Transports

Canada



Solicitation # T8080-190566

RETURN BIDS TO:

Attn: Maureen Mateush

Email: maureen.mateush@tc.gc.ca

Bid solicitation

Proposal to: Transport Canada-

We hereby offer to sell to Canada, in accordance with the terms and conditions set out herein, referred to herein or attached hereto, the goods and services listed herein and on any sheets at the price(s) set out thereof.

Instructions: See herein

Supplier legal name and address:

Transport Canada		Page 1 of 35
Solicitation no.:	Date:	
T8080-190566	Septe	mber 16, 2020
Solicitation closes: At 2 p.m. / 14 h on October 29, 2020		Time zone: Eastern Standard Time (EST)
Address inquiries to:		
Maureen Mateush		
Email: maureen.mateush@tc.gc.c	<u>:a</u>	
Destination:		
See herein		

Title: Mailroom Clerk/Messenger service in

THIS DOCUMENT CONTAINS A **SECURITY REQUIREMENT**

Delivery required:	Delivery offered:
Supplier name and a	ddress:
Telephone: Fax:	
Name and title of pe behalf of supplier (t	erson authorized to sign on ype or print):
Signature	



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PART 1 - GENERAL INFORMATION

1.1 **Security Requirements**

1. At the date of bid closing, the following conditions must be met:

Transports

Canada

- the Bidder must hold a valid organization security clearance as indicated in Part 6 -(a) Resulting Contract Clauses:
- the Bidder's proposed individuals requiring access to classified or protected information, (b) assets or sensitive work sites must meet the security requirements as indicated in Part 6 - Resulting Contract Clauses;
- the Bidder must provide the name of all individuals who will require access to classified or (c) protected information, assets or sensitive work sites;
- 2. For additional information on security requirements. Bidders should refer to the Contract Security Program of Public Works and Government Services Canada (http://www.tpsgc-pwgsc.gc.ca/escsrc/introduction-eng.html) website.

1.2 Statement of Work

The Work to be performed is detailed under Annex "A" of the resulting contract clauses.

1.3 **Debriefings**

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



PART 2 - BIDDER INSTRUCTIONS

2.1 Standard Instructions, Clauses and Conditions

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

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

The <u>2003</u> (2020-05-28) Standard Instructions - Goods or Services - Competitive Requirements, are incorporated by reference into and form part of the bid solicitation.

Subsection 5.4 of <u>2003</u>, Standard Instructions - Goods or Services - Competitive Requirements, is amended as follows:

Delete: 60 days Insert: 120 days

2.2 Submission of Bids

BID SENT BY EMAIL

You are invited to submit electronic copies in either official language (English or French) of both the Technical and Cost Proposals. The RFP Reference Number and the title of the Requirement must be in the subject line of your email and your proposal must be structured in accordance to section A12 – Bid Content on the cover page.

No price or cost information should appear in any other section of the bid. Failure to provide the Financial Bid in a separate attachment will render a bid non-responsive.

If the email including attachments is larger than 20mb, please submit your bid in separate emails to not exceed Transport Canada's server limitation.

Bidders who submit a bid in response to this RFP agree to be bound by the instructions, clauses and conditions of the RFP and accept the terms and conditions of the resulting contract.

It is the Bidder's responsibility to obtain, if necessary, clarification of the requirements contained in the RFP and to prepare its bid in accordance with the instructions contained in the RFP. Enquiries must be submitted in writing to the Contract Authority.

The RFP documents contain all the requirements relating to the bid solicitation. Any other information or documentation provided to or obtained by a Bidder from any other source is not relevant and not part of this RFP. Bidders should not assume that practices used under previous RFPs or contracts will continue, unless they are identified in the RFP. Bidders should also not assume that their existing capabilities meet the requirements of the RFP simply because they have met previous requirements.

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



2.2.1 Improvement of Requirement During Solicitation Period

Should bidders consider that the specifications or Statement of Work contained in the bid solicitation could be improved technically or technologically, bidders are invited to make suggestions, in writing, to the Contracting Authority named in the bid solicitation. Bidders must clearly outline the suggested improvement as well as the reason for the suggestion. Suggestions that do not restrict the level of competition nor favour a particular bidder will be given consideration provided they are submitted to the Contracting Authority at least 15 days before the bid closing date. Canada will have the right to accept or reject any or all suggestions.

2.3 Former Public Servant

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

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

Former Public Servant in Receipt of a Pension

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



If so, the Bidder must provide the following information, for all 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, Bidders agree that the successful Bidder's status, with respect to being a former public servant in receipt of a pension, will be reported on departmental websites as part of the published proactive disclosure reports in accordance with Contracting Policy Notice: 2019-01 and the Guidelines on the Proactive Disclosure of Contracts.

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.

2.4 Enquiries - Bid Solicitation

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

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



2.5 Applicable Laws

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

Bidders may, at their discretion, substitute the applicable laws of a Canadian province or territory of their choice without affecting the validity of their bid, by deleting the name of the Canadian province or territory specified and inserting the name of the Canadian province or territory of their choice. If no change is made, it acknowledges that the applicable laws specified are acceptable to the Bidders.

2.6 Bid Challenge and Recourse Mechanisms

- (a) Several mechanisms are available to potential suppliers to challenge aspects of the procurement process up to and including contract award.
- (b) Canada encourages suppliers to first bring their concerns to the attention of the Contracting Authority. Canada's <u>Buy and Sell</u> website, under the heading "<u>Bid Challenge and Recourse Mechanisms</u>" contains information on potential complaint bodies such as:
 - Office of the Procurement Ombudsman (OPO)
 - Canadian International Trade Tribunal (CITT)
- (c) Suppliers should note that there are **strict deadlines** for filing complaints, and the time periods vary depending on the complaint body in question. Suppliers should therefore act quickly when they want to challenge any aspect of the procurement process.



PART 3 - BID PREPARATION INSTRUCTIONS

3.1 Bid Preparation Instructions

The bid must be gathered per section and separated as follows:

Section I: Technical Bid Section II: Financial Bid Section III: Certifications

Section IV: Additional Information

Section I: Technical Bid

In their technical bid, Bidders should explain and demonstrate how they propose to meet the requirements and how they will carry out the Work.

Section II: Financial Bid

Bidders must submit their financial bid in accordance with the Basis of Payment.

3.1.1 Electronic Payment of Invoices - Bid

If you are willing to accept payment of invoices by Electronic Payment Instruments, complete Annex "D" Electronic Payment Instruments, to identify which ones are accepted.

If Annex "D" Electronic Payment Instruments is not completed, it will be considered as if Electronic Payment Instruments are not being accepted for payment of invoices.

Acceptance of Electronic Payment Instruments will not be considered as an evaluation criterion.

3.1.2 SACC Manual Clauses

Section III: Certifications

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



PART 4 - EVALUATION PROCEDURES AND BASIS OF SELECTION

4.1 **Evaluation Procedures**

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

4.1.1 **Technical Evaluation**

4.1.1.1 Mandatory Technical Criteria

Proposals that fail to meet the following mandatory requirements will be discarded at this stage without further consideration and the bidder's proposal will be considered to be non-responsive.

Mandatory requirements are evaluated on a pass or fail basis. To be considered compliant, a proposal must meet all of the mandatory requirements of this solicitation. Proposals not meeting all of the mandatory requirements will be given no further consideration. Transport Canada may decide to terminate the evaluation upon the first finding of non-compliance with a mandatory requirement. For all project descriptions to demonstrate experience, the bidder must provide the following information:

- 1. Name of the client:
- 2. The total number of years' experience performing the above mentioned tasks;'
- 3. The start and end dates of the project:
- 4. Details of the work performed by the proposed resource on the project(s) including tasks, technologies used and deliverables;
- 5. Customer reference that can attest to the proposed resource's experience (References are only to be contacted to validate the information provided in the bidder's proposal)

#	Mandatory Requirement	Met / Not Met	Proposal Reference
	The bidder must demonstrate a minimum of three (3) years within the last five (5) years of experience providing pick up delivery of mail or similar courier services as stated in the Statement of Work (SOW) of same day transportation/delivery services.	☐ Yes ☐ No	
	To demonstrate this experience the bidder must provide two references. The reference information must include the following information:		
N/1	a) The name of the organization for which the work was completed;		
M1	b) The contact name of the individual who was the project authority or equivalent who is able to verify the services described by the Bidder;		
	c) One (1) of a valid phone number or valid e-mail address; and		
	d) The dates (start date and, if applicable, end date) (MM/YY) during which the Bidder provided services to the client.		
	*References maybe contacted only to verify the information stated in the bidder's proposal.		

	Manufacture Dannis and Met / Not Proposal			
#	Mandatory Requirement		Proposal Reference	
	The bidder must propose individuals for the following resources: • Four (4) Mail Clerks Resources	☐ Yes		
Ma	One (1) Primary Driver Resource	☐ No		
M2	, ,			
	The bidder must provide a copy of a resume for each proposed individual in their proposal at time of bid close.			
М3	The four (4) proposed resources as the mail clerks must demonstrate having experience in administrative, data entry and	☐ Yes ☐ No		
	records filing.			
M4	The proposed resource as the primary driver must demonstrate having one (1) year experience providing professional courier, mail delivery or other transportation/shipping related services directly to	☐ Yes ☐ No		
	clients The bidder's proposed resource as the primary driver must hold and	☐ Yes		
M5	maintain a valid license for the class of vehicle.	☐ No		
	A copy of the license must be submitted in the Bidder's proposal at time of bid close.			
	The bidder's proposed resource as the primary driver	☐ Yes ☐ No		
MC	must be covered under Workers Compensation.			
M6	The bidder must provide proof of this coverage in their proposal at time of bid close.			
	All proposed resource under this contract must have a valid Government of Canada SECRET security Clearance at time of bid close.	☐ Yes ☐ No		
M7	The bidder must provide the following information for all proposed resources:			
	Full Name of Resource			
	 PSPC Security Information 			
	Date of Birth			
M8	The bidder's proposed resource as the drive <u>must</u> be currently bonded in an amount not less than \$5,000.00 CAD	☐ Yes☐ No		
	The bidder must provide proof of this coverage in their bid			
	The bidder's proposed four (4) mail clerk resources must be fluent at the advanced level in English and French.	☐ Yes ☐ No		
М9	Fluent at the advanced level is defined at the following link:			
	https://www.tpsgc-pwgsc.gc.ca/app-acq/sat- ths/clients/competences-proficiency-eng.html			
	The Bidder must_have a vehicle for the primary driver resource to	☐ Yes		
M10	drive. The vehicle must be to the specification as stated in section 3.3 Contractor Obligations of the Statement of Work.	☐ No		
IVI IU	The bidder must provide details on the vehicle in their proposal at time of bid close.			



#	Mandatory Requirement	Met / Not Met	Proposal Reference

4.1.1.2 Point Rated Technical Criteria

Proposals that fail to meet the above mandatory requirements will be judged non-compliant and will not be further assessed.

For all project descriptions to demonstrate experience, the bidder must provide the following information:

- 1. Name of the client;
- 2. The total number of years' experience performing the above mentioned tasks;'
- 3. The start and end dates of the project;
- 4. Details of the work performed by the proposed resource on the project(s) including tasks, technologies used and deliverables;
- 5. Customer reference that can attest to the proposed resource's experience (References are only to be contacted to validate the information provided in the bidder's proposal)

Rated Requirements	Maximum Points	Referenced section / Page in Bidder's proposal
R1 The bidder should describe and explain in their proposal the following essential requirements as they related providing the services stated in the SOW a) Understanding of the Requirements; b) Short term Continuity of Service; c) Long term Continuity of Service; d) Administrative Capability; e) Training f) Quality Assurance; g) Start-up Strategy; Scoring: a) Understanding of the Requirement – (Total of 10 pts) A score of ten (10) will be assigned if the Bidder's response to this essential requirement is in depth and addresses and exceeded the understanding of the needs, objectives and scope of the requirement. The bidder discusses all significant risk factors and shows how they can be removed. Addresses and exceeds all elements as outlined in the SOW. A score of five (5) will be assigned if the Bidder's response to this essential requirement addresses the understanding of the needs, objectives and scope as stated in the SOW. The bidder discusses some significant risk factors and shows how they can be removed. The knowledge, approach demonstrated should ensure more than adequate performance on this aspect of the work. Addresses all elements as outlined in the SOW.	40	



A score of **three (3)** points will be assigned if the Bidder's response minimally addresses the understanding of needs, objectives and scope of the requirement. The bidder minimally address the significant risk factors and does not show how they can be removed. The knowledge, experience or approach demonstrated is insufficient for the effective performance of the work. Addresses some elements as outlined in the SOW

A score of **zero** (0) **points** will be assigned if the Bidder does not address this essential requirement and does not address any elements as outlined in the SOW.

b) Short term Continuity of Service; (Total of 5pts)

A score of **five (5) points** will be assigned if the Bidder's response demonstrates how short term continuity of service will be maintained (e.g. how will Planned/unplanned absences or illness be handled, how backup for a truck will behandled?) This should include for all proposed resources

A score of **zero** (0) **points** will be assigned if the Bidder does not address this essential requirement and does not address any elements as outlined in the SOW.

c) Long term Continuity of Service; (Total of 5pts)

A score of **five (5) points** will be assigned if the Bidder's response demonstrates how long term continuity of service will be maintained (e.g. what incentives and strategies will be in place to minimize staff turnover and dissatisfaction?).

A score of **zero** (0) **points** will be assigned if the Bidder does not address this essential requirement and does not address any elements as outlined in the SOW.

d) Administrative Capability; (Total of 5pts)

A score of **five (5) points** will be assigned if the Bidder's response demonstrates their ability to maintain accurate logs and records of hours worked on a monthly basis, plans to invoice, and how it will deal with general paper flow surrounding the contract.

A score of **zero** (0) **points** will be assigned if the Bidder does not address this essential requirement and does not address any elements as outlined in the SOW.

e) Training (Total of 5pts)

A score of **five (5) points** will be assigned if the Bidder's response demonstrates how they plans to train its staff after the initial training period within Transport Canada. This

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demonstration should include not only the task-relevant training, but also training for such items as dress codes, interpersonal skills, and so on.		
A score of zero (0) points will be assigned if the Bidder does not address this essential requirement and does not address any elements as outlined in the SOW.		
f) Quality Assurance (Total of 5 points) A score of five (5) points will be assigned if the Bidder's response demonstrates an approach taken to ensure they will provide a quality delivery service		
A score of zero (0) points will be assigned if the Bidder does not address this essential requirement and does not address any elements as outlined in the SOW.		
g) Start Up Strategy (Total of 5 points) A score of five (5) points will be assigned if the Bidder's response demonstrates how they plan to deal with the start-up and transition phase.		
A score of zero (0) points will be assigned if the Bidder does not address this essential requirement and does not address any elements as outlined in the SOW.		
R2 Mail Clerk The Bidder should demonstrate using project descriptions that each proposed Mail Clerk(s) resources have experience in providing mail room services similar to the tasks stated in the Statement of Work	20	
1 to 2 years = 5 points 3 to 4 years = 10 points 5+ years = 20 points		
R3 Primary Driver Resource The Bidder should demonstrate using project descriptions that the primary driver resource has experience in providing courrier services	20	
Note: Evaluation based on years of experience		
1 to 2 years = 5 points 3 to 4 years = 10 points 5+ years = 20 points		
Total possible points (minimum pass score 70% or 56 points	80	

4.2 Basis of Selection



4.2.1 Highest Combined Rating of Technical Merit and Price

SACC Manual Clause A0027T (2012-07-16) <u>Basis of Selection - Highest Combined Rating of Technical Merit and Price</u>

PART 5 - CERTIFICATIONS AND ADDITIONAL INFORMATION

Bidders must provide the required certifications and additional information to be awarded a contract.

The certifications provided by Bidders to Canada are subject to verification by Canada at all times. Unless specified otherwise, Canada will declare a bid non-responsive, or will declare a contractor in default if any certification made by the Bidder is found to be untrue whether made knowingly or unknowingly, during the bid evaluation period or during the contract period.

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

5.1 Certifications Required with the Bid

Bidders must submit the following duly completed certifications as part of their bid.

5.1.1 Integrity Provisions - Declaration of Convicted Offences

In accordance with the Integrity Provisions of the Standard Instructions, all bidders must provide with their bid, **if applicable**, the declaration form available on the <u>Forms for the Integrity Regime</u> 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 Contract Award and Additional Information

The certifications and additional information listed below should be submitted with the bid, but may be submitted afterwards. If any of these required certifications or additional information is not completed and submitted as requested, the Contracting Authority will inform the Bidder of a time frame within which to provide the information. Failure to provide the certifications or the additional information listed below within the time frame provided will render the bid 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 <u>Ineligibility and Suspension Policy</u> (http://www.tpsgc-pwgsc.gc.ca/ci-if/politique-policy-eng.html), the Bidder must provide the required documentation, as applicable, to be given further consideration in the procurement process.

5.2.2 Federal Contractors Program for Employment Equity - Bid Certification

By submitting a bid, the Bidder certifies that the Bidder, and any of the Bidder's members if the Bidder is a Joint Venture, is not named on the Federal Contractors Program (FCP) for employment equity "FCP Limited Eligibility to Bid" list available at the bottom of the page of the Employment and Social Development Canada (ESDC) - Labour's website (https://www.canada.ca/en/employment-social-development/programs/employment-equity/federal-contractor-program.html#).



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

Canada will also have the right to terminate the Contract for default if a Contractor, or any member of the Contractor if the Contractor is a Joint Venture, appears on the "FCP Limited Eligibility to Bid" list during the period of the Contract.

The Bidder must provide the Contracting Authority with a completed annex titled Federal Contractors Program for Employment Equity - Certification, before contract award. If the Bidder is a Joint Venture, the Bidder must provide the Contracting Authority with a completed annex Federal Contractors Program for Employment Equity - Certification, for each member of the Joint Venture.

5.2.3 Additional Certifications Precedent to Contract Award

5.2.3.2 Status and Availability of Resources

The Bidder certifies that, should it be awarded a contract as a result of the bid solicitation, every individual proposed in its bid will be available to perform the Work as required by Canada's representatives and at the time specified in the bid solicitation or agreed to with Canada's representatives. If for reasons beyond its control, the Bidder is unable to provide the services of an individual named in its bid, the Bidder may propose a substitute with similar qualifications and experience. The Bidder must advise the Contracting Authority of the reason for the substitution and provide the name, qualifications and experience of the proposed replacement. For the purposes of this clause, only the following reasons will be considered as beyond the control of the Bidder: death, sickness, maternity and parental leave, retirement, resignation, dismissal for cause or termination of an agreement for default.

If the Bidder has proposed any individual who is not an employee of the Bidder, the Bidder certifies that it has the permission from that individual to propose his/her services in relation to the Work to be performed and to submit his/her résumé to Canada. The Bidder must, upon request from the Contracting Authority, provide a written confirmation, signed by the individual, of the permission given to the Bidder and of his/her availability. Failure to comply with the request may result in the bid being declared non-responsive.

Compliance with the certifications provided by the Contractor in its bid is a condition of the Contract and subject to verification by Canada during the term of the Contract. If the Contractor does not comply with any certification or it is determined that any certification made by the Contractor in its bid is untrue, whether made knowingly or unknowingly, Canada has the right, pursuant to the default provision of the Contract, to terminate the Contract for default.

5.2.3.3 Education and Experience

5.2.3.3.1 SACC Manual clause A3010T (2010-08-16) Education and Experience



PART 6 - RESULTING CONTRACT CLAUSES

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

6.1 Security Requirements

6.1.1 The following security requirements in Annex B (SRCL and related clauses provided by the Contract Security Program) apply and form part of the Contract.

6.2 Statement of Work

The Contractor must perform the Work in accordance with the Statement of Work at Annex "A".

6.3 Standard Clauses and Conditions

All clauses and conditions identified in the Contract by number, date and title are set out in the <u>Standard Acquisition Clauses and Conditions Manual</u> (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

2010C (2020-05-28), General Conditions - Services (Medium Complexity) apply to and form part of the Contract.

6.3.2 Supplemental General Conditions

G2001C Commercial General Liability Insurance (2018-06-21), apply to and form part of the Contract.

6.4 Term of Contract

6.4.1 Period of the Contract

The period of the Contract is from date of Contract to March 31, 2023 inclusive.

The Contractor grants to Canada the irrevocable option to extend the term of the Contract by up to two additional one year period(s) under the same conditions. The Contractor agrees that, during the extended period of the Contract, it will be paid in accordance with the applicable provisions as set out in the Basis of Payment.

Canada may exercise this option at any time by sending a written notice to the Contractor at least 30 calendar days before the expiry date of the Contract. The option may only be exercised by the Contracting Authority, and will be evidenced for administrative purposes only, through a contract amendment.

6.5 Authorities

6.5.1 Contracting Authority

The Contracting Authority for the Contract is:

Name: Maureen Mateush

Title: Procurement Specialist

Transport Canada

Directorate: Finance and Administration

Telephone: 431-337-8394

E-mail address: maureen.mateush@tc.gc.ca

The Contracting Authority is responsible for the management of the Contract and any changes to the Contract must be authorized in writing by the Contracting Authority. The Contractor must not perform work in excess of or outside the scope of the Contract based on verbal or written requests or instructions from anybody other than the Contracting Authority.

6.5.2 Project Authority

	,
Name:To be /	Announced
Organization:	
Address:	
Telephone: Facsimile: E-mail address:	

The Project Authority for the Contract is:

The Project Authority is the representative of the department or agency for whom the Work is being carried out under the Contract and is responsible for all matters concerning the technical content of the Work under the Contract. Technical matters may be discussed with the Project Authority, however the Project Authority has no authority to authorize changes to the scope of the Work. Changes to the scope of the Work can only be made through a contract amendment issued by the Contracting Authority.

6.5.3 Contractor's Representative

To be announced

6.6 Proactive Disclosure of Contracts with Former Public Servants

By providing information on its status, with respect to being a former public servant in receipt of a <u>Public Service Superannuation Act</u> (PSSA) pension, the Contractor has agreed that this information will be reported on departmental websites as part of the published proactive disclosure reports, in accordance with <u>Contracting Policy Notice</u>: 2019-01 of the Treasury Board Secretariat of Canada.

6.7 Payment

6.7.1 Basis of Payment

6.7.2 Limitation of Price

SACC Manual clause C6000C (2017-08-17) Limitation of Price

6.7.3 Monthly Payment

Canada will pay the Contractor on a monthly basis for work performed during the month covered by the invoice in accordance with the payment provisions of the Contract if:



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

6.7.4 Electronic Payment of Invoices – Contract

The Contractor accepts to be paid using any of the following Electronic Payment Instrument(s):

- a. Visa Acquisition Card;
- b. MasterCard Acquisition Card;
- c. Direct Deposit (Domestic and International);
- d. Electronic Data Interchange (EDI);
- e. Wire Transfer (International Only);
- f. Large Value Transfer System (LVTS) (Over \$25M)

6.8 Invoicing Instructions

The Contractor must submit invoices in accordance with the section entitled "Invoice Submission" of the general conditions. Invoices cannot be submitted until all work identified in the invoice is completed.

Invoices must be distributed as follows:

The original must be forwarded to the address shown on page 1 of the Contract for certification and payment.

6.9 Certifications and Additional Information

6.9.1 Compliance

Unless specified otherwise, the continuous compliance with the certifications provided by the Contractor in its bid or precedent to contract award, and the ongoing cooperation in providing additional information are conditions of the Contract and failure to comply will constitute the Contractor in default. Certifications are subject to verification by Canada during the entire period of the Contract.

6.9.2 Federal Contractors Program for Employment Equity - Default by the Contractor

The Contractor understands and agrees that, when an Agreement to Implement Employment Equity (AIEE) exists between the Contractor and Employment and Social Development Canada (ESDC)-Labour, the AIEE must remain valid during the entire period of the Contract. If the AIEE becomes invalid, the name of the Contractor will be added to the "FCP Limited Eligibility to Bid" list. The imposition of such a sanction by ESDC will constitute the Contractor in default as per the terms of the Contract.

6.10 Applicable Laws

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



6.11 **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.

- the Articles of Agreement; (a)
- (b) the supplemental general conditions G2001C (2018-06-21) Commercial General Liability Insurance:
- the general conditions 2010C (2020-05-28), General Conditions Services (Medium Complexity; (c)
- (d) Annex A, Statement of Work:
- (e) Annex B, Security Requirements Check List;
- the Contractor's bid dated _____ (insert date of bid), (f)

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6.12 **Dispute Resolution**

- (a) The parties agree to maintain open and honest communication about the Work throughout and after the performance of the contract.
- (b) The parties agree to consult and co-operate with each other in the furtherance of the contract and promptly notify the other party or parties and attempt to resolve problems or differences that may arise.
- (c) If the parties cannot resolve a dispute through consultation and cooperation, the parties agree to consult a neutral third party offering alternative dispute resolution services to attempt to address the dispute.
- (d) Options of alternative dispute resolution services can be found on Canada's Buy and Sell website under the heading "Dispute Resolution".



ANNEX "A"

STATEMENT OF WORK

1.0 Scope

1. 1 Title

Mailroom Clerk/Messenger service in the National Capital Region (NCR) for Transport Canada.

1.2 Introduction

Mailroom services within Transport Canada consists of the careful and confidential handling, sorting and delivering of the Canada Post Mail and other bulk correspondence. Mail items would need to be processed and sorted for internal and external offices within the NCR.

1.3 Objectives of the Requirement

The scope of services presently covers about 32 different organizations, located in approximately 25 different buildings in the National Capital Region. These services take place on both a scheduled and unscheduled basis. Variations in the number of organizations serviced may increase or decrease while this contract is in effect.

1.4 Background, Assumptions and Specific Scope of the Requirement

TC estimates the following volumes* of mail are delivered and shipped by TC per month:

- 80 mail bins (or equivalent e.g. mail bins) per month, with a maximum of 5-6 mail bins per load*; is equivalent to
- 12,480kg of regular mail per year*; with an estimated maximum of 7-8 kg per item (bins or boxes). We also receive and **estimated** 5,000 pieces of couriered items per year.

The mailroom sends out over 84,700* pieces of regular mail a year and an estimated 11,000 couriered items per year pieces of mail annually for clients. Daily volumes of mail to/from and between TC and its portfolio partners are relatively consistent, with some seasonal peaks in volumes due to program requirements such as application periods and mail-outs. Mail-outs and special programs of outgoing mail are planned in advance by TC.

These services are divided into two major categories: internal and external. The external service within Transport Canada covers scheduled and unscheduled service to a minimum of 27 drop-off and pick-up locations occupied by Transport Canada within the NCR. The core building is Place de Ville Tower C.

The external service covers other Transport Canada offices and other federal buildings in the National Capital Region. The majority of these deliveries require the use of a driver and vehicle.

2.0 Requirements

^{*}All volumes provided herein are estimates only for information purposes, based on the best information available to TC. TC does not warrant or guarantee the volume of mail delivery.



2.1 Tasks, Activities, Deliverables and Milestones

2.1.1 Mail clerks will provide:

- Acknowledge receipt of mail from private couriers (Purolator, Fedex, etc.) and a.) Canada Post and enter these in the registries system:
- Receive, record all incoming courier/express shipments into Transport Canada's b.) incoming courier tracking system;
- c.) Gather the mail bins that were received, empty the contents, sort the mail and place it in the pigeon holes set up for the various departments:
- d.) The mail sorting stations (Pigeon holes) are located in the Tower C mailroom and all scheduled delivery runs are controlled from this area. Transport Canada utilizes and maintains a unique routing symbol system to identify the various office drop-off and pickup points:
- e.) Scanning of incoming mail (letters or envelopes) at the customer's request. Send the scanned documents by e-mail to the person designated by the group. Practice that could become permanent depending on distance working practices.
- f.) Throughout the day, affix stamps on all the regular, registered and priority mail to be mailed at the end of the day, according to the standards set by Canada Post and/or Transport Canada's methods and/or equivalent;
- Manage all internal postal accounts for Transport Canada in view of recovering g.) the postal costs from the different clients:
- Ship the bulk mail for pre-established sites according to the schedules indicated. h.) The contractor must add address labels required for bulk shipments.
- i.) Move boxes of documents in the course of information management operations (Records office, dormant office, Tower B or C) (max 35 kg per box);
- Sort incoming material from the sorting table; j.)
- k.) Sorting mail received from mail runs:
- l.) Sort internal mail for direct delivery to addresses:
- m.) Sort material from delivery run/pick-up:
- Pick-up and delivery of by-hand and direct items (this priority may change n.) depending on the urgency of the request);
- Pick-up and delivery of boxes; 0.)
- Sorting, processing and metering outgoing mail volumes: p.)
- Operate various types of mail equipment including Postage meter, Folder inserter q.) and the x-ray machine;
- r.) Label, insert publications and circular mail into envelopes; and



- s.) Complete various bills of lading for mail and courier shipment.
- t.) Provide service in both official languages (English, French).

2.1.2 <u>Driver Services will be performed</u>

- a.) Carrying out scheduled daily mail runs, sorting mail items before and after each mail run are critical services. When not involved in these critical scheduled services, the Driver will aid the Mail Clerks in daily operations.
- b.) Provide an uninterrupted and onward transmission of mail between offices and buildings. Eighty percent (80%) of all such mail must be delivered within four hours and hundred percent (100%) within the hours of operation (7:30-5:00pm).
- c.) Insure collection and delivery run to originate and return to mail room Tower C;
- d.) Assist in receiving and processing incoming mail;
- e.) Assist the Mail Clerks in the preparation and dispatch of outgoing mail;
- f.) Ensure that all contents have been removed from Canada Post mailbags and containers;
- g.) Assist with loading dock pickups or deliveries for the Records and Mail Management Division;
- h.) Maintain a clean and secure working environment;
- i.) Operate Transport Canada's inbound shipping system(Send Suite Tracking) and manually and electronically complete various forms such as transmittal slips, courier slips, bills of lading, and operate electronic handhelds (Electronic devices used to obtain electronically the signature of the client acknowledging receipt of the package) to obtain signatures.
- j.) Sorting and delivering of the mail and other bulk correspondence. Bulk deliveries are made to other government and non-government buildings in the NCR while non-bulk deliveries are made to the various floors and sites within core TC buildings located within the NCR. Items may be picked-up at the same time that deliveries are made;
- k.) Provide daily pick-up and delivery of mail between TC Headquarters and other government and non-government buildings within the NCR while non-bulk deliveries are made to the various floors and sites within core TC buildings located within the NCR. Items may be picked-up at the same time that deliveries are made, as set out in the attached Appendix A and as may be adjusted from time to time to reflect the delivery priorities and office locations of TC and its partners;
- Pick-up and/or deliver mail and/or supplies from/to any of TC's or its portfolio partners' locations within the NCR as requested during the hours of work. Pickup and delivery may include fragile or time sensitive deliveries;



- m.) Required to both manually and electronically complete various forms such as transmittal slips, courier slips, bills of lading and logbooks and operate handheld electronic palm pilots (Electronic devices used to obtain electronically the signature of the person acknowledging receipt of the package) to obtain signatures;
- n.) Provide for each collection and delivery run to originate and return to mail room located at Tower C:

Note: The activities presented above are approximate and subject to change. They are intended to serve only as a guide for tendering purposes.

2.2 Specifications and Standards

We will measure the work completed by the amount of mail/packages received correctly in one day versus incorrectly via our receiving program (SendSuite Tracking) or our shipping program (2Ship).

2.3 Technical, Operational and Organizational Environment

The work will be performed in an office Mailroom setting at 330 Sparks street Ottawa, Ontario.

All equipment and office materials will be provided to complete every task.

2.4 Method and Source of Acceptance

All work performed, and services provided, will be to the satisfaction of and subject to acceptance by the departmental representative, namely, the Manager, Records and Mail Management. The departmental representative may delegate some or all of this authority.

The contractor is responsible for ensuring that any individual assigned is replaced in case of either planned or unplanned absences.

2.5 Project Management Control Procedures

Every day the departmental representative will follow progress by monitoring to ensure progressive processing of outgoing mail by Shippers/Mail Processor Services to avoid sudden rushes prior to scheduled deliveries to Canada Post;

Eighty percent (80%) of all such mail must be delivered within four hours and hundred percent (100%) within eight hours;

2.6 Change Management Procedures

Changes to procedure will be fully vetted and discussed with the contractor and departmental representative prior to implementation.

3.0 Other Terms and Conditions of the SOW

3.1 Authorities

All work performed, and services provided, will be to the satisfaction of and subject to acceptance by the departmental representative, namely, the Manager, Records and Mail Management. The departmental representative may delegate some or all of this authority.

3.2 TC Obligations

In support of the Contractor's delivery of services, TC will provide the following:

Contact numbers and names for the TC NCR Mail Services Authority (TC's Mailroom Coordinator and Manager, NCR Mail Services); together with contact information for any temporary replacement personnel (in the event of illness or absence);

TC's pick-up and delivery schedule and any amendments to the delivery schedule as updated from time to time by TC;

Transport Canada will supply functional and operational guidance to the contractor in the performance of services, including providing the detailed schedules and operating manuals required for each messenger, messenger/mail processor and driver.

Transport Canada will make available, and maintain, the requisite equipment and materials (except vehicle and any item associated with a vehicle) necessary to provide the service, including:

- a) Sorting, mailing and X-Ray equipment;
- b) Delivery carts for internal use;
- c) Forms, paper and computers.
- d) Bags or appropriate containers for delivery by the Contractor to TC's required locations;
- e) Mail bags and Canada Post mail containers;
- f) Carts for transport of mail within TC's Headquarters; and
- g) Other information as necessary to support timely and accurate service delivery by the Contractor.

Additionally, Transport Canada will provide a workstation commensurate with the needs of the Mailroom employees.

See list below for areas requiring access.

3.3 Contractor's Obligations

The Contractor shall equip its Driver(s) with one (1) light commercial vehicle in good working condition of adequate size and dimensions to securely transport the identified volumes and weights of mail/supplies. In so doing, the Contractor shall:

- •Ensure vehicles used for the delivery of services to TC are clean at all times and in good mechanical order.
- Replace any broken-down vehicle and resume service within one (1) hour from time of break-down with the same type of vehicle or better.
- Be responsible for all gas, oil, consumables, maintenance, repair, insurance and parking charges and/or tickets relating to this service.
- Be responsible for any traffic or parking violations incurred by its Drivers while providing services on behalf of TC.

The Contractor shall provide and ensure all vehicles used in this service are equipped with hand carts or dollies for use by the Contractor's Drivers for pick-ups/deliveries at TC and



portfolio partner locations outside of Headquarters. Carts shall be of adequate size and load capacity, in good working order, and provided at no additional charge to the Department.

The Contractor shall equip its Drivers with a working cellular telephone for use in contacting the TC NCR Mail Services Authority. The Contractor shall provide the telephone at no additional charge to the Department. The Contractor shall ensure the TC NCR Mail Services Authority has the correct and valid telephone number for its Drivers at all times.

3.4 Location of Work, Work site and Delivery Point

The work will take place within the NCR during the hours of 7:30 EST to 5:00 EST (excluding Statutory Holidays observed by the Government of Canada. The core building is Place de Ville Tower C located at 330 Sparks Street Ottawa, Ontario. The external delivery service within Transport Canada covers to a minimum of 27 drop-off and pick-up locations occupied by Transport Canada.

Due to existing workload and deadlines, all personnel assigned to any contract resulting from this RFP must be ready to work in close and frequent contact with the Departmental Representative and other departmental personnel.

3.5 Language of Work

Have a working knowledge of, and be able to express oneself verbally, and in writing, in one of the official languages (English or French);

3.7 Security Requirements

It is a condition that, prior to performance of any obligation under any contract resulting from this RFP, the Contractor and sub-contractors and their employees assigned to the performance of such contract will be security cleared by the federal government at the Secret

All Contractor Employees delivering services to TC shall maintain valid Government of Canada SECRET clearances.

The Contractor shall provide TC with the Security Clearance certificate for each of the Employees within 15 days of Contract Award and shall provide proof of on-going validity of the Security Clearance to TC upon request.

3.8 Insurance Requirements

The contractor must have liability insurance (see attached insurance document).

The contractor must respect all municipal bylaws and provincial and federal acts and regulations applicable to the actions that will be taken subject to this contract. The contractor must obtain and pay all related permits, license fees and income taxes. The contractor and its employees must respect all rules and regulations implemented by Transport Canada, including the obligation to be clearly identified in the business' name while carrying out their tasks.



The vehicle shall be insured for operations in the National Capital Region (i.e. provinces of Ontario and Quebec). Proof of valid insurance shall be carried in the vehicle

4.0 Project Schedule

4.1 Expected Start and Completion Dates

The services of the Contractor will be required for **a period of 2 years and 5 months** commencing upon contract award of this project is November 1st 2020 until March 31st 2023 with the option for one (1) year extensions (April 1st, 2023 to March 31, 2024).

4.2 Schedule and Estimated Level of Effort (Work Breakdown Structure)

See section 2.1 for Mailroom work breakdown. See appendix C for delivery times.

5.0 Required Resources or Types of Roles to be performed

Based on existing operations and workloads, and as discussed in the objectives 2.1, the contractor shall prepare a proposal based on providing:

Mail clerk's tasks (see 2.1.1) Driver's tasks (see 2.1.2)

6.0 Applicable Documents and Glossary

6.1 Applicable Documents

- i. Form no 26-0762 (1004-01)
- ii. The Canada Post Corporation Act
- iii. RCMP G1-024 Control Access Physical Security Guide Lead Agency Publication; P
- iv. Public Safety- Responding to Suspicious Packages Guidelines



GENERAL LIST OF ORGANIZATION SERVICED BY MESSENGER SERVICES

Institution	Building	Location	Area
Canada Post		1424 Sandford Fleming Avenue	Ottawa
Citizenship and	Phase III Place du Portage		_
Immigration Canada		11 Laurier Street	Gatineau, Quebec
Justice Canada		255 Albert Street 7 th floor	Ottawa
Justice Canada		275 Sparks street	Ottawa
Transport Canada		275 Sparks street	Ottawa
Privy Council Office		11 Metcalfe Street	Ottawa
Transport Canada		275 Slater Street (Records Office)	Ottawa
Transport Canada		80 Noel Street	Industrial Park (Gatineau, QC)
Transport Canada		333 Laurier Street	Transportation Appeal Tribunal
Transport Canada	Constitutional Square Building	350 Albert Street	Ottawa
Transport Canada		200 Comet Private	Ottawa Airport Area
Transport Canada		1000 Airport Parkway	Ottawa Airport Area
Transport Canada		39 Camelot Street	Ottawa Airport Area
Transport Canada		1451 Coldrey Avenue	Ottawa Airport Area
Transport Canada		1600 Tom Roberts	Ottawa Airport Area
Transport Canada	Minto Plaza	427 Laurier Street 14th- 11th floor	Ottawa
Ship Source Oil Pollution fund	Minto Plaza	180 Kent Street	Ottawa



Transport Canada		2655 Lancaster Road	Ottawa
Infrastructure Canada	Minto Plaza	180 Kent 11 th floor	Ottawa
Transport Canada		275 Slater 6 th floor	Ottawa
Treasury Board K1A Hub Ottawa		90 Elgin	Ottawa
Transport Canada	Esplanade Laurier	300 Laurier Street 15 th floor	Ottawa
PWGSC Gatineau		11 Laurier St	Gatineau

ANNEX "B"

SECURITY REQUIREMENTS CHECK LIST

- 1. The contractor/offeror must, at all times during the performance of the contract/standing offer, hold a valid Facility Security Clearance at the level of secret, issued by the CSP of the ISS, **PSPC**
- 2. The contractor/offeror personnel requiring access to sensitive work site(s) must each hold a valid personnel security screening at the level of secret, granted or approved by the CSP/ISS/PSPC
- 3. Subcontracts which contain security requirements are **not** to be awarded without the prior written permission of the CSP/ISS/PSPC
- 4. The contractor/offeror must comply with the provisions of the:

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- a. Security Requirements Check List and security guide (if applicable), attached at Annex B
- b. Industrial Security Manual (Latest Edition)



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Transports Canada

Solicitation No. T8080-190566



Government Gouvernement du Canada

Contract Number / Numéro du contrat	
T8080-190566	
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TBS/SCT 350-103(2004/12)

Security Classification / Classification de sécurité

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ANNEX "C" to PART 3 OF THE BID SOLICITATION

ELECTRONIC PAYMENT INSTRUMENTS

The	Bidder accepts any	of the following	Electronic	Payment Inst	rument(s):

- () VISA Acquisition Card;() MasterCard Acquisition Card;
- () Direct Deposit (Domestic and International);
- () Electronic Data Interchange (EDI);
- () Wire Transfer (International Only);
- () Large Value Transfer System (LVTS) (Over \$25M)



ANNEX "D" to PART 5 OF THE BID SOLICITATION

FEDERAL CONTRACTORS PROGRAM FOR EMPLOYMENT EQUITY - CERTIFICATION

I, the Bidder, by submitting the present information to the Contracting Authority, certify that the information provided is true as of the date indicated below. The certifications provided to Canada are subject to verification at all times. I understand that Canada will declare a bid non-responsive, or will declare a contractor in default, if a certification is found to be untrue, whether during the bid evaluation period or during the contract period. Canada will have the right to ask for additional information to verify the Bidder's certifications. Failure to comply with any request or rEquirement imposed by Canada may render the bid non-responsive or constitute a default under the Contract.

For further information on the Federal Contractors Program for Employment Equity visit Employment and Social Development Canada (ESDC)-Labour's website.

Date: ______(YYYY/MM/DD) (If left blank, the date will be deemed to be the bid solicitation closing date.)

For further information on the Federal Contractors Program for Employment Equity visit <u>Employment a</u> <u>Social Development Canada (ESDC)-Labour's</u> website.
Date:(YYYY/MM/DD) (If left blank, the date will be deemed to be the bid solicitation closidate.)
Complete both A and B.
A. Check only one of the following:
() A1. The Bidder certifies having no work force in Canada.
() A2. The Bidder certifies being a public sector employer.
() A3. The Bidder certifies being a <u>federally regulated employer</u> being subject to the <u>Employment Equity Act.</u>
 () A4. The Bidder certifies having a combined work force in Canada of less than 100 permanent full time and/or permanent part-time employees.
A5. The Bidder has a combined workforce in Canada of 100 or more employees; and
() A5.1. The Bidder certifies already having a valid and current Agreement to Implement Employment Equity (AIEE) in place with ESDC-Labour. OR
() A5.2. The Bidder certifies having submitted the <u>Agreement to Implement Employment Equity</u> (LAB1168) to ESDC-Labour. As this is a condition to contract award, proceed to completing the form Agreement to Implement Employment Equity (LAB1168), duly signing it, and transmit it to ESDC-Labour.
P. Charle only one of the following:

- B. Check only one of the following:
- () B1. The Bidder is not a Joint Venture.

OR

() B2. The Bidder is a Joint Venture and each member of the Joint Venture must provide the Contracting Authority with a completed annex Federal Contractors Program for Employment Equity - Certification. (Refer to the Joint Venture section of the Standard Instructions)