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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 - STREAM A		
MANDATORY REQUIREMENTS	ACHIEVED	NOT ACHIEVED

RATED REQUIREMENTS - STREAM A	MINIMUM POINTS	MAXIMUM POSSIBLE POINTS
R.1 Quality Assurance Procedures		40 points
R.2 Environmental Practices		60 points
R.3 Performance of the Work – Stream A		30 points
TOTAL SCORE	104 points	130 points

Stream A: Business Cards:

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

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.

M.1 PAPER – STREAM A

Please Note: The M.1 mandatory criterion is the same for all streams (A, B, C, D and E)

Evaluation criteria			
For ALL printing requirement contracts that result from this SA the supplier certifies it will 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):	Compliant	Not Compliant	Reference to Supplier's Arrangement
Canadian Standards Association Sustainable Forest Management Standard CSA/SFMS), and/or			
Forestry Stewardship Council (FSC), and/or			
Sustainable Forestry Initiative (SFI).			
Comments			

M.2 ENVIRONMENTAL STATEMENT – STREAM A

Please Note: The M.2 mandatory criterion is different for all streams (A, B, C, D and E)

Evaluation criteria			
M.2 As part of their arrangement, the Supplier must provide an environmental mission statement (including environmental measures undertaken in office operations).	Compliant	Not Compliant	Reference to Supplier's Arrangement
An environmental mission statement is provided			
Comments			

M.3 CORPORATE EXPERIENCE – STREAM A

Please Note: The M.3 mandatory criterion is different for all streams (A, B, C, D and E)

M.3.1 The Supplier must demonstrate that it has been contractually bound to at least two (2) different external clients to provide business card printing services (*as defined in Part 1 under the heading 1.12 Key Terms – Stream A: Business Cards*) for at least three (3) 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 trois (3) 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 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.c The full business name of the Client.

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 at least 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 three (3) individual contracts within the last three (3) calendar years (prior to the closing date of this RFSA).			
M.3.2 The Supplier provided the following information for each of the three (3) 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			
M.3.2.b 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			
M.3.2.c The information provided indicates the full business name of the Client for the contracts and demonstrates two (2) different external clients.	Compliant	Not Compliant	Reference to Supplier's Arrangement
Contract 1			
Contract 2			
Contract 3			
Comments			

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. QUALITY ASSURANCE AND QUALITY CONTROL – STREAM A

(Maximum 40 Points for R.1.a or R.1.b)

Please Note:

- **Stream A**

The R.1 evaluation criterion for Stream A is different than the R.1 evaluation criterion for streams B, C, D and E.

- The Supplier should demonstrate quality assurance specifically related to the requirements of Stream A.

The Supplier should demonstrate quality assurance specifically related to the requirements of Stream A.

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.1. Quality Assurance Program and quality control procedures

The Supplier should respond to R.1. by providing the information required **for either R.1.a ISO certification OR for R.1.b.**

The points allocated for R.1 will be based on the Supplier's response for R.1.a *ISO certification* **OR** for R.1.b

R.1.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 as described in the Statement of Work.

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

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

The Supplier should provide a copy of its current ISO certification applicable 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.1.a.1 - ISO certification relevant to printing, finishing/bindery, and distribution/shipping of printed items. - Copy of current ISO certification(s) supplied for each facility identified.
Points Allocated for R.1.a.1: _____/20

R.1.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 relevant ISO work procedures supplied for:

Preparation for printing/Pre-press	_____/ 1 point
Printing	_____/ 1 point
Activities related to finishing/bindery	_____/ 1 point
Activities related to shipping operations (packaging, labelling and delivery arrangements)	_____/ 1 point
Points Allocated for R.1.a.2: _____/4	
Points Allocated for R.1.a.2: _____/4 multiplied by w.f. 5 = : _____/20	
Comments:	

Points awarded for R.1.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.1.b. In this case, only the information provided for R.1.b will be evaluated.

R.1.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 and labelling and distribution/shipping of printed items as specified in the Statement of Work.

R.1.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.1.b.1: _____ /4 multiplied by w.f. 2 = : _____ /8	
Comments:	

R.1.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;

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.

Quality control procedures for the following work activities:		
a.	Pre-press/Preparation for printing	Points Allocated for R.1.b.2.a ____/3
b.	Printing	Points Allocated for R.1.b.2.b ____/3
c.	Finishing/bindery activities	Points Allocated for R.1.b.2.c ____/3
d.	Preparation for distribution/shipping (packaging and labelling)	Points Allocated for R.1.b.2.d ____/3
e.	Distribution/shipping	Points Allocated for R.1.b.2.e ____/3
		R.1.b.2 Points Allocated: ____/15
Points Allocated for R.1.b.2: ____ / 15 multiplied by w.f. 1.2 = : ____/18		
Comments:		

R.1.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	Few details provided. The description does not demonstrate that the Supplier's Quality Assurance Program has been formalized.
2 points	The description demonstrates that the Supplier's Quality Assurance Program has been formalized.
3 points	The supplied description demonstrates all of the following elements: <ul style="list-style-type: none"> • The description demonstrates that the Supplier's Quality Assurance Program has been formalized. • The description demonstrates how the Quality Assurance Program is communicated to employees

4 points	<p>The supplied description is demonstrates all of the following elements:</p> <ul style="list-style-type: none"> • The description demonstrates that the Supplier's Quality Assurance Program has been formalized as corporate policy. • The description demonstrates that the Supplier's quality assurance procedures are included in corporate Quality Assurance manuals. • The description demonstrates how the Quality Assurance Program is communicated to employees
R.1.b.3 Points Allocated: ____/4	
Points Allocated for R.1.b.3: ____/4 multiplied by w.f. 3.5 = : ____/14	
Comments:	

Points Allocated for R.1.b: ____/40

Total Points Allocated for R.1 (R.1.a OR R.1.b)= _____/40

R.2. ENVIRONMENTAL PRACTICES – STREAM A (Maximum 60 Points R.2.a OR R.2.b)

Please Note:

The R.2 evaluation criterion for Stream A is different than the R.3 Environmental Practices evaluation criterion for all of the other streams (B, C, D and E)

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

R.2.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.2.b.**

Suppliers claiming certification and failing to provide a copy of the certification will receive 0 points for R.2.

R.2.a The Environmental program(s) under which the Supplier is certified :	
Environmental Choice Program, certification for Printing Services And/Or Chain of Custody certification from a Forest Management Program (FSC, SFI, CSA/SFMS, PEFC) And/Or ISO 14001	_____ 60 Points
Points Allocated for R.2.a _____ / 60	

OR

Should the Supplier not hold certification under any one (1) of the environmental programs listed for R.2.a , 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 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:

R.2.b Environmental Practices		Points
1	The Supplier recycles all scrap paper.	_____ 1 Point
2	The Supplier recycles all packaging and shipping material.	_____ 1 Point
3	The Supplier recycles or uses environmentally safe methods of disposing of all scrap plastics and metals.	_____ 1 Point
4	The Supplier recycles or uses environmentally safe methods of disposal of waste related to printing.	_____ 1 Point
5	The Supplier recycles or uses environmentally safe methods of disposal of waste chemicals	_____ 1 Point
6	The Supplier uses packaging material containing recycled content.	_____ 1 Point
7	The Supplier has automated equipment that enters standby mode after one hour.	_____ 1 Point
8	The Supplier has a company policy requires that non-automated equipment to be turned off when not in use.	_____ 1 Point
9	The Supplier uses energy efficient lighting systems and lighting fixtures	_____ 1 Point
10	The Supplier adopts energy efficiency measures, such as use of ENERGY STAR qualified equipment where applicable	_____ 1 Point
11	The Supplier captures potentially harmful VOCs or dust from production processes.	_____ 1 Point
12	The Supplier uses printing processes with reduced use of hazardous chemicals	_____ 1 Point
13	The Supplier encourages electronic distribution of proofs	_____ 1 Point
14	The Supplier has adopted administrative practices that result in reduced paper use, for example <ul style="list-style-type: none"> • Administrative documents printed in duplex (double sided) format • Reuse of packaging, where possible • Use of recycled products 	_____ 1 Point
15	The Supplier considers the complete lifecycle of products and services provided	_____ 1 Point
Points Allocated for R.2.b: _____/15 multiplied by w.f. 4 = : _____/60		

Total Points Allocated for R.2 (R.2.a OR R.2.b): ____/60

R.3 PERFORMANCE OF THE WORK – STREAM A (Maximum 30 points)

Please Note:

The R.3 Performance of the Work evaluation criterion for Stream A is different than the R.4 Performance of the Work evaluation criterion for all of the other streams (B, C, D and E)

R.3.1 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.3.1.1 Supplier's method of contact (in the region or regions for which the Supplier submitted an arrangement)

R.3.1.2 The Supplier's capacity for receiving order files by electronic transfer methods

R.3.1.3 The Supplier's capacity for processing electronic file types

R.3.1.1 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"> • how the Supplier can be contacted; • the Supplier's ability to arrange pick-up and delivery in each region; • the Supplier's access to long distance couriers/carriers for non-local pick-up and delivery.
2 points	The description is complete. The information provided demonstrates that the Supplier (any of the following apply): <ul style="list-style-type: none"> • can be contacted by telephone or by fax only; • cannot arrange pick-up or delivery in each region at least once during the business day; • does not have access to long distance couriers/carriers for non-local pick-up.
3 points	The description is complete. The information provided demonstrates that the Supplier (all of the following apply): <ul style="list-style-type: none"> • can be contacted by telephone, fax and e-mail; • can arrange pick-up and delivery in each region at least once during the business day; • has access to long distance couriers/carriers for non-local pick-up.
4 points	The description is complete. The information provided demonstrates that the Supplier (all of the following apply): <ul style="list-style-type: none"> • can be contacted by telephone, fax and e-mail; • can arrange pick-up or delivery in each region at least once during the business day; • has access to long distance couriers/carriers for non-local pick-up as required • has existing arrangements for cost savings with distance couriers/carriers for non-local pick-up as required.
5 points	The description is complete. The information provided demonstrates that the Supplier (all of the following apply): <ul style="list-style-type: none"> • can be contacted by telephone, fax and e-mail;

	<ul style="list-style-type: none"> • can arrange pick-up or delivery in each region at least once during the business day; • has access to long distance couriers/carriers for non-local pick-up as required; • has existing arrangements for cost savings with distance couriers/carriers for non-local pick-up as required; • provides counter service at one (1) or more locations and/or provides client access to the supplier's internet ordering system.
R.3.1.1 Points Allocated: ____/5	
Points Allocated for R.3.1.1: ____/5	
Comments:	

R.3.1.2 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"> • the Supplier can receive files of up to 2 GB, via e-mail; • the Supplier can receive 3 GB - 5 GB files by file transfer;
4 points	The description provided is complete. The description demonstrates that (all of the following): <ul style="list-style-type: none"> • the Supplier can receive files greater than 2 GB, via e-mail; • the Supplier can receive files greater than 5 GB files by file transfer;
5 points	The description provided is complete. The description demonstrates that (all of the following): <ul style="list-style-type: none"> • the Supplier can receive files greater than 2 GB, via e-mail; • the Supplier can receive files greater than 5 GB files by file transfer; • 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]).
R.3.1.2 Points Allocated: ____/5	
Points Allocated for R.3.1.2: ____/5	
Comments:	

R.3.1.3 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 that the Supplier has the capacity to process PDF files nor to process files from publishing applications.
2 points	The description provided does not demonstrate one (1) of the following elements: <ul style="list-style-type: none"> the Supplier's capacity to process PDF files 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	The description provided demonstrates the Supplier's capacity to process (all of the following): <ul style="list-style-type: none"> PDF files; files from publishing applications - page layout, illustration, photo manipulation in Apple and Windows versions
5 points	The description provided demonstrates the Supplier's capacity to process (all of the following): <ul style="list-style-type: none"> PDF files; files from publishing applications - page layout, illustration, photo manipulation in Apple and Windows versions; files from major business suites (word-processing, spreadsheet, presentation)
R.3.1.3 Points Allocated: ____/5	
Points Allocated for R.3.1.3: ____/5	
Comments:	

Points Allocated for R.3.1: ____/15

R.3.2 Corporate Description – STREAM A

In addition to the description of the contracts provided in response to mandatory criterion M.3, the arrangement should provide a description of the Supplier's ongoing experience providing work of a very similar nature as defined in the Statement of Work at Annex A for Stream A of the RFSA.

The description should clearly demonstrate the following elements:

- a) how the printing services provided by the Supplier relate to the requirements of Stream A (category 1) of the Request for Supply Arrangement;
- b) the number of years providing the core printing services as specified in the Statement of Work for Stream A (Category 1);
- c) the mission of the company.

0 points	The required information is not provided.
1 point	Some information provided. The information provided does not provide sufficient details to demonstrate how the Supplier's experience relates to the requirements of Stream A (category 1) of the Request for Supply Arrangement.
2 points	The details provided demonstrate how the Supplier's experience relates to the requirements of Stream A (category 1) of the Request for Supply Arrangement.

a.	how the printing services provided by the Supplier relate to the requirements of Stream A (category 1) of the Request for Supply Arrangement	Points Allocated for R.3.2.a _____/2
b.	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.3.2.b _____/2
c.	the mission of the company	Points Allocated for R.3.2.c _____/2
		R.3.2 Points Allocated: _____/6
		Points Allocated for R.3.2: _____/6 multiplied by w.f. 2.5 = _____/15
Comments:		

Points Allocated for R.3.2: _____/15

Total Points Allocated for R.3 = _____/30