

Annex G
Evaluation Criteria

1.0 MANDATORY REQUIREMENTS

1.1 The Bidder's Proposal **must** meet all of the mandatory requirements below and will be assessed in accordance with Section 4 Evaluation and Basis of Selection of the Request for Proposal.

1.2 All dates are based on the posting date of the Request for Proposal.

Mandatory Requirements	Reference Page number
<p>M1 Bidder Profile</p> <p>1.1 The Bidder must provide an identification of all parties to the proposal, including, as applicable, all joint venture or consortia members, partners, or subcontractors that will be involved in the performance of the Work on the Bidder's behalf.</p> <p>1.2 The Bidder must provide an organizational chart and brief description of the Bidder's management structure as it relates to this requirement, including decision-making processes, accountabilities, and reporting relationships between various entities involved in the performance of the Work (i.e. joint venture or consortia members, partners or subcontractors).</p> <p>1.3 The Bidder must identify all management, supervisory and key personnel named within its Proposal, and provide a brief description of their relevant experience and area(s) of expertise with respect to their proposed role(s) in relation to the Canada Border Services Agency (CBSA) requirement for Service Commencement and On-going Uniform Supply and Management Services, including, but not limited to, requirements also found in Section 8 of the Statement of Work – Contractor Resource Requirements.</p>	

<p>1.4 The Bidder must demonstrate its existing capability (either in-house or subcontracted), that has been in place for at least the past five (5) years to undertake all of the following services:</p> <ul style="list-style-type: none"> a) Garment design and experience in the provision of quality assurance testing of clothing items of a similar nature to those described in Annex D component technical specifications; b) Manufacturing, subcontracting or large scale purchase of items of a similar nature to those described in Annex C component technical specifications; c) Warehousing and inventory management services (including inventory reporting) similar to those described in the Statement of Work (SOW); and d) Order processing and distribution services (including the provision of a secure electronic storefront interface) similar to those described in the SOW. <p>1.5 The Bidder must identify the physical location(s) of its Web-based Online Uniform System (OUS), including its constituent databases.</p> <p>1.6 The Bidder must identify all warehousing location(s) in Canada and abroad, as applicable, from which it is offering to provide uniform/garment fulfillment and distribution services.</p> <p><i>NOTE: P.O. Boxes will not be considered as valid postal addresses of service delivery.</i></p>	
<p>Mandatory Requirements</p>	<p>Reference Page number</p>
<p>M2 Demonstrated Experience</p> <p>2.1 The Bidder must demonstrate its experience in the provision of Uniform Supply and Management Services through the provision of a minimum of three (3) written project summaries undertaken within the past five (5) years.</p> <p>Projects may be on-going.</p> <p>A maximum of five (5) project summaries will be accepted. Three (3) project summaries will be evaluated for mandatory requirements, and all five (5) could be used to evaluate professional services.</p>	

The bidder must indicate on the project summaries which are to be evaluated for the mandatory requirement.

2.2 Each Project Summary provided **must** be of a minimum overall dollar value of \$1,000,000.00 (CDN)

2.3 Within **each** Project Summary provided, the Bidder **must** indicate the following information:

- a) The name of the client organization for whom the work was undertaken;
- b) The start and end dates of the project (dates should be identified by month and year, for example, March 2015 to February 2020, and should indicate the project duration, for example, 36 months);
- c) A brief description of the scope, intent and complexity of the project (such as, but not limited to types of uniform components offered, locations of delivery, volume of items delivered (on an annual basis and for the duration of the contract), size of available catalogue, and the online ordering system provided); and
- d) The name and valid contact information (telephone number, address and e-mail) of a resource affiliated with the identified client organization to which the work was delivered, and who is able to confirm successful implementation of the uniform supply and management solution for the client, if contacted by Canada during the evaluation process.
 - i. The named individual identified as a client contact for the cited project **must** be a resource affiliated with the identified client organization to which the work was delivered, and not a member or affiliate of the Bidder's organization or Joint Venture Partner organization, or of a sub-Contractor of the Bidder.

Canada reserves the right to contact the named project client contact(s) to verify the information contained within the submitted project summaries.

In the event that any one (1) cited client contact provides a negative response in regard to the veracity and/or accuracy of the information contained within the Bidder's submitted project summary, Canada reserves the right to deem the Bidder's proposal non-compliant, whereupon no further consideration will be given.

Mandatory Requirements	Reference Page number
<p>M3 Client Support Services</p> <p>3.1 The Bidder must provide a brief description of its existing infrastructure and support for the provision of customer service within the stipulated hours and means of service (as described in the Service Standards section of the SOW10.1 iii) for the provision of Uniform Supply and Management Services. This includes, one or more of the following, of the Bidder's:</p> <ul style="list-style-type: none"> a) Toll-free telephone-based client support services in both official languages; b) Web-based client ordering services in both official languages; and c) Email and secure chat based support services in both official languages. <p>3.2 The Bidder must include a description of its current services, including its methodology for each of the following:</p> <ul style="list-style-type: none"> a) Order placement procedures and self-sizing assistance; b) Client complaint/problem procedure and return order services; and c) Escalation procedures to address unsolved problems. 	
Mandatory Requirements	Reference Page number
<p>M4 Web-Based Online Uniform System (UOS) and Management System</p> <p>4.1 The Bidder must provide evidence of having an existing secure web-based ordering system and electronic catalogue available for the provision of Uniform Supply and Management Services, as identified in UOS section of the SOW (sections 4.3 and 4.5).</p> <p>4.2 The Bidder must include an example of the system and catalogue in use by one of its current clients (not including the CBSA) which is similar to the requirements of this Request for Proposal. The example must include screen shots of the system, with explanations that demonstrate the core functionality of the ordering system. The Bidder may modify or delete any client confidential information as necessary.</p>	

<p>4.3 The system must demonstrate the ability to deal with multiple allocation groups/catalogues and the ability to change between these allocations groups.</p> <p><i>Note: Submitted end-user documentation or product literature relating to a proposed or at-present undeveloped solution will not be considered by Canada.</i></p>	
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Mandatory Requirements	Reference Page number
<p>M5 Bidder Single Point of Contact</p> <p>5.1 The Bidder must propose one (1) qualified named Contractor Representative resource.</p> <p>5.2 The Bidder’s proposed Contractor Representative must meet all of the minimum qualifications of the Project Manager Resource Category, as set out in Section 8.1 of the SOW.</p>	
Mandatory Requirements	Reference Page number
<p>M6 Transition-In-Plan</p> <p>6.1 The Bidder must provide a proposed Transition-In-Plan, with respect to the Services to be provided during the Work of Phase 1, 2 and 3 (in accordance with the deliverables and milestones dates provided in Sections 4.2 and 4.4.5 of the SOW).</p> <p><i>After the Bidder has fully addressed the Transition-In activities and completion dates identified by Canada, the Bidder may propose a timeline that is shorter than what is outlined within the Statement of Work as an alternate offering, for Canada’s consideration.</i></p> <p>6.2 The Bidder’s Transition-In Plan must be accompanied by a narrative, which explains the overarching rationale and provides descriptive text for the major activities and milestones.</p> <p><i>The proposed Transition-In Plan must include a matrix and/or timeline chart (i.e. Gantt Chart).</i></p>	

2.0 POINT-RATED FOR REQUIREMENTS

- 2.1 Bidders who meet **all** of the above Mandatory Requirements will be evaluated and point-rated against the following criteria, using the evaluation factors and maximum values specified in each Point Rated Requirement.
- 2.2 Information that is only a repetition, paraphrasing or other re-wording of information in this RFP will result in a score of 0 for that Evaluation Factor or Point-rated Requirements, as applicable.
- 2.3 The Bidders **must** provide specific examples showing how they meet the criteria below.
- 2.4 Rating Scale

Except where the scoring methodology provides an alternate process (e.g. X years of experience = Y points), the Point Rated Requirements will be evaluated using the scale below.

		/5	/10	/15	/20	/25
Excellent	The response is complete in that it addresses and provides exceptionally relevant supporting details and examples for each of the factors; therefore, the response is considered to have outstanding merit.	5	9-10	13-15	17-20	22-25
Very Good	The response is complete in that it clearly addresses and provides some relevant supporting detail for each of the factors; therefore, the response is considered to have a good level of merit.	4	7-8	11-12	14-16	18-21
Good	The response is complete in that it clearly addresses in some detail each of the factors while providing some supporting detail for most of these factors; therefore, the response is considered on balance to have satisfactory merit.	3	5-6	8-10	10-13	13-17
Poor	The response is not complete in that it fails to fully address some of the factors; it is not clear or is incomplete; therefore, the response is considered to have insufficient merit.	2	3-4	4-7	5-9	7-12
Very Poor	The response is not complete in that it fails to address all the factors and only nominally addresses some factors; therefore, the response is considered to have very little merit.	1	1-2	1-3	1-4	1-6
Unsatisfactory	No response was received or the response does not address any of the factors; therefore, the response cannot be considered to have any merit.	0	0	0	0	0

Point-Rated Requirement	Maximum Score	Rating Scale
R1. Previous Experience of the Bidder		
The three (3) projects identified by the Bidder for the Mandatory Requirement M2 will be evaluated. Points will be awarded, up to a maximum of 180 points, based on the extent to which the project summaries are relevant and similar to the requirements as described within the SOW with regard to the following specific factors. Additional Project Summaries within the Bidder's Technical Proposal beyond the three (3) required in M2 will not be evaluated against this criterion.		
a) The similarity and relevance of the client organization described in the project summary.	15	<p>Up to 5 points/project will be awarded as follows:</p> <p>2.5 points/project = Government of Canada organization (Federal or Provincial department, agency or Crown Corporation) or similar government organization for other countries</p> <p>2.5 points/project = Military or para-military (e.g. police) or other enforcement-type organization e.g. conservation officer, law enforcement officer)</p>
b) The scope, range, and complexity of the client's requirement list described in the project summary.	45	<p>Up to 15 points/project will be awarded as follows:</p> <p>i) Delivery Locations 5 points/project – Over 100 delivery locations 3 points/project – Over 50 but less than 100 delivery locations 1 point/project – Over 20 but less than 50 delivery locations 0 point/project – Less than or equal to 20 delivery locations</p> <p>(ii) Size of user order-base 5 points/project – Over 4000 uniform-wearing users 3 points/project – Over 2000 but less than 4000 uniform-wearing users 2 point/project – Over 1000 but less than 2000 uniform-wearing users 1 points/project – Less than or equal to 1000 uniform-wearing users</p> <p>(iii) Uniform/Garment catalogue 5 points/project – Over 100 distinct items 3 points/project – Over 60 but less than 100 distinct items 2 point/project – Over 30 but less than 60 distinct items 1 points/project – Less than or equal to 30 distinct items</p>

<p>c) The scope, range, and complexity of the Bidder's service offering.</p>	<p>45</p>	<p>Up to 15 points/project will be awarded as follows:</p> <p>5 points/project – Online ordering website provides the user with up-to-date inventory status information on the selected uniform items at time of order.</p> <p>Up to 10 points for the provision of uniform items including:</p> <p>5 points/project – Uniform Restricted Items such as any garment that contains/includes CBSA or Government of Canada branding (e.g. embroidered/woven flashes or other markings).</p> <p>5 points/project – provides various types of uniforms for different allocation groups within the workforce (e.g. Core Officers, Intelligence and Enforcement Officers, Management, Immigration and Holding Centres Officers).</p>
<p>d) The similarity of the scope of the project summaries provided by the Bidder, with respect to the CBSA requirements described in the SOW.</p>	<p>75</p>	<p>Up to 25 points/project based on up to 5 points for each of the following activities within each cited project:</p> <ul style="list-style-type: none"> i. Transition in of service delivery from a previous service provider following the business requirements of the client's uniform program to have an online ordering and management system based on a uniform allocation system. ii. A process to take over and issue existing client owned stock, to support a "just-in-time" order process. iii. A project that demonstrated the guarantee that Crown-owned stock would be "first-out" (over Contractor-owned stock) when orders were placed. iv. A requirement for inventory control and secure storage of uniform items. v. A requirement to provide uniform components within the agreed upon processing time on a consistent basis.
<p>Maximum Available Points</p>	<p>180</p>	

Point-Rated Requirement	Maximum Score	Rating Scale
R2. Transition Planning		
Points will be awarded, up to a maximum of 105 points, based on the extent to which the Bidder's proposed Transition-In-Plan (provided in response to Mandatory Requirement M6) is detailed, feasible, responsive and consistent with the requirement as expressed within the SOW with respects to the following factors:		
a) Provide a clear work breakdown, showing a linkage of project milestones and deliverables with expected outcomes and next steps.	30	<p>Up to 10 points for each of the following:</p> <ul style="list-style-type: none"> i. Clearly identified the activities and timelines with each deliverable in Phase 1 (Transition-In Plan). ii. The Bidder's resources for personnel, equipment, materials/supplies, support services and facilities (including secure warehousing and transportation) required for the commencement of Phase 2 (Service Commencement and On-going delivery of Uniform Supply and Management services) are clearly identified. iii. Clearly identified the activities and timeline with respect to Phase 3 – Transition-Out.
b) Proposed schedule management and control processes to meet the timeline for commencement of on-going service delivery.	15	<p>Up to 5 points for each of the following:</p> <ul style="list-style-type: none"> i. Schedule management and control processes are clearly identified and in place to ensure key milestones and deadlines are met to mitigate the occurrence of schedule slippage. ii. Communication mechanisms are clearly identified and in place to ensure that CBSA is kept informed of the progress of the work and informed of evolving issues. iii. Processes are clearly identified and in place to effectively manage project relations among stakeholders and/or with Sub-Contractors, including issue identification and escalation, and dispute resolution.
c) Proposed methodology for data migration and configuration of the Online Uniform System (OUS) and database management system.	20	<p>Up to 10 points for each of the following:</p> <ul style="list-style-type: none"> i. Processes in place are clearly described for the secure transfer of CBSA user data and order history (i.e. user profile data, unused uniform entitlement for the year, etc.). ii. The process to configure the Bidder's on-line ordering and management system to meet CBSA uniform allocation system and uniform ordering business rules are clearly described. Refer to Appendix E – Allocation Tables.

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<p>d) The Bidder’s proposed process for orderly transfer of existing uniform stock to the Bidder for warehousing and distribution.</p>	<p>30</p>	<p>Up to 5 points for each of the following:</p> <ul style="list-style-type: none"> i. Processes for the secure transfer of CBSA uniform items (which will include Uniform Restricted Items) are clearly described. ii. Processes for secure storage of CBSA uniform items (which will include Uniform Restricted Items) are clearly described, including whether inventory will be held in a shared or dedicated facility. <p>Up to 10 points for each of the following:</p> <ul style="list-style-type: none"> i. Processes for the calculation of inventory requirements (including capacity requirements), and how much inventory will have to be held for CBSA based on available metrics are clearly described. ii. Processes for distinguishing Crown-owned goods (as provided by CBSA as Transition-in stock) amongst the remainder of the Bidder’s inventory, and maintaining records (coding/reporting) to ensure correct invoicing are clearly described.
<p>e) Proposed approach to implement the CBSA uniform allocation system into the Bidder’s web-based uniform ordering and management system.</p>	<p>10</p>	<p>Up to 5 points for each of the following:</p> <ul style="list-style-type: none"> i. Processes and deliverables related to the implementation of CBSA business rules in relation to its uniform allocation system is clearly described (Appendix F – CBSA Business Rules and Appendix E- Allocation Tables.). ii. Steps to work collaboratively with CBSA to confirm how these business rules are best reflected in the on-line ordering system are clearly defined.
<p>Maximum Available Points</p>	<p>105</p>	

Point-Rated Requirement	Maximum Score	Rating Scale
R3. Bidder's Quality and Service Delivery Methodologies		
<p>Points will be awarded, up to a maximum of 395 points, for the Bidder's proposed service offerings, based on the extent to which the cited approaches are appropriate to the requirements as described within the SOW, with regard to the following specific factors:</p> <p>The Bidder should provide a detailed description of how these activities would be accomplished, including the use of any Sub-Contractors.</p>		
<p>a) Existing certifications, as they pertain to the provision of services as described within the SOW.</p>	<p>15</p>	<p>5 points each for any of the following (current and in good standing) certifications held by the Bidder that have been identified as being involved in the performance of the work:</p> <ul style="list-style-type: none"> i. One of the ISO 9001:2008 or 9001:2015 for quality management systems (International Organization for Standardization); ii. OHSAS 18001 or ISO 45001 for occupational health and safety management systems (Occupational Health and Safety Advisory Services); iii. ISO 14001 for Environmental Management Systems.
<p>b) The proposed approach to providing Uniform (branded garment) Secure Destruction Services.</p>	<p>15</p>	<p>Up to 5 points for the following:</p> <ul style="list-style-type: none"> i. The Bidder demonstrates a defined and secure process for collecting, transporting and divesting of (branded and unbranded) uniform clothing and related items; ii. The Bidder offers a variety of destruction options including shredding and fibre reclamation; iii. The Bidder offers environmentally friendly disposal options for the outputs of destruction, such as textile recycling /up-cycling. <p>Bidder processes that will be applied to CBSA requirement should be supported by examples of previous successful application of the same or similar approach for other clients.</p>

<p>c) The proposed methodology in the delivery of Uniform Design and Manufacturing services.</p>	<p>55</p>	<p>Up to 5 points each for the following:</p> <ul style="list-style-type: none">i. The Bidder demonstrated their pattern development, grading capability, scales of measurements, and specification development.ii. The Bidder demonstrated the ability to produce preproduction samples, fit testing samples, sizing samples, and production samples.iii. The Bidder demonstrated their custom design and tailoring experience (including making bespoke garments).iv. The Bidder demonstrated their ability to perform standard (within 5 business days) or rapid (within 2 business days) alterations (e.g. hemming or sleeve lengths), and customization (e.g. tunic adjustments) internally or externally.v. The Bidder demonstrated their ability to meet prototyping and production timelines, with specific examples of how they have meet both the prototyping and production timelines, including these timelines. <p>Up to 10 points for the following:</p> <ul style="list-style-type: none">i. The Bidder demonstrated their ability to develop quality assurance processes throughout all steps of productions (including delivery), as well as system traceability of all design and raw material/component changes.ii. The Bidder demonstrated their experience in manufacturing and/or subcontracting, purchasing garments and non garment equipment.iii. The Bidder demonstrated their experience in testing garments using internal and/or external third party testing capabilities for raw materials (fabrics, notions) and finished garments. <p>Bidder processes that will be applied to the CBSA requirement should be supported by examples of previous successful application of the same or similar methodology for other clients.</p>
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<p>d) The proposed approach to Delivering, Warehousing and Inventory Management Services.</p>	<p>35</p>	<p>Up to 5 points each for the following:</p> <ul style="list-style-type: none">i. The Bidder demonstrates that the storage and movement of all finished product uniform items and accessories are subject to careful control and documentation procedures.ii. The Bidder demonstrates a clear reconciliation process exists between manufacturing materials, production of finished products and waste management.iii. The Bidder demonstrates that it has security and access controls in place to safeguard any uniform components designated as a Uniform Restricted Item (as defined in the SOW).iv. The Bidder demonstrates that it has a defined inventory replenishment process in place to ensure that the order processing and delivery terms specified in the contract are met, including its approach to monitoring activities conducted by sub-contractors or other providers of finished goods (where the goods are directly purchased from another manufacturer).v. The Bidder demonstrates that it has contingency plans in place to mitigate the risk of inventory shortfalls and to address client requirements in the event of an actual client inventory shortage.vi. The Bidder demonstrates that it has a defined process to manage the transition to a new item from an old item (i.e. what occurs for old stock depletion and the timelines).vii. The Bidder demonstrates a proposed process to differentiate between the sales of Canada Owned Inventory and Contractor Owned Inventory. <p>Bidder processes that will be applied to the CBSA requirement should be supported by examples of previous successful application of the same or similar methodology for other clients.</p>
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<p>e) The proposed approach to providing Order Fulfillment Services.</p>	<p>45</p>	<p>Up to 10 points for each of the following:</p> <ul style="list-style-type: none">i. The Bidder demonstrates a defined process for shipment labelling and order tracking to the destination (e.g. on-line tracking number).ii. The Bidder demonstrates a defined process for shipping both small (single) and large (skids/containers/bulk) quantities of products to multiple destinations.iii. The Bidder describes strategies it employs for optimizing costs (to the client) for shipping.iv. The Bidder demonstrates a defined process for handling invoicing requirements. <p>Up to 5 points for each of the following:</p> <ul style="list-style-type: none">i. The Bidder demonstrates an approach to reduce or eliminate the use of single use plastics, or use more environmentally friendly packaging and shipping product (i.e. recyclable or compostable). <p>Bidder processes that will be applied to the CBSA requirement should be supported by examples of previous successful application of the same or similar methodology for other clients.</p>
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<p>f) The proposed methodology to provide Data Management Services for client user database contents, and related Reporting Requirements.</p>	<p>55</p>	<p>Up to 5 points for each of the following:</p> <ul style="list-style-type: none">i. The Bidder demonstrates its reporting system is able to produce reports in a variety of formats (e.g. MS Word, MS Excel, PDF) based on the client’s choice of format. <p>Up to 10 points for each of the following:</p> <ul style="list-style-type: none">i. The Bidder demonstrates its ability to generate the specific reports described in Section 5 – Reports and Key Performance Indicators of the SOW (the Bidder should include examples of similar reports generated by its internal system for clients).ii. The Bidder demonstrates that it offers comprehensive and adaptable reporting and analysis capabilities that are available for download from the ordering system to its clients (provided the user has the necessary access permissions). <p>Up to 15 points for each of the following:</p> <ul style="list-style-type: none">i. The Bidder demonstrates that it has data recovery/backup systems in place to protect its clients from loss of data.ii. The Bidder demonstrates that it has data validation and verification processes in place to protect its clients from misuse of the system. <p>Bidder processes that will be applied to the CBSA requirement should be supported by examples of previous successful application of the same or similar methodology for other clients.</p>
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<p>g) The proposed methodology to manage uniform orders through a web-based uniform management and ordering system.</p>	<p>40</p>	<p>Up to 5 points for each of the following:</p> <ul style="list-style-type: none">i. The information provided in relation to Mandatory Requirement M4 (i.e. screenshots and related description) reflects a uniform ordering system and a catalogue of similar (or greater) size and complexity than the CBSA requirement.ii. The information provided in relation to Mandatory Requirement M4 (i.e. screenshots and related description) of the on-line ordering system appears clearly laid out, and relatively simple to use.iii. The information provided in relation to Mandatory Requirement M4 (i.e. screenshots and related description) of the on-line ordering system demonstrates online user instructions or access to a help section or user manual, including guidance and instructions on determining sizing for uniform ordering.iv. The information provided in relation to Mandatory Requirement M4 (i.e. screenshots and related description) demonstrates the availability of client engagement/communication tools, including, but not limited to, updates/notices page. <p>Up to 10 points for each of the following:</p> <ul style="list-style-type: none">i. The Bidder demonstrates a defined process for undertaking adaptations to its on-line ordering system's interface to meet a client's operational or business need.ii. The Bidder demonstrates that its on-line ordering system provides user access to up-to date inventory management information at the point of order. <p>Bidder processes that will be applied to the CBSA requirement should be supported by examples of previous successful application of the same or similar methodology for other clients.</p>
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<p>h) The proposed methodology for managing orders through a system similar to a Uniform Allocation System.</p>	<p>30</p>	<p>Up to 15 points for each of the following:</p> <ul style="list-style-type: none"> i. The information provided in relation to Mandatory Requirement M4 (i.e. screenshots and related description) reflects a uniform ordering system capable of accommodating a hybrid points and/or a lifecycle-based scale of uniform allocation that utilizes an available per user initial kit/point allocation, as well as the product lifecycle, as part of the ordering process. ii. The information provided in relation to Mandatory Requirement M4 (i.e. screenshots and/or related description) reflects a uniform ordering system capable of uploading data from an HR and Finance system download or using a dedicated HR update form to update user profiles and their associated scale of uniform allocation. <p>Bidder processes that will be applied to the CBSA requirement should be supported by examples of previous successful application of the same or similar methodology for other clients.</p>
<p>i) The proposed methodology to providing client support services.</p>	<p>25</p>	<p>Up to 10 points for the following:</p> <ul style="list-style-type: none"> i. The Bidder demonstrates a defined process to handle returned garments, including its return policy, return authorization procedures and how it will distinguish Crown or Contractor error and apply and report on credit/cost for the returns, as applicable. <p>Up to 5 points for each of the following:</p> <ul style="list-style-type: none"> i. The Bidder demonstrates a rigorous process to manage any performance or customer satisfaction issues. ii. The Bidder demonstrates various methods of providing customer service to its clients (i.e. email, phone, live chat, online returns). iii. The Bidder demonstrates that it has experience and can provide a live chat customer support service. <p>Bidder processes that will be applied to the CBSA requirement should be supported by examples of previous successful application of the same or similar methodology for other clients.</p>

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<p>j) The Bidder’s utilization of a case management or issue-tracking system and the Bidder’s proposed resolution management process.</p>	<p>20</p>	<p>Up to 5 points for each of the following:</p> <ul style="list-style-type: none"> i. Client issues are recorded for the attention of the appropriate support team to resolve and collected for reporting metrics. ii. Client issues are tracked to resolution in a timely fashion according to section 5 of the SOW. iii. Client issues are communicated to CBSA as an outstanding issue in regular status updates, according to the appropriate schedule, until resolved. iv. The Bidder provides evidence that it possesses a thorough conflict management and dispute resolution process. <p>Bidder processes that will be applied to the CBSA requirement should be supported by examples of previous successful application of the same or similar methodology for other clients.</p>
<p>k) The Bidder’s proposed methodology in delivering Uniform Supply and Management Services in accordance with the Order Processing Times stated in the Statement of Work Section 10.1.</p>	<p>40</p>	<p>Up to 20 points for each of the following:</p> <ul style="list-style-type: none"> i. The Bidder’s current standard Order Processing Times are shorter than or equivalent to those stipulated in Section 10.1 of the SOW. ii. The Bidder provides a thorough description of how it measures its performance in relation to the established standards for its existing clients, how frequently its performance is measured, and how its performance is communicated with the client. <p>Bidder processes that will be applied to the CBSA requirement should be supported by examples of the same or similar methodology for other clients.</p>

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<p>l) The Bidder’s commitment to Environmental Sustainability and Ethical Purchasing processes that it proposes to adhere to in the performance of Uniform Supply and Management Services as described in the Statement of Work.</p>	<p>20</p>	<p>Up to 10 points for each of the following areas:</p> <ul style="list-style-type: none"> i. The Bidder’s environmentally sustainable initiatives or processes that it employs in the performance of the work, including as applicable, any of the following areas: facilities, energy and water consumption, dying fabric, waste management, labelling, packaging, fleet management, distribution, recycling, and paperless operations. ii. The Bidder’s ethical purchasing initiatives or processes that it employs in the performance of the work.
<p>MAXIMUM AVAILABLE POINTS</p>	<p>395</p>	

Point-Rated Requirement	Maximum Score	Rating Scale
R4. Bidder’s Proposed Contract Manager		
Points will be awarded up to a maximum of 35 points, based on the resume and any related biography information for the Bidder’s proposed Contract Manager resource submitted.		
A resume, proof of education, and any certification must be submitted with the proposal.		
In order to be considered for the purposes of awarding points against the evaluation factors indicated below (where applicable to projects), the submitted material should include the following information:		
<ul style="list-style-type: none"> • Beginning and End dates of the work (month, day, year); • A brief description of the work performed; and • An identification of the client for whom the work was performed (name, organization, title, contact info). 		
a) Extent of experience of the named Contract Manager resource handling Contractor-Client relations and acting as client liaison for work of a similar scope and complexity that is relevant to CBSA requirement as described in the Statement of Work.	5	Up to 5 points based on the following scale: 5 points = 5 or more years, in total, of relevant experience in the specified area; 0 Points = less than 5 years of relevant experience in the specified area
b) Extent of experience of named Contract Manager resource in effectively managing project relations among multiple stakeholders (including the Client, the Contractor, Sub-Contractors / other stakeholders), including communication, issue identification, and dispute resolution practices, relevant to CBSA requirement as described in the Statement of Work.	5	Up to 5 points based on the following scale: 5 points = 2 or more projects that demonstrate excellent and relevant experience in the specified area; 3 points = 2 projects that demonstrate good and relevant experience in the specified area; 1 points = 1 project that demonstrate relevant experience in the specified area; 0 points = no relevant experience in the specified area. The resource’s cited project(s) should contain the minimum level of detail as specified above, in order to be counted in the allocation of points under this evaluation factor.

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<p>c) Extent of experience of the named Contract Manager resource in supporting clients during data migration and/or system configuration and/or related client business process transformation activities during periods of transition of service delivery relevant to CBSA requirement as described in the Statement of Work.</p>	<p>10</p>	<p>Up to 10 points based on the following scale:</p> <p>10 points = 4 or more projects that demonstrate excellent and relevant experience in the specified area; 8 points = 3 projects that demonstrate very good and relevant experience in the specified area; 6 points = 2 projects that demonstrate good and relevant experience in the specified area; 4 points = 1 project that demonstrate poor and non-relevant experience in the specified area; 0 points = no relevant experience in the specified area.</p> <p>The resource’s cited project(s) should contain the minimum level of detail as specified above, in order to be counted in the allocation of points under this evaluation factor.</p>
<p>d) Extent of experience of the named Contract Manager resource in monitoring established processes to ensure compliance with the contract, and monitoring and meeting key indicators in contract delivery.</p>	<p>10</p>	<p>Up to 10 points based on the following scale:</p> <p>10 points = 4 or more projects that demonstrate excellent and relevant experience in the specified area; 8 points = 3 projects that demonstrate very good and relevant experience in the specified area; 6 points = 2 projects that demonstrate good and relevant experience in the relevant area; 4 points = 1 project that demonstrate poor and non-relevant experience in the specified area; 0 points = no relevant experience in the specified area.</p> <p>The resource’s cited project(s) should contain the minimum level of detail as specified above, in order to be counted in the allocation of points under this evaluation factor.</p>
<p>e) Graduation with a university degree or college diploma from a recognized post-secondary institution, or an acceptable combination of education, training, and/or experience.</p>	<p>3</p>	<p>3 points = met 0 points = did not meet</p>
<p>f) Fluent in English and function in French</p>	<p>2</p>	<p>2 points = met 0 points = did not meet</p>
<p>MAXIMUM AVAILABLE POINTS</p>	<p>35</p>	

Point-Rated Requirement	Maximum Score	Rating Scale
R5 Bidder's Proposed Inventory/Purchasing Manager		
Points will be awarded up to a maximum of 20 points, based on the resume and any related biography information for the Bidder's proposed Inventory/Purchasing Manager resource submitted.		
A resume, proof of education, and any certification must be submitted with the proposal.		
In order to be considered for the purposes of awarding points against the evaluation factors indicated below (where applicable to projects), the submitted material should include the following information:		
<ul style="list-style-type: none"> • Beginning and End dates of the work (month, day, year); • A brief description of the work performed; and • An identification of the client for whom the work was performed (name, title, contact info) 		
a) Extent of experience of the named Inventory/Purchasing Manager resource in managing procurement and inventory of a supply chain and management services project of similar scope and complexity that is relevant to CBSA requirement as described in the SOW.	5	Up to 5 points based on the following scale: 5 points = 5 or more years, in total, of relevant experience in the specified area; 0 points = less than 5 years of relevant experience in the specified area
b) Extent of experience of the named Inventory/Purchasing Manager resource in managing procurement and inventory activities during periods of transition of services delivery, and establishing procedures to ensure a smooth transfer of inventory and information, relevant to CBSA requirement as described in the SOW.	5	Up to 5 points based on the following scale: 5 points = 2 or more projects that demonstrate excellent and relevant experience in the specified area; 3 points = 2 projects that demonstrate good and relevant experience in the specified area; 1 points = 1 project that demonstrate relevant experience in the specified area; 0 points = no relevant experience in the specified area. The resource's cited project(s) should contain the minimum level of detail as specified above, in order to be counted in the allocation of points under this evaluation factor.
c) Extent of experience of the named Inventory/Purchasing Manager resource in planning, coordinating, preparing and controlling purchase orders and documentation to ensure inventory correspond to the Client's needs and plan that are relevant to CBSA requirement as described in the SOW.	5	Up to 5 points based on the following scale: 5 points = 2 or more projects that demonstrate excellent and relevant experience in the specified area; 3 points = 2 projects that demonstrate good and relevant experience in the specified area; 1 points = 1 project that demonstrate relevant experience in the specified area; 0 points = no relevant experience in the specified area. The resource's cited project(s) should contain the minimum level of detail as specified above, in order to be counted in the allocation of points under this evaluation factor.

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d) Graduation with a university degree or college diploma from a recognized post-secondary institution, or an acceptable combination of education, training, and/or experience.	3	3 points = met 0 points = did not meet
e) Fluent in English and Functional in French	2	2 points = met 0 points = did not meet
MAXIMUM AVAILABLE POINTS	20	
Point-Rated Requirement	Maximum Score	Rating Scale
R6 Bidder's Proposed Customer Service Manager		
<p>Points will be awarded up to a maximum of 20 points, based on the resume and any related biography information for the Bidder's proposed Customer Service Manager resource submitted.</p> <p>A resume, proof of education, and any certification must be submitted with the proposal.</p> <p>In order to be considered for the purposes of awarding points against the evaluation factors indicated below (where applicable to projects), the submitted material should include the following information:</p> <ul style="list-style-type: none"> • Beginning and End dates of the work (month, day, year); • A brief description of the work performed; and • An identification of the client for whom the work was performed (name, title, contact info) 		
a) Extent of experience of named the Customer Service Manager resource in managing customer service activities of a supply chain and management services project of similar scope and complexity that is relevant to CBSA requirement as described in the SOW.	5	<p>Up to 5 points based on the following scale:</p> <p>5 points = 4 or more years of excellent and relevant experience in the specified area; 3 points = 3 or more years of very good and relevant experience in the specified area; 2 points = 2 or more years of good and relevant experience in the specified area; 1 point = 1 or more years of poor and non-relevant experience in the specified area 0 points = no relevant experience in the specified area.</p>
b) Extent of experience of the named Customer Service Manager in managing a team of customer service agents and ensuring customers receive appropriate answers and issues are resolved are logged through an industry standard support case management system, relevant to CBSA requirement as described in the SOW.	5	<p>Up to 5 points based on the following scale:</p> <p>5 points = 2 or more projects that demonstrate excellent and relevant experience in the specified area; 3 points = 2 projects that demonstrate good and relevant experience in the specified area; 1 points = 1 project that demonstrate relevant experience in the specified area; 0 points = no relevant experience in the specified area.</p> <p>The resource's cited project(s) should contain the minimum level of detail as specified above, in order to be counted in the allocation of points under this evaluation factor.</p>

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c) Extent of experience of the Customer Service Manager in managing high level of complex requests and liaise with clients and technical staff as required, that are relevant to CBSA requirement as described in the SOW.	5	<p>Up to 5 points based on the following scale:</p> <p>5 points = 2 or more projects that demonstrate excellent and relevant experience in the specified area; 3 points = 2 projects that demonstrate good and relevant experience in the specified area; 1 points = 1 project that demonstrate relevant experience in the specified area; 0 points = no relevant experience in the specified area.</p> <p>The resource's cited project(s) should contain the minimum level of detail as specified above, in order to be counted in the allocation of points under this evaluation factor.</p>
d) Graduation with a university degree or college diploma from a recognized post-secondary institution, or an acceptable combination of education, training, and/or experience.	3	<p>3 points = met 0 points = did not meet</p>
e) Fluent in English and Functional in French	2	<p>2 points = met 0 points = did not meet</p>
MAXIMUM AVAILABLE POINTS	20	
Point-Rated Requirement	Maximum Score	Rating Scale
R7 Bidder's Proposed Project Manager		
<p>Points will be awarded up to a maximum of 30 points, based on the resume and any related biography information for the Bidder's proposed Project Manager resource submitted.</p> <p>A resume, proof of education, and any certification must be submitted with the proposal.</p> <p>In order to be considered for the purposes of awarding points against the evaluation factors indicated below (where applicable to projects), the submitted material should include the following information:</p> <ul style="list-style-type: none"> • Beginning and End dates of the work (month, day, year); • A brief description of the work performed; and • An identification of the client for whom the work was performed (name, title, contact info) 		
a) Extent of experience of the named Project Manager resource in managing projects of a similar scope and complexity that is relevant to CBSA requirement as described in the Statement of Work.	5	<p>Up to 5 points based on the following scale:</p> <p>5 points = 5 or more years, in total, of relevant experience in the specified area; 0 Points = less than 5 years of relevant experience in the specified area</p>

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<p>b) Extent of experience of the named Project Manager resource in tracking deliverables, identifying and resolving issues, and reporting to the client as described in the Statement of Work.</p>	<p>10</p>	<p>Up to 10 points based on the following scale:</p> <p>10 points = 4 or more projects that demonstrate excellent and relevant experience in the specified area; 8 points = 3 projects that demonstrate very good and relevant experience in the specified area; 6 points = 2 projects that demonstrate good and relevant experience in the relevant area; 4 points = 1 project that demonstrate poor and non-relevant experience in the specified area; 0 points = no relevant experience in the specified area.</p> <p>The resource's cited project(s) should contain the minimum level of detail as specified above, in order to be counted in the allocation of points under this evaluation factor.</p>
<p>a) Extent of experience of the named Project Manager resource in managing an online ordering system, identifying and analyzing potential issues, and developing an appropriate course of action relevant to CBSA requirements described in the Statement of Work.</p>	<p>7</p>	<p>Up to 7 points based on the following scale:</p> <p>7 points = 4 or more projects that demonstrate excellent and relevant experience in the specified area; 5 points = 3 projects that demonstrate very good and relevant experience in the specified area; 3 points = 2 projects that demonstrate good and relevant experience in the relevant area; 1 point = 1 project that demonstrate poor and non-relevant experience in the specified area; 0 points = no relevant experience in the specified area.</p> <p>The resource's cited project(s) should contain the minimum level of detail as specified above, in order to be counted in the allocation of points under this evaluation factor.</p>
<p>b) Project Management Professional (PMP) certification</p>	<p>3</p>	<p>3 points = met 0 points = did not meet</p>
<p>c) Graduation with a university degree or college diploma from a recognized post-secondary institution, or an acceptable combination of education, training, and/or experience</p>	<p>3</p>	<p>3 points = met 0 points = did not meet</p>
<p>d) Fluent in English and French</p>	<p>2</p>	<p>2 points = met 0 points = did not meet</p>
<p>MAXIMUM AVAILABLE POINTS</p>	<p>30</p>	

2.5 All scores will be rounded to two decimal places for scoring purposes and against the minimum Acceptable Pass Mark.

2.6 Summary of the Point-Rated Criteria:

#	Criterion Name	Maximum Available Points	Minimum Acceptable Pass Mark	Contractor Evaluation Marks
R1	Previous Experience of the Bidder	180	126	
R2	Transition Planning	105	73.5	
R3	Bidder's Quality and Service Delivery Methodologies	395	276.5	
R4, R5, R6 & R7	Bidder's Proposed Resource Team	105	73.5	
R1-R7	Total Score	785	549.5 (70%)	

Sub Total Technical Score (R1-R7)	/785	Only those proposals achieving a minimum score of 70% (549.5/785) on the Point Rated Requirements R1-R7 will be evaluated on the basis of Bidder's Financial Proposal.
Bidder (Adjusted) Technical Score	/100	Overall Technical Score will be prorated to result in a score of 100 points, for the purposes of calculating Bidder's Total Score (out of 100 points) by the following calculation : (Bidder Overall Technical Score ÷ 780) x 100 = Bidder's Score (out of 100)