

Supplier Questions and Answers

- 1) When is the expected contract award approximately? The raw materials for the film bags, boxes, labels and paper envelopes would take 3-4 weeks to arrive at first in order to have enough for 4-6 months before re-stocking so we need to be conscious of time especially with the pandemic delaying deliveries.

We estimate it will be awarded in mid September.

- 2) Please clarify how you need the 8.5"x 11" 60lbs white semi recycled paper and the 3.5"x 8.5" 1 mil polypropylene/ polyethylene film to be closed? With adhesive, or just folded or need a special seal?

Not merely folded, it needs to be sealed in some way. We have no preference how it is sealed but must be sealed.

- 3) Please elaborate on the 20"x 20" x 20" corrugated boxes specifications such as: a) 100% virgin kraft or 100% recycled (testliner) b) Density/ thickness in gsm or calipers or basis weight c) does it require to have holes for hand handles?

The only requirement is the size - 20"x 20" x 20" corrugated boxes.

- 4) How are the masks delivered to our location: in boxes placed on pallets or boxes without the pallets? It would be useful to have a picture of the masks and in what packing form they will arrive?

The masks could arrive in either way, depending on the source available.

- 5) Besides delivering the masks to our location, is Canada also responsible for the unloading of the masks (especially if they don't come on pallets)?

Masks will only be dropped off at a receiving area.

- 6) We know your standard payment terms are 30 days net after receipt of the deliverables. As this is a more complex tender requiring various materials and labour and machinery, would Canada be flexible on payment terms to allow for a pre-production payment deposit of 25%-50% and the balance 30 days net after receipt of the packaged deliverables?

No, the standard payment terms apply.

- 7) In the SOW it says "3.2. Receive surgical and non-surgical face masks from the Public Health Agency of Canada (PHAC) to be packaged individually into plastic film". The term Plastic film does it imply.... Clear poly propylene plastic bag (1 mil.)? If not, can we see a pic/photo sample of the plastic film?

Yes - clear poly propylene plastic bag (1 mil.) – photo of sample mask kit attached.

- 8) In the SOW it says "3.3. Unpack the facemasks in clean environment, and wrap each mask in a letter folded 8.5 x 11 inch 60lb white semi recycled paper. The paper will be colour printed with

instruction details on one side facing out to be clearly visible from outside the package (artwork to be provided by PHAC).” The artwork for the color printed instruction sheet to be inserted in the poly bag (as per article # 3.2) will be in a word , .pdf, or any other format compatible to be printed from any standard colour laser printer? Will the matter be printed on one side or both the sides.?

It will be in .pdf format and printed on one side – see attached.

- 9) In the SOW it says “3.4. Package each mask in 3.5 inch x8.5 inch packaging using 1 mil polypropylene or polyethylene film...”. The dimensions of a regular 3 ply disposable mask (individually packaged) are 4” x 8 ½ “. Could you confirm which measurements to follow? The ends of the poly bag are heat sealed (pillow style), that required automation. The other option could be a self seal Clear Reusable Self Adhesive Cello Lip and Tape poly Plastic bags, could you clarify if there is any preference of one over the other?

Package each mask in 3.5 inch x 8.5 inch packaging (ear loops folded in). Heat sealed ends are acceptable, we have no preference but must be sealed.

- 10) Is there any one preferred carrier that you have mandated for the shipping to the various national locations, or the carrier will be based on the best value offerings based on the destinations?

No preferred carrier, preference based on quickest delivery methods and value offerings.

- 11) I would like to know requirement for the unpack environment, does it must to be in warehouse or commercial building? or It could have people do it at home?

A warehouse or commercial building is preferred as SOW states in sect. 3.3. Unpack the facemasks in a clean environment. However, there is no requirement that it must be done in a warehouse or commercial building.

- 12) Do we arrange own shipping or we will get prepaid waybill and same size container which is easy for us and don't need worry the time schedule for each destination?

Canada to arrange the shipping of the mask kits.

- 13) Is it the standard protective face mask (non-medical use)?

Yes, surgical-type masks, not required to be medical grade.

- 14) Could you confirm if it just wrapped with a letter paper?

Wrapped with letter paper AND sealed in clear poly propylene plastic.

- 15) In the RFP Annex A - Statement of work we understand that a contractor must Receive, Unpack, Wrap, and Package Face Masks according to instructions. It seems that the sending, receiving and unpacking part is an extra cost to the process with a lot of handling involved. Would it be possible to see/receive the details of layout, boxes, labels and film and then just quote to

produce and deliver our own Facemask according to your instruction all done in an automated and much faster process?

No, Canada will be providing the masks.

16) Could you please send us a PDF file for the artwork required on the paper insert?

Yes – see attached.

17) On the boxes 20x20x20 is there any logo or artwork required?

No.

18) Would Canada consider amending the requirement to allow the contractor to also supply the masks?

No.

19) On Page 3 1.2 Summary, what are you providing? Masks ? boxes ? Film ? Wood pallets ? Transportation ?

Canada to provide masks only and will arrange the shipping of completed mask kits.

20) We want to know the measurement of the instruction paper and the bag as well as a pdf or an image of the instruction paper?

8.5 inch x 11 inch, 3.5 inch x 8.5 inch packaging using 1 mil polypropylene or polyethylene film, and yes, .pdf – see attached.

21) On Page 10 r2 Automated process folding, what kind of fold you would like to use for the instruction papers ? Half fold ? tri-fold ? Gate open fold ? or the Z Fold ?

Half fold preferred if possible, otherwise what fits best to clearly display info from the instruction sheet.

22) We can manufacture in Canada ASTM level 1 or 2 surgical masks individually packaged with bilingual instructions. Is this something that your client may be interested in as opposed to sourcing masks and repackaging? To us this makes more sense than buying masks – distributing to be repacked and then shipping back again. To many moving pieces.

No, Canada must provide the masks.

23) What types of masks are you looking to have repackaged? This matters as some earloop masks are quite small and flat as opposed to N95 cup masks.

Surgical-type, flat disposable masks with ear loops.

24) Does the poly bag have to be heat sealed closed?

As long as it is well sealed, does not have to be heat sealed.

25) Instead of using a letter size paper of instructions, could we have the poly bag printed in English and French with the instructions?

No.

26) Do you pictures of the desired look of the packaging?

Yes, attached.

27) There are minimal details as to how the face masks from PHAC are packaged - are they packs of 10, packs of 20 packs of 50, packs of 100 or bulk [loose]?

Masks are sourced from various suppliers and could be packaged differently, most commonly boxes of 50.

28) What material are they currently packaged in - film wrap only in packs corrugated surround or bag sealed in bulk corrugated surround?

3.5 inch x 8.5 inch packaging using 1 mil polypropylene or polyethylene film, stacked within the corrugated box, and sometimes additionally wrapped in plastic within the box, sometimes just stacked and not wrapped

29) Artwork provided by PHAC -to determine the exact costs for printing would you please tell me what the margin depth is, if there is bleed and what the bleed depth is (printing that goes beyond the edge of where the sheet will be trimmed)?

See attached pdf.

30) Our masks are registered in the EU as medical device and with the FDA in the United States as well. Will that be sufficient to source masks to Canada or do we need some Canadian registration as well?

Canada will be supplying the masks.



Canada





Public Health
Agency of Canada

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CORONAVIRUS DISEASE(COVID-19)

TRAVELLER'S MASK INSTRUCTIONS

Put on the mask provided to you by following the instructions below:

1. Clean your hands by washing with soap and warm water for 20 seconds or use an alcohol-based hand sanitizer containing at least 60% alcohol.
2. Try to avoid touching the inside of your mask as you put it on.
3. Position the mask on your face ensuring that it covers your mouth and nose completely.
4. Secure the mask loops around your ears or tie the straps around the back of your head.
5. Adjust the top of the mask so that it fits snugly and comfortably over the bridge of your nose (by bending the metal piece within the lining of the mask).
6. Adjust the lower band of the mask under your chin.
7. Once your mask is secure, keep your hands away from your face and avoid touching the mask.
8. If the mask becomes dirty or damp, clean your hands, grasp the loops or ties and remove the mask away from your face without touching the front of the mask. Discard it into a closed garbage bin. Then, clean your hands and put on a new clean mask if you have one.

FOR MORE INFORMATION ON COVID-19:



Canada.ca/coronavirus



1-833-784-4397

Canada

Agence de la santé
publique du Canada

Public Health
Agency of Canada



MALADIE À CORONAVIRUS (COVID-19)

INSTRUCTIONS RELATIVES AU PORT DU MASQUE POUR LES VOYAGEURS

Mettez le masque qui vous a été fourni en suivant les instructions ci-dessous :

1. Lavez-vous les mains avec de l'eau tiède et du savon pendant 20 secondes ou utilisez un désinfectant pour les mains à base d'alcool.
2. Évitez de toucher l'intérieur de votre masque lorsque vous le mettez.
3. Placez le masque sur votre visage en vous assurant qu'il couvre complètement votre bouche et votre nez.
4. Placez les élastiques du masque derrière vos oreilles ou attachez les courroies à l'arrière de votre tête.
5. Ajustez le haut du masque de manière à ce qu'il suive l'arête de votre nez (en pliant la pièce métallique à l'intérieur de la doublure du masque).
6. Ajustez la bande inférieure du masque sous votre menton.
7. Lorsque votre masque est bien placé, gardez vos mains loin de votre visage et évitez de toucher le masque.
8. Si le masque devient sale ou humide, nettoyez vos mains, saisissez les élastiques ou les courroies et retirez le masque sans en toucher la partie extérieure, puis jetez-le dans une poubelle fermée. Enfin, nettoyez vos mains et mettez un nouveau masque propre si vous en avez un.

POUR PLUS D'INFORMATION SUR COVID-19:



Canada.ca/le-coronavirus



1-833-784-4397



Health
Canada

VIRUS (COVID-19)

MODE D'EMPLOI DU MASQUE POUR LES VOYAGEURS

suivez les instructions ci-dessous :

1. Lavez-vous les mains avec du savon pendant 20 secondes ou utilisez un désinfectant à base d'alcool lorsque vous le mettez sur votre visage.

2. Assurez-vous que le masque couvre complètement votre bouche et votre nez. Attachez les courroies à l'arrière de votre tête ou à ce qu'il y a derrière votre nez (en pliant la pièce de tissu sous votre menton).

3. Gardez vos mains loin de votre visage et évitez de toucher le masque.

4. Nettoyez vos mains, saisissez les courroies et retirez le masque.

5. Enfin, nettoyez vos mains et jetez un nouveau masque propre dans une poubelle.

Plus d'informations sur le COVID-19 : Canada.ca/le-coronavirus

COVID-19: Canada.ca/coronavirus

Instructions below:

1. Wash your hands with soap for 20 seconds or use an alcohol-based hand sanitizer when you put it on.

2. Make sure the mask covers your mouth and nose completely.

3. Tie the straps around the back of your head, and don't touch the bridge of your nose (by bending the mask).

4. Stay away from your face and avoid touching the mask.

5. After use, clean your hands and put on a new clean mask if you have one.

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