RETURN BIDS TO:

IRCC.BidsReceiving-Receptiondessoumissions.IRCC@cic.gc.ca

FOR ELECTRONIC BIDS:
The electronic mailbox is equipped to send an automatic reply to all messages received. If you do not receive an automatic response, please contact the Contracting Authority to ensure your bid was received. Please note that it is the bidder's sole responsibility to ensure that all bids submitted are received in their entirety by Citizenship and Immigration Canada by the closing date and time indicated in this RFP.

IMPORTANT NOTICE TO SUPPLIERS
The Government Electronic Tendering Service on buyandsell.gc.ca/tenders will be the sole authoritative source for Government of Canada tenders that are subject to trade agreements or subject to departmental policies that require public advertising of tenders.

REQUEST FOR PROPOSAL
Proposal To: Citizenship and Immigration 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 thereof.

Instructions : See Herein
Instructions: Voir aux présentes
Issuing Office – Bureau de distribution
Citizenship and Immigration Canada
Procurement and Contracting Services
70 Crémazie
Gatineau, Québec K1A 1L1

Title – Sujet **Statements of account for Citizenship and Immigration Canada's immigration loans.**	
Solicitation No. – N° de l'invitation **CIC-153152**	**Date** **2021-04-23**
Solicitation Closes – L'invitation prend fin at – à ***2*:00 PM** **on – June 07, 2021**	**Time Zone** **Fuseau horaire** **EST**
F.O.B. - F.A.B. **Plant-Usine:** ☐ **Destination:** ☒ **Other-Autre:** ☐	
Address Inquiries to: - Adresser toutes questions à : **IRCC.BidsReceiving-Receptiondessoumissions.IRCC@cic.gc.ca**	
Telephone No. – N° de téléphone :	
Destination – of Goods, Services, and Construction: **Destination – des biens, services et construction :** See Herein	
Delivery required - Livraison exigée ***See Herein***	
Vendor/firm Name and address **Raison sociale et adresse du fournisseur/de l'entrepreneur** **Facsimile No. – N° de télécopieur** **Telephone No. – N° de téléphone**	
Name and title of person authorized to sign on behalf of Vendor/firm **Nom et titre de la personne autorisée à signer au nom du fournisseur/de l'entrepreneur** ____________________ **(type or print)/ (taper ou écrire en caractères d'imprimerie)** ________________ ________ **Signature** **Date**	

TABLE OF CONTENTS

PART 1 - GENERAL INFORMATION

1.1 Introduction

The bid solicitation is divided into seven parts plus attachments as follows:

Part 1 General Information: provides a general description of the requirement;

Part 2 Bidder Instructions: provides the instructions, clauses and conditions applicable to the bid solicitation;

Part 3 Bid Preparation Instructions: provides Bidders with instructions on how to prepare their bid;

Part 4 Evaluation Procedures and Basis of Selection: indicates how the evaluation will be conducted, the evaluation criteria that must be addressed in the bid, and the basis of selection;

Part 5 Certifications and Additional Information: includes the certifications and additional information to be provided;

Part 6 Security Requirements: includes specific requirements that must be addressed by Bidders; and

Part 7 Resulting Contract Clauses: includes the clauses and conditions that will apply to any resulting contract.

1.2 Summary

1.2.1 The Department of Citizenship and Immigration (also known by its applied title: Immigration, Refugees and Citizenship Canada (IRCC), Financial Operation Branch requires the services of a Contractor to generate, print and transmit via mail or email as determined by CIC, statements of accounts (SOA) to clients. The Contractor will also be required to provide outer envelopes that will be used for the mailing of SOA as mentioned above.

1.2.2 Canada is seeking to establish a contract for generating, printing and transmission of SOA as defined in Appendix "D", Statement of Work. The contract period is from date of award to August 31st, 2023 plus 4 one (1) year options to extend the contract under the same terms and conditions.

1.2.3 There are security requirements associated with this requirement. For additional information, consult Part 6 - Security, Financial and Other Requirements, Part 7 - Resulting Contract Clauses and Appendix “F”. For more information on personnel and organization security screening or security clauses, bidders should refer to the Contracting Security Program of Public Works and Government Services Canada Security requirements for contracting with the Government of Canada.

1.2.4 The requirement is subject to the provisions of the World Trade Organization Agreement on Government Procurement (WTO-AGP), the Canadian Free Trade Agreement (CFTA), the Canada-Chile Free Trade Agreement (CCFTA), Comprehensive and Progressive Agreement for

Trans-Pacific Partnership (CPTPP), the Canadian-Colombia Free Trade Agreement (CCoFTA), the Canada-Peru Free Trade Agreement (CPFTA), the Canada-Ukraine Free Trade Agreement (CUFTA), and the Canada-Panama Free Trade Agreement (CPanFTA), the Canada-European Union Comprehensive Economic and Trade Agreement (CETA).

1.2.5 Considering accessibility criteria and features is obligatory with this requirement. For additional information consult the *Treasury Board Contracting Policy*.

1.3 Debriefings

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

If you have any concerns relating to the procurement process, please refer to the Bid Challenge and Recourse Mechanisms page on the Buyandsell.gc.ca website. Please note that there are strict deadlines for filing complaints with the Canadian International Trade Tribunal (CITT) or the Office of the Procurement Ombudsman (OPO).

1.4 Mandatory Requirements

Where the words “must”, “shall” or “will” appear in this RFP, the clause is to be considered as a mandatory requirement.

PART 2 - BIDDER INSTRUCTIONS

2.1 Standard Instructions, Clauses and Conditions

All Citizenship and Immigration Canada (CIC) instructions, clauses and conditions identified in the bid solicitation by number, date and title are set out on the CIC Website.

All SACC manual clauses for specific instructions not covered by the standard instructions identified in the bid solicitation by number, date and title are set out in the 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 CIC-SI-001 (2016-05-26) Standard Instructions – Goods or Services Competitive Requirements, are incorporated by reference into and form part of the bid solicitation.

2.2 Submission of Bids

Bids must be submitted only to Citizenship and Immigration Canada by the date, time and place indicated on page 1 of the bid solicitation.

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

2.3 Enquiries - Bid Solicitation

All enquiries must be submitted in writing to the Contracting Authority no later than six (6) 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 questions or may request that the Bidder do so, so that the proprietary nature of the question is eliminated, and the enquiry can be answered with copies to all Bidders. Enquiries not submitted in a form that can be distributed to all Bidders may not be answered by Canada.

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 Ontario.

Bidders may, at their discretion, substitute the applicable laws of a Canadian province or territory of their choice without affecting the validity of their bid, by deleting the name of the

Canadian province or territory specified and inserting the name of the Canadian province or territory of their choice. If no change is made, it acknowledges that the applicable laws specified are acceptable to the Bidders.

2.5 Basis for Canada's Ownership of Intellectual Property

Citizenship and Immigration Canada has determined that any intellectual property rights arising from the performance of the Work under the resulting contract will belong to Canada, for the following reasons, as set out in the *Policy on Title to Intellectual Property Arising Under Crown Procurement Contracts*:

- the Intellectual Property in Foreground Information consists of material subject to copyright, with the exception of computer software and all documentation pertaining to that software;

2.6 Former Public Servant

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

Definitions

For the purposes of this clause,"former public servant" is any former member of a department as defined in the *Financial Administration Act*, R.S., 1985, c. F-11, a former member of the Canadian Armed Forces or a former member of the Royal Canadian Mounted Police. A former public servant may be:

a. an individual;
b. an individual who has incorporated;
c. a partnership made of former public servants; or
d. a sole proprietorship or entity where the affected individual has a controlling or major interest in the entity.

"lump sum payment period" means the period measured in weeks of salary, for which payment has been made to facilitate the transition to retirement or to other employment as a result of the implementation of various programs to reduce the size of the Public Service. The lump sum payment period does not include the period of severance pay, which is measured in a like manner.

"pension" means a pension or annual allowance paid under the *Public Service Superannuation Act* (PSSA), R.S., 1985, c. P-36, and any increases paid pursuant to the *Supplementary Retirement Benefits Act*, R.S., 1985, c. S-24 as it affects the PSSA. It does not include pensions payable pursuant to the *Canadian Forces Superannuation Act*, R.S., 1985, c. C-17, the *Defence Services Pension Continuation Act*, 1970, c. D-3, the *Royal Canadian Mounted Police Pension*

Continuation Act , 1970, c. R-10, and the *Royal Canadian Mounted Police Superannuation Act*, R.S., 1985, c. R-11, the *Members of Parliament Retiring Allowances Act*, R.S. 1985, c. M-5, and that portion of pension payable to the *Canada Pension Plan Act*, R.S., 1985, c. C-8.

Former Public Servant in Receipt of a Pension

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

If so, the Bidder must provide the following information, for all FPSs in receipt of a pension, as applicable:

a. name of former public servant;
b. date of termination of employment or retirement from the Public Service.

By providing this information, Bidders agree that the successful Bidder's status, with respect to being a former public servant in receipt of a pension, will be reported on departmental websites as part of the published proactive disclosure reports in accordance with Contracting Policy Notice: 2012-2 and the Guidelines on the Proactive Disclosure of Contracts.

Work Force Adjustment Directive

Is the Bidder a FPS who received a lump sum payment pursuant to the terms of the Work Force Adjustment Directive? **Yes** ( ) **No** ( )

If so, the Bidder must provide the following information:

a. name of former public servant;
b. conditions of the lump sum payment incentive;
c. date of termination of employment;
d. amount of lump sum payment;
e. rate of pay on which lump sum payment is based;
f. period of lump sum payment including start date, end date and number of weeks;
g. number and amount (professional fees) of other contracts subject to the restrictions of a work force adjustment program.

For all contracts awarded during the lump sum payment period, the total amount of fees that may be paid to a FPS who received a lump sum payment is $5,000, including Applicable Taxes.

PART 3 - BID PREPARATION INSTRUCTIONS

3.1 Bid Preparation Instructions

Canada requests that bidders provide their bid in separately bound sections as follows:

Section I: Technical Bid (one (1) soft copy via e-mail)

Section II: Financial Bid (one (1) soft copy via e-mail)

Section III: Certifications (one (1) soft copy via e-mail)

Canada requests that respondents submit their response in unprotected (i.e. no password) PDF format by email. Complete size of emails containing a response must not exceed 10MB. Emails exceeding 10MB will not be received. Should the size of email(s) exceed 10MB, respondents must contact the Contracting Authority at least 48 hours prior to the closing date to discuss alternatives.

Prices must appear in the financial bid only. No prices must be indicated in any other section of the bid.

Canada requests that bidders follow the format instructions described below in the preparation of their bid:

(a) use a numbering system that corresponds to the bid solicitation; and
(b) page numbering must be used on the bottom right of each page of the proposal

In accordance with the *Treasury Board Contracting Policy* and the *Accessible Canada Act*, federal departments and agencies must consider accessibility criteria and features when procuring goods or services. Therefore, bidders are encouraged to highlight all the accessibility features and components of their proposal for this Statement of Work (SOW) and must:

(i) demonstrate how the bidder's proposed goods and/or services meet the accessibility requirement at delivery; or
(ii) describe how the bidder would deliver its goods and/or services under any resulting contract in a way that satisfies the mandatory requirement.

Section I: Technical Bid

In their technical bid, Bidders should demonstrate their understanding of the requirements contained in the bid solicitation and explain how they will meet these requirements. Bidders should demonstrate their capability and describe their approach in a thorough, concise and clear manner for carrying out the work.

The technical bid should address clearly and in sufficient depth the points that are subject to the evaluation criteria against which the bid will be evaluated. Simply repeating the statement contained in the bid solicitation is not sufficient. 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.

Section II: Financial Bid

Bidders must submit their financial bid in accordance with Appendix "E", Basis of Payment The total amount of applicable taxes must be shown separately, if applicable.

Bidders should include the following information in their financial bid by completing Appendix "I", Vendor Information and Authorization and include it with their bid:

1. Their legal name;
2. Their Business Number (BN); and
3. The name of the contact person (including this person's mailing address, phone and facsimile numbers, and email address) authorized by the Bidder to enter into communications with Canada with regards to:
    a) their bid; and
    b) any contract that may result from their bid.

Financial proposals must clearly identify the personnel proposed and the associated category for evaluation purposes only. Proposed per diem rates or firm prices must be in Canadian dollars.

3.2 SACC Manual Clauses

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

The requirement does not provide for exchange rate fluctuation protection. Any request for exchange rate fluctuation protection will not be considered and will render the bid non-responsive.

Section III: Certifications

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

Section IV: Additional Information

1. Bidder's Proposed Sites or Premises Requiring Safeguarding Measures

1.1 As indicated in Part 6 under Security Requirements, the Bidder must provide the full addresses of the Bidder's and proposed individuals' sites or premises for which safeguarding measures are required for Work Performance:

Street Number / Street Name, Unit / Suite / Apartment Number
City, Province, Territory / State
Postal Code / Zip Code
Country

1.2 The Company Security Officer (CSO) must ensure through the Contract Security Program that the Bidder and proposed individual(s) hold a valid security clearance at the required level, as indicated in Part 6 – Security, Financial and Other Requirements.

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

The bid must meet the mandatory technical criteria specified below. The Bidder must provide the necessary documentation to support compliance with this requirement.

Mandatory requirements are evaluated on a simple pass or fail basis. Failure by a Bidder to meet any one of the mandatory requirements will render the Bidder's proposal **non-responsive and will not be given further consideration.** The treatment of mandatory requirements in any procurement process is absolute. Each mandatory technical criterion should be addressed separately.

For each project summary provided, Bidders are required to provide specific dates (month and year) of experience as well as the total duration of project (number of months). The month(s) of experience listed for a project whose timeframe overlaps that of another referenced project will only be counted once. For example: Project 1 timeframe is July 2001 to December 2001; Project 2 timeframe is October 2001 to January 2002; the total months of experience for these two project references is seven (7) months.

Criteria	Mandatory Evaluation Criteria	MET/Not Met	Cross Reference to Proposal Page No.
M.1	At bid closing, the bidder must identify a proposed Project Manager resource who will be the lead contact and liaison for CIC's requirement, as per Appendix ''D''- Statement of Work. The bidder must demonstrate that the proposed Project Manager has a minimum of 36 months (3 years) of experience within the last 5 years prior to bid closing managing printing projects of forms* for client service organizations. Client service organization can be a private company, industry experience or government. ***Forms, is define as an invoice or a statement of account or a form.**		

M.2	At bid closing, The bidder must provide one (1) project example (completed in the last 5 years) that demonstrate experience in producing over 5,000 monthly statement of accounts for an organization: a) The project must demonstrate experience in producing statement of accounts; b) The project example must demonstrate experience in the full production of the statement of accounts (including receiving data, inputting data into system, generating/formatting statement of accounts, printing and mailing and/or emailing to recipients), as defined in Appendix ''D'' – Statement of Work.		
M.3	At bid closing, the bidder MUST submit a Canadian and Industrial Security Directorate (CISD) letter certifying a valid Designated Organization Screening (DOS) with approved Document safeguarding at the minimum Level of **PROTECTED B.**		

4.1.1.2 Point Rated Technical Criteria

Each Technical Bid that meets all the Mandatory Requirements specified above will be evaluated and scored in accordance with the following point-rated evaluation criteria table(s). Each point rated technical criterion should be addressed separately.

For each project summary provided, Bidders are required to provide specific dates (month and year) of experience as well as the total duration of project (number of months). The month(s) of experience listed for a project whose timeframe overlaps that of another referenced project will only be counted once. For example: Project 1 timeframe is July 2001 to December 2001; Project 2 timeframe is October 2001 to January 2002; the total months of experience for these two project references is seven (7) months.

Criteria	Description of Point-Rated Criteria	Weighting (Points)	Max. Score	Cross Reference to Proposal Page No.
R.1	**Corporate Experience**		**60 pts**	
	Project Experience The bidder should provide **three (3) examples of projects** , within the last five (5) years, that demonstrates that the bidder			

Criteria	Description of Point-Rated Criteria	Weighting (Points)	Max. Score	Cross Reference to Proposal Page No.
	has experience in delivering services & goods, as per Appendix ''D'' – Statement of Work. The bidder should include one (1) copy of forms* per project for demonstrated projects without the recipient's personal information (i.e. remove the name, address and SIN number of the individual). Note: the bidder can provide the same project as M.2 above as one of the three (3) projects demonstrated. **Each project example will be evaluated out of 20 points based on the following information.** The bidder should use the following format to describe project experience: • **Project title:** • **Duration of Project & Date (Month/Year):** • **Client & Organization:** a) **Description of project experience: (up to 5 points per project)** ○ Does not demonstrate experience in the production of statement of accounts **(0 points)** ○ Demonstrate experience inputting data for statement of accounts **(2 points)** ○ Demonstrate experience inputting data and generating statement of accounts by providing description of similar work performed **(3 points)** ○ Demonstrate experience in the full production of statement of accounts including receiving data, inputting data into system, generating/formatting statement of accounts, printing and transmitting to recipients by either mail or email. **(5 points)**	**a) Description of project experience: (up to 5 points per project)**	**a) Maximum of 15 pts**	

Criteria	Description of Point-Rated Criteria	Weighting (Points)	Max. Score	Cross Reference to Proposal Page No.
	b) Type of form* provided: (up to 5 points per project) ○ Project example demonstrates experience in mailing or emailing form* **(2 points)** ○ Project example demonstrates experience in both mailing AND emailing form* **(5 points)** **c) Evaluation of forms* provided for each Project (Up to 10 points per project)** The bidder should provide one PDF samples of forms from the three projects provided above (a & b) in order to evaluate the quality of the sample form*. • **Clarity of the information presented** i. Quality of printing/ layout; **(Max 5 pts)** ii. Spelling, grammar errors / Syntaxes; **(Max 5 pts)** ***Forms, is define as an invoice or a statement of account or a form.**	**b) Type of Form* provided: (up to 5 points per project)** **c) Evaluation of forms provided:** Up to five (5) points will be allotted for each element (i & ii) not exceeding a maximum of 10 points per project; **Unsatisfactory:** 0 point **Poor:** 1 point **Good:** 3 points **Excellent:** 5 points	**b) Maximum of 15 pts** **c) Maximum of 30 pts**	

Criteria	Description of Point-Rated Criteria	Weighting (Points)	Max. Score	Cross Reference to Proposal Page No.
R.2	**Diversity**		**12 points**	
	Bidders should demonstrate the following corporate activities they have implemented to promote anti-racism and diversity within their organisation: a. The bidder has internally published policies or commitments on anti-racism and inclusiveness; b. The bidder's employees are mandated to take mandatory training on anti-racism; c. The bidder's employees are mandated to take unconscious bias training; d. The bidder has publically available organisational commitments to a diverse workforce; e. The bidder has developed internal staffing and/or recruitment strategy(ies) to increase representation of underrepresented groups in their workforce. The bidder should provide details of the activity. The bidder should provide copies of policy or commitment documents including their effective date. For training, the bidder should provide the name of the course and the service provider; if developed internally, a copy of the course outline. For staffing, the bidder should provide copies of job posting, or other staffing/recruitment documents demonstrating compliance with the rated criteria.	Maximum 2 points for each activity. **0 pts** = the bidder does not address. **2 pts** =The bidder has fully described the activity and provided supporting documents as evidence. **1 pts** = The bidder has provided information on the existence of the activity but does not provide sufficient detail or supporting documents. Additional Points (Max 2 pts): **2 pts** - Bidder has demonstrated at least the existence of 4 out of 5 activities. **1pt** – Bidder has demonstrated at least 2 of the 5 activities.		

Criteria	Description of Point-Rated Criteria	Weighting (Points)	Max. Score	Cross Reference to Proposal Page No.
R.3	**Risk Management Approach**		**10 points**	
      a) **b)**	The bidder should demonstrate their proposed risk management approach to mitigate risks, facilitate communication and meet urgent timelines throughout the duration of the contract (Up to 10 points available). **Data Integrity and Backup (maximum of 5 points):** • Demonstrate a backup plan for the production of SOA should there be an equipment failure and/or loss of data; and **Communication Procedures (maximum of 5 points):** • Demonstrate how the project manager will facilitate communication; and ability to meet/respond to strict timelines and proposed production turnaround times.	Up to five (5) points will be allotted for each element (a & b) not exceeding a maximum of ten (10) points. 5 Pts = Excellent - the element is highly detailed, comprehensive, relevant and feasible. The contractor demonstrated a level of expectations proficient to perform the work; 3 Pts = Average - the element is lacking in detail, relevancy is intermittent and weaknesses are apparent. The contractor did not clearly demonstrate the expectations required for risk management; 0 Pts = Poor - information provided for the element is incomplete, irrelevant and/or unfeasible	**10 pts**	

	TOTAL FOR ALL RATED REQUIREMENTS	**82 points**
	TOTAL of SCORE	

4.1.2 Financial Evaluation

Only the proposals that are technically responsive will be considered for financial evaluation.

The price of the bid will be evaluated in Canadian dollars, applicable taxes are excluded.

For the purposes of bid evaluation, Basis of Payment, Appendix “E” will be used. The Bidder must provide all-inclusive firm unit and firm monthly price for the services being proposed in accordance with the bid solicitation, for the initial contract period and option periods.

The volumetric data included in the pricing schedule detailed in Appendix “E”, Basis of Payment is provided for bid evaluated price determination purposes only. They are not to be considered as a contract guarantee.

The “TOTAL EVALUATED PRICE” in Annex “E”, Basis of Payment, excluding taxes, will be used to determine the financial evaluation score.

4.1.3 Formulas in Pricing Schedule

If the Pricing Schedule provided to bidders include any formulae, Canada may re-input the prices provided by bidders into a fresh table, if Canada believes that the formulae may no longer be functioning properly in the version submitted by a bidder.

4.1.4 Substantiation of Professional Services Rates

In Canada’s experience, bidders will from time to time propose rates at the time of bidding for one or more categories of resources that they later refuse to honour, on the basis that these rates do not allow them to recover their own costs and/or make a profit. When evaluating the rates for professional services bids, Canada may, but will have no obligation to, require price support for any rates proposed (either for all or for specific resource categories). Examples of price support that Canada would consider satisfactory include:

a) documentation (such as billing records) that shows that the Bidder has recently provided and invoiced another customer (with whom the Bidder deals at arm’s length) for services similar to the services that would be provided by the relevant resource category, where those services were provided for at least one month and the fees charged are equal to or less than the rate offered to Canada (to protect the privacy of the customer, the Bidder may black out the customer’s name and personal information on the invoice submitted to Canada);
b) a signed contract between the Bidder and an individual qualified (based on the qualifications described in this bid solicitation) to provide services under the relevant resource category, where the amount payable under that contract by the Bidder to the resource is equal to or less than the rate bid for that resource category;
c) a signed contract with a subcontractor who will perform the work under any resulting contract, which provides that the required services will be provided at a rate that is equal to or less than the rate bid for the relevant resource category (and where the resource meets all the qualifications described in this bid solicitation); or
d) details regarding the salary paid to and benefits provided to the individuals employed by the Bidder qualified (based on the qualifications described in this bid solicitation) to provide services under the relevant resource category where the amount of compensation, when converted to a per diem or hourly rate (as applicable), is equal to or less than the rate bid for that resource category.

Once Canada requests substantiation of the rates bid for any resource category, it is the sole responsibility of the Bidder to submit information (either the information described in the examples above, or other information that demonstrates that it will be able to recover its own costs based on the rates it has proposed) that will allow Canada to determine whether it can rely, with confidence, on the Bidder's ability to provide the required services at the rates bid, while, at a minimum, recovering its own costs. Where Canada determines that the information provided by the Bidder does not demonstrate the Bidder's ability to recover its own costs in providing the relevant resource, Canada may declare the bid non-compliant, if the rate is at least **20%** of or lower than the median price bid by compliant bidders for the first year of the resulting contract for the relevant resource(s). Only the Firm Per Diem Rates of proposals that are technically responsive will be considered.

4.2 Basis of Selection

4.2.1 Basis of Selection - Highest Combined Rating of Technical Merit and Price

4.2.1.2 To be declared responsive, a bid must:

a. comply with all the requirements of the bid solicitation; and
b. meet all mandatory criteria; and

2.1.3 Bids not meeting (a) and (b) will be declared non-responsive.

2.1.4 The selection will be based on the highest responsive combined rating of technical merit and price. The ratio will be 70 % for the technical merit and 30 % for the price.

2.1.5 To establish the technical merit score, the overall technical score for each responsive bid will be determined as follows: total number of points obtained / maximum number of points available multiplied by the ratio of 70 %.

2.1.6 To establish the pricing score, each responsive bid will be prorated against the lowest evaluated price and the ratio of 30 %.

2.1.7 For each responsive bid, the technical merit score and the pricing score will be added to determine its combined rating.

2.1.8 Neither the responsive bid obtaining the highest technical score nor the one with the lowest evaluated price will necessarily be accepted. The responsive bid with the highest combined rating of technical merit and price will be recommended for award of a contract.

The table below illustrates an example where all three bids are responsive and the selection of the contractor is determined by a 70/30 ratio of technical merit and price, respectively. The total available points equal's 135 and the lowest evaluated price is $45,000 (45).

Basis of Selection - Highest Combined Rating of Technical Merit (70%) and Price (30%)

		Bidder 1	Bidder 2	Bidder 3
Overall Technical Score		115/135	89/135	92/135
Bid Evaluated Price		$1,355,000.00	$1,300,000.00	$1,250,000.00
Calculations	Technical Merit Score	115/135 x 70 = 59.63	89/135 x 70 = 46.15	92/135 x 70 = 47.70
	Pricing Score	1,250/1,355 x 30 = 27.68	1,250/1,300 x 30 = 28.85	1250/1250 x 30 = 30.00
Combined rating		87.31	75	77.7
Overall rating		1st	3rd	2nd

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 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 Integrity declaration form available on the Forms for the Integrity Regime website, 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 specified 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, the Bidder must provide the required documentation, as applicable, to be given further consideration in the procurement process.

5.2.2 Integrity Provisions – List of Names

In accordance with the Integrity Provisions of the Standard Instructions, all bidders must provide a completed List of Names in the Integrity Verification form available on the Integrity Regime website, to be given further consideration in the procurement process.

5.2.3 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 webpage.

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.

5.2.4 Status and Availability of Resources

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

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

5.2.5 Education and Experience

The Bidder certifies that all the information provided in the résumés and supporting material submitted with its bid, particularly the information pertaining to education, achievements, experience and work history, has been verified by the Bidder to be true and accurate. Furthermore, the Bidder warrants that every individual proposed by the Bidder for the requirement is capable of performing the Work described in the resulting contract.

PART 6 – SECURITY REQUIREMENTS

6.1 Security Requirement

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

(a) the Bidder must hold a valid organization security clearance as indicated in Part 7 - Resulting Contract Clauses

(b) the Bidder's proposed individuals requiring access to classified or protected information, assets or sensitive work site(s) must meet the security requirement as indicated in Part 7 - Resulting Contract Clauses;

(c) the Bidder must provide the name of all individuals who will require access to classified or protected information, assets or sensitive work sites.

(d) the Bidder’s proposed location of work performance and document safeguarding must meet the security requirements as indicated in Part 7 - Resulting Contract Clauses;

(e) For additional information on security requirements, bidders should contact the Contracting Authority.

1. For additional information on security requirements, Bidders should refer to the Contract Security Program of Public Works and Government Services Canada website.

PART 7 - RESULTING CONTRACT CLAUSES

APPENDIX “A”, GENERAL TERMS AND CONDITIONS

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

A1. Standard Acquisition Clauses and Conditions Manual

All instructions, general terms, conditions and clauses identified herein by title, number and date are set out in the Standard Acquisition Clauses and Conditions (SACC) Manual issued by Public Works and Government Services Canada (PWGSC) and in the Citizenship and Immigration Canada Terms and Conditions Manual.

A1.1 An electronic version of the SACC Manual is available on the Buy and Sell Website.

A1.2 An electronic version of the Citizenship and Immigration Canada (CIC) Contract Terms and Conditions is available on the CIC Website.

A2. Terms and Conditions of the Contract

A2.1 The general terms, conditions and clauses identified herein by title, number and date, are hereby incorporated by reference into and form part of this Contract, as though expressly set out herein, subject to any other express terms and conditions herein contained.

A3. General Conditions

A3.1 General Conditions CIC-GC-001 (2020-12-02), Med/High Complexity Goods and Services Contract shall apply to and form part of this Contract.

APPENDIX "B", SUPPLEMENTAL TERMS AND CONDITIONS

B1. Priority of Documents

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

a) The Articles of Agreement;
b) Appendix "B" – Supplemental Terms and Conditions;
c) Appendix "A" – General Terms and Conditions;
d) Appendix "C" – Terms of Payment;
e) Appendix "D" – Statement of Work;
f) Appendix "E" – Basis of Payment
g) Appendix "F" – Security Requirement Checklist (SRCL);
h) Appendix "G" – Vendor Information and Authorization Form;
i) the Contractor's proposal dated ______(TBD)

B2. CIC Clauses

The following Citizenship and Immigration Canada Terms and Conditions are incorporated by reference and form part of this Contract:

ID	Date	Title
CIC-SC-003 (2015-02-16), Crown Owns Intellectual Property (IP) Rights in Foreground Information – Copyright		

B3. SACC Manual Clauses

The following SACC manual Clauses are incorporated by reference and form part of this Contract:

ID	Date	Title
A9117C	***2007-11-30***	***T1204 - Direct Request by Customer Department***
A9116C	***2007-11-30***	***T1204 Information Reporting by Contractor***
C0705C	***2010-01-11***	***Discretionary Audit***
B7500C	***2006-06-16***	***Excess Goods***
D5328C	***2014-06-26***	***Inspection and Acceptance***
P1009C	***2007-11-30***	***Autor's Alterations***
P1010C	***2010-01-11***	***Quality Levels for Printing***
C0002T	***2010-01-11***	***Price Certification- Canadian-based Suppliers***

B4. Security Requirement

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

1. The Contractor/Offeror must, at all times during the performance of the Contract/Standing Offer/Supply Arrangement, hold a valid Designated Organization Screening with approved Document Safeguarding at the level of **PROTECTED B**, issued

by the Canadian Industrial Security Directorate of Public Services and Procurement Canada;

2. The Contractor/Offeror personnel requiring access to **PROTECTED B** information, assets or work site(s) must EACH hold a valid **RELIABILITY STATUS**, granted or approved by the Canadian Industrial Security Directorate of Public Services and Procurement Canada;

3. Processing of material only at the **Protected B** level is permitted under this contract/standing offer. The work must be done either on a separate stand-alone computer system at the Contractor/Offeror's site or on a restricted directory that is only accessible to Contractor/Offeror personnel who have the need-to-know for the performance of the Contract
.
4. The Contractor **MUST NOT** utilize its Information Technology systems to electronically process, produce or store **PROTECTED B** information until the Canadian Industrial Security Directorate of Public Services and Procurement Canada has issued written approval. After approval has been granted or approved, these tasks may be performed up to the level of **PROTECTED B**;
|
5. Subcontracts, which have security requirements, are not to be awarded without prior written permission of CIC;

6. The contractor must comply with the provisions of:
   a) Security Requirements Checklist and security guide (if applicable), attached at Appendix ''F'';
   b) Industrial Security Manual (Latest edition)

Contractor's Sites or Premises Requiring Safeguarding Measures

Where safeguarding measures are required in the performance of the Work, the Contractor must diligently maintain up-to-date the information related to the Contractor's and proposed individuals' sites or premises for the following addresses:

Street Number / Street Name, Unit / Suite / Apartment Number
City, Province, Territory / State
Postal Code / Zip Code
Country

B5. Period of Contract

The period of the Contract is from date of contract award to August 31, 2023

B5.1 Option to Extend the Contract

The Contractor grants Canada, the irrevocable right to extend the term of the Contract by up to four (4) additional one (1) year period under the same conditions. The Contractor agrees that, during the extended period of the Contract, it will be paid in accordance with the applicable provisions as set out in Appendix "E", Basis of Payment.

Canada may exercise this option at any time by sending a written notice to the Contractor at least ten (10) calendar days before the Contract expiry date. The option may only be exercised by the Contracting Authority, and will be evidenced for administrative purposes only, through a contract amendment.

B6. Termination on Thirty (30) Days Notice

1. Canada reserves the right to terminate the Contract at any time in whole or in part by giving thirty (30) calendar days written notice to the Contractor.
2. In the event of such termination, Canada will only pay for costs incurred for services rendered and accepted by Canada up to the date of the termination. Despite any other provision of the Contract, there will be no other costs that will be paid to the Contractor as a result of the termination.

B7. Certifications / Compliance and Additional Information

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.

B8. Insurance 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.

B9. Closure of Government Offices

Contractor personnel are employees of the Contractor and are paid by the Contractor on the basis of services rendered. Where Contractor's employees are providing services on government premises pursuant to this Contract and the said premises become non accessible and consequently no Work is being performed as a result of the closure, Canada will not be liable for payment to the Contractor for the period of closure.

B10. Statement of Work

The Contractor must perform the Work in accordance with the Statement of Work in Appendix "D".

B11. Authorities

B11.1 Contracting Authority

The Contracting Authority for the Contract is:

<***The Contracting Authority for the Contract is to be identified at Contract award>***

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.

B11.2 Project Authority

The Project Authority for the Contract is:

<The Project Authority for the Contract is to be identified at Contract award>

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

B11.3 Technical Authority

<***The Technical Authority for the Contract is to be identified at Contract award>***

The Technical Authority will be responsible for providing guidance on the technical requirements and deliverables.

APPENDIX “C”, TERMS OF PAYMENT

C1. Basis of Payment

In consideration of the Contractor satisfactorily completing all of its obligations under the Contract, the Contractor will be paid a firm unit and firm monthly price as per Appendix “E”, for work performed in accordance with the Contract. Customs duties are included and applicable taxes 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.

C2. Limitation of Expenditure

The Contractor will be reimbursed for the costs reasonably and properly incurred in the performance of the Work, as determined in accordance with the Basis of Payment in Appendix “E”, to a limitation of expenditure of *$________ (insert the amount at contract award*). Customs duties are included and applicable taxes are extra.

1. Canada's total liability to the Contractor under the Contract must not exceed $ _______. Customs duties are included and applicable taxes are extra, if applicable.
2. No increase in the total liability of Canada or in the price of the Work resulting from any design changes, modifications or interpretations of the Work, will be authorized or paid to the Contractor unless these design changes, modifications or interpretations have been approved, in writing, by the Contracting Authority before their incorporation into the Work. The Contractor must not perform any work or provide any service that would result in Canada's total liability being exceeded before obtaining the written approval of the Contracting Authority. The Contractor must notify the Contracting Authority in writing as to the adequacy of this sum:
   a) when it is 75 percent committed, or
   b) four (4) months before the contract expiry date, or
   c) as soon as the Contractor considers that the contract funds provided are inadequate for the completion of the Work,

   whichever comes first.
3. If the notification is for inadequate contract funds, the Contractor must provide to the Contracting Authority a written estimate for the additional funds required. Provision of such information by the Contractor does not increase Canada's liability.

C3. Method of Payment

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

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

C4. Applicable Taxes

Applicable taxes are not included in the amounts shown in the Basis of Payment. Applicable taxes, which are estimated at $______ (to be determined at contract award), are included in the total contract amount. Applicable taxes are to be shown as separate items on all invoices and claims for progress payments and will be paid by Canada. The Contractor agrees to remit to appropriate tax authorities any amounts of Applicable Taxes paid or due.

C5. 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.

   Each invoice must be supported by:

   a) a copy of the release document and any other documents as specified in the Contract.

2. Invoices must be distributed as follows:
   a) One (1) copy must be forwarded to the address shown on page 1 of the Contract for certification and payment.

C6. Travel and Living Expenses

Canada will not accept any travel and living expenses for:

a) Work performed within the National Capital Region (NCR). The NCR is defined in the National Capital Act, R.S.C. 1985, c. N-4, S.2.;
b) Any travel between the Contractor's place of business and the NCR; and
c) Any relocation of resources required to satisfy the terms of the Contract.

These expenses are included in the firm unit and monthly prices for professional fees specified above."

C7. Subcontracts *(if applicable)*

The Contractor will be reimbursed the expenses for subcontracts reasonably and properly incurred in the performance of the Work. These expenses will be paid at actual cost without mark-up, upon submission of a copy of the invoice (supported by receipt vouchers (as applicable) the contractor received from the subcontractor.

Estimated Cost: $_________

APPENDIX "D", STATEMENT OF WORK

<u>TITLE:</u> Statement of accounts for Immigration, Refugees and Citizenship Canada's immigration loans.

1.0 BACKGROUND:

Immigration, Refugees and Citizenship Canada (IRCC) has an Immigration Loans Program which helps refugees throughout the world to come to Canada. With the collaboration of the International Organization for Migrations (IOM) IRCC helps bringing refugees to Canada by paying the eligible costs (medical exam, air fare tickets and administration fees). These costs are converted to a loan that refugees must repay once they have landed to Canada. Details of the loans and repayment are stipulated in the Immigration Refugee Protection Regulation (http://laws-lois.justice.gc.ca/eng/regulations/SOR-2002-227/index.html). IRCC sends monthly statement of accounts to refugees in order for them to repay their loan and keep track of their repayment progress.

IRCC is required to consolidate, on a monthly basis, all data records for each client recipient according to internal standards. Each statement of account (SOA) (when required) must be printed and mailed or emailed to recipients by a specific time frame.

Each month, IRCC issues a statement of account to clients who have received an immigration loan and for which there is still an outstanding balance.

In previous year, IRCC has had an average volume of 28,000 statement of accounts (SOA) per month required to be generated, printed and mailed/emailed to recipients accordingly each month.

2.0 <u>OBJECTIVE:</u>

IRCC requires the services of a Contractor to generate, print and transmit via mail or email as determined by IRCC, statement of accounts to clients.

The Contractor will be required, through their secure system, to import data from a file sent from IRCC via a Secure File Transfer Protocol (SFTP) containing recipients' tombstones and financial data (Protected B information) for each different SOA.

The Contractor's system will be used to exchange information (i.e. receive, send and store electronic data and documents from IRCC) to process. With the electronic data and documents provided by IRCC, the Contractor will be required to produce a record for each statement of account recipient according to IRCC standards. The Contractor will then be required to print and mail or email statement of accounts for an anticipated production volume of +/- 28,000 SOA per month, delivered no later than the 10th working day of each month.

The Contractor will also be required to provide outer envelopes that will be used for the mailing of SOA as mentioned above.

3.0 SCOPE OF WORK:

The following three work phases outline the process for the generation, printing and transmission of statement of accounts each month and the production of envelopes. The Contractor will be responsible to complete each phase on behalf of IRCC in accordance to IRCC' standards, as per section 3.1.1 – IRCC standards below.

Phase 1: Validate file layout
Phase 2: Testing of SOA/email format including Consolidation Data and envelopes.
Phase 3: Production of the Statement of accounts (Printing and transmission)

3.1 Phase 1 – Validate file layout

The Contractor will make necessary changes in support of any new export file and/or statement of accounts formats to their system in order to produce statement of account as per IRCC standards and specifications. The Contractor will be responsible for completing the document composition of the SOA.

3.1.1 IRCC Standards Specifications

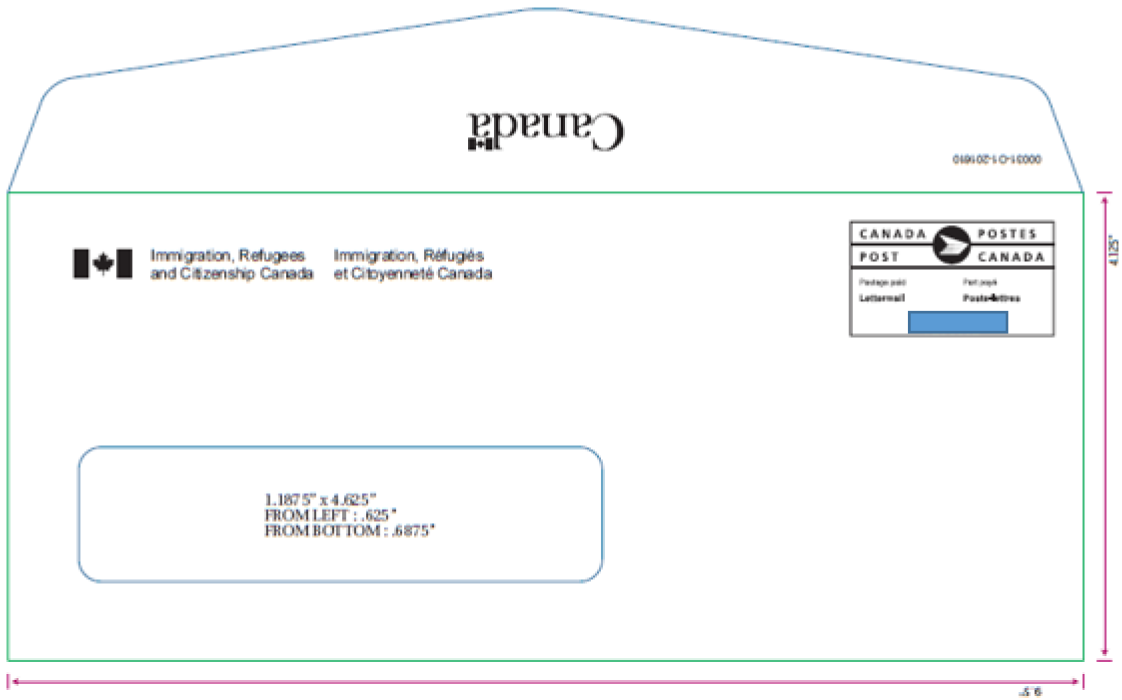
a) Envelopes Specifications of Structure

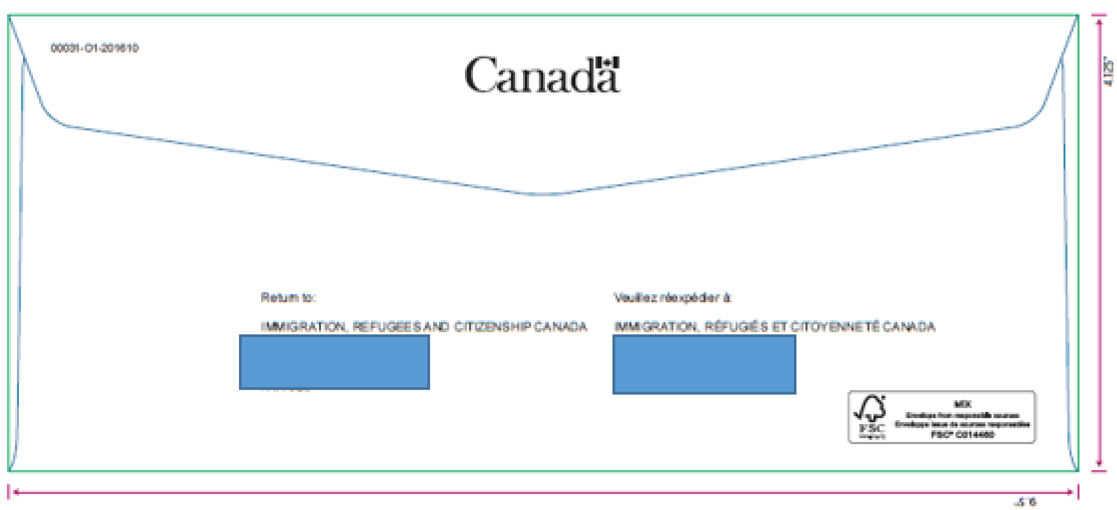
The envelopes, provided by the Contractor, must be pre-printed.
The specifications for the outer envelopes are:

- 4 1/8 x 9 ½;
- 24lb Natural Kraft Recycled;
- Single window – window size 1 3/16 x 4 5/8;
- Window position – 5/8 from bottom & 11/16 from left side;
- Printed black ink;
- With Canada's flag logo and IRCC's name printed (see layout below);
- The following return address must be printed on the back.

Immigration, Refugees and Citizenship Canada
Loans, Accounts Receivable and Revenue Team
70 Cremazie, 2nd floor
Gatineau QC
K1A 1L1

- The envelopes must be pre-stamp including contractor postal permit number





b) <u>Statement of Account (SOA) Structure</u>

For the purposes of this document, each field on the form that is not pre-printed and that will have data mapped to it has been identified with a unique number 1 through 47 in **red** font. This data will be provided by IRCC and will include the address and/or the emails to which it must be sent. **See figures, front of SOA and back of SOA below.**

Immigration, Refugees and Citizenship Canada | Immigration, Réfugiés et Citoyenneté Canada

Statement of account - Relevé de compte

Date of statement of account Date du relevé de compte	1	Loan number Numéro de prêt	2
Client's name Nom du client	3	Account number Numéro de compte	4

Loan activity during the past month Activité sur le compte pendant le dernier mois			Loan details Détails du prêt		
Opening balance - Solde d'ouverture	5	0.00	Total amount of the loan Montant total du prêt	13	0.00
New loan - Nouveau prêt	6	0.00			
Payment received - Paiement reçu	7	**0.00**			
Chargeback - Rejet de débit	8	0.00	Total payments applied to loan principal Total des paiements appliqués au principal du prêt	14	0.00
Bank charges - Frais bancaires	9	0.00			
Accrued interest - Intérêt couru	10	0.00			
Other - Autre	11	0.00	Total payments applied to loan interest Total des paiements appliqués aux intérêts du prêt	15	0.00
Closing balance - Solde de fermeture	12	**0.00**	**Current interest rate - Taux d'intérêt courant**	16	**0.000 %**

Scheduled monthly payment - Paiement mensuel établi	0.00	17
Arrears - Arriérés dûs	0.00	18
Total amount due for this month - Montant total dû pour ce mois	0.00	19

Comments - Commentaires

31

Toll free number - Appel sans frais 1-800-667-7301
Email address - Adresse courriel collection@cic.gc.ca

Date of statement of account Date du relevé de compte	20
Loan number Numéro de prêt	21

24
25
26
27
28
29

Canada

See important information on the back - Voir information importante au verso

Payments

32
33
34
35
36

Paiements

37
38
39
40
41

c) Statement of Account Sections
There are six sections that make up the SOA. The first five sections are located on the front page of the SOA and the sixth is located on the back of the SOA.

d) SOA Section 1 - Identification
Section 1 of the SOA contains data elements #'s 1 through 4.

Data Element # 1: Date of Statement of Account
Data Element # 2: Loan Number
Data Element # 3: Client's Name
Data Element # 4: Account Number

e) SOA Section 2 - Loan Activity and Details
Section 2 of the SOA contains data elements #'s 5 through 16.

Data Element # 5: Opening Balance
Data Element # 6: New Loan Amount
Data Element # 7: Payment Received
Data Element # 8: Chargeback
Data Element # 9: Bank Charges
Data Element # 10: Accrued Interest
Data Element # 11: Other Amounts
Data Element # 12: Closing Balance
Data Element # 13: Total Amount of Loan
Data Element # 14: Total Payments applied to Loan Principle
Data Element # 15: Total Payments applied to Loan Interest
Data Element # 16: Current Interest Rate

f) SOA Section 3 – Minimum Payment, Due Date & Arrears
Section 3 of the SOA contains data elements #'s 17 through 19.

Data Element # 17: Scheduled monthly payment
Data Element # 18: Arrears – Total
Data Element # 19: Total amount due for this month

g) SOA Section 4 – Comments
Section 4 of the SOA contains variable length messaging. The data elements used for messaging is element # 31.

Data Element # 31: Text, provided by IRCC in the data file.

h) SOA Section 5 – Receipt Data
Section 5 of the SOA contains data elements #'s 20 through 29. **(Please note there is no #22-23-30)**

Data Element # 20: Date of Statement of Account
Data Element #21: Loan number

Data Element # 24: Client's Name
Data Element # 25: Care/Of Name
Data Element # 26: Street Address Line 1
Data Element # 27: Street Address Line 2 (optional)
Data Element # 28: City, Province and Postal Code
Data Element # 29: Canada or US

i) SOA Section 6 – Back of SOA

Section 6 of the SOA contains data elements #'s 32 through 41.

Data Element #32: SOA Message Line 1 English
Data Element # 33: SOA Message Line 2 English
Data Element # 34: SOA Message Line 3 English
Data Element # 35: SOA Message Line 4 English
Data Element # 36: SOA Message Line 5 English
Data Element # 37: SOA Message Line 1 French
Data Element # 38: SOA Message Line 2 French
Data Element # 39 SOA Message Line 3 French
Data Element # 40: SOA Message Line 4 French
Data Element # 41: SOA Message Line 5 French

j) Statement of Account (SOA) Structure Specifications

The statement of account (SOA) size is 8 ½ x 11, the ink is standard regular ink except for the MICR line that must be magnetic ink.

3.2 Phase 2 – Testing of SOA / email format including Consolidating Data and envelopes

a) Tasks:

1) The test phase will include a trial run of the statement of accounts data consolidation, as per IRCC standards, at the beginning of the contract and after any subsequent changes if required.

2) Within 5 business days of contract award, the Contractor will be responsible to provide and send to the Project Authority, a test sample output (electronic document containing formal statement of accounts) through their secure system. The test document will contain a sample of 25 final statements of accounts including the envelopes.

3) IRCC will, within two business days, validate the test document envelope and sample statement of accounts provided to ensure that the final tombstone data and financial information are reported properly.

4) The Contractor will, within one business day, notify the Project Authority of the status of the testing of the sample statement of accounts and confirm when the samples will be sent to IRCC for validation.

5) The final formatted test statement of accounts will be sent electronically, within 2 business day, through the Contractor's secure system to the Project Authority for validation and approval. The format of email (Template) that will be sent to the recipients will be established with the Contractor.

6) IRCC will confirm/respond to the formatting of statement of accounts/ emails within 2 business days of receiving the test document and samples to approve prior to Phase 3 production. If validation fails, the contractor will have to make any required changes and enhancements, within 2 business days, until IRCC approval is reached at no additional cost to IRCC.

Going forward

Following phases 1 and 2, IRCC will provide the Contractor the electronic file on the 8th working day of each month to be sent and received through the Contractor' secure system, which will contain client's information.

3.3 Phase 3 – Production of the Statement of Accounts (Printing and transmission)

a) Production of SOA:

1. Following a successful test phase and IRCC's approval, the production process (printing and mailing or emailing of statement of accounts) will be initiated and completed on a monthly basis. IRCC will provide the Contractor with one data file per month through their secure system which will contain the clients' information. The Contractor will be responsible to generate, print and transmit all statement of accounts to clients.

2. Statement of accounts are due no later than the 10th working day of each month. The Contractor will complete the production to ensure statements of accounts are transmitted to recipients within the timeframes.

The Contractor will complete the required printing and transmission of statement of accounts according to the list of recipients provided by IRCC across Canada and US. This will include the necessary stationery, folding of documents, envelopes, etc. to produce and transmit all forms to recipients on behalf of IRCC. All postage costs will be handled by IRCC and be billed directly to IRCC by Canada Post via a postage contract number. The Contractor must be able to use IRCC's mailing number from Canada Post, at no extra cost, when doing the mailout of the SOA.

For information purpose only - **Production Volume:**
Based on IRCC's history, it is estimated that the monthly production volume to be between 28,000 and 30,000 per month for the contract period. Below are the numbers for the last 4 months. This is only a historical perspective of activity and it does not represent a firm commitment that the same level of ordering will be maintained during the contract.

	October 2020	Nov. 2020	Dec. 2020	January 2021
Records sent by mail	21 041	20 625	19 884	19 268
Records sent by email	7 855	8 182	8 257	8 356
Total records sent	28 896	28 807	28 141	27 624

b) Transmission of SOA:

1.Tasks for both Email and Mail format:

1.1) The Contractor will be responsible to ensure all statement of accounts will be produced and transmitted on the 10th working day of each month, to all recipients.

1.2) The Contractor will complete 100% of IRCC's mailing or emailing in accordance with the deliverable timelines of the statement of accounts specified in section 4.0 Deliverables and Schedule below.

2.Tasks for Mail format only:

2.1 The hard copy of the SOA printed and produced by the Contractor will meet the following quality standards, Integrity of each production:

a) The envelope will contain a single hard copy of the SOA for the destination address.

b) The envelope, provided by the Contractor, will be labeled with IRCC return address. The specs for these envelopes must be in accordance to IRCC standards for envelopes (section 3.1.1, sub-section ‘’a’’ of the Statement of Work (SOW)).
.
c) IRCC’s contact information (toll free number and email address) will be on the front of the SOA.
d) Print quality;
   i. All variable information will be legible for the recipient based on the formatting in accordance to IRCC standards (section 3.1.1, sub-section ‘’b’’ of the SOW);
   ii. All pages will be free from smudging that detracts from the recipients ability to read the document;
   iii. The alignment and positioning relative to the pre-printed stock will be respected.
   iv. For hard copy, the Contractor will produce the appropriate identifiers on the statement of accounts and manage the folding and insertion into envelopes in accordance to IRCC delivery requirements.
   v. The outer envelope will have a window. The destination address on the SOA will line up with the window on the outer of the envelope.

3.Tasks for Email format only:

3.1 The soft copy of the SOA emailed and produced by the Contractor will meet the following quality standards, Integrity of each production:

a) The email will contain a single SOA soft copy item for the destination email address;
b) The statement of account soft copy will be complete including attachments as required;
c) IRCC’s contact information (toll free number and email address) will be in the body of the email;
d) Email formatting;
   i. All variable information will be legible for the recipient based on the formatting in accordance to IRCC standards (section 3.1.1 sub-section ‘’b’’ of the SOW);
   ii. All pages will be free from smudging that detracts from the recipients ability to read the email;
   iii. The alignment and positioning relative to the layout will be respected.
   iv. For all email sent, the Contractor will track the delivery confirmation and notify Project Authority of any undeliverable SOA.

4. MONTHLY FILE HANDLING AND TRANSFER PROCESS:

a) The monthly file transfer process for the SOA will be as follows:

4.1) IRCC's Immigration Loan System (ILS) creates a text file that contains all the data for the monthly SOAs

4.2) On a monthly basis, **(usually the second week of the given month),** IRCC will log into the Contractors' directory using credentials (i.e. username and password) that are contained in a file on the IRCC server. Only Root has access to the credentials file and the SFTP script is only able to interact with the Contractor's SFTP gateway.

4.3) IRCC will place the monthly SOA file in the Contractor's designated directory on their SFTP server. Once the file has been successfully placed on the Contractor's server an automated email notification will be sent to IRCC Project Authority.

b) File Integrity
IRCC will send an email notification that the file has been deposited on the Contractor's server. Once the Contractor has retrieved the file, they will send a confirmation email in return which should contain the following information concerning the file retrieved:

- File Size
- FILE_CRTL - Control Number from HDR
- NUM_DTR - Number of Detailed Records from TRL
- NUM_DTC - Number of Detailed Comment Records from TRL

c) File Transfer Safeguards
The following safeguards must be implemented:

- A firewall rule must be implemented that will prevent IRCC from connecting to the Contractor's network using anything other than the secure file transfer protocol through IRCC's SFTP proxy.

- A firewall rule must be implemented (IRCC will provide more details once contract is awarded).

- The link between the Contractor's server and the IRCC ILS server must be a dedicated link (IRCC will provide more details once contract is awarded).

- The link between the Contractor's server and the IRCC ILS server must be encrypted (IRCC will provide more details once contract is awarded).

d) File Transfer Source & Destinations IP Addressing
Session Initiated by IRCC only:

Source IP IRCC	Destined to Contractor	Device Name	External IP Address	Protocol	Port
				SFTP	
				SSH	

5.0 DELIVERABLES AND SCHEDULE:

5.1 Meeting and Project Planning: The Contractor will coordinate a meeting via telephone or videoconference with IRCC Project Authority within 2 business days of contract award to discuss the project work plan and timeline to meet requirements. Other meetings could be required, if there are any modifications required to SOA.

5.2 Phase 1 – Validate the requirements: The Contractor will complete the validation of the requirements, within two weeks following contract award date.

5.3 Phase 2 – Testing Statement of Accounts: The Contractor will complete this phase at the beginning, within 15 business days following the contract awarded, and when modifications on SOA will be required.

5.4 Phase 3 – Production of Statement of Accounts (Printing and Mailing or Emailing): The Contractor will issue and ensure the statement of accounts are transmitted to recipients no later than the 10th working day of each month.

5.5 Phase 4 – Reporting: On a monthly basis, after the mailout/email is completed, a confirming report must be sent to the project authority by email confirming amount of envelopes and emails sent and where (Canada or US). This will be used, by IRCC Project Authority, to reconcile Canada Post billings.

Monthly Timeline (Schedule)
Working day of the month

8th	IRCC send Data file to Contractor
9-10th	Contractor produces the SOA and does the mail out/email out
11th	Contractor confirms the amount of mail/email out done and to (CAN or US).

6.0 LANGUAGE OF WORK:

The contractor, by following IRCC specifications will be require to issue statement of accounts in both official languages.

7.0 LOCATION OF WORK AND TRAVEL:

All work will take place on the Contractor's site and place of business for the generating, printing and transmitting the statement of accounts.

No travel is required.

8.0 LIMITATIONS AND CONSTRAINTS

i. The information (data transfer) transferred to the Contractor must never cross Canadian borders.

ii. The Contractor database (servers) must be in Canada and the entire infrastructure related to backups must also be in Canada.

iii. The Contractor must keep an inventory of paper and envelopes to cover the mail out of at least 2 month of SOA.

iv. The Contractor certifies that he/she; its employees will be available to commence performance of the work from the Contract award and will remain available to perform the work in relation to the fulfillment.

9.0 DIVERSITY

IRCC is committed to making our Department more inclusive for everyone and fostering an equitable workplace culture that values diversity and creates an environment that is welcoming and rewarding for all. We encourage the businesses that work with us to reflect these values. More information can be found at: https://www.canada.ca/en/government/publicservice/wellness-inclusion-diversity-public-service/diversity-inclusion-public-service2.html

ANNEX "A" to Appendix "D", STATEMENT OF WORK

IRCC Extract File Structure

The extract file received by the Contractor from IRCC will be composed of a single Header record, followed by multiple Detail records with associated multiple Comment Records, followed by a single Trailer record.

General File Layout
1 "Header" (HDR) record at the beginning of the File and 1 "Trailer" (TRL) Record at the end of File

1 to Many "Detail" (DTL) Records. Number of Detail Records correspond to the number of Account Statements to be printed.

0 to many "Detail Comments" (DTC) Records per Detail Record.
Detail Comments (DTC) Records for "Detail" (DTL) will immediately follow the corresponding "Detail" (DTL) record.
Detail Comments (DTC) Records will correspond to the lines to be printed in the Comments section.

Record Specifications;

Header;

Record Type	Field Name	Data Type	Length	R/O	SOA Element #	Format	Description
Header	REC_TYP	CHAR	3	R			Always 'HDR'
Header	IRCC_ID	CHAR	4	R			Always 'ISOA'
Header	FILE_CTRL	NUM	10	R		With Leading Zeros	Unique & incrementing File Sequence Number
Header	CR_DAT	NUM	8	R		YYYYMMDD	File Creation Date
Header	CR_TIM	NUM	6	R		HHMMSS	File Creation Time
Header	DT_FRM	NUM	8	R		YYYYMMDD	Selection Date From
Header	DT_TO	NUM	8	R		YYYYMMDD	Selection Date To
Header	STAT_FRM	NUM	3	O			Selection Status From[#]
Header	STAT_TO	NUM	3	O			Selection Status To[#]
Header	PRT_FRM	CHAR	10	O			Selection Partner From

Header	PRT_TO	CHAR	10	O			Selection Partner To
Header	FLR_1	CHAR	1	O		SPACE	Filler with space
Header	LOAN_FRM	NUM	13	O		With Leading Zeros	Selection Loan Number From
Header	LOAN_TO	NUM	13	O		With Leading Zeros	Selection Loan Number To
Header	FLR_2	CHAR	1320	O	**32-41**		Text line with IRCC message

Detail;

Record Type	Field Name	Data Type	Length	R/O	SOA Element #	Format	Description
Detail	REC_TYP	CHAR	3	R			Always 'DTL'
Detail	ROW_NUM	NUM	6	R		Leading Zeros	Unique & incrementing Row number
Detail	STMT_DT	NUM	8	R	**1 & 20**	YYYYMMDD	Statement Date
Detail	ACCT_NUM	CHAR	13	R	**4**	Leading 050, then Zeros	Account number
Detail	CLNT_NM	CHAR	40	R	**3**	All Caps	First Name followed by Last Name
Detail	OACT_NUM	NUM	10	R	**2 & 21**		IRCC Business Partner Number
Detail	EL_STA	CHAR	1	O		X	Electronic statement indicator
Detail	OP_BAL	NUM	12	O	**5**	NNNNNNNNN.NN	Opening Balance at start of statement period
Detail	NEW_LN	NUM	12	O	**6**	NNNNNNNNN.NN	New Loans issued in statement period
Detail	PAY_REC	NUM	12	O	**7**	NNNNNNNNN.NN	Total Payments received in statement period
Detail	CHRG_BK	NUM	12	O	**8**	NNNNNNNNN.NN	Total chargeback applied to Interest and Principal in statement period
Detail	BNK_CHRG	NUM	12	O	**9**	NNNNNNNNN.NN	Total Bank charges in statement period
Detail	INT	NUM	12	O	**10**	NNNNNNNNN.NN	Interest charges accrued in statement period
Detail	OTH	NUM	12	O	**11**	NNNNNNNNN.NN	Total Other charges and adjustments in statement period
Detail	CLO_BAL	NUM	12	O	**12**	NNNNNNNNN.NN	Closing Balance total before at end of statement period
Detail	TOT_AMT	NUM	12	O	**13**	NNNNNNNNN.NN	Original Loan Amount
Detail	PAY_PRINC	NUM	12	O	**14**	NNNNNNNNN.NN	Payment Applied to Principal during the period
Detail	PAY_INT	NUM	12	O	**15**	NNNNNNNNN.NN	Payment Applied to Interest during the period

Detail	INT_RATE	NUM	6	O	**16**	NN.NNN	Current Interest Rate
Detail	MMPV	NUM	12	O	**17**	NNNNNNNNN.NN	Next minimum monthly payment required after statement period
Detail	PAY_DUE	NUM	2	O		DD	Scheduled due day on next monthly payment after statement period
Detail	PRINC_ARR	NUM	12	O		NNNNNNNNN.NN	Principal in arrears at end of statement period
Detail	INT_ARR	NUM	12	O		NNNNNNNNN.NN	Interest in arrears at end of statement period
Detail	TOT_ARR	NUM	12	O	**18**	NNNNNNNNN.NN	Total loan balance in arrears at end of statement period.
Detail	TOT_DUE	NUM	12	O	**19**	NNNNNNNNN.NN	Total amount due for this month
Detail	NAME	CHAR	40	R	**24**	All Caps	First Name followed by Last Name
Detail	ADDR2	CHAR	40	R	**25**		Street Address Line 1. or "Care of" if not blank using prefix "C/O" (EN) or "Attent.
Detail	ADDR3	CHAR	40	R	**26**		Street Address Line 1. or Street Address Line 2, if exists. or City + Province (Short ID if Country = Canada or Full Description if Country not Canada) + 2 spaces + Postal Code (K1K 1K1).
Detail	ADDR4	CHAR	40	O	**27**		Space. or Street Address Line 2, if exists. or City + Province (Short ID if Country = Canada or Full Description if Country not Canada) + 2 spaces + Postal Code (K1K 1K1). or Country Name, if Country is not Canada
Detail	ADDR5	CHAR	40	O	**28**		Space. or City + Province (Short ID if Country = Canada or Full Description if Country not Canada) + 2 spaces + Postal Code (K1K 1K1). or Country Name, if Country is not Canada
Detail	ADDR6	CHAR	40	O			Space. or Country Name, if Country is not Canada

Detail	CNTRY	CHAR	1	R	29		Country
Detail	POST_CODE	CHAR	10	R	29		Postal code
Detail	OCR_AC	NUM	11	O		Leading Zeros	Account Number with Modulo (not applicable)
Detail	EL_MAIL	CHAR	132	O		All lower cases	E-mail address

Detail Comments;

Record Type	Field Name	Data Type	Length	R/O	SOA Element #	Format	Description
Detail Comnt	REC_TYP	CHAR	3	R			Always 'DTC'
Detail Comnt	DTL_ROW_NUM	NUM	6	R		Leading Zeros	Unique & incrementing Row number of the corresponding Detail Record.
Detail Comnt	CMT_ROW_NUM	NUM	2	R		Leading Zeros	Unique & incrementing Row number. Resets after each Detail record.
Detail Comnt	COMT_1	CHAR	720	O	31		Text Line for the comments section

Trailer;

Record Type	Field Name	Data Type	Length	R/O	SOA Element #	Format	Description
Trailer	REC_TYP	CHAR	3	R			Always 'TRL'
Trailer	CIC_ID	CHAR	4	R			Always 'ISOA'
Trailer	BP_NUM	NUM	7	R			Number of Main Loan Partners in the File
Trailer	EMP_NUM	NUM	7	O			Number of Employers in the File
Trailer	DTL_NUM	NUM	7	R			Number of Detail (DTL) Rows in the File
Trailer	DTC_NUM	NUM	7	O			Number of Detail Comments (DTC) Rows in the File
Trailer	FLR_1	CHAR	7	O			Filler with space
Trailer	OPEN_TOT	NUM	18	O		Leading Zeros, W/O Commas & decimals	Total Opening Balance
Trailer	CLO_TOT	NUM	18	O		Leading Zeros, W/O Commas & decimals	Total Closing Balance
Trailer	FLR_2	CHAR	150	O			Filler with space

APPENDIX “E”, BASIS OF PAYMENT

During the period of the contract, the Contractor will be paid as specified below, for Work performed in accordance with the Contract.

All deliverables are F.O.B. Destination, and Canadian Customs Duty included and applicable taxes are extra.

For bid evaluation and contractor(s) selection purposes only, the evaluated price of a bid will be determined in accordance with this Basis of Payment, Appendix “E”.

Canada's total liability to the Contractor under the Contract shall not exceed **$618,252.00,** including all options, travel expenses and all applicable taxes.

1. The Bidder should complete this pricing schedule and include it in its financial bid. As a minimum, the Bidder must respond to this pricing schedule by inserting in its financial bid for each of the periods specified below its quoted firm unit price and monthly price (in Cdn $).
2. The prices or rates specified below, when quoted by the Bidder, include any of the following expenses that may need to be incurred to satisfy the terms of any contract that may result from its bid:
   a) all travel and living expenses for work performed within the National Capital Region (NCR). The NCR is defined in the National Capital Act, R.S.C. 1985, c. N-4, S.2. The National Capital Act is available on the Justice Website;
   b) any travel expenses for travel between the Contractor’s place of business and the NCR; and
   c) any travel and living expenses for the relocation of resources to satisfy the terms of any resulting contract. These expenses cannot be charged directly and separately from the professional fees to any contract that may result from the bid solicitation.
3. The volumetric data included in the pricing schedule detailed in Appendix “E”, Basis of Payment is provided for bid evaluated price determination purposes only. They are not to be considered as a contract guarantee.

Table # 1					
Hard copy - Firm all-inclusive Rates for a volume <u>under</u> 10,000 units per month (unit price = $ per statement of account)					
	Contract period (2 years) Date of contract Award to August 31, 2023 (A)	**Option Period 1** September 1, 2023 to August 31, 2024 (B)	**Option Period 2** September 1, 2024 to August 31, 2025 (C)	**Option Period 3** September 1, 2025 to August 31, 2026 (D)	**Option Period 4** September 1, 2026 to August 31, 2027 (E)
Generating (Print Run Set Up) **(i)**	$/month *$ To be completed by the bidder*	$/month *$ To be completed by the bidder*	$/month *$ To be completed by the bidder*	$/month *$ To be completed by the bidder*	$/month *$ To be completed by the bidder*
Printing (SOA & envelopes) **(II)**	$/unit *$ To be completed by the bidder*	$/unit *$ To be completed by the bidder*	$/unit *$ To be completed by the bidder*	$/unit *$ To be completed by the bidder*	$/unit *$ To be completed by the bidder*
Mailing (iii)	$/unit *$ To be completed by the bidder*	$/unit *$ To be completed by the bidder*	$/unit *$ To be completed by the bidder*	$/unit *$ To be completed by the bidder*	$/unit *$ To be completed by the bidder*
Total dollar value: (E)	$ ***(sum of (Ai + Aii + Aiii))***	$ ***(sum of (Bi + Bii + Biii))***	$ ***(sum of (Ci + Cii + Ciii))***	$ ***(sum of (Di + Dii + Diii))***	$ ***(sum of (Ei + Eii + Eiii))***
Total of table # 1 including all options: ***Sum of row (F)***					*$ To be completed by the bidder*

Table # 2					
Hard copy - Firm all-inclusive Rates for a volume of 10,000 units and over per month (unit price = $ per statement of account)					
	Contract period (2years) **Date of contract Award to August 31, 2023 (A)**	**Option Period 1** **September 1, 2023 to August 31, 2024 (B)**	**Option Period 2** **September 1, 2024 to August 31, 2025 (C)**	**Option Period 3** **September 1, 2025 to August 31, 2026 (D)**	**Option Period 4** **September 1, 2026 to August 31, 2027 (E)**
Generating (Print Run Set Up) **(i)**	$/month *$ To be completed by the bidder*	$/month *$ To be completed by the bidder*	$/month *$ To be completed by the bidder*	$/month *$ To be completed by the bidder*	$/month *$ To be completed by the bidder*
Printing (SOA & envelopes) **(ii)**	$/unit *$ To be completed by the bidder*	$/unit *$ To be completed by the bidder*	$/unit *$ To be completed by the bidder*	$/unit *$ To be completed by the bidder*	$/unit *$ To be completed by the bidder*
Mailing (iii)	$/unit *$ To be completed by the bidder*	$/unit *$ To be completed by the bidder*	$/unit *$ To be completed by the bidder*	$/unit *$ To be completed by the bidder*	$/unit *$ To be completed by the bidder*
Total dollar value: (E)	$ ***(sum of (Ai + Aii + Aiii))***	$ ***(sum of (Bi + Bii + Biii))***	$ ***(sum of (Ci + Cii + Ciii))***	$ ***(sum of (Di + Dii + Diii))***	$ ***(sum of (Ei + Eii + Eiii))***
Total of table # 2 including all options: ***Sum of row (F)***				*$ To be completed by the bidder*	

Table # 3					
Soft copy - Firm all-inclusive Rates per units per month (unit price = $ per statement of account)					
	Contract period (2 years) **Date of contract Award to August 31, 2023** **(A)**	**Option Period 1** **September 1, 2023 to August 31, 2024** **(B)**	**Option Period 2** **September 1, 2024 to August 31, 2025** **(C)**	**Option Period 3** **September 1, 2025 to August 31, 2026** **(D)**	**Option Period 4** **September 1, 2026 to August 31, 2027** **(E)**
Emailing (i)	$/unit *$ To be completed by the bidder*	$/unit *$ To be completed by the bidder*	$/unit *$ To be completed by the bidder*	$/unit *$ To be completed by the bidder*	$/unit *$ To be completed by the bidder*
Total dollar value: (E)	$ ***(sum of Ai)*** *$ To be completed by the bidder*	$ ***(sum of Bi)*** *$ To be completed by the bidder*	$ ***(sum of Ci)*** *$ To be completed by the bidder*	$ ***(sum of Di)*** *$ To be completed by the bidder*	$ ***(sum of Ei)*** *$ To be completed by the bidder*
Total of table # 3 including all options: ***Sum of row (F)***				*$ To be completed by the bidder*	

Table #4	
Table Summary	**COSTS**
Total for table # 1 including all options:	*$ To be completed by the bidder*
Total for table # 2 including all options:	*$ To be completed by the bidder*
Total for table # 3 including all options:	*$ To be completed by the bidder*
Grand Total Evaluated Price *(Sum of tables 1,2 & 3)* (excluding taxes)	*$ To be completed by the bidder*

The contract has a maximum limitation of expenditure, including all options, of **$618,252.00** plus applicable taxes.

****All postage costs will be paid by CIC to Canada Post directly.**

APPENDIX “F”, SECURITY REQUIREMENTS CHECKLIST (SRCL)

Clear Data - Effacer les données

Government of Canada / Gouvernement du Canada

English Instructions | Instructions français

Contract Number / Numéro du contrat
PR #153152

Security Classification / Classification de sécurité
unclassified

SECURITY REQUIREMENTS CHECK LIST (SRCL)
LISTE DE VÉRIFICATION DES EXIGENCES RELATIVES À LA SÉCURITÉ (LVERS)

PART A - CONTRACT INFORMATION / PARTIE A - INFORMATION CONTRACTUELLE

1. Originating Government Department or Organization / Ministère ou organisme gouvernemental d'origine: Immigration, Refugees and Citizenship Canada (IRCC)

2. Branch or Directorate / Direction générale ou Direction: Financial Operations

3. a) Subcontract Number / Numéro du contrat de sous-traitance:

3. b) Name and Address of Subcontractor / Nom et adresse du sous-traitant:

4. Brief Description of Work - Brève description du travail
Printing and mailing of statement of acccount for immigration loans.

	No / Non	Yes / Oui
5. a) Will the supplier require access to Controlled Goods? Le fournisseur aura-t-il accès à des marchandises contrôlées?	✓	
5. b) Will the supplier require access to unclassified military technical data subject to the provisions of the Technical Data Control Regulations? Le fournisseur aura-t-il accès à des données techniques militaires non classifiées qui sont assujetties aux dispositions du Règlement sur le contrôle des données techniques?	✓	

6. Indicate the type of access required - Indiquer le type d'accès requis

	No / Non	Yes / Oui
6. a) Will the supplier and its employees require access to PROTECTED and/or CLASSIFIED information or assets? Le fournisseur ainsi que les employés auront-ils accès à des renseignements ou à des biens PROTÉGÉS et/ou CLASSIFIÉS? (Specify the level of access using the chart in Question 7. c) (Préciser le niveau d'accès en utilisant le tableau qui se trouve à la question 7. c)		✓
6. b) Will the supplier and its employees (e.g. cleaners, maintenance personnel) require access to restricted access areas? No access to PROTECTED and/or CLASSIFIED information or assets is permitted. Le fournisseur et ses employés (p.ex. nettoyeurs, personnel d'entretien) auront-ils accès à des zones d'accès restreintes? L'accès à des renseignements ou à des biens PROTÉGÉS et/ou CLASSIFIÉS n'est pas autorisé.	✓	
6. c) Is this a commercial courier or delivery requirement with no overnight storage? S'agit-il d'un contrat de messagerie ou de livraison commerciales sans entreposage de nuit?	✓	

7. a) Indicate the type of information that the supplier will be required to access / Indiquer le type d'information auquel le fournisseur devra avoir accès

Canada	NATO / OTAN	Foreign / Étranger
✓	☐	☐

7. b) Release restrictions / Restrictions relatives à la diffusion

Canada	NATO / OTAN	Foreign / Étranger
No release restrictions / Aucune restriction relative à la diffusion ✓	All NATO countries / Tous les pays de l'OTAN ☐	No release restrictions / Aucune restriction relative à la diffusion ☐
Not releasable / À ne pas diffuser ☐		
Restricted to: / Limité à : ☐	Restricted to: / Limité à : ☐	Restricted to: / Limité à : ☐
Specify country(ies): / Préciser le(s) pays :	Specify country(ies): / Préciser le(s) pays :	Specify country(ies): / Préciser le(s) pays :

7. c) Level of information / Niveau d'information

Canada		NATO		Foreign / Étranger	
PROTECTED A / PROTÉGÉ A	☐	NATO UNCLASSIFIED / NATO NON CLASSIFIÉ	☐	PROTECTED A / PROTÉGÉ A	☐
PROTECTED B / PROTÉGÉ B	✓	NATO RESTRICTED / NATO DIFFUSION RESTREINTE	☐	PROTECTED B / PROTÉGÉ B	☐
PROTECTED C / PROTÉGÉ C	☐	NATO CONFIDENTIAL / NATO CONFIDENTIEL	☐	PROTECTED C / PROTÉGÉ C	☐
CONFIDENTIAL / CONFIDENTIEL	☐	NATO SECRET / NATO SECRET	☐	CONFIDENTIAL / CONFIDENTIEL	☐
SECRET / SECRET	☐	COSMIC TOP SECRET / COSMIC TRÈS SECRET	☐	SECRET / SECRET	☐
TOP SECRET / TRÈS SECRET	☐			TOP SECRET / TRÈS SECRET	☐
TOP SECRET (SIGINT) / TRÈS SECRET (SIGINT)	☐			TOP SECRET (SIGINT) / TRÈS SECRET (SIGINT)	☐

TBS/SCT 350-103 (2004/12)

Security Classification / Classification de sécurité
unclassified

Canada

Government of Canada / Gouvernement du Canada

Contract Number / Numéro du contrat
PR #153152
Security Classification / Classification de sécurité
unclassified

PART A *(continued)* / PARTIE A *(suite)*

8. Will the supplier require access to PROTECTED and/or CLASSIFIED COMSEC information or assets?
Le fournisseur aura-t-il accès à des renseignements ou à des biens COMSEC désignés PROTÉGÉS et/ou CLASSIFIÉS?
If Yes, indicate the level of sensitivity:
Dans l'affirmative, indiquer le niveau de sensibilité :
☑ No / Non ☐ Yes / Oui

9. Will the supplier require access to extremely sensitive INFOSEC information or assets:
Le fournisseur aura-t-il accès à des renseignements ou à des biens INFOSEC de nature extrêmement délicate?
☑ No / Non ☐ Yes / Oui

Short Title(s) of material / Titre(s) abrégé(s) du matériel :

Document Number / Numéro du document :

PART B - PERSONNEL (SUPPLIER) / PARTIE B - PERSONNEL (FOURNISSEUR)

10. a) Personnel security screening level required / Niveau de contrôle de la sécurité du personnel requis

☑ RELIABILITY STATUS / COTE DE FIABILITÉ	☐ CONFIDENTIAL / CONFIDENTIEL	☐ SECRET / SECRET	☐ TOP SECRET / TRÈS SECRET
☐ TOP SECRET - SIGINT / TRÈS SECRET - SIGINT	☐ NATO CONFIDENTIAL / NATO CONFIDENTIEL	☐ NATO SECRET / NATO SECRET	☐ COSMIC TOP SECRET / COSMIC TRÈS SECRET
☐ SITE ACCESS / ACCÈS AUX EMPLACEMENTS			

Special comments:
Commentaires spéciaux :

NOTE: If multiple levels of screening are identified, a Security Classification Guide must be provided.
REMARQUE : Si plusieurs niveaux de contrôle de sécurité sont requis, un guide de classification de la sécurité doit être fourni.

10. b) May unscreened personnel be used for portions of the work?
Du personnel sans autorisation sécuritaire peut-il se voir confier des parties du travail?
☑ No / Non ☐ Yes / Oui

If Yes, will unscreened personnel be escorted:
Dans l'affirmative, le personnel en question sera-t-il escorté?
☐ No / Non ☐ Yes / Oui

PART C - SAFEGUARDS (SUPPLIER) / PARTIE C - MESURES DE PROTECTION (FOURNISSEUR)

INFORMATION / ASSETS / RENSEIGNEMENTS / BIENS

11. a) Will the supplier be required to receive and store PROTECTED and/or CLASSIFIED information or assets on its site or premises?
Le fournisseur sera-t-il tenu de recevoir et d'entreposer sur place des renseignements ou des biens PROTÉGÉS et/ou CLASSIFIÉS?
☐ No / Non ☑ Yes / Oui

11. b) Will the supplier be required to safeguard COMSEC information or assets?
Le fournisseur sera-t-il tenu de protéger des renseignements ou des biens COMSEC?
☑ No / Non ☐ Yes / Oui

PRODUCTION

11. c) Will the production (manufacture, and/or repair and/or modification) of PROTECTED and/or CLASSIFIED material or equipment occur at the supplier's site or premises?
Les installations du fournisseur serviront-elles à la production (fabrication et/ou réparation et/ou modification) de matériel PROTÉGÉ et/ou CLASSIFIÉ?
☐ No / Non ☑ Yes / Oui

INFORMATION TECHNOLOGY (IT) MEDIA / SUPPORT RELATIF À LA TECHNOLOGIE DE L'INFORMATION (TI)

11. d) Will the supplier be required to use its IT systems to electronically process, produce or store PROTECTED and/or CLASSIFIED information or data?
Le fournisseur sera-t-il tenu d'utiliser ses propres systèmes informatiques pour traiter, produire ou stocker électroniquement des renseignements ou des données PROTÉGÉS et/ou CLASSIFIÉS?
☐ No / Non ☑ Yes / Oui

11. e) Will there be an electronic link between the supplier's IT systems and the government department or agency?
Disposera-t-on d'un lien électronique entre le système informatique du fournisseur et celui du ministère ou de l'agence gouvernementale?
☑ No / Non ☐ Yes / Oui

Contract Number / Numéro du contrat
PR #153152
Security Classification / Classification de sécurité
unclassified

PART C *(continued)* / PARTIE C *(suite)*

For users completing the form **manually** use the summary chart below to indicate the category(ies) and level(s) of safeguarding required at the supplier's site(s) or premises.
Les utilisateurs qui remplissent le formulaire **manuellement** doivent utiliser le tableau récapitulatif ci-dessous pour indiquer, pour chaque catégorie, les niveaux de sauvegarde requis aux installations du fournisseur.

For users completing the form online (via the Intenet), the summary chart is automatically populated by your responses to previous questions.
Dans le cas des utilisateurs qui remplissent le formulaire en ligne (par Internet), les réponses aux questions précédentes sont automatiquement saisies dans le tableau récapitulaif.

SUMMARY CHART / TABLEAU RÉCAPITULATIF

Category / Catégorie	PROTECTED / PROTÉGÉ			CLASSIFIED / CLASSIFIÉ			NATO				COMSEC					
	A	B	C	Confidential / Confidentiel	Secret	Top Secret / Très Secret	NATO Restricted / NATO Diffusion Restreinte	NATO Confidential / NATO Confidentiel	NATO Secret	COSMIC Top Secret / COSMIC Très Secret	Protected / Protégé A	B	C	Confidential / Confidentiel	Secret	Top Secret / Très Secret
Information / Assets Renseignements / Biens		✓														
Production		✓														
IT Media Support TI		✓														
IT Link Lien électronique																

12. a) Is the description of the work contained within this SRCL PROTECTED and/or CLASSIFIED?
La description du travail visé par la présente LVERS est-elle de nature PROTÉGÉE et/ou CLASSIFIÉE?
☑ No / Non ☐ Yes / Oui

If Yes, classify this form by annotating the top and bottom in the area entitled "Security Classification".
Dans l'affirmative, classifier le présent formulaire en indiquant le niveau de sécurité dans la case intitulée.

12. b) Will the document attached to this SRCL be PROTECTED and/or CLASSIFIED?
La documentation associée à la présente LVERS sera-t-elle PROTÉGÉE et/ou CLASSIFIÉE?
☑ No / Non ☐ Yes / Oui

If Yes, classify this form by annotating the top and bottom in the area entitled "Security Classification" and indicate with attachments (e.g. SECRET with Attachments).
Dans l'affirmative, classifier le présent formulaire en indiquant le niveau de sécurité dans la case intitulée « Classification de sécurité » au haut et au bas du formulaire et indiquer qu'il y a des pièces jointes (p. ex. SECRET avec des pièces jointes).

Government of Canada / Gouvernement du Canada

Contract Number / Numéro du contrat
PR #153152
Security Classification / Classification de sécurité
unclassified

PART D - AUTHORIZATION / PARTIE D - AUTORISATION

13. Organization Project Authority / Chargé de projet de l'organisme

Name (print) - Nom (en lettres moulées)	Title - Titre	Signature	
Danielle Bouchard	Assistant Director, Loans, Account Receivable and Revenue	Bouchard, Danielle	
Telephone no. - N° de téléphone	**Facsimile - Télécopieur**	**E-mail address - Adresse courriel**	**Date**
(613) 408-2672		danielle.bouchard@cic.gc.ca	2021-02-09

14. Organization Security Authority / Responsable de la sécurité de l'organisme

Name (print) - Nom (en lettres moulées)	Title - Titre	Signature	
Nigel Charles	Security Officer	Charles, Nigel Digitally signed by Charles, Nigel Date: 2021.04.06 11:20:35 -04'00'	
Telephone no. - N° de téléphone	**Facsimile - Télécopieur**	**E-mail address - Adresse courriel**	**Date**
(613) 793-1384		nigel.charles@cic.gc.ca	2021-04-06

15. Are there additional instructions (e.g. Security Guide, Security Classification Guide) attached?
Des instructions supplémentaires (p. ex. Guide de sécurité, Guide de classification de la sécurité) sont-elles jointes?

☑ No / Non ☐ Yes / Oui

16. Procurement Officer / Agent d'approvisionnement

Name (print) - Nom (en lettres moulées)	Title - Titre	Signature	
Annie Ouellette	Senior Procurement Officer	ouellette, annie Digitally signed by ouellette, annie Date: 2021.04.22 10:09:42 -04'00'	
Telephone no. - N° de téléphone	**Facsimile - Télécopieur**	**E-mail address - Adresse courriel**	**Date**
(819) 307-0717		annie.ouellette@cic.gc.ca	2021-04-22

17. Contracting Security Authority / Autorisé contractante en matière de sécurité

Name (print) - Nom (en lettres moulées)	Title - Titre	Signature	
Nigel Charles	Security Officer	Charles, Nigel Digitally signed by Charles, Nigel Date: 2021.04.06 11:21:05 -04'00'	
Telephone no. - N° de téléphone	**Facsimile - Télécopieur**	**E-mail address - Adresse courriel**	**Date**
(613) 793-1384		nigel.charles@cic.gc.ca	2021-04-06

APPENDIX "G", VENDOR INFORMATION AND AUTHORIZATION FORM

Vendor Name and Address

____

____

____

____

Legal Status (incorporated, registered, etc.)

☐ **Individual (Sole proprietor)**
☐ **Privately owned corporation**
☐ **Joint Venture or Corporate entity**
☐ **Other (specify):**

____

GST or HST Registration Number and Business Number (Revenue Canada)

____

Name and Title of Person authorized to sign on behalf of Vendor

Print Name ________________________ **Title** ___________________

Signature __________________________ **Date** ___________________

Central Point of Contact

The Vendor has designated the following individual as a central point of contact for all matters pertaining to the proposed contract, including the provision of all information that may be requested:

Name and Title ____

Telephone ________________________ **Fax** ___________________

Email ____

Each proposal must include a copy of this page properly completed and signed.