



## RETURN BIDS TO:

## RETOURNER LES SOUMISSIONS À:

Bid Receiving Public Works and Government  
Services Canada/Réception des soumissions  
Travaux publics et Services gouvernementaux  
Canada

See herein for bid submission  
instructions/

Voir la présente pour les  
instructions sur la présentation  
d'une soumission

NA  
NA

## REQUEST FOR PROPOSAL DEMANDE DE PROPOSITION

### Proposal To: Public Works and Government Services Canada

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

### Proposition aux: Travaux Publics et Services Gouvernementaux Canada

Nous offrons par la présente de vendre à Sa Majesté la  
Reine du chef du Canada, aux conditions énoncées ou  
incluses par référence dans la présente et aux annexes  
ci-jointes, les biens, services et construction énumérés  
ici sur toute feuille ci-annexée, au(x) prix indiqué(s).

### Comments - Commentaires

### Vendor/Firm Name and Address

Raison sociale et adresse du  
fournisseur/de l'entrepreneur

### Issuing Office - Bureau de distribution

Public Works and Government Services Canada - Pacific  
Region  
219 - 800 Burrard Street  
800, rue Burrard, pièce 219  
Vancouver, BC V6Z 0B9

<b>Title - Sujet</b> Thermal Receipt Printers	
<b>Solicitation No. - N° de l'invitation</b> G9292-216698/B	<b>Date</b> 2021-04-21
<b>Client Reference No. - N° de référence du client</b> G9292-216698	
<b>GETS Reference No. - N° de référence de SEAG</b> PW-\$VAN-592-8956	
<b>File No. - N° de dossier</b> VAN-0-43213 (592)	<b>CCC No./N° CCC - FMS No./N° VME</b>
<b>Solicitation Closes - L'invitation prend fin</b> <b>at - à 02:00 PM</b> Pacific Daylight Saving Time PDT <b>on - le 2021-05-03</b> Heure Avancée du Pacifique HAP	
<b>F.O.B. - F.A.B.</b> <b>Plant-Usine:</b> <input type="checkbox"/> <b>Destination:</b> <input checked="" type="checkbox"/> <b>Other-Autre:</b> <input type="checkbox"/>	
<b>Address Enquiries to: - Adresser toutes questions à:</b> Leboeuf, Thomas	<b>Buyer Id - Id de l'acheteur</b> van592
<b>Telephone No. - N° de téléphone</b> (604) 671-2613 ( )	<b>FAX No. - N° de FAX</b> ( ) -
<b>Destination - of Goods, Services, and Construction:</b> <b>Destination - des biens, services et construction:</b> EMPLOYMENT AND SOCIAL DEVELOPMENT CANADA Various ESDC/Service Canada offices across Canada Canada	

Instructions: See Herein

Instructions: Voir aux présentes

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

## TABLE OF CONTENTS

<b>PART 1 - GENERAL INFORMATION .....</b>	<b>3</b>
1.1 REISSUE OF BID SOLICITATION .....	3
1.2 SECURITY REQUIREMENTS .....	3
1.3 REQUIREMENT .....	3
1.4 DEBRIEFINGS .....	3
1.5 EPOST CONNECT SERVICE .....	3
<b>PART 2 - BIDDER INSTRUCTIONS .....</b>	<b>4</b>
2.1 STANDARD INSTRUCTIONS, CLAUSES AND CONDITIONS .....	4
2.2 SUBMISSION OF BIDS.....	4
2.3 ENQUIRIES - BID SOLICITATION.....	4
2.4 APPLICABLE LAWS.....	5
2.5 BID CHALLENGE AND RECOURSE MECHANISMS.....	5
<b>PART 3 - BID PREPARATION INSTRUCTIONS.....</b>	<b>6</b>
3.1 BID PREPARATION INSTRUCTIONS .....	6
<b>PART 4 - EVALUATION PROCEDURES AND BASIS OF SELECTION .....</b>	<b>8</b>
4.1 EVALUATION PROCEDURES.....	8
4.2 BASIS OF SELECTION.....	8
<b>PART 5 – CERTIFICATIONS AND ADDITIONAL INFORMATION .....</b>	<b>9</b>
5.1 CERTIFICATIONS REQUIRED WITH THE BID .....	9
5.2 CERTIFICATIONS PRECEDENT TO CONTRACT AWARD AND ADDITIONAL INFORMATION .....	9
<b>PART 6 - RESULTING CONTRACT CLAUSES .....</b>	<b>12</b>
6.1 SECURITY REQUIREMENTS .....	12
6.2 REQUIREMENT .....	12
6.3 STANDARD CLAUSES AND CONDITIONS.....	12
6.4 TERM OF CONTRACT .....	12
6.5 AUTHORITIES .....	12
6.6 PAYMENT .....	13
6.7 INVOICING INSTRUCTIONS .....	14
6.8 CERTIFICATIONS AND ADDITIONAL INFORMATION.....	14
6.9 APPLICABLE LAWS.....	14
6.10 PRIORITY OF DOCUMENTS .....	14
6.11 SACC MANUAL CLAUSES .....	15
6.12 INSURANCE – NO SPECIFIC REQUIREMENTS.....	15
6.13 SHIPPING INSTRUCTIONS .....	15
6.14 INSPECTION AND ACCEPTANCE.....	15
6.15 DISPUTE RESOLUTION.....	15
<b>ANNEX "A" .....</b>	<b>17</b>
REQUIREMENT.....	17
<b>ANNEX "B" .....</b>	<b>20</b>
<b>BASIS OF PAYMENT .....</b>	<b>20</b>

Solicitation No. - N° de l'invitation  
G9292-216698/B  
Client Ref. No. - N° de réf. du client  
G9292-216698

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Buyer ID - Id de l'acheteur  
van592  
CCC No./N° CCC - FMS No./N° VME

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<b>ANNEX “C” TO PART 3 OF THE BID SOLICITATION .....</b>	<b>21</b>
ELECTRONIC PAYMENT INSTRUMENTS.....	21
<b>ANNEX "D" .....</b>	<b>22</b>
DELIVERY LOCATIONS .....	22
<b>FORM A .....</b>	<b>23</b>
BID SUBMISSION FORM.....	23
<b>FORM B: SUBSTANTIATION OF TECHNICAL COMPLIANCE FORM.....</b>	<b>24</b>

## **PART 1 - GENERAL INFORMATION**

### **1.1 Reissue of Bid Solicitation**

This bid solicitation cancels and supersedes previous bid solicitation number G9292-216698/A dated 2021-02-26 with a closing of 2021-03-15 at 14:00 Pacific Daylight Time (PDT). A debriefing or feedback session will be provided upon request to bidders/offerors/suppliers who bid on the previous solicitation.

### **1.2 Security Requirements**

There is no security requirement associated with the requirement.

### **1.3 Requirement**

The requirement is detailed under the "Requirement" at Annex "A".

### **1.4 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.

### **1.5 epost Connect service**

This bid solicitation allows bidders to use the epost Connect service provided by Canada Post Corporation to transmit their bid electronically. Bidders must refer to Part 2 entitled Bidder Instructions, and Part 3 entitled Bid Preparation Instructions, of the bid solicitation, for further information.

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## 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 Standard Acquisition Clauses and Conditions Manual (<https://buyandsell.gc.ca/policy-and-guidelines/standard-acquisition-clauses-and-conditions-manual>) issued by Public Works and Government Services Canada.

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 2003 (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 2003, Standard Instructions - Goods or Services - Competitive Requirements, is amended as follows:

Delete: 60 days

Insert: 90 days

### 2.2 Submission of Bids

Bids must be submitted only to the Public Works and Government Services Canada (PWGSC) Bid Receiving Unit specified below by the date and time indicated on page 1 of the bid solicitation:

#### **PWGSC Pacific Region Bid Receiving Unit**

Only bids submitted using epost Connect service will be accepted. The Bidder must send an email requesting to open an epost Connect conversation to the following address:

[TPSGC.RPReceptiondessoumissions-PRBidReceiving.PWGSC@tpsgc-pwgsc.gc.ca](mailto:TPSGC.RPReceptiondessoumissions-PRBidReceiving.PWGSC@tpsgc-pwgsc.gc.ca)

Note: Bids will not be accepted if emailed directly to this email address. This email address is to be used to open an epost Connect conversation, as detailed in Standard Instructions 2003, or to send bids through an epost Connect message if the bidder is using its own licensing agreement for epost Connect.

It is the Bidder's responsibility to ensure the request for opening an epost Connect conversation is sent to the email address above at least six days before the solicitation closing date.

Bids transmitted by facsimile or hardcopy to PWGSC will not be accepted.

### 2.3 Enquiries - Bid Solicitation

All enquiries must be submitted in writing to the Contracting Authority no later than 5 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.

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## 2.4 Applicable Laws

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

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.

## 2.5 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 Buy and Sell website, under the heading "Bid Challenge and Recourse Mechanisms" 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.

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## PART 3 - BID PREPARATION INSTRUCTIONS

### 3.1 Bid Preparation Instructions

The Bidder must submit its bid electronically in accordance with section 08 of the 2003 standard instructions. The epost Connect system has a limit of 1GB per single message posted and a limit of 20GB per conversation.

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

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

Bids transmitted by facsimile or hardcopy will not be accepted.

#### Section I: Technical Bid

In their technical bid, bidders must demonstrate their understanding of the requirements contained in the solicitation and explain how their proposed printers meet our technical criteria.

The technical bid must address clearly and in sufficient depth the points that are subject to the evaluation criteria against which the bid will be evaluated. In order to facilitate the evaluation of the bid, Canada requests that bidders address and present topics in the order of the evaluation criteria under the same headings. To avoid duplication, bidders may refer to different sections of their bids by identifying the specific paragraph and page number where the subject topic has already been addressed.

The technical bid consists of the following:

- i. **Bid Submission Form (Form A):** Bidders are requested to include the Bid Submission Form with their bids. It provides a common form in which bidders can provide information required for evaluation and contract award. Using the form to provide this information is not mandatory, but it is recommended. If Canada determines that the information required by the Bid Submission Form is incomplete or requires correction, Canada will provide the bidder with an opportunity to do so.
- ii. **Substantiation of Technical Compliance (Form B):** The technical bid must substantiate the compliance of the bidder and its proposed solution with the specific articles of Annex "A" - Requirement identified in the Substantiation of Technical Compliance Form, which is the requested format for providing the substantiation. The Substantiation of Technical Compliance Form is not required to address any parts of this solicitation not referenced in the form. The substantiation may either be a written description of the specifications of the printer and/or the inclusion of specification sheets to substantiate how the printer meets the mandatory requirements. Simply indicating that the bidder or its proposed solution or product complies is not sufficient.

#### Bidders:

- a. Must designate the brand name, model and/or part number of the proposed product; and
- b. Should provide within their bid, but is required upon request following the RFP closing, complete specifications and descriptive literature with their bid to substantiate that the proposed product meets the mandatory requirements that are specified in the solicitation (Form B).

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Where Canada determines that the substantiation is not complete, the bidder will be declared non-responsive and disqualified. The substantiation may refer to additional documentation submitted with the bid - this information can be referenced in the "Reference" column of the Substantiation of Technical Compliance Form, where bidders are requested to indicate where in the bid the reference material can be found, including the title of the document, and the page and paragraph numbers; where the reference is not sufficiently precise, Canada may request that the bidder direct Canada to the appropriate location in the documentation.

## **Section II: Financial Bid**

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

### **3.1.1 Electronic Payment of Invoices – Bid**

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

If Annex "C" 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 Exchange Rate Fluctuation**

C3011T (2013-11-06), Exchange Rate Fluctuation

### **3.1.3 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**

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

#### **4.1.1 Technical Evaluation**

##### **4.1.1.1 Mandatory Technical Criteria**

See Annex "A" – Requirement.

#### **4.1.2 Financial Evaluation**

*SACC Manual* Clause A0222T (2014-06-26), Evaluation of Price-Canadian/Foreign Bidders

### **4.2 Basis of Selection**

#### **4.2.1 Basis of Selection - Mandatory Technical Criteria**

*SACC Manual* Clause A0031T (2010-08-16), Basis of Selection - Mandatory Technical Criteria

Only printer models which have already undergone compatibility testing as described in paragraph 3 of the "Background" section of Annex A below will be considered for contract award. Bidders who would like to propose an equivalent product that meets the specifications but are yet compatibility tested should bid on Request for Standing Offer G9292-216698/C which is being tendered concurrently.

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## 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 [Forms for the Integrity Regime](http://www.tpsgc-pwgsc.gc.ca/ci-if/declaration-eng.html) website (<http://www.tpsgc-pwgsc.gc.ca/ci-if/declaration-eng.html>), to be given further consideration in the procurement process.

### 5.2 Certifications Precedent to 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 [Ineligibility and Suspension Policy](http://www.tpsgc-pwgsc.gc.ca/ci-if/politique-policy-eng.html) (<http://www.tpsgc-pwgsc.gc.ca/ci-if/politique-policy-eng.html>), the 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](https://www.canada.ca/en/employment-social-development/programs/employment-equity/federal-contractor-program.html#) 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.

#### 5.2.3 Additional Certifications Precedent to Issuance of a Contract

##### 5.2.3.1 OEM Certification

As part of the evaluation, Canada requires OEM Certifications for the thermal receipt printers being bid. If the bidder is itself the OEM, it must provide the certification entitled "OEM Certification – Bidder is the OEM of Products Bid". If the bidder is not the OEM, it must provide the certification entitled "OEM Certification – Bidder is not the OEM of Products Bid". If the Bidder is bidding products from multiple OEMs, a separate certification must be provided in respect of each OEM.

<b>OEM Certification – Bidder is the OEM of Products Bid</b>	
On behalf of the Bidder, I certify that the Bidder is itself the OEM of the products being bid in response to the Solicitation identified below.	
Solicitation Number	G9292-216698/B
Name of Bidder	
Signature of Bidder's Authorized Representative	
Name of Bidder's Authorized Representative	
Date Signed	
If this Certification is limited to specific products or specific services, please provide details	

**Note for Joint Venture Bidder:** Where one of the members of the joint venture is the OEM, then this certification is required to be signed by that member of the joint venture.

<b>OEM Certification – Bidder is not the OEM of Products Bid</b>	
The OEM identified below authorizes the Bidder named below to provide its products and provide warranty service in relation to those products under the Contract issued as a result of the Solicitation identified below.	
Name of OEM	
Address of OEM	
Name of OEM's Authorized Representative	
Title of OEM's Authorized Representative	
Telephone Number of OEM's Authorized Representative	
Fax Number of OEM's Authorized Representative	
Signature of OEM's Authorized Representative	
Date Signed	
Solicitation Number	G9292-216698/B
Name of Bidder	
If this Certification is limited to specific products or specific services, please provide details	

**Note for Joint Venture Bidders:** Certifications made by the OEM must name (as the Bidder) ALL members of the joint venture Bidder that will be involved in delivering or servicing that OEM's equipment in the performance of the Work, or the joint venture itself must be named (if the joint venture has been given a name).

#### 5.2.4 ISO 14001 Certification

For all Hardware proposed, Hardware's Original Equipment Manufacturer(s), whether this is the Bidder or a third party, must be registered under the ISO 14001 Program by an accredited registrar under the ISO 14001 Program for the manufacturing facility where each Hardware product being proposed is manufactured.

Solicitation No. - N° de l'invitation  
G9292-216698/B  
Client Ref. No. - N° de réf. du client  
G9292-216698

Amd. No. - N° de la modif.  
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VAN-0-43213

Buyer ID - Id de l'acheteur  
van592  
CCC No./N° CCC - FMS No./N° VME

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### **5.2.5 Energy Star Certification**

All proposed printers must be Energy Star qualified at the time of product acceptance.

### **5.2.6 Interference Causing Equipment Standard Certification**

All Hardware bid under this RFP should be certified by the manufacturer as complying with the Class A or B limits for radio noise emissions from digital apparatus set out in the Interference Causing Equipment Standard (ICES-003) of Industry Canada, or US FCC Class A or B equivalent emission limits for digital apparatus as set in the Radio Interference Regulations

## 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 There is no security requirement applicable to the Contract.

### 6.2 Requirement

The Contractor must provide the items detailed under the "Requirement" 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 Standard Acquisition Clauses and Conditions Manual (<https://buyandsell.gc.ca/policy-and-guidelines/standard-acquisition-clauses-and-conditions-manual>) issued by Public Works and Government Services Canada.

#### 6.3.1 General Conditions

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

#### 6.3.2 Supplemental General Conditions

4001 (2015-04-01) Hardware Purchase, Lease and Maintenance, apply to and form part of the Contract.

### 6.4 Term of Contract

#### 6.4.1 Delivery Date

All the deliverables must be received on or before May 17<sup>th</sup>, 2021.

#### 6.4.2 Delivery Points

Delivery of the requirement will be made to delivery point(s) specified at Annex "D" of the Contract.

### 6.5 Authorities

#### 6.5.1 Contracting Authority

The Contracting Authority for the Contract is:

Name: Thomas Leboeuf  
Title: Supply Specialist  
Organisation: Public Works and Government Services Canada  
Procurement Branch, Pacific Region  
Address: 800 Burrard Street, Room 219  
Vancouver, British Columbia, V6Z 0B9  
Canada  
Telephone: 604-671-2613

E-mail: thomas.leboeuf@tpsgc-pwgsc.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 Technical Authority (To be completed upon contract award)

The Technical Authority for the Contract is:

Name: \_\_\_\_\_  
Title: \_\_\_\_\_  
Organization: \_\_\_\_\_  
Address: \_\_\_\_\_  
  
Telephone: \_\_\_\_\_  
Facsimile: \_\_\_\_\_  
E-mail address: \_\_\_\_\_

The Technical 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 Technical Authority, however the Technical 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

Name: \_\_\_\_\_  
Title: \_\_\_\_\_  
Organization: \_\_\_\_\_  
Address: \_\_\_\_\_  
  
Telephone: \_\_\_\_\_  
Facsimile: \_\_\_\_\_  
E-mail address: \_\_\_\_\_

## 6.6 Payment

### 6.6.1 Basis of Payment

In consideration of the Contractor satisfactorily completing all of its obligations under the Contract, the Contractor will be paid a firm lot price, as specified in Annex "B" for a cost of \$ \_\_\_\_\_ (**amount inserted upon Contract award**).

Customs duties are included and Applicable Taxes and Provincial Eco fees are extra.

Canada will not pay the Contractor for any design changes, modifications or interpretations of the Work, unless they have been approved, in writing, by the Contracting Authority before their incorporation into the Work.

### 6.6.2 Single Payment

SACC *Manual* clause H1000C (2008-05-12), Single Payment.

### 6.6.3 SACC Manual Clauses

SACC Manual Clause C2000C (2007-11-30), Taxes - Foreign-based Contractor

### 6.6.4 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);

### 6.7 Invoicing Instructions

1. 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.
2. Invoices must be distributed as follows:
  - a. One copy in high quality PDF format must be forwarded to the following e-mail address – ESDC Financial Team – (to be completed upon Contract award) for certification and payment:

### 6.8 Certifications and Additional Information

#### 6.8.1 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 Applicable Laws

The Contract must be interpreted and governed, and the relations between the parties determined, by the laws in force in \_\_\_\_\_ (*insert the name of the province or territory as specified by the Bidder in its bid, if applicable*).

### 6.10 Priority of Documents

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

- (a) the Articles of Agreement;
- (b) the supplemental general conditions 4001 (2015-04-01) Hardware Purchase, Lease and Maintenance
- (c) the general conditions 2010A (2020-05-28), General Conditions - Goods (Medium Complexity);
- (d) Annex "A", Requirement;
- (e) Annex "B", Basis of Payment;

(f) the Contractor's bid dated \_\_\_\_\_ (*insert date of bid*) (*If the bid was clarified or amended, insert at the time of contract award: “, as clarified on \_\_\_\_\_” or “, as amended on \_\_\_\_\_” and insert date(s) of clarification(s) or amendment(s)*)

#### **6.11 SACC Manual Clauses**

SACC Manual Clause B1501C (2018-06-21), Electrical equipment

SACC Manual Clause B7500C (2006-06-16), Excess Goods

#### **6.12 Insurance – No Specific Requirements**

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

#### **6.13 Shipping Instructions**

##### **6.13.1 Shipping Instructions – Delivery at Destination**

Goods must be consigned to the destination specified in the Contract and delivered:

- a. Delivered Duty Paid (DDP) to Destination Incoterms 2000 for shipments from a commercial contractor.

The Contractor is responsible for all delivery charges, administration, costs and risks of transport and customs clearance, including the payment of customs duties and Applicable Taxes.

##### **6.13.2 Delivery Appointment**

The Contractor must contact the ESDC Technical Authority at least three calendar days prior to the mandatory delivery date(s) to coordinate delivery.

#### **6.14 Inspection and Acceptance**

The Technical Authority is the Inspection Authority. All reports, deliverable items, documents, goods and all services rendered under the Contract are subject to inspection by the Inspection Authority or representative. Should any report, document, good or service not be in accordance with the requirements of the Requirement and to the satisfaction of the Inspection Authority, as submitted, the Inspection Authority will have the right to reject it or require its correction at the sole expense of the Contractor before recommending payment.

#### **6.15 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.



Solicitation No. - N° de l'invitation  
G9292-216698/B  
Client Ref. No. - N° de réf. du client  
G9292-216698

Amd. No. - N° de la modif.  
File No. - N° du dossier  
VAN-0-43213

Buyer ID - Id de l'acheteur  
van592  
CCC No./N° CCC - FMS No./N° VME

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- (d) Options of alternative dispute resolution services can be found on Canada's Buy and Sell website under the heading "Dispute Resolution".

## **ANNEX "A"**

### **REQUIREMENT**

#### **1. Title:**

Thermal Receipt Printers used for Passport Applications Processing in Passport Offices located across Canada.

#### **2. Objective:**

This document sets out the requirements for the purchase of Thermal Receipt Printers used to produce receipts necessary for Canadian citizen Passport applications processing. These receipt printers are required in support of the Employment and Development Canada (ESDC) Windows 10 upgrade in 34 Service Canada Centers – Passport Services (SCC-PS) and the implementation of the Passport Program Modernization Initiative (PPMI) Intake/Processing Tool (TEMPO/GCMS) in 320+ SCC offices located across Canada.

#### **3. Background:**

Employment and Social Development Canada's strategy articulates the principles of client-centric service and greater efficiency and effectiveness on how the service is delivered. To maintain the correspondent level of technical service efficacy, the Innovation, Information and Technologies Branch (IITB) is currently undertaking the migration of Passport network computers from Windows 7 to Windows 10. As generalized support for Windows 7 will end in January 2021, ESDC has pre-emptively assumed additional costs with Microsoft Corporation to cover support until the full implementation of Windows 10 is complete. To proceed with the migration, all service desks providing Passport Delivery Services require Windows 10-compatible receipt printers for applications intake and processing.

The 258 Nanoptix Spill-Proof model receipt printers currently in use in 34 SCC-PS offices are not Windows 10 compatible, are out-of-warranty, and as such, will need to be replaced. This hardware request has a direct effect on the service to the Canadian public, as ESDC is required to respond to a foreseeable increase in Passport applications and renewals once Passport Delivery services resume following the 2020 COVID-19 lockdown and travel restrictions period.

#### **4. Requirements:**

This section describes the Mandatory and Minimum Mandatory Technical Specifications including Environmental programs and attributes, Manuals and Documentation, Packaging and Transport, Delivery Conditions, as well as the required minimum Warranty and Support. ESDC can only accept printers that meet these minimum specifications and that have been successfully tested. The printers that have been successfully tested are the Ithaca iTherm 9000 and the Epson TM T88VI.

1. At a minimum, the receipt printers must meet the following specifications:
  - i. Windows 10 support
  - ii. Printing from Web applications
  - iii. The receipt printer must work and interoperate on the following applications:
    1. IRIS suite –Immigration, Refugee and Citizenship Canada (IRCC) specific application
    2. TEMPO/GCMS – IRCC specific application
  - iv. Printing method: Thermal Sensitive Line Dot System
  - v. Resolution (B&W): minimum 7 dots per mm (180 DPI)
  - vi. Print Speed (monochrome): minimum 11 inches per second
  - vii. Built-in Auto Cutter

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- viii. USB Interface 2.0
    - 1. Device supplied with a USB cable, minimum 6 ft. long
  - ix. Product recall process,
  - x. Minimum 1 year return to depot warranty;
  - 2. Maximum Dimensions and Weight:
    - i. Width: 7 in
    - ii. Depth: 9 in
    - iii. Height: 6 in
    - iv. Weight: 5 lbs
  - 3. Media Handling:
    - i. Media Type: Thermal paper
    - ii. Paper feed method: Friction feed
    - iii. Paper thickness: 0.05 to 0.09 mm. (.002 to .0035 inches)
    - iv. Paper width: 57 mm to 80 mm (2.24 inches to 3.15 inches) wide
    - v. Supports Media Sizes: Roll (3.15 in), Roll (2.3 in)
  - 4. Environmental
    - i. Power consumption – less than or equal to .5 W standby
    - ii. Paper reduction savings – white space reduction levels and print font size reduction
    - iii. Energy Star certified
    - iv. ISO 14001 certification
  - 5. Manuals and documentation
    - a. The Thermal receipt printers must be supplied with one English language copies and one French language copy per printer of the manuals to reflect the as built/as supplied printer. The manuals and/or internet web link must include sections covering printer operations and printer maintenance.
  - 6. Safety and Operation Labeling
    - a. The contractor must identify the lifting points for the equipment, if applicable. Any pinch points, hazard areas, operator safety concerns and moving components must be clearly labelled in English and French English. Operating instruction labels must be clearly identified and printed in English and French. Labels must be clearly displayed on the equipment.
  - 7. Packaging and transportation
    - a. All Thermal receipt printers, cables and supplies must be packaged, crated or boxed to ensure no damage is sustained to equipment during the transportation, loading and unloading or general handling of equipment prior to the final installation. Bulk shipping to a single location in reusable crates is preferred as long as the Thermal receipt printers are adequately protected.
  - 8. Shipping procedures, Delivery locations and instructions;
    - a. See Annex "D" for delivery locations.
    - b. The Contractor must deliver Thermal receipt printers, cables and supplies, shipping costs included, to Service Canada – Passport Services offices nationwide, as detailed in the attached shipping addresses information.
    - c. The Contractor must ensure that adequate Thermal receipt printers are in stock and ready to deliver when instructed. The Contractor must contact the ESDC Technical Authority least three calendar days prior to the delivery date(s) to coordinate delivery.
    - d. The Contractor must deliver the goods to the addresses provided. Shipping information, to the attention of the Shipping Contact (provided with call-up) and must send an email **(To be completed upon Contract award)** with the shipping information. Full shipments will be received only and must include all the Thermal receipt printers, USB cables, and the initial supplies required for the site, unless arrangements are made in advance in writing for the specific office.
    - e. If the Contractor delivers the goods at a place and time that are not in accordance with the given delivery instructions or fails to fulfill reasonable delivery instructions given by

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ESDC, the Contractor must reimburse ESDC any additional expenses and costs incurred.

- f. When making deliveries, sufficient personnel must be provided to permit unloading of any type of vehicle without the assistance of federal government personnel.
- g. ESDC will handle the final installation. Any Thermal receipt printers found to be defective must be replaced within 72 hours of the discovery of the fault.
- h. The Contractor must provide a Delivery Report by email (**to be completed upon Contract award**), one day after delivery, containing the tracking number, detailing the delivery location and asset numbers of all products delivered.

Solicitation No. - N° de l'invitation  
G9292-216698/B  
Client Ref. No. - N° de réf. du client  
G9292-216698

Amd. No. - N° de la modif.  
File No. - N° du dossier  
VAN-0-43213

Buyer ID - Id de l'acheteur  
van592  
CCC No./N° CCC - FMS No./N° VME

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## ANNEX "B"

### BASIS OF PAYMENT

All prices are firm all-inclusive prices in Canadian Dollars, Delivered Duty Paid (DDP) to Destination Incoterms 2000 for shipments from a commercial contractor to the Delivery Points indicated in Annex "D", including all delivery costs, customs and duty charges, and applicable taxes are extra. Eco-fees are to be charged at cost.

Item #	Description	Quantity	Firm all-inclusive Unit Price	Extended Price
1	Thermal Receipt Printer  Make and Model: _____	258	\$	\$
Total (excluding Applicable Taxes)				\$

Solicitation No. - N° de l'invitation  
G9292-216698/B  
Client Ref. No. - N° de réf. du client  
G9292-216698

Amd. No. - N° de la modif.  
File No. - N° du dossier  
VAN-0-43213

Buyer ID - Id de l'acheteur  
van592  
CCC No./N° CCC - FMS No./N° VME

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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 Instrument(s):

- ☐ ( ) VISA Acquisition Card;
- ☐ ( ) MasterCard Acquisition Card;
- ☐ ( ) Direct Deposit (Domestic and International);
- ☐ ( ) Electronic Data Interchange (EDI);
- ☐ ( ) Wire Transfer (International Only);

Solicitation No. - N° de l'invitation  
G9292-216698/B  
Client Ref. No. - N° de réf. du client  
G9292-216698

Amd. No. - N° de la modif.  
File No. - N° du dossier  
VAN-0-43213

Buyer ID - Id de l'acheteur  
van592  
CCC No./N° CCC - FMS No./N° VME

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## **ANNEX "D"**

### **Delivery locations**

Please see attached excel spreadsheet

Office	Address	Receipt Printer - IThaca iTherm 9000 /Epson TM-T88VI
Site 2, Montréal (Suite 103)	200 René-Lévesque Blvd W, suite 103, Montreal, Quebec H2Z 1X4	15
Site 4, Laval	3 Laval Place, 5th Floor, Suite 500, Laval, Quebec, H7N 1A2	12
Site 5, Pointe Claire	6815 Trans-Canada Hwy C-022A, Pointe-Claire, Quebec H9R 5J2	2
Site 6, St-Laurent	2089 Boulevard Marcel-Laurin #100, Saint-Laurent, Quebec, H4R 1K4	12
Site 7, Gatineau	210 Champlain, Gatineau, QC J8X 3R5	2
Site 10, Québec	2640 Boulevard Laurier #200, Québec, QC G1V 4W1	12
Site 11, Fredericton	77 Westmorland St Suite 430, Fredericton, NB E3B 6Z3	5
Site 12, Halifax	1800 Argyle St Suite 101, Halifax, NS B3J 3N8	12
Site 13, St. John's	100 Hebron Way, St. John's, NL A1A 4Y8	6
Site 15, Brampton	40 Gillingham Dr., Suite 401, Brampton, ON L6X 4X7	8
Site 16, Hamilton	120 King Street West, Plaza Level Hamilton, ON L8P 4V2	18
Site 17, Kitchener	40 Weber St E, Kitchener, ON N2H 2L5	20
Site 18, London	Cherryhill Village Mall, 301 Oxford St W #76, London, ON N6H 1S6	15
Site 19, Mississauga	377 Burnhamthorpe Road E., Main Floor, Suite 22, Mississauga, ON L5A 4A9	3
Site 21, Mississauga (DOC MAIL)	2240 Speakman Drive , Suite 102, Mississauga, ON L5K 1A9	3
Site 22, North York	4900 Yonge Street, 3rd Floor, Toronto, ON M2N 6A4	3
Site 23, Ottawa	885 Meadowlands Drive East Ottawa	10
Site 24, Scarborough	200 Town Centre Court #210, Scarborough, ON M1P 4X8	4
Site 25, St-Catharines	221 Glendale Ave #604, St. Catharines, ON L2T 2K9	12
Site 27, Toronto	74 Victoria St, Suite 300, Toronto, ON M5C 2A5	14
Site 28, Whitby	1615 Dundas St E Whitby ON L1N 2L1	8
Site 29, Windsor	100 Ouellette Ave, Suite 503, Windsor, ON N9A 6T3	3
Site 31, Calgary Sundance	23 SunPark Drive SE, Suite 120, Calgary, AB T2Y 1 M7	2
Site 32, Calgary Centre (Harry Hays)	220 4th Avenue South East, #150, Calgary, AB T2G 5E7	3
Site 34, Kelowna	110 1835 Gordon Dr, Kelowna, BC V1Y 3H4	8
Site 35, Richmond	5611 Cooney Rd #310, Richmond, BC V6X 3J6	12
Site 36, Surrey	10153 King George Blvd. #1109, Surrey, BC V3T 2W1	7
Site 37, Victoria	1150 Douglas Street #450, Victoria, BC V8W 3M9	15
Site 38, Vancouver	757 Hastings (Sinclair Centre) #100, Vancouver, BC V6C 1A1	1
Site 39, Winnipeg	433 Main Street #400, Winnipeg, MB R3B 1B3	5
Site 40, Regina	1870 Albert Street #500, Regina, SK S4P 4B7	6
		258



Solicitation No. - N° de l'invitation  
G9292-216698/B  
Client Ref. No. - N° de réf. du client  
G9292-216698

Amd. No. - N° de la modif.  
File No. - N° du dossier  
VAN-0-43213

Buyer ID - Id de l'acheteur  
van592  
CCC No./N° CCC - FMS No./N° VME

**FORM A**  
**BID SUBMISSION FORM**

<b>BID SUBMISSION FORM</b>	
<b>Bidder's full legal name</b>	
<b>Authorized Representative of Bidder for evaluation purposes (e.g., clarifications)</b>	Name
	Title
	Address
	Telephone #
	Fax #
	Email
<b>Bidder's Procurement Business Number (PBN)</b> [see the Standard Instructions 2003]	
<b>Jurisdiction of Contract:</b> Province in Canada the bidder wishes to be the legal jurisdiction applicable to any resulting contract (if other than as specified in solicitation)	
Bidders who are incorporated, including those bidding as a joint venture, must provide a complete list of names of all individuals who are currently <b>directors of the Bidder</b> . Bidders bidding as sole proprietorship, as well as those bidding as a joint venture, must provide the name of the owner(s). Bidders bidding as societies, firms, or partnerships do not need to provide lists of names.	
<p>On behalf of the Bidder, by signing below, I confirm that I have read the entire bid solicitation including the documents incorporated by reference into the bid solicitation and I certify that:</p> <ol style="list-style-type: none"><li>1. The Bidder considers itself and its products able to meet all the mandatory requirements described in the bid solicitation;</li><li>2. This bid is valid for the period requested in the bid solicitation;</li><li>3. All the information provided in the bid is complete, true and accurate; and</li><li>4. If the Bidder is awarded a contract, it will accept all the terms and conditions set out in the resulting contract clauses included in the bid solicitation.</li></ol>	
<b>Signature of Authorized Representative of Bidder</b>	
<b>Date:</b>	

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## FORM B: Substantiation of Technical Compliance Form

### GENERAL INSTRUCTION

- 1) Bidders:
  - a) Must indicate opposite each specification under **MANDATORY SPECIFICATIONS**, in the right hand margin under **Comply**, whether or not the printers being proposed meets or does not meet the requirements;
  - b) Should reference the page number(s) in the provided Technical literature and in the Technical literature, highlight the technical information that supports your compliance with the mandatory criteria below;
- 2) It will be to your advantage to furnish as much detail as possible to support the specifications your comments / claims of compliance for each specification.
- 3) Canada is under NO obligation to seek clarification of the bid(s) or the supporting technical documentation provided. Bidders should note that failure to demonstrate any capability to which they claim compliance will result in their bid being considered non-responsive. Any deviation is to be clearly identified and supported with full details.

The Bidder's Thermal Receipt Printer being proposed must meet the following Mandatory Criteria and have been previously and successfully tested:

Item No.	MANDATORY SPECIFICATIONS	Comply Y/N	Bidder's Substantiation Page/ Section Reference
1	<b>COMPATIBLE WITH</b>		
	<p>As a minimum, the receipt printer must work and interoperate with the following:</p> <ol style="list-style-type: none"> <li>1. Windows 10®</li> <li>2. Printing from web applications</li> </ol>		
2	<b>PRINTING SPECIFICATIONS</b>		
	<ol style="list-style-type: none"> <li>1. Printing method: Thermal Sensitive Line Dot System</li> <li>2. Resolution: minimum 7 dots per mm (180 DPI)</li> <li>3. Print Speed (monochrome): minimum 11 inches per second</li> <li>4. Built-in Auto-cutter</li> </ol>		<p><b>Printing method proposed:</b> _____</p> <p><b>Resolution proposed:</b> _____</p> <p><b>Printer speed:</b> _____</p>
3	<b>Media Handling</b>		
	<ol style="list-style-type: none"> <li>1. Media type: Thermal paper</li> <li>2. Paper feed method: Friction feed</li> <li>3. Paper thickness: 0.05 to 0.09 mm. (.002 to .0035 inches)</li> <li>4. Paper Width: 57 mm to 80 mm (2.24 inches to 3.15 inches) wide</li> <li>5. Supports Media Sizes: Roll (3.15 in), Roll (2.3 in)</li> </ol>		
4	<b>ENVIRONMENTAL</b>		
	<ol style="list-style-type: none"> <li>1. Power consumption – less than or equal to .5 W standby</li> <li>2. Paper reduction savings – white space reduction levels and print font size</li> </ol>		

	reduction		
	3. Energy Star certified		
	4. ISO 14001 certification		
<b>5</b>	<b>COMMUNICATION INTERFACE</b>		
	As a minimum, the receipt printer must be equipped with a USB 2.0 interface.		
<b>6</b>	<b>DIMENSIONS AND WEIGHT</b>		
	Maximum dimensions and weight :  Width: 7 in  Depth: 9 in  Height: 6 in  Weight: 5 lbs		
<b>7</b>	<b>WARRANTY</b>		
	As a minimum, must have a 1 year return to depot warranty.		
<b>8</b>	<b>APPLICATIONS SUPPORTED</b>		
	As a minimum, the receipt printer must work and interoperate on the following applications:  i. IRIS suite –Immigration, Refugee and Citizenship Canada (IRCC) specific application  ii. TEMPO/GCMS – IRCC specific application		