

Solicitation No. - N° de l'invitation  
EN578-201407/B  
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**ANNEX H**

**EVALUATION GRID – STREAM D - HIGH QUANTITY**

**For Suppliers submitting an arrangement for Stream D: High Quantity**

**REQUEST FOR SUPPLY ARRANGEMENT: EN578-201407/B**

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

<b>RATED REQUIREMENTS - STREAM D</b>	<b>MINIMUM POINTS</b>	<b>MAXIMUM POSSIBLE POINTS</b>
<b>R.1 Business Continuity</b>		20 points
<b>R.2 Quality Assurance Procedures</b>		40 points
<b>R.3 Environmental Practices</b>		80 points
<b>R.4 Performance of the Work – Stream D</b>		130 points
<b>TOTAL SCORE</b>	<b>216 points</b>	<b>270 points</b>

**Stream D: High Quantity:**

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

- Category 2 - Loose sheet products as described in the Annex A Statement of Work: Quantities greater than 100,000 individual sheets.
- Category 3 - Bound publications as described in the Annex A Statement of Work: Quantities greater than 30,000 individual bound books.
- Category 4 - Specialty single sheet products as described in the Annex A Statement of Work: Quantities greater than 30,000 individual pieces.
- Category 5 - Other types of related printed products as described in the Annex A Statement of Work: Quantities greater than 15,000 individual pieces.
- Category 6 - Personalization of certificates and similar printed products (variable imaging): Quantities greater than 100,000 individual pieces.
- Category 7 - Reproduction of publications and other print matter on electronic media from supplied master or hard copy documents as described in the Annex A Statement of Work: Quantities greater than 10,000 pieces individual pieces.
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## 1 - MANDATORY EVALUATION CRITERIA

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

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

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

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

### M.1 PAPER – STREAM D

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

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

## M.2 ENVIRONMENTAL STATEMENT – STREAM D

**Please Note: The M.2 mandatory criterion for Stream D is the same for streams C and E**

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

## M.3 CORPORATE EXPERIENCE – STREAM D

**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 high volume print services (*as defined in Part 1 under the heading 1.12 Key Terms – Stream D: High Quantity*) for at least four (4) individual contracts **within the last three (3) calendar years (prior to the closing date of this RFSA).**

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

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

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

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

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

M.3.2.d The full business name of the Client for the contract.

**Evaluation criteria – Stream D**

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

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

M.3.2.d 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			
Contract 4			
<b>Comments</b>			

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

## 2 - TECHNICAL EVALUATION - POINT RATED TECHNICAL CRITERIA – STREAM D

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

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

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

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

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

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

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

### R.1. BUSINESS CONTINUITY PLAN – STREAM D (Maximum 20 Points)

Please Note:

The R.1 evaluation criterion for Stream D is different than the R.1 evaluation criterion for Stream B.

**The R.1 evaluation criterion for Stream D is the same as the R.1 evaluation criterion for streams E and E, however the Supplier should demonstrate how the BCP directly relates to the requirements of Stream D.**

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

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

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

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

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

### R.1.2 Corporate BCP

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

The BCP should specifically detail all provisions for: The functioning of the production facility and any backup facilities; staffing; production equipment and distribution.

Suppliers should address at a minimum the following elements:

- (i) mechanical breakdown and hardware failures,
- (ii) system failures and service outages
- (iii) staffing

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

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

0 points	Information required was not provided OR Not enough details are provided to assess the BCP.
1 point	The information provided demonstrates that the Supplier has implemented a BCP.
2 points	Details provided lead to a good understanding of the Supplier's BCP. The information provided demonstrates that the Supplier has implemented a corporate BCP that is part of the corporate policies and procedures.
3 points	The details provided demonstrate all of the following elements: <ul style="list-style-type: none"> <li>• Substantial details provided lead to a complete and thorough understanding of the Supplier's BCP. All elements (i, ii and iii) are well described.</li> <li>• The information provided demonstrates that the Supplier has implemented a corporate BCP that is part of the corporate policies and procedures.</li> <li>• The information provided demonstrates that the BCP is tested for "real world" relevance</li> <li>• The information provided demonstrates that the BCP that is reviewed and revised as required in order to be current.</li> </ul>
R.1.2.a Points Allocated: _____/3	
<b>Points Allocated for R.1.2.a: _____/3</b>	

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

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



**Points Allocated for R.1.2.b: \_\_\_\_\_/3**

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

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

R.1.2.c Points Allocated: \_\_\_\_\_/3

**Points Allocated for R.1.2.c: \_\_\_\_\_/3**

d. Is communicated throughout the company.

0 points	Information required was not provided OR Not enough details are provided to assess the BCP.
1 point	The information provided does not demonstrate that the BCP is available to the corporate management team(s).
2 points	Details provided lead to a good understanding of the Supplier's BCP. The information provided demonstrates that the BCP is available to the corporate management team(s).
3 points	Substantial details provided lead to a complete and thorough understanding of the Supplier's BCP. The information provided demonstrates that the BCP is available to the corporate management team and is communicated to all individuals responsible for production.

R.1.2.d Points Allocated: \_\_\_\_\_/3

**Points Allocated for R.1.2.d: \_\_\_\_\_/3**

Points Allocated for R.1.2: \_\_\_\_\_/12

**Total Points Allocated for R.1: \_\_\_\_\_/20**

**R.2. QUALITY ASSURANCE AND QUALITY CONTROL – STREAM D**  
(Maximum 40 Points for R.2.a or R.2.b)

Please Note:

**The R.2 evaluation criterion for Stream D is similar to the R.2 evaluation criterion for streams B, C and E, however the Supplier should demonstrate quality assurance directly related to the requirements of Stream D.**

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

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

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

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

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

**R.2.a ISO Certification**

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

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

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

The Supplier should provide a copy of its current ISO certification related to Stream D: High Quantity (*Offset printing*).

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

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

### R.2.a.2 ISO work procedures

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

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

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

Copy of ISO work procedures relevant to facility supplied for:

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

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

**OR**

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

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

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

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

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

(v) Distribution/Shipping

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

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

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

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

a.	Pre-press/Preparation for printing	Points Allocated for R.2.b.2.a _____ /3
b.	Printing services (offset and digital) as specified in the Statement of Work	Points Allocated for R.2.b.2.b _____ /3
c.	Finishing/bindery activities	Points Allocated for R.2.b.2.c _____ /3
d.	Preparation for distribution/shipping (packaging and labelling)	Points Allocated for R.2.b.2.d _____ /3
e.	Distribution/shipping	Points Allocated for R.2.b.2.e _____ /3

f.	The parts of the work completed by subcontractors	Points Allocated for R.2.b.2.f _____/3
		R.2.b.2 Points Allocated: _____/18
		<b>Points Allocated for R.2.b.2: _____/18</b>
<b>Comments:</b>		

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

0 points	Information required was not provided.
1 point	Few details provided. The description provided does not demonstrate that the Supplier's Quality Assurance Program has been formalized.
2 points	The description provided 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"> <li>• The description demonstrates that the Supplier's Quality Assurance Program has been formalized as corporate policy.</li> <li>• The description demonstrates how the Quality Assurance Program is communicated to employees</li> </ul>
4 points	The supplied description is demonstrates all of the following elements: <ul style="list-style-type: none"> <li>• The description demonstrates that the Supplier's Quality Assurance Program has been formalized as corporate policy.</li> <li>• The description demonstrates that the Supplier's quality assurance procedures are included in corporate Quality Assurance manuals.</li> <li>• The description demonstrates how the Quality Assurance Program is communicated to employees</li> </ul>
5 points	The supplied description is clear and demonstrates all of the following elements: <ul style="list-style-type: none"> <li>• Substantial details provided. The description demonstrates that the Supplier's Quality Assurance Program has been formalized as corporate policy.</li> <li>• The description demonstrates that the Supplier's corporate quality assurance procedures are included in corporate Quality Assurance manuals</li> <li>• The description demonstrates that the Quality Assurance manuals are monitored and updated regularly by designated quality assurance representatives.</li> <li>• The description demonstrates how the Quality Assurance Program is communicated to employees.</li> </ul>
R.2.b.3 Points Allocated: _____/5	
<b>Points Allocated for R.2.b.3: _____/5 multiplied by w.f. 2.8 = : _____/14</b>	
<b>Comments:</b>	

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

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

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

Please Note:

**The R.3 evaluation criterion for Stream D is different than the R.2 evaluation criterion for Stream A.**

**The R.3 evaluation criterion for Stream D is the same as the R.3 evaluation criterion for streams B, C and E.**

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

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

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

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

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

<b>R.3.a The Environmental program(s) under which the Supplier is certified :</b>	
Environmental Choice Program, certification for Printing Services <b>And/Or</b> Chain of Custody certification from a Forest Management Program (FSC, SFI, CSA/SFMS, PEFC) <b>And/Or</b> ISO 14001	_____ <b>80 Points</b>
Points Allocated for R.3.a _____/80	

**OR**

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

### R.3.b Environmental Practices

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

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

The description demonstrates the following elements of the evaluation:

R.3.b Environmental Practices		Points
1	The Supplier recycles all scrap paper;	_____ 1 Point
2	The Supplier recycles all scrap packaging and shipping material.	_____ 1 Point
3	The Supplier recycles or uses environmentally safe methods of disposing of all scrap plastic and metal binding material.	_____ 1 Point
4	The Supplier recycles or uses environmentally safe methods of disposal of waste related to printing and waste printing inks.	_____ 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"> <li>• Administrative documents printed in duplex (double sided) format</li> <li>• Reuse of packaging, where possible</li> <li>• Use of recycled products</li> </ul>	_____ 1 Point
15	The Supplier has a carbon offset plan or has switched to a renewable energy plan (for example: bullfrog power)	_____ 1 Point
16	The Supplier considers the complete lifecycle of products and services provided	_____ 1 Point
Points Allocated for R.3.b: _____/16 multiplied by w.f. 5 = : _____/80		

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

**R.4 PERFORMANCE OF THE WORK – STREAM D (Maximum 130 points)**

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

Please Note:

**The R.4.1 evaluation criteria for Stream D is different than the R.3.1 evaluation criteria for Stream A and the R.4.1 evaluation criteria for Stream B.**

**The R.4.1 evaluation criteria for Stream D is the same as the R.4.1 evaluation criteria for streams C and E.**

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

At a minimum, the arrangement should address:

- R.4.1.1 Supplier's method of contact (in the region or regions for which the Supplier submitted an arrangement)
- R.4.1.2 The Supplier's capacity for receiving order files by electronic transfer methods
- R.4.1.3 The Supplier's capacity for processing electronic file types
- R.4.1.4 The Supplier's processes for entering electronic files, hard copy or hard media into production
- R.4.1.5 The Supplier's methods for managing ongoing production information

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

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



5 points	<p>The description is complete. The information provided demonstrates that the Supplier (all of the following apply):</p> <ul style="list-style-type: none"> <li>• can be contacted by telephone, fax and e-mail;</li> <li>• can arrange pick-up or delivery in each region at least once during the business day;</li> <li>• has access to long distance couriers/carriers for non-local pick-up as required;</li> <li>• has existing arrangements for cost savings with distance couriers/carriers for non-local pick-up as required;</li> <li>• provides counter service at one (1) or more locations and provides client access to the supplier's internet ordering system.</li> </ul>
R.4.1.1 Points Allocated: ____/5	
<b>Points Allocated for R.4.1.1: ____ / 5</b>	
<b>Comments:</b>	

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

0 points	Information required was not provided.
1 point	The description is provided but the description does not demonstrate that the Supplier can receive files via e-mail and/or that Supplier can receive files by file transfer. Unable to assess.
2 points	The description provided is complete. The description does not demonstrate that the Supplier can receive files of up to 2 GB via e-mail and/or that Supplier can receive 3 GB - 5 GB files by file transfer.
3 points	<p>The description provided is complete. The description demonstrates that (all of the following):</p> <ul style="list-style-type: none"> <li>• the Supplier can receive files of up to 2 GB, via e-mail;</li> <li>• the Supplier can receive 3 GB - 5 GB files by file transfer;</li> </ul>
4 points	<p>The description provided is complete. The description demonstrates that (all of the following):</p> <ul style="list-style-type: none"> <li>• the Supplier can receive files greater than 2 GB, via e-mail;</li> <li>• the Supplier can receive files greater than 5 GB files by file transfer;</li> <li>• the Supplier offers encrypted file transfer (may include secure custom order interface and secure methods for financial transactions - SSL 128 bit encryption and PKI certificate enabled Virtual Private Networks [VPN]).</li> </ul>
5 points	<p>The description provided is complete. The description demonstrates that (all of the following):</p> <ul style="list-style-type: none"> <li>• the Supplier can receive files greater than 2 GB, via e-mail;</li> <li>• the Supplier can receive files greater than 5 GB files by file transfer;</li> <li>• the Supplier offers encrypted file transfer (may include secure custom order interface and secure methods for financial transactions - SSL 256 bit encryption and PKI certificate enabled Virtual Private Networks [VPN]);</li> <li>• a unique user password is required;</li> <li>• the servers are firewall protected;</li> </ul>

	<ul style="list-style-type: none"> <li>the Supplier can create individual client accounts;</li> </ul>
R.4.1.2 Points Allocated: _____ /5	
<b>Points Allocated for R.4.1.2: _____ / 5 multiplied by w.f. 1.2 = _____ /6</b>	
<b>Comments:</b>	

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

0 points	Information required was not provided.
1 point	The description provided is incomplete. The description does not provide any details to demonstrate that the Supplier has the capacity to process PDF files <b>nor</b> 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"> <li>the Supplier's capacity to process PDF files</li> <li>the Supplier's capacity to process any files from publishing applications.</li> </ul>
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"> <li>PDF files;</li> <li>files from publishing applications - page layout, illustration, photo manipulation in Apple and Windows versions</li> </ul>
5 points	The description provided demonstrates the Supplier's capacity to process (all of the following): <ul style="list-style-type: none"> <li>PDF/X files;</li> <li>files from publishing applications - page layout, illustration, photo manipulation in Apple and Windows versions;</li> <li>files from major business suites (word-processing, spreadsheet, presentation)</li> </ul>
R.4.1.3 Points Allocated: _____ /5	
<b>Points Allocated for R.4.1.3: _____ / 5</b>	
<b>Comments:</b>	

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

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

R.4.1.4 Points Allocated: \_\_\_\_/5

**Points Allocated for R.1.4.4: \_\_\_\_ / 5**

**Comments:**

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

0 points	Information required was not provided.
1 point	The description provided is unclear. The description does not demonstrate that the Supplier has any production management procedures. Unable to assess.
2 points	The description provided does not demonstrate that the Supplier has formal production management procedures.
3 points	The description provided demonstrates that (all of the following): <ul style="list-style-type: none"> <li>• the Supplier has some automation for production management;</li> <li>• production information is within one (1) day of actual status;</li> <li>• the Supplier provides a contact for tracking the status of individual orders.</li> </ul>
4 points	The description is complete. The information provided demonstrates that the Supplier (all of the following apply): <ul style="list-style-type: none"> <li>• uses an electronic business management application(s) for production management;</li> <li>• has processes for compiling information on work processed daily;</li> <li>• can track status and respond to requests for information on individual orders.</li> </ul>
5 points	The description is complete. The information provided demonstrates that the Supplier (all of the following apply): <ul style="list-style-type: none"> <li>• uses an electronic information management system</li> <li>• integrates order and production management systems;</li> <li>• has a production system that provides near real time information and can exceeds reporting requirements;</li> <li>• can provide on-line tracking of order status.</li> </ul>
R.4.1.5 Points Allocated: ____ /5	
<b>Points Allocated for R.4.1.5: ____ /5</b>	
<b>Comments:</b>	

**Points Allocated for R.4.1: \_\_\_\_ /26**

## R.4.2 Corporate Description – STREAM D

Please Note:

**The R.4.2 evaluation criterion for Stream D is different than the R.3 evaluation criteria for Stream A and the R.4.2 evaluation criteria for streams B and E.**

The R.4.2 evaluation criteria for Stream D is similar to the R.4.2 evaluation criteria for Stream C, **however the Supplier should demonstrate experience and capability directly related to the requirements and the quantities indicated for Stream D.**

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 experience providing work of a very similar nature as defined in the Statement of Work at Annex A for Stream D of the RFSA.

At a minimum, the description should address:

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

The description should address the following elements:

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

0 points	Information required was not provided
1 point	Not enough details are provided to assess how the Supplier's experience relates to the requirements of the category or categories
2 points	Details demonstrate how the Supplier's experience relates to the requirements of the category or categories.

a.	the number of years providing the core printing services as specified in the Statement of Work for Stream D	
	a.1 - Category 2 - Loose sheet products	Points Allocated for R.4.2.a.1 ____/2
	a.2 - Category 3 - Bound publications	Points Allocated for R.4.2.a.2 ____/2
b.	the Supplier's experience (including subcontractors) providing other printing services	
	b.1 - Category 4 - Specialty single sheet products	Points Allocated for R.4.2.b.1 ____/2
	b.2 - Category 5 - Other types of related printed products	Points Allocated for R.4.2.b.2 ____/2
	b.3 - Category 6 - Personalization of certificates and similar printed products (Variable Imaging)	Points Allocated for R.4.2.b.3 ____/2
c.	the capability of the Supplier (including subcontractors) to provide other services related to printing as deemed standard within industry standards (Category 7 - Reproduction of publications and other print matter on electronic media from supplied master documents)	Points Allocated for R.4.2.c ____/2

d.	the mission of the company	Points Allocated for R.4.2.d _____/2
		R.4.2 Points Allocated: _____/14
		<b>Points Allocated for R.4.2: _____/14 multiplied by w.f. 2 = _____/28</b>
<b>Comments:</b>		

<b>Points Allocated for R.4.2: _____/28</b>
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### R.4.3 SUPPLIER'S INTERNAL CAPABILITY – STREAM D

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

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

#### R.4.3.1 Stream D – Supplier's internal capability: Category 2 and Category 3:

Please Note:

**The R.4.3.1 evaluation criteria for Stream D is different than the R.3 evaluation criteria for Stream A and the R.4.3.1 evaluation criteria for streams B and E.**

The R.4.3.1 evaluation criteria for Stream D is similar to the R.4.3.1 evaluation criteria for Stream C **however the Supplier should demonstrate experience and capability directly related to the requirements and quantities indicated for Stream D.**

The information provided should provide a description of the Supplier's internal capability and a list of the types of equipment.

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

#### **Subcontractor's capability will not be considered for the purposes of the R.4.3.1**

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

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

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

<b>R.4.3.1.1 Stream D – Supplier’s internal capability: Category 2 - Loose sheet products as described in the Annex A Statement of Work</b>		
a.	Preparation for printing/Pre-press	Points allocated for R.4.3.1.1.a_____/6
b.	Printing	Points allocated for R.4.3.1.1.b_____/6
c.	Activities related to finishing/bindery	Points allocated for R.4.3.1.1.c._____/6
d.	Activities related to shipping operations (packaging and labelling)	Points allocated for R.4.3.1.1.d_____/6
		R.4.3.1.1 Points Allocated:_____/24
		<b>Points Allocated for R.4.3.1.1:_____/24</b>
<b>Comments:</b>		

<b>R.4.3.1.2 Stream D – Supplier’s internal capability: Category 3 - Bound publications as described in the Annex A Statement of Work</b>		
a.	Preparation for printing/Pre-press	Points allocated for R.4.3.1.2.a_____/6
b.	Printing	Points allocated for R.4.3.1.2.b_____/6
c.	Activities related to finishing/bindery	Points allocated for R.4.3.1.2.c._____/6
d.	Activities related to shipping operations (packaging and labelling)	Points allocated for R.4.3.1.2.d_____/6
		R.4.3.1.2 Points Allocated:_____/24
		<b>Points Allocated for R.4.3.1.2:_____/24</b>
<b>Comments:</b>		

**R.4.3.2 Supplier’s internal capability to provide the quantities as specified for Stream D – Category 2 and Category 3**

Please Note:

**The R.4.3.2 evaluation criteria for Stream D is different than the R.4.3.2 evaluation criteria for streams B and E.**

The R.4.3.2 evaluation criteria for Stream D is similar to the R.4.3.2 evaluation criteria for Stream E **however the Supplier should demonstrate experience and capability directly related to the requirements and quantities indicated for Stream D.**

**Subcontractor’s capability will not be considered for the purposes of the R.4.3.2**

- Category 2 - Loose sheet products as described in the Annex A Statement of Work
- Category 3 - Bound publications as described in the Annex A Statement of Work

The information provided should demonstrate the Supplier’s internal capability to provide the required quantities as specified for Stream D – Category 2 and Category 3.



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

1 point	Few details provided. Not enough details are provided to assess the Supplier’s capability to provide the required quantities for the category as specified for Stream D
2 points	The description demonstrates that the Supplier has the internal capability to provide the required quantities for the category as specified for Stream D
3 points	The description is clear and demonstrates all of the following: <ul style="list-style-type: none"> <li>The description demonstrates that the Supplier has the internal capability to provide required quantities for the category as specified for Stream D.</li> <li>The description indicates the production capability of the listed equipment (provided in response to R.4.3.1) to produce the required quantities for the category as specified for Stream D .</li> </ul>

<b>R.4.3.2 Supplier’s internal capability to provide the quantities as specified for Stream D – Category 2 and Category 3</b>		
a.	Category 2 - Loose sheet products as described in the Annex A Statement of Work	Points allocated for R.4.3.2.a _____/3
b.	Category 3 - Bound publications as described in the Annex A Statement of Work	Points allocated for R.4.3.2.b _____/3
		R.4.3.2 Points Allocated: _____/6
		<b>Points Allocated for R.4.3.2 multiplied by w.f. 2 = _____/12</b>
<b>Comments:</b>		

**R.4.3.3 Stream D – Supplier’s internal capability: Category 4, Category 5, Category 6 and Category 7**

Please Note:

**The R.4.3.3 evaluation criteria for Stream D is different than the R.4.3.3 evaluation criteria for streams B and E.**

The R.4.3.3 evaluation criteria for Stream D is similar to the R.4.3.3 evaluation criteria for Stream C **however the Supplier should demonstrate experience and capability directly related to the requirements and quantities indicated for Stream D.**

- Category 4 - Specialty single sheet products as described in the Annex A Statement of Work
- Category 5 - Other types of related printed products as described in the Annex A Statement of Work
- Category 6 - Personalization of certificates and similar printed products (variable imaging)
- Category 7 - Reproduction of publications and other print matter on electronic media from supplied master or hard copy documents as described in the Annex A Statement of Work

The information provided should provide a description of the Supplier’s internal capability and a list of the types of equipment.

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

**For the purposes of R.4.3.3 ONLY, if the Supplier does not have the internal capability to provide the in-house printing services for any of the categories (4, 5, 6 or 7), in order to obtain 3 points the Supplier should indicate whether it can provide the service through the use of subcontractors.**

0 points	Information required was not provided.
1 point	Few details provided. Not enough details are provided to assess the Supplier's capability to provide in-house printing services for the category. OR The information provided demonstrates that the Supplier does not have the capability to provide in-house printing services for the category.
2 points	Details provided lead to a good understanding of the Supplier's capability to provide the in-house printing services for the category.
3 points	The description is clear and demonstrates all of the following: <ul style="list-style-type: none"> <li>The description demonstrates that the Supplier has the internal capability to provide the in-house printing services described in the statement of work (for the category).</li> <li>The description provides a list of the types of equipment as well as the quantity of these in each of the installations where the work will be carried out.</li> </ul>
4 points	The description is clear and demonstrates all of the following: <ul style="list-style-type: none"> <li>The description demonstrates that the Supplier has the <u>internal</u> capability to provide the in-house printing services (for the category) as described in the statement of work.</li> <li>The description demonstrates that the Supplier has the internal capability to provide the required quantities for the category as specified for Stream D</li> <li>The description provides a list of the types of equipment as well as the quantity of these in each of the installations where the work will be carried out.</li> </ul>

<b>R.4.3.3 Stream D – Supplier's internal capability (as applicable): Category 4, Category 5, Category 6 and Category 7</b>		
a.	Category 4 - Specialty single sheet products	Points allocated for R.4.3.3.a _____/4
b.	Category 5 - Other types of related printed products	Points allocated for R.4.3.3.b _____/4
c.	Category 6 - Personalization of certificates and similar printed products (variable imaging)	Points allocated for R.4.3.3.c _____/4
d.	Category 7 - Reproduction of publications and other print matter on electronic media from supplied master or hard copy documents	Points allocated for R.4.3.3.d _____/4
		R.4.3.3 Points Allocated: _____/16
		<b>Points Allocated for R.4.3.3: _____/16</b>
<b>Comments:</b>		

**Points Allocated for R.4.3: \_\_\_\_\_/100**

**Total Points Allocated for R.4 = \_\_\_\_\_/130**