individual pieces.

**Stream C: Low Quantity:**

Group of supply arrangement holders to produce printing requirements with quantities as follows:

- Category 2 - Loose sheet products as described in the Annex A Statement of Work: Quantities up to 60,000 individual sheets.
- Category 3 - Bound publications as described in the Annex A Statement of Work: Quantities up to 20,000 individual bound books.
- Category 4 - Specialty single sheet products as described in the Annex A Statement of Work: Quantities up to 20,000 individual pieces.
- Category 5 - Other types of related printed products as described in the Annex A Statement of Work: Quantities up to 5,000 individual pieces.
- Category 6 - Personalization of certificates and similar printed products (variable imaging): Quantities up to 50,000 individual pieces.
- Category 7 - Reproduction of publications and other print matter on electronic media from supplied master or hard copy documents as described in the Annex A Statement of Work: Quantities up to 5,000 pieces individual pieces.

**Stream D: High Quantity:** Group of supply arrangement holders to produce printing requirements with quantities as follows:

- Category 2 - Loose sheet products as described in the Annex A Statement of Work: Quantities greater than 60,000 individual sheets.
- Category 3 - Bound publications as described in the Annex A Statement of Work: Quantities greater than 20,000 individual bound books.
- Category 4 - Specialty single sheet products as described in the Annex A Statement of Work: Quantities greater than 20,000 individual pieces.
- Category 5 - Other types of related printed products as described in the Annex A Statement of Work: Quantities greater than 5,000 individual pieces.
- Category 6 - Personalization of certificates and similar printed products (variable imaging): Quantities greater than 50,000 individual pieces.
- Category 7 - Reproduction of publications and other print matter on electronic media from supplied master or hard copy documents as described in the Annex A Statement of Work: Quantities greater than 5,000 pieces individual pieces.

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**Offset Process:** is a commonly used printing technique in which the inked image is transferred (or "offset") from a plate to a rubber blanket, then to the printing surface. Two main offset printing methods are "web" and "sheet-fed".

The "web" process feeds a large reel of continuous paper through a large press machine which then prints at high speeds as the paper is fed through it. The "sheet-fed" process prints on individual sheets of paper, usually very large sheets.

**Digital Process:** where all electronic documents are transferred digitally from a computer workstation directly to the printer - similar to our office environment. Images are processed in real time.

**Reprographic/Duplicating:** blanket term encompassing multiple methods of reproducing contents, such as scanning, photography, xerography, photocopy, and digital printing. Copy exactly like the original.

## **PART 2 - SUPPLIER INSTRUCTIONS**

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

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

Suppliers who submit an arrangement agree to be bound by the instructions, clauses and conditions of the RFSA and accept the clauses and conditions of the Supply Arrangement and resulting contract(s).

The [2008](#) (2019-03-04) Standard Instructions - Request for Supply Arrangements - Goods or Services, are incorporated by reference into and form part of the RFSA.

Subsection 5.4 of [2008](#), Standard Instructions - Request for Supply Arrangements - Goods or Services, is amended as follows:

Delete: 60 days  
Insert: 90 days

### **2.2 Submission of Arrangements**

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

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

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

Note: Arrangements will not be accepted if emailed directly to this email address. This email address is to be used to open an epost Connect conversation, as detailed in Standard Instructions [2008](#), or to send arrangements through an epost Connect message if the supplier is using its own licensing agreement for epost Connect.

Due to the nature of the Request for Supply Arrangements, transmission of arrangements by facsimile to PWGSC will not be accepted.

### **2.3 Former Public Servant - Notification**

Service contracts awarded to former public servants in receipt of a pension or a lump sum payment must bear the closest public scrutiny and reflect fairness in the spending of public funds. Therefore, the bid solicitation will require that you provide information that, were you to be the successful bidder, your status with respect to being a former public servant in receipt of a pension or a lump sum payment, will be required to report this information on the departmental websites as part of the published proactive disclosure reports generated in accordance with Treasury Board policies and directives on contracts with former public servants, [Contracting Policy Notice 2012-2](#) and the [Guidelines on the Proactive Disclosure of Contracts](#).

## **2.4 Federal Contractors Program for Employment Equity - Notification**

The Federal Contractors Program (FCP) for employment equity requires that some contractors make a formal commitment to Employment and Social Development Canada (ESDC) - Labour to implement employment equity. In the event that this Supply Arrangement would lead to a contract subject to the Federal Contractors Program (FCP) for employment equity, the bid solicitation and resulting contract templates would include such specific requirements. Further information on the Federal Contractors Program (FCP) for employment equity can be found on [Employment and Social Development Canada \(ESDC\) - Labour's](#) website.

## **2.5 Enquiries - Request for Supply Arrangements**

All enquiries must be submitted in writing to the Supply Arrangement Authority no later than eight (8) calendar days before the Request for Supply Arrangements (RFSAs) closing date. Enquiries received after that time may not be answered.

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

## **2.6 Applicable Laws**

The Supply Arrangement (SA) and any contract awarded under the SA must be interpreted and governed, and the relations between the parties determined, by the laws in force in Ontario.

Suppliers may, at their discretion, substitute the applicable laws of a Canadian province or territory of their choice without affecting the validity of the arrangement, 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 Suppliers.

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## PART 3 - ARRANGEMENT PREPARATION INSTRUCTIONS

### 3.1 Arrangement Preparation Instructions

#### 3.1.1 epost Connect system

- If the Supplier chooses to submit its arrangement electronically, Canada requests that the Supplier submits its arrangement in accordance with section 08 of the 2008 standard instructions. The epost Connect system has a limit of 1GB per single message posted and a limit of 20GB per conversation. The arrangement must be gathered per section and separated as follows:

Section I: Technical Arrangement (Stream A and/or Stream B and/or Stream C and/or Stream D)

Section II: Certifications

Section III: Additional Information

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

**Due to the nature of the RFSA, arrangements transmitted by facsimile will not be accepted.**

Canada requests that suppliers follow the format instructions described below in the preparation of their arrangement:

- (a) Format: 8.5 x 11 inch (216 mm x 279 mm) document;
- (b) use a numbering system that corresponds to the RFSA.

In April 2006, Canada issued a policy directing federal departments and agencies to take the necessary steps to incorporate environmental considerations into the procurement process [Policy on Green Procurement](https://www.tbs-sct.gc.ca/pol/doc-eng.aspx?id=32573) (<https://www.tbs-sct.gc.ca/pol/doc-eng.aspx?id=32573>). To assist Canada in reaching its objectives, suppliers should:

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

#### **Section I: Technical Arrangement (Stream A and/or Stream B and/or Stream C and/or Stream D)**

In the technical arrangement, Suppliers should explain and demonstrate how they propose to meet the requirements and how they will carry out the Work.

Suppliers should provide sufficient details to address each of the points of the evaluation criteria as specified for each criterion. Simply repeating the statement contained in the solicitation is not sufficient.

The evaluation grids that are included in the RFSA are for supplier's information and are not to be used as a "fill in the blanks" form to be submitted without specific details included in the arrangement to describe each required element of the rated criteria.

#### **Section II: Certifications**

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

Solicitation No. - N° de l'invitation  
EN578-201407/A  
Client Ref. No. - N° de réf. du client  
EN578-201407

Amd. No. - N° de la modif.  
File No. - N° du dossier  
cw010.EN578-201407

Buyer ID - Id de l'acheteur  
cw010  
CCC No./N° CCC - FMS No./N° VME

---

### **Section III: Additional Information**

#### **3.1.2 Supplier's Proposed Sites or Premises Requiring Safeguarding Measures**

**3.1.2.1** The Supplier must provide the full addresses of the Supplier's and proposed individuals' sites or premises for which safeguarding measures are required for Work Performance:

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

**3.1.2.2** The Company Security Officer must ensure through the [Contract Security Program](#) that the Supplier and proposed individual(s) hold a valid security clearance at the required level, as indicated in Part 1, clause 1.3, Security Requirements.

#### **3.1.3 Corporate Profile**

The Supplier must provide the additional information indicated in Annex B (electronic format – MS Word document).

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

**Suppliers must submit their arrangement in response to Stream A: Business Cards and/or Stream B: Reprographics / Duplicating Requirements and/or Stream C: Low Quantity Requirements and/or Stream D: High Quantity Requirements.**

**Arrangements will be evaluated in accordance with the mandatory technical criteria and Stream specific technical criteria for the stream(s) in response to which they have submitted their arrangement.**

### **4.1 Evaluation Procedures**

- (a) Arrangements will be assessed in accordance with the entire requirement of the Request for Supply Arrangements including the technical evaluation criteria.
- (b) An evaluation team composed of representatives of Canada will evaluate the arrangements.

#### **4.1.1 Technical Evaluation**

Each Stream (Stream A and/or Stream B and/or Stream C and/or Stream D) will be evaluated separately.

##### **4.1.1.1 Mandatory Technical Criteria – Each Stream**

Arrangements submitted by suppliers for each Stream must meet all the mandatory technical evaluation criteria. No further consideration will be given to arrangements not meeting all of the mandatory criteria.

##### **4.1.1.2 Point Rated Technical Criteria – Each Stream**

Arrangements submitted by suppliers for each Stream must obtain the required overall minimum of 70% for the technical evaluation criteria, which are subject to point rating. Arrangements that do not obtain the minimum overall score will be considered non-responsive and will not be considered further.

**Stream A:** The mandatory technical evaluation criteria and the point rated technical evaluation criteria are included in Annex E.

**Stream B:** The mandatory technical evaluation criteria and the point rated technical evaluation criteria are included in Annex F.

**Stream C:** The mandatory technical evaluation criteria and the point rated technical evaluation criteria are included in Annex G.

**Stream D:** The mandatory technical evaluation criteria and the point rated technical evaluation criteria are included in Annex H.

### **4.2 Basis of Selection – Each Stream**

#### **4.2.1 Stream A: Business Cards:**

Arrangements meeting the mandatory requirements for Stream A and achieving a minimum overall score of 70% for the technical evaluation criteria for Stream A: Business cards will be considered responsive.

Solicitation No. - N° de l'invitation  
EN578-201407/A  
Client Ref. No. - N° de réf. du client  
EN578-201407

Amd. No. - N° de la modif.  
File No. - N° du dossier  
cw010.EN578-201407

Buyer ID - Id de l'acheteur  
cw010  
CCC No./N° CCC - FMS No./N° VME

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#### **4.2.2 Stream B: Reprographics/Duplicating Requirements:**

Arrangements meeting the mandatory requirements for Stream B and achieving a minimum overall score of 70% for the technical evaluation criteria Stream B: Reprographics/Duplicating Requirements will be considered responsive.

#### **4.2.3 Stream C: Low Quantity Requirements:**

Arrangements meeting the mandatory requirements for Stream C and achieving a minimum overall score of 70% for the technical evaluation criteria for Stream C: Low Quantity Requirements will be considered responsive.

#### **4.2.4 Stream D: High Quantity Requirements:**

Arrangements meeting the mandatory requirements for Stream D and achieving a minimum overall score of 70% for the technical evaluation criteria for Stream D: High Quantity Requirements will be considered responsive.

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## PART 5 – CERTIFICATIONS AND ADDITIONAL INFORMATION

Suppliers must provide the required certifications and additional information to be issued a supply arrangement (SA).

The certifications provided by Suppliers to Canada are subject to verification by Canada at all times. Unless specified otherwise, Canada will declare an arrangement non-responsive, or will declare a contractor in default if any certification made by the Supplier is found to be untrue whether made knowingly or unknowingly during the arrangement evaluation period, or during the period of any supply arrangement arising from this RFSA and any resulting contracts.

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

### 5.1 Certifications Required with the Arrangement

Suppliers must submit the following duly completed certifications as part of their arrangement.

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

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

### 5.2 Certifications Precedent to the Issuance of a Supply Arrangement and Additional Information

The certifications and additional information listed below should be submitted with the arrangement, but may be submitted afterwards. If any of these required certifications or additional information is not completed and submitted as requested, the Supply Arrangement Authority will inform the Supplier 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 provided will render the arrangement non-responsive.

#### 5.2.1 Integrity Provisions – Required Documentation

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

## 5.2.2 Additional Certifications Precedent to Issuance of a Supply Arrangement

### 5.2.2.1 Set-aside for Aboriginal Business

The Supplier certifies that it:

- Wishes to be considered **only** under the Set-Aside Program for Aboriginal Business. (Suppliers wishing to be considered must complete the additional certifications below.)
- Wishes to be considered **both** under the Set-Aside Program for Aboriginal Business **and** as a Non-Aboriginal supplier. (Suppliers wishing to be considered must complete the additional certifications below.)
- Does not wish to be considered under the Set-Aside Program for Aboriginal Business.

\_\_\_\_\_  
**SIGNATURE**

\_\_\_\_\_  
**DATE**

#### 5.2.2.1.1 Set-aside Program for Aboriginal Business

1. A portion of this procurement is set aside under the federal government Procurement Strategy for Aboriginal Business. For more information on Aboriginal business requirements of the Set-aside Program for Aboriginal Business see [Annex 9.4](#), of the *Supply Manual*.
2. The Supplier:
  - (i) certifies that it meets, and will continue to meet throughout the duration of the Arrangement, the requirements described in the above-mentioned annex.
  - (ii) agrees that any subcontractor it engages under the Arrangement must satisfy the requirements described in the above-mentioned annex.
  - (iii) agrees to provide to Canada, immediately upon request, evidence supporting any subcontractor's compliance with the requirements described in the above-mentioned annex.
3. The Supplier must check one applicable box below:
  - ( ) The Supplier is an Aboriginal business that is a sole proprietorship, band, limited company, co-operative, partnership or not-for-profit organization.
  - ( ) The Supplier is either a joint venture consisting of two or more Aboriginal businesses or a joint venture between an Aboriginal business and a non-Aboriginal business.
4. The Supplier must check one applicable box below:
  - ( ) The Aboriginal business has fewer than six full-time employees.
  - ( ) The Aboriginal business has six or more full-time employees.
5. The Supplier must, upon request by Canada, provide all information and evidence supporting this certification. The Supplier must ensure that this evidence will be available for audit during normal business hours by a representative of Canada, who may make copies and take extracts from the evidence. The Supplier must provide all reasonably required facilities for any audits.
6. By submitting an arrangement, the Supplier certifies that the information submitted by the Supplier in response to the above requirements is accurate and complete.

### 5.2.2.1.2 Owner/Employee Certification - Set-aside for Aboriginal Business

If requested by the Supply Arrangement Authority, the Supplier must provide the following certification for each owner and employee who is Aboriginal:

1. I am \_\_\_\_\_ (*insert "an owner" and/or "a full-time employee"*) of \_\_\_\_\_ (*insert name of business*), and an Aboriginal person, as defined in Annex 9.4 of the *Supply Manual*, entitled "Requirements for the Set-aside Program for Aboriginal Business".
2. I certify that the above statement is true and consent to its verification upon request by Canada.

\_\_\_\_\_  
**Printed name of owner and/or employee**

\_\_\_\_\_  
**Signature of owner and/or employee**

\_\_\_\_\_  
**Date**

### 5.2.2.2 Former Public Servant

#### 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.

### 5.2.2.2.1 Former Public Servant in Receipt of a Pension

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

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

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

By providing this information, Suppliers agree that the successful Supplier'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.

### 5.2.2.2.2 Work Force Adjustment Directive

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

If so, the bidder must provide the following information:

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

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

### 5.2.3 Additional Certifications Required with the Arrangement

#### 5.2.3.1 Canadian Content Certification

##### Canadian Content Certification

This procurement is limited to Canadian services.

The Supplier certifies that:

( ) the services offered are Canadian services as defined in paragraph 4 of clause A3050T.

\_\_\_\_\_  
**SIGNATURE**

\_\_\_\_\_  
**DATE**

5.2.3.1.1 SACC Manual clause A3050T (2014-11-27) Canadian Content Definition.

**PART 6 - SUPPLY ARRANGEMENT AND RESULTING CONTRACT CLAUSES**

**A. SUPPLY ARRANGEMENT**

**ACQUISITION FEE**

This Supply Arrangement is managed by the Communication Procurement Directorate (CPD) of Public Works and Government Services Canada (Public Services and Procurement Canada). CPD is mandated by Treasury Board to charge all identified users a 3% acquisition fee based on the value of any resulting contract (including positive value amendments) plus applicable taxes, if applicable.

The identified user must remit a copy of any awarded contract to CPD on a quarterly basis for billing of the acquisition fee.

<b>Supply Arrangement Streams</b>					
The Supplier holds a valid Supply Arrangement for the following streams:					
Stream A – Business Cards	Stream B – Reprographics/ Duplicating	Stream C – Low Quantity	Stream D - High Quantity		
( )	( )	( )	( )		
<b>Supply Arrangement Regions</b>					
The Supplier holds a Supply Arrangement for the following regions:					
Region 1 Atlantic Region (Nova Scotia, New Brunswick, Prince Edward Island and Newfoundland and Labrador)	Region 2 Quebec Region (outside the National Capital Region [Gatineau/Ottawa])	Region 3 National Capital Region (NCR)	Region 4 Ontario Region (outside the National Capital Region [Gatineau/Ottawa])	Region 5 Western Region (Manitoba, Saskatchewan, Alberta, Northwest Territories and Nunavut)	Region 6 Pacific Region (British Columbia and Yukon territory)
( )	( )	( )	( )	( )	( )

## 6.1 Arrangement

The Supply Arrangement covers the Work described in Annex A.

## 6.2 Security Requirements

6.2.1 The Supplier holds no valid security clearance

**OR**

6.2.1 The Supplier holds a valid security clearance for Level \_\_\_\_\_ requirements

There are three basic levels of security clearance:

- Level 1:** Personnel - Reliability Status; and Designated Organization Screening (DOS), with approved Document Safeguarding at the level of Protected A
- Level 2:** Personnel - Reliability Status; and Designated Organization Screening (DOS), with approved Document Safeguarding at the level of Protected B
- Level 3:** Personnel - Secret; and Facility Security Clearance at the level of SECRET, with approved Document safeguarding at the level of SECRET

### 6.2.2 Supplier's Sites or Premises Requiring Safeguarding Measures

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

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

6.2.2.2 The Company Security Officer must ensure through the [Contract Security Program](#) that the Contractor and individual(s) hold a valid security clearance at the required level.

## 6.3 Standard Clauses and Conditions

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

### 6.3.1 General Conditions

[2020](#) (2017-09-21) General Conditions - Supply Arrangement - Goods or Services, apply to and form part of the Supply Arrangement.

### **6.3.2 Supply Arrangement Reporting**

The Supplier must compile and maintain records on its provision of goods, services or both to the federal government under contracts resulting from the Supply Arrangement. This data must include all purchases, including those paid for by a Government of Canada Acquisition Card.

The Supplier must provide this data in accordance with the reporting requirements detailed in Annex D. If some data is not available, the reason must be indicated. If no goods or services are provided during a given period, the Supplier must still provide a "NIL" report.

The data must be submitted on a quarterly basis or upon request to the Supply Arrangement Authority.

The quarterly reporting periods are defined as follows:

- 1st quarter: April 1 to June 30;
- 2nd quarter: July 1 to September 30;
- 3rd quarter: October 1 to December 31;
- 4th quarter: January 1 to March 31.

The data must be submitted to the PWGSC - CPD Supply Arrangement Authority no later than 15 calendar days after the end of the reporting period at the E-mail address: [TPSGC.padgamiace-appbmpace.PWGSC@tpsgc-pwgsc.gc.ca](mailto:TPSGC.padgamiace-appbmpace.PWGSC@tpsgc-pwgsc.gc.ca)

### **6.4 Term of Supply Arrangement**

#### **6.4.1 Period of the Supply Arrangement**

The Supply Arrangement has no defined end-date and will remain valid until such time as Canada no longer considers it to be advantageous to use it.

The period for awarding contracts under the Supply Arrangement begins \_\_\_\_\_.

#### **6.4.2 Comprehensive Land Claims Agreements (CLCAs)**

The Supply Arrangement (SA) is for the delivery of the requirement detailed in the SA to the Identified Users across Canada, including areas subject to Comprehensive Land Claims Agreements (CLCAs).

### **6.5 Authorities**

#### **6.5.1 CPD Supply Arrangement Authority**

The CPD Supply Arrangement Authority is:

Kathleen Gagné or delegate  
Public Works and Government Services Canada  
Acquisitions Branch  
Communication Procurement Directorate  
Multi-media, Printing, Audio-Visual, Communication, Events and Exhibits (MPACE) Division  
360 Albert Street, Ottawa, Ontario, K1R 7X7

**Telephone:** 613-990-9189

**E-mail address:** [TPSGC.padgamiace-appbmpace.PWGSC@tpsgc-pwgsc.gc.ca](mailto:TPSGC.padgamiace-appbmpace.PWGSC@tpsgc-pwgsc.gc.ca)

The Supply Arrangement Authority is responsible for the issuance of the Supply Arrangement, its administration and its revision, if and when applicable.

### 6.5.2 Contracting Authority

The Contracting Authority will be the contracting officer representing the Identified User named in resulting Contracts and will be responsible for the management of these Contracts. The Contractor shall not perform work in excess of or outside the scope of any resultant Contract based on verbal or written requests or instructions from any government personnel other than the aforementioned officer.

### 6.5.3 Project Authority

The Project Authority for contracts resulting from the Supply Arrangements will be identified in each contract.

The Project Authority is the representative of the department or agency for whom the Work will be carried out pursuant to a contract resulting from the Supply Arrangement and is responsible for all the technical content of the Work under the resulting Contract.

### 6.5.4 Departmental Print Authority

The Departmental Print Authority is the sole authority for awarding contracts under the supply arrangement in departments where there is a purchasing unit responsible for all purchases of printing services. Subject to individual department contracting policies, the designated department print authority may delegate authority to award contracts to other identified users.

The Departmental Print Authorities who are responsible for the bid solicitation process and the award of contracts in departments where there is a purchasing unit responsible for all purchases of printing services will be identified in the Supply Arrangement.

### 6.5.5 Supplier's Representatives

The Supplier's Representative for the Supply Arrangement is:

*The Supplier's Representative for the Supply Arrangement is identified in the resulting Supply Arrangement and in any resulting contract issued under the Supply Arrangement*

Primary Contact		Alternate	
Name:		Name:	
Telephone:		Telephone:	
Cell:		Cell:	
E-mail :		E-mail :	

### 6.6 Identified Users

The Identified Users are:

- Any government department, agency or Crown Corporation listed in Schedules I, I.1, II, III, of the [Financial Administration Act](#), R.S.C., 1985, c. F-11.
- Communication Procurement Directorate (CPD) on behalf of any identified users.
- Any other identified users added to the Supply Arrangement through amendment. This may include Provinces, Territorial Governments.

### 6.7 On-going Opportunity for Qualification

A Request for Supply Arrangements (RFSA) will be issued in accordance with the process set out below to allow new Suppliers to become qualified. Existing qualified Suppliers, who have been issued a supply arrangement, will not be required to submit a new arrangement.

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Suppliers may submit an arrangement to the PWGSC Bid Receiving Unit at any time before the closing date of the RFSA to qualify for the Supply Arrangement. Any arrangement submitted in response to the ongoing RFSA will be evaluated according to the evaluation criteria specified in the RFSA.

Award of contracts under the Supply Arrangement will not be delayed for the evaluation process to be completed for any arrangements submitted in response to the ongoing RFSA.

In the event that the Arrangement is non-responsive, Suppliers must wait thirty (30) days before submitting a new arrangement for evaluation.

## **6.8 Types of Contracts awarded under the Supply Arrangement**

### **6.8.1** Contracts may be awarded for a range of printing services:

- One time contracts for the printing and delivery of one, or more, items to destinations.
- Contracts requiring multiple print runs over a stated period of time. Requirements for multiple print runs of the same product may be included in a single contract provided the total value of all print runs within the contract does not exceed the specified contract limitation.
- Contracts requiring electronic cataloguing and storage of files for printing on an "as and when" requested basis
- Contracts for work requiring a security clearance of PROTECTED A or PROTECTED B or SECRET. Work with a security classification may only be done by Suppliers holding the appropriate security clearance for facility, personnel and document handling issued by the Canadian and International Industrial Security Directorate of PWGSC.
- The resulting solicitation must clearly define the security requirement and appropriate security clauses must be included in the subsequent contract. It is the responsibility of the Contracting Authority to ensure that the proposed contractor meets the security requirements of the bid solicitation.

### **6.8.2 General Procedures – Contracts**

Contracts will be awarded to Suppliers under the Supply Arrangement list for the provision of the services described in the Statement of Work.

## **6.9 Limitation of Contracts Awarded Under Supply Arrangement**

Provided a Client has the legal authority to contract, it may choose to award contracts under this SA in accordance with the Limitations described below.

### **6.9.1 Identified users:**

Identified users may use the Supply Arrangement for requirements valued at **\$0.00 to \$400,000.00** (including applicable taxes).

### **6.9.2 CPD Supply Arrangement Authority or its delegate:**

- **Requirements valued at \$0 to \$400,000.00** (including applicable taxes) may be procured and managed by MPACE Division at the discretion of the CPD Supply Arrangement Authority or its delegate.
- **Requirements valued above \$400,000.00 and up to \$2,000,000.00** (including applicable taxes) will be procured and managed by the CPD Supply Arrangement Authority or its delegate.

**6.9.3** Individual contracts under the Supply Arrangements must not exceed **\$2,000,000.00** overall (including all other charges/options and applicable taxes). Requirements valued at greater than \$2,000,000.00 including all options and applicable taxes will be published on the Government Electronic Tendering Service (GETS).

## **6.10 Priority of Documents**

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

- a) the articles of the Supply Arrangement;
- b) the general conditions 2020 (2017-09-21), General Conditions - Supply Arrangement - Goods or Services
- c) Annex A, Statement of Work;
- d) Annex B, Corporate Profile;
- e) Annex C, Security Requirements Check List (SA);
- f) Annex D, Supply Arrangement Reporting Requirements;
- g) the Supplier's arrangement dated \_\_\_\_\_.

## **6.11 Certifications and Additional Information**

### **6.11.1 Compliance**

Unless specified otherwise, the continuous compliance with the certifications provided by the Supplier in its arrangement or precedent to issuance of the Supply Arrangement (SA), and the ongoing cooperation in providing additional information are conditions of issuance of the SA and failure to comply will constitute the Supplier in default. Certifications are subject to verification by Canada during the entire period of the SA and of any resulting contract that would continue beyond the period of the SA.

### **6.11.2 SACC Manual Clauses**

SACC Manual clause A3000C (2014-11-27) Aboriginal Business Certification (if applicable)

## **6.12 Applicable Laws**

The Supply Arrangement (SA) and any contract resulting from the SA must be interpreted and governed, and the relations between the parties determined, by the laws in force in Ontario.

## **6.13 Insurance - No Specific Requirement**

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

## **6.14 Transition to an e-Procurement Solution (EPS)**

During the period of the Supply Arrangement, Canada may transition to an EPS for more efficient processing and management of individual contracts for any or all of the SA's applicable goods and services. Canada reserves the right, at its sole discretion, to make the use of the new e-procurement solution mandatory.

Canada agrees to provide the Supplier with at least a three-month notice to allow for any measures necessary for the integration of the Supply Arrangement into the EPS. The notice will include a detailed information package indicating the requirements, as well as any applicable guidance and support.

If the Supplier chooses not to provide the supply arrangement of their goods or services through the e-procurement solution, the Supply Arrangement may be set aside by Canada.

## B. BID SOLICITATION

### 6.1 Bid Solicitation Documents

Canada will use the following bid solicitation templates based on the estimated dollar value and complexity of the requirement:

- Simple, for low dollar value requirements;
- Medium Complexity (MC) for medium complexity requirements;
- High Complexity (HC) for more complex requirements.

A copy of the standard procurement template(s) can be requested by suppliers from the Supply Arrangement Authority or the Contracting Authority, as applicable.

**Note:** References to the HC, MC and Simple templates in PWGSC Requests for Supply Arrangements are provided as examples only. The latest versions of the template and terms and conditions will be used at time of bid solicitation.

**6.1.1** The following forms must be used for the first page of the bid solicitation document and the first page of the resulting contract document. These forms are available on the [Electronic Forms Catalogue](http://publiservice-app.tpsgc-pwgsc.gc.ca/forms/text/search_for_forms-e.html) ([http://publiservice-app.tpsgc-pwgsc.gc.ca/forms/text/search\\_for\\_forms-e.html](http://publiservice-app.tpsgc-pwgsc.gc.ca/forms/text/search_for_forms-e.html)) website.

PWGSC-TPSGC 9400-3, Bid Solicitation  
PWGSC-TPSGC 9400-4, Contract

#### 6.1.2 The bid solicitation will contain as a minimum the following:

- (a) the SA number (EN578-201407/XXX/CW)
- (b) security requirements (*if applicable*);
- (c) a complete description of the Work to be performed (Statement of Work);
- (c) 2003, Standard Instructions - Goods or Services - Competitive Requirements; **OR** 2004, Standard Instructions - Goods or Services - Non-competitive Requirements;

Subsection 3.a) of Section 01, Integrity Provisions - Bid of the Standard Instructions (insert, as applicable: 2003 or 2004) incorporated by reference above is deleted in its entirety and replaced with the following:

- a. at the time of submitting an arrangement under the Request for Supply Arrangements (RFS), the bidder has already provided a list of names, as requested under the *Ineligibility and Suspension Policy*. During this procurement process, the bidder must immediately inform Canada in writing of any changes affecting the list of directors.
- (e) bid preparation instructions;
  - (f) instructions for the submission of bids (address for submission of bids, bid closing date and time);
  - (g) evaluation procedures and basis of selection;
  - (h) financial capability (*if applicable*);
  - (i) certifications;
    - Federal Contractors Program (FCP) for Employment Equity - Notification
    - Integrity Provisions - Declaration of Convicted Offences;
  - (j) conditions of the resulting contract.

## **6.1.2 For procurements that have been Set-aside under the Procurement Strategy for Aboriginal Business (PSAB):**

6.1.2.1 The following must be included in the solicitation document and resulting contract:

"This procurement is set aside under the federal government's Procurement Strategy for Aboriginal Business"

6.1.2.2 Include the following as applicable, when the procurement would have been otherwise subject to the Agreement on Internal Trade.

"Further to Article 800 of the Canadian Free Trade Agreement (CFTA), CFTA does not apply to this procurement."

## **6.2 Bid Solicitation Process**

**6.2.1** Provided a Client has the legal authority to contract, it may choose to award contracts under this SA in accordance with the Limitations described below.

- (a) Identified users - \$0.00 to \$400,000.00 (including applicable taxes and all other charges/options)  
Identified users may use the Supply Arrangement **for requirements valued at \$0.00 to \$400,000.00** (including applicable taxes).
- (b) CPD Supply Arrangement Authority or its delegate - \$0.00 to \$2,000,000.00 (including applicable taxes and all other charges/options):
  - **Requirements valued at \$0 to \$400,000.00** (including applicable taxes) may be procured and managed by MPACE Division at the discretion of the CPD Supply Arrangement Authority or its delegate.
  - **Requirements valued above \$400,000.00 and up to \$2,000,000.00** (including applicable taxes) will be procured and managed by the CPD Supply Arrangement Authority or its delegate.

**6.2.2** Bids will be solicited for specific requirements within the scope of the Supply Arrangement (SA) from Suppliers who have been issued a SA.

**6.2.3** The bid solicitation will be sent directly to Suppliers.

### **6.2.4 General Procedures - Requests for Proposals (RFP) issued under the Supply Arrangements**

- In accordance with the definition of Stream A Business Cards and Stream B Reprographics/Duplicating requirements and Stream C Low Quantity requirements and Stream D High Quantity requirements included in Part 1- article 1.12. "Key terms", the Identified User/Departmental Print Authority or the PWGSC SA Authority will select the Stream A or Stream B or Stream C or Stream D list of suppliers (SA holders) that corresponds to their requirement.
- The solicitations sent to SA holders will, at a minimum, include a detailed Statement of Work, the delivery date, the evaluation criteria (if applicable), the basis of selection and other pertinent information.
- As indicated in the RFP, the SA Holder will be required to submit a bid within the specified time frame. The time frame will be determined based on the complexity of the requirement but will not be less than 5 working days.
- The window for submission begins when the request for proposal is sent. This means that a request sent at 2:00 p.m. will close at least five (5) business days later at 2 p.m. unless otherwise indicated. Weekends and holidays are not counted in the countdown. Response times to all Requests for Proposals are considered mandatory. It is the Suppliers responsibility to confirm that their proposal

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has been received at the appropriate reception point for bids. Proposals received after the closing date and time will be considered non-responsive and will be given no further consideration.

- A contract will be awarded to the responsive bid in accordance with the predefined basis of selection. Bidders unable to meet the evaluation criteria (example: the specified delivery date) will be considered non-responsive and will be given no further consideration.

**6.2.4.1 Supplier selection for requirements valued less than \$25,000.00 including applicable taxes and all other charges/options, AND Supplier selection for requirements that have been Set-aside under the Procurement Strategy for Aboriginal Business (PSAB) valued less than \$25,000.00 including applicable taxes and all other charges/options:**

- **The Identified User/Departmental Authority or the CPD SA Authority** may send a solicitation (Request For Proposal [RFP] or Request for Quotation [RFQ] as appropriate) to the SA holder of their choice from the appropriate list of SA holders in the required group.
- If individual department procedures require competitive procurement for requirements under \$25,000.00, the solicitation will be sent to the number of SA holders as specified in the specific departmental procedures.
- If the requirement has a delivery point in a CLCA area, the Identified User must also invite any SA holders with production facilities located within the identified CLCA. The obligations under specific CLCAs must be met at the individual solicitation stage for requirements that include delivery within a CLCA area.

**6.2.4.2 Supplier selection for requirements valued from \$25,000.00 to \$99,999.99 including applicable taxes and all other charges/options, AND Supplier selection for requirements that have been Set-aside under the Procurement Strategy for Aboriginal Business (PSAB) for requirements valued from \$25,000.00 to \$99,999.99 including applicable taxes and all other charges/options:**

- **The Identified User/Departmental Authority or the CPD SA Authority** will issue, on a rotational basis, a Request For Proposal (RFP) to a minimum of three (3) suppliers (which may include the incumbent when the requirement is a reprint of a previously produced publication) on the Supply Arrangement list for providing the services Required. The Identified User/Departmental Print Authority will go through the entire list of suppliers on a rotational basis. Once the Identified User/Departmental Print Authority has gone through the entire list they will start the process over. Each Identified User/Departmental Print Authority is responsible for managing their own supplier rotation.
- If only two (2) SA holders have qualified to provide any stream or region; the Identified User will issue a solicitation to both SA holders from the list of SA holders for that stream or region.
- If only one (1) SA holder has qualified for a specific stream or region; the requirement cannot be competed under the Supply Arrangement until such time as a minimum of two (2) SA holders have qualified for that stream or region.
- If the requirement has a delivery point in a CLCA area, the PWGSC SA Authority must also invite any SA holders with production facilities located within the identified CLCA. The obligations under specific CLCAs must be met at the individual solicitation stage for requirements that include delivery within a CLCA area.

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**6.2.4.3 Supplier selection for requirements valued from \$100,000.000 to \$400,000.00 including applicable taxes and all other charges/options, AND Supplier selection for requirements that have been Set-aside under the Procurement Strategy for Aboriginal Business (PSAB) for requirements valued from \$100,000.000 to \$400,000.0000 including applicable taxes and all other charges/options:**

- **The Identified User/Departmental Authority or the CPD SA Authority** will issue a Request for Proposal (RFP) to all firms on the Supply Arrangement list for providing the services required.
- If only two (2) SA holders have qualified to provide any stream or region; the Identified User will issue a solicitation to both SA holders from the list of SA holders for that stream or region.
- If only one (1) SA holder has qualified for a specific stream or region; the requirement cannot be competed under the Supply Arrangement until such time as a minimum of two (2) SA holders have qualified for that stream or region.
- If the requirement has a delivery point in a CLCA area, the PWGSC SA Authority must also invite any SA holders with production facilities located within the identified CLCA. The obligations under specific CLCAs must be met at the individual solicitation stage for requirements that include delivery within a CLCA area.

**6.2.4.4 Supplier selection for requirements valued from \$400,000.001 to \$2,000,000.00 including applicable taxes and all other charges/options, AND Supplier selection for requirements that have been Set-aside under the Procurement Strategy for Aboriginal Business (PSAB) for requirements valued from \$400,000.001 to \$2,000,000.00 including applicable taxes and all other charges/options:**

- **The CPD SA Authority** will issue a Request for Proposal (RFP) to all firms on the Supply Arrangement list for providing the services required.
- If only two (2) SA holders have qualified to provide any stream or region; the Identified User will issue a solicitation to both SA holders from the list of SA holders for that stream or region.
- If only one (1) SA holder has qualified for a specific stream or region; the requirement cannot be competed under the Supply Arrangement until such time as a minimum of two (2) SA holders have qualified for that stream or region.
- If the requirement has a delivery point in a CLCA area, the PWGSC SA Authority must also invite any SA holders with production facilities located within the identified CLCA. The obligations under specific CLCAs must be met at the individual solicitation stage for requirements that include delivery within a CLCA area.

## C. RESULTING CONTRACT CLAUSES

### 6.1 General

The conditions of any contract awarded under the Supply Arrangement will be in accordance with the resulting contract clauses of the template used for the bid solicitation.

For any contract to be awarded using the template:

- (a) **Simple** (for low dollar value requirements), general conditions 2029 (*date to be inserted*) [General Conditions - Goods or Services \(Low Dollar Value\)](#) will apply to the resulting contract;
- (b) **MC** (for medium complexity requirements), general conditions 2010A (*date to be inserted*) [General conditions: Goods \(medium complexity\)](#) will apply to the resulting contract;
- (c) **HC** (for high complexity requirements), general conditions 2030 (*date to be inserted*) [General Conditions - Higher Complexity - Goods](#) will apply to the resulting contract.

A copy of the template(s) can be provided upon request by contacting the Strategic Policy Integration Division by sending a query to [TPSGC.Outilsdapprovisionnement-ProcurementTools.PWGSC@tpsgc-pwgsc.gc.ca](mailto:TPSGC.Outilsdapprovisionnement-ProcurementTools.PWGSC@tpsgc-pwgsc.gc.ca).

**Note:** References to the HC, MC and Simple templates in PWGSC Requests for Supply Arrangements are provided as examples only. The latest versions of the template and terms and conditions will be used at time of bid solicitation.

**6.1.1** Applicable only to those Contractors who qualify for the Set-Aside Program for Aboriginal Business:

SACC Reference	Section	Date
A3000C	Aboriginal Business Certification	2014-11-27

### 6.1.2 SACC Manual clauses

SACC Reference	Section	Date
P1005C	Packaging and Packing of Printed Products	2010-01-11
P1009C	Author's Alterations	2007-11-30
P1010C	Quality Levels for Printing	2010-01-11
P1011C	Quality Levels for Colour Reproduction	2010-01-11
P1013C	Quality Level for Forms	2010-01-11
P1015C	Quality Level for Labels	2010-01-11
P1016C	Quality Levels for Binding	2010-01-11
B7500C	Excess Goods	2006-06-16

## ANNEX A

### STATEMENT OF WORK

#### OVERVIEW

The Government of Canada requires the provision of a full range of printing services (including Commercial printing, business card printing, reprographics/duplicating) and related services on an “as and when requested basis”. The scope of the services covered by the Supply Arrangement is detailed in Annex A - Statement of Work.

Under this arrangement, Suppliers will provide printing services for the following categories of printed products:

*Items in each category will normally be produced in English and French. Any item may be printed either as separate unilingual, combined bilingual versions or multilingual versions that include other languages.*

#### **Category 1 – Business Cards:**

Business card products must be printed in accordance with the specifications identified under the Treasury Board of Canada Secretariat (TBS) - Federal Identity Program (FIP) Manual (Stationary - Departments, Agencies, and Corporations): <https://www.tbs-sct.gc.ca/fip-pcim/man-eng.asp>

#### **Category 2 - Loose sheet products:**

Consists of single printed sheets that may be trimmed to specified sizes, folded or collated. Examples include, but are not limited to, posters, loose leaf publications, stationery, panel folders. Any work may require multiple copies of single originals or of multiple originals.

#### **Category 3 - Bound publications:**

Consists of magazine and book products in various sizes and numbers of pages with pages bound together. Binding methods include, but are not limited to, wire stitching, adhesive binding, sewn binding and mechanical binding methods.

#### **Category 4 - Specialty single sheet products:**

Consists of single printed sheets that may be die cut, scored, stamped or embossed and other related print services. Examples include, but are not limited to, kit folders, tab dividers and file folders.

#### **Category 5 - Other types of related printed products and binding**

Other types of printed products or binding that may be considered as a part of any requirement being processed under any of the categories (1 - 3) may also be printed under the Supply Arrangement including the reproduction of CDs as stated under A.2.6.

#### **Category 6 – Personalization (Variable imaging)**

Personalization of certificates and similar printed products.

**Category 7 -** Reproduction of publications and other print matter on electronic media from supplied master or hard copy documents.

Reproduction in PDF format (on electronic media), of publications and other print matter.

*The examples in each of the above categories are illustrative of the range of products that may be printed under the Supply Arrangement. Other types of printed products that may be considered part of any of the categories may also be printed under the Supply Arrangement.*

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## **Environmental Statement:**

Canada is committed to greening its supply chain. In April 2006, Canada issued a policy directing federal departments and agencies to take the necessary steps to acquire products and services that have a lower impact on the environment than those traditionally acquired.

Environmentally preferable goods and services are those that have a lesser or reduced impact on the environment over the life cycle of the good or service, when compared with competing goods or services serving the same purpose. Environmental performance considerations include, among other things: Improvement of energy and water efficiency, support of reusing and recycling and the use of renewable resources; reduction of toxic and hazardous substances, greenhouse gas emissions and contaminants, and reduction of waste.

The Supplier must make every possible effort towards supplying print services that are the result of environmentally sound processes, without detracting from the appearance of said items.

### **A.1 Services**

The Supplier will provide quality printing services and binding services and if required reproduction of printed documents on electronic media in PDF format (with or without links to chapters and/or key words).

The complete specifications for each requirement will be included in all requests for quotation and resulting contracts.

#### **A.1.1 Services Specifically Excluded from the Supply Arrangement**

The Supply Arrangement does not include the following associated services:

- a. Mailing/Distribution List Management and Return Mail Management;
- b. Data Processing (other than that required for variable imaging or to output delivery addresses from supplied lists for mailing);
- c. Electronic Document Management (requiring the Supplier to modify files, or create compound documents from related files, stored in a document management system) with on demand printing of the modified files;
- d. Warehousing and Order Fulfillment;
- e. Graphic design and Forms design;
- f. Reproduction of electronic media (CDs/DVDs/USBs) that include any interactive applications, animation, video or audio elements;
- g. Conversion to HTML files or other web related formats.

#### **A.1.2 Work Requests Sent Through a Supplier's Electronic Ordering Interface**

Contracts for on-going production of specified items may include an option for allowing the individual work requests being placed through a Supplier's electronic ordering interface.

Any work request activity conducted via an electronic interface will be subject to individual departmental contracting, financial, IT and security policies detailed in the Request For Proposals (RFP) during the process for selecting a Supplier.

## A.2 WORK DESCRIPTION

The following provides general work descriptions and specifications for the types of products to be printed under this Supply Arrangement. Detailed specifications will be provided to suppliers in the RFP during the process for selecting a Supplier for specific projects.

**Stream A:** Business card products: including but not limited to formats F-1 to F-4.

**Stream B:** Includes reprographic/duplicating services to produce any of the work. The work required and supplier responsibilities consist of the printing/copying (black and/or colours) and finishing of individual sheets of paper as required.

- Exact copy of the original is produced
- Maximum flat sheet size for any product produced as a Stream B requirement is 13" x 19".

**Streams C and D:** includes offset (direct imaging or plates exposed from flats) or electronic (digital presses) printing methods to produce any of the work provided the criteria for the print quality level stated are met.

### The Supplier must:

- Provide proofs for approval prior to production for all requirements;
- Supply all materials;
- Create all dies when needed;
- Print as per the artwork supplied to the Supplier and final approved proofs;
- Bind and/or finish as specified in each contract;
- Package and deliver all items to the address(es) specified in the contract; and
- Return all components and working materials to the Project Authority.

### A.2.1 Production Methods/Quality Levels:

The Supplier must meet the criteria for the print quality level stated in each requirement.

The print quality level will be stated with each requirement, in accordance with the Public Works and Government Services (PWGSC) Publications entitled "Quality Levels for Printing", "Quality Level for Binding" and/or "Quality Levels for Colour Reproduction", latest issues.

The Project Authority may stipulate additional quality assurance requirements. This may include the provision of selecting random copies for Quality Assurance (QA) review in accordance to a specified selection plan that will be identified by the Project Authority and the certification that those random copies were selected by the Supplier according to that selection plan. The random copies selected will be packaged and shipped separately from the order and may be invoiced at the additional copies price. The cost of providing the random copies for quality assurance will not be a consideration for Supplier selection in the RFP.

### A.2.2 Printing Colours

#### A.2.2.1 Printing Colours (Business Cards) – Stream A:

The Supplier must be equipped to provide the ink colours specified in the TBS-FIP Manual and/or Canadian Heritage - National Flag of Canada - Colour Specifications <http://www.pch.gc.ca/pgm/ceem-cced/symb/dfil-eng.cfm> website. The standard used by Canada is FIP red or four colour process for the flag symbol and flag in the wordmark and black for the type. The Supplier and Identified Users can download the applicable wordmarks and symbols from Treasury Board website: (<http://www/tbs-sct.gc.ca/fip-pcim/man-eng.asp>).

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### **A.2.2.2 Printing Colours (Copying / Duplicating) – Stream B:**

The basic work required will be black throughout without bleeds and may contain text, graphics, illustrations and photographs. Additional colour may be requested for specific sheets, or throughout, for any work. The requested colours may represent specific Pantone Matching System (PMS) colours, or 4 colour process reproductions of text, graphics, photographs or other illustrations.

### **A.2.2.3 Printing Colours (Offset) – Stream C and Stream D:**

- Any item may be printed in black, black and/or 1 or more PMS colours, or 4 colour process.
- Inks may bleed on any item
- Ink coverage will vary based on individual requirements.
- Acqueous coating , UV coating or varnish, either gloss or matte, may be required on some items.

### **A.2.3 Environmental Criteria for Printing Inks:**

In order to reduce the environmental impact of its print publishing activities, the Government of Canada chooses to use environmentally preferable inks, containing vegetable oil-based materials. The printing inks used in contracts awarded under this Supply Arrangement must adhere to the following criteria for % of vegetable oils as well as the % of VOC within the ingredients composing the ink.

#### **A.2.3.1 Volatile Organic Compounds (VOC) Criteria**

The common VOC in a conventional lithographic printing ink is high-boiling aliphatic petroleum distillate. This distillate is used to dissolve the resins that will eventually bind to the substrate during printing. The amount of ink VOC that is released to the atmosphere depends on the process; heatset inks release 80% of their VOCs while sheetfed inks release only 5%. VOC in an environmentally preferable ink would have below 18 wt% for sheetfed inks, below 30 wt% for sheetfed varnishes, and below 40 wt% for heatset inks and heatset overprint varnishes.

#### **A.2.3.2 Vegetable Oil Criteria**

Vegetable oils are renewable resources and can include Linseed Oil, Soya Oil, Chinawood Oil and similar plant oils or combinations of them. In conventional lithographic printing inks (heatset and sheetfed) these oils and their derivatives can be used as is, or modified to provide the appropriate press and finished product properties. The environmentally preferable oil-based ink would have above 25 wt% for sheetfed inks and overprint varnishes, and above 10 wt% for heatset inks and overprint varnishes.

#### **A.2.4 Printing OVERRUNS/UNDERRUNS:**

- OVERRUNS or underruns will not be acceptable in contracts awarded under this Supply Arrangement unless specified in the RFP for supplier selection.
- Only the amount of overruns specified in the RFP will be accepted and paid for under the contract.
- Only the amount of underruns specified in the RFP will be acceptable under the contract.

#### **A.2.5 Papers**

Suppliers must use only environmentally preferable paper stocks to produce any of the work unless specified otherwise by the Contracting Authority for any RFP conducted under this Supply Arrangement. Selection of these papers is based on factors such as sustainable development, life-cycle management and/or forest management. For this Supply Arrangement, only papers having a minimum 30% recycled content, from manufacturers certified under the Environmental Choice Program (ECP), and who are using fiber originating from a sustainably-managed forest certified to a third-party verified forest certification standard such as the Forestry Stewardship Council (FSC), Sustainable Forestry Initiative (SFI) or the Canadian Standards Association Sustainable Forest Management Standard (CSA/SFMS) will be acceptable for completion of the work.

Paper specifications for each project will be provided to suppliers in the RFP during the process for selecting a Supplier. Should a RFP specify a paper brand name that does not meet the environmental criteria stated above, suppliers will:

- so inform the Contracting Authority for the RFP
- suggest an alternative paper, having equivalent specifications, that meets the criteria. The RFP Contracting Authority will inform the supplier in writing of their approval of the suggested alternative paper or of their decision not to change from the originally specified paper.

Any suppliers found substituting a lower quality stock without gaining prior approval from the Identified User may be removed from the Supply Arrangement list of qualified suppliers.

## **A.2.6 Finishing / Production**

### **A.2.6.1 Category 1 – Business Cards**

The Supplier must meet the minimum technical specifications and formats identified under the TBS-FIP Manual. Business / Calling cards are organized and described under the following four (4) categories.

- Card F-1 Format

The card is printed on one side only, presenting the two official languages side by side. To contain all of this information on one side, the text must be concise and layouts should use a minimum number of lines (i.e. postal code), appear on the same line as the place name and the blank line preceding the telephone number could be omitted (see figure 21 as a reference under the FIP Manual). The paper quality identified in the FIP Manual for Card F-1 as stationary Bristol premium, bright-white, plate finish, 219 g/m<sup>2</sup>.

- Card F-2 Format

This card is printed recto-verso, with the two (2) official languages appearing side by side. The face of the card bears the federal signature, the name and title of the individual and the "Canada" wordmark. The reverse of the card bears the optional information (see figure 22 as a reference under FIP Manual). The paper quality identified in the FIP Manual for Card F-2 is stationary Bristol, premium, bright white, plate finish 219 g/m<sup>2</sup>.

- Card F-3 Format

This card is printed recto-verso. Both sides bear the bilingual federal signature and the "Canada" wordmark. The English text appears on one side and the French text on the reverse of the card. The order of the official languages in the signature is determined by the language of the text used on each side (see figure 23 as a reference under the FIP Manual). The paper quality identified for Card F-3 is stationary Bristol, premium, bright white, plate finish, 219 g/m<sup>2</sup>.

- Card F-4 Format

This card serves a dual purpose, (i.e. a calling card or a name tag). The two official languages appear side by side. The federal signature and the individual's name are printed on the cover of the card. The "Canada" wordmark and the text are printed on the inside of the card; if specifically requested, the title may be placed below the name of the cover (see figure 24 as a reference under the FIP Manual). The paper quality identified in the FIP Manual for Card F-4 is #1 offset paper, white, 178 g/m<sup>2</sup>.

The Supplier must provide the printing requirement in accordance with the specifications provided in each individual bid solicitation to the satisfaction of the Identified User including but not limited to the above referenced formats (F-1 to F-4).

#### **A.2.6.2 Category 2 - Loose sheet products**

Finishing operations for this category include, but are not limited to:

- Trimming - to specified sizes,
- Folding - various types and number of folds
- Collating - individual sheets in sequence or in sets; collated sheets may be padded; pulp board backing may be requested for pads.
- Hole drilling - various numbers, sizes and location

#### **A.2.6.3 Category 3 - Bound publications**

Finishing operations for this category include, but are not limited to:

- Wire stitching - includes side stitching, saddle stitching, corner stitching; side stitching may also require tape
- Adhesive binding - various adhesive binding techniques including lay-flat
- Mechanical binding - includes spiral, wire-o, cerlox, Acco fasteners, Chicago screws; binding material may be metal or plastic; colours may be required
- Sewn – various binding styles including soft cover and case binding

#### **A.2.6.4 Category 4 - Specialty single sheet products**

Finishing operations for this category include, but are not limited to:

- Kit folders - various sizes; may require one or two pockets; pockets may be horizontal or vertical; pocket sizes and shapes may vary; number of scores and folds will vary.
- Tab dividers - various sizes and numbers of tabs per bank; may be blank or printed with sequential numbering or custom text; may be reinforced at holes and/or on tabs
- File folders - various sizes; may require tabs; may be blank or printed; tab may be reinforced; may require multiple scores for expansion.
- Suppliers may be required to produce dies for specific projects.

#### **A.2.6.5 Category 5 - Other types of related printed products and binding**

Other types of printed products or binding that may be considered as a part of any requirement being processed under the any of the categories (1 - 3) may also be printed under the Supply Arrangement.

#### **A.2.6.6 Category 6 - Personalization / Variable Imaging**

- Output and printing from supplied files
- Data Processing required for personalization/variable imaging\*
- Personalization/variable imaging of certificates and similar printed products.

*\*The RFPs for such contracts will contain criteria for evaluating suppliers capabilities to meet these requirements*

**A.2.6.7 Category 7 - Reproduction of publications and other print matter on electronic media from supplied master or hard copy documents. Suppliers may be required to reproduce in PDF format (on electronic media), publications or other printed matter.**

Examples of potential services include:

- Creation of final version of printed publication in PDF format
- Creation of links to key words and/or the table of contents if required
- Supply of all materials including jewel cases/plastic CD cases/CD pouches
- Silk screen printing on CD/DVD/USB surface or printing CD/DVD/USB labels as well as the application of labels on the CD/DVD/USB surface.
- Printing CD materials such as tray cards and/or inserts
- Inserting printed matter and CDs into cases
- Custom assembly and insertion into printed publications

### **A.2.7 Additional Bindery Services**

Suppliers may be required to provide services in addition to the basic production operations required to produce the printed goods. Examples of potential services include:

- Gathering of multiple items in specified sequence
- Inserting items into kits – produced by, or supplied to, the supplier
- Custom assembly of multiple component kits/packages
- Collating tabs with printed sheets
- Loading of binders
- Supply of binders
- Custom packaging
- Perforation

### **A.2.8 Delivery/Distribution Requirements (General)**

The following provides general work descriptions for distributing/mailing the products to be printed under this Supply Arrangement. Detailed specifications will be provided to suppliers in the RFP during the process for selecting a Supplier for specific projects.

If the delivery address(es) is(are) not provided as part of the RFP, shipping costs will be extra to the prices submitted. In this case, shipping costs incurred will be paid at cost, with no allowance for profit or overhead, and upon receipt of proper cost support documentation.

#### **A.2.8.1 Delivery**

The Supplier will be required to ship the items printed to the destination(s) specified.

- Delivery of the goods may be made to one (1) or to multiple destinations.
- Deliveries will normally be within Canada, however, some deliveries may be to international destinations.
- The Supplier is solely responsible for the safe delivery of all goods. Any damaged goods will be replaced by the Supplier at their expense.
- Suppliers must ensure that the distribution of all goods completed under contracts resulting from this supply arrangement is in accordance with the security requirement of the Contract.
- The Supplier is responsible for the tracking of shipments up to confirmation of receipt at destination, for all material.
- The Supplier is responsible for determining the most economical means of shipping/transport, suitable to meet the specified delivery date.
- The Supplier is also responsible for the collection and (re)shipping of any returned items (from and to the address[es] specified in the original Contract).

##### **A.2.8.1.1 Multiple Addresses (Mailing and distribution)**

- A distribution list showing the delivery addresses and the quantity of goods going to each address will be supplied for projects requiring multiple deliveries.
- The Supplier will not be required to manage any lists. A new distribution/mailing list will be supplied to the Supplier each time
- When available, the list will be provided as part of the RFP and suppliers will include the price for shipping in their prices submitted.
- If the list is not available as part of the RFP, shipping costs will be extra to the prices submitted. In this case, shipping costs incurred will be paid at cost, with no allowance for profit or overhead, and upon receipt of proper cost support documentation.
- Postage costs will be extra to the prices submitted. In this case, shipping costs incurred will be paid at cost, with no allowance for profit or overhead, and upon receipt of proper cost support documentation.
- The Supplier is responsible for the output, supply and printing on labels or envelopes from supplied hard copy or electronic mailing lists.

##### **A.2.8.2 Packaging**

All cartons, boxes and packing material must be recyclable and/or compostable and/or reusable unless otherwise specified by the Project Authority for the Contract.

For this Supply Arrangement, only cartons/boxes having a minimum 70% recycled content from manufacturers who are using fiber originating from a sustainably-managed forest certified to a third-party verified forest certification standard such as the Forestry Stewardship Council (FSC), Sustainable Forestry Initiative (SFI) or the Canadian Standards Association Sustainable Forest Management Standard (CSA/SFMS) will be acceptable.

Packaging must be appropriate for the quantity of goods being shipped.

- Where size permits, the goods will normally be delivered in cartons suitable for the size of the order.
- Cartons are not to exceed 35 lbs in weight.
- Cartons used for shipping the printed goods must be blank, unless printing of the cartons is required under the RFP for supplier selection.
- Unit packaging such as banding, shrink-wrapping or paper wrapping may be required within cartons.
- Unit quantities will be dependent on specific requirements. Paper wrapping is preferable.
- Posters may be required to be shipped flat with stiff cardboard at top and bottom of the package and paper wrapped or rolled and shipped in tubes, possibly with end caps.

### **A.2.8.3 Labelling**

The following instructions apply to goods produced under the Supply Arrangement unless otherwise stipulated by the Project Authority for individual contracts.

- Labels must be made from recycled paper.
- Each carton or parcel prepared for delivery must be properly identified with labels showing the department name, item title, item description, number of units within, catalogue or item number, date of printing, language (e.g. French, English or bilingual), contract number.
- Labels for orders requiring multiple cartons or packages shall show the total number of cartons and the number of each carton/parcel in the shipment.
- Placement of labels on the cartons will be specified for individual contracts.
- Any wrapped units within a package must be labelled with the title, number of pieces, catalogue or item number.
- Labels must be printed in French and English.

Refer to Appendix 1 - Labelling

### **A.2.8.3 Shipping Notification**

The Supplier is responsible for making all arrangements with the destination addresses to schedule a time and date for delivery of the completed order.

Any scheduled delivery date cannot be changed unless approved in writing by the Project Authority.

If specified in the contract, a notice must be provided in writing (by facsimile) 24 to 48 hours prior to shipping any completed order.

Destination addresses retain the right to refuse shipments when prior arrangements/notification has not been made.

Notification to the destination address is to include the following information:

- Item title and type of product (Description)
- Quantity of each item
- Shipping date
- Supply arrangement and Contract Number
- Contact name and telephone number
- Type of transport vehicle.

### **A.2.8.5 Pallets / Skids**

The following instructions apply to goods produced under the Supply Arrangement unless otherwise stipulated by the Project Authority for individual contracts.

- Skids of material will be wrapped or strapped

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- 
- The Supplier must use four-way partial or block style pallets with three lateral runners at the bottom of the pallet – one (1) at each end and one (1) in the middle. Spruce wood construction 3" nail, 8 nails per board to sustain weight of 2,500 lbs.
  - Unless otherwise specified in individual RFPs, skids/pallets are to be a standard 40" x 48", four way entry with a 4" fork opening.
  - Skids, including printed material, must not exceed 57" in height.

#### **A.2.8.6 Packing Slips**

All shipping materials such as envelopes, cartons or pallets must include a bilingual packing slip that shows the document numbers, document titles, quantity per package and number of packages of any documents inside.

#### **A.2.8.7 Storage**

At times, the Supplier may be required to store the printed material for short periods before delivering it. The material must be stored in a manner to protect it from damage caused by weather and other sources. This service does not encompass entering goods into a warehouse inventory with on-going order fulfillment.

#### **A.2.9 Supply Arrangement - Material Supplied**

##### **A.2.9.1 Hard Media**

The material for reproduction will normally be supplied as print compliant PDF files, files from industry-accepted graphics design software or files done in standard business software applications on a variety of hard media. Normally, files will be supplied with any required graphics, illustrations and photos in place. Laser proofs of the files will be supplied with the files.

##### **A.2.9.2 Electronic Transfer**

The files for reproduction may be supplied to the Supplier via e-mail or file transfer. The files will normally be supplied as print compliant PDF files, files from industry-accepted graphics design software or files done in standard business software applications. Normally, files will be supplied with any required graphics, illustrations and photos in place.

Normally laser proofs from the supplied file may be couriered to, or picked up by, the Supplier. The Project Authority and Supplier may also elect to dispense with client supplied laser proofs.

Departmental security restrictions will normally prevent a Supplier accessing files from a Government hosted site. Suppliers will be expected to host any file transfer activities.

### **A.2.9.3 File Processing**

The Supplier will preflight supplied files within 24 hours of their reception. The Supplier must contact the Project Authority immediately if supplied media varies from the description of the material supplied as stated in the specifications of the RFP.

The Supplier must also contact the Project Authority immediately if there are problems accessing or processing the files, outputting film/imaging plates or printing from the supplied files.

#### **A.2.9.3.1 Support for High Resolution Colour Printing**

Certain contracts may require the Supplier to work within established standards for colour printing requiring calibration of print devices and file processing based on PDF/X standards. The RFPs for such contracts will contain criteria for evaluating bidder's capabilities to meet these requirements.

#### **A.2.9.4 Other Material Supplied**

- For some requirements, material may be supplied as hard copy for text, illustrations or photographs. The Supplier may be required to scan and/or merge the various elements into a print ready file.
- Printing negatives may be supplied for some requirements.

### **A.2.10 Supply Arrangement - Proofs**

Proofs will be required as requested. The Supplier must provide the proofs for each requirement to the identified Project Authority.

- The Supplier must supply proofs electronically to the Project Authority as PDF files unless otherwise specified in the RFP.
- The Supplier must have the capability to provide proofs via e-mail, FTP and/or the Supplier's internet proofing site for clients to review proofs. The Supplier and Project Authority will define a mutually agreed to protocol for the transfer and approval of the proofs.
- When hard copy proofs are specified in the RFP, the Supplier must supply the proofs as requested. Proofs may be one-off copies (bindery proof), digital proof or blueprints (backed up, folded and trimmed to size, with all elements such as charts, graphics, and photographs in position) or hi-resolution or low-resolution colour proofs.
- The Supplier must deliver to and collect paper proofs from the Proofs address identified in the Contract.
- Press checks may be required for certain projects. The requirement for a press check will be detailed in the RFP during the process for selecting a Supplier for specific projects.
- A production schedule outlining production and return of proofs will be agreed to between the client and Supplier before the work is started.

### **A.2.11 Supply arrangement - Production Schedules / Service Standards**

#### **A.2.11.1 Stream A Business Cards**

##### **A.2.11.1.1 Regular Service – Business card printing**

Delivery of the required material **10 business days** from the time contract is received from the ordering office.

- Proofs will be delivered within 3 business days of receipt of the contract and the supplied material
- Proofs should be returned by Identified User within 2 business days of receipt of the proofs
- Delivery of final product within 5 business days of the receipt of the approved proofs by the supplier

#### **A.2.11.1.2 Rush Service – Business card printing**

Delivery of the required material **5 business days** from the time contract is received from the ordering office.

- Proofs will be delivered within 2 business days of receipt of the contract and the required material
- Proofs should be returned by Identified User within 1 business day of receipt of the proofs
- Delivery of final product within 2 business days of the receipt of the approved proofs by the supplier

#### **A.2.11.2 Stream B: Reprographics/Duplicating**

##### **A.2.11.2.1 Regular Service – Copying Services**

Delivery of the required material 1 business day from the time contract is received from the ordering office.

- If required, proofs will be delivered within 6 hours of receipt of the contract/order and the required material delivered within 12 hours of the receipt of the approved proofs by the supplier.
- Hard media will be picked up within 4 hours of order placement.
- Orders placed after 2 p.m. or within 3 hours of close of business during supplier's normal hours of operation will be considered next day delivery
- Scheduled pick-up and delivery service may be negotiated between a supplier and a user department

##### **A.2.11.2.2 Urgent Service – Copying Services**

Urgent service means delivery of the required material within 8 hours from the time the contract is received in the Supplier's facility. Should hard copy be supplied the delivery requirement will be based on the time of pickup of the material for reproduction

##### **A.2.11.2.3 Duplicating Services**

The required delivery date for each project will be stated in the RFP during the process for selecting a Supplier for specific projects.

Failure by a Supplier to adhere to the required delivery date, not due to circumstances attributable to client activities, may result in PWGSC applying vendor performance measures including removal of the Supplier from the Supply Arrangement.

##### **A.2.11.3 Stream C: Low Quantity**

The required delivery date for each project will be stated in the RFP during the process for selecting a Supplier for specific projects.

Failure by a Supplier to adhere to the required delivery date, not due to circumstances attributable to client activities, may result in PWGSC applying vendor performance measures including removal of the Supplier from the Supply Arrangement.

##### **A.2.11.4 Stream D: High Quantity**

The required delivery date for each project will be stated in the RFP during the process for selecting a Supplier for specific projects.

Failure by a Supplier to adhere to the required delivery date, not due to circumstances attributable to client activities, may result in PWGSC applying vendor performance measures including removal of the Supplier from the Supply Arrangement.

#### **A.2.12 Supply Arrangement - Consulting**

Contracts for the on-going supply of goods over an extended period of time may contain a provision for the Supplier to provide consulting services to the Project Authority for process improvements and cost reduction.

#### **A.2.13 Supply Arrangement – Components**

All components required to complete a contract, whether produced or purchased by the Supplier, or provided to the Supplier are the property of the Government of Canada.

- The Supplier must return all components to the client authority identified in each contract within five working days of receiving the request to do so and at no additional cost to Canada.
- Components must be packaged appropriately and shipped in a manner to ensure safe delivery at the specified destination.
- Components include any electronic files that the Supplier may be holding as part of a contract.
- Suppliers must provide a copy of the final electronic file used to print the requirement. Invoices will not be paid until final electronic files are received. The Supplier must download the files to appropriate media, CD, DVD, etc. as requested. The Supplier must identify the files being returned by labelling the media with the files contained on it and also providing a hard copy printout identifying all files on the media.

#### **A.2.14 Quality assurance**

##### **Quality Assurance by Supplier:**

The Supplier will perform all necessary quality assurance procedures to ensure the product meets the specified quality levels and specifications of the Annex A Statement of Work and individual contracts.

Items may be rejected for problems including (but not limited to) the following:

- Failure to follow contract specifications at the start of the project
- Failure to provide proofs as specified
- Final product not in accordance with the final approved artwork/proofs.
- Image problems not resulting from supplied components including, but not limited to, offsetting, blurred print/images or inconsistent ink density, etc..
- Damaged shipments.

#### **A.2.15 Author's Alterations (AA)**

The Supplier will perform all authorized author's alterations as requested by the client in writing and in accordance with the Part B Resulting Contract Clauses of this Supply Arrangement.

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**APPENDIX 1 – LABELLING REQUIREMENTS**

**Please label boxes with the following information:  
 Veuillez étiqueter les boîtes avec l'information suivante :**

<b>SHIP TO:</b>	<b>LIVRER AU :</b>	
<b>INVOICE TO:</b>	<b>FACTURER À :</b>	
..... FOLD ..... P L I E R .....		
LPO or Contract No.: N° de commande d'achat local ou de contrat :		
Name of Printer: Nom de l'imprimeur :		
Date of Printing: Date d'impression :	ISBN No: N° ISBN :	
Publication/Form/Product No: N° de la publication, du formulaire ou du produit :	Catalogue No: N° de catalogue :	
Description: Description :		
Language: Langue :	Weight Per Box: Poids par boîte :	
<b>NOTE: MAXIMUM WEIGHT PER BOX IS 35 LBS OR 16 KG. NOTE : POIDS MAXIMUM ACCEPTÉ PAR BOÎTE EST 35 lb ou 16 kg.</b>		
Quantity per bundle Quantité d'articles par paquet	Number of bundles in box Nombre de paquets par boîte	Total Quantity in Box Nombre total dans la boîte
_____	_____	_____
(If bundled) (Si les articles sont assemblés en paquets)	(If bundled) (Si les articles sont assemblés en paquets)	
<b>X</b>		<b>=</b>
<b>Government of Canada</b>		<b>Canada</b>

### PALLET DIMENSIONS

Skids used are to be four-way partial or block style with three lateral runners at the bottom of the pallet – one at each end and one in the middle. Spruce wood construction 3" nail, 8 nails per board to sustain weight of 2,500 lbs.

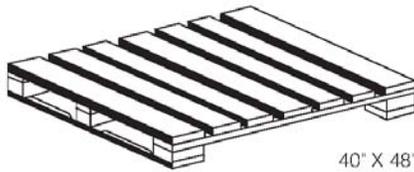
Skids, including printed material, must not exceed 57" in height.

### DIMENSIONS DE PALETTE

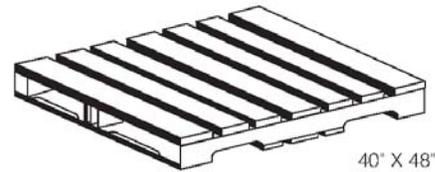
Il faut utiliser les palettes partielles ou avec blocs, à quatre entrées avec trois patins latéraux en dessous, une à chaque côté et une au milieu. Construite en bois d'épinette, six clous de 3" par planche pour une capacité de 2,500 livres.

Les palettes, incluant matériel ne doivent pas excéder 57" de hauteur.

### 4-WAY BLOCK DESIGN PALETTE À BLOCS



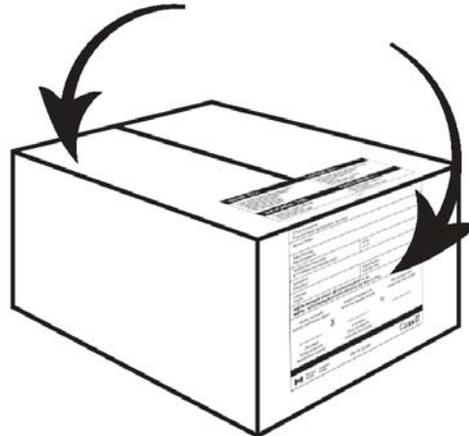
### 4-WAY STRINGER DESIGN PALETTE À 4 ENTRÉES À PONT DOUBLE



### POSITIONING OF LABEL POSITIONNEMENT DE L'ÉTIQUETTE

To be positioned on each end of box/carton.  
 À placer sur chaque extrémité de la boîte ou du carton.

<b>SHIP TO:</b>		<b>LIVRER AU :</b>	
<b>INVOICE TO:</b>		<b>FACTURER À :</b>	
*****			
LPO or Contract No.: N° de commande d'achat local ou de contrat:			
Name of Pallet: Nom du transporteur:			
Date of Picking: Date d'emballage:		ISBN No. N° ISBN:	
Publication/Item/Part No. N° de la publication, du formulaire ou du produit:		Catalogue No. N° de catalogue:	
Description: Description:			
Language: Langue:		Weight Per Box: Poids par boîte:	
<p>Weight Limit: 2500 lbs. (1134 kg) or less        Poids Max: 1134 kg maximum autorisé pour les boîtes de 10 kg</p>			
Quantity per pallet: Quantité d'articles par palette	X	Number of pallets to load: Nombre de palettes par boîte	=
(if boxed) Si les articles sont emballés en palettes		(if boxed) Si les articles sont emballés en palettes	



## ANNEX B

### CORPORATE PROFILE

**An MS Word file of this annex, for Suppliers to complete and submit with their arrangement, will be provided with the Request for Supply Arrangement as an electronic attachment.**

Suppliers are requested to complete the following corporate profile.

**If the Corporate Profile is not completed with the supplier's arrangement, Canada will request the Supplier to complete it prior to authorization.** Suppliers may add additional pages as required to describe its vendor profile (i.e. range of production equipment, production facilities, etc).

Suppliers are encouraged to provide the profile in French and English as this profile will be posted on the SO Index as part of the general information available for each authorized Supply Arrangement.

Should the Supplier have more than one production facility in Canada, a description of each of the facilities may be provided.

Suppliers are to address each of the points listed. In addition to the basic information requested, Suppliers may include whatever information they believe will enhance the understanding of their corporate capabilities.

The corporate profile will not be considered in the evaluation process for this RFSA and only profiles of authorized Supplier Arrangement holders will be posted on the SO Index.

### SECTION 1 : TITULAIRE DE L'ARRANGEMENT EN MATIÈRE D'APPROVISIONNEMENT

<b>1.1 CORPORATE NAME :</b>	
<b>1.2 CORPORATE ADDRESS</b> Civic Number / Street name City, Province / Territory Postal Code	
<b>Business Hours</b>	
<b>1.3 PRINCIPAL CONTACT METHODS:</b>	
<b>Corporate Web site :</b>	
<b>Telephone :</b>	
<b>Cell :</b>	
<b>E-mail :</b>	
<b>Facsimile :</b>	

**1.4 PROCUREMENT BUSINESS NUMBER:**

**The Supplier must provide its Procurement Business Number.**

--

Suppliers are required to have a Procurement Business Number (PBN) before contract award. Suppliers may register for a PBN online at [Supplier Registration Information](#). For non-Internet registration, suppliers may contact the InfoLine at 1-800-811-1148 to obtain the telephone number of the nearest Supplier Registration Agent.

**1.5 OTHER SUPPLIER FACILITIES**

Should the supplier have more than one production facility in Canada, a description of each of the facilities should be provided.

Production Facilities	Location / Address Street Number / Street Name, City, Province, Territory Postal Code	Business Hours

**SECTION 2: STREAMS / REGIONS: SUPPLY ARRANGEMENT**

The Supplier must select the printing stream or streams and the region or regions for which you wish to be pre-qualified for:

**2.1 SUPPLY ARRANGEMENT STREAMS**

Stream A – Business Cards	Stream B – Reprographics/ Duplicating	Stream C – Low Quantity	Stream D – High Quantity
( )	( )	( )	( )

**2.2 SUPPLY ARRANGEMENT REGIONS**

Region 1 Atlantic Region (Nova Scotia, New Brunswick, Prince Edward Island and Newfoundland and Labrador)	Region 2 Quebec Region (outside the National Capital Region [Gatineau/Ottawa])	Region 3 National Capital Region (NCR)	Region 4 Ontario Region (outside the National Capital Region [Gatineau/Ottawa])	Region 5 Western Region (Manitoba, Saskatchewan, Alberta, Northwest Territories and Nunavut)	Region 6 Pacific Region (British Columbia and Yukon territory)
( )	( )	( )	( )	( )	( )

**SECTION 3: PROCUREMENT STRATEGY FOR ABORIGINAL BUSINESS**

**The Supplier must check one applicable box below:**

	The Supplier is an Aboriginal business
	The Supplier is not an Aboriginal business

If the Supplier is either a joint venture consisting of two (2) or more Aboriginal businesses or a joint venture between an Aboriginal business and a non-Aboriginal business, the Supplier will only be considered for both lists if the Supplier meets all of the conditions of the Set Aside Program for Aboriginal Business and none of the firms in the joint venture have also submitted an arrangement as a single entity.

**SECTION 4: STATUS OF SECURITY Clearance Profile (if applicable)**

**The Supplier must indicate the current security level of their firm and include proof with their arrangement:**

Personnel Security Screening		Document Safeguarding		DOS or FSC	
Reliability		Document Safeguarding at Protected A		Designated Organization Screening (DOS) - Protected A	
Reliability		Document Safeguarding at Protected B		Designated Organization Screening (DOS) - Protected B	
Secret		Document Safeguarding at Secret		Facility Security Clearance - Secret	

**SECTION 5 - 8: SERVICES PROVIDED:**

**Instructions:**

- For Section 5, Production Capacity, Suppliers are requested to provide information on their production capabilities in the tables below. Use one row for each piece of equipment described. Suppliers may add rows to the table as required to describe the range of production equipment in their facility.
- For Sections 6 - 8, Suppliers are to provide the information in the spaces allocated for each.

**SECTION 5: PRODUCTION CAPACITY:**

**Suppliers must identify the equipment and the Supplier's capacity for each stream indicated in Part 1 above.** Information requested for the Production Capacity includes, but not limited to: printing presses, bindery equipment, number of units, monochrome/colour, resolution, output speed, paper size, finishing capability, input capability, additional machine capability, etc., in keeping with the required services of Annex A, Statement of Work.

**5.1 STREAM A: BUSINESS CARDS**

<b>Devices</b>					
- <b>Monochrome device (black or black + 1 colour or more</b>					
- <b>Colour device (full colour / four colour process)</b>					
Equipment and Number of Units –	Resolution – Colour or Monochrome	Output Speed 8.5” x 11”	Paper Size: Minimum and Maximum	Finishing Capability	Input Capability

**5.1.2 STREAM B: REPROGRAPHICS/DUPLICATING**

<b>Printers/Copiers (</b>					
- <b>Monochrome printer/copier (black or black + 1 colour or more</b>					
- <b>Colour printer/copier (full colour / four colour process)</b>					
Equipment and Number of Units –	Resolution – Colour or Monochrome	Output Speed 8.5” x 11”	Paper Size: Minimum and Maximum	Finishing Capability	Input Capability

**5.1.3 STREAM C: LOW QUANTITY AND STREAM D: HIGH QUANTITY**

<b>Presses (Digital/Offset/Web)</b>					
Presses (model etc)	Number of Presses	Number of Printing Units (colours printed at one time)	Paper size: Minimum and Maximum	Perfecting Capabilities (Press can print on both sides of the sheet at a the same time)	Additional Press Capabilities

**5.4 BINDERY CAPACITY**

<b>5.4.1 Bindery Equipment (Folders)</b>					
Equipment (model etc)	Number of machines	Number of folds and panel sizes	Paper size: Minimum and Maximum	Signature Size (Number of pages)	Additional machine capabilities

<b>5.4.2 Bindery Equipment (Perfect Binders)</b>					
Equipment (model etc)	Number of machines	Size of Bound Book Minimum and Maximum	Paper size: Minimum and Maximum	Minimum and Maximum Page Format + Covers	Additional machine capabilities

<b>5.4.3 Bindery Equipment (Saddle Stitchers)</b>					
Equipment (model etc)	Number of machines	Size of Bound Book Minimum and Maximum	Paper size: Minimum and Maximum	Minimum and Maximum Page Format + Covers	Additional machine capabilities

<b>5.4.4 Bindery Equipment (Wire Stitcher - Not Saddle stitch)</b>					
Equipment (model etc)	Number of machines	Size of Bound Book Minimum and Maximum	Paper size: Minimum and Maximum	Minimum and Maximum Page Format + Covers	Additional machine capabilities

**5.5 ADDITIONAL BINDERY EQUIPMENT AND BINDERY SERVICES AVAILABLE (IN KEEPING WITH THE REQUIRED SERVICES OF THE ANNEX A STATEMENT OF WORK):**

Such as equipment for the production of Cerlox binding, Wire “O” binding, die-cutters and any other bindery equipment not previously listed. Suppliers may add tables as required to describe the range of production equipment in their facility.

<b>Bindery Equipment (Spiral Binding, Cerlox binding, Wire “O” binding, die-cutters and any other bindery equipment not previously listed)</b>					
Type of Equipment and Model	Number of machines	Size of Finished product Minimum and Maximum	Paper size: Minimum and Maximum	Minimum and Maximum Page Format + Covers	Additional machine capabilities

**SECTION 6: FORMATS FOR REPRODUCTION**

<b>6.1 Electronic Files (File Types, Applications and Operating Systems Supported):</b>	
1	
2	
3	
4	
5	

<b>6.2 Hard Media and Additional Types Accepted and Format Considerations:</b>				
CD	USB	DVD	Paper / hard copy	Other

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## SECTION 7: FILE TRANSFER CAPACITY

7.1 E-mail	
E-mail download capacity:	
E-mail server capacity:	
E-mail management procedures:	
7.2 File Transfer:	
File transfer download capacity:	
File transfer security capability:	
File transfer server capability:	
File transfer server security capability	
File transfer management procedures	

## SECTION 8: ADDITIONAL INFORMATION

8.1 Additional processing and imaging services (including capability for the reproduction of on electronic media as described in the Annex A Statement of Work)	
8.2 ADDITIONAL / RELATED SERVICES Select the additional and/or related in-house printing services provided	
Scanning / Imaging	
Wide format printing /scanning	
Braille printing	
Kitting and assembly	
Tabs	
File folders	
Dry mounting	
Silk screen printing	
Foil Stamping and Embossing	

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<b>Other:</b>	
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## **ANNEX C**

### **SECURITY REQUIREMENTS CHECK LIST**

*(The Security Requirements Check Lists will be included in the Request for Supply Arrangement)*

## **ANNEX D**

### **SUPPLY ARRANGEMENT USAGE REPORTS**

#### **D.1 Quarterly Reports:**

Suppliers must report, on a quarterly basis, on all contracts awarded to them under the Supply Arrangement, by issuing to the CPD SA Authority a report which contains the following data:

- Identified User (i.e. Department name, Region, contact and telephone number, etc.);
- SA number;
- Contract numbers;
- Contract values;
- Contract period (start and end date);
- Region and Province where the work is being conducted; and
- Region and Province where finished product is being delivered.

In addition, all amendments made against the original contract must also be reported.

#### **D.2 Periodic Comprehensive Reports**

Periodically, the Supplier will be requested by the Supply Arrangement Authority to submit a comprehensive status report providing:

- 1) a list of all printing contracts completed at the time of the request,
- 2) the types of printing items required in each of these completed contracts,
- 3) the Identified User for which each contract was carried out,
- 4) the amount of each completed contract and
- 5) the total value of all completed contracts.

**D.3** The Supplier understands that it is its responsibility to implement a system for tracking contracts issued against this Supply Arrangement in order to provide the necessary quarterly and periodic comprehensive usage reports.

**Failure to comply may result in the suspension or cancellation of the Supply Arrangement.**

The final report is to provide a list of contracts that represent approximately the total value.

**Return to: [TPSGC.padgamiace-appbmpace.PWGSC@tpsgc-pwgsc.gc.ca](mailto:TPSGC.padgamiace-appbmpace.PWGSC@tpsgc-pwgsc.gc.ca)**

**QUARTERLY USAGE REPORT**

1 SA Number:		EN578-201407 /CW									
2 Supplier Name :											
3 Reporting Period :											
Contract Date	Designated User and Contract information	Designated User - Region	Contract Number	Quantities	Category	Stream	Region of delivery	Shipping costs	Total Contract Value (applicable taxes extra)	Total Value (applicable taxes included)	

## ANNEX E

### EVALUATION GRID – STREAM A - BUSINESS CARDS

**For Suppliers submitting an arrangement for Stream A: Business Cards**

REQUEST FOR SUPPLY ARRANGEMENT: EN578-201407/B

EVALUATION SUMMARY - <b>STREAM A</b>		
MANDATORY REQUIREMENTS	ACHIEVED	NOT ACHIEVED

RATED REQUIREMENTS - <b>STREAM A</b>	MINIMUM POINTS	MAXIMUM POSSIBLE POINTS
R.1 Business Continuity		20 points
R.2 Quality Assurance Procedures		40 points
R.3 Environmental Practices		80 points
R.4 Performance of the Work – Stream A		90 points
<b>TOTAL SCORE</b>	<b>184 points</b>	<b>230 points</b>

## 1 - MANDATORY EVALUATION CRITERIA

Arrangements submitted by suppliers must meet all the mandatory technical criteria of the Request for Supply Arrangement (RFSA). No further consideration will be given to arrangements not meeting all of the mandatory criteria.

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

Failure by the Supplier to provide any of the required information in the arrangement will be considered as not meeting the mandatory criterion.

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

### Definitions for the purposes of the M.3 Mandatory Criterion Only.

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

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

**Contractually bound:** For the purposes of this mandatory criterion, contractually bound means that there is a legally enforceable agreement between two or more parties for the purchase of the stated services as specified in mandatory criterion M.3. It involves obligations on the part of the contractor which are normally expressed in writing. Contractual documents could include (but are not limited to) a call-up under a standing offer, a Purchase order, a contract, etc .

**Individual contracts:** Refers to a one time contract or a single call-up under a standing offer or supply arrangement for the printing and delivery of one or more items to destinations, a single contract requiring multiple print runs over a stated period of time, a single contract requiring electronic cataloguing and storage of files for printing on an as and when requested basis over a stated period of time. It does not refer to the overall value of a standing offer or supply arrangement.

Solicitation No. - N° de l'invitation  
 EN578-201407/A  
 Client Ref. No. - N° de réf. du client  
 EN578-201407

Amd. No. - N° de la modif.  
 File No. - N° du dossier  
 cw010.EN578-201407

Buyer ID - Id de l'acheteur  
 cw010  
 CCC No./N° CCC - FMS No./N° VME

**M.1 PAPER – STREAM A**

<b>Evaluation criteria</b>			
For ALL printing requirement contracts that result from this SA the supplier certifies they use paper whose fibre originates from sustainably managed forests which are certified by a third-party forest certification system listed below.  The Supplier must identify the applicable certification(s):	<b>Compliant</b>	<b>Not Compliant</b>	<b>Reference to Supplier's Arrangement</b>
Canadian Standards Association Sustainable Forest Management Standard (CSA/SFMS), and/or			
Forestry Stewardship Council (FSC), and/or			
Sustainable Forestry Initiative (SFI).			
<b>Comments</b>			

**M.2 ENVIRONMENTAL STATEMENT – STREAM A**

<b>Evaluation criteria</b>			
<b>M.2</b> As part of their arrangement, the Supplier must provide a company-wide environmental mission statement (including environmental measures undertaken in office operations).	<b>Compliant</b>	<b>Not Compliant</b>	<b>Reference to Supplier's Arrangement</b>
A company-wide environmental statement is provided			
<b>Comments</b>			

**M.3 CORPORATE EXPERIENCE – STREAM A**

M.3.1 The Supplier must demonstrate that it has been contractually bound with two (2) different external clients to provide business card services (*as defined in Part 1 under the heading 1.12 Key Terms – Stream A: Business Cards*) for at least four (4) individual contracts **within the last three (3) calendar years (prior to the closing date of this RFSA).**

During the evaluation, no corporate experience gained through internal clients will be accepted or reviewed.

M.3.2 For each of the four (4) contracts, the Supplier must provide:

M.3.2.a A description of the printing and finishing requirements of the business cards produced under the contract;

M.3.2.b The quantity produced under the contract;

M.3.2.c The contract dates (start date or completion date) in which the services were provided (example: Contract start date: January 2020 or Completion date Sept 2, 2018 or March 2018 to present);

M.3.2.d The Client information for the contract (for example: client name or organization).

Evaluation criteria – Stream A			
M.3.1 CORPORATE EXPERIENCE – STREAM A	Compliant	Not Compliant	Reference to Supplier's Arrangement
The description demonstrates that the Supplier has been contractually bound to two (2) different external clients to provide business card printing services ( <i>as defined in Part 1 under the heading Key Terms – Stream A: Business Cards</i> ) for at least four (4) individual contracts <b>within the last three (3) calendar years (prior to the closing date of this RFSA).</b>			
<b>M.3.2</b> The Supplier provided the following information for each of the four (4) described contracts:			
M.3.2.a The information provided describes the printing and finishing requirements of the business cards produced under the Contract;	Compliant	Not Compliant	Reference to Supplier's Arrangement
Contract 1			
Contract 2			
Contract 3			
Contract 4			

Solicitation No. - N° de l'invitation  
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 File No. - N° du dossier  
 cw010.EN578-201407

Buyer ID - Id de l'acheteur  
 cw010  
 CCC No./N° CCC - FMS No./N° VME

M.3.2.b The information provided describes the quantity produced under the Contract;	Compliant	Not Compliant	Reference to Supplier's Arrangement
Contract 1			
Contract 2			
Contract 3			
Contract 4			
M.3.2.c The information provided indicates the contract dates (start date or completion date) in which the services were provided (example: Contract start date: January 2020 or Completion date Sept 2, 2018 or August 2018 to present);	Compliant	Not Compliant	Reference to Supplier's Arrangement
Contract 1			
Contract 2			
Contract 3			
Contract 4			
M.3.2.d The information provided indicates the client information for the contracts and demonstrates two (2) different external clients.	Compliant	Not Compliant	Reference to Supplier's Arrangement
Contract 1			
Contract 2			
Contract 3			
Contract 4			
<b>Comments</b>			

**ARRANGEMENTS NOT MEETING THE MANDATORY REQUIREMENTS WILL BE CONSIDERED AS NON RESPONSIVE AND GIVEN NO FURTHER CONSIDERATION.**

**2 - TECHNICAL EVALUATION - POINT RATED TECHNICAL CRITERIA – STREAM A**

Only those arrangements which first meet the Mandatory Requirements will be considered in the second stage of the evaluation, the Technical Evaluation.

To be considered responsive, an arrangement must obtain a minimum passing mark of 80% overall for the Stream A point rated criteria of the Technical Evaluation. Arrangements scoring less than 80% overall for the point rated criteria of the Technical Evaluation will not be given further consideration.

Suppliers are instructed to address each requirement in sufficient depth to permit a complete analysis and assessment by the Evaluation Team.

Arrangements will be evaluated on the completeness and level of detail by which they address the rated requirements. For example, if a description of a process or procedure is requested the various steps which the Supplier will perform in order to complete the requirement, as detailed in the Annex A Statement of Work, should be described.

General statements should be avoided. These do not provide details which can be compared to the description of the requirement, and therefore evaluated as to their relevancy in fulfilling the requirement, as detailed in the statement of work.

Assessment of arrangements will be based solely on the information in the Arrangement. Canada may seek further information or clarification from the supplier.

The points allocated for selected criteria will be multiplied by the specified weighting factor (w.f.).

**R.1. BUSINESS CONTINUITY PLAN**  
 (Maximum 20 Points )

Suppliers are to provide a Business Continuity Plan (BCP) that clearly demonstrates their capability to maintain production and delivery of the business cards.

The BCP should not only provide for a recovery of services but also for the continued supply of services as specified in the Statement of Work, while the recovery to normal operations is underway.

Suppliers should address at a minimum the following elements: mechanical breakdown, hardware failures, system failures and service outages. The BCP should specifically detail all provisions for: The functioning of the production facility and any backup facilities; staffing; production equipment and distribution.

**R.1.1** Suppliers should provide a Business Continuity Plan (BCP) for each facility identified in their arrangement.

0 points	Information required was not provided OR No BCP provided for any facility identified in the arrangement.
1 point	BCP provided for some facilities identified in the arrangement.
2 points	BCP provided for all facilities identified in the arrangement.
R.1.1 Points Allocated: /2	
<b>Points Allocated for R.1.1: ____/2 multiplied by w.f. 4 = : ____/8</b>	

Points Allocated for R.1.1: \_\_\_\_/8

**R.1.2 Corporate BCP**

Suppliers should describe the extent to which a corporate BCP has been developed and implemented within the Supplier's organization.

The information provided should clearly demonstrate the Supplier has implemented a corporate BCP that:

a. Is part of the corporate policies and procedures, tested for "real world" relevance and reviewed and revised as required in order to be current:

0 points	Information required was not provided OR Not enough details are provided to assess the BCP.
1 point	Details provided lead to an understanding of the Supplier's BCP. The information provided does not demonstrate that the Supplier has implemented a corporate BCP that is part of the corporate policies and procedures.
2 points	Details provided lead to a good understanding of the Supplier's BCP. The information provided demonstrates that the Supplier has implemented a corporate BCP that is part of the corporate policies and procedures.
3 points	Substantial details provided lead to a complete and thorough understanding of the Supplier's BCP. The information provided demonstrates that the Supplier has implemented a corporate BCP that is part of the corporate policies and procedures, tested for "real world" relevance and reviewed and revised as required in order to be current. All elements well described.
R.1.2.a Points Allocated: /3	
<b>Points Allocated for R.1.2.a: /3</b>	

b. Demonstrates the Supplier has established a corporate management team for Business Continuity with defined roles and responsibilities.

0 points	Information required was not provided OR Not enough details are provided to assess the BCP.
1 point	Details provided lead to an understanding of the Supplier's BCP. The information provided does not demonstrate that the Supplier has established a corporate management team for Business Continuity.
2 points	Details provided lead to a good understanding of the Supplier's BCP. The information provided demonstrates that the Supplier has established a corporate management team for Business Continuity.
3 points	Substantial details provided lead to a complete and thorough understanding of the Supplier's BCP. The information provided demonstrates that the Supplier has established a corporate management team for Business Continuity with defined roles and responsibilities. All elements fully described.
R.1.2.b Points Allocated: /3	
<b>Points Allocated for R.1.2.b: /3</b>	

- Demonstrates the Supplier has established protocols for Business Continuity for escalating levels of incident management up to disaster recovery.

0 points	Information required was not provided OR Not enough details are provided to assess the BCP.
1 point	Details provided lead to an understanding of the Supplier's BCP. The information provided does not demonstrate that the Supplier has established protocols for Business Continuity for incident management.
2 points	Details provided lead to a good understanding of the Supplier's BCP. The information provided demonstrates that the Supplier has established protocols for Business Continuity for incident management.
3 points	Substantial details provided lead to a complete and thorough understanding of the Supplier's BCP. The information provided demonstrates that the Supplier has established protocols for Business Continuity for escalating levels of incident management up to disaster recovery. All elements fully described.

R.1.2.c Points Allocated:	/3
<b>Points Allocated for R.1.2.c:</b>	
<b>_____ /3</b>	

d. Is communicated throughout the company.

0 points	Information required was not provided OR Not enough details are provided to assess the BCP.
1 point	Details provided lead to an understanding of the Supplier's BCP. The information provided does not demonstrate that the BCP is available to the corporate management team(s).
2 points	Details provided lead to a good understanding of the Supplier's BCP. The information provided demonstrates that the BCP is available to the corporate management team(s).
3 points	Substantial details provided lead to a complete and thorough understanding of the Supplier's BCP. The information provided demonstrates that the BCP is available to the corporate management team and is communicated throughout the company to all individuals responsible for production. All elements fully described.
R.1.2.d Points Allocated:	
_____ /3	
<b>Points Allocated for R.1.2.d:</b>	
<b>_____ /3</b>	

Points Allocated for R.1.2: _____ /12
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<b>Total Points Allocated for R.1: _____ /20</b>
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**R.2. QUALITY ASSURANCE AND QUALITY CONTROL**

(Maximum 40 Points for R.2.a or R.2.b)

The Supplier should provide a detailed description of the Quality Assurance Program and quality control procedures it has in place and how this program and these procedures meet the requirements for the printing, finishing/bindery, and activities related to the distribution/shipping of printed items as described in the Statement of Work.

The Supplier should identify all facilities where work will be carried out and the work completed in each.

**R.2. Quality Assurance Program and quality control procedures**

The Supplier should respond to R.2. by providing the information required **for either R.2.a ISO certification OR for R.2.b.**

The points allocated for R.2 will be based on the Supplier's response for R.2.a *ISO certification* **OR** for R.2.b

**R.2.a ISO Certification**

The Supplier should demonstrate ISO certification(s) relevant to printing, finishing/bindery, and to the activities related to distribution/shipping of printed items.

The Supplier should identify all facilities where the work activities will be conducted and which work activities would be completed by sub-contractors.

**R.2.a.1 Quality Assurance - Single Facility OR Multiple Facilities (includes sub-contractors)**

The Supplier should provide a copy of its current ISO certification related to Stream A: Business Cards.

Should the Supplier propose to utilize multiple facilities, each holding ISO certification relevant to this requirement, **a copy of the current ISO certification for each facility should be submitted with the arrangement.**

R.2.a.1 - ISO certification relevant to printing, finishing/bindery, and distribution/shipping of printed items. - Copy of current ISO certification(s) supplied <b>for each facility identified.</b>
Points Allocated for R.2.a.1: _____ /20

**R.2.a.2 ISO work procedures**

The Supplier should provide copies of the ISO work procedures relevant to printing, finishing/bindery, and to the activities related to distribution/shipping of printed items of printed items as described in the Statement of Work.

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

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

Copy of ISO work procedures relevant to facility supplied for:

Preparation for printing/Pre-press	_____ / 4 Points
Printing	
Activities related to finishing/bindery	_____ / 4 Points
Activities related to shipping operations (packaging, labelling and delivery arrangements)	_____ / 4 Points
Parts of the work completed by subcontractors	_____ / 4 Points
Points Allocated for R.2.a.1: _____ /20	
<b>Comments:</b>	

Points awarded for R.2.a ISO certification: _____ / 40
--

**OR**

**Should the Supplier not hold ISO certification relevant to this requirement, or, propose to utilize multiple facilities, where at least one (1) does not hold ISO certification relevant to this requirement, then the Supplier should provide their response as stated in R.2.b. In this case, only the information provided for R.2.b will be evaluated.**

**R.2.b Quality Assurance: Single Facility or Multiple Facilities** (includes sub-contractors)

The Supplier should provide a detailed description of the Quality Assurance Program and quality control procedures the Supplier proposes to utilize in the identified facilities for the preparation for printing/pre-press, printing, finishing/bindery, packaging et labelling and distribution/shipping of printed items as specified in the Statement of Work.

R.2.b.1 The Supplier should identify all facilities where work will be carried out and which activities would be completed by sub-contractors

- (i) Pre-press/Preparation for printing;
- (ii) Printing of business cards as specified in the Statement of Work
- (iii) Finishing/Bindery
- (iv) Preparation for distribution/shipping (packaging and labelling)
- (v) Distribution/Shipping

0 points	Information required was not provided OR Not enough details are provided to assess where work will be carried out and which activities would be completed by sub-contractors.
1 point	The description identifies where the work activities will be carried out and which activities would be completed by sub-contractors for only one (1) of the work activities identified (i - v).
2 points	The description identifies where the work activities will be carried out and which activities would be completed by sub-contractors for only two (2) of the work activities identified (i - v).
3 points	The description identifies where the work activities will be carried out and which activities would be completed by sub-contractors for only three (3) of the work activities identified (i - v).
4 points	The description identifies where the work activities will be carried out and which activities would be completed by sub-contractors for all of the work activities identified (i - v).
Points Allocated: /4	
Points Allocated for R.2.b.1: /4 multiplied by w.f. 2 = : /8	
<b>Comments:</b>	

R.2.b.2 The Supplier should describe the quality control procedures that the Supplier proposes to utilize in all relevant facilities identified to complete the work for the following activities (a – e):

- a. Pre-press/Preparation for printing;
- b. Printing;
- c. Finishing/bindery activities;
- d. Preparation for distribution/shipping (packaging and labelling);
- e. Distribution/shipping;
- f. The parts of the work completed by subcontractors

0 points	Information required was not provided
1 point	Not enough details are provided to assess the quality control procedures that the Supplier proposes to utilize in all relevant facilities identified to complete the work.
2 points	Details provided lead to a good understanding of the quality control procedures that the Supplier proposes to utilize in all relevant facilities identified to complete the work.
3 points	Substantial details provided lead to a complete and thorough understanding of the quality control procedures that the Supplier proposes to utilize in all relevant facilities identified to complete the work and how the Supplier will manage the quality control procedures between all identified facilities.

a.	Pre-press/Preparation for printing	Points Allocated for R.2.b.2.a ____/3
----	------------------------------------	---------------------------------------

b.	Printing	Points Allocated for R.2.b.2.b _____/3
c.	Finishing/bindery activities	Points Allocated for R.2.b.2.c _____/3
d.	Preparation for distribution/shipping (packaging and labelling)	Points Allocated for R.2.b.2.d _____/3
e.	Distribution/shipping	Points Allocated for R.2.b.2.e _____/3
f.	The parts of the work completed by subcontractors	Points Allocated for R.2.b.2.f _____/3
		R.2.b.2 Points Allocated: _____/18
		<b>Points Allocated for R.2.b.2: _____/18</b>
<b>Comments:</b>		

R.2.b.3 The Supplier should describe the degree to which the Supplier's Quality Assurance Program has been formalized as corporate policy and communicated to employees.

0 points	Information required was not provided.
1 point	The description does not demonstrate that the Supplier's Quality Assurance Program has been formalized as corporate policy.
2 points	The description demonstrates that the Supplier's Quality Assurance Program has been formalized as corporate policy.
3 points	<ul style="list-style-type: none"> <li>The description demonstrates that the Supplier's Quality Assurance Program has been formalized as corporate policy.</li> <li>The description demonstrates that the Supplier's corporate quality assurance procedures are included in corporate Quality Assurance manuals which are monitored and updated regularly by designated quality assurance representatives.</li> </ul>
4 points	<ul style="list-style-type: none"> <li>Substantial details provided. The description demonstrates that the Supplier's Quality Assurance Program has been formalized as corporate policy.</li> <li>The description demonstrates that the Supplier's corporate quality assurance procedures are included in corporate Quality Assurance manuals which are monitored and updated regularly by designated quality assurance representatives.</li> <li>The description demonstrates how the Quality Assurance Program is communicated to employees.</li> </ul>
R.2.b.3 Points Allocated: _____/4	
<b>Points Allocated for R.2.b.3: _____/4 multiplied by w.f. 3.5 = : _____/14</b>	
<b>Comments:</b>	

**Points Allocated for R.2.b: \_\_\_\_\_/40**

**Total Points Allocated for R.2 (R.2.a OR R.2.b)= \_\_\_\_\_/40**

**R.3. ENVIRONMENTAL PRACTICES (Maximum 60 Points R.3.a OR R.3.b)**

The Supplier should respond to R.3 by providing the information required **for either R.3.a OR for R.3.b.**

**R.3.a Environmental program(s) under which the Supplier is certified.**

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

Should the Supplier hold either Environmental Choice Program certification for Lithographic or Digital Printing Services, Chain of Custody certification from a Forest Management Program (FSC, SFI, CSA/SFMS, PEFC) or ISO 14001 certification **they are not required to respond to R.3.b.**

**Suppliers claiming certification and failing to provide a copy of the certification will receive 0 points for R.3.**

<b>R.3.a The Environmental program(s) under which the Supplier is certified :</b>	
Environmental Choice Program, certification for Offset or Digital Printing Services <b>And/Or</b> Chain of Custody certification from a Forest Management Program (FSC, SFI, CSA/SFMS, PEFC) <b>And/Or</b> ISO 140001	_____ <b>80 Points</b>
Points Allocated for R.3.a _____ / 80	

**OR**

**Should the Supplier not hold certification under any one (1) of the environmental programs listed for R.3.a , then the Supplier should provide their response as stated in R.3.b In this case, only the information provided for R.3.b will be evaluated.**

**R.3.b Environmental Practices**

Suppliers should describe the environmental practices implemented within the Supplier's organization related to purchasing of materials, production, recycling and waste disposal.

Suppliers must incorporate all formal environmental practices that are being followed and all current certifications held by the Supplier's suppliers.

The description demonstrates the following elements of the evaluation:

<b>R.3.b Environmental Practices</b>	Points
The Supplier recycles all scrap paper.	_____ 1 Point
The Supplier recycles all packaging and shipping material.	_____ 1 Point
The Supplier recycles or uses environmentally safe methods of disposing of all scrap plastic and metal binding material.	_____ 1 Point
The Supplier recycles or uses environmentally safe methods of disposal of waste related to printing and waste printing inks.	_____ 1 Point
The Supplier recycles or uses environmentally safe methods of disposal of waste chemicals	_____ 1 Point

The Supplier uses packaging material containing recycled content.	_____ 1 Point
The Supplier has automated equipment that enters standby mode after one hour.	_____ 1 Point
The Supplier has a company policy requires that non-automated equipment to be turned off when not in use.	_____ 1 Point
The Supplier uses energy efficient lighting systems and lighting fixtures	_____ 1 Point
The Supplier adopts energy efficiency measures, such as use of ENERGY STAR qualified equipment where applicable	_____ 1 Point
The Supplier captures potentially harmful VOCs or dust from production processes.	_____ 1 Point
The Supplier uses printing processes with reduced use of hazardous chemicals	_____ 1 Point
The Supplier encourages electronic distribution of proofs	_____ 1 Point
The Supplier has adopted administrative practices that result in reduced paper use, for example <ul style="list-style-type: none"> <li>• Administrative documents printed in duplex (double sided) format</li> <li>• Reuse of packaging, where possible</li> <li>• Use of recycled products</li> </ul>	_____ 1 Point
The Supplier has a carbon offset plan	_____ 1 Point
The Supplier considers the complete lifecycle of products and services provided	_____ 1 Point
Points Allocated for R.3.b: _____ /16 multiplied by w.f. 5 = : _____ /80	

**Total Points Allocated for R.3 (R.3.a OR R.3.b): \_\_\_\_\_ /80**

**R.4 PERFORMANCE OF THE WORK – STREAM A** (Maximum 90 points)

**R.4.1 Supplier’s Capacity to Receive and Process Orders**

The arrangement should provide a clear and detailed description of the Supplier’s methods of accepting, entering, and managing orders into production. Information should be provided for both hard copy and electronic orders.

At a minimum, the arrangement should address:

R.4.1.1 Supplier’s method of contact (in the region or regions for which the Supplier submitted an arrangement)

R.4.1.2 The Supplier’s capacity for receiving order files by electronic transfer methods

R.4.1.3 The Supplier’s capacity for processing electronic file types

R.4.1.4 The Supplier’s processes for entering electronic files, hard copy or hard media into production

R.4.1.5 The Supplier’s methods for managing ongoing production information

**R.4.1.1 Supplier's method of contact:**

0 points	Information required was not provided.
1 point	The description provided is not complete. Information is not provided to describe one (1) or more of the following elements: <ul style="list-style-type: none"> <li>• how the Supplier can be contacted in each region;</li> <li>• the Supplier's ability to arrange pick-up and delivery in each region;</li> <li>• the Supplier's access to long distance couriers/carriers for non-local pick-up and delivery.</li> </ul>
2 points	The description is complete. The information provided demonstrates that the Supplier (any of the following apply): <ul style="list-style-type: none"> <li>• can be contacted by telephone or by e-mail only;</li> <li>• cannot arrange pick-up or delivery in each region at least once during the business day;</li> <li>• does not have access to long distance couriers/carriers for non-local pick-up.</li> </ul>
3 points	The description is complete. The information provided demonstrates that the Supplier (all of the following apply): <ul style="list-style-type: none"> <li>• can be contacted by telephone, fax or e-mail;</li> <li>• can arrange pick-up and delivery in each region at least once during the business day;</li> <li>• has access to long distance couriers/carriers for non-local pick-up.</li> </ul>
4 points	The description is complete. The information provided demonstrates that the Supplier (all of the following apply): <ul style="list-style-type: none"> <li>• can be contacted by telephone, fax or e-mail;</li> <li>• can arrange pick-up or delivery in each region at least once during the business day;</li> <li>• has access to long distance couriers/carriers for non-local pick-up as required</li> <li>• has existing arrangements for cost savings with distance couriers/carriers for non-local pick-up as required.</li> </ul>
5 points	The description is complete. The information provided demonstrates that the Supplier (all of the following apply): <ul style="list-style-type: none"> <li>• can be contacted by telephone, fax or e-mail;</li> <li>• can arrange pick-up or delivery in each region at least once during the business day;</li> <li>• has access to long distance couriers/carriers for non-local pick-up as required;</li> <li>• has existing arrangements for cost savings with distance couriers/carriers for non-local pick-up as required;</li> <li>• provides counter service at one (1) or more locations.</li> </ul>
R.4.1.1 Points Allocated: _____/5	
<b>Points Allocated for R.4.1.1: _____/5</b>	
<b>Comments:</b>	

**R.4.1.2 The Supplier's capacity for receiving order files by electronic transfer methods:**

0 points	Information required was not provided.
1 point	The description is provided but the description does not demonstrate that the Supplier can receive files via e-mail and/or that Supplier can receive files by file transfer. Unable to assess.
2 points	The description provided is complete. The description does not demonstrate that the Supplier can receive files of up to 2 GB via e-mail and/or that Supplier can receive 3 GB - 5 GB files by file transfer.
3 points	The description provided is complete. The description demonstrates that (all of the following): <ul style="list-style-type: none"> <li>• the Supplier can receive files of up to 2 GB, via e-mail;</li> <li>• the Supplier can receive 3 GB - 5 GB files by file transfer;</li> </ul>
4 points	The description provided is complete. The description demonstrates that (all of the following): <ul style="list-style-type: none"> <li>• the Supplier can receive files greater than 2 GB, via e-mail;</li> <li>• the Supplier can receive files greater than 5 GB files by file transfer;</li> </ul>

	<ul style="list-style-type: none"> <li>the Supplier offers encrypted file transfer (may include secure custom order interface and secure methods for financial transactions - SSL 128 bit encryption and PKI certificate enabled Virtual Private Networks [VPN]).</li> </ul>
5 points	<p>The description provided is complete. The description demonstrates that (all of the following):</p> <ul style="list-style-type: none"> <li>the Supplier can receive files greater than 2 GB, via e-mail;</li> <li>the Supplier can receive files greater than 5 GB files by file transfer;</li> <li>the Supplier offers encrypted file transfer (may include secure custom order interface and secure methods for financial transactions - SSL 256 bit encryption and PKI certificate enabled Virtual Private Networks [VPN]);</li> <li>a unique user password is required;</li> <li>the servers are firewall protected;</li> <li>the Supplier can create individual client accounts;</li> </ul>
R.4.1.2 Points Allocated: /5	
<b>Points Allocated for R.4.1.2: /5</b>	
<b>Comments:</b>	

**R.4.1.3 The Supplier's capacity for processing electronic file types:**

0 points	Information required was not provided.
1 point	The description provided is incomplete. The description does not provide any details to demonstrate the Supplier's capacity to process any PDF files <b>AND</b> the description does not provide any details to demonstrate the Supplier's capacity to process files from publishing applications.
2 points	The description provided does not demonstrate the Supplier's capacity to process PDF files OR the description provided does not demonstrate the Supplier's capacity to process any files from publishing applications.
3 points	The description provided demonstrates the Supplier's capacity to process PDF files and the Supplier's capacity to process files from some publishing applications.
4 points	<p>The description provided demonstrates the Supplier's capacity to process (all of the following):</p> <ul style="list-style-type: none"> <li>PDF files;</li> <li>files from publishing applications - page layout, illustration, photo manipulation in Apple and Windows versions</li> </ul>
5 points	<p>The description provided demonstrates the Supplier's capacity to process (all of the following):</p> <ul style="list-style-type: none"> <li>PDF/X files;</li> <li>files from publishing applications - page layout, illustration, photo manipulation in Apple and Windows versions;</li> <li>files from major business suites (word-processing, spreadsheet, presentation),</li> </ul>
R.4.1.3 Points Allocated: /5	
<b>Points Allocated for R.4.1.3: /5</b>	
<b>Comments:</b>	

**R.4.1.4 The Supplier's processes for entering electronic files, hard copy or hard media into production:**

0 points	Information required was not provided.
1 point	The description is provided but the Supplier's processes for recording receipt of work, recording order requirements and transferring files into production are not clear. Unable to assess
2 points	The description demonstrates that the Supplier has processes for recording receipt of work, recording order requirements and transferring files into production
3 points	The description provided is complete. The description describes (all of the following): <ul style="list-style-type: none"> <li>the Supplier's processes for recording receipt of work, recording order requirements and transferring files into production</li> <li>how the Supplier can compile basic order information to meet reporting requirements;</li> <li>that the Supplier has a feedback process for job tracking</li> </ul>
4 points	The description provided is complete. The description describes (all of the following): <ul style="list-style-type: none"> <li>the Supplier's processes for recording receipt of work, recording order requirements and transferring files into production</li> <li>how the Supplier can compile order information to meet reporting requirements;</li> <li>that the Supplier uses an electronic business application(s) to compile order information, transfer orders to production;</li> <li>that the Supplier has scheduled and ongoing feedback process for job tracking</li> </ul>
5 points	The description provided is clear and demonstrates that the Supplier has automated processes for recording receipt of work, recording order requirements and transferring files into production. and The description describes (all of the following): <ul style="list-style-type: none"> <li>the Supplier's processes for recording receipt of work, recording order requirements and transferring files into production</li> <li>how the Supplier can compile order information to meet reporting requirements;</li> <li>that the Supplier's electronic order system is linked with the production management system;</li> <li>that the Supplier has an integrated information and production management system for job tracking.</li> </ul>
R.4.1.4 Points Allocated: /5	
<b>Points Allocated for R.1.4.4: /5</b>	
<b>Comments:</b>	

**R.4.1.5 The Supplier's methods for managing ongoing production information:**

0 points	Information required was not provided.
1 point	The description provided is unclear. The description does not demonstrate that the Supplier has any production management procedures. Unable to assess.
2 points	The description provided does not demonstrate that the Supplier has formal production management procedures.
3 points	The description provided demonstrates that (all of the following): <ul style="list-style-type: none"> <li>the Supplier has some automation for production management;</li> <li>production information is within one (1) day of actual status;</li> <li>the Supplier provides a contact for tracking the status of individual orders.</li> </ul>
4 points	The description is complete. The information provided demonstrates that the Supplier (all of the following apply): <ul style="list-style-type: none"> <li>uses an electronic business management application(s) for production management;</li> <li>has processes for compiling information on work processed daily;</li> <li>can track status and respond to requests for information on individual orders.</li> </ul>

5 points	The description is complete. The information provided demonstrates that the Supplier (all of the following apply): <ul style="list-style-type: none"> <li>• uses an electronic information management system</li> <li>• integrates order and production management systems;</li> <li>• has a production system that provides near real time information and can exceeds reporting requirements;</li> <li>• can provide on-line tracking of order status..</li> </ul>
R.4.1.5 Points Allocated: _____/5	
<b>Points Allocated for R.4.1.5: _____/5</b>	
<b>Comments:</b>	

**Points Allocated for R.4.1: \_\_\_\_\_/30**

**R.4.2 Corporate Description – STREAM A**

The arrangement should provide a description of the Supplier's experience providing work of a very similar nature as defined in the Statement of Work at Annex A for Stream A of the RFSA.

At a minimum, the description should address:

R.4.2.1 The description should clearly demonstrate how the Supplier's experience relates to the requirements of Stream A (category 1) of the Request for Supply Arrangement.

The description should address the following elements:

- a) the number of years providing the core printing services as specified in the Statement of Work for Stream A (Category 1);
- b) the Supplier's experience providing other printing services;
- c) the capability of the Supplier to provide other services related to printing as deemed standard within industry standards;
- d) the mission of the company.

0 points	Information required was not provided
1 point	Not enough details are provided to assess how the Supplier's experience relates to the requirements of Stream A (category 1) of the Request for Supply Arrangement.
2 points	Details demonstrate how the Supplier's experience relates to the requirements of Stream A (category 1) of the Request for Supply Arrangement.

a.	the number of years providing the core printing services as specified in the Statement of Work for Stream A (Category 1)	Points Allocated for R.2.b.2.a _____/2
b.	the Supplier's experience providing other printing services	Points Allocated for R.2.b.2.b _____/2
c.	the capability of the Supplier to provide other services related to printing as deemed standard within industry standards	Points Allocated for R.2.b.2.c _____/2
d.	the mission of the company	Points Allocated for R.2.b.2.d _____/2

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R.4.2.1 Points Allocated: ____/8
<b>Points Allocated for R.4.2.1: ____/8 multiplied by w.f. 2.5 = ____/20</b>
<b>Comments:</b>

**Points Allocated for R.4.2: \_\_\_\_/20**

**R.4.3 Supplier’s Internal Capability – Services and Equipment - STREAM A**

Suppliers should provide a clear and detailed overview of the services and equipment required to perform in-house printing services. The services and equipment offered should be directly related to the printing process and the binding equipment necessary to produce items such as those described in Annex A, Statement of Work (Stream A - Category 1).

*Examples of in-house printing services and equipment include, but are not limited to, are: Prepress; High resolution proofing; Digital proofing; Digital printing; Web printing, Sheet-fed printing; Bindery; Finishing services; Shipping/delivery; Mail out services; other activities not stated herein.*

The information provided should provide a description of the internal services and a list of the types of equipment.

For all of the listed equipment, Suppliers should provide the following:

- the quantity of the listed equipment in each of the Supplier’s facilities where the work will be carried out.
- the name of the manufacturer and the model
- the type of equipment
- the degree of automation of the identified equipment (i.e. in-line stitching, signature collating and trimming capability, etc.)

**Subcontractor’s capability will not be considered for the purposes of the R.4.3.**

“Internal capability” means the capability of the Supplier’s own legal entity (or joint venture partnership) and does not include the parent, subsidiaries and other affiliates of the Supplier or its subcontractors.

0 points	Information required was not provided
1 point	Not enough details are provided to assess the services and the equipment that supports the printing services to be carried out internally by the supplier
2 points	Details provided lead to a good understanding of the services and the equipment that supports the printing services to be carried out internally by the supplier
3 points	The description includes information demonstrating all of the following: <ul style="list-style-type: none"> <li>• The description demonstrates the ability of the supplier to provide in-house the printing services described in the statement of work (Component A- category 1).</li> <li>• The description provides a list of the types of equipment as well as the quantity of these in each of the installations where the work will be carried out.</li> </ul>
4 points	La The description includes information demonstrating all of the following:

	<ul style="list-style-type: none"> <li>The description demonstrates the ability of the supplier to provide in-house the printing services described in the statement of work (Component A- category 1).</li> <li>The description demonstrates that the services are directly linked to the printing process(es) and the equipment necessary to produce items such as those listed in Annex A, Statement of Work (Stream A - Category 1).</li> <li>The description provides a list of the types of equipment as well as the quantity of these in each of the installations where the work will be carried out.</li> </ul>
5 points	<p>The description is clear and includes information demonstrating all of the following:</p> <ul style="list-style-type: none"> <li>The description demonstrates the ability of the supplier to provide in-house the printing services described in the statement of work (Component A- category 1).</li> <li>The description demonstrates that the services are directly linked to the printing process(es) and the equipment necessary to produce items such as those listed in Annex A, Statement of Work (Stream A - Category 1).</li> <li>The description provides a list of the types of equipment as well as the quantity of these in each of the installations where the work will be carried out.</li> <li>The description provides the name of the manufacturer and the model of the equipment</li> </ul>

<b>Stream A – Category 1 :</b>		
a.	Preparation for printing/Pre-press	Points attribués pour C.4.a _____/5
b.	Printing	Points attribués pour C.4.b _____/5
c.	Activities related to finishing/bindery	Points attribués pour C.4.c _____/5
d.	Activities related to shipping operations (packaging and labelling)	Points attribués pour C.4.d _____/5
		R.4.2.1 Points Allocated: _____/20
<b>Points Allocated for R.4.3: _____/20 multiplied by w.f. 2 = _____/40</b>		
<b>Comments:</b>		

**Points Allocated for R.4.3: \_\_\_\_\_/40**

**Total Points Allocated for R.4 = \_\_\_\_\_/90**

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## ANNEX F

### EVALUATION GRID – STREAM B - REPROGRAPHICS/DUPLICATING REQUIREMENTS

**For Suppliers submitting an arrangement for Stream B: Reprographics/Duplicating**

REQUEST FOR SUPPLY ARRANGEMENT: EN578-201407/B

EVALUATION SUMMARY - <b>STREAM B</b>		
MANDATORY REQUIREMENTS	ACHIEVED	NOT ACHIEVED

RATED REQUIREMENTS - <b>STREAM B</b>	MINIMUM POINTS	MAXIMUM POSSIBLE POINTS
R.1 Business Continuity		20 points
R.2 Quality Assurance Procedures		40 points
R.3 Environmental Practices		80 points
R.4 Performance of the Work – Stream B		140 points
<b>TOTAL SCORE</b>	<b>224 points</b>	<b>280 points</b>

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## 1 - MANDATORY EVALUATION CRITERIA

Arrangements submitted by suppliers must meet all the mandatory technical criteria of the Request for Supply Arrangement (RFSA). No further consideration will be given to arrangements not meeting all of the mandatory criteria.

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

Failure by the Supplier to provide any of the required information in the arrangement will be considered as not meeting the mandatory criterion.

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

### Definitions for the purposes of the M.3 Mandatory Criterion Only.

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

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

**Contractually bound:** For the purposes of this mandatory criterion, contractually bound means that there is a legally enforceable agreement between two or more parties for the purchase of the stated services as specified in mandatory criterion M.3. It involves obligations on the part of the contractor which are normally expressed in writing. Contractual documents could include (but are not limited to) a call-up under a standing offer, a Purchase order, a contract, etc .

**Individual contracts:** Refers to a one time contract or a single call-up under a standing offer or supply arrangement for the printing and delivery of one or more items to destinations, a single contract requiring multiple print runs over a stated period of time, a single contract requiring electronic cataloguing and storage of files for printing on an as and when requested basis over a stated period of time. It does not refer to the overall value of a standing offer or supply arrangement.

### Stream B: Reprographics/Duplicating:

The maximum flat sheet size for any product produced as a Group B requirement is 13" x 19".

Group of supply arrangement holders to produce reprographics/duplicating requirements with quantities as follows:

- Category 2 - Loose sheet products as described in the Annex A Statement of Work: Quantities up to 10,000 individual sheets.
- Category 3 - Bound publications as described in the Annex A Statement of Work: Quantities up to 1,000 individual bound books.
- Category 4 - Specialty single sheet products as described in the Annex A Statement of Work: Quantities up to 2,500 individual pieces.
- Category 5 - Other types of related printed products as described in the Annex A Statement of Work: Quantities up to 1,000 individual pieces.
- Category 6 - Personalization of certificates and similar printed products (variable imaging): Quantities up to 10,000 individual pieces.

- Category 7 - Reproduction of publications and other print matter on electronic media from supplied master or hard copy documents as described in the Annex A Statement of Work: Quantities up to 1,000 pieces individual pieces.

**M.1 PAPER – STREAM B**

Evaluation criteria			
For <b>ALL</b> printing requirement contracts that result from this SA the supplier certifies they use paper whose fibre originates from sustainably managed forests which are certified by a third-party forest certification system listed below.  The Supplier must identify the applicable certification(s):	<b>Compliant</b>	<b>Not Compliant</b>	<b>Reference to Supplier's Arrangement</b>
Canadian Standards Association Sustainable Forest Management Standard CSA/SFMS), and/or			
Forestry Stewardship Council (FSC), and/or			
Sustainable Forestry Initiative (SFI).			
<b>Comments</b>			

**M.2 ENVIRONMENTAL STATEMENT – STREAM B**

Evaluation criteria			
As part of their arrangement, the Supplier must provide a company-wide environmental mission statement (including environmental measures undertaken in office operations).	<b>Compliant</b>	<b>Not Compliant</b>	<b>Reference to Supplier's Arrangement</b>
A company-wide environmental statement is provided			
<b>Comments</b>			

**M.3 CORPORATE EXPERIENCE – STREAM B**

M.3.1 The Supplier must demonstrate that it has been contractually bound with two (2) different external clients to provide reprographics/duplicating services (*as defined in Part 1 under the heading 1.12 Key Terms – Stream B: Reprographics/Duplicating*) for at least four (4) individual contracts **within the last three (3) calendar years (prior to the closing date of this RFSA).**

During the evaluation, no corporate experience gained through internal clients will be accepted or reviewed.

M.3.2 For each of the four (4) contracts, the Supplier must provide:

M.3.2.a A description of the printing and finishing requirements of the printed items produced under the contract;

M.3.2.b The quantity produced under the contract;

M.3.2.c The contract dates (start date or completion date) in which the services were provided (example: Contract start date: January 2020 or Completion date Sept 2, 2018 or March 2018 to present);

M.3.2.d The Client information for the contract (for example: client name or organization).

Evaluation criteria – Stream B			
M.3.1 CORPORATE EXPERIENCE – STREAM B	Compliant	Not Compliant	Reference to Supplier's Arrangement
The description demonstrates that the Supplier has been contractually bound to two (2) different external clients to provide reprographics/duplicating services ( <i>as defined in Part 1 under the heading 1.12 Key Terms – Stream B: Reprographics/Duplicating</i> ) for at least four (4) individual contracts <b>within the last three (3) calendar years (prior to the closing date of this RFSA).</b>			
<b>M.3.2</b> The Supplier provided the following information for each of the four (4) described contracts:			
M.3.2.a The information provided describes the printing and finishing requirements of the printed items produced under the Contract;	Compliant	Not Compliant	Reference to Supplier's Arrangement
Contract 1			
Contract 2			
Contract 3			
Contract 4			

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M.3.2.b The information provided describes the quantity produced under the Contract;	Compliant	Not Compliant	Reference to Supplier's Arrangement
Contract 1			
Contract 2			
Contract 3			
Contract 4			
M.3.2.c The information provided indicates the contract dates (start date or completion date) in which the services were provided (example: Contract start date: January 2020 or Completion date Sept 2, 2018 or August 2018 to present);	Compliant	Not Compliant	Reference to Supplier's Arrangement
Contract 1			
Contract 2			
Contract 3			
Contract 4			
M.3.2.d The information provided indicates the client information for the contracts and demonstrates two (2) different external clients.	Compliant	Not Compliant	Reference to Supplier's Arrangement
Contract 1			
Contract 2			
Contract 3			
Contract 4			
<b>Comments</b>			

**ARRANGEMENTS NOT MEETING THE MANDATORY REQUIREMENTS WILL BE CONSIDERED AS NON RESPONSIVE AND GIVEN NO FURTHER CONSIDERATION.**

**2 - TECHNICAL EVALUATION - POINT RATED TECHNICAL CRITERIA – STREAM B**

Only those arrangements which first meet the Mandatory Requirements will be considered in the second stage of the evaluation, the Technical Evaluation.

To be considered responsive, an arrangement must obtain a minimum passing mark of 80% overall for the Stream B point rated criteria of the Technical Evaluation. Arrangements scoring less than 80% overall for the point rated criteria of the Technical Evaluation will not be given further consideration.

Suppliers are instructed to address each requirement in sufficient depth to permit a complete analysis and assessment by the Evaluation Team.

Arrangements will be evaluated on the completeness and level of detail by which they address the rated requirements. For example, if a description of a process or procedure is requested the various steps which the Supplier will perform in order to complete the requirement, as detailed in the Annex A Statement of Work, should be described.

General statements should be avoided. These do not provide details which can be compared to the description of the requirement, and therefore evaluated as to their relevancy in fulfilling the requirement, as detailed in the statement of work.

Assessment of arrangements will be based solely on the information in the Arrangement. Canada may seek further information or clarification from the supplier.

The points allocated for selected criteria will be multiplied by the specified weighting factor (w.f.).

**R.1. BUSINESS CONTINUITY PLAN**  
 (Maximum 20 Points )

Suppliers are to provide a Business Continuity Plan (BCP) that clearly demonstrates their capability to maintain production and delivery of the printed items as described in the Annex A Statement of Work.

The BCP should not only provide for a recovery of services but also for the continued supply of services as specified in the Statement of Work, while the recovery to normal operations is underway.

Suppliers should address at a minimum the following elements: mechanical breakdown, hardware failures, system failures and service outages. The BCP should specifically detail all provisions for: The functioning of the production facility and any backup facilities; staffing; production equipment and distribution.

**R.1.1** Suppliers should provide a Business Continuity Plan (BCP) for each facility identified in their arrangement.

0 points	Information required was not provided OR No BCP provided for any facility identified in the arrangement.
1 point	BCP provided for some facilities identified in the arrangement.
2 points	BCP provided for all facilities identified in the arrangement.
R.1.1 Points Allocated: /2	
<b>Points Allocated for R.1.1: ____/2 multiplied by w.f. 4 = : ____/8</b>	

Points Allocated for R.1.1: \_\_\_\_/8

### R.1.2 Corporate BCP

Suppliers should describe the extent to which a corporate BCP has been developed and implemented within the Supplier's organization.

The information provided should clearly demonstrate the Supplier has implemented a corporate BCP that:

a. Is part of the corporate policies and procedures, tested for "real world" relevance and reviewed and revised as required in order to be current:

0 points	Information required was not provided OR Not enough details are provided to assess the BCP.
1 point	Details provided lead to an understanding of the Supplier's BCP. The information provided does not demonstrate that the Supplier has implemented a corporate BCP that is part of the corporate policies and procedures.
2 points	Details provided lead to a good understanding of the Supplier's BCP. The information provided demonstrates that the Supplier has implemented a corporate BCP that is part of the corporate policies and procedures.
3 points	Substantial details provided lead to a complete and thorough understanding of the Supplier's BCP. The information provided demonstrates that the Supplier has implemented a corporate BCP that is part of the corporate policies and procedures, tested for "real world" relevance and reviewed and revised as required in order to be current. All elements well described.
R.1.2.a Points Allocated: /3	
<b>Points Allocated for R.1.2.a: /3</b>	

b. Demonstrates the Supplier has established a corporate management team for Business Continuity with defined roles and responsibilities.

0 points	Information required was not provided OR Not enough details are provided to assess the BCP.
1 point	Details provided lead to an understanding of the Supplier's BCP. The information provided does not demonstrate that the Supplier has established a corporate management team for Business Continuity.
2 points	Details provided lead to a good understanding of the Supplier's BCP. The information provided demonstrates that the Supplier has established a corporate management team for Business Continuity.
3 points	Substantial details provided lead to a complete and thorough understanding of the Supplier's BCP. The information provided demonstrates that the Supplier has established a corporate management team for Business Continuity with defined roles and responsibilities. All elements fully described.
R.1.2.b Points Allocated: /3	
<b>Points Allocated for R.1.2.b: /3</b>	

- Demonstrates the Supplier has established protocols for Business Continuity for escalating levels of incident management up to disaster recovery.

0 points	Information required was not provided OR Not enough details are provided to assess the BCP.
1 point	Details provided lead to an understanding of the Supplier's BCP. The information provided does not demonstrate that the Supplier has established protocols for Business Continuity for incident management.
2 points	Details provided lead to a good understanding of the Supplier's BCP. The information provided demonstrates that the Supplier has established protocols for Business Continuity for incident management.
3 points	Substantial details provided lead to a complete and thorough understanding of the Supplier's BCP. The information provided demonstrates that the Supplier has established protocols for Business Continuity for escalating levels of incident management up to disaster recovery. All elements fully described.
R.1.2.c Points Allocated: /3	

<b>Points Allocated for R.1.2.c:</b> _____ /3
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d. Is communicated throughout the company.

0 points	Information required was not provided OR Not enough details are provided to assess the BCP.
1 point	Details provided lead to an understanding of the Supplier's BCP. The information provided does not demonstrate that the BCP is available to the corporate management team(s).
2 points	Details provided lead to a good understanding of the Supplier's BCP. The information provided demonstrates that the BCP is available to the corporate management team(s).
3 points	Substantial details provided lead to a complete and thorough understanding of the Supplier's BCP. The information provided demonstrates that the BCP is available to the corporate management team and is communicated throughout the company to all individuals responsible for production. All elements fully described.
R.1.2.d Points Allocated: _____ /3	
<b>Points Allocated for R.1.2.d:</b> _____ /3	

Points Allocated for R.1.2: _____ /12
---------------------------------------

<b>Total Points Allocated for R.1:</b> _____ /20
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**R.2. QUALITY ASSURANCE AND QUALITY CONTROL**  
 (Maximum 40 Points for R.2.a or R.2.b)

The Supplier should provide a detailed description of the Quality Assurance Program and quality control procedures it has in place and how this program and these procedures meet the requirements for the printing, finishing/bindery, and activities related to the distribution/shipping of printed items as described in the Statement of Work.

The Supplier should identify all facilities where work will be carried out and the work completed in each.

**R.2. Quality Assurance Program and quality control procedures**

The Supplier should respond to R.2. by providing the information required **for either R.2.a ISO certification OR for R.2.b.**

The points allocated for R.2 will be based on the Supplier's response for R.2.a *ISO certification* **OR** for R.2.b

**R.2.a ISO Certification**

The Supplier should demonstrate ISO certification(s) relevant to printing, finishing/bindery, and to the activities related to distribution/shipping of printed items.

The Supplier should identify all facilities where the work activities will be conducted and which work activities would be completed by sub-contractors.

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**R.2.a.1 Quality Assurance - Single Facility OR Multiple Facilities (includes sub-contractors)**

The Supplier should provide a copy of its current ISO certification related to Stream B: Reprographics/Duplicating services.

Should the Supplier propose to utilize multiple facilities, each holding ISO certification relevant to this requirement, **a copy of the current ISO certification for each facility should be submitted with the arrangement.**

R.2.a.1 - ISO certification relevant to Reprographics/Duplicating services (digital/electronic reproduction), finishing/bindery, and distribution/shipping of printed items. - Copy of current ISO certification(s) supplied <b>for each facility identified.</b>
Points Allocated for R.2.a.1: ____/20

**R.2.a.2 ISO work procedures**

The Supplier should provide copies of the ISO work procedures relevant to printing, finishing/bindery, and to the activities related to distribution/shipping of printed items of printed items as described in the Statement of Work.

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

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

Copy of ISO work procedures relevant to facility supplied for:

Preparation for printing/Pre-press	/ 4 Points
Printing	
Activities related to finishing/bindery	/ 4 Points
Activities related to shipping operations (packaging, labelling and delivery arrangements)	/ 4 Points
Parts of the work completed by subcontractors	/ 4 Points
Points Allocated for R.2.a.1: ____/20	
<b>Comments:</b>	

Points awarded for R.2.a ISO certification: \_\_\_\_ / 40

**OR**

**Should the Supplier not hold ISO certification relevant to this requirement, or, propose to utilize multiple facilities, where at least one (1) does not hold ISO certification relevant to this requirement, then the Supplier should provide their response as stated in R.2.b. In this case, only the information provided for R.2.b will be evaluated.**

**R.2.b Quality Assurance: Single Facility or Multiple Facilities** (includes sub-contractors)

The Supplier should provide a detailed description of the Quality Assurance Program and quality control procedures the Supplier proposes to utilize in the identified facilities for the preparation for printing/pre-press, printing, finishing/bindery, packaging et labelling and distribution/shipping of printed items as specified in the Statement of Work.

R.2.b.1 The Supplier should identify all facilities where work will be carried out and which activities would be completed by sub-contractors

- (i) Pre-press/Preparation for printing;
- (ii) Printing services (digital/electronic reproduction) as specified in the Statement of Work
- (iii) Finishing/Bindery
- (iv) Preparation for distribution/shipping (packaging and labelling)
- (v) Distribution/Shipping

0 points	Information required was not provided OR Not enough details are provided to assess where work will be carried out and which activities would be completed by sub-contractors.
1 point	The description identifies where the work activities will be carried out and which activities would be completed by sub-contractors for only one (1) of the work activities identified (i - v).
2 points	The description identifies where the work activities will be carried out and which activities would be completed by sub-contractors for only two (2) of the work activities identified (i - v).
3 points	The description identifies where the work activities will be carried out and which activities would be completed by sub-contractors for only three (3) of the work activities identified (i - v).
4 points	The description identifies where the work activities will be carried out and which activities would be completed by sub-contractors for all of the work activities identified (i - v).
Points Allocated: /4	
Points Allocated for R.2.b.1: /4 multiplied by w.f. 2 = : /8	
<b>Comments:</b>	

R.2.b.2 The Supplier should describe the quality control procedures that the Supplier proposes to utilize in all relevant facilities identified to complete the work for the following activities (a – e):

- a. Pre-press/Preparation for printing;
- b. Printing (digital/electronic reproduction);
- c. Finishing/bindery activities;
- d. Preparation for distribution/shipping (packaging and labelling);
- e. Distribution/shipping;
- f. The parts of the work completed by subcontractors

0 points	Information required was not provided
1 point	Not enough details are provided to assess the quality control procedures that the Supplier proposes to utilize in all relevant facilities identified to complete the work.
2 points	Details provided lead to a good understanding of the quality control procedures that the Supplier proposes to utilize in all relevant facilities identified to complete the work.
3 points	Substantial details provided lead to a complete and thorough understanding of the quality control procedures that the Supplier proposes to utilize in all relevant facilities identified to complete the work and how the Supplier will manage the quality control procedures between all identified facilities.

a.	Pre-press/Preparation for printing	Points Allocated for R.2.b.2.a ____/3
----	------------------------------------	---------------------------------------

b.	Printing services (digital/electronic reproduction) as specified in the Statement of Work	Points Allocated for R.2.b.2.b _____/3
c.	Finishing/bindery activities	Points Allocated for R.2.b.2.c _____/3
d.	Preparation for distribution/shipping (packaging and labelling)	Points Allocated for R.2.b.2.d _____/3
e.	Distribution/shipping	Points Allocated for R.2.b.2.e _____/3
f.	The parts of the work completed by subcontractors	Points Allocated for R.2.b.2.f _____/3
		R.2.b.2 Points Allocated: _____/18
		<b>Points Allocated for R.2.b.2: _____/18</b>
<b>Comments:</b>		

R.2.b.3 The Supplier should describe the degree to which the Supplier's Quality Assurance Program has been formalized as corporate policy and communicated to employees.

0 points	Information required was not provided.
1 point	The description does not demonstrate that the Supplier's Quality Assurance Program has been formalized as corporate policy.
2 points	The description demonstrates that the Supplier's Quality Assurance Program has been formalized as corporate policy.
3 points	<ul style="list-style-type: none"> <li>The description demonstrates that the Supplier's Quality Assurance Program has been formalized as corporate policy.</li> <li>The description demonstrates that the Supplier's corporate quality assurance procedures are included in corporate Quality Assurance manuals which are monitored and updated regularly by designated quality assurance representatives.</li> </ul>
4 points	<ul style="list-style-type: none"> <li>Substantial details provided. The description demonstrates that the Supplier's Quality Assurance Program has been formalized as corporate policy.</li> <li>The description demonstrates that the Supplier's corporate quality assurance procedures are included in corporate Quality Assurance manuals which are monitored and updated regularly by designated quality assurance representatives.</li> <li>The description demonstrates how the Quality Assurance Program is communicated to employees.</li> </ul>
R.2.b.3 Points Allocated: _____/4	
<b>Points Allocated for R.2.b.3: _____/4 multiplied by w.f. 3.5 = : _____/14</b>	
<b>Comments:</b>	

**Points Allocated for R.2.b: \_\_\_\_\_/40**

**Total Points Allocated for R.2 (R.2.a OR R.2.b)= \_\_\_\_\_/40**

**R.3. ENVIRONMENTAL PRACTICES (Maximum 80 Points R.3.a OR R.3.b)**

The Supplier should respond to R.3 by providing the information required **for either R.3.a OR for R.3.b.**

**R.3.a Environmental program(s) under which the Supplier is certified.**

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

Should the Supplier hold either Environmental Choice Program certification for Lithographic or Digital Printing Services, Chain of Custody certification from a Forest Management Program (FSC, SFI, CSA/SFMS, PEFC) or ISO 14001 certification **they are not required to respond to R.3.b.**

**Suppliers claiming certification and failing to provide a copy of the certification will receive 0 points for R.3.**

<b>R.3.a The Environmental program(s) under which the Supplier is certified :</b>	
Environmental Choice Program, certification for Offset or Digital Printing Services <b>And/Or</b> Chain of Custody certification from a Forest Management Program (FSC, SFI, CSA/SFMS, PEFC) <b>And/Or</b> ISO 14001	_____ <b>90 Points</b>
Points Allocated for R.3.a _____ / 90	

**OR**

**Should the Supplier not hold certification under any one (1) of the environmental programs listed for R.3.a , then the Supplier should provide their response as stated in R.3.b In this case, only the information provided for R.3.b will be evaluated.**

**R.3.b Environmental Practices**

Suppliers should describe the environmental practices implemented within the Supplier's organization related to purchasing of materials, production, recycling and waste disposal.

Suppliers must incorporate all formal environmental practices that are being followed and all current certifications held by the Supplier's suppliers.

The description demonstrates the following elements of the evaluation:

<b>R.3.b Environmental Practices</b>	Points
The Supplier recycles all scrap paper;	_____ 1 Point
The Supplier recycles all scrap packaging and shipping material.	_____ 1 Point
The Supplier recycles or uses environmentally safe methods of disposing of all scrap plastic and metal binding material.	_____ 1 Point
The Supplier recycles or uses environmentally safe methods of disposal of waste related to printing and waste printing inks.	_____ 1 Point
The Supplier recycles or uses environmentally safe methods of disposal of waste chemicals	_____ 1 Point

The Supplier uses packaging material containing recycled content.	_____ 1 Point
The Supplier recycles all scrap paper	_____ 1 Point
The Supplier has automated equipment that enters standby mode after one hour.	_____ 1 Point
The Supplier has a company policy requires that non-automated equipment to be turned off when not in use.	_____ 1 Point
The Supplier uses energy efficient lighting systems and lighting fixtures	_____ 1 Point
The Supplier adopts energy efficiency measures, such as use of ENERGY STAR qualified equipment where applicable	_____ 1 Point
The Supplier captures potentially harmful VOCs or dust from production processes.	_____ 1 Point
The Supplier uses printing processes with reduced use of hazardous chemicals	_____ 1 Point
The Supplier encourages electronic distribution of proofs	_____ 1 Point
The Supplier has adopted administrative practices that result in reduced paper use, for example <ul style="list-style-type: none"> <li>• Administrative documents printed in duplex (double sided) format</li> <li>• Reuse of packaging, where possible</li> <li>• Use of recycled products</li> </ul>	_____ 1 Point
The Supplier has a carbon offset plan	_____ 1 Point
The Supplier considers the complete lifecycle of products and services provided	_____ 1 Point
Points Allocated for R.3.b: _____/16 multiplied by w.f. 5 = : _____/80	

**Total Points Allocated for R.3 (R.3.a OR R.3.b): \_\_\_\_\_/80**

**R.4 PERFORMANCE OF THE WORK – STREAM B (Maximum 140 points)**

**R.4.1 Capacity to Receive and Process Orders**

The arrangement should provide a clear and detailed description of the Supplier's methods of accepting, entering, and managing orders into production. Information should be provided for both hard copy and electronic orders.

At a minimum, the arrangement should address:

R.4.1.1 Supplier's method of contact (in the region or regions for which the Supplier submitted an arrangement)

R.4.1.2 The Supplier's capacity for receiving order files by electronic transfer methods

R.4.1.3 The Supplier's capacity for processing electronic file types

R.4.1.4 The Supplier's processes for entering electronic files, hard copy or hard media into production

R.4.1.5 The Supplier's methods for managing ongoing production information

**R.4.1.1 Supplier's method of contact:**

0 points	Information required was not provided.
1 point	The description provided is not complete. Information is not provided to describe one (1) or more of the following elements: <ul style="list-style-type: none"> <li>• how the Supplier can be contacted in each region;</li> <li>• the Supplier's ability to arrange pick-up and delivery in each region;</li> <li>• the Supplier's access to long distance couriers/carriers for non-local pick-up and delivery.</li> </ul>
2 points	The description is complete. The information provided demonstrates that the Supplier (any of the following apply): <ul style="list-style-type: none"> <li>• can be contacted by telephone or by e-mail only;</li> <li>• cannot arrange pick-up or delivery in each region at least once during the business day;</li> <li>• does not have access to long distance couriers/carriers for non-local pick-up.</li> </ul>
3 points	The description is complete. The information provided demonstrates that the Supplier (all of the following apply): <ul style="list-style-type: none"> <li>• can be contacted by telephone, fax or e-mail;</li> <li>• can arrange pick-up and delivery in each region at least once during the business day;</li> <li>• has access to long distance couriers/carriers for non-local pick-up.</li> </ul>
4 points	The description is complete. The information provided demonstrates that the Supplier (all of the following apply): <ul style="list-style-type: none"> <li>• can be contacted by telephone, fax or e-mail;</li> <li>• can arrange pick-up or delivery in each region at least once during the business day;</li> <li>• has access to long distance couriers/carriers for non-local pick-up as required</li> <li>• has existing arrangements for cost savings with distance couriers/carriers for non-local pick-up as required.</li> </ul>
5 points	The description is complete. The information provided demonstrates that the Supplier (all of the following apply): <ul style="list-style-type: none"> <li>• can be contacted by telephone, fax or e-mail;</li> <li>• can arrange pick-up or delivery in each region at least once during the business day;</li> <li>• has access to long distance couriers/carriers for non-local pick-up as required;</li> <li>• has existing arrangements for cost savings with distance couriers/carriers for non-local pick-up as required;</li> <li>• provides counter service at one (1) or more locations.</li> </ul>
R.4.1.1 Points Allocated: _____/5	
<b>Points Allocated for R.4.1.1: _____/5</b>	
<b>Comments:</b>	

**R.4.1.2 The Supplier's capacity for receiving order files by electronic transfer methods:**

0 points	Information required was not provided.
1 point	The description is provided but the description does not demonstrate that the Supplier can receive files via e-mail and/or that Supplier can receive files by file transfer. Unable to assess.
2 points	The description provided is complete. The description does not demonstrate that the Supplier can receive files of up to 2 GB via e-mail and/or that Supplier can receive 3 GB - 5 GB files by file transfer.
3 points	The description provided is complete. The description demonstrates that (all of the following): <ul style="list-style-type: none"> <li>• the Supplier can receive files of up to 2 GB, via e-mail;</li> <li>• the Supplier can receive 3 GB - 5 GB files by file transfer;</li> </ul>
4 points	The description provided is complete. The description demonstrates that (all of the following): <ul style="list-style-type: none"> <li>• the Supplier can receive files greater than 2 GB, via e-mail;</li> <li>• the Supplier can receive files greater than 5 GB files by file transfer;</li> </ul>

	<ul style="list-style-type: none"> <li>the Supplier offers encrypted file transfer (may include secure custom order interface and secure methods for financial transactions - SSL 128 bit encryption and PKI certificate enabled Virtual Private Networks [VPN]).</li> </ul>
5 points	<p>The description provided is complete. The description demonstrates that (all of the following):</p> <ul style="list-style-type: none"> <li>the Supplier can receive files greater than 2 GB, via e-mail;</li> <li>the Supplier can receive files greater than 5 GB files by file transfer;</li> <li>the Supplier offers encrypted file transfer (may include secure custom order interface and secure methods for financial transactions - SSL 256 bit encryption and PKI certificate enabled Virtual Private Networks [VPN]);</li> <li>a unique user password is required;</li> <li>the servers are firewall protected;</li> <li>the Supplier can create individual client accounts;</li> </ul>
R.4.1.2 Points Allocated: /5	
<b>Points Allocated for R.4.1.2: /5</b>	
<b>Comments:</b>	

**R.4.1.3 The Supplier's capacity for processing electronic file types:**

0 points	Information required was not provided.
1 point	The description provided is incomplete. The description does not provide any details to demonstrate the Supplier's capacity to process any PDF files <b>AND</b> the description does not provide any details to demonstrate the Supplier's capacity to process files from publishing applications.
2 points	The description provided does not demonstrate the Supplier's capacity to process PDF files OR the description provided does not demonstrate the Supplier's capacity to process any files from publishing applications.
3 points	The description provided demonstrates the Supplier's capacity to process PDF files and the Supplier's capacity to process files from some publishing applications.
4 points	<p>The description provided demonstrates the Supplier's capacity to process (all of the following):</p> <ul style="list-style-type: none"> <li>PDF files;</li> <li>files from publishing applications - page layout, illustration, photo manipulation in Apple and Windows versions</li> </ul>
5 points	<p>The description provided demonstrates the Supplier's capacity to process (all of the following):</p> <ul style="list-style-type: none"> <li>PDF/X files;</li> <li>files from publishing applications - page layout, illustration, photo manipulation in Apple and Windows versions;</li> <li>files from major business suites (word-processing, spreadsheet, presentation),</li> </ul>
R.4.1.3 Points Allocated: /5	
<b>Points Allocated for R.4.1.3: /5</b>	
<b>Comments:</b>	

**R.4.1.4 The Supplier's processes for entering electronic files, hard copy or hard media into production:**

0 points	Information required was not provided.
1 point	The description is provided but the Supplier's processes for recording receipt of work, recording order requirements and transferring files into production are not clear. Unable to assess
2 points	The description demonstrates that the Supplier has processes for recording receipt of work, recording order requirements and transferring files into production
3 points	The description provided is complete. The description describes (all of the following): <ul style="list-style-type: none"> <li>the Supplier's processes for recording receipt of work, recording order requirements and transferring files into production</li> <li>how the Supplier can compile basic order information to meet reporting requirements;</li> <li>that the Supplier has a feedback process for job tracking</li> </ul>
4 points	The description provided is complete. The description describes (all of the following): <ul style="list-style-type: none"> <li>the Supplier's processes for recording receipt of work, recording order requirements and transferring files into production</li> <li>how the Supplier can compile order information to meet reporting requirements;</li> <li>that the Supplier uses an electronic business application(s) to compile order information, transfer orders to production;</li> <li>that the Supplier has scheduled and ongoing feedback process for job tracking</li> </ul>
5 points	The description provided is clear and demonstrates that the Supplier has automated processes for recording receipt of work, recording order requirements and transferring files into production. and The description describes (all of the following): <ul style="list-style-type: none"> <li>the Supplier's processes for recording receipt of work, recording order requirements and transferring files into production</li> <li>how the Supplier can compile order information to meet reporting requirements;</li> <li>that the Supplier's electronic order system is linked with the production management system;</li> <li>that the Supplier has an integrated information and production management system for job tracking.</li> </ul>
R.4.1.4 Points Allocated: /5	
<b>Points Allocated for R.1.4.4: /5</b>	
<b>Comments:</b>	

**R.4.1.5 The Supplier's methods for managing ongoing production information:**

0 points	Information required was not provided.
1 point	The description provided is unclear. The description does not demonstrate that the Supplier has any production management procedures. Unable to assess.
2 points	The description provided does not demonstrate that the Supplier has formal production management procedures.
3 points	The description provided demonstrates that (all of the following): <ul style="list-style-type: none"> <li>the Supplier has some automation for production management;</li> <li>production information is within one (1) day of actual status;</li> <li>the Supplier provides a contact for tracking the status of individual orders.</li> </ul>
4 points	The description is complete. The information provided demonstrates that the Supplier (all of the following apply): <ul style="list-style-type: none"> <li>uses an electronic business management application(s) for production management;</li> <li>has processes for compiling information on work processed daily;</li> <li>can track status and respond to requests for information on individual orders.</li> </ul>

5 points	The description is complete. The information provided demonstrates that the Supplier (all of the following apply): <ul style="list-style-type: none"> <li>• uses an electronic information management system</li> <li>• integrates order and production management systems;</li> <li>• has a production system that provides near real time information and can exceeds reporting requirements;</li> <li>• can provide on-line tracking of order status..</li> </ul>
R.4.1.5 Points Allocated: _____/5	
<b>Points Allocated for R.4.1.5: _____/5</b>	
<b>Comments:</b>	

**Points Allocated for R.4.1: \_\_\_\_\_/30**

**R.4.2 Corporate Description – STREAM B**

The arrangement should provide a description of the Supplier’s experience providing work of a very similar nature as defined in the Statement of Work at Annex A for Stream B of the RFSA.

At a minimum, the description should address:

R.4.2.1 The description should clearly demonstrate how the Supplier’s experience relates to the requirements of Stream B (Category 2, Category 3, Category 4, Category 5, Category 6 and Category 7) of the Request for Supply Arrangement.

The description should address the following elements:

- a) the number of years providing the core printing services as specified in the Statement of Work for Stream B (Category 2, Category 3 and Category 6);
- b) the Supplier’s experience providing other printing services (Category 4 and Category 5);
- c) the capability of the Supplier to provide other services related to printing as deemed standard within industry standards (Category 7);
- d) the mission of the company.

0 points	Information required was not provided
1 point	Not enough details are provided to assess how the Supplier’s experience relates to the requirements of Stream B the Request for Supply Arrangement.
2 points	Details demonstrate how the Supplier’s experience relates to the requirements of Stream B of the Request for Supply Arrangement.

a.	the number of years providing the core printing services as specified in the Statement of Work for Stream B	
	a.1 - Category 2 - Loose sheet products	Points Allocated for R.2.b.2.a.1 _____/2
	a.2 - Category 3 - Bound publications	Points Allocated for R.2.b.2.a.2 _____/2
	a.3 - Category 6 - Personalization of certificates and similar printed products (Variable Imaging)	Points Allocated for R.2.b.2.a.3 _____/2
b.	the Supplier’s experience providing other printing services	

	b.1 - Category 4 - Specialty single sheet products	Points Allocated for R.2.b.2.b.1____/2
	b.2 - Category 5 - Other types of related printed products, binding and reproduction of CDs (of printed publications)	Points Allocated for R.2.b.2.b.2____/2
c.	the capability of the Supplier to provide other services related to printing as deemed standard within industry standards (Category 7 - Reproduction of publications and other print matter on electronic media from supplied master documents)	Points Allocated for R.2.b.2.c____/2
d.	the mission of the company	Points Allocated for R.2.b.2.d____/2
		R.4.2.1 Points Allocated: ____/14
<b>Points Allocated for R.4.2: ____/14 multiplied by w.f. 2 = ____/28</b>		
<b>Comments:</b>		

**Points Allocated for R.4.2: \_\_\_\_/28**

**R.4.3 SUPPLIER'S INTERNAL CAPABILITY – STREAM B**

Suppliers should provide a clear and detailed overview of the services and equipment required to perform in-house printing services. The services and equipment offered should be directly related to the printing process and the binding equipment necessary to produce items such as those described in Annex A, Statement of Work (Stream B - Category 2, Category 3, Category 4, Category 5, Category 6 and Category 7).

*Examples of in-house printing services and equipment include, but are not limited to, are: Prepress; High resolution proofing; Digital proofing; Digital printing; Web printing, Sheet-fed printing; Bindery; Finishing services; Shipping/delivery; Mail out services; other activities not stated herein.*

The information provided should provide a description of the internal services and a list of the types of equipment.

For all of the listed equipment, Suppliers should provide the following:

- the quantity of the listed equipment in each of the Supplier's facilities where the work will be carried out.
- the name of the manufacturer and the model
- the type of equipment
- the degree of automation of the identified equipment (i.e. in-line stitching, signature collating and trimming capability, etc.)

**Subcontractor's capability will not be considered for the purposes of the R.4.3.**

"Internal capability" means the capability of the Supplier's own legal entity (or joint venture partnership) and does not include the parent, subsidiaries and other affiliates of the Supplier or its subcontractors.

0 points	Information required was not provided
1 point	Not enough details are provided to assess the services and the equipment that supports the printing services to be carried out internally by the supplier
2 points	Details provided lead to a good understanding of the services and the equipment that supports the printing services to be carried out internally by the supplier
3 points	The description includes information demonstrating all of the following: <ul style="list-style-type: none"> <li>The description demonstrates the ability of the supplier to provide in-house the printing services described in the statement of work (Stream B).</li> <li>The description provides a list of the types of equipment as well as the quantity of these in each of the installations where the work will be carried out.</li> </ul>
4 points	La The description includes information demonstrating all of the following: <ul style="list-style-type: none"> <li>The description demonstrates the ability of the supplier to provide in-house the printing services described in the statement of work (Stream B).</li> <li>The description demonstrates that the services are directly linked to the printing process(es) and the equipment necessary to produce items such as those listed in Annex A, Statement of Work (Stream B).</li> <li>The description provides a list of the types of equipment as well as the quantity of these in each of the installations where the work will be carried out.</li> </ul>
5 points	The description is clear and includes information demonstrating all of the following: <ul style="list-style-type: none"> <li>The description demonstrates the ability of the supplier to provide in-house the printing services described in the statement of work (Stream B).</li> <li>The description demonstrates that the services are directly linked to the printing process(es) and the equipment necessary to produce items such as those listed in Annex A, Statement of Work (Stream B).</li> <li>The description provides a list of the types of equipment as well as the quantity of these in each of the installations where the work will be carried out.</li> <li>The description provides the name of the manufacturer and the model of the equipment</li> </ul>

**R.4.3.1 Stream B – Category 2 and Category 3 and Category 6:**

a.	Preparation for printing/Pre-press	Points attribués pour C.4.a _____/5
b.	Printing (digital/electronic reproduction)	Points attribués pour C.4.b _____/5
c.	Activities related to finishing/bindery	Points attribués pour C.4.c _____/5
d.	Activities related to shipping operations (packaging and labelling)	Points attribués pour C.4.d _____/5
		R.4.3.1 Points Allocated: _____/8
<b>Points Allocated for R.4.3.1: _____/20 multiplied by w.f. = _____/60</b>		
<b>Comments:</b>		

**R.4.3.2 Stream B – Category 4 and Category 5 and Category 7:**

a.	Pre-press/Preparation for printing/ Preparation for Production	Points attribués pour C.4.a _____/5
b.	Printing/Production	Points attribués pour C.4.b _____/5
c.	Activities related to finishing/bindery	Points attribués pour C.4.c _____/5

Solicitation No. - N° de l'invitation  
EN578-201407/A  
Client Ref. No. - N° de réf. du client  
EN578-201407

Amd. No. - N° de la modif.  
File No. - N° du dossier  
cw010.EN578-201407

Buyer ID - Id de l'acheteur  
cw010  
CCC No./N° CCC - FMS No./N° VME

d.	Activities related to shipping operations (packaging and labelling)	Points attribués pour C.4.d _____/5
		R.4.3.2 Points Allocated: _____/20
		<b>Points Allocated for R.4.3.2 multiplied by w.f. 1.1: _____/22</b>
<b>Comments:</b>		

**Points Allocated for R.4.3: \_\_\_\_\_/82**

**Total Points Allocated for R.4 = \_\_\_\_\_/140**

**ANNEX G**

**EVALUATION GRID – STREAM C - LOW QUANTITY REQUIREMENTS**

**For Suppliers submitting an arrangement for Stream C: Low Quantity**

**REQUEST FOR SUPPLY ARRANGEMENT: EN578-201407/B**

<b>EVALUATION SUMMARY - STREAM C</b>		
<b>MANDATORY REQUIREMENTS</b>	<b>ACHIEVED</b>	<b>NOT ACHIEVED</b>

<b>RATED REQUIREMENTS - STREAM C</b>	<b>MINIMUM POINTS</b>	<b>MAXIMUM POSSIBLE POINTS</b>
<b>R.1 Business Continuity</b>		20 points
<b>R.2 Quality Assurance Procedures</b>		40 points
<b>R.3 Environmental Practices</b>		80 points
<b>R.4 Performance of the Work – Stream C</b>		140 points
<b>TOTAL SCORE</b>	<b>224 points</b>	<b>280 points</b>

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## 1 - MANDATORY EVALUATION CRITERIA

Arrangements submitted by suppliers must meet all the mandatory technical criteria of the Request for Supply Arrangement (RFSA). No further consideration will be given to arrangements not meeting all of the mandatory criteria.

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

Failure by the Supplier to provide any of the required information in the arrangement will be considered as not meeting the mandatory criterion.

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

### Definitions for the purposes of the M.3 Mandatory Criterion Only.

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

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

**Contractually bound:** For the purposes of this mandatory criterion, contractually bound means that there is a legally enforceable agreement between two or more parties for the purchase of the stated services as specified in mandatory criterion M.3. It involves obligations on the part of the contractor which are normally expressed in writing. Contractual documents could include (but are not limited to) a call-up under a standing offer, a Purchase order, a contract, etc .

**Individual contracts:** Refers to a one time contract or a single call-up under a standing offer or supply arrangement for the printing and delivery of one or more items to destinations, a single contract requiring multiple print runs over a stated period of time, a single contract requiring electronic cataloguing and storage of files for printing on an as and when requested basis over a stated period of time. It does not refer to the overall value of a standing offer or supply arrangement.

### Steam C: Low Quantity:

Group of supply arrangement holders to produce printing requirements with quantities as follows:

- Category 2 - Loose sheet products as described in the Annex A Statement of Work: Quantities up to 60,000 individual sheets.
- Category 3 - Bound publications as described in the Annex A Statement of Work: Quantities up to 20,000 individual bound books.
- Category 4 - Specialty single sheet products as described in the Annex A Statement of Work: Quantities up to 20,000 individual pieces.
- Category 5 - Other types of related printed products as described in the Annex A Statement of Work: Quantities up to 5,000 individual pieces.
- Category 6 - Personalization of certificates and similar printed products (variable imaging): Quantities up to 50,000 individual pieces.
- Category 7 - Reproduction of publications and other print matter on electronic media from supplied master or hard copy documents as described in the Annex A Statement of Work: Quantities up to 5,000 pieces individual pieces.

**M.1 PAPER – STREAM C**

<b>Evaluation criteria</b>			
For <b>ALL</b> printing requirement contracts that result from this SA the supplier certifies they use paper whose fibre originates from sustainably managed forests which are certified by a third-party forest certification system listed below.  The Supplier must identify the applicable certification(s):	<b>Compliant</b>	<b>Not Compliant</b>	<b>Reference to Supplier's Arrangement</b>
Canadian Standards Association Sustainable Forest Management Standard (CSA/SFMS), and/or			
Forestry Stewardship Council (FSC), and/or			
Sustainable Forestry Initiative (SFI).			
<b>Comments</b>			

**M.2 ENVIRONMENTAL STATEMENT – STREAM C**

<b>Evaluation criteria</b>			
As part of their arrangement, the Supplier must provide a company-wide environmental mission statement (including environmental measures undertaken in office operations).	<b>Compliant</b>	<b>Not Compliant</b>	<b>Reference to Supplier's Arrangement</b>
A company-wide environmental statement is provided			
<b>Comments</b>			

**M.3 CORPORATE EXPERIENCE – STREAM C**

M.3.1 The Supplier must demonstrate that it has been contractually bound with two (2) different external clients to provide low volume print services (*as defined in Part 1 under the heading 1.12 Key Terms – Stream C: Low Quantity*) for at least four (4) individual contracts **within the last three (3) calendar years (prior to the closing date of this RFSA).**

During the evaluation, no corporate experience gained through internal clients will be accepted or reviewed.

M.3.2 For each of the four (4) contracts, the Supplier must provide:

M.3.2.a A description of the printing and finishing requirements of the printed items produced under the contract;

M.3.2.b The quantity produced under the contract;

M.3.2.c The contract dates (start date or completion date) in which the services were provided (example: Contract start date: January 2020 or Completion date Sept 2, 2018 or March 2018 to present);

M.3.2.d The Client information for the contract (for example: client name or organization).

Evaluation criteria – Stream C			
M.3.1 CORPORATE EXPERIENCE – STREAM C	Compliant	Not Compliant	Reference to Supplier's Arrangement
The description demonstrates that the Supplier has been contractually bound to two (2) different external clients to provide low volume print services ( <i>as defined in Part 1 under the heading 1.12 Key Terms – Stream C: Low Quantity</i> ) for at least four (4) individual contracts <b>within the last three (3) calendar years (prior to the closing date of this RFSA).</b>			
<b>M.3.2</b> The Supplier provided the following information for each of the four (4) described contracts:			
M.3.2.a The information provided describes the printing and finishing requirements of the printed items produced under the Contract;	Compliant	Not Compliant	Reference to Supplier's Arrangement
Contract 1			
Contract 2			
Contract 3			
Contract 4			

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M.3.2.b The information provided describes the quantity produced under the Contract;	Compliant	Not Compliant	Reference to Supplier's Arrangement
Contract 1			
Contract 2			
Contract 3			
Contract 4			
M.3.2.c The information provided indicates the contract dates (start date or completion date) in which the services were provided (example: Contract start date: January 2020 or Completion date Sept 2, 2018 or August 2018 to present);	Compliant	Not Compliant	Reference to Supplier's Arrangement
Contract 1			
Contract 2			
Contract 3			
Contract 4			
M.3.2.d The information provided indicates the client information for the contracts and demonstrates two (2) different external clients.	Compliant	Not Compliant	Reference to Supplier's Arrangement
Contract 1			
Contract 2			
Contract 3			
Contract 4			
<b>Comments</b>			

**ARRANGEMENTS NOT MEETING THE MANDATORY REQUIREMENTS WILL BE CONSIDERED AS NON RESPONSIVE AND GIVEN NO FURTHER CONSIDERATION.**

**2 - TECHNICAL EVALUATION - POINT RATED TECHNICAL CRITERIA – STREAM C**

Only those arrangements which first meet the Mandatory Requirements will be considered in the second stage of the evaluation, the Technical Evaluation.

To be considered responsive, an arrangement must obtain a minimum passing mark of 80% overall for the Stream C point rated criteria of the Technical Evaluation. Arrangements scoring less than 80% overall for the point rated criteria of the Technical Evaluation will not be given further consideration.

Suppliers are instructed to address each requirement in sufficient depth to permit a complete analysis and assessment by the Evaluation Team.

Arrangements will be evaluated on the completeness and level of detail by which they address the rated requirements. For example, if a description of a process or procedure is requested the various steps which the Supplier will perform in order to complete the requirement, as detailed in the Annex A Statement of Work, should be described.

General statements should be avoided. These do not provide details which can be compared to the description of the requirement, and therefore evaluated as to their relevancy in fulfilling the requirement, as detailed in the statement of work.

Assessment of arrangements will be based solely on the information in the Arrangement. Canada may seek further information or clarification from the supplier.

The points allocated for selected criteria will be multiplied by the specified weighting factor (w.f.).

**R.1. BUSINESS CONTINUITY PLAN**  
 (Maximum 20 Points )

Suppliers are to provide a Business Continuity Plan (BCP) that clearly demonstrates their capability to maintain production and delivery of the printed items as described in the Annex A Statement of Work.

The BCP should not only provide for a recovery of services but also for the continued supply of services as specified in the Statement of Work, while the recovery to normal operations is underway.

Suppliers should address at a minimum the following elements: mechanical breakdown, hardware failures, system failures and service outages. The BCP should specifically detail all provisions for: The functioning of the production facility and any backup facilities; staffing; production equipment and distribution.

**R.1.1** Suppliers should provide a Business Continuity Plan (BCP) for each facility identified in their arrangement.

0 points	Information required was not provided OR No BCP provided for any facility identified in the arrangement.
1 point	BCP provided for some facilities identified in the arrangement.
2 points	BCP provided for all facilities identified in the arrangement.
R.1.1 Points Allocated: /2	
<b>Points Allocated for R.1.1: ____/2 multiplied by w.f. 4 = : ____/8</b>	

Points Allocated for R.1.1: \_\_\_\_/8

### R.1.2 Corporate BCP

Suppliers should describe the extent to which a corporate BCP has been developed and implemented within the Supplier's organization.

The information provided should clearly demonstrate the Supplier has implemented a corporate BCP that:

a. Is part of the corporate policies and procedures, tested for "real world" relevance and reviewed and revised as required in order to be current:

0 points	Information required was not provided OR Not enough details are provided to assess the BCP.
1 point	Details provided lead to an understanding of the Supplier's BCP. The information provided does not demonstrate that the Supplier has implemented a corporate BCP that is part of the corporate policies and procedures.
2 points	Details provided lead to a good understanding of the Supplier's BCP. The information provided demonstrates that the Supplier has implemented a corporate BCP that is part of the corporate policies and procedures.
3 points	Substantial details provided lead to a complete and thorough understanding of the Supplier's BCP. The information provided demonstrates that the Supplier has implemented a corporate BCP that is part of the corporate policies and procedures, tested for "real world" relevance and reviewed and revised as required in order to be current. All elements well described.
R.1.2.a Points Allocated: /3	
<b>Points Allocated for R.1.2.a: /3</b>	

b. Demonstrates the Supplier has established a corporate management team for Business Continuity with defined roles and responsibilities.

0 points	Information required was not provided OR Not enough details are provided to assess the BCP.
1 point	Details provided lead to an understanding of the Supplier's BCP. The information provided does not demonstrate that the Supplier has established a corporate management team for Business Continuity.
2 points	Details provided lead to a good understanding of the Supplier's BCP. The information provided demonstrates that the Supplier has established a corporate management team for Business Continuity.
3 points	Substantial details provided lead to a complete and thorough understanding of the Supplier's BCP. The information provided demonstrates that the Supplier has established a corporate management team for Business Continuity with defined roles and responsibilities. All elements fully described.
R.1.2.b Points Allocated: /3	
<b>Points Allocated for R.1.2.b: /3</b>	

- Demonstrates the Supplier has established protocols for Business Continuity for escalating levels of incident management up to disaster recovery.

0 points	Information required was not provided OR Not enough details are provided to assess the BCP.
1 point	Details provided lead to an understanding of the Supplier's BCP. The information provided does not demonstrate that the Supplier has established protocols for Business Continuity for incident management.
2 points	Details provided lead to a good understanding of the Supplier's BCP. The information provided demonstrates that the Supplier has established protocols for Business Continuity for incident management.
3 points	Substantial details provided lead to a complete and thorough understanding of the Supplier's BCP. The information provided demonstrates that the Supplier has established protocols for Business Continuity for escalating levels of incident management up to disaster recovery. All elements fully described.

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R.1.2.c Points Allocated:	/3
<b>Points Allocated for R.1.2.c:</b>	
<b>_____ /3</b>	

d. Is communicated throughout the company.

0 points	Information required was not provided OR Not enough details are provided to assess the BCP.
1 point	Details provided lead to an understanding of the Supplier's BCP. The information provided does not demonstrate that the BCP is available to the corporate management team(s).
2 points	Details provided lead to a good understanding of the Supplier's BCP. The information provided demonstrates that the BCP is available to the corporate management team(s).
3 points	Substantial details provided lead to a complete and thorough understanding of the Supplier's BCP. The information provided demonstrates that the BCP is available to the corporate management team and is communicated throughout the company to all individuals responsible for production. All elements fully described.
R.1.2.d Points Allocated:	
_____ /3	
<b>Points Allocated for R.1.2.d:</b>	
<b>_____ /3</b>	

Points Allocated for R.1.2: _____ /12
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<b>Total Points Allocated for R.1: _____ /20</b>
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**R.2. QUALITY ASSURANCE AND QUALITY CONTROL**

(Maximum 40 Points for R.2.a or R.2.b)

The Supplier should provide a detailed description of the Quality Assurance Program and quality control procedures it has in place and how this program and these procedures meet the requirements for the printing, finishing/bindery, and activities related to the distribution/shipping of printed items as described in the Statement of Work.

The Supplier should identify all facilities where work will be carried out and the work completed in each.

**R.2. Quality Assurance Program and quality control procedures**

The Supplier should respond to R.2. by providing the information required **for either R.2.a ISO certification OR for R.2.b.**

The points allocated for R.2 will be based on the Supplier's response for R.2.a *ISO certification* **OR** for R.2.b

**R.2.a ISO Certification**

The Supplier should demonstrate ISO certification(s) relevant to printing, finishing/bindery, and to the activities related to distribution/shipping of printed items.

The Supplier should identify all facilities where the work activities will be conducted and which work activities would be completed by sub-contractors.

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**R.2.a.1 Quality Assurance - Single Facility OR Multiple Facilities** (includes sub-contractors)

The Supplier should provide a copy of its current ISO certification related to Stream C: Low Quantity (Offset and Digital printing).

Should the Supplier propose to utilize multiple facilities, each holding ISO certification relevant to this requirement, **a copy of the current ISO certification for each facility should be submitted with the arrangement.**

R.2.a.1 - ISO certification relevant to offset and digital printing, finishing/bindery, and distribution/shipping of printed items. - Copy of current ISO certification(s) supplied <b>for each facility identified.</b>
Points Allocated for R.2.a.1: ____/20

**R.2.a.2 ISO work procedures**

The Supplier should provide copies of the ISO work procedures relevant to printing, finishing/bindery, and to the activities related to distribution/shipping of printed items of printed items as described in the Statement of Work.

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

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

Copy of ISO work procedures relevant to facility supplied for:

Preparation for printing/Pre-press	____ / 4 Points
Printing	____ / 4 Points
Activities related to finishing/bindery	____ / 4 Points
Activities related to shipping operations (packaging, labelling and delivery arrangements)	____ / 4 Points
Parts of the work completed by subcontractors	____ / 4 Points
Points Allocated for R.2.a.1: ____/20	
<b>Comments:</b>	

Points awarded for R.2.a ISO certification: \_\_\_\_ / 40

**OR**

**Should the Supplier not hold ISO certification relevant to this requirement, or, propose to utilize multiple facilities, where at least one (1) does not hold ISO certification relevant to this requirement, then the Supplier should provide their response as stated in R.2.b. In this case, only the information provided for R.2.b will be evaluated.**

**R.2.b Quality Assurance: Single Facility or Multiple Facilities** (includes sub-contractors)

The Supplier should provide a detailed description of the Quality Assurance Program and quality control procedures the Supplier proposes to utilize in the identified facilities for the preparation for printing/pre-press, printing, finishing/bindery, packaging et labelling and distribution/shipping of printed items as specified in the Statement of Work.

R.2.b.1 The Supplier should identify all facilities where work will be carried out and which activities would be completed by sub-contractors

- (i) Pre-press/Preparation for printing;
- (ii) Printing services (offset and digital) as specified in the Statement of Work
- (iii) Finishing/Bindery
- (iv) Preparation for distribution/shipping (packaging and labelling)
- (v) Distribution/Shipping

0 points	Information required was not provided OR Not enough details are provided to assess where work will be carried out and which activities would be completed by sub-contractors.
1 point	The description identifies where the work activities will be carried out and which activities would be completed by sub-contractors for only one (1) of the work activities identified (i - v).
2 points	The description identifies where the work activities will be carried out and which activities would be completed by sub-contractors for only two (2) of the work activities identified (i - v).
3 points	The description identifies where the work activities will be carried out and which activities would be completed by sub-contractors for only three (3) of the work activities identified (i - v).
4 points	The description identifies where the work activities will be carried out and which activities would be completed by sub-contractors for all of the work activities identified (i - v).
Points Allocated: /4	
Points Allocated for R.2.b.1: /4 multiplied by w.f. 2 = : /8	
<b>Comments:</b>	

R.2.b.2 The Supplier should describe the quality control procedures that the Supplier proposes to utilize in all relevant facilities identified to complete the work for the following activities (a – e):

- a. Pre-press/Preparation for printing;
- b. Printing (offset and digital);
- c. Finishing/bindery activities;
- d. Preparation for distribution/shipping (packaging and labelling);
- e. Distribution/shipping;
- f. The parts of the work completed by subcontractors

0 points	Information required was not provided
1 point	Not enough details are provided to assess the quality control procedures that the Supplier proposes to utilize in all relevant facilities identified to complete the work.
2 points	Details provided lead to a good understanding of the quality control procedures that the Supplier proposes to utilize in all relevant facilities identified to complete the work.
3 points	Substantial details provided lead to a complete and thorough understanding of the quality control procedures that the Supplier proposes to utilize in all relevant facilities identified to complete the work and how the Supplier will manage the quality control procedures between all identified facilities.

a.	Pre-press/Preparation for printing	Points Allocated for R.2.b.2.a ____/3
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b.	Printing services (offset and digital) as specified in the Statement of Work	Points Allocated for R.2.b.2.b _____/3
c.	Finishing/bindery activities	Points Allocated for R.2.b.2.c _____/3
d.	Preparation for distribution/shipping (packaging and labelling)	Points Allocated for R.2.b.2.d _____/3
e.	Distribution/shipping	Points Allocated for R.2.b.2.e _____/3
f.	The parts of the work completed by subcontractors	Points Allocated for R.2.b.2.f _____/3
		R.2.b.2 Points Allocated: _____/18
		<b>Points Allocated for R.2.b.2: _____/18</b>
<b>Comments:</b>		

R.2.b.3 The Supplier should describe the degree to which the Supplier's Quality Assurance Program has been formalized as corporate policy and communicated to employees.

0 points	Information required was not provided.
1 point	The description does not demonstrate that the Supplier's Quality Assurance Program has been formalized as corporate policy.
2 points	The description demonstrates that the Supplier's Quality Assurance Program has been formalized as corporate policy.
3 points	<ul style="list-style-type: none"> <li>The description demonstrates that the Supplier's Quality Assurance Program has been formalized as corporate policy.</li> <li>The description demonstrates that the Supplier's corporate quality assurance procedures are included in corporate Quality Assurance manuals which are monitored and updated regularly by designated quality assurance representatives.</li> </ul>
4 points	<ul style="list-style-type: none"> <li>Substantial details provided. The description demonstrates that the Supplier's Quality Assurance Program has been formalized as corporate policy.</li> <li>The description demonstrates that the Supplier's corporate quality assurance procedures are included in corporate Quality Assurance manuals which are monitored and updated regularly by designated quality assurance representatives.</li> <li>The description demonstrates how the Quality Assurance Program is communicated to employees.</li> </ul>
R.2.b.3 Points Allocated: _____/4	
<b>Points Allocated for R.2.b.3: _____/4 multiplied by w.f. 3.5 = : _____/14</b>	
<b>Comments:</b>	

**Points Allocated for R.2.b: \_\_\_\_\_/40**

**Total Points Allocated for R.2 (R.2.a OR R.2.b)= \_\_\_\_\_/40**

**R.3. ENVIRONMENTAL PRACTICES (Maximum 80 Points R.3.a OR R.3.b)**

The Supplier should respond to R.3 by providing the information required **for either R.3.a OR for R.3.b.**

**R.3.a Environmental program(s) under which the Supplier is certified.**

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

Should the Supplier hold either Environmental Choice Program certification for Lithographic or Digital Printing Services, Chain of Custody certification from a Forest Management Program (FSC, SFI, CSA/SFMS, PEFC) or ISO 14001 certification **they are not required to respond to R.3.b.**

**Suppliers claiming certification and failing to provide a copy of the certification will receive 0 points for R.3.**

<b>R.3.a The Environmental program(s) under which the Supplier is certified :</b>	
Environmental Choice Program, certification for Offset or Digital Printing Services <b>And/Or</b> Chain of Custody certification from a Forest Management Program (FSC, SFI, CSA/SFMS, PEFC) <b>And/Or</b> ISO 14001	<b>_____ 80 Points</b>
Points Allocated for R.3.a _____ / 80	

**OR**

**Should the Supplier not hold certification under any one (1) of the environmental programs listed for R.3.a , then the Supplier should provide their response as stated in R.3.b In this case, only the information provided for R.3.b will be evaluated.**

**R.3.b Environmental Practices**

Suppliers should describe the environmental practices implemented within the Supplier's organization related to purchasing of materials, production, recycling and waste disposal.

Suppliers must incorporate all formal environmental practices that are being followed and all current certifications held by the Supplier's suppliers.

The description demonstrates the following elements of the evaluation:

<b>R.3.b Environmental Practices</b>	Points
The Supplier recycles all scrap paper;	_____ 1 Point
The Supplier recycles all scrap packaging and shipping material.	_____ 1 Point
The Supplier recycles or uses environmentally safe methods of disposing of all scrap plastic and metal binding material.	_____ 1 Point
The Supplier recycles or uses environmentally safe methods of disposal of waste related to printing and waste printing inks.	_____ 1 Point
The Supplier recycles or uses environmentally safe methods of disposal of waste chemicals	_____ 1 Point

The Supplier uses packaging material containing recycled content.	_____ 1 Point
The Supplier recycles all scrap paper	_____ 1 Point
The Supplier has automated equipment that enters standby mode after one hour.	_____ 1 Point
The Supplier has a company policy requires that non-automated equipment to be turned off when not in use.	_____ 1 Point
The Supplier uses energy efficient lighting systems and lighting fixtures	_____ 1 Point
The Supplier adopts energy efficiency measures, such as use of ENERGY STAR qualified equipment where applicable	_____ 1 Point
The Supplier captures potentially harmful VOCs or dust from production processes.	_____ 1 Point
The Supplier uses printing processes with reduced use of hazardous chemicals	_____ 1 Point
The Supplier encourages electronic distribution of proofs	_____ 1 Point
The Supplier has adopted administrative practices that result in reduced paper use, for example <ul style="list-style-type: none"> <li>• Administrative documents printed in duplex (double sided) format</li> <li>• Reuse of packaging, where possible</li> <li>• Use of recycled products</li> </ul>	_____ 1 Point
The Supplier has a carbon offset plan	_____ 1 Point
The Supplier considers the complete lifecycle of products and services provided	_____ 1 Point
Points Allocated for R.3.b: _____/16 multiplied by w.f. 5 = : _____/80	

**Total Points Allocated for R.3 (R.3.a OR R.3.b): \_\_\_\_\_/80**

**R.4 PERFORMANCE OF THE WORK – STREAM C (Maximum 140 points)**

**R.4.1 Capacity to Receive and Process Orders**

The arrangement should provide a clear and detailed description of the Supplier's methods of accepting, entering, and managing orders into production. Information should be provided for both hard copy and electronic orders.

At a minimum, the arrangement should address:

R.4.1.1 Supplier's method of contact (in the region or regions for which the Supplier submitted an arrangement)

R.4.1.2 The Supplier's capacity for receiving order files by electronic transfer methods

R.4.1.3 The Supplier's capacity for processing electronic file types

R.4.1.4 The Supplier's processes for entering electronic files, hard copy or hard media into production

R.4.1.5 The Supplier's methods for managing ongoing production information

**R.4.1.1 Supplier's method of contact:**

0 points	Information required was not provided.
1 point	The description provided is not complete. Information is not provided to describe one (1) or more of the following elements: <ul style="list-style-type: none"> <li>• how the Supplier can be contacted in each region;</li> <li>• the Supplier's ability to arrange pick-up and delivery in each region;</li> <li>• the Supplier's access to long distance couriers/carriers for non-local pick-up and delivery.</li> </ul>
2 points	The description is complete. The information provided demonstrates that the Supplier (any of the following apply): <ul style="list-style-type: none"> <li>• can be contacted by telephone or by e-mail only;</li> <li>• cannot arrange pick-up or delivery in each region at least once during the business day;</li> <li>• does not have access to long distance couriers/carriers for non-local pick-up.</li> </ul>
3 points	The description is complete. The information provided demonstrates that the Supplier (all of the following apply): <ul style="list-style-type: none"> <li>• can be contacted by telephone, fax or e-mail;</li> <li>• can arrange pick-up and delivery in each region at least once during the business day;</li> <li>• has access to long distance couriers/carriers for non-local pick-up.</li> </ul>
4 points	The description is complete. The information provided demonstrates that the Supplier (all of the following apply): <ul style="list-style-type: none"> <li>• can be contacted by telephone, fax or e-mail;</li> <li>• can arrange pick-up or delivery in each region at least once during the business day;</li> <li>• has access to long distance couriers/carriers for non-local pick-up as required</li> <li>• has existing arrangements for cost savings with distance couriers/carriers for non-local pick-up as required.</li> </ul>
5 points	The description is complete. The information provided demonstrates that the Supplier (all of the following apply): <ul style="list-style-type: none"> <li>• can be contacted by telephone, fax or e-mail;</li> <li>• can arrange pick-up or delivery in each region at least once during the business day;</li> <li>• has access to long distance couriers/carriers for non-local pick-up as required;</li> <li>• has existing arrangements for cost savings with distance couriers/carriers for non-local pick-up as required;</li> <li>• provides counter service at one (1) or more locations.</li> </ul>
R.4.1.1 Points Allocated: _____/5	
<b>Points Allocated for R.4.1.1: _____/5</b>	
<b>Comments:</b>	

**R.4.1.2 The Supplier's capacity for receiving order files by electronic transfer methods:**

0 points	Information required was not provided.
1 point	The description is provided but the description does not demonstrate that the Supplier can receive files via e-mail and/or that Supplier can receive files by file transfer. Unable to assess.
2 points	The description provided is complete. The description does not demonstrate that the Supplier can receive files of up to 2 GB via e-mail and/or that Supplier can receive 3 GB - 5 GB files by file transfer.
3 points	The description provided is complete. The description demonstrates that (all of the following): <ul style="list-style-type: none"> <li>• the Supplier can receive files of up to 2 GB, via e-mail;</li> <li>• the Supplier can receive 3 GB - 5 GB files by file transfer;</li> </ul>
4 points	The description provided is complete. The description demonstrates that (all of the following): <ul style="list-style-type: none"> <li>• the Supplier can receive files greater than 2 GB, via e-mail;</li> <li>• the Supplier can receive files greater than 5 GB files by file transfer;</li> </ul>

	<ul style="list-style-type: none"> <li>the Supplier offers encrypted file transfer (may include secure custom order interface and secure methods for financial transactions - SSL 128 bit encryption and PKI certificate enabled Virtual Private Networks [VPN]).</li> </ul>
5 points	<p>The description provided is complete. The description demonstrates that (all of the following):</p> <ul style="list-style-type: none"> <li>the Supplier can receive files greater than 2 GB, via e-mail;</li> <li>the Supplier can receive files greater than 5 GB files by file transfer;</li> <li>the Supplier offers encrypted file transfer (may include secure custom order interface and secure methods for financial transactions - SSL 256 bit encryption and PKI certificate enabled Virtual Private Networks [VPN]);</li> <li>a unique user password is required;</li> <li>the servers are firewall protected;</li> <li>the Supplier can create individual client accounts;</li> </ul>
R.4.1.2 Points Allocated: /5	
<b>Points Allocated for R.4.1.2: /5</b>	
<b>Comments:</b>	

**R.4.1.3 The Supplier's capacity for processing electronic file types:**

0 points	Information required was not provided.
1 point	The description provided is incomplete. The description does not provide any details to demonstrate the Supplier's capacity to process any PDF files <b>AND</b> the description does not provide any details to demonstrate the Supplier's capacity to process files from publishing applications.
2 points	The description provided does not demonstrate the Supplier's capacity to process PDF files OR the description provided does not demonstrate the Supplier's capacity to process any files from publishing applications.
3 points	The description provided demonstrates the Supplier's capacity to process PDF files and the Supplier's capacity to process files from some publishing applications.
4 points	<p>The description provided demonstrates the Supplier's capacity to process (all of the following):</p> <ul style="list-style-type: none"> <li>PDF files;</li> <li>files from publishing applications - page layout, illustration, photo manipulation in Apple and Windows versions</li> </ul>
5 points	<p>The description provided demonstrates the Supplier's capacity to process (all of the following):</p> <ul style="list-style-type: none"> <li>PDF/X files;</li> <li>files from publishing applications - page layout, illustration, photo manipulation in Apple and Windows versions;</li> <li>files from major business suites (word-processing, spreadsheet, presentation),</li> </ul>
R.4.1.3 Points Allocated: /5	
<b>Points Allocated for R.4.1.3: /5</b>	
<b>Comments:</b>	

**R.4.1.4 The Supplier's processes for entering electronic files, hard copy or hard media into production:**

0 points	Information required was not provided.
1 point	The description is provided but the Supplier's processes for recording receipt of work, recording order requirements and transferring files into production are not clear. Unable to assess
2 points	The description demonstrates that the Supplier has processes for recording receipt of work, recording order requirements and transferring files into production
3 points	The description provided is complete. The description describes (all of the following): <ul style="list-style-type: none"> <li>the Supplier's processes for recording receipt of work, recording order requirements and transferring files into production</li> <li>how the Supplier can compile basic order information to meet reporting requirements;</li> <li>that the Supplier has a feedback process for job tracking</li> </ul>
4 points	The description provided is complete. The description describes (all of the following): <ul style="list-style-type: none"> <li>the Supplier's processes for recording receipt of work, recording order requirements and transferring files into production</li> <li>how the Supplier can compile order information to meet reporting requirements;</li> <li>that the Supplier uses an electronic business application(s) to compile order information, transfer orders to production;</li> <li>that the Supplier has scheduled and ongoing feedback process for job tracking</li> </ul>
5 points	The description provided is clear and demonstrates that the Supplier has automated processes for recording receipt of work, recording order requirements and transferring files into production. and The description describes (all of the following): <ul style="list-style-type: none"> <li>the Supplier's processes for recording receipt of work, recording order requirements and transferring files into production</li> <li>how the Supplier can compile order information to meet reporting requirements;</li> <li>that the Supplier's electronic order system is linked with the production management system;</li> <li>that the Supplier has an integrated information and production management system for job tracking.</li> </ul>
R.4.1.4 Points Allocated: /5	
<b>Points Allocated for R.1.4.4: /5</b>	
<b>Comments:</b>	

**R.4.1.5 The Supplier's methods for managing ongoing production information:**

0 points	Information required was not provided.
1 point	The description provided is unclear. The description does not demonstrate that the Supplier has any production management procedures. Unable to assess.
2 points	The description provided does not demonstrate that the Supplier has formal production management procedures.
3 points	The description provided demonstrates that (all of the following): <ul style="list-style-type: none"> <li>the Supplier has some automation for production management;</li> <li>production information is within one (1) day of actual status;</li> <li>the Supplier provides a contact for tracking the status of individual orders.</li> </ul>
4 points	The description is complete. The information provided demonstrates that the Supplier (all of the following apply): <ul style="list-style-type: none"> <li>uses an electronic business management application(s) for production management;</li> <li>has processes for compiling information on work processed daily;</li> <li>can track status and respond to requests for information on individual orders.</li> </ul>

5 points	The description is complete. The information provided demonstrates that the Supplier (all of the following apply): <ul style="list-style-type: none"> <li>• uses an electronic information management system</li> <li>• integrates order and production management systems;</li> <li>• has a production system that provides near real time information and can exceeds reporting requirements;</li> <li>• can provide on-line tracking of order status..</li> </ul>
R.4.1.5 Points Allocated: _____/5	
<b>Points Allocated for R.4.1.5: _____/5</b>	
<b>Comments:</b>	

**Points Allocated for R.4.1: \_\_\_\_\_/30**

**R.4.2 Corporate Description – STREAM C**

The arrangement should provide a description of the Supplier's experience providing work of a very similar nature as defined in the Statement of Work at Annex A for Stream C of the RFSA.

At a minimum, the description should address:

R.4.2.1 The description should clearly demonstrate how the Supplier's experience relates to the requirements of Stream C (Category 2, Category 3, Category 4, Category 5, Category 6 and Category 7) of the Request for Supply Arrangement.

The description should address the following elements:

- a) the number of years providing the core printing services as specified in the Statement of Work for Stream C (Category 2, Category 3 and Category 6);
- b) the Supplier's experience providing other printing services (Category 4 and Category 5 );
- c) the capability of the Supplier to provide other services related to printing as deemed standard within industry standards (Category 7);
- d) the mission of the company.

0 points	Information required was not provided
1 point	Not enough details are provided to assess how the Supplier's experience relates to the requirements of Stream C the Request for Supply Arrangement.
2 points	Details demonstrate how the Supplier's experience relates to the requirements of Stream B of the Request for Supply Arrangement.

a.	the number of years providing the core printing services as specified in the Statement of Work for Stream C	
	a.1 - Category 2 - Loose sheet products	Points Allocated for R.2.b.2.a.1 _____/2
	a.2 - Category 3 - Bound publications	Points Allocated for R.2.b.2.a.2 _____/2
	a.3 - Category 6 - Personalization of certificates and similar printed products (Variable Imaging)	Points Allocated for R.2.b.2.a.3 _____/2
b.	the Supplier's experience providing other printing services	

	b.1 - Category 4 - Specialty single sheet products	Points Allocated for R.2.b.2.b.1____/2
	b.2 - Category 5 - Other types of related printed products, binding and reproduction of CDs (of printed publications)	Points Allocated for R.2.b.2.b.2____/2
c.	the capability of the Supplier to provide other services related to printing as deemed standard within industry standards (Category 7 - Reproduction of publications and other print matter on electronic media from supplied master documents)	Points Allocated for R.2.b.2.c____/2
d.	the mission of the company	Points Allocated for R.2.b.2.d____/2
		R.4.2.1 Points Allocated: ____/14
		<b>Points Allocated for R.4.2: ____/14 multiplied by w.f. 2 = ____/28</b>
<b>Comments:</b>		

**Points Allocated for R.4.2: \_\_\_\_/28**

**R.4.3 SUPPLIER'S INTERNAL CAPABILITY – STREAM C**

Suppliers should provide a clear and detailed overview of the services and equipment required to perform in-house printing services. The services and equipment offered should be directly related to the printing process and the binding equipment necessary to produce items such as those described in Annex A, Statement of Work (Stream C - Category 2, Category 3, Category 4, Category 5, Category 6 and Category 7).

*Examples of in-house printing services and equipment include, but are not limited to, are: Prepress; High resolution proofing; Digital proofing; Digital printing; Web printing, Sheet-fed printing; Bindery; Finishing services; Shipping/delivery; Mail out services; other activities not stated herein.*

The information provided should provide a description of the internal services and a list of the types of equipment.

For all of the listed equipment, Suppliers should provide the following:

- the quantity of the listed equipment in each of the Supplier's facilities where the work will be carried out.
- the name of the manufacturer and the model
- the type of equipment
- the degree of automation of the identified equipment (i.e. in-line stitching, signature collating and trimming capability, etc.)

**Subcontractor's capability will not be considered for the purposes of the R.4.3.**

"Internal capability" means the capability of the Supplier's own legal entity (or joint venture partnership) and does not include the parent, subsidiaries and other affiliates of the Supplier or its subcontractors.

0 points	Information required was not provided
1 point	Not enough details are provided to assess the services and the equipment that supports the printing services to be carried out internally by the supplier
2 points	Details provided lead to a good understanding of the services and the equipment that supports the printing services to be carried out internally by the supplier
3 points	The description includes information demonstrating all of the following: <ul style="list-style-type: none"> <li>The description demonstrates the ability of the supplier to provide in-house the printing services described in the statement of work (Stream C).</li> <li>The description provides a list of the types of equipment as well as the quantity of these in each of the installations where the work will be carried out.</li> </ul>
4 points	La The description includes information demonstrating all of the following: <ul style="list-style-type: none"> <li>The description demonstrates the ability of the supplier to provide in-house the printing services described in the statement of work (Stream C).</li> <li>The description demonstrates that the services are directly linked to the printing process(es) and the equipment necessary to produce items such as those listed in Annex A, Statement of Work (Stream C).</li> <li>The description provides a list of the types of equipment as well as the quantity of these in each of the installations where the work will be carried out.</li> </ul>
5 points	The description is clear and includes information demonstrating all of the following: <ul style="list-style-type: none"> <li>The description demonstrates the ability of the supplier to provide in-house the printing services described in the statement of work (Stream C).</li> <li>The description demonstrates that the services are directly linked to the printing process(es) and the equipment necessary to produce items such as those listed in Annex A, Statement of Work (Stream C).</li> <li>The description provides a list of the types of equipment as well as the quantity of these in each of the installations where the work will be carried out.</li> <li>The description provides the name of the manufacturer and the model of the equipment</li> </ul>

**R.4.3.1 Stream C – Category 2 and Category 3 and Category 6:**

a.	Preparation for printing/Pre-press	Points attribués pour C.4.a _____/5
b.	Printing (Offset and Digital)	Points attribués pour C.4.b _____/5
c.	Activities related to finishing/bindery	Points attribués pour C.4.c _____/5
d.	Activities related to shipping operations (packaging and labelling)	Points attribués pour C.4.d _____/5
		R.4.3.1 Points Allocated: _____/8
<b>Points Allocated for R.4.3.1: _____/20 multiplied by w.f. = _____/60</b>		
<b>Comments:</b>		

**R.4.3.2 Stream C – Category 4 and Category 5 and Category 7:**

a.	Pre-press/Preparation for printing/ Preparation for Production	Points attribués pour C.4.a _____/5
b.	Printing/Production	Points attribués pour C.4.b _____/5
c.	Activities related to finishing/bindery	Points attribués pour C.4.c _____/5

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d.	Activities related to shipping operations (packaging and labelling)	Points attribués pour C.4.d _____/5
		R.4.3.2 Points Allocated: _____/20
		<b>Points Allocated for R.4.3.2 multiplied by w.f. 1.1: _____/22</b>
<b>Comments:</b>		

**Points Allocated for R.4.3: \_\_\_\_\_/82**

**Total Points Allocated for R.4 = \_\_\_\_\_/140**

**ANNEX H**

**EVALUATION GRID – STREAM D - HIGH QUANTITY REQUIREMENTS**

**For Suppliers submitting an arrangement for Stream D: High Quantity**

**REQUEST FOR SUPPLY ARRANGEMENT: EN578-201407/B**

<b>EVALUATION SUMMARY - STREAM D</b>		
<b>MANDATORY REQUIREMENTS</b>	<b>ACHIEVED</b>	<b>NOT ACHIEVED</b>

<b>RATED REQUIREMENTS - STREAM D</b>	<b>MINIMUM POINTS</b>	<b>MAXIMUM POSSIBLE POINTS</b>
<b>R.1 Business Continuity</b>		20 points
<b>R.2 Quality Assurance Procedures</b>		40 points
<b>R.3 Environmental Practices</b>		80 points
<b>R.4 Stream D – Performance of the Work</b>		140 points
<b>TOTAL SCORE</b>	<b>224 points</b>	<b>280 points</b>

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## 1 - MANDATORY EVALUATION CRITERIA

Arrangements submitted by suppliers must meet all the mandatory technical criteria of the Request for Supply Arrangement (RFSA). No further consideration will be given to arrangements not meeting all of the mandatory criteria.

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

Failure by the Supplier to provide any of the required information in the arrangement will be considered as not meeting the mandatory criterion.

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

### Definitions for the purposes of the M.3 Mandatory Criterion Only.

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

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

**Contractually bound:** For the purposes of this mandatory criterion, contractually bound means that there is a legally enforceable agreement between two or more parties for the purchase of the stated services as specified in mandatory criterion M.3. It involves obligations on the part of the contractor which are normally expressed in writing. Contractual documents could include (but are not limited to) a call-up under a standing offer, a Purchase order, a contract, etc .

**Individual contracts:** Refers to a one time contract or a single call-up under a standing offer or supply arrangement for the printing and delivery of one or more items to destinations, a single contract requiring multiple print runs over a stated period of time, a single contract requiring electronic cataloguing and storage of files for printing on an as and when requested basis over a stated period of time. It does not refer to the overall value of a standing offer or supply arrangement.

**Stream D: High Quantity:** Group of supply arrangement holders to produce printing requirements with quantities as follows:

- Category 2 - Loose sheet products as described in the Annex A Statement of Work: Quantities greater than 60,000 individual sheets.
- Category 3 - Bound publications as described in the Annex A Statement of Work: Quantities greater than 20,000 individual bound books.
- Category 4 - Specialty single sheet products as described in the Annex A Statement of Work: Quantities greater than 20,000 individual pieces.
- Category 5 - Other types of related printed products as described in the Annex A Statement of Work: Quantities greater than 5,000 individual pieces.
- Category 6 - Personalization of certificates and similar printed products (variable imaging): Quantities greater than 50,000 individual pieces.
- Category 7 - Reproduction of publications and other print matter on electronic media from supplied master or hard copy documents as described in the Annex A Statement of Work: Quantities greater than 5,000 pieces individual pieces.

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**M.1 PAPER – STREAM D**

<b>Evaluation criteria</b>			
For <b>ALL</b> printing requirement contracts that result from this SA the supplier certifies they use paper whose fibre originates from sustainably managed forests which are certified by a third-party forest certification system listed below.  The Supplier must identify the applicable certification(s):	<b>Compliant</b>	<b>Not Compliant</b>	<b>Reference to Supplier's Arrangement</b>
Canadian Standards Association Sustainable Forest Management Standard (CSA/SFMS), and/or			
Forestry Stewardship Council (FSC), and/or			
Sustainable Forestry Initiative (SFI).			
<b>Comments</b>			

**M.2 ENVIRONMENTAL STATEMENT – STREAM D**

<b>Evaluation criteria</b>			
As part of their arrangement, the Supplier must provide a company-wide environmental mission statement (including environmental measures undertaken in office operations).	<b>Compliant</b>	<b>Not Compliant</b>	<b>Reference to Supplier's Arrangement</b>
A company-wide environmental statement is provided			
<b>Comments</b>			

**M.3 CORPORATE EXPERIENCE – STREAM D**

M.3.1 The Supplier must demonstrate that it has been contractually bound with two (2) different external clients to provide high volume print services (*as defined in Part 1 under the heading 1.12 Key Terms – Stream D: High Quantity*) for at least four (4) individual contracts **within the last three (3) calendar years (prior to the closing date of this RFSA).**

During the evaluation, no corporate experience gained through internal clients will be accepted or reviewed.

M.3.2 For each of the four (4) contracts, the Supplier must provide:

M.3.2.a A description of the printing and finishing requirements of the printed items produced under the contract;

M.3.2.b The quantity produced under the contract;

M.3.2.c The contract dates (start date or completion date) in which the services were provided (example: Contract start date: January 2020 or Completion date Sept 2, 2018 or March 2018 to present);

M.3.2.d The Client information for the contract (for example: client name or organization).

Evaluation criteria – Stream C			
M.3.1 CORPORATE EXPERIENCE – STREAM D	Compliant	Not Compliant	Reference to Supplier's Arrangement
The description demonstrates that the Supplier has been contractually bound to two (2) different external clients to provide low volume print services ( <i>as defined in Part 1 under the heading 1.12 Key Terms – Stream D: High Quantity</i> ) for at least four (4) individual contracts <b>within the last three (3) calendar years (prior to the closing date of this RFSA).</b>			
<b>M.3.2</b> The Supplier provided the following information for each of the four (4) described contracts:			
M.3.2.a The information provided describes the printing and finishing requirements of the printed items produced under the Contract;	Compliant	Not Compliant	Reference to Supplier's Arrangement
Contract 1			
Contract 2			
Contract 3			
Contract 4			

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M.3.2.b The information provided describes the quantity produced under the Contract;	Compliant	Not Compliant	Reference to Supplier's Arrangement
Contract 1			
Contract 2			
Contract 3			
Contract 4			
M.3.2.c The information provided indicates the contract dates (start date or completion date) in which the services were provided (example: Contract start date: January 2020 or Completion date Sept 2, 2018 or August 2018 to present);	Compliant	Not Compliant	Reference to Supplier's Arrangement
Contract 1			
Contract 2			
Contract 3			
Contract 4			
M.3.2.d The information provided indicates the client information for the contracts and demonstrates two (2) different external clients.	Compliant	Not Compliant	Reference to Supplier's Arrangement
Contract 1			
Contract 2			
Contract 3			
Contract 4			
<b>Comments</b>			

**ARRANGEMENTS NOT MEETING THE MANDATORY REQUIREMENTS WILL BE CONSIDERED AS NON RESPONSIVE AND GIVEN NO FURTHER CONSIDERATION.**

**2 - TECHNICAL EVALUATION - POINT RATED TECHNICAL CRITERIA – STREAM D**

Only those arrangements which first meet the Mandatory Requirements will be considered in the second stage of the evaluation, the Technical Evaluation.

To be considered responsive, an arrangement must obtain a minimum passing mark of 80% overall for the Stream D point rated criteria of the Technical Evaluation. Arrangements scoring less than 80% overall for the point rated criteria of the Technical Evaluation will not be given further consideration.

Suppliers are instructed to address each requirement in sufficient depth to permit a complete analysis and assessment by the Evaluation Team.

Arrangements will be evaluated on the completeness and level of detail by which they address the rated requirements. For example, if a description of a process or procedure is requested the various steps which the Supplier will perform in order to complete the requirement, as detailed in the Annex A Statement of Work, should be described.

General statements should be avoided. These do not provide details which can be compared to the description of the requirement, and therefore evaluated as to their relevancy in fulfilling the requirement, as detailed in the statement of work.

Assessment of arrangements will be based solely on the information in the Arrangement. Canada may seek further information or clarification from the supplier.

The points allocated for selected criteria will be multiplied by the specified weighting factor (w.f.).

**R.1. BUSINESS CONTINUITY PLAN**  
 (Maximum 20 Points )

Suppliers are to provide a Business Continuity Plan (BCP) that clearly demonstrates their capability to maintain production and delivery of the printed items as described in the Annex A Statement of Work.

The BCP should not only provide for a recovery of services but also for the continued supply of services as specified in the Statement of Work, while the recovery to normal operations is underway.

Suppliers should address at a minimum the following elements: mechanical breakdown, hardware failures, system failures and service outages. The BCP should specifically detail all provisions for: The functioning of the production facility and any backup facilities; staffing; production equipment and distribution.

**R.1.1** Suppliers should provide a Business Continuity Plan (BCP) for each facility identified in their arrangement.

0 points	Information required was not provided OR No BCP provided for any facility identified in the arrangement.
1 point	BCP provided for some facilities identified in the arrangement.
2 points	BCP provided for all facilities identified in the arrangement.
R.1.1 Points Allocated: /2	
<b>Points Allocated for R.1.1: ____/2 multiplied by w.f. 4 = : ____/8</b>	

Points Allocated for R.1.1: \_\_\_\_/8

### R.1.2 Corporate BCP

Suppliers should describe the extent to which a corporate BCP has been developed and implemented within the Supplier's organization.

The information provided should clearly demonstrate the Supplier has implemented a corporate BCP that:

a. Is part of the corporate policies and procedures, tested for "real world" relevance and reviewed and revised as required in order to be current:

0 points	Information required was not provided OR Not enough details are provided to assess the BCP.
1 point	Details provided lead to an understanding of the Supplier's BCP. The information provided does not demonstrate that the Supplier has implemented a corporate BCP that is part of the corporate policies and procedures.
2 points	Details provided lead to a good understanding of the Supplier's BCP. The information provided demonstrates that the Supplier has implemented a corporate BCP that is part of the corporate policies and procedures.
3 points	Substantial details provided lead to a complete and thorough understanding of the Supplier's BCP. The information provided demonstrates that the Supplier has implemented a corporate BCP that is part of the corporate policies and procedures, tested for "real world" relevance and reviewed and revised as required in order to be current. All elements well described.
R.1.2.a Points Allocated: /3	
<b>Points Allocated for R.1.2.a: /3</b>	

b. Demonstrates the Supplier has established a corporate management team for Business Continuity with defined roles and responsibilities.

0 points	Information required was not provided OR Not enough details are provided to assess the BCP.
1 point	Details provided lead to an understanding of the Supplier's BCP. The information provided does not demonstrate that the Supplier has established a corporate management team for Business Continuity.
2 points	Details provided lead to a good understanding of the Supplier's BCP. The information provided demonstrates that the Supplier has established a corporate management team for Business Continuity.
3 points	Substantial details provided lead to a complete and thorough understanding of the Supplier's BCP. The information provided demonstrates that the Supplier has established a corporate management team for Business Continuity with defined roles and responsibilities. All elements fully described.
R.1.2.b Points Allocated: /3	
<b>Points Allocated for R.1.2.b: /3</b>	

- Demonstrates the Supplier has established protocols for Business Continuity for escalating levels of incident management up to disaster recovery.

0 points	Information required was not provided OR Not enough details are provided to assess the BCP.
1 point	Details provided lead to an understanding of the Supplier's BCP. The information provided does not demonstrate that the Supplier has established protocols for Business Continuity for incident management.
2 points	Details provided lead to a good understanding of the Supplier's BCP. The information provided demonstrates that the Supplier has established protocols for Business Continuity for incident management.
3 points	Substantial details provided lead to a complete and thorough understanding of the Supplier's BCP. The information provided demonstrates that the Supplier has established protocols for Business Continuity for escalating levels of incident management up to disaster recovery. All elements fully described.

R.1.2.c Points Allocated:	/3
<b>Points Allocated for R.1.2.c:</b>	
	<b>/3</b>

d. Is communicated throughout the company.

0 points	Information required was not provided OR Not enough details are provided to assess the BCP.
1 point	Details provided lead to an understanding of the Supplier's BCP. The information provided does not demonstrate that the BCP is available to the corporate management team(s).
2 points	Details provided lead to a good understanding of the Supplier's BCP. The information provided demonstrates that the BCP is available to the corporate management team(s).
3 points	Substantial details provided lead to a complete and thorough understanding of the Supplier's BCP. The information provided demonstrates that the BCP is available to the corporate management team and is communicated throughout the company to all individuals responsible for production. All elements fully described.
R.1.2.d Points Allocated:	
	/3
<b>Points Allocated for R.1.2.d:</b>	
	<b>/3</b>

Points Allocated for R.1.2: ____/12
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<b>Total Points Allocated for R.1: ____/20</b>
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**R.2. QUALITY ASSURANCE AND QUALITY CONTROL**

(Maximum 40 Points for R.2.a or R.2.b)

The Supplier should provide a detailed description of the Quality Assurance Program and quality control procedures it has in place and how this program and these procedures meet the requirements for the printing, finishing/bindery, and activities related to the distribution/shipping of printed items as described in the Statement of Work.

The Supplier should identify all facilities where work will be carried out and the work completed in each.

**R.2. Quality Assurance Program and quality control procedures**

The Supplier should respond to R.2. by providing the information required **for either R.2.a ISO certification OR for R.2.b.**

The points allocated for R.2 will be based on the Supplier's response for R.2.a *ISO certification* **OR** for R.2.b

**R.2.a ISO Certification**

The Supplier should demonstrate ISO certification(s) relevant to printing, finishing/bindery, and to the activities related to distribution/shipping of printed items.

The Supplier should identify all facilities where the work activities will be conducted and which work activities would be completed by sub-contractors.

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**R.2.a.1 Quality Assurance - Single Facility OR Multiple Facilities (includes sub-contractors)**

**The Supplier should provide a copy of its current ISO certification related to Stream D: High Quantity (*Offset printing*).**

Should the Supplier propose to utilize multiple facilities, each holding ISO certification relevant to this requirement, **a copy of the current ISO certification for each facility should be submitted with the arrangement.**

R.2.a.1 - ISO certification relevant to offset printing, finishing/bindery, and distribution/shipping of printed items. - Copy of current ISO certification(s) supplied <b>for each facility identified.</b>
Points Allocated for R.2.a.1: _____/20

**R.2.a.2 ISO work procedures**

The Supplier should provide copies of the ISO work procedures relevant to printing, finishing/bindery, and to the activities related to distribution/shipping of printed items of printed items as described in the Statement of Work.

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

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

Copy of ISO work procedures relevant to facility supplied for:

Preparation for printing/Pre-press	_____ / 4 Points
Printing (offset)	
Activities related to finishing/bindery	_____ / 4 Points
Activities related to shipping operations (packaging, labelling and delivery arrangements)	_____ / 4 Points
Parts of the work completed by subcontractors	_____ / 4 Points
Points Allocated for R.2.a.1: _____ /20	
<b>Comments:</b>	

Points awarded for R.2.a ISO certification: \_\_\_\_\_ / 40

**OR**

**Should the Supplier not hold ISO certification relevant to this requirement, or, propose to utilize multiple facilities, where at least one (1) does not hold ISO certification relevant to this requirement, then the Supplier should provide their response as stated in R.2.b. In this case, only the information provided for R.2.b will be evaluated.**

**R.2.b Quality Assurance: Single Facility or Multiple Facilities (includes sub-contractors)**

The Supplier should provide a detailed description of the Quality Assurance Program and quality control procedures the Supplier proposes to utilize in the identified facilities for the preparation for printing/pre-press, printing, finishing/bindery, packaging et labelling and distribution/shipping of printed items as specified in the Statement of Work.

R.2.b.1 The Supplier should identify all facilities where work will be carried out and which activities would be completed by sub-contractors

- (i) Pre-press/Preparation for printing;
- (ii) Printing services (offset) as specified in the Statement of Work
- (iii) Finishing/Bindery
- (iv) Preparation for distribution/shipping (packaging and labelling)
- (v) Distribution/Shipping

0 points	Information required was not provided OR Not enough details are provided to assess where work will be carried out and which activities would be completed by sub-contractors.
1 point	The description identifies where the work activities will be carried out and which activities would be completed by sub-contractors for only one (1) of the work activities identified (i - v).
2 points	The description identifies where the work activities will be carried out and which activities would be completed by sub-contractors for only two (2) of the work activities identified (i - v).
3 points	The description identifies where the work activities will be carried out and which activities would be completed by sub-contractors for only three (3) of the work activities identified (i - v).
4 points	The description identifies where the work activities will be carried out and which activities would be completed by sub-contractors for all of the work activities identified (i - v).
Points Allocated: /4	
Points Allocated for R.2.b.1: /4 multiplied by w.f. 2 = : /8	
<b>Comments:</b>	

R.2.b.2 The Supplier should describe the quality control procedures that the Supplier proposes to utilize in all relevant facilities identified to complete the work for the following activities (a – e):

- a. Pre-press/Preparation for printing;
- b. Printing (offset);
- c. Finishing/bindery activities;
- d. Preparation for distribution/shipping (packaging and labelling);
- e. Distribution/shipping;
- f. The parts of the work completed by subcontractors

0 points	Information required was not provided
1 point	Not enough details are provided to assess the quality control procedures that the Supplier proposes to utilize in all relevant facilities identified to complete the work.
2 points	Details provided lead to a good understanding of the quality control procedures that the Supplier proposes to utilize in all relevant facilities identified to complete the work.
3 points	Substantial details provided lead to a complete and thorough understanding of the quality control procedures that the Supplier proposes to utilize in all relevant facilities identified to complete the work and how the Supplier will manage the quality control procedures between all identified facilities.

a.	Pre-press/Preparation for printing	Points Allocated for R.2.b.2.a ____/3
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b.	Printing services (offset) as specified in the Statement of Work	Points Allocated for R.2.b.2.b _____/3
c.	Finishing/bindery activities	Points Allocated for R.2.b.2.c _____/3
d.	Preparation for distribution/shipping (packaging and labelling)	Points Allocated for R.2.b.2.d _____/3
e.	Distribution/shipping	Points Allocated for R.2.b.2.e _____/3
f.	The parts of the work completed by subcontractors	Points Allocated for R.2.b.2.f _____/3
		R.2.b.2 Points Allocated: _____/18
		<b>Points Allocated for R.2.b.2: _____/18</b>
<b>Comments:</b>		

R.2.b.3 The Supplier should describe the degree to which the Supplier's Quality Assurance Program has been formalized as corporate policy and communicated to employees.

0 points	Information required was not provided.
1 point	The description does not demonstrate that the Supplier's Quality Assurance Program has been formalized as corporate policy.
2 points	The description demonstrates that the Supplier's Quality Assurance Program has been formalized as corporate policy.
3 points	<ul style="list-style-type: none"> <li>The description demonstrates that the Supplier's Quality Assurance Program has been formalized as corporate policy.</li> <li>The description demonstrates that the Supplier's corporate quality assurance procedures are included in corporate Quality Assurance manuals which are monitored and updated regularly by designated quality assurance representatives.</li> </ul>
4 points	<ul style="list-style-type: none"> <li>Substantial details provided. The description demonstrates that the Supplier's Quality Assurance Program has been formalized as corporate policy.</li> <li>The description demonstrates that the Supplier's corporate quality assurance procedures are included in corporate Quality Assurance manuals which are monitored and updated regularly by designated quality assurance representatives.</li> <li>The description demonstrates how the Quality Assurance Program is communicated to employees.</li> </ul>
R.2.b.3 Points Allocated: _____/4	
<b>Points Allocated for R.2.b.3: _____/4 multiplied by w.f. 3.5 = : _____/14</b>	
<b>Comments:</b>	

**Points Allocated for R.2.b: \_\_\_\_\_/40**

**Total Points Allocated for R.2 (R.2.a OR R.2.b)= \_\_\_\_\_/40**

**R.3. ENVIRONMENTAL PRACTICES (Maximum 80 Points R.3.a OR R.3.b)**

The Supplier should respond to R.3 by providing the information required **for either R.3.a OR for R.3.b.**

**R.3.a Environmental program(s) under which the Supplier is certified.**

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

Should the Supplier hold either Environmental Choice Program certification for Lithographic or Digital Printing Services, Chain of Custody certification from a Forest Management Program (FSC, SFI, CSA/SFMS, PEFC) or ISO 14001 certification **they are not required to respond to R.3.b.**

**Suppliers claiming certification and failing to provide a copy of the certification will receive 0 points for R.3.**

<b>R.3.a The Environmental program(s) under which the Supplier is certified :</b>	
Environmental Choice Program, certification for Offset Printing Services <b>And/Or</b> Chain of Custody certification from a Forest Management Program (FSC, SFI, CSA/SFMS, PEFC) <b>And/Or</b> ISO 14001	_____ <b>80 Points</b>
Points Allocated for R.3.a _____ / 80	

**OR**

**Should the Supplier not hold certification under any one (1) of the environmental programs listed for R.3.a , then the Supplier should provide their response as stated in R.3.b In this case, only the information provided for R.3.b will be evaluated.**

**R.3.b Environmental Practices**

Suppliers should describe the environmental practices implemented within the Supplier's organization related to purchasing of materials, production, recycling and waste disposal.

Suppliers must incorporate all formal environmental practices that are being followed and all current certifications held by the Supplier's suppliers.

The description demonstrates the following elements of the evaluation:

<b>R.3.b Environmental Practices</b>	Points
The Supplier recycles all scrap paper;	_____ 1 Point
The Supplier recycles all scrap packaging and shipping material.	_____ 1 Point
The Supplier recycles or uses environmentally safe methods of disposing of all scrap plastic and metal binding material.	_____ 1 Point
The Supplier recycles or uses environmentally safe methods of disposal of waste related to printing and waste printing inks.	_____ 1 Point
The Supplier recycles or uses environmentally safe methods of disposal of waste chemicals	_____ 1 Point
The Supplier uses packaging material containing recycled content.	_____ 1 Point

The Supplier recycles all scrap paper	_____ 1 Point
The Supplier has automated equipment that enters standby mode after one hour.	_____ 1 Point
The Supplier has a company policy requires that non-automated equipment to be turned off when not in use.	_____ 1 Point
The Supplier uses energy efficient lighting systems and lighting fixtures	_____ 1 Point
The Supplier adopts energy efficiency measures, such as use of ENERGY STAR qualified equipment where applicable	_____ 1 Point
The Supplier captures potentially harmful VOCs or dust from production processes.	_____ 1 Point
The Supplier uses printing processes with reduced use of hazardous chemicals	_____ 1 Point
The Supplier encourages electronic distribution of proofs	_____ 1 Point
The Supplier has adopted administrative practices that result in reduced paper use, for example <ul style="list-style-type: none"> <li>• Administrative documents printed in duplex (double sided) format</li> <li>• Reuse of packaging, where possible</li> <li>• Use of recycled products</li> </ul>	_____ 1 Point
The Supplier has a carbon offset plan	_____ 1 Point
The Supplier considers the complete lifecycle of products and services provided	_____ 1 Point
Points Allocated for R.3.b: _____ /16 multiplied by w.f. 5 = : _____ /80	

**Total Points Allocated for R.3 (R.3.a OR R.3.b): \_\_\_\_\_ /80**

**R.4 PERFORMANCE OF THE WORK – STREAM D (Maximum 140 points)**

**R.4.1 Capacity to Receive and Process Orders**

The arrangement should provide a clear and detailed description of the Supplier's methods of accepting, entering, and managing orders into production. Information should be provided for both hard copy and electronic orders.

At a minimum, the arrangement should address:

R.4.1.1 Supplier's method of contact (in the region or regions for which the Supplier submitted an arrangement)

R.4.1.2 The Supplier's capacity for receiving order files by electronic transfer methods

R.4.1.3 The Supplier's capacity for processing electronic file types

R.4.1.4 The Supplier's processes for entering electronic files, hard copy or hard media into production

R.4.1.5 The Supplier's methods for managing ongoing production information

**R.4.1.1 Supplier's method of contact:**

0 points	Information required was not provided.
1 point	The description provided is not complete. Information is not provided to describe one (1) or more of the following elements: <ul style="list-style-type: none"> <li>• how the Supplier can be contacted in each region;</li> <li>• the Supplier's ability to arrange pick-up and delivery in each region;</li> <li>• the Supplier's access to long distance couriers/carriers for non-local pick-up and delivery.</li> </ul>
2 points	The description is complete. The information provided demonstrates that the Supplier (any of the following apply): <ul style="list-style-type: none"> <li>• can be contacted by telephone or by e-mail only;</li> <li>• cannot arrange pick-up or delivery in each region at least once during the business day;</li> <li>• does not have access to long distance couriers/carriers for non-local pick-up.</li> </ul>
3 points	The description is complete. The information provided demonstrates that the Supplier (all of the following apply): <ul style="list-style-type: none"> <li>• can be contacted by telephone, fax or e-mail;</li> <li>• can arrange pick-up and delivery in each region at least once during the business day;</li> <li>• has access to long distance couriers/carriers for non-local pick-up.</li> </ul>
4 points	The description is complete. The information provided demonstrates that the Supplier (all of the following apply): <ul style="list-style-type: none"> <li>• can be contacted by telephone, fax or e-mail;</li> <li>• can arrange pick-up or delivery in each region at least once during the business day;</li> <li>• has access to long distance couriers/carriers for non-local pick-up as required</li> <li>• has existing arrangements for cost savings with distance couriers/carriers for non-local pick-up as required.</li> </ul>
5 points	The description is complete. The information provided demonstrates that the Supplier (all of the following apply): <ul style="list-style-type: none"> <li>• can be contacted by telephone, fax or e-mail;</li> <li>• can arrange pick-up or delivery in each region at least once during the business day;</li> <li>• has access to long distance couriers/carriers for non-local pick-up as required;</li> <li>• has existing arrangements for cost savings with distance couriers/carriers for non-local pick-up as required;</li> <li>• provides counter service at one (1) or more locations.</li> </ul>
R.4.1.1 Points Allocated: _____/5	
<b>Points Allocated for R.4.1.1: _____/5</b>	
<b>Comments:</b>	

**R.4.1.2 The Supplier's capacity for receiving order files by electronic transfer methods:**

0 points	Information required was not provided.
1 point	The description is provided but the description does not demonstrate that the Supplier can receive files via e-mail and/or that Supplier can receive files by file transfer. Unable to assess.
2 points	The description provided is complete. The description does not demonstrate that the Supplier can receive files of up to 2 GB via e-mail and/or that Supplier can receive 3 GB - 5 GB files by file transfer.
3 points	The description provided is complete. The description demonstrates that (all of the following): <ul style="list-style-type: none"> <li>• the Supplier can receive files of up to 2 GB, via e-mail;</li> <li>• the Supplier can receive 3 GB - 5 GB files by file transfer;</li> </ul>
4 points	The description provided is complete. The description demonstrates that (all of the following): <ul style="list-style-type: none"> <li>• the Supplier can receive files greater than 2 GB, via e-mail;</li> <li>• the Supplier can receive files greater than 5 GB files by file transfer;</li> </ul>

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	<ul style="list-style-type: none"> <li>the Supplier offers encrypted file transfer (may include secure custom order interface and secure methods for financial transactions - SSL 128 bit encryption and PKI certificate enabled Virtual Private Networks [VPN]).</li> </ul>
5 points	<p>The description provided is complete. The description demonstrates that (all of the following):</p> <ul style="list-style-type: none"> <li>the Supplier can receive files greater than 2 GB, via e-mail;</li> <li>the Supplier can receive files greater than 5 GB files by file transfer;</li> <li>the Supplier offers encrypted file transfer (may include secure custom order interface and secure methods for financial transactions - SSL 256 bit encryption and PKI certificate enabled Virtual Private Networks [VPN]);</li> <li>a unique user password is required;</li> <li>the servers are firewall protected;</li> <li>the Supplier can create individual client accounts;</li> </ul>
R.4.1.2 Points Allocated: /5	
<b>Points Allocated for R.4.1.2: /5</b>	
<b>Comments:</b>	

**R.4.1.3 The Supplier's capacity for processing electronic file types:**

0 points	Information required was not provided.
1 point	The description provided is incomplete. The description does not provide any details to demonstrate the Supplier's capacity to process any PDF files <b>AND</b> the description does not provide any details to demonstrate the Supplier's capacity to process files from publishing applications.
2 points	The description provided does not demonstrate the Supplier's capacity to process PDF files OR the description provided does not demonstrate the Supplier's capacity to process any files from publishing applications.
3 points	The description provided demonstrates the Supplier's capacity to process PDF files and the Supplier's capacity to process files from some publishing applications.
4 points	<p>The description provided demonstrates the Supplier's capacity to process (all of the following):</p> <ul style="list-style-type: none"> <li>PDF files;</li> <li>files from publishing applications - page layout, illustration, photo manipulation in Apple and Windows versions</li> </ul>
5 points	<p>The description provided demonstrates the Supplier's capacity to process (all of the following):</p> <ul style="list-style-type: none"> <li>PDF/X files;</li> <li>files from publishing applications - page layout, illustration, photo manipulation in Apple and Windows versions;</li> <li>files from major business suites (word-processing, spreadsheet, presentation),</li> </ul>
R.4.1.3 Points Allocated: /5	
<b>Points Allocated for R.4.1.3: /5</b>	
<b>Comments:</b>	

**R.4.1.4 The Supplier's processes for entering electronic files, hard copy or hard media into production:**

0 points	Information required was not provided.
1 point	The description is provided but the Supplier's processes for recording receipt of work, recording order requirements and transferring files into production are not clear. Unable to assess
2 points	The description demonstrates that the Supplier has processes for recording receipt of work, recording order requirements and transferring files into production
3 points	The description provided is complete. The description describes (all of the following): <ul style="list-style-type: none"> <li>the Supplier's processes for recording receipt of work, recording order requirements and transferring files into production</li> <li>how the Supplier can compile basic order information to meet reporting requirements;</li> <li>that the Supplier has a feedback process for job tracking</li> </ul>
4 points	The description provided is complete. The description describes (all of the following): <ul style="list-style-type: none"> <li>the Supplier's processes for recording receipt of work, recording order requirements and transferring files into production</li> <li>how the Supplier can compile order information to meet reporting requirements;</li> <li>that the Supplier uses an electronic business application(s) to compile order information, transfer orders to production;</li> <li>that the Supplier has scheduled and ongoing feedback process for job tracking</li> </ul>
5 points	The description provided is clear and demonstrates that the Supplier has automated processes for recording receipt of work, recording order requirements and transferring files into production. and The description describes (all of the following): <ul style="list-style-type: none"> <li>the Supplier's processes for recording receipt of work, recording order requirements and transferring files into production</li> <li>how the Supplier can compile order information to meet reporting requirements;</li> <li>that the Supplier's electronic order system is linked with the production management system;</li> <li>that the Supplier has an integrated information and production management system for job tracking.</li> </ul>
R.4.1.4 Points Allocated: /5	
<b>Points Allocated for R.1.4.4: /5</b>	
<b>Comments:</b>	

**R.4.1.5 The Supplier's methods for managing ongoing production information:**

0 points	Information required was not provided.
1 point	The description provided is unclear. The description does not demonstrate that the Supplier has any production management procedures. Unable to assess.
2 points	The description provided does not demonstrate that the Supplier has formal production management procedures.
3 points	The description provided demonstrates that (all of the following): <ul style="list-style-type: none"> <li>the Supplier has some automation for production management;</li> <li>production information is within one (1) day of actual status;</li> <li>the Supplier provides a contact for tracking the status of individual orders.</li> </ul>
4 points	The description is complete. The information provided demonstrates that the Supplier (all of the following apply): <ul style="list-style-type: none"> <li>uses an electronic business management application(s) for production management;</li> <li>has processes for compiling information on work processed daily;</li> <li>can track status and respond to requests for information on individual orders.</li> </ul>

5 points	The description is complete. The information provided demonstrates that the Supplier (all of the following apply): <ul style="list-style-type: none"> <li>• uses an electronic information management system</li> <li>• integrates order and production management systems;</li> <li>• has a production system that provides near real time information and can exceeds reporting requirements;</li> <li>• can provide on-line tracking of order status..</li> </ul>
R.4.1.5 Points Allocated: _____/5	
<b>Points Allocated for R.4.1.5: _____/5</b>	
<b>Comments:</b>	

**Points Allocated for R.4.1: \_\_\_\_\_/30**

**R.4.2 Corporate Description – STREAM D**

The arrangement should provide a description of the Supplier's experience providing work of a very similar nature as defined in the Statement of Work at Annex A for Stream C of the RFSA.

At a minimum, the description should address:

R.4.2.1 The description should clearly demonstrate how the Supplier's experience relates to the requirements of Stream D (Category 2, Category 3, Category 4, Category 5, Category 6 and Category 7) of the Request for Supply Arrangement.

The description should address the following elements:

- a) the number of years providing the core printing services as specified in the Statement of Work for Stream D (Category 2, Category 3 and Category 6);
- b) the Supplier's experience providing other printing services (Category 4 and Category 5 );
- c) the capability of the Supplier to provide other services related to printing as deemed standard within industry standards (Category 7);
- d) the mission of the company.

0 points	Information required was not provided
1 point	Not enough details are provided to assess how the Supplier's experience relates to the requirements of Stream B the Request for Supply Arrangement.
2 points	Details demonstrate how the Supplier's experience relates to the requirements of Stream B of the Request for Supply Arrangement.

a.	the number of years providing the core printing services as specified in the Statement of Work for Stream D	
	a.1 - Category 2 - Loose sheet products	Points Allocated for R.2.b.2.a.1 _____/2
	a.2 - Category 3 - Bound publications	Points Allocated for R.2.b.2.a.2 _____/2
	a.3 - Category 6 - Personalization of certificates and similar printed products (Variable Imaging)	Points Allocated for R.2.b.2.a.3 _____/2
b.	the Supplier's experience providing other printing services	

	b.1 - Category 4 - Specialty single sheet products	Points Allocated for R.2.b.2.b.1____/2
	b.2 - Category 5 - Other types of related printed products, binding and reproduction of CDs (of printed publications)	Points Allocated for R.2.b.2.b.2____/2
c.	the capability of the Supplier to provide other services related to printing as deemed standard within industry standards (Category 7 - Reproduction of publications and other print matter on electronic media from supplied master documents)	Points Allocated for R.2.b.2.c____/2
d.	the mission of the company	Points Allocated for R.2.b.2.d____/2
		R.4.2.1 Points Allocated: ____/14
		<b>Points Allocated for R.4.2: ____/14 multiplied by w.f. 2 = ____/28</b>
<b>Comments:</b>		

**Points Allocated for R.4.2: \_\_\_\_/28**

**R.4.3 SUPPLIER'S INTERNAL CAPABILITY – STREAM D**

Suppliers should provide a clear and detailed overview of the services and equipment required to perform in-house printing services. The services and equipment offered should be directly related to the printing process and the binding equipment necessary to produce items such as those described in Annex A, Statement of Work (Stream D - Category 2, Category 3, Category 4, Category 5, Category 6 and Category 7).

*Examples of in-house printing services and equipment include, but are not limited to, are: Prepress; High resolution proofing; Digital proofing; Digital printing; Web printing, Sheet-fed printing; Bindery; Finishing services; Shipping/delivery; Mail out services; other activities not stated herein.*

The information provided should provide a description of the internal services and a list of the types of equipment.

For all of the listed equipment, Suppliers should provide the following:

- the quantity of the listed equipment in each of the Supplier's facilities where the work will be carried out.
- the name of the manufacturer and the model
- the type of equipment
- the degree of automation of the identified equipment (i.e. in-line stitching, signature collating and trimming capability, etc.)

**Subcontractor's capability will not be considered for the purposes of the R.4.3.**

"Internal capability" means the capability of the Supplier's own legal entity (or joint venture partnership) and does not include the parent, subsidiaries and other affiliates of the Supplier or its subcontractors.

0 points	Information required was not provided
1 point	Not enough details are provided to assess the services and the equipment that supports the printing services to be carried out internally by the supplier
2 points	Details provided lead to a good understanding of the services and the equipment that supports the printing services to be carried out internally by the supplier
3 points	The description includes information demonstrating all of the following: <ul style="list-style-type: none"> <li>The description demonstrates the ability of the supplier to provide in-house the printing services described in the statement of work (Stream D).</li> <li>The description provides a list of the types of equipment as well as the quantity of these in each of the installations where the work will be carried out.</li> </ul>
4 points	La The description includes information demonstrating all of the following: <ul style="list-style-type: none"> <li>The description demonstrates the ability of the supplier to provide in-house the printing services described in the statement of work (Stream D).</li> <li>The description demonstrates that the services are directly linked to the printing process(es) and the equipment necessary to produce items such as those listed in Annex A, Statement of Work (Stream D).</li> <li>The description provides a list of the types of equipment as well as the quantity of these in each of the installations where the work will be carried out.</li> </ul>
5 points	The description is clear and includes information demonstrating all of the following: <ul style="list-style-type: none"> <li>The description demonstrates the ability of the supplier to provide in-house the printing services described in the statement of work (Stream D).</li> <li>The description demonstrates that the services are directly linked to the printing process(es) and the equipment necessary to produce items such as those listed in Annex A, Statement of Work (Stream D).</li> <li>The description provides a list of the types of equipment as well as the quantity of these in each of the installations where the work will be carried out.</li> <li>The description provides the name of the manufacturer and the model of the equipment</li> </ul>

**R.4.3.1 Stream D – Category 2 and Category 3 and Category 6:**

a.	Preparation for printing/Pre-press	Points attribués pour C.4.a _____/5
b.	Printing (Offset and Web and Digital)	Points attribués pour C.4.b _____/5
c.	Activities related to finishing/bindery	Points attribués pour C.4.c _____/5
d.	Activities related to shipping operations (packaging and labelling)	Points attribués pour C.4.d _____/5
		R.4.3.1 Points Allocated: _____/8
<b>Points Allocated for R.4.3.1: _____/20 multiplied by w.f. = _____/60</b>		
<b>Comments:</b>		

**R.4.3.2 Stream D – Category 4 and Category 5 and Category 7:**

a.	Pre-press/Preparation for printing/ Preparation for Production	Points attribués pour C.4.a _____/5
b.	Printing/Production	Points attribués pour C.4.b _____/5
c.	Activities related to finishing/bindery	Points attribués pour C.4.c _____/5

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d.	Activities related to shipping operations (packaging and labelling)	Points attribués pour C.4.d _____/5
		R.4.3.2 Points Allocated: _____/20
		<b>Points Allocated for R.4.3.2 multiplied by w.f. 1.1: _____/22</b>
<b>Comments:</b>		

**Points Allocated for R.4.3: \_\_\_\_\_/82**

**Total Points Allocated for R.4 = \_\_\_\_\_/140**