



Uniform Supply Contract

Statement of Work

Date: 2021-04-21

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1 INTRODUCTION

The Canada Border Services Agency (CBSA) ensures the security and prosperity of Canada by managing the access of people and goods to and from Canada. The CBSA is responsible for providing integrated border services that support national security and public safety priorities and facilitate the free flow of persons and goods, including animals and plants, which meet all requirements under the program legislation.

The variety of work environments, day-to-day duties, and opportunities to enforce laws and regulations that touch nearly every sector of Canadian society is what sets us apart. Our workforce is made up of 14,000 employees, including more than 8,000 uniformed officers who work at 1,100 points of service across Canada and in 37 international locations; specifically:

- The CBSA manages 117 land-border crossings and operates at 13 international airports. Of these land border crossings, 61 operate on a 24/7 basis, as well as 10 of the international airports. For more information about CBSA locations, please refer to: <https://www.cbsa-asfc.gc.ca/do-rb/menu-eng.html>
- Uniformed personnel carry out marine operations at major ports, the largest being Halifax, Montréal and Vancouver, and at numerous marinas and reporting locations.
- Uniformed personnel also perform operations at 27 rail sites.
- The CBSA processes and examines international mail at three mail processing centres.
- The CBSA also uniforms special groups such as detector dog handlers, inland enforcement officers, intelligence officers, recruits and instructors.

(For additional information <http://www.cbsa.gc.ca/agency-agence/what-quoi-eng.html>)

1.1 Uniformed Personnel

CBSA policy states that uniformed personnel engaged in the enforcement of program legislation administered or enforced by the CBSA wear protective and defensive equipment when dealing with members of the public or when likely to encounter members of the public. Furthermore, the CBSA uniform also includes clothing, equipment and accessories that may be issued to uniformed personnel engaged in other enforcement duties that clearly identify them as members of the CBSA, such that the appearance and dress reflect the professional image of the CBSA and the public service.

The Uniform Issuance and Policy Unit of the CBSA is responsible for the sourcing, design and delivery of uniform equipment and accessory components to all personnel entitled to wear a CBSA uniform. As indicated above, there are more than 8,000 uniformed personnel across Canada to whom the CBSA provides apparel (operational, dress and ceremonial), equipment and accessories.

1.2 Uniform Allocation

CBSA personnel who are entitled to wear a uniform in the performance of their work can order clothing, equipment and accessories at the time of hiring, and to replace components of existing CBSA personnel that are no longer serviceable. The distribution of uniform, equipment and accessory components under the existing CBSA Uniform Issuance and Policy Unit is currently allocated by mode and lifecycle. As such, each uniform item has been



assigned a mode and lifecycle which in turn are used to determine the number of items uniformed personnel are entitled to receive and on which basis.

As part of the overall way in which the Uniform Issuance and Policy Unit is administered, the CBSA uses a points-based system to acquire apparel, equipment and accessories. A point value is assigned to the various available items, and provides uniformed personnel with a list of permitted components and equipment and a point allocation from which to acquire the permitted components in their personal catalogue, provided “points” are available. These points are based on the employee’s position and allocation (see Appendix E).

1.3 Historical Usage Volumes

The information below is based on historical patterns and may change during the course of the contract. Replacement uniform items are ordered and need to be supplied regularly throughout the year to replace worn out or operationally damaged items.

CBSA operations are conducted throughout the year, with the main ordering peak between January and March. The CBSA hires employees for short periods of time (e.g. summer students and seasonal employees). Initial kits are ordered for newly hired employees who are required to wear a uniform.

The CBSA currently trains approximately five hundred (500) new recruits every twelve (12) months with staggered starting dates for each class. The CBSA College normally has six to eight waves, in two cohorts starting throughout the year, at intervals of either two weeks or one month. These waves are comprised of several classes totaling approximately seventy five (75) recruits per wave. The timelines for new intakes of recruits are typically known in advance and will be communicated to the Contractor to alert them of expected peaks in ordering. However, unexpected urgent requests may still arise.

Actual uniform ordering levels are expected to vary with operational requirements. Appendix C provides a breakdown of the annual sales volume for the period April 1 2015 to September 30, 2020.

2 REQUIREMENT

The CBSA has a requirement for a Managed Clothing Solution (MCS). The MCS provides end-to-end management of the CBSA supply chain for the provision of uniforms and related accessories, from acquisition and/or manufacturing to inventory management to distribution. The qualified contractor will provide uniform design, professional services, manufacturing or subcontracting, inventory management, inventory tracking, warehousing, ordering, order distribution, ongoing client support, quality assurance, and program data management services as further described within this Statement of Work (SoW).

In support of the CBSA Uniform, Equipment and Accessory order management function, the CBSA is seeking access to the Contractor’s, 24 hour-7 days a week available, web-accessible online ordering system with the exception of short term maintenance periods agreed upon in advance by the Contractor and the CBSA. The CBSA will not host the application on Government premises, nor support and maintain it with Government staff.

3 BUSINESS OBJECTIVES

The CBSA requires the following services to support the Uniform Issuance and Policy Unit mandate:



- i. On-going uniform manufacturing services, including quality assurance activities related to the overall finished product;
- ii. On-going warehousing and inventory management of the CBSA uniforms and related items;
- iii. On-going order processing and distribution services for the CBSA uniform, equipment and accessory orders, including quality assurance activities related to the timelines and accuracy of the completed orders, utilizing a web-based ordering system and a complete and up-to-date CBSA Uniform Catalogue;
- iv. On-going client support services, including related communications and client satisfaction monitoring activities;
- v. On-going reporting and data management activities;
- vi. Design and engineering services including technical support services, textile analysis, fabrication of samples, re-designs, production of drawings, technical specifications, supply of textile, advising of labeling issues (e.g. California Prop 65 warnings), and material data sheets;
- vii. Bilingual care and use information for components;
- viii. Tailoring and custom embroidery;
- ix. Research of products;
- x. Order returns; and
- xi. Product recalls.

4 SCOPE OF WORK

4.1 Phased Implementation Approach

Upon contract award, the Contractor will receive written notification from the Project Authority and must not proceed to work on any Phase of the Work prior to receiving the written notification from the Project Authority for each Phase of the Work as described herein the Contract. The Project Authority will provide a copy of the notification to the Contract Authority.

Work under the Contract must be conducted in the phases outlined in the next section.

4.2 Phase 1 – Transition-In

- 4.2.1 The primary objective of this phase is to facilitate a smooth and seamless transition of uniform system service delivery from the Incumbent Contractor to the Successor Contractor.
- 4.2.2 The transition-in phase of the Contractor's services must be completed within a period of no more than one hundred and eighty (180) calendar days. The required date of commencement of Phase 2 must be no longer than 180 days after the award of the contract. The incumbent Contractor must ensure continuity of stock supply and uninterrupted service as of the commencement of Phase 2.
- 4.2.3 Should the Contractor transition into itself (Successful Contractor = Incumbent Contractor), the required date of commencement of Phase 2 must be no later than one hundred and twenty (120) calendar days.
- 4.2.4 During the transition-in phase, the Successor Contractor must collaborate with the CBSA and the Incumbent Contractor, and follow the timeline agreed upon at Contract award (see section 4.4.5) to ensure the effective and timely transition of delivery services by the Incumbent Contractor to the delivery of services by the Successor Contractor.



- 4.2.5 Should the Contractor transition into itself, the Contractor must collaborate with the CBSA and follow the timeline agreed upon at contract award, in the effective and timely update of the work as specified in the SoW.
- 4.2.6 In the event of a change in Contractor, the Successor Contractor must provide, within twenty one (21) calendar days of contract award, recommendations on how to transfer CBSA owned inventory to their location.
- 4.2.7 The Contractor must adhere to the CBSA business requirements and provide advice and best practices for transitioning internal processes that are compatible with a turn-key uniform supply solution.
- 4.2.8 Upon contract award, the Contractor must review the CBSA's uniform allocation breakdown charts and develop and recommend a methodology for a yearly uniform replacement and a yearly uniform sales component issue, which must include:
- i. Applicable point values for each item;
 - ii. Applicable dollar values to acquire each item;
 - iii. Procedures to be undertaken to provide maternity uniform component items and uniform items available as a result of a temporary and/or special assignment;
 - iv. Procedures for special orders due to medical (allergies to fabric or other conditions) or size requirements;
 - v. Procedures to provide Personal Protective Equipment (PPE), as deemed necessary by the CBSA, on an expedited basis;
 - vi. Procedures for an over-entitlement process to accommodate uniformed personnel that require an item but have exhausted their available uniform allocation;
 - vii. Procedures to design and develop a new component; and
 - viii. Procedures to provide uniform items on a priority basis (i.e. rush order).
- 4.2.9 Upon contract award, the Contractor must provide advice and recommendations on the process to handle uniform restricted items. This may include, but is not limited to, the adoption of a process whereby the Contractor would be required to sew insignia onto any item that requires identifiers (e.g. shirts, jackets, etc.) at the time of order placement rather than holding prepared stock in advance, in an effort to reduce the sensitivity of the remainder of the uniform items, and the amount of material requiring secure storage and destruction.
- 4.2.10 Upon Contract award, the CBSA will provide the Contractor with an electronic copy of the most current version of the following information via email, USB key, CD or secure electronic transfer method:
- i. The CBSA Uniform, Equipment and Accessories Catalogue in electronic format which contains the detailed uniform specifications;
 - ii. The CBSA List of Allocation tables, which include a breakdown of what each position, rank or mode of CBSA uniformed personnel eligible to wear a uniform (e.g. in a variety of modes, recruits, trainers and management) is permitted to order;



- iii. The CBSA's Uniform, Equipment and Accessories ordering process (business rules) for uniform ordering, such as initial uniform entitlement, renewal procedures and timing, and any additional procedures (e.g. temporary assignment, maternity, etc.); and
 - iv. An export of the database schema inclusive of uniform, equipment and accessory entitlements based on work modes to be used by the Contractor to populate the Contractor's database. The database export will be formatted either as an Excel file or flat text file (e.g. comma separated values (CSV) format).
- 4.2.11 No later than thirty (30) calendar days after contract award, the Contractor must submit an updated comprehensive Transition-in Plan for approval by the Project Authority. The plan must present in chronological order a detailed description of each action item the Contractor must complete in order to ensure the seamless implementation of services. Additionally, the plan must detail the administrative actions required to manage the data and inventory of the CBSA Uniform Issuance and Policy Unit. Elements to be included within the Contractor's Transition-In Plan must include the following:
- i. Confirming the technical format of all necessary data fields that will constitute a CBSA User Profile within the Contractor's online ordering system;
 - ii. Populating the system or database with uniform component information (if the successor contractor is not the same as the incumbent contractor);
 - iii. Populating the system or database with User Profile data including current available allocation;
 - iv. Should the Contractor remain the same, the Contractor must demonstrate how the system will be updated based on the work described in the SoW. Adapting, as necessary, the Contractor's database structure and graphical user front-end interface of its online ordering system to comply with the CBSA's defined business rules and data format (please refer to Appendix E) (e.g. for user profile information and uniform allocation rules). Should the Contractor change, the Contractor must demonstrate compliance with all CBSA business rules and requirements of the Uniform Issuance and Policy Unit (e.g. online ordering website, rules for uniform ordering, procedures and timing, and any additional procedures e.g. temporary assignment);
 - v. User acceptance testing by the Project Authority of the Contractor's Web-Based Uniform, Equipment and Accessory Ordering and Management System, hereinafter referred to as the Online Uniform System (OUS). This includes confirmation of all necessary data fields and database contents, such as the uniform entitlement system and the CBSA Uniform Catalogue components, in accordance with the requirements described in Section 4.5.6 (Web-Based Uniform, Equipment and Accessory Ordering and Management System). The user acceptance testing will occur during the timelines specified in Section 4.4.5;
 - vi. Approach to produce uniform items according to the specifications to ensure all uniform items are manufactured and in stock when Phase 2 begins. The approach must detail the approval of virtual styling and pre-production samples, item testing and production/manufacturing timeline;
 - vii. Confirmation of the Contractor's inventory control processes to meet the service standards for order processing and delivery (as per Section 10.1.3);
 - viii. Shipping practices agreed upon between the Contractor and the CBSA to achieve the most economical means of shipping uniform items to each delivery location in a timely manner, while also considering ways to reduce packaging waste, as outlined below (NOTE: The shipping methods may be revisited if the process does not work for the CBSA):
 - a) A defined approach for shipping partial orders (to reduce delays);
 - b) An agreed upon approach to reduce packaging and/or shipping costs, such as multi-packing individual orders within a larger container for a single delivery location;



- c) An agreed upon approach to reduce or eliminate the use of single use plastics, or use a more environmentally friendly (recyclable) product.
- ix. The proposed Transition-In Plan must include a timeline chart (e.g. Gantt chart);
- x. Within twenty one (21) days of contract award, the new Contractor must provide the CBSA a recommendation to transfer CBSA owned stock to their location;
- xi. Formal written acceptance of the Contractor's OUS by the Project Authority prior to the service commencement date.

4.2.12 One Time Service at Transition-In Phase

- i. The Contractor must provide at least one qualified Clothing Technologist and Textile Technologist to work with the CBSA during the Transition In Phase on any issues relating to clothing design and textile suitability in relation to the specifications provided for the CBSA uniform, equipment and accessory components, to facilitate the manufacturing and design requirements of the Uniform Issuance and Policy Unit, and to make recommendations on clothing design and product improvement, ensuring the best component;
- ii. The Contractor must work with the CBSA during the Transition In Phase to develop and design uniform, equipment and accessory components on the Items Without Specifications List.

4.2.13 Upon the CBSA's acceptance of the Contractor's Transition-In Plan, the Contractor must implement the Plan as follows:

- i. The Project Authority will provide the Contractor with a flat file export consisting of data records, database schema and uniform order transaction history, along with other key documents to be used by the Contractor to populate the Contractor's secure OUS to ensure accurate and current information;
- ii. The Contractor must receive, prepare and be ready for the redistribution of the Transition-In Inventory from the CBSA (based upon a review of existing stock levels and overall quality of the existing stock) no later than fifteen (15) calendar days prior to the commencement of Phase 2;
- iii. The Successor Contractor must make arrangements to receive the Transition-In Inventory from the Incumbent Contractor on an agreed upon date;
- iv. All CBSA uniform items must be incorporated into the Contractor's OUS, which must be made available for the Project Authority to test within one hundred and twenty (120) calendar days of contract award (if the Incumbent is the same as the Successor, this period is reduced to ninety (90) calendar days);
- v. Transition-In Inventory must be used first to fill orders. The OUS must be capable of assigning no monetary cost (zero dollars) to all items within the Transition-In Inventory, unless otherwise specified by the Project Authority.

4.2.14 The CBSA will make arrangements in conjunction with the Incumbent Contractor, at its sole expense, to deliver the Transition-In Inventory to the Successor Contractor on the agreed upon date. The exact value will be calculated by the Incumbent Contractor based on inventory counts that occur during the transition period. The Incumbent Contractor must complete and provide a detailed inventory report of all



Transition-In Inventory to the CBSA. The Successor Contractor must receive and validate the information in writing to the CBSA. The Project Authority must be immediately notified in writing of any discrepancies.

- 4.2.15 The Contractor's OUS must fully comply with the CBSA's requirements by the Transition-In completion date (one hundred and eighty (180) calendar days after contract award, unless the Successor is the same as the Incumbent, in which case the period will be one hundred and twenty (120) days).
- 4.2.16 Provision of an administrator manual (technical document describing how the website functions) and a user manual (document describing how to use the system) for the Contractor's OUS must be developed and provided in electronic format to the CBSA and the user manual available on the ordering system at the transition-in completion date;

4.3 Phase 2 – On-going Uniform Supply and Management Services

The CBSA anticipates a period of no more than one hundred and eighty (180) calendar days (one hundred and twenty (120) days if the Incumbent Contractor is the same as the Successor Contractor) will be necessary to complete Phase 1 (the Transition-In of the Contractor's services). If the Contractor requires additional time, a written request (provided at least fifteen (15) days in advance) with a rationale must be submitted to the Contract Authority and the Project Authority for approval and coordination.

- 4.3.1 Once the Transition-In Plan and related work as set out in Phase 1 has been completed to the satisfaction of the CBSA and the Contractor's OUS has been accepted as fully functional, the CBSA will commence usage of the OUS as the primary portal for uniform ordering, distribution and management services.
- 4.3.2 The Contractor must operate, maintain and provide access to the OUS to the CBSA's end users. The Contractor must provide on-going uniform supply and management services (as described in detail below) including, but not limited to, uniform design, professional services, manufacturing or subcontracting, inventory management, inventory tracking, warehousing, ordering, order distribution, quality assurance activities and program data management services during the initial period of the contract and any extensions.
- 4.3.3 The Contractor must provide advice and recommendations on the possible disposition of any existing over-stock of uniform components, including any items that are deemed no longer suitable for distribution to uniformed personnel (discontinued uniform designs, non-matching dye lots, poorly sized articles, etc.).
- 4.3.4 The Contractor must provide uniform personnel and technical support to the CBSA during the recruitment cycle and the uniform issuance day at the CBSA College (including personnel on site during the uniform issuance day) to perform duties as necessary including, but not limited to, sizing, returns, etc.). The



number of personnel and support for this activity must be agreed upon by both the Contractor and the Project Authority.

- 4.3.5 At the CBSA's sole discretion, it may change the list of items within the CBSA Uniform, Equipment and Accessories Catalogue, by adding, deleting or modifying components. Changes may constitute any of the following:
- i. Removal of item(s) due to changes in the uniform, equipment and accessories standard or as a result of consistently poor client reviews or historical lack of usage of an item;
 - ii. Uniform, equipment and accessory redesign:
 - a) Addition of item(s), due to changes in the uniform, equipment and accessories standard or as a result of client requests or changes to the Uniform Issuance and Policy Unit;
 - b) Addition of non-garment uniform components, which may require additional security measures that must be implemented to ensure the proper controls are in place with respect to handling, storage, access and shipment of these items; and
 - c) Modifying CBSA's ordering interface to accommodate changes to internal business rules.
- 4.3.6 Upon request by the Project Authority, there may be additional related work on an as and when requested basis, described in greater detail in Section 6 of the Statement of Work (SoW). These services may be requested by the CBSA by means of issuance of a Task Authorization (TA) form specifying the scope of work and timelines for completion. Typical examples of such work includes, but is not limited to:
- i. Providing secure destruction of uniform items that cannot be recycled for security reasons;
 - ii. Providing Uniform design and engineering services;
 - iii. Providing additional training sessions to CBSA employees;
 - iv. Providing Personal Protective Equipment (PPE) on an urgent basis; and
 - v. Providing reporting and communication services.

4.4 Phase 3 – Transition-Out

- 4.4.1 At the request of the Contract Authority, the Contractor must provide support for transition of service delivery to the Successor.
- 4.4.2 During the Transition-Out Phase, the Contractor must work collaboratively, cooperatively and in good faith with the CBSA and the Successor in the effective and timely transition from the delivery of services by the Contractor to the delivery of services by the Successor.
- 4.4.3 Transition Planning
- i. Within thirty (30) business days of the CBSA's request, the Contractor must develop a Transition-Out Plan, which must include a strategy to efficiently and effectively transfer all Contract activities from the Contractor to the Successor, without service disruptions to the CBSA. As part of the Transition-Out Plan, the Contractor must submit an MS Excel report or comparable data file to the CBSA via email, USB Key, CD, or other secure transfer methods with the minimum quantities to be purchased in accordance with Inventory Buy-Back described in the Basis of Payment. The Contractor must also provide inventory and sales reports via email, USB Key, CD, or other secure transfer methods with the Transition-Out Plan;



- ii. Elements to be included within the Contractor's Transition-Out Plan include the following:
 - a) Approaches to implement the Transition-Out Plan;
 - b) Disposition options of remaining uniform items after the buyback contract clause is complete. This disposition must be done in an environmentally and socially responsible manner, and must be agreed upon in writing by the CBSA prior to disposition;
 - c) Confirmation of the format that will be used to transfer to the Successor Contractor the necessary data fields that constitute a CBSA User Profile within the Contractor's OUS;
 - d) List of reports that will be required by the CBSA prior to the end of the contract (e.g. orders placed but not yet shipped, orders shipped but not yet invoiced, outstanding payments, inventory and sales reports required to exercise buyback requirements, etc.);
 - e) List of communications that will be provided to CBSA Program Administrators during the thirty (30) days prior to the end of the current contract/transition to the Successor Contractor (e.g. pop-up message on the OUS, speaking points for customer service agents, etc.);
 - f) Confirmation of the level of development/status for any items in the development/testing phase or yet to have been added in the OUS, if any; and
 - g) List of provisions the Incumbent is taking to ensure that the service is uninterrupted until the Successor can assume the service.
- iii. The Transition-Out Plan must be approved in writing by the Project Authority prior to its implementation by the Contractor;
- iv. Upon acceptance by the CBSA, the Contractor must implement the Transition-Out Plan and report to the CBSA on a bi-weekly basis (and on an as requested basis by the CBSA), the status of the Transition-Out Plan activities for which the Contractor is responsible. The Contractor must also identify and inform the CBSA of any issues or obstacles to meeting the scheduled timelines and corrective actions taken;
- v. During the Transition-Out Phase, up to the expiration date of the contract, the Contractor must maintain services to the CBSA, as described in Phase 2, and must transfer data, documentation and any other required items to the Project Authority, in a timely and secure manner;
- vi. Upon acceptance of the Contractor's Transition-Out Plan, the CBSA will verify the completion of all contractual requirements and will review all data, documentation and any other required items returned by the Contractor. The CBSA will notify the Contractor of where and when the data, documentation and any other required items are to be returned;
- vii. Upon notification from the Project Authority, the Contractor will be notified when to stop taking new orders from CBSA employees during the Transition-Out Phase;
- viii. The Project Authority will verify the completion of all contractual requirements and review all data, documentation and any other required items returned by the Contractor. The CBSA will notify the Contractor of where and when the data, documentation, and any other required items are to be returned; and
- ix. Unless specifically authorized by the CBSA, the Contractor must complete all orders received from the CBSA during the contract period even if delivery has to be performed after the end of the contract.

4.4.4 Return of CBSA Data and Information

- i. At the end of the contract period, the Contractor must return all data collected during the course of providing Uniform System Services, such as, but not limited to, uniformed personnel data and order history, to the CBSA in the format required by the CBSA;



- ii. At the end of the contract period, the Contractor must return all uniform, equipment and accessory designs developed or modified during the contract to the CBSA in the format required by the CBSA; free of all Contractor labels, brandings and identification markings; and
- iii. At the end of the contract period, the Contractor must return the CBSA Uniform, Equipment and Accessory Specifications and related guidelines to the CBSA in the format required by the CBSA; free of all Contractor labels, brandings and identification markings.

4.4.5 Timelines

Deliverable	Schedule
Phase 1 (Transition-In)	
Project Coordination Meeting(s)	Commencing within ten (10) business days of Contract award, and as requested by the Project Authority
Recommendation of how to transfer CBSA owned inventory to the Contractor's location	Within twenty-one (21) calendar days following Contract award
Contractor's Updated Comprehensive Transition-In Plan	Within thirty (30) calendar days following Contract award
CBSA Transition-In Inventory received by Contractor, warehoused and ready for distribution by the Contractor	In accordance with the Comprehensive Transition-In Plan, but no later than two week prior to the beginning of Phase 2
CBSA Data Migrated to Contractor system/database	In accordance with the Comprehensive Transition-In Plan
Beta testing of the Online Uniform System	In accordance with the Comprehensive Transition-In Plan, this generally takes place between 90-120 calendar days post awarding of the contract
Approval of the On-line Uniform System by the Project Authority signifying completion of Phase 1 and launch of Phase 2	Within 180 calendar days of Contract award unless the successor contractor is the same of as the incumbent, in which case it is within 120 calendar days.
Phase 2 (Service Commencement and On-going Uniform Supply and Management services)	
Service Commencement Date	Within 180 calendar days of Contract award unless the successor contractor is the same of as the incumbent, in which case it is within 120 calendar days.
On-going Provision of Uniform Supply and Management Services;	As per the timeline established in the Contract Performance and Service Standards of the SOW.



Progress Reports of work completed to date	As per Contract or as requested by the Project Authority.
Operational/Update Meetings	Every week.
Action Item Report	Action item report sent by end of day the day prior to the weekly meeting.
Contract and Technical Review Face-to-Face Meetings	Every 90-120 calendar, or as requested by the Project Authority.
Contract and Technical Review Meeting Agendas	Distributed by the Contractor at least 7 calendar days prior to a scheduled meeting.
Contract and Technical Review Meeting Minutes	Distributed by the Contractor within 7 calendar days after meeting date.
Ongoing Reports	Refer to Section 5 – Reports and Key Performance Indicators.
Phase 3 (Transition-Out)	
Contractor Transition-Out Plan	Within thirty (30) business days of request by the Contract Authority.
Transfer back of all CBSA data	In accordance with the Transition-Out Plan.
Transfer of all existing uniform stock included within the Inventory Buy-Back (including any bulk fabric optioned by the CBSA)	In accordance with the Transition-Out Plan.

4.5 Duties during the On-going Uniform Supply and Management Services phase

4.5.1 The Contractor must provide the following services during Phases 2 and 3 of the Contract in accordance with the Service Standards outlined in Section 10.

4.5.2 Manufacturing Services

- i. The Contractor must manufacture, sub-contract, or purchase uniform clothing, equipment and accessory components in accordance with the defined requirements within the CBSA Uniform Specifications;
- ii. The Contractor must manufacture, sub-contract, or purchase uniform clothing, equipment and accessory components as defined in the CBSA Uniform, Equipment and Accessories Catalogue (Appendix D). The CBSA reserves the right to add, modify or remove items from the Catalogue, as further described in Section 4.3.5);
- iii. The Contractor must monitor the quantities of uniform items ordered that fall outside the standard size range(s) (i.e. custom and/or bespoke orders). The Contractor must regularly adjust the sizing charts, and provide copies to the Technical Authority of any changes, to include any frequently ordered items which fall outside the existing size chart range(s);



- iv. The Contractor must ensure that uniform items are labelled in accordance with the Canadian General Standards Board (CGSB) standard CAN/CGSB-86.1-2003 or the most recent version of this standard and in accordance with any special instructions, as detailed within a given garment specification, as included in CBSA Uniform Specifications;
- v. The Contractor must ensure it has a process in place to facilitate custom and special (including maternity or medical) orders; and
- vi. All manufactured garments must meet or exceed the approved Styling Sample for that type of uniform component. Further, all components of each garment must be cut in accordance with the best practice of the industry to ensure the best wearing qualities, appearance, minimum seam pulling, twisting and puckering and ensure there is no discernible difference in shade between the body components. All uniform pants must be hemmed to the lengths specified by the CBSA before shipping to employees or recruits.

4.5.3 Quality Assurance Processes

The Contractor must ensure that each uniform, equipment and accessory item shipped by the Contractor to the end-user complies with the quality standards of requirements defined within the CBSA Uniform Specifications, prior to shipment.

Note: It will be the responsibility of the Contractor to provide testing results from a single certified testing facility, as applicable, if indicated in the specifications or as requested by the CBSA.

- a. Inspection and Test Plan (ITP): The Contractor must develop and implement an ITP for each uniform, equipment and accessory item, defining the complete manufacturing cycle, the process controls in place at each stage, the location and method of verification within the manufacturing process, the acceptance criteria and the records created. The CBSA may make requests for specific tests to be performed. The detailed uniform component item specifications and test protocol(s) will define the tests to be performed and the current acceptable minimum results. Copies of the ITP must be made available to the CBSA upon request.
- b. Fabric request: Upon request by the Technical Authority, and at no cost to the CBSA, the Contractor must provide independent laboratory test data to demonstrate the suitability of the material(s) selected for the intended use and to verify the conformance of material(s) to the design requirements. Any new or proposed changes must include the independent laboratory test data to demonstrate the suitability of the material(s) used and conformance to the design requirements.
- c. Traceability of Material(s): The Contractor must have a system to trace, from the garment label, the lot number, date of manufacture and origin of fabric(s) used in any garment.
- d. Pre-Production Samples: In addition to a comprehensive Quality Management System, the Contractor must adhere to the following pre-production requirements, submitting them prior to the start of production to the CBSA Technical Authority for approval unless otherwise directed:
 - i. Sample(s) of the item, fully representative of the finished product demonstrating compliance with the specified technical requirements; and
 - ii. For all Contractor supplied components, test reports showing compliance to the technical requirements using the test methods specified. Textile test reports must be accompanied by a one metre sample of the textile.

The Contractor must not commence production without authorization from the CBSA Technical Authority.



e. The CBSA may request that garments be Wear and Field testing. These are defined as:

Wear and Field Testing: The Contractor must conduct garment wear testing processes. This may include, but is not limited to:

- i. Developing wear test surveys;
- ii. Maintaining wear tester lists;
- iii. Randomly selecting wear test participants based on selection criteria provided by the CBSA and recommendations offered by the Contractor; and
- iv. Compiling the surveys returned by employees and recruits, and generating reports which indicate client feedback.

The Contractor may be requested to conduct field testing processes. This may include, but is not limited to:

- i. Developing field test surveys;
- ii. Maintaining field tester lists;
- iii. Testing the uniform, equipment or accessory component with uniformed personnel in a regional context;
- iv. Randomly selecting field test participants based on selection criteria provided by the CBSA and recommendations offered by the Contractor; and
- v. Compiling the surveys returned by employees and recruits, and generating reports which indicate client feedback.

For both wear and field testing, the CBSA may request certain tests be performed either by in-house testing or by a certified third party facility, to ensure conformance, at no additional cost to the CBSA.

f. Fit Testing: The Contractor must conduct fit tests, at no additional cost, on live models to verify the fit, ease, appearance and drape of garments, and to verify that the measurement charts and algorithms provided by the Contractor for use when ordering meet the requirements of the CBSA. The sizes to be fit tested must include as the median and both extremes of the normal size range for each garment. On occasion, the CBSA may also request fit testing for custom garments. Fit testing of other sizes will be at the Contractor's discretion, unless otherwise specified by the CBSA. Pre-production samples must be provided, at no additional cost, to be approved by the Technical Authority.

4.5.4 Warehousing and Inventory Management

- i. These safety and security requirements are in addition to any other safety and security requirement that may be required elsewhere within the Contract.
- ii. The Contractor must ensure that all the CBSA uniform, equipment and accessory component inventory is warehoused in a secure facility with controlled access.
- iii. While being stored or shipped, all uniform, equipment and accessory components must be safeguarded against theft or loss and kept clean and unwrinkled in a climate-controlled environment that will ensure the items are not subject to water, dampness, fire, chemicals, excessive heat or cold, soiling, stagnant air, odours, insects, pests, damage or alteration. The CBSA will not be held liable for any shipments received that contains any of the above damage or for any components that are not in accordance with the Contract. The Contractor must accept the returns of garments that are damaged during manufacturing and storage at no cost to the CBSA.



- iv. For any uniform items returned as damaged and not suitable for resale or discontinued by the CBSA, including Uniform Restricted Items (i.e. they contain the CBSA corporate signature, the Canada wordmark, the heraldic or are designated as a restricted item by the Project Authority during the Contract), the Contractor must destroy the items, upon authorization by the CBSA, and must provide the Project Authority a certification of secure destruction upon completion via email, USB Key, CD, hardcopy or other secure electronic transmission method.
- v. The Contractor must at all times maintain a minimum level of inventory in order to supply CBSA uniformed personnel with the required uniform items within the stipulated Order Processing Times (refer to the Order Processing Timetable in Section 10.1.3). The CBSA will not be held financially liable for any excess inventories. Unless the CBSA agrees, in writing, in advance to a high volume purchase for the purposes of obtaining a volume discount on a given item or items.
- vi. Any references to amounts of monies under "Total Estimated Cost", "Revised Estimated Cost" and/or "Increase (Decrease)" anywhere in the Contract or in any of its amendment(s) are for Canada's administrative purposes only and do not represent any commitment of any kind by Canada to the Contractor. Furthermore, all information communicated by Canada to the Contractor to assist the Contractor in forecasting the demand(s) under this contract are provided for information purposes only and do not represent any commitment of any kind by Canada to the Contractor. The Contractor is solely responsible for determining and establishing the appropriate level of inventory required to meet the delivery requirements of this Contract. Should the Contractor not meet the stipulated Order Processing Time on specific components, Canada reserves the right to impose a minimum stock level. Canada will not be responsible for any overestimated or miscalculated inventory levels.
- vii. The Contractor must continuously provide and maintain an inventory tracking system to record placed orders, track inventory, review and report on consumption of inventory items, monitor costs and produce reports on any combination of these activities. This system must not contain proprietary rights that would prevent the electronic transfer of information to the CBSA via email, USB Key, CD or other secure electronic transfer methods.
- viii. The Contractor must manage new additions or modifications in the same manner as required for items entered at the start of the contract, including items for one time distribution or ongoing.
- ix. The Contractor must maintain accurate and up to date records, to provide to the CBSA upon request, on any of the following:
 - a) Documenting evidence of component delivery to final destination;
 - b) Shipping status and location of shipment while in transit;
 - c) Inventory status;
 - d) Documenting evidence of meeting service standards (refer to the Order Processing Timetable in section 10.1.3);
 - e) Review consumption;
 - f) Monitor costs; and
 - g) Any forecasting and planning data required to fill orders.
- x. The Contractor must have a system in place with the capability of distinguishing between CBSA-Owned Inventory and Contractor-Owned Inventory. The contractor must sell or use CBSA-Owned Inventory as a priority before selling Contractor-Owned Inventory, when both are in stock, unless otherwise instructed by the CBSA.
- xi. The Contractor must have in place a returns and exchange system that complies with the service standards (refer to the Order Processing Timetable in section 10.1.3.).
 - a) Any returns due to the CBSA's error will be shipped at the CBSA's expense;



- b) Any returns due to the Contractor's error will be shipped at the Contractor's expense;
- c) In order to initiate this returns/exchange process, the CBSA employee or a Program Administrator will need to communicate with the Contractor's Client Support Service to receive proper RMA instructions; and
- d) Any returns for components that have been delivered more than ninety (90) days prior to the initiation of the RMA process must be approved by a Program Administrator.

4.5.5 Order Processing and Distribution

- i. The Contractor must have in place a means to process orders, product returns, and exchanges;
- ii. The Contractor must provide the means such that valid orders can be placed by the CBSA employees and recruits using the uniformed personnel's entitlement funds through two ordering mechanisms:
 - a) Using the Contractor's OUS (as described in section 4.5.6 below); and
 - b) Using a phone system or secure online chat, where the CBSA employees or recruits submit orders by phone (or secure online chat) to the Contractor. When such an order is received, the order must be entered in the OUS by the contractor on behalf of the CBSA and must be tracked similar to all online orders (i.e. must show under uniformed personnel's holdings).
- iii. The Contractor must obtain acceptance from the Project Authority before implementing any modification to the order forms. Modifications to the order forms or ordering process may include:
 - a) The Project Authority may amend the design of the order form or ordering process upon thirty (30) days' notice and within that time, the Contractor must implement the amended design of the order form or ordering process;
 - b) Any other order forms required to be developed or distributed by the Contractor will be determined by the Project Authority as and when required;
 - c) The Contractor must have a process to handle and prioritize both priority and rush orders. Both priority and rush orders require special approval by the Program Administrators prior to being processed; and
 - d) The Contractor must deliver ordered uniform, equipment and accessory components from the Contractor's distribution warehouse(s) to the specified shipping address related to each order placed by the CBSA employee or recruit. National deliveries may be required by the CBSA and destinations will be specified at time of orders. While respecting order processing times, individual orders being shipped to the same destination are to be consolidated into a batch shipment. The Contractor must ship all orders in accordance with the shipping methods outlined in section 10.1.4.
- iv. The Contractor must include a packing slip indicating the purchase order (if applicable), employee, or recruit who ordered the component(s), complete shipping address, description of contents, quantity ordered, and a signature field for sign off by an employee or recruit receiving the order. In regards to shipments:
 - a) The Contractor must produce an electronic notification or email to confirm receipt of the order directly to the employee or recruit when an order is placed, indicate if items are on backorder, and notify when the shipment has been sent. In the event of a partial shipment, the alert must include an itemized list of the items shipped and what remains to be shipped as well as the projected shipping date. The Contractor must be capable of providing up to date information from the initial order to acceptance at the specified location;
 - b) If an order is partially shipped, the packing slip must clearly identify the quantity ordered, quantity shipped, quantity back ordered, and expected delivery date;



- c) The Contractor must ensure that each order within a Batch Shipment is packaged in a separate shipping container (i.e. cardboard box, or other type of container to package an order) with the packing slips related to each separate order within each shipping box;
 - d) A shipping box may contain multiple orders for a single employee or recruit, should it not extend the agreed upon shipping period. For clarity, if an employee or recruit places three separate orders on the Contractor's OUS on the same day, the three orders must be placed in the same shipping box; and
 - e) The Contractor must use packing methods and shipping boxes that are durable enough to withstand a minimum of two shipments and not be easily damaged during the shipping process, since the boxes used by the Contractor to ship the ordered uniform, equipment or accessory components to the CBSA employee or recruit may also be used to return damaged or incorrect uniform items to the Contractor, when required.
- v. In addition to packing slips, the following must be included with each individual shipment:
- a) Return instructions: A copy of the returns instruction guide, which includes a copy of the returns form (as further described in Section 5.6);
 - b) The Contractor must replace and ship all items returned by CBSA employees and recruits due to manufacturer defect or delivery of an incorrect size or item (regardless of the age of the garment as long as it has not been altered, washed, dry cleaned or worn) at the Contractor's expense, including shipping costs; and
 - c) The CBSA employee or recruit will communicate with the Contractor's Client Support Service to receive proper RMA instructions. The returns instruction guide included within each order should facilitate this process.
- vi. Order Returns
- a) The Contractor must retain all records of returned items for the duration of the Contract. The processes implemented by the Contractor must ensure accurate documentation of the time and date on which the Contractor received the returned item(s). The processing times for the replacement of the returned item(s) must be measured in accordance with the Order Processing Times, as set out in Section 10.1.3;
 - b) The Contractor must replace and ship all items returned due to manufacturer's defect or delivery of incorrect size/item (regardless of age of the garment as long as it has not been altered, embroidered, washed, dry cleaned or worn) at the Contractor's expense;
 - c) The employee will need to communicate with the Contractor's Client Support Service to receive proper RMA instructions;
 - d) The Returns Instructions Guide, including Return Form, available online with the Contractor's OUS will facilitate this process; and
 - e) In the event that a returned item cannot be replaced with a like garment (e.g. a discontinued item available only in limited sizes is returned due to defect or poor fit), or where there is no requirement for replacement, the Contractor must apply a credit or provide a refund equal to the total applicable cost of the item to CBSA.
- 4.5.6 Web-based Uniform, Equipment and Accessory Ordering and Management System (Online Uniform System (OUS))
- i. The Contractor must provide an electronic storefront (OUS) on a Contractor-hosted Internet site;
 - ii. The Contractor must maintain the customized OUS, which must be subject to review and approval by the Project Authority;



- iii. The Contractor must administer the OUS and process all orders placed by the CBSA employees and recruits via the web based system, with the use of the Contractor's online catalogue of uniform items, according to the CBSA Uniform, Equipment and Accessory Specifications;
- iv. The Contractor must provide an online, bilingual (English and French interfaces) ordering system for CBSA employees and recruits to place orders;
- v. The Contractor's OUS, in the event of failure, must be able to be recovered to its prior operational state within 12 hours. The Contractor's OUS, in the event of disaster, must be able to be reconstituted to its prior operational state with the last transaction committed to its database;
- vi. Short maintenance periods must be communicated in writing to the CBSA and agreed upon in advance by the Contractor and the Project Authority. All maintenance periods must be posted on the OUS main page in advance to advise CBSA employees and recruits;
- vii. The Contractor must reserve a section within the system for the CBSA to be able to add, modify or delete communiqués and updates, as approved by the Project Authority. This will include, but is not limited to, upcoming changes to staff, such as a removal, addition, or change to a component or allocation;
- viii. The Contractor must reserve a section within the system for CBSA communications and updates, as approved by the Project Authority. The Contractor's system must be able to send messages or show pop-ups upon login to different user groups;
- ix. Access to the Contractor's OUS must be restricted to authorized CBSA employees and recruits only, and must require a unique user account name and password for each CBSA employee and recruit. User accounts and passwords must be able to be reset by the Contractor and the Project Authority;
- x. The contents of the CBSA's Uniform, Equipment and Accessory Component Catalogue, must be maintained and kept up to date and made available for use within the Contractor's OUS;
- xi. The Contractor's OUS must:
 - a) Display the applicable acquisition value (in points and sales "monetary" value) as well as written and pictorial descriptions in both official languages (including front and back) of all currently available uniform components items available for order via individual point allocation or direct delivery system (for any established over-entitlement process to allow uniform ordering when the point allocation is exhausted);
 - b) Must be updated to reflect the new versions of the components when they are changed or substituted by the manufacturer; and
 - c) Update information within ten (10) calendar days after receiving written notification from the CBSA of a change or addition to the inventory of uniform items.
- xii. The Contractor's OUS must include in the online system, a measuring guide that is available in bilingual printable and video formats for use by CBSA employees and recruits;
- xiii. The Contractor must develop and maintain a Maintenance and Care user guide for all uniform, equipment and accessory components. The Contractor's OUS must provide access to the Contractor's Maintenance and Care user guide. The Maintenance and Care user guide must be available online within the Contractor's OUS and hardcopy. The Care and Maintenance guide must be available in both official languages. The care and maintenance guide must be available within sixty (60) calendar days of the introduction of a new, existing or updated component or piece of equipment;
- xiv. The Contractor's OUS must provide a bilingual, regularly updated online help guide with clear instructions, available in a printable format;
- xv. The Contractor's OUS must provide a complaint form available for electronic or hard copy submission, with a tracking number to facilitate the resolution process;



- xvi. The Contractor's OUS must provide the functionality to set tombstone data (such as financial coding fields, destination addresses, user account names, ranks, and language preference, specifically for the automatic order of French or English first Restricted items etc.) to mandatory fields so orders are not delayed. There must be a defined process in place to allow the Contractor or designated CBSA employees (e.g. CBSA Supervisors, Uniform Administrators or Uniform Issuance and Policy Unit employees) to enter or change these values;
- xvii. The Contractor's OUS must provide a personal information section where an individual's personal profile can be updated by an authorized user;
- xviii. The Contractor's secure OUS must provide an automated process for populating the Contractor's database with employee related data, including but not limited to the creation, updating and deletion/deactivation of User Profiles and related information, such as destination locations, cost centre information, etc., within the system in order to keep the system up to date with respect to current/active system users;
- xix. The Contractor's OUS must also have the capability to track orders, post back orders, generate reports, record uniform issue history by type of component, employee, recruit, region or other and allow the change of delivery location, in response to a transfer of an employee or recruit to a new region;
- xx. The Contractor's OUS must allow authorized CBSA employees (e.g. Supervisors, Uniform Administrators or Program Administrators) to produce reports to accurately identify order activity, cost, customer service activity or other. Reports must have a query-down capability in order to provide more detail on specific issues and highlight common issues or problem areas;
- xxi. The Contractor's OUS must provide a tracking system to monitor uniform entitlement usage for uniformed personnel, and advise the employee or recruit of the points available after the issuance of an item. The Contractor's system must ensure that maximum entitlement for each uniformed personnel is not exceeded when an order is being placed (i.e. uniformed personnel cannot carry a negative fund allotment). The Contractor must also provide a tracking system to monitor "sales" uniform entitlement usage for each CBSA uniformed personnel, and advise the uniformed personnel of the quantity available after the issuance of an item;
- xxii. The OUS must allow authorized CBSA employees and recruits to order uniform, equipment and accessory items and have the order delivered to the area identified or requested;
- xxiii. The Contractor's OUS must acknowledge all orders directly to the employee or recruit via email or electronic "alert" after an order has been received or that an item is on back order, with an expected delivery date of the order;
- xxiv. The Contractor's OUS must provide the ability to track an order from the time of receipt by the Contractor until delivery to the order recipient;
- xxv. The Contractor's OUS must provide access to historical data within the system to view previous orders and uniform items received by individual CBSA employees and recruits. The Contractor must maintain individual order history to simplify re-ordering;
- xxvi. The Contractor's OUS must provide the ability to order components individually or in bulk and custom orders when required;
- xxvii. The Contractor's OUS must provide the ability for CBSA employees on special assignment to order uniform items without affecting fund allocation for regular duties.
- xxviii. The Contractor's OUS must provide the ability for CBSA employees to place as many orders as desired as long as it is within their mode entitlements and points allocation.
- xxix. The Contractor's OUS must provide the ability for CBSA Supervisors and Program Administrators to place orders on behalf of employees and to place administrative and/or over allocation orders for these employees. These orders are to be subject to Program Administrator review and approval.



4.6 Information Management

- i. The Contractor's website must be compatible to allow access from the CBSA intranet site and align with the Government of Canada information management policies.

4.7 Data Management and Reporting

- i. The Contractor must manage and administer the OUS in accordance with the CBSA uniform, equipment and accessory allocation control system or any replacement methodology provided to the Contractor based on internal CBSA decision to revise the process over the duration of the Contract, such as but not limited to a decision to use funds, points, lifecycles, or a hybrid thereof as the method of uniform valuation. The Contractor must utilize its OUS to support this functionality;
- ii. The Contractor must create or update the CBSA Uniform, Equipment and Accessory Specifications based on the CBSA's acceptance and approval of any newly designed or redesigned uniform component item or fabric or design requirements. Updates must be completed and provided to the Technical Authority within thirty (30) days of the approved design or modification;
- iii. The Contractor must create and maintain an electronic database and maintain it for the duration of the contract, including a record of all CBSA Uniform, Equipment and Accessory Supply and Management transactions, including but not limited to all employee and recruit data, measurements, orders, returns, exchanges, shipments made and received, entitlement data, and any other information collected and processed;
- iv. The Contractor must provide, in an electronic medium compatible to the CBSA's systems, a copy of the Computer Database, at any time as reasonably requested by the Project Authority, and at the expiration or termination of the Contract, via email, USB Key, CD, or other secure information transfer method;
- v. The Contractor must populate its allocation control database with the necessary historical CBSA data pertaining to available uniform, equipment and accessory component items, user profiles and allocation rules prior to the commencement of CBSA usage of the OUS (described in Section 4.5.6);
- vi. The Contractor must continue to maintain its allocation control database in an up-to-date state (i.e. the creation of new system User Profiles for new CBSA uniformed personnel, and the deactivation of User Profiles, as required) in accordance with the methodology established in Phase 1;
- vii. The Contractor must support external audits of the OUS:
 - a) to confirm the adequacy of the OUS when audits are conducted on behalf of the Project Authority, for the duration of the contract;
 - b) to respond to audit findings and adjust the OUS accordingly during the contract period; and
 - c) to provide access, without delay, to ongoing audit and follow up reports in hard copy and electronic format.
- viii. The Contractor must utilize its allocation control database and any other information collected to determine the following:
 - a) identify any newly entitled CBSA personnel and provision the employees/recruit profiles with the correct initial uniform allocation based on the applicable rank, position, and/or mode;
 - b) identify any changes in a CBSA uniformed personnel's uniform allocation and make any corrective changes necessary to the employee or recruit's available point allocation (e.g. at fiscal year beginning, as a result of a job change, etc.);
 - c) track CBSA uniformed personnel point allocation usage for the duration of the contract;



- d) retain a history for all CBSA uniformed personnel, which includes sizing measurements, ordering history (including returns) and point allocation usage, language preference, and movement within job and/or uniform allocations for each uniformed personnel, as well as the dates where any changes occurred; and
- e) forecast usage for planning and program management purposes. These forecasts must be available to the CBSA Uniform Issuance and Policy Unit, for their review and comments.

5 REPORTING AND KEY PERFORMANCE INDICATORS

All reports and key performance indicators are to be provided by one of the following methods; e-mail, USB Key, CD, Secure electronic transfer (for example secure file transfer protocol) or hardcopy (when requested for audit purposes), at no additional cost to the CBSA.

- i. The Contractor must provide reports and analysis for any data collected and stored related to its provision of Uniform, Equipment and Accessory Supply and Management services to the CBSA such as, but not limited to, inventory holdings, ordering patterns and history, returns, exchanges, deliveries, pricing, or any other information collected by the Contractor for any time period, as requested by the CBSA.
- ii. The Contractor must establish and use a computerized tracking system suitable for immediate, up-to date reporting (real-time reporting is preferable), for the report types listed below. The Contractor must provide reports electronically according to the identified reporting frequency in Section 5.1.4, in an agreed-upon electronic format which must be compatible with CBSA systems (e.g. Microsoft Word and Excel) or, when requested, in paper format. These reports are to be received by the CBSA within 10 business days from the request.
- iii. User Point Allocation (upon CBSA request) - The Contractor must report on the status of each of the CBSA's uniformed personnel's uniform point allocation (i.e. remaining balances, overdrawn accounts, etc.) This report must be produced upon request from authorized CBSA personnel and maintained for the remainder of the contract for historical reference purposes:
 - a) For individual uniformed personnel;
 - b) For uniformed personnel in a delivery location;
 - c) For uniformed personnel in a region;
 - d) For uniformed personnel in an allocation group; and
 - e) For all uniformed personnel in the CBSA;
- iv. Inventory Levels (weekly and upon CBSA request) - The Contractor must report on inventory quantities in stock in real time showing the Contractor's current inventory levels by uniform, equipment and accessory item and size;
- v. Usage (upon CBSA request) - The Contractor must report on usage providing the information, organized by categories, such as, but not limited to, uniform item, allocation group, gender, location, cost centre, quantities per size or measurement, and previous usage quantities;
- vi. Cumulative Sales Statement (monthly with quarterly roll-up, or as requested by the CBSA) – The Contractor must provide the Project Authority and designated program administrators with a report of the cumulative total of all monthly sales. The report must provide the CBSA with information concerning the total quantity by region, by port of entry, by named uniformed personnel, item, size and value of goods sold;
- vii. Backorders (weekly with quarterly roll-up, or as requested by the CBSA) - The Contractor must provide the Project Authority with a report providing the status of back orders to include but not limited to item



- number, size, reason for delay, date of back orders, date back orders shipped, delivery date for future purchase orders;
- viii. Returns (monthly with quarterly roll-up, or as requested by the CBSA) - The Contractor must provide the Project Authority with a report on all return transactions. As a minimum, the following information must be captured: uniformed personnel's name and user account number, return order control number, item details, quantities returned, date of receipt of return, reason for return (classification in accordance with section 5.6 (ii)), resolution taken, date of resolution (e.g. date replacement items were shipped), and cost to the CBSA (if applicable and identifiable);
- ix. Complaints (monthly with quarterly roll-up, or as requested by the CBSA) - Complaints received by the Contractor's Client Service department are to be tracked. The Contractor must provide the CBSA with a report of: the date and source of the complaint; a description or an order number for which the complaint was received; detailed summary of the complaint; and resolution method taken to address the complaint;
- x. Service Delivery Report (Order Processing Time report) (monthly with quarterly roll-up, or as requested by the CBSA) – The Contractor must provide the Project Authority with a report for all deliveries made to all CBSA personnel, indicating the Order Processing Time as defined in Section 10.1.3 (iii) Service Standards. This report must clearly identify which orders were within and outside (with explanation) of the Order Processing Times described within Section 10.1.3(iii). This report must be provided to the Contract Authority and the Project Authority within ten (10) business days of the end of each month. Failure to provide this report or to provide the explanation will result in all the components to be deemed to fall outside the Order Processing Times;
- xi. Key Performance Indicators (monthly) – This report must include graphics such as pie charts, bar graphs etc., for ease of reference and understanding that include the following data:
- a) Total Sales per volume or quantity
 - Shown per volume/quantity
 - Per month
 - Colour-coded per year
 - b) Total Sales per dollar value
 - Bars show dollar value per month
 - Lines show cumulative sales spend per year
 - Both are colour-coded per year
 - c) Order processing times as per Section 10.1.3 (iii):
 - Shown by order type
 - Dollar value of order
 - Quantity of items in order
 - Date ordered
 - Date shipped (if partial shipments, must itemize all items and dollar values per shipping dates); if order is waiting to be shipped indicate “not complete”;
- xii. Error Free Order Processing Services Report (Quarterly, or as requested by the CBSA) – The Contractor must report on all deliveries made to all CBSA employees, indicating the type of order, order date, and shipping date, including partial shipment. The report should allow sorting by Cost Centre. This report must be provided to the Contract Authority and the Project Authority within fifteen (15) business days of the end of the quarter. The report must include:
- a) Number of error free orders
 - b) Number of orders with errors



- c) Type of error (wrong size sent, wrong item sent, wrong quantity sent, manufacturing defects, etc.)
 - d) Number of errors in coding returns
 - e) Type or return coding errors (wrong return code, wrong quantities returned, wrong components returned, etc.);
- xiii. On-line Ordering Website Analytics (Quarterly, or as requested by the CBSA) – The Contractor must report on website traffic. The report is to include visuals such as graphs. The report must include:
- a) Total visits to the ordering website (site traffic)
 - b) Total number of clicks a link receives
 - c) Average Click Through Rate
 - d) Average session duration
 - e) Page views per visit
 - f) Top searches / viewed item
 - g) Most popular day orders are placed
 - h) Most popular time of day orders are placed
 - i) Average order value
 - j) Total number of transitions
 - k) Conversion rate
 - l) Live chat sessions initiated (if applicable)
- xiv. Semi-annual reports (semi-annually or as requested by the CBSA) – The Contractor must report, on a semi-annual basis, or upon CBSA request:
- a) The quantities of uniform items ordered that fall outside the range(s) of standard sizing (i.e. made-to-measure orders);
 - b) Periodic measurement analysis on CBSA user profiles; and
 - c) Periodic adjustments to its standard sizing charts to include all ordered items that fall outside the existing sizing chart ranges.

5.1 As and When Required Reports

The following reports must be provided to the CBSA, in writing, upon occurrence:

5.1.1 Production Problem Report

This report must be provided to the CBSA as soon as the Contractor runs into a production or supply chain problem or shortage (which includes, but is not limited to falling below the agreed upon minimum stock levels) which may impact its ability to perform the Work set out in this SoW. The Contractor must track and report on production problems, shortages, delays and other significant issues which may impact the Contractor's ability to provide the items to CBSA employees as set out in the SoW.

Should this occur, the Contractor must first notify CBSA, in writing. After the CBSA has been notified, the Contractor must submit a problem report to the Contract and Project Authorities, which would include, but is not limited to:

- Nature of the problem;
- Why the problem occurred;
- Uniform items affected by the problem; resolution proposal and resolution date, and;



- Proposals to mitigate the issue.

5.1.2 Problem and Outage Report

This report must be provided to the CBSA as soon as the Contractor experiences disruptions to its online ordering system and/or its customer service department that affect the ability of CBSA employees to order uniforms on-line or reach customer service by phone, e-mail, or live chat. This includes, but is not limited to:

- Internet connectivity downtime;
- Unscheduled system patching;
- System outages;
- Other internet-related problems;
- Telephone switch downtime;
- Other telephone-related problems;
- Power outages;
- Building access problems;
- Availability of staff; and
- Building evacuations.

The report must include:

- Date;
- Time;
- Duration of outage;
- Detailed description of the issue; and
- Resolution, follow-up and future corrective actions to be taken.

5.1.3 End of contract reports

The following reports must be provided at least 30 calendar days before the end of the Contract or upon CBSA request:

- Orders placed but not yet shipped;
- Orders shipped but not yet invoiced; and
- Outstanding payments from the CBSA.

5.1.4 Report summary list

Report Name	Maximum Acceptable Processing Time
Orders Report	Real time, online
Items not Invoiced Report	Real time, online
Remaining Points Balance and Available Allocations Report	Real time, online
Dollar Value Allocation Report	Real time, online
Population Reports	Real time, online



Action Items Report	Weekly
Inventory Levels Report	Weekly
Status of Backordered Items Report	Weekly
Order Processing Times Report	Monthly
Customer Service Report	Monthly
Invoicing Report	Monthly
Key Performance Indicators Report	Monthly
Error Free Order Processing Services Report	Quarterly
On-line Ordering Website Analytics	Quarterly
Semi-Annual Report (quantities of uniform items ordered that fall outside the range(s) of standard)	Semi-annual or upon CBSA request
Semi-Annual Report (periodic measurement analysis on CBSA user profiles)	Semi-annual or upon CBSA request
Semi-Annual Report (periodic adjustments to its standard sizing charts to include all ordered items that fall outside the existing sizing chart ranges)	Semi-annual or upon CBSA request
Uniform Sales Report	Monthly
Returns Report	Monthly
Customer Satisfaction Report	As and when Requested by CBSA
Client Survey Report	For items in development and being tested by CBSA employees. As and when Requested by CBSA
Cancelled Orders Report	As when Requested by CBSA
Production Problem Report	As and when Required
Problem and Outage Report	As and when Required
End of Contract Report (Orders placed but not yet shipped)	One month prior to contract end or when requested by CBSA
End of Contract Report (Orders shipped but not yet invoiced)	One month prior to contract end or upon CBSA request
End of Contract Report (Outstanding payments from CBSA)	One month prior to contract end or upon CBSA request



End of Contract Report (Inventory and sales reports required to exercise buy-back requirements if applicable)	One month prior to contract end or upon CBSA request
Security Reports	As soon as an incident occurs

5.2 Client Support Services

- i. The Contractor must provide assistance to the CBSA to efficiently use the Contractor's ordering system, including but not limited to the Contractor's OUS.
- ii. The Contractor must establish and implement a method to facilitate queries and questions to the Contractor from CBSA employees and recruits.
- iii. Such client support processes must include (i) email and web-based support, (ii) telephone-based support and (iii) a secure electronic chat support. Also, the processes must include responses templates that demonstrate a clear understanding of how queries and questions will be dealt with and responded to, and the timeframes associated with the Contractor's response and resolution (as further described below in section 10.1).

5.3 Email and Web-Based Client Support

- i. For each query or question submitted by a CBSA employee or recruit to the Contractor via either a specifically designated email address or via a specific form within the OUS, the Contractor must ensure that a receipt acknowledgment email is sent back to the originator according to the timeframes established within Section 10.1.2 below, which addresses Performance and Service Standards;
- ii. At a minimum such acknowledgment email must contain the following information: 1. Acknowledgement of receipt of the query; 2 A client number assigned to the query to be used for response tracking purposes; 3. An estimated timeframe within which the Contractor must respond to the query/question; and 4. Contact information for additional questions or concerns.
- iii. The initial acknowledgement email must be in a bilingual format, whereas the subsequent response must be in the Official Language in which the query was submitted.

5.4 Telephone-based Client Support Service System

- i. The Contractor must provide a toll-free Client Support Help-line telephone service in both Official Languages;
- ii. At a minimum, the Client Support Help-line must be available for use from 8:00 a.m. to 10:00 p.m. (ET) Monday through Friday (excluding statutory holidays) these hours are herewith referred to as the Core (Business) Hours;
- iii. Core (Business) Hours: Telephone queries or questions must be answered promptly by either a Customer Service Representative or an answering machine to take a message. Telephone messages must be collected, addressed and responded to by the Contractor according to the timeframes established within section 10.1.2 below, which addresses Performance and Service Standards;
- iv. After (Business) Hours: Outside of the Client Support Help-line service hours (8:00 a.m. to 10:00 p.m. ET), the Contractor must provide a telephone messaging service in both Official Languages to record telephone messages received by the Contractor. Telephone messages must be collected, addressed and responded



to by the Contractor according to the timeframes established within section 10.1.2 below, which addresses Performance and Service Standards; and

- v. All responses to concerns or questions must be in the Official Language of Canada that is the caller's preference.

5.5 Electronic Chat Service

- i. The Contractor must provide a secure electronic chat option during Core Business hours. This secure chat option must meet the appropriate electronic security standards as designated by the CBSA.
- ii. This service must be offered in both official languages.
- iii. Responses to chat requests must be responded to within a minute.
- iv. This service must be able to deal with all necessary queries from CBSA employees and recruits, including but not limited to returns, product queries, orders and general queries.
- v. Transcripts for these queries must be made available to the Program Administrators upon request.

5.6 Return Services

- i. The Contractor must develop and implement a formal Returns process to allow CBSA employees and recruits to return any uniform, equipment or accessory items found to be damaged, defective, shipped in error or other, back to the Contractor. In order to facilitate this process, the Contractor must include with each order shipped to the CBSA employee or recruit a returns instruction guide, which must include a Return Form;
- ii. The Contractor must develop and maintain a Return Instructions Guide that is a user guide detailing the steps required of the CBSA employee or recruit to return a uniform, equipment or accessory item to the Contractor by initiating a RMA process. The Contractor's OUS must provide access to the Contractor's Return Instruction Guide, including a Return Form. The Return Instructions Guide and Return Form must be available online within the Contractor's OUS and integrated within its functions, allowing for the employees and recruits to receive a RMA without needing to contact its telephonic, email and online chat customer service. The Contractor must create a work flow process allowing for the issuance of RMAs for items that have been received beyond the regular process, subject to the Program Administrator's approval. The return form must be developed by the Contractor to facilitate the return process and must allow for the CBSA employees or recruits to clearly delineate one of the following reasons or justifications for returning uniform, equipment or accessory items:
 - Improper size sent by Contractor - Item size ordered does not match item delivered;
 - Incorrect item sent by Contractor - Item sent did not match the catalogue number ordered;
 - Manufacturer defect (including items being soiled or damaged in manufacturing or transit);
 - The item does not fit;
 - Item no longer needed (which would preclude it being replaced);
 - Other (To be jointly defined by the Project Authority and the Contractor).
- iii. Unless otherwise agreed to by the CBSA, the Contractor must correct and replace items returned at no additional cost to the CBSA. Contractor must retain all records of returned items for the duration of the Contract. Should the employee wish to return the goods for an incorrect fit reasons or as it is no longer needed, the CBSA will assume the shipping costs. The process implemented by Contractor must ensure accurate documentation of the time and date on which the return item(s) were received by the Contractor. The replacement of returned items must be measured in accordance with the Order



Processing Times for Return Orders. The return process listed above must be used by the Contractor to monitor its service level;

- iv. Return Service Labels: The Contractor must ensure that, at no additional cost to the CBSA, all returns are sent using a shipping method which includes a tracking number. In order to fulfill this requirement, the Contractor may choose to provide the CBSA with pre-paid Return Service Labels (which include a tracking number) in a sufficient quantity to facilitate returns, to be replenished as required on request of the CBSA. The Contractor may choose an alternative method to the above suggested option to fulfill this requirement. The Contractor will develop a way to integrate the return shipping tracking function allowing the employees and recruits to track the return of their package and the exchange shipment.
- v. The Contractor's OUS must, if possible, track the return shipments, connected to the shipping service website, similar to the outgoing orders.

5.7 Physical Security

- 5.7.1 Any security incidents related to physical tangible assets (e.g. any and all uniform components) on the contractor's premises and during delivery to the CBSA client must be reported as soon as possible to the Project Authority.
- 5.7.2 The contractor must maintain a log of all incidents of loss or theft of the physical tangible assets (e.g. pants, shirt or a combination thereof) for the period of the contract and for one year after the expiration or termination of this contract in order to provide support for investigations if and as required by the Project Authority.

6 AS AND WHEN REQUESTED PROFESSIONAL SERVICES

These services are in addition to the core services of the Contract, which are covered by the all-inclusive Line Item Mark-up (LIM) defined in the Basis of Payment of the Contract. These additional professional services are priced separately as defined within the Basis of Payment and may be requested by Canada by means of the issuance of a Task Authorization (TA) Form specifying the scope of work and timelines for completion, according to the TA Procedures as described in the Contract.

In addition to the provision of implementation, operation, support and maintenance services in support of the delivery of Uniform Supply and Management Services to CBSA, the Contractor must provide any combination of the following "as-and-when requested" Professional Services when requested to do so by Canada by means of the issuance of a TA Form. These "as-and-when requested" Professional Services can be requested during any phase of the Contract.

6.1 Training Services

The Contractor must provide on-site or online training services on an "As-and-when requested" basis. This training can be in the form of a Train-the-Trainer type initial training program, but may also be extended to include periodic ordering system orientation and uniform measurement sessions for new CBSA recruits as part of the CBSA Officer Induction Training Program (and will therefore coincide with CBSA intake periods for new recruits) and associated logistical support for distribution of uniform components. Other



training formats and or delivery locations may also be required. It is anticipated that topics may include but not be limited to:

- Creating and updating an user's profile within the OUS;
- Using the OUS to order uniform items and update uniform sizing information;
- Methods for initiating customer service and for proper return of a uniform item; and
- Uniform measurement clinic (i.e. how to measure or self-measure for a correct uniform fit);

6.2 Secure Destruction

- All uniform items that are to be disposed of, and/or discarded including those belonging to the category of Uniform Restricted Items cannot simply be discarded, donated or otherwise disposed of, therefore the CBSA requires a secure means to dispose of these items.
- The Contractor must provide upon CBSA request, secure recycling/disposal services, the type of which must be approved by the CBSA, for any uniform items including Uniform Restricted Items held by the Contractor (such as discontinued items, returned defective merchandise) and any items shipped back by the CBSA to the Contractor expressly for this purpose (such as a collection of discontinued, worn or unwearable items).
- The Contractor must perform periodic bulk destruction rather than per item destruction. When performing periodic destruction, the Contractor must ensure that the items being destroyed are kept in a secure location prior to the destruction.
- The Contractor must in all circumstances provide CBSA with a Certificate of Destruction electronically via email, USB Key, CD, hardcopy, or other secure electronic transfer methods to confirm completion and provide a separate appropriate audit trail for any such authorized destruction of all uniform items including Uniform Restricted Items during the Contract.

6.3 Tailoring Services

Tailoring services will be required during all phases of the Contract, on an "as-and-when-requested" basis and in accordance with the Basis of Payment.

6.4 Design and Engineering Services

Design and Engineering services are required during all phases of the Contract, and will be completed through a Task Authorisation as stated in Section 6.

- a) The Contractor must provide a Clothing Designer and Textile Expert as defined in Section 8 Professional Services Classification to work with CBSA on an as and when requested basis on any issues relating to clothing design and textile suitability, to facilitate the manufacturing and design requirements of the Uniform Issuance and Policy Unit, and to make recommendations on clothing design and product improvement (e.g. textile analysis, supply of textiles, custom embroidery, research products, etc.);



- b) The Contractor must design and engineer uniform item styles or design solutions in response to occasional user problems and/or new requirements in accordance with the CBSA's on-going requirements (e.g. fabric, durability, color, style and CBSA identification);
- c) The Contractor must, on an as and when requested basis, provide advice and recommendations on the appropriate procedure to be undertaken to provide uniform component items that meet the needs of individuals with special clothing requirements (e.g. alternative fabrics for individuals with allergies to a type of fabric or fabric dye, special sizing for medical reasons such as mastectomy, or to accommodate an insulin pump, etc.).
- d) The Contractor must, on an as and when requested basis, develop or revise designs, patterns, processes, or detailed specifications for uniform items.
- e) For any proposed new design or modification to existing uniform items, in order to first achieve initial approval to proceed with the development of a styling sample, the Contractor must submit the following to the Project Authority within fifteen (15) business days of receiving such a request (i.e. new item development or re-design) for signing approval by the Project Authority:
 - i. Virtual Styling Sample to demonstrate proposed fit and styling of the item, accompanied by fabric swatches and colour samples of the proposed construction material when requested by CBSA.
 - ii. The Technical Authority will provide comments, recommendations or approval (if warranted) in regards to each Virtual Styling Sample within thirty (30) business days after receipt of the Contractor's proposed Virtual Styling Sample and fabric swatches and colour.
- f) Once the Virtual Styling Sample for an item has been approved, the Contractor must submit to the Technical Authority, within thirty (30) business days of receiving approval of the Virtual Styling Sample, Styling Samples to fully demonstrate styling, fabric and construction for any proposed new or modification to uniform components to demonstrate any change in material, specification, or manufacturing systems of the current garments.
- g) The Technical Authority will provide comments, recommendations and approval (if warranted) in regards to each Styling Samples lot within thirty (30) business days after receipt, and the Contractor must incorporate any comments and recommendations into further Styling Samples, or Pre-Production Samples as CBSA may request.
- h) The Contractor must submit the following with each Styling Sample:
 - i. A copy of all test data and any other documentation which demonstrates that the requirements of uniform manufacturing are met, including, but not limited to, proposed dimensional charts, and algorithms.
 - ii. A sample tag that clearly indicates the garment number, garment specification, garment name and revision date; and
 - iii. Pricing information.
- i) The Contractor must secure approval from the CBSA Technical Authority for each Styling Sample or modification to a garment before proceeding to pattern development and the creation of Pre-Production Sample. Following approval of the Styling Sample by CBSA, the Contractor must proceed with pattern development within 30 calendar days.
- j) It is the Contractor responsibility to configure and maintain control of up to date patterns and markers (if applicable), both manually and electronically and advise the CBSA of any modifications that are made to these patterns and documents.



- k) The Contractor must create/update CBSA Uniform Specifications based on CBSA’s acceptance and approval of any newly designed (or redesigned) uniform item or fabric/design requirements. The CBSA Uniform Specification must be provided to the Technical Authority in both official languages.
- l) The complete styling package, including the Styling sample or garment modification sample, sizing sample(s), dimensional charts, grading charts, algorithms, design specifications, and illustrations must be submitted to the CBSA Technical Authority within 30 days of the receipt of final production sample (initial inventory).
- m) Once a production sample is approved by the CBSA (written approval by the Project Authority is required) the Uniform Specifications are finalized and CBSA reserves the right to reject any garments not conforming to the signed-off Uniform Specifications, and the Contractor is fully responsible to comply with the CBSA approved modified requirement.

7 DELIVERABLES

- i. The Contractor must submit to CBSA all deliverables or services as specified in each Project Phase.

7.1 Milestones and Dates

The CBSA requires the commencement of uniform ordering and supply services no later than one hundred and eighty(180) calendar days after contract award unless the incumbent contractor is the same as the successor contractor in which case the service is to start within one hundred and twenty (120) calendar days.

Specific deliverables and service requirements include, but are not limited to, the following:

Deliverable	Schedule
Phase 1 (Transition-In)	
Project Coordination Meeting(s)	Commencing within two weeks of Contract Award, ongoing, and as requested by the Project Authority
Best Practices Advice and Recommendations	As requested by the Project Authority
Contractor Transition-In Plan	Within thirty (30) calendar days following Contact award
CBSA Transition-In inventory received, warehoused and ready for distribution by the Contractor	In accordance with the Transition-In Plan
CBSA Data Migrated to Contractor system/database electronically via email, USB Key, CD, or other secure electronic transfer method.	In accordance with the Transition-In Plan



OUS ready for CBSA employee and recruit orders (tested and accepted)	Within ninety (90) calendar days of Contract award
User Training Support	As requested by the Project Authority
Progress Reports	Bi-weekly or as requested by the Project Authority
Phase 2 (On-going Uniform Supply and Maintenance services)	
Service Commencement Date	One hundred and eighty (180) calendar days after contract award unless the successor contractor is the same as the incumbent contractor, in which case the period is one hundred and twenty (120) days.
Ongoing Uniform, Equipment and Accessory Supply and Maintenance	As per Contract
Progress Reports	As requested by the Project Authority
Contract and Technical Review Meetings	As requested by the Project Authority
Contract and Technical Review Meeting Agendas (Bilingual format)	Distributed at least five (5) business days prior to a scheduled meeting
Bilingual Contract and Technical Review Meeting Minutes (Bilingual format)	Distributed within ten (10) business days after meeting date
Reports	<p><i>Monthly</i></p> <p>Delivered electronically via email, USB Key, CD, secure electronic transfer method, or hardcopy to the Project Authority within ten (10) business days after month end</p> <p><i>Quarterly</i></p> <p>Delivered electronically via email, USB Key, CD, secure electronic transfer method, or hardcopy to the Project Authority within ten (10) business days after end of quarter</p> <p><i>As required</i></p> <p>Delivered electronically via email, USB Key, CD, secure electronic transfer method, or hardcopy to the Project Authority within five (5) business days of request.</p>
Deliverable	Schedule
Phase 3 (Transition-Out)	



Contractor Transition-Out Plan	Within thirty (30) business days of CBSA's request
Transfer back of all CBSA data	In accordance with the Transition-Out Plan
Transfer of all existing uniform, equipment and accessory stock included within the Inventory Buy-Back (including any bulk fabric optioned by the CBSA)	In accordance with the Transition-Out Plan

7.2 Reporting and Communication

- 7.2.1 In addition to the timely submission of all deliverables and fulfillment of obligations specified within the Contract, the Contractor must facilitate and maintain regular communication with the Project Authority and the Technical Authority.
- 7.2.2 Communication is defined as all reasonable effort to inform all parties of plans, decisions, proposed approaches, implementation, and results of work, to ensure that the work is progressing well and in accordance with expectations. Communication may include (but is not limited to) telephone calls, email, mailings, and meetings.
- 7.2.3 The Contractor must provide a dedicated representative(s) to work with the Uniform Issuance and Policy Unit. Should the Project Authority determine that the representative(s) are not able to respond to the authorities requests in a reasonable timeframe, it can request that the Contractor provide additional support to the contract. Should the Contractor decline to add support to the contract, it is must explain to the Contract Authority why it is not meeting its service standards and must demonstrate how it will meet them in the future. If the Contractor continues to not meet its service standards, the Contract Authority may require it to add additional support to the contract.
- 7.2.4 **Surveys**
- i. In consultation with the Project Authority the Contractor must develop and administer client feedback surveys via the OUS. Survey topics may include, but are not limited to, satisfaction with the uniform, equipment and accessory components, delivery timeframes, service standards, usability of the system, etc. The Contractor may deliver the surveys via the same interface as the Contractor's OUS if the capacity exists.
 - ii. The Contractor must:
 - a. Administer client feedback surveys;
 - b. Collect and analyze responses within the completed surveys;
 - c. Provide the Project Authority with accurate and detailed results of the surveys; and
 - d. Based on the information collected and received from the completed client feedback surveys, the Contractor may be required to complete modifications or improvements to the OUS, processes, forms, or uniform, equipment or accessory components to the satisfaction of the Project Authority.



7.2.5 Delivery of Reports

- i. The Contractor must possess and maintain a computerized tracking system suitable for immediate as and-when requested, up-to-date reporting to the CBSA. The Contractor must produce and provide hard copies and/or electronic copies via email, USB Key, CD, or other secure electronic transfer methods. These reports must be provided in a format compatible with the CBSA's standard desktop processing software, currently, Microsoft Office Suite (Word, Excel, Outlook and PowerPoint), in the requested Official Language. The reports must present all requested information identified in sections 5 and 5.1 "Data Management and Reporting".

7.3 Meetings

7.3.1 The Contractor must attend Progress Review and Technical Review meetings with the Project Authority and/or its representatives to discuss day-to-day operations of the Contractor's service delivery to the CBSA, as well as review forecasts of the CBSA's ongoing requirements for uniform supply and management services. There will be a minimum of twelve (12) meetings per year at the discretion of the Project Authority. These meetings will occur on a regular basis and may be either in person or via teleconference. These meetings will be chaired by the Contractor.

7.3.2 General meetings will take place within CBSA facilities in the National Capital Region (NCR), in Ottawa, Ontario, Canada. Meeting attendance may be either in-person or via teleconference, at the Project Authority's discretion, unless specifically requested otherwise by the Project Authority at the time of meeting request. These meetings will occur on an as-and-when required basis, a minimum of once per year. These meetings will be chaired by the Project Authority.

7.3.3 Meeting agendas

- i. The Contractor must prepare both English and French agendas in consultation with the Project Authority and distribute the agenda for receipt at least five (5) business days prior to a scheduled meeting.
- ii. The Contractor must confirm meeting attendance with the Project Authority.

7.3.4 Meeting minutes

- i. The Contractor must record and distribute to the Project Authority, in English and French, the minutes from all meetings within ten (10) business days of the meeting.
- ii. The minutes will be used as a record of proceedings and decisions.
- iii. Meeting minutes must include, but are not be limited to, a summary of all action items, proposed response timelines and decisions.

7.4 Deliverable Format

7.4.1 The Contractor must provide that all reports and document-based deliverables under the Contract are provided in a format compatible with the CBSA's standard desktop processing software, currently,



Microsoft Office Suite (Word, Excel, Outlook and PowerPoint) electronically via email, USB Key, CD, or other secure electronic transfer methods.

7.4.2 The Contractor must transfer all of the CBSA data back from Contractor systems in an electronic medium compatible with the CBSA’s electronic systems, via email, USB Key, CD, or other secure electronic transfer methods. Any transferred copy of the CBSA’s data must be accompanied by an instruction manual describing the structure of any database and the method by which its contents may be accessed by the CBSA.

8 CONTRACTOR RESOURCE REQUIREMENTS

8.1 Resource Categories

- i. The Contractor must provide the services of named resources within each of the following Resource Categories:
- Project Manager (Contract’s single point of contact);
 - Inventory/Purchasing Report;
 - Customer Service Report;
 - Contract Manager;
 - Warehouse/Quality Control Manager;
 - Financial Specialist;
 - Information Technology Specialist;
 - Technical Writer;
 - Designer;
 - Textile Technologist;
 - Personal Protective Equipment Specialist.

PROJECT MANAGER	
MANDATORY REQUIREMENTS	
Resource Category	Business
Security Clearance at RFP closing	Reliability Status
Number of years in this specific category performing activities similar to those described in this table	5 years in the last 10 years
Number of years of Clothing and Textile Industry Expertise	Not mandatory



PROJECT MANAGER

	but relevant experience will be rated
Reference Projects Required	2 projects
Profile of Qualifications Required	Yes
Education	Graduation with a university degree or college diploma from a recognized post-secondary institution, or an acceptable combination of education, training, and/or experience.
Certification	Project Management Professional (PMP) PMP certification is desirable and additional points will be allocated to those who provide proof of PMP certification
Language	Fluent in English and in French
RATED REQUIREMENTS	
<p>The Project Manager should demonstrate experience in the activities described below. Experience in clothing industry is desirable and additional points will be allocated to resources who demonstrate their experience in this field. Concrete examples must be provided to demonstrate experience as listed below.</p>	
General Experience	<ul style="list-style-type: none"> a) Experience as a Project Manager for two projects of comparable scope and value; b) Experience interacting with team members, clients, and all other project management roles while ensuring project goals and objectives are achieved, and that issues are addressed and resolved; c) Experience gathering and organizing information in support of updates to documentation; d) Experience analyzing reason for discrepancies and identifying a course of action; e) Experience in configuration management, including verification of item configuration and establishment of baseline configurations; f) Experience attending meetings and reporting to client as required g) Experience in managing an online ordering system; h) Experience monitoring the transfer of activities ensuring clear communication between the different stakeholders involved;
Clothing and Textile Industry	The Project Manager should have experience on a minimum of two (2) supply chain and uniform management services projects similar in scope and scale as the CBSA's requirements that include managing the project



PROJECT MANAGER

Project Experience	during the transition-in, service commencement and ongoing operations and service phases by ensuring that resources are available, and that the project is developed and is fully operational within previously agreed time, cost and performance parameters. Resume must clearly show the extent of experience acquired and where and when this experience was acquired.
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INVENTORY/PURCHASING SPECIALIST

MANDATORY REQUIREMENTS

Security Clearance at RFP closing	Reliability Status
Number of years in this specific category performing activities similar to those described in this table	5 years in the last 10 years
Number of years of Clothing and Textile Industry Expertise	Not mandatory but relevant experience will be rated
Reference Projects Required	2 projects
Profile of Qualifications Required	Yes
Education	Graduation with a university degree or college diploma from a recognized post-secondary institution, or an acceptable combination of education, training, and/or experience.
Language	Fluent in English and/or in French

RATED REQUIREMENTS

The Inventory/Purchasing Specialist should demonstrate experience in the activities described below. Experience in clothing industry is desirable and additional points will be allocated to resources who demonstrate their experience in this field. Concrete examples must be provided to demonstrate experience as listed below.



INVENTORY/PURCHASING SPECIALIST

General Experience	<ul style="list-style-type: none"> a) Experience in planning and coordinating procurement activities including financial estimates and business requirements; b) Experience in planning, coordinating, preparing and controlling purchase orders and documentation to ensure inventory correspond to the Client's needs and plan; c) Experience in identifying potential problems and propose solutions; d) Experience in preparing a company to transition to a change in service and in managing the transfer of inventory by establishing procedures to ensure a smooth transfer of inventory and information.
Clothing and Textile Industry Project Experience	<p>The Inventory/Purchasing Specialist resource should demonstrate experience managing a minimum of two (2) supply chain management contracts in this function. Resume must clearly show the extent of experience acquired and where and when this experience was acquired.</p>

CUSTOMER SERVICE MANAGER

MANDATORY REQUIREMENTS

Security Clearance at RFP closing	Reliability Status
Number of years in this specific category performing activities similar to those described in this table	5 years in the last 10 years
Number of years of Clothing and Textile Industry Expertise	Not mandatory but relevant experience will be rated
Reference Projects Required	2 projects
Profile of Qualifications Required	Yes



CUSTOMER SERVICE MANAGER

Education	Graduation with a university degree or college diploma from a recognized post-secondary institution, or an acceptable combination of education, training, and/or experience.
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Language	Fully Fluent in both official languages (English and French)
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RATED REQUIREMENTS

The Customer Service Manager should demonstrate experience in the activities described below. Experience in clothing industry is desirable and additional points will be allocated to resources who demonstrate their experience in this field. Concrete examples must be provided to demonstrate experience as listed below.

General Experience	<ul style="list-style-type: none"> a) Experience in customer services and front-line operations, via phone and emails; b) Experience in managing a team of customer service agents, including the delivery of training and regular communications to ensure customers contacting them receive the appropriate answers; c) Experience in identifying issues, analyzing them, proposing solutions and transferring them to other staff when appropriate; d) Experience in managing a high level of complex requests; e) Experience in maintaining liaison with clients and technical staff to communicate the status of problem resolution to network users; log and track requests for assistance.
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Project Experience	The Customer Service Manager resource should demonstrate experience managing a minimum of two (2) supply chain management contracts in this function. Resume must clearly show the extent of experience acquired and where and when this experience was acquired.
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CONTRACT MANAGER

MANDATORY REQUIREMENTS

Security Clearance at RFP closing	Reliability Status
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CONTRACT MANAGER

Number of years in this specific category performing activities similar to those described in this table		5 years in the last 10 years
Number of years of Clothing and Textile Industry Expertise		Not mandatory but relevant experience will be rated
Reference Projects Required		2 projects
Profile of Qualifications Required		Yes
Education	Graduation with a university degree or college diploma from a recognized post-secondary institution, or an acceptable combination of education, training, and/or experience.	
Language	Fluent in English and in French	
RATED REQUIREMENTS		
<p>The Contract Manager should demonstrate experience in the activities described below. Experience in clothing industry is desirable and additional points will be allocated to resources who demonstrate their experience in this field. Concrete examples must be provided to demonstrate experience as listed below.</p>		
General Experience	<ul style="list-style-type: none"> a) Experience as a Contract Manager for two projects of comparable scope and value; b) Experience managing sub-contractor business relationships while ensuring contract requirements are met and transparency to client c) Experience interacting with team members, client representatives, and other project managers for the different components of a project to address issues and concerns, analyze the issues, recommend a course of action and to ensure client satisfaction with the service provided d) Experience monitoring and meeting key indicators in contract delivery, ensuring action is taken to address risk factors, and performance measurements framework is adhered to; e) Experience monitoring established processes to ensure compliance with the contract; <p>Experience in preparing a company to transition to a change in service;</p>	



CONTRACT MANAGER

Clothing and Textile Industry Project Experience	The Contract Manager should demonstrate experience in managing two (2) supply chain management contracts. Resume must clearly show the extent of experience acquired and where and when this experience was acquired.
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WAREHOUSE / QUALITY CONTROL MANAGER

MANDATORY REQUIREMENTS

Security Clearance at RFP closing	Reliability Status
Number of years in this specific category performing activities similar to those described in this table	5 years in the last 10 years
Number of years of Clothing and Textile Industry Expertise	Not mandatory but relevant experience will be rated
Reference Projects Required	2 projects
Profile of Qualifications Required	Yes
Education	Graduation with a university degree or college diploma from a recognized post-secondary institution, or an acceptable combination of education, training, and/or experience.
Language	Fluent in English and in French

RATED REQUIREMENTS

The Warehouse/Quality Control Manager should demonstrate experience in the activities described below. Experience in clothing industry is desirable and additional points will be allocated to resources who demonstrate their experience in this field. Concrete examples must be provided to demonstrate experience as listed below.	
General Experience	a) Experience in receiving, warehousing, material handling and distribution operations by initiating, coordinating, and enforcing program, operational, and personnel policies and procedures;



WAREHOUSE / QUALITY CONTROL MANAGER

	<ul style="list-style-type: none"> b) Experience in warehousing operations and contents and in establishing and monitoring security procedures and protocols; c) Experience in controlling inventory levels by conducting physical counts and reconciling with data storage system; d) Experience in completing warehouse operational requirements to the Client's satisfaction by scheduling and assigning employees; following up on work results; e) Experience in creating and maintaining Operational KPIs.
Project Experience	<p>The Warehouse / Quality Control Manager should demonstrate experience managing a minimum of two (2) large-scale supply chain management contracts in this function. Resume must clearly show the extent of experience acquired and where and when this experience was acquired.</p>

FINANCIAL SPECIALIST

MANDATORY REQUIREMENTS

Security Clearance at RFP closing	Reliability Status
Number of years in this specific category performing activities similar to those described in this table	5 years in the last 10 years
Reference Projects Required	2 projects
Profile of Qualifications Required	Yes
Number of years of Clothing and Textile Industry Expertise	Not mandatory but relevant experience will be rated
Education	Graduation with a university degree or college diploma from a recognized post-secondary institution, or an acceptable combination of education, training, and/or experience.



FINANCIAL SPECIALIST

Language	Fluent in English and in French
RATED REQUIREMENTS	
<p>The Financial Specialist should demonstrate experience in the activities described below. Experience in clothing industry is desirable and additional points will be allocated to resources who demonstrate their experience in this field. Concrete examples must be provided to demonstrate experience as listed below.</p>	
General Experience	<ul style="list-style-type: none"> a) Experience developing and implementing financial procedures; b) Experience tracking cost and reporting; c) Experience in invoicing a highly decentralized organization and making sure invoices, credits, payments and processes are accurate and effortless for the customers; d) Experience attending meetings and reporting to client as required; e) Experience planning and coordinating financial management activities including financial estimates and business requirements;
Project Experience	<p>The Financial Specialist should demonstrate experience managing the financial aspect of a minimum of two (2) large-scale supply chain management contracts. Resume must clearly show the extent of experience acquired and where and when this experience was acquired.</p>

INFORMATION TECHNOLOGY SPECIALIST

MANDATORY REQUIREMENTS	
Security Clearance at RFP closing	Reliability Status
Number of years in this specific category performing activities similar to those described in this table	5 years in the last 10 years
Reference Projects Required	2 projects
Profile of Qualifications Required	Yes
Number of years of Clothing and Textile Industry Expertise	Not mandatory



INFORMATION TECHNOLOGY SPECIALIST

	but relevant experience will be rated
Education	Graduation with a university degree or college diploma from a recognized post-secondary institution, or an acceptable combination of education, training, and/or experience.
Language	Fluent in English and in French. Bilingualism will be considered as an asset.

RATED REQUIREMENTS

The Information Technology Specialist should demonstrate experience in the activities described below. Experience in clothing industry is desirable and additional points will be allocated to resources who demonstrate their experience in this field. Bilingualism will also be considered an asset. Concrete examples must be provided to demonstrate experience as listed below.

General Experience	<ul style="list-style-type: none"> a) Experience in establishing an online ordering system; b) Experience creating and modifying code and software; c) Experience creating and modifying screens and reports; d) Experience in creating secure chat systems; e) Experience gathering and analyzing data to conduct studies to establish the technical and economic feasibility of proposed computer systems, and for the development of functional and system design specifications; f) Experience producing forms, manuals, programs, data files, and procedures for systems and/or applications; g) Experience verifying accuracy and completeness of programs by preparing sample data, and testing them by means of system acceptance test runs made by operating personnel. h) Experience correcting program errors by revising instructions or altering the sequence of operations. i) Experience testing instructions, and assembling specifications, flow charts, diagrams, layouts, programming and operating instructions to document applications for later modification or reference. j) Experience compiling reports and responding to client inquiries as required. <p>Specialties could include but are not limited to:</p> <p>ActiveX, ADS, ASP, BPWin, C++, CICS, Cold Fusion, CORBA, Crystal Reports, Delphi, EbXML, ERWin, HML, HTML, IBM DB2, IDMS, Impromptu, IMS, Informix, Ingres, J2EE, Java, JavaScript, JDBC, JSP, MIL-STD-498, MS Access, MS SQL, .NET, Netron/CAP, ODBC, OLAP, Oracle, Oracle CASE, Oracle Financials, Perl, PHP, PL/SQL, PowerBuilder,</p>
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INFORMATION TECHNOLOGY SPECIALIST

	Rational Rose, RPG, RUP, SAP, SQL Server, SQL*DBA, SQL*Forms, SQL*Menu, SQL*Net, SQL*Plus, SQL*Report, Sybase, TCP/IP, Unisys DBII, Unix, Visual Basic, Visual C++, XML
Project Experience	The Information Technology Specialist should demonstrate experience developing and managing an on-line ordering system of a minimum of two (2) large-scale supply chain management contracts. Resume must clearly show the extent of experience acquired and where and when this experience was acquired.

DESIGNER

MANDATORY REQUIREMENTS

Security Clearance at RFP closing	Reliability Status
Number of years in this specific category performing activities similar to those described in this table	5 years in the last 10 years
Reference Projects Required	2 projects
Profile of Qualifications Required	Yes
Number of years of Clothing and Textile Industry Expertise	5 years in the last 10 years
Education	Graduation with a university degree or college diploma from a recognized post-secondary institution, or an acceptable combination of education, training, and/or experience.
Language	Fluent in English and in French

RATED REQUIREMENTS

The Designer should demonstrate experience in the activities described below. Experience in clothing industry is mandatory. Concrete examples must be provided to demonstrate experience as listed below.



DESIGNER

<p style="text-align: center;">General Experience</p>	<ul style="list-style-type: none"> a) Experience managing the design and development of clothing and personal protective equipment b) Experience preparing new clothing production drawings, sealed samples and revising existing specifications, drawings, and evaluation of existing sealed samples; c) Experience reviewing and analyzing vendors and manufacturers clothing and personal protective equipment samples and testing results for compliance with given specifications and testing standards d) Experience preparing Design Brief for the design and purchase of prototypes and (or) samples. e) Experience investigating Unsatisfactory Condition Reports, Material Authorization Change Requests, Design Change/Deviation Requests, Requests for Waiver, Technical Failure Reports, etc. to determine their legitimacy and to make recommendations for reply. f) Experience creating or recommending revision of clothing scales of measurement in both Imperial and Metric measurements for inclusion in specifications, manufacturing data or purchase descriptions. g) Experience evaluating prototypes and commercial products to determine suitability. h) Experience evaluating clothing and personal protective equipment against technical specifications. i) Experience preparing or revising clothing information manuals and instructor manuals. j) Experience researching and monitoring emerging technologies and (or) products and (or) industrial capabilities for clothing.
<p style="text-align: center;">Project Experience</p>	<p>The Designer resource should demonstrate experience managing the financial aspect of a minimum of two (2) large-scale supply chain management contracts. Resume must clearly show the extent of experience acquired and where and when this experience was acquired.</p>

TECHNICAL WRITER

MANDATORY REQUIREMENTS

Security Clearance at RFP closing

Reliability Status



TECHNICAL WRITER

Number of years in this specific category performing activities similar to those described in this table	5 years in the last 10 years
Reference Projects Required	2 projects
Profile of Qualifications Required	Yes
Number of years of Clothing and Textile Industry Expertise	5 years in the last 10 years
Education	Graduation with a university degree or college diploma from a recognized post-secondary institution, or an acceptable combination of education, training, and/or experience.
Language	Very Fluent in French and English
RATED REQUIREMENTS	
The Technical Writer should demonstrate experience in the activities described below. Experience in clothing industry is mandatory. Concrete examples must be provided to demonstrate experience as listed below.	
General Experience	<ul style="list-style-type: none"> a) Experience analyzing material, such as specifications (technical Statement of Work/Requirement), notes, drawings, writing manuals, user guides and other documents to explain the requirement clearly and concisely; b) Experience writing, translating, modifying, validating and/or compiling documents such as technical publications, specifications, items descriptions, etc.; c) Experience creating accurate, complete and concise documentation to communicate the needs of the requirement; d) Experience in assimilating and conveying technical material in a concise, effective manner.
Project Experience	The Technical Writer should demonstrate experience managing a minimum of two (2) large-scale supply chain management contracts. Resume must clearly show the extent of experience acquired and where and when this experience was acquired.



TEXTILE TECHNOLOGIST

MANDATORY REQUIREMENTS

Security Clearance at RFP closing	Reliability Status
Number of years in this specific category performing activities similar to those described in this table	5 years in the last 10 years
Reference Projects Required	2 projects
Profile of Qualifications Required	Yes
Number of years of Clothing and Textile Industry Expertise	5 years in the last 10 years
Education	Graduation with a university degree or college diploma from a recognized post-secondary institution, or an acceptable combination of education, training, and/or experience.
Language	Fluent in English and in French

RATED REQUIREMENTS

The Textile Technologist should demonstrate experience in the activities described below. Experience in clothing industry is mandatory. Concrete examples must be provided to demonstrate experience as listed below.

General Experience	<ul style="list-style-type: none"> a) Experience supporting the design and development of textiles; b) Experience reviewing and analysing vendors and manufacturers textile samples, and testing results for compliance with given specifications and testing standards; c) Experience researching technical data to confirm accuracy and updating specifications, as required on these findings; d) Experience investigating Unsatisfactory Condition Reports, Material Authorization Change Requests, Design Change/Deviation Requests, Requests for Waiver, Technical Failure Reports, etc. to determine legitimacy and make recommendations for reply; e) Experience supporting preparation or revision of textile information manuals and instructor manuals;
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TEXTILE TECHNOLOGIST

	<p>f) Experience investigating designs, materials and processes and recommending solutions to identified technical problems through literature searches and in consultation with industry and technical experts;</p> <p>g) Experience evaluating prototypes and commercial products to determine suitability;</p> <p>h) Experience supporting compliance of environmental regulations regarding use and disposal of textiles;</p> <p>i) Experience researching and monitoring emerging technologies and (or) products and (or) industrial capabilities for textiles.</p>
Project Experience	<p>The Textile Technologist should demonstrate experience managing a minimum of two (2) large-scale supply chain management contracts. Resume must clearly show the extent of experience acquired and where and when this experience was acquired.</p>

PERSONAL PROTECTION EQUIPMENT TECHNOLOGIST

MANDATORY REQUIREMENTS

Security Clearance at RFP closing	Reliability Status
Number of years in this specific category performing activities similar to those described in this table	5 years in the last 10 years
Reference Projects Required	2 projects
Profile of Qualifications Required	Yes
Number of years of Clothing and Textile Industry Expertise	5 years in the last 10 years
Education	Graduation with a university degree or college diploma from a recognized post-secondary institution, or an acceptable combination of education, training, and/or experience.
Language	Fluent in English and in French



PERSONAL PROTECTION EQUIPMENT TECHNOLOGIST

RATED REQUIREMENTS

The Personal Protection Equipment Technologist should demonstrate experience in the activities described below. Experience in clothing industry is mandatory. Concrete examples must be provided to demonstrate experience as listed below.

General Experience	<ul style="list-style-type: none"> a) Experience supporting the design and development of personal protection equipment; b) Experience reviewing and analysing vendor and manufacturer personal protection equipment samples and testing results for compliance to given specifications and testing standards; c) Experience investigating Unsatisfactory Condition Reports, Material Authorization Change Requests, Design Change/Deviation Requests, Requests for Waiver, Technical Failure Reports, etc. to determine legitimacy and make recommendations for reply; d) Experience supporting preparation or revision of personal protection equipment information manuals and instructor manuals; e) Experience investigating designs, materials and processes and recommending solutions to identified technical problems through literature searches and in consultation with industry and technical experts; f) Experience evaluating prototypes and commercial products to determine suitability; g) Experience supporting the compliance of environmental regulations regarding use and disposal of personal protection equipment; h) Experience supporting preparations of maintenance/supply/repair and overhaul procedures and update notifications; i) Experience researching and monitoring emerging technologies and (or) products and (or) industrial capabilities for personal protection equipment.
Project Experience	<p>The Personal Protection Equipment Technologist should demonstrate experience managing a minimum of two (2) large-scale supply chain management contracts. Resume must clearly show the extent of experience acquired and where and when this experience was acquired.</p>

8.1.1 In addition to the above resources, the Contractor must provide a sufficient number of resources, with sufficient qualifications to complete the work in the time allotted. Sufficiency, qualifications, and categories of resources required must be determined by the Contractor. Should the Project Authority determine that the representative(s) are not able to respond to the authorities' requests in a reasonable timeframe, it can request that the Contractor provide additional support to the contract. Should the Contractor decline to add support to the contract, it is must explain to the Contract Authority why it is not meeting its service standards and must demonstrate how it will meet them in the future. If the Contractor



continues to not meet its service standards, the Contract Authority may require it to add additional support to the contract.

9 CONSTRAINTS

9.1 All Uniform Items including Uniform Restricted Items

- 9.1.1 All uniform, equipment or accessory components that contain the CBSA corporate signature, the Canada word-mark, or the heraldic badge are deemed to be Uniform Restricted Items. These items must be stored in a facility with proper access controls in place to properly safeguard them, inventory controls must be in place to accurately track their location at all times, and commensurate care must be used when shipping these items to CBSA employees or recruits authorized to receive them.
- i. Further, any uniform items including Uniform Restricted Items which have been either: (i) returned as damaged; or (ii) correspond to Uniform, Equipment and Accessory designs which have been discontinued by the CBSA must be properly destroyed in a manner acceptable to the Project Authority rather than simply disposed of by the Contractor.
 - ii. The Contractor must provide a Certificate of Destruction electronically via email, USB Key, CD, secure electronic transfer or hardcopy to confirm and provide a separate appropriate audit trail for any such destruction of uniform items including Uniform Restricted Items during the Contract.

- 9.1.2 Certification from the Contractor stating the following:

The Contractor must review the requirements of the SoW, in particular the requirements concerning the protection of personal information. The Contractor must ensure that personal information that is managed, accessed, collected, used, disclosed, retained, received, created, or disposed of in order to fulfil the requirements of the Contract must be treated in accordance with the *Privacy Act* R.S. 1985, c. P-21 (http://www.priv.gc.ca/leg_c/p_principle_e.asp) and Treasury Board privacy policies.

10 PERFORMANCE AND SERVICE STANDARDS

10.1 Service Standard Expectations

- 10.1.1 Online Uniform System Availability

- i. Scheduled maintenance activities related to the Contractor's OUS system functionality (i.e. patches, upgrades, and fixes) must only be scheduled outside of the Core Hours of usage (as defined below) or will be otherwise undetectable to the system end users. There must be a minimal impact to CBSA employees and recruits.
- ii. Emergency maintenance for patches, upgrades, and fixes, related to a security or service impacting issue, must be addressed, fixed and brought to the attention of the Project Authority as soon as possible.

- 10.1.2 Client Support Availability

The Contractor must provide the following access and availability to CBSA employees and recruits:



Support Hours of Access		
Access Periods	Days	Hours
Core Hours (Open)	Mon-Fri (excluding statutory holidays)	08:00 to 22:00 ET
After Hours (Closed)	Mon, Tues, Wed, Thurs, Fri	22:01 to 07:59 ET
	Sat-Sun	00:01- 24:00 ET
	Statutory holidays	00:01- 24:00 ET

Support Service		
Access Periods	Access Method	Response
Core Business Hours	Telephone Access	Initial call answered by live operator or voice mail in both Official Languages. Follow-up within one (1) business day, if required.
	Email Access	Automated first response in both Official Languages within two (2) hours of receipt of the query, follow-up within one (1) business day.
	Secure Electronic Chat	Response in the Official Language within one (1) minute of opening a session.
After Business Hours	Telephone Access	Initial call answered by voice mail with the option to leave a message in both Official Languages. Follow-up within one (1) business day.
	Email Access	Automated first response in both Official Languages within two (2) hours of receipt of the query, follow-up within one (1) business day.
	Secure Electronic Chat	Initial chat answered by message with the option to leave a message in both Official Languages. Follow-up within one (1) business day.



10.1.3 Order Delivery

In the provision of Uniform, Equipment and Accessory Supply and Management services to the CBSA, the Contractor must adhere to the CBSA’s required order processing service level(s), as described below:

- i. Error Free Order Processing: Each item shipped matches the order specifications. This encompasses both order accuracy (i.e. the item ordered matches the size specified or the sizing chart of the individual placing the order and the order contained the proper Uniform Item(s) as per catalogue number requested) and overall quality of the uniform, equipment and accessory items (i.e. uniforms are free of manufacturer’s defects); and
- ii. On-Time Order Processing: Each item ordered must be processed and shipped with a Contractor tracking number and within the Order Processing Times outlined in the table below. Order Processing Times will be determined and measured using the time the CBSA employee or recruit places the order with the Contractor (as recorded in the Contractor’s OUS) to the time the order is received by the shipping entity from the Contractor;

iii. Order Processing Timetable

Order Type	Maximum Acceptable Order Processing Time
Initial Allotment	Five (5) Business Days
Regular	Five (5) Business Days
Custom	Forty (40) Business Days
Returns	Five (5) Business Days
Rush	One (1) Business Day
Bulk-Small quantities (20 items and less)	Five (5) Business Days
Bulk-Large Quantities (over 21 items)	Ten (10) Business Days

10.1.4 Shipping Methods

The Contractor must:

- i. Ensure that uniform components are to be handed to the shipping company within the specified order processing time;
- ii. Use a shipping method which employs a tracking number system;
- iii. Use the batch shipment method described above;
- iv. All non-rush shipments by the Contractor should use a shipping method which guarantees shipping times which are equivalent to or exceed that of the “Expedited” service level offered by Canada Post;



- v. For non-rush shipments to remote locations, such as but not limited to Northern Canada, a shipping method which guarantees shipping times which, at a minimum, are equivalent to Canada Post's "Priority Post" should be used; and
- vi. Must provide tracking documents that allow for the reconciliation of the tracking numbers against the invoices.

For rush shipments the Contractor must use the fastest commercially reasonable method available.

11 INFORMATION AND TECHNOLOGY SECURITY

- i. In the event that CBSA data must be removed from the Contractor's site(s), devices, or media, pre-approval to do so must be obtained from the Project Authority.
- ii. CBSA data processed and/or stored on the Contractor's devices and media must be marked with the appropriate security classification in accordance with GoC policies, directives, standards, guidelines, etc. to indicate the highest level of sensitivity.
- iii. The contractor's IT infrastructure must be secure and have safeguards to protect CBSA information, These safeguards must be in accordance with the Policy on Government Security, the Directive on Security Management and its applicable supporting tools (e.g. Information Technology Security Control).
- iv. The OUS must use Canadian Centre for Cyber Security (CCCS) approved encryptions.
- v. The Contractor must ensure that all data processed, stored, maintained, derived and utilized by the OUS, including all online storage as well as data backups and archived data, reside in Canada.
- vi. Any incidents affecting the confidentiality, integrity, and availability of CBSA data processed and/or stored on the Contractor's devices and media as well as CBSA data received by email, courier, or registered mail from the CBSA must be reported as soon as possible to the Project Authority.
- vii. In the event of failure, the Contractor must be able to recover CBSA data processed and/or stored in the OUS to its prior operational state within twelve (12) hours.
- viii. In the event of disaster, the Contractor must be able to reconstitute CBSA data processed and/or stored in the OUS to its prior operational state with the last transaction committed to its database.
- ix. Administration, support, and use of the Contractor's devices that process and/or store CBSA data must be restricted to uniquely identifiable Contractor user accounts. These user accounts must have only the minimum access required for the performance of the previously mentioned duties. When no longer required, this access must be removed from these user accounts.
- x. The Contractor's devices that process and/or store CBSA data and the web site for the OUS must be protected by strong passwords (e.g. minimum 8 alpha-numeric characters with at least 1 uppercase letter, 1 lowercase letter, 1 number, and 1 symbol e.g. @) as well as follow the CBSA password guidance and enforce a limit of 5 consecutive invalid login attempts. Also, it must initiate a session lock that prevents further access and hides what was previously visible on the screen or in the CBSA user internet browser window after 15 minutes of inactivity or upon receiving a request from the user of the Contractor or CBSA client user account.
- xi. The Contractor's devices and the OUS must produce audit records that capture, at a minimum, the following events performed by Contractor and CBSA client user accounts:
 - a. Type (e.g. login, log off);
 - b. When (e.g. 2013-01-01 5:00am EST);



- c. Where (e.g. system ID);
 - d. Source (e.g. workstation ID);
 - e. Outcome (e.g. success, fail); and
 - f. Identity (e.g. user account ID).
- xii. The Contractor must protect Contractor and CBSA client user account audit records produced by their devices and the OUS from unauthorized access, modification, and deletion.
 - xiii. The Contractor must retain Contractor and CBSA client user account audit records produced by their devices and the OUS for the period of the contract and for one year after the expiration or termination of this contract in order to provide support for investigations if and as required by the CBSA Departmental Security Officer.
 - xiv. The Contractor's devices and the OUS must be able to generate reports for Contractor and CBSA client user account audit records in a readable format (e.g. Common Event Expression) that can be provided upon request on paper or electronically to the CBSA Departmental Security Officer.
 - xv. CBSA data processed and/or stored on the Contractor's devices and media must be segregated from other parties' data that are under contract with the Contractor. This also applies to CBSA data received by email, courier, or registered mail from the CBSA. Additionally, it must not be shared with other parties without approval to do so from the Project Authority.
 - xvi. The Contractor's devices and media that process and/or store CBSA data must have CCCS approved media encryption installed, configured, and used. If this is not possible, when at rest they must be locked in a Royal Canadian Mounted Police (RCMP) approved storage container and when in transit they must be locked in a RCMP approved briefcase. This also applies to CBSA data received by courier or registered mail from the CBSA.
 - xvii. The Contractor's devices processing and/or storing CBSA data must have CCCS approved email encryption installed, configured, and used. If this is not possible, a zip utility can be used to transmit data to and from the Project Authority provided that the password for files is shared through other means (e.g. telephone) as agreed upon between the Contractor and the Project Authority. In the event that this is not possible (e.g. file size is above 10mb), the Contractor must use two gum-sealed envelopes with a security marking appearing on the inner envelope only and the address appearing on both envelopes. The inner envelope must be marked "To be opened by addressee only". The envelopes must be sent only by courier or registered mail, with proof of mailing and a record of transit and delivery provided to the Contractor. If the use of envelopes is not possible, a double-wrap or box sealed with tape and covered with a wrapping is an acceptable alternative provided that the outer wrapping does not have a security marking.
 - xviii. Email shipping notifications sent by the Contractor's UOS must be able to be customized (e.g. only send order number with link to Canada Post tracking web site) by the Project Authority.
 - xix. In the event that the Contractor's devices need to be redeployed or repaired/replaced by an outside vendor, the Contractor must sanitize or physically destroy the hard disk drives, solid state drives, and/or internal memory on them in accordance with applicable CCCS guidance if they have processed and/or stored CBSA data. This also applies to other media that have archived CBSA data.
 - xx. Upon expiration or termination of this contract and after the return of CBSA data to the Project Authority, the Contractor must sanitize or physically destroy the hard disk drives, solid state drives, and/or internal memory on their devices in accordance with applicable CCCS guidance if they have processed and/or stored CBSA data. This also applies to other media that have archived CBSA data.



- xxi. A certificate of destruction that verifies that a CBSA data has been sanitized or physically destroyed in accordance with applicable CCCS guidance must be provided upon completion of either of these activities by the Contractor to the Project Authority. This certificate must contain a description of the CBSA data sanitized or physically destroyed, the date of sanitization or physical destruction, and the signature of the person who witnessed the sanitization or physical destruction. Additionally, the certificate must be retained by the Contractor for the period of this contract and for one year after the expiration or termination of this contract and after the return of CBSA data to the Project Authority in the event that it is required by the CBSA Departmental Security Officer.
- xxii. The network infrastructure that the Contractor's devices uses must be protected by a firewall and a regularly updated anti-malware product setup in accordance with applicable CCCS guidance. This also applies to the Contractor's devices when they are connected to the Internet.
- xxiii. The network infrastructure that the Contractor's devices uses must not be accessible wirelessly or remotely, unless protected through the use of an encrypted session or link setup in accordance with applicable CCCS guidance. This also applies to the Contractor's devices when they are connected to the Internet.
- xxiv. The Contractor must apply security patches and fixes to the software on their devices as soon as possible.
- xxv. The Contractor must implement required remediation actions to known vulnerabilities in the software on their devices as soon as possible.
- xxvi. The Contractor's devices and media must not be connected to any other Contractor system if they have processed and/or stored CBSA data. This also applies to CBSA data received by courier or registered mail from the CBSA.
- xxvii. The Contractor must monitor events on their devices and be able to detect attacks against these devices. Additionally, the Contractor must also be able to identify unauthorized use of these devices.
- xxviii. The Contractor's web site for the OUS must be setup in accordance with applicable CCCS guidance. Any connections to it from a CBSA user device internet browser must use TLS version 1.2 or higher protocols with CCCS approved encryption algorithms. Additionally, the Contractor's web site must not be configured to permit the ability to store a CBSA client user account name and password locally on a CBSA client user device.
- xxix. The Contractor must provide the Project Authority with full, unrestricted administrator accounts in the OUS in order to instantly create, modify, and delete CBSA client user accounts if and as required (e.g. employees hired, employees suspended, employees terminated, password resets, update user profile information, produce reports, order components, etc.). Additionally, the Project Authority must be able to set parameters for passwords associated with CBSA client user accounts (e.g. temporary passwords set to expire within seven (7) days).
- xxx. Passwords associated with CBSA client user accounts in the OUS, including those set during initial customization or configuration and those reset by the CBSA Administrators or the Contractor, must be strong passwords (e.g. minimum 8 alpha-numeric characters with at least 1 uppercase letter, 1 lowercase letter, 1 number, and 1 symbol e.g. @). Additionally, these passwords must:
 - a. Not accept:
 - i. a character repeated more than 3 times;
 - ii. an alphabet sequence (e.g. abcde) or a keyboard sequence (e.g. ghjkl);
 - iii. any dictionary words in any language;
 - iv. passwords that are the same or similar to the previous 24 passwords; and



- v. the user account name in any variation.
 - b. Enforce a minimum password lifetime of 24 hours.
 - c. Expire every ninety (90) calendar days unless changed by the user of the user account prior to the ninety (90) calendar day threshold.
 - d. Be masked (not displayed) during entry and cleared from the screen or login field in all cases of non-acceptance.
- xxxi. The OUS must require a CBSA client user to change their password for their account upon first use after initial customization or configuration or after the CBSA Administrator or Contractor has reset it.
- xxxii. CBSA client user accounts in the OUS must be able to be suspended after a maximum of five (5) consecutive invalid authentication attempts and must remain suspended until reactivated by the CBSA Administrator or Contractor. Additionally, a warning must be provided to the CBSA client user that their account will be locked out after five (5) failed consecutive invalid authentication attempts.
- xxxiii. The OUS must restrict CBSA client user accounts to only their profile and the associated data within. This does not apply to the Project Authority, who must have access to all CBSA client user accounts, their profile, and the associated data within.
- xxxiv. The OUS must automatically log off a CBSA client user account after 30 minutes of inactivity.
- xxxv. The Contractor must provide a user guide and an administrator guide that describes the use of security features/functions provided by the OUS to the Project Authority and keep these guides updated, ensuring that the Project Authority has up to date versions.

12 GOVERNMENT SUPPORT

- i. As required for the completion of the work, the CBSA will provide the following:
 - a. Access to the CBSA 's facilities, the Project and Technical Authority as required for the successful completion of the work;
 - b. Access to relevant documentation and reference materials to which the Contractor would not otherwise have access, including any necessary documentation related to the CBSA's Uniform Issuance and Policy Unit electronically via email, USB Key, CD or hardcopy;
 - c. Guidance and clarification to the Contractor regarding the CBSA's Uniform Issuance and Policy Unit policies or procedures;
 - d. Review of reports and other submitted deliverables, as required, and the provision of comments and suggested revisions, in a timely manner; and
 - e. Other assistance and support as appropriate.

13 LANGUAGE OF WORK

- i. The Contractor must ensure that all verbal and written progress reports and other communication with the CBSA are in the Official Language(s) specified by the Project Authority.
- ii. The Contractor must communicate effectively with CBSA employees and recruits in the Official Language preference expressed (English and French), including:
 - a. Email and other written correspondences with Contractor support and Help Desk personnel; and
 - b. Phone-based correspondences with Contractor support and Help Desk personnel; and
 - c. Secure chat correspondences with Contractor support and Help Desk personnel.



The Contractor's OUS must comply with the CBSA's obligations under the Official Languages Act, by providing all website and system user interfaces in both Official Languages (English and French).

14 TRAVEL

As required, the Contractor must attend face-to-face meetings with the Project and Technical Authorities at CBSA facilities within the National Capital Region (NCR) in Ottawa, Ontario, Canada. The Contractor is responsible for its own travel and accommodation costs and will not be reimbursed to attend meetings within the National Capital Region.

Additionally, the Contractor must attend the recruit induction training uniform issuance day at the CBSA College. The Contractor is responsible for its own travel and accommodation costs and will not be reimbursed to attend the uniform issuance days at the CBSA College.



APPENDIX A: DEFINITIONS

Batch Shipment	A delivery shipment containing more than one order within the shipment.
Bulk Order Items	Uniform clothing items bought in large quantities and distributed after delivery.
CBSA	The Canada Border Services Agency
CBSA Uniform Catalogue	The current collection of the CBSA uniform items, including the detailed design and manufacturing specification for each uniform item.
CBSA Specifications	Technical design or product documentation identified by the CBSA which outlines the design, construction, and manufacturing details of the product, including testing requirements, technical illustrations, and measurement charts.
Client	The Client can be both the CBSA personnel and the Uniform Issuance and Policy Unit.
Client Services	Client services are services provided by the contractor's contract management team to the program administrators in special circumstances (e.g. orders with special requirement, changes to allocation, special requests, etc.).
Communication	All reasonable effort to inform all parties of plans, decisions, proposed approaches, implementation, and results of work, to ensure that the work is progressing well and in accordance with expectations. Communication may include (but is not limited to) telephone calls, electronic mail, mailings, and meetings.
Contract Authority	<p>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.</p> <p>The Contracting Authority is Public Services and Procurement Canada.</p>
Custom Order	Orders for non-standard items, which may include, but are not limited to, components for uniformed personnel with allergies, or those requiring special alterations for medical reasons, as well as custom sizing for uniformed personnel outside of the standard size range. Custom order garments are to be made from the same design using a modified pattern manufactured specifically to fit the wearer's



	measurements and body shape. This may include creating a bespoke garment for the wearer.
Custom Tailoring / Alterations	The requirement to alter a contractor-provided garment to take it in or let it out, perform waistband adjustments, lengthening and/or shortening it to adjust the length, the hem or sleeve width and/or length.
GoC	Government of Canada
Incumbent	The entity (whether it is the CBSA or a previous Contractor) from whom the successor Contractor must receive materials and information during the transition of service delivery at the expiration of the Contract.
Manufacturer's Defects	<p>Manufacturer's Defects include, but are not limited to:</p> <p>Sewing defects – Needle damage, poor thread tension, skipped or missing stitches, seam failures, unbalanced stitches, open, gaping, puckering, twisting, and roped seams. Use of the improper seam type or application. Damage from the use of the incorrect needle type.</p> <p>Colour defects – Any colour/shade variance of the fabric/knit, trims, accessories, within one garment or amongst the inventory of garment(s) that deviates from the approved colour standard. Deviation from the approved colour palate for CBSA issued artwork and any imprint from the heat of pressing affecting the colour/shade.</p> <p>Sizing defects – Incorrect labelling, pattern grading, sizing algorithms and garment dimensions outside the tolerance identified in the approved sizing chart.</p> <p>Garment defects – Any broken closures, faulty zippers, loose buttons, broken elastics, incomplete stitching or uncut button holes, uncut threads, irregular hemming, or any uneven parts. Deviations in the application of pockets, trims (including the unauthorized substitution of trims), buttonholes, embroidery or cresting from the approved sample. Distortion caused by garment twisting, puckering, improper pressing, or deviations in construction.</p> <p>Fabric defects – Any deviation or unauthorized substitution from the approved fabric sample, cuts, holes, tears, runs, thin spots, visible snags, abrasion, missing yarn, contamination, dirt, soiling, and stains.</p> <p>Artwork defects – The use of colours outside of the approved artwork colour palate. Loose, skipped, or uneven embroidery threads or stitches, delamination of screened prints or transfers, and/or any unauthorized deviation from the CBSA approved artwork.</p>



	<p>Premature wear – includes items that do not last their expected lifecycle due to corrosion, fading, loss of elasticity, staining on the finish or new textile.</p>
Mode	<p>Refers to various methods of transportation (i.e. marine, air, rail and highway) or participation in a specialty group (e.g. detector dog handlers). Uniformed CBSA Border Services Officers (BSO) working in these various modes may be entitled to different uniform components based on the environment in which they work.</p>
Order Processing Times	<p>Order processing times will be determined and measured from the time the employee places the order (as recorded in the Contractor's secure OUS) to the time the order is received by the shipping entity from the Contractor.</p>
Priority Order	<p>A priority order has a special delivery requirement. It can be placed normally through the ordering website or through client services but is to be prioritized at the next regularly scheduled shipment date.</p>
Program Administrators	<p>CBSA National Uniform Issuance and Policy Unit employees</p>
Project Authority	<p>The CBSA representative 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.</p>
Regular Order	<p>A regular order has no special delivery or size requirements. It is placed normally through the ordering website or by phone and secure chat function.</p>
Restricted Items	<p>Items that bear the CBSA corporate signature, the Canada word-mark, or the CBSA heraldic badge or other items as designated from time to time by the CBSA for the duration of the Contract. Uniform components, equipment and accessories classed as a restricted item are subject to a requirement for secure destruction rather than disposal.</p> <p>The description for the Canada Wordmark can be found here: https://www.canada.ca/en/treasury-board-secretariat/services/government-communications/federal-identity-program/technical-specifications/official-symbols/canada-wordmark.html</p> <p>The description of to generate the Agency Signature can be found here: https://www.canada.ca/en/treasury-board-secretariat/services/government-communications/federal-identity-program/manual.html#toc11</p>



	<p>The CBSA Heraldic badge description can be found here : https://www.cbsa-asfc.gc.ca/agency-agence/herald-armoiries-eng.html</p>
Return Merchandise Authorization (RMA)	<p>A numbered authorization provided by the Contractor to permit the return of a product. Returns may be due to manufacturer defect and/or incorrect sizing.</p> <p>The initiation of the Return Merchandise Authorization process alerts the Contractor to the return and the CBSA can use the Return Merchandise Authorization number to inquire on the progress of a return.</p>
Rush Order	<p>An order that has a special delivery requirement. It can be placed normally through the online system or directly by the Program Administrators and must be shipped as soon as possible, outside the normal shipping cycles, within the specified timelines indicated above (Section 10.1.3 (iii)).</p>
Statement of Work (SOW)	<p>A narrative description of the work required which stipulates the deliverables or services required to fulfill the contract. It defines the task to be accomplished or services to be delivered in clear, concise and meaningful terms.</p>
Styling Sample	<p>A prototype sample for the purposes of demonstrating a new or revised uniform item design, provided by the Contractor to the CBSA for approval prior to developing a Pre-Production Sample.</p>
Successor	<p>The entity (whether it is the CBSA or a new Contractor) to whom the incumbent Contractor must provide materials and information to during the transition of service delivery at the expiration of the Contract.</p>
Technical Authority	<p>The person designated by the Project Authority to deal with technical issues.</p>
User Profile	<p>Information relating to a CBSA employee or recruit (i.e. end user) of the Contractor's OUS, including user account name, password, rank, location of delivery, uniform allocation and uniform measurements.</p>
Web-based Uniform, Equipment and Accessory Ordering and Management System (Online Uniform System (OUS))	<p>An electronic, bilingual (English and French interfaces) storefront on the internet hosted and maintained by the Contractor that enables CBSA employees and recruits to order uniform apparel, equipment and accessories.</p>



APPENDIX B: APPLICABLE DOCUMENTS

The following documents provide guidance for the provision of Uniform Supply and Management Services. The Contractor must conform to and maintain working knowledge of the Government of Canada requirements, including, but not limited to, all amendments, any superseding instruments, and any subsequent requirements (i.e. regulations, directives, standards, etc.):

- i. *The Official Languages Act:*
<https://laws-lois.justice.gc.ca/eng/acts/o-3.01/>
- ii. *The Privacy Act:*
<https://laws-lois.justice.gc.ca/eng/acts/p-21/fulltext.html>
- iii. *Access to Information Act:*
<https://laws-lois.justice.gc.ca/eng/acts/a-1>
- iv. *The Policy on Privacy Protection:*
http://www.tbs-sct.gc.ca/Pubs_pol/gospubs/TBM_128/CHAP1_1-2_e.asp
- v. *The Personal Information Protection and Electronic Documents Act:*
<https://laws-lois.justice.gc.ca/eng/acts/p-8.6/FullText.html>
- vi. *Treasury Board of Canada Secretariat Standard on Web Accessibility:*
<https://www.tbs-sct.gc.ca/pol/doc-eng.aspx?id=23601>
- vii. *Policy on Access to Information:*
<https://www.tbs-sct.gc.ca/pol/doc-eng.aspx?id=12453>
- ix. *Directive on Service and Digital*
<https://www.tbs-sct.gc.ca/pol/doc-eng.aspx?id=32601>
- x. *Policy on Service and Digital*
<https://www.tbs-sct.gc.ca/pol/doc-eng.aspx?id=32603>
- xi. *Policy on Government Security*
<https://www.tbs-sct.gc.ca/pol/doc-eng.aspx?id=16578>
- xii. *Directive on Security Management*
<https://www.tbs-sct.gc.ca/pol/doc-eng.aspx?id=32611>
- xiii. *Standard for Encryption*
<https://cyber.gc.ca/en/guidance/cryptographic-algorithms-unclassified-protected-and-protected-b-information-itsp40111>



APPENDIX C: HISTORICAL SALES REPORT

See attached document entitled Appendix C, Historical Sales Report



APPENDIX D: UNIFORM CATALOGUE

See attached document entitled Appendix D, List of Specifications



APPENDIX E: ALLOCATION TABLES

1. Student Border Services Officer

Allocation Type	Maximum quantity issued	Lifecycle (in years)	Approval required
Clothing			
Tops			
Duty shirt – short-sleeve	Total of 4 any combination	1	
Duty shirt – long-sleeve			
V-neck sweater	1	1	
Outerwear			
Coveralls	1	1	
High-visibility vest	1	5	
Pants			
Duty pants	3	1	
Accessories			
Gloves - slash resistant (pair)	1	1	
Name tag - fabric (pair)	1	1	
Name tag - metal (pair)	1	3	
Protective footwear	1	1	Yes
Protective/Defensive Equipment and Accessories			
Baton holder (swivel or straight draw)	1	5	
Duty belt (inner, outer, 6 keepers)	1	5	
Defensive spray holder	1	5	
Reflective Velcro patch for soft body armour (front and back)	1 (pair)	5	
Soft body armour	1	5	
Stamp holder	1	2	



2. Officer Recruit – CBSA College Rigaud – Officer Induction Training Program (OITP)

Allocation Type	Maximum quantity issued	Lifecycle (in years)	Approval required
Clothing			
Headwear			
Baseball cap – navy	1	1	
Tuque	1	3	
Tops			
Athletic wear – t-shirt	2	Lifetime	
Athletic wear – hoodie	1	Lifetime	
Duty shirt – short-sleeve	Total of 5 any combination	1	
Duty shirt – long-sleeve			
V-neck sweater	1	1	
Quilted bomber liner	1	5	
Outerwear			
Bomber jacket	1	5	
Coveralls	1	1	
Bottoms			
Athletic wear – pants	1	Lifetime	
Duty pants	3	1	
Accessories			
Name tag – fabric (pair)	1	1	
Name tag – metal (pair)	1	3	
Protective footwear	1	1	Yes
Rank epaulettes (pair)	1	Lifetime	
Gloves – slash resistant (pair)	1	1	



Tie (clip-on or dress)	1	5	
Gloves – winter (pair)	1	1	
Protective/Defensive Equipment and Accessories			
Baton holder (swivel or straight draw)	1	5	
Defensive spray holder	1	5	
Duty belt (inner, outer, 6 keepers)	1	5	
Firearm holster (mounting plate, mid-rise)	1	5	
Hearing protection	1	5	
Magazine holder	1	5	
Magazine loader	1	5	
Reflective Velcro patch for soft body armour (front and back)	1 (pair)	5	
Safety glasses	1	3	
Safety glasses case	1	3	
Soft body armour	1	5	
Stamp holder	1	2	

3. Officer Trainee – Port of Entry – Officer Induction Development Program (OIDP)

Allocation Type	Maximum quantity issued	Lifecycle (in years)	Approval required
Clothing			
Tops			
Duty shirt - long-sleeve	1	1	
Duty shirt -short-sleeve	1	1	
Hybrid polo	4	1	
Thermal undershirt	2	1	
Outerwear			
Coveralls	1	1	
Fleece jacket or soft shell jacket	1	5	
High-visibility vest	1	5	
Bottoms			
Duty pants	3	1	
Thermal long johns	2	1	
Accessories			
Cap badge (for fur hat)	1	Lifetime	
Protective footwear	1	1	Yes



Protective/Defensive Equipment and Accessories			
Cable lock	1	5	
Duty belt harness (suspenders)	1	2	
Knee pads	1	1	
Mid-rise mounting plate	1	5	
Reflective Velcro patch for soft body armour (front and back)	1 (pair)	5	
Soft body armour	1	5	
Stamp holder	1	2	
UBL pad	1	3	

4. Intelligence and Enforcement Branch

4.1 National Border Operations Centre

4.1.1 Border Operations Centre - Manager, Shift Supervisor, Senior Program Officer, Junior Program Officer

4.1.2 National Targeting Centre – Manager, Shift Supervisor, Senior Program Officer, Targeting Officer, Program Officer Development, Junior Program Officer

4.1.3 Warrant Response Centre – Manager, Shift Supervisor

Allocation Type	Maximum quantity issued	Lifecycle (in years)	Approval required
Clothing			
Tops			
Duty shirt - short-sleeve	Total of 6 any combination	1	
Duty shirt – long-sleeve			
V-neck sweater	1	1	
Bottoms			
Duty pants	5	1	
Accessories			
Cargo belt	1	1	
Name tag – metal (pair)	1	3	
Tie (clip-on or dress)	1	5	
Rank epaulettes (pair)	2	1	

4. Intelligence and Enforcement Branch

4.2 Intelligence and Enforcement Operations Division

4.2.1 Immigration Holding Centre Officer

Allocation Type	Maximum quantity issued	Lifecycle (in years)	Approval required
Clothing			
Headwear			
Baseball cap - navy	2	1	
Tuque	1	3	
Tops			
Duty shirt – short-sleeve	Total of 6 any combination	1	
Duty shirt – long-sleeve			
Hybrid polo			
Thermal undershirt	2	1	



Quilted bomber liner	1	5	
Outerwear			
Bomber jacket	1	5	
Soft shell jacket or fleece	1	5	
Bottoms			
Duty pants	5	1	
Thermal long johns	2	1	
Accessories			
Name tag – fabric (pair)	1	1	
Name tag – metal (pair)	1	1	
Protective footwear	1	1	Yes
Rank epaulettes (pair)	2	1	
Slash resistant gloves	1	1	
Tie (clip-on or dress)	1	5	
Winter gloves	1	1	
Protective/Defensive Equipment and Accessories			
Baton holder (straight or swivel draw)	1	5	
Cable lock	1	5	
Defensive spray holder	1	5	
Duty belt (inner, outer, 6 keepers)	1	5	
Duty belt harness (suspenders)	1	2	
Firearm holster	1	5	
Hearing protection	1	5	
Magazine holder	1	5	
Magazine loader	1	5	
Mid-rise mounting plate	1	5	
Reflective Velcro patch for soft body armour (front and back)	1 (pair)	5	
Safety glasses	1	3	
Safety glasses case	1	3	
Soft body armour	1	5	
UBL pad	1	3	

4. Intelligence and Enforcement Branch

4.2 Intelligence and Enforcement Operations Division

4.2.2 Inland Enforcement Officer

4.2.3 Intelligence Officer

4.2.4 Criminal Investigator

4.2.5 Supervisor

4.2.6 Manager

4.2.7 Assistant Director

Allocation Type	Maximum quantity issued	Lifecycle (in years)	Approval required
Clothing			
Headwear			
Baseball cap - navy	2	1	
Fur hat	1	Lifetime	
Tuque	1	3	
Tops			



Duty shirt – short-sleeve	Total of 6 any combination	1	
Duty shirt – long-sleeve			
White shirt – short-sleeve*			
White shirt – long-sleeve*			
Hybrid polo			
Thermal undershirt	2	1	
Quilted bomber liner	1	5	
Outerwear			
Bomber jacket	1	5	
Signature field jacket	1	5	
Bottoms			
Duty pants	3	1	
Thermal long johns	2	1	
Accessories			
Cap badge (for fur hat)	1	Lifetime	
Name tag – fabric (pair)	1	1	
Name tag – metal (pair)	1	1	
Protective footwear	1	1	Yes
Rank epaulettes (pair)	2	1	
Slash resistant gloves	1	1	
Tie (clip-on or dress)	1	5	
Winter gloves	1	1	
Protective/Defensive Equipment and Accessories			
Baton holder (straight or swivel draw)	1	5	
Cable lock	1	5	
Concealment belt	1	3	
Concealment firearm holster	1	5	
Concealment magazine holster	1	5	
Defensive spray holder	1	5	
Duty belt (inner, 6 keepers)	1	5	
Duty belt harness (suspenders)	1	2	
Firearm holster	1	5	
Hearing protection	1	5	
Magazine holder	1	5	
Magazine loader	1	5	
Mid-rise mounting plate	1	5	
Reflective Velcro patch for soft body armour (front and back)	1 (pair)	5	
Safety glasses	1	3	
Safety glasses case	1	3	
Soft body armour	1	5	
UBL pad	1	3	

*Manager and Assistant Director only.



5. Human Resources Branch

5.1 Training and Development Directorate – Canada Border Services Agency College

5.1.1 Border Services Instructor (In-Class Training)

Allocation Type	Maximum quantity issued	Lifecycle (in years)	Approval required
Clothing			
Headwear			
Baseball cap - navy	2	1	
Tuque	1	3	
Fur hat	1	Lifetime	
Tops			
Duty shirt - short-sleeve	Total of 6 any combination	1	
Duty shirt - long-sleeve			
Hybrid polo			
Thermal undershirt	2	1	
V-neck sweater	1	1	
Quilted bomber liner	1	5	
Outerwear			
Bomber jacket	1	5	
Coveralls	1	1	
High-visibility vest	1	5	
Fleece jacket or soft shell jacket	1	5	
Bottoms			
Thermal long johns	2	1	
Duty pants	5	1	
Accessories			
Name tag – fabric (pair)	1	1	
Name tag – metal (pair)	1	3	
Cargo belt	1	1	
Cap badge (for fur hat)	1	Lifetime	
Protective footwear	1	1	Yes
Rank epaulettes (pair)	2	1	
Gloves – slash resistant (pair)	1	1	
Tie (clip-on or dress)	1	5	
Gloves – winter (pair)	1	1	
Protective/Defensive Equipment and Accessories			
Baton holder (swivel or straight draw)	1	5	
Cable lock	1	5	
Defensive spray holder	1	5	
Duty belt (inner, outer, 6 keepers)	1	5	
Duty belt harness (suspenders)	1	2	
Firearm holster (mounting plate, mid-rise)	1	5	
UBL pad	1	3	
Knee pads	1	1	
Hearing protection	1	5	
Magazine holder	1	5	
Magazine loader	1	5	



Reflective Velcro patch for soft body armour (front and back)	1 (pair)	5	
Safety glasses	1	3	
Safety glasses case	1	3	
Soft body armour	1	5	
Stamp holder	1	2	

5. Human Resources Branch

5.1 Training and Development Directorate – Canada Border Services Agency College

5.1.2 Firearm and Use of Force Instructor

Allocation Type	Maximum quantity issued	Lifecycle (in years)	Approval required
Clothing			
Headwear			
Baseball cap - navy	2	1	
Baseball cap - red	2	1	
Tuque	1	3	
Fur hat	1	Lifetime	
Tops			
Duty shirt - short-sleeve	Total of 6 any combination	1	
Duty shirt - long-sleeve			
Hybrid polo			
Quilted bomber liner	1	5	
Thermal undershirt	2	1	
T-shirt crested	2	1	
V-neck sweater	1	1	
Outerwear			
Bomber jacket	1	5	
Coveralls	1	1	
Sweatshirt	2	1	
High-visibility vest	1	5	
Fleece jacket or soft shell jacket	1	5	
Bottoms			
Duty pants	Total of 5 any combination	1	
Sweatpants			
Thermal long johns	2	1	
Accessories			
Name tag – fabric (pair)	1	1	
Name tag – metal (pair)	1	3	
Cargo belt	1	1	
Cap badge (for fur hat)	1	Lifetime	
Protective footwear	1	1	Yes
Rank epaulettes (pair)	2	1	
Gloves – slash resistant (pair)	1	1	
Tie (clip-on or dress)	1	5	
Gloves – winter (pair)	1	1	
Protective/Defensive Equipment and Accessories			
Baton holder (swivel or straight draw)	1	5	
Defensive spray holder	1	5	



Duty belt (inner, outer, 6 keepers)	1	5	
Duty belt harness (suspenders)	1	2	
Concealment belt	1	3	
Concealment firearm holster	1	5	
Concealment magazine holder	1	6	
Firearm holster (mounting plate, mid-rise)	1	5	
Cable lock	1	5	
Knee pads	1	1	
UBL pad	1	3	
Hearing protection	1	5	
Magazine holder	1	5	
Magazine loader	1	5	
Reflective Velcro patch for soft body armour (front and back)	1 (pair)	5	
Safety glasses	1	3	
Safety glasses case	1	3	
Sawfly kit	1	3	
Soft body armour	1	5	
Stamp holder	1	2	

5. Human Resources Branch

5.1 Training and Development Directorate – Canada Border Services Agency College

5.1.3 Manager (Detector Dog Training Program, Main Campus Training Delivery, Satellite Campuses Training Delivery)

5.1.4 Associate Director (Detector Dog Training Program, Main Campus Training Delivery, Satellite Campuses Training Delivery)

Allocation Type	Maximum quantity issued	Lifecycle (in years)	Approval required
PENDING			

6. Border Services Officer (including Marine Mode and Detector Dog Service and Supervisor), Superintendent, and Chief

Allocation Type	Maximum quantity issued	Lifecycle (in years)	Approval required
Clothing			
Headwear			
Baseball cap - navy	2	1	
Tuque	1	3	
Fur hat	1	Lifetime	
Wide Brim Hat*	2	1	
Tops			
Duty shirt - long-sleeve	Total of 6 any combination	1	
Duty shirt - short-sleeve			
Hybrid Polo			
Quilted bomber liner	1	5	
Thermal undershirt	2	1	
V-neck sweater	1	1	
Outerwear			



Bomber jacket	1	5	
Coveralls	1	1	
Fleece jacket or soft shell jacket	1	5	
High visibility vest	1	5	
Bottoms			
Duty pants	5	1	
Thermal long johns	2	1	
Cargo shorts*	3	1	
Accessories			
Name tag – fabric (pair)	1	2	
Name tag – metal (pair)	1	5	
Cargo belt	1	1	
Cap badge (for fur hat)	1	Lifetime	
Protective footwear	1	1	Yes
Rank epaulettes (pair)	2	1	
Gloves – slash resistant (pair)	1	1	
Tie (clip-on or dress)	1	3	
Gloves – winter (pair)	1	2	
Protective/Defensive Equipment and Accessories			
Baton holder (swivel or straight draw)	1	5	
Defensive spray holder	1	5	
Duty belt (inner, outer, 6 keepers)	1	5	
Duty belt harness (suspenders)	1	2	
Firearm holster (mounting plate, mid-rise)	1	5	
Hearing protection	1	5	
Cable lock	1	5	
Knee pads	1	1	
Magazine holder	1	5	
Magazine loader	1	5	
Reflective Velcro patch for soft body armour (front and back)	1 (pair)	5	
Safety glasses	1	3	
Safety glasses case	1	3	
UBL pad	1	3	
Soft body armour	1	5	
Stamp holder	1	2	

*Marine mode only.

7. Executive

Allocation Type	Maximum quantity issued	Lifecycle (in years)	Approval required
Clothing			
Headwear			
Baseball cap - navy	2	1	
Tuque	1	3	
Fur hat	1	Lifetime	
Tops			
White shirt - long-sleeve	Total of 6 any combination	1	
White shirt - short-sleeve			
Hybrid Polo			



Quilted bomber liner	1	5	
Thermal undershirt	2	1	
V-neck sweater	1	1	
Outerwear			
Bomber jacket	1	5	
Fleece jacket or soft shell jacket	1	3	
High visibility vest	1	5	
Bottoms			
Duty pants	5	1	
Thermal long johns	2	1	
Accessories			
Name tag – fabric (pair)	1	1	
Name tag – metal (pair)	1	3	
Cargo belt	1	1	
Cap badge (for fur hat)	1	Lifetime	
Protective footwear	1	1	Yes
Rank epaulettes (pair)	2	1	
Gloves – slash resistant (pair)	1	1	
Tie (clip-on or dress)	1	5	
Gloves – winter (pair)	1	1	
Protective/Defensive Equipment and Accessories			
Baton holder (swivel or straight draw)	1	5	
Defensive spray holder	1	5	
Duty belt (inner, outer, 6 keepers)	1	5	
Duty belt harness (suspenders)	1	2	
Firearm holster (mounting plate, mid-rise)	1	5	
Hearing protection	1	5	
Cable lock	1	5	
Knee pads	1	1	
Magazine holder	1	5	
Magazine loader	1	5	
Reflective Velcro patch for soft body armour (front and back)	1 (pair)	5	
Safety glasses	1	3	
Safety glasses case	1	3	
UBL pad	1	3	
Soft body armour	1	5	
Stamp holder	1	2	



APPENDIX F : BUSINESS RULES

1. Database

1.1 CBSA HR Database

1.1.1 Process

CBSA will send on a regular basis an HR database.

The Contractor will create a secure FTP site (SFTP) for the regular upload of HR data and possibly the exchange of other documents (frequency TBD).

1.1.2 Information

The following information will be received:

- **Unique Identifier (PRI)**
 - Format: 8 numeric characters
- **Last Name**
 - Max Length: 40 characters, alpha
- **First Name**
 - Max Length: 40 characters, alpha
- **Gender**
 - Format: "M" or "F" (alpha)
- **Status**
 - Format "Active" or "Inactive" (alpha)
- **Preferred Language**
 - Format: "E" or "F" (alpha)
- **Email Address**
 - Max 255 characters free text
- **Substantive Group and Level**
 - 2 alpha, 1 numeric with – in between
- **Substantive Job Title English**
 - Length: 40 characters, free text
- **Substantive Job Title French**
 - Length: 40 characters, free text
- **Substantive Job Abbreviation**
 - Format 3 alpha / 3 numeric characters (3 letters followed by 3 numbers e.g. FBC012)
- **Substantive Position Reports to Group and Level**
 - 2 alpha, 1 numeric with – in between



- **Substantive Position Reports to Job Abbreviation**
 - Format 3 alpha / 3 numeric characters (3 letters followed by 3 numbers)
- **Current Cost Centre Number**
 - Format 9 numeric characters
- **Current Branch / Region**
 - Format alpha
- **Current Directorate / District Format alpha**
 - Format free text, max 100
- **Current Unit / Port of Entry**
 - Format free text, max 100

1.1.3 Manual changes to the HR data

If the HR data is changed outside of the HR download, the information will be “locked” in the system (i.e. not take into account of future HR downloads) for a period of **3 months**, unless the new download reflects the new changes.

Until the changes are available on the Program Administrator (“God Profile”) online, the process for a request:

- The CBSA Program Administrator will send to the Contractor, via email, the changes, on a daily basis (if applicable) format sent is the same format as the Master File of HR data.
- The Contractor will proceed with the change manually on the HR data.
- The change will be locked for a period of **3 months**, as explained above.

1.1.4 Available profiles on the HR data

All profiles (Employees, Immediate Supervisors, Regional Administrators, Program Administrators (“God Profiles”) will be generated by the HR data.

Program Administrators will be created with the PRI and HR data.

1.2 Position Hierarchy MASTER LIST

The Position Hierarchy Master List is used to determine the next hierarchy Job Level / Job Code of a specific Job Level / Job Code combination.

CBSA will send an update, if required.

The list contains the following fields:

- **Job Level**
- **Job Code**
- **Job Title (English)**
- **Job Title (French)**



- **Reports to Level**
 - If the REPORT TO LEVEL is the Uniform Program System Administrator, it will be indicated as “ADM”
- **Reports to Job Abbreviation Code**
 - If the REPORT TO LEVEL is the Uniform Program System Administrator, it will be indicated as “Uniform Program”
- **Cost Centre**
 - This information is no longer required as the Recruits in Rigaud do not appear in the HR database
- **Web Access**
 - Indicates if the Job Level / Job Code combination has an IP address restriction to access the Contractor’s website – IP restrictions are for individuals with access to other accounts than their own.
- **Allocation**
- **Rank Restriction: Will be Item #, once these are created.**

1.3 COST CENTRE MASTER LIST

This file specifies the relation between the Cost Centre Number, with the Port of Entry / District and Region.

The file format is as follows:

- **Region Code**
 - This represents the Region or Branch
- **Region Description (English)**
 - The maximum number of characters is 60
- **Region Description (French)**
 - The maximum number of characters is 60
- **District Code**
 - This represents the District or Directorate
- **District Description (English)**
 - The maximum number of characters is 60
- **District Description (French)**
 - The maximum number of characters is 60
- **Cost Centre / Centre de coût Code**
 - This represents the Cost Centre number
- **Unit / Port of Entry Description (English)**
 - The maximum number of characters is 60
- **Unit / Port of Entry Description (French)**
 - The maximum number of characters is 60



1.4 MASTER FILE: SHIPPING ADDRESSES

This list represents the different work addresses related to Cost Centres.

The file format is as follows:

- **Region**
 - This represents the Region or Branch
- **District**
 - This represents the District or Directorate
- **Office Name**
- **Cost Centre**
- **Address Line 1**
- **Address Line 2**
- **Address City**
- **Address Province**
- **Address Postal Code**
- **Phone**
- **Phone Ext.**
- **UA Last Name**
 - If applicable, the name of the contact person at the specific address
- **UA First Name**
 - If applicable, the name of the contact person at the specific address
- **UA Phone #**
 - If applicable phone number of the UA
- **Alternate UA Last Name**
 - If applicable, the name of the alternate contact person at the specific address
- **Alternate UA First Name**
 - If applicable, the name of the alternate contact person at the specific address

1.5 Database Download File transfer of HR data

- Type of file used:
 - The Contractor will create a secure FTP site (SFTP) for the regular upload of HR data and possibly the exchange of other documents (frequency TBD).
- File Type: Excel
- File transferred between parties by: Secure FTP



- Frequency of the update:
 - Monthly at launch, with a frequency of once a week beyond launch.

1.5.1 Update process

HR Data will be updated by the Contractor, following receipt of the HR data. A

A list of personnel with access to the SFTP site has been submitted to the Contractor. This list must be updated by CBSA when required.

1.5.2 Actions following download

For employees that become deactivated following a database download (HR Data indicates employee is 'inactive'):

- Current open orders are automatically cancelled
- Access to the website is cancelled

Employees that are transferred in the HR with invalid data will not be updated. An invalid data report will be made available to CBSA (format to be discussed) so that they can address any issues immediately (CBSA/LU to discuss process). Invalid data could be, for example:

- Inexistent Job Code / Job Level
- Inexistent Cost Centre
- Missing Gender
- Missing Email address

2 Hierarchy (System users)

There are four (4) levels of Hierarchy in the system

- Employee
- Immediate Supervisor
- Regional Uniform Administrators (called "Regional Administrators" in the system)
- Uniform Program Administrator (called "Administrators" in the system)

2.1 Hierarchy Rights (Exception orders)

There are three (3) levels of Hierarchy in the system for 'exception' orders placed for Uniformed Personnel:

- Employee
- Immediate Supervisor
- Uniform Program Administrator



At Launch, only the Uniform Program System Authority will be able to place exception orders, via four (4) types of ordering:

- Over allocation order (i.e. representing the same items available to order by the employee)
- Administrator ordering for employees: (i.e. representing all items available in the wardrobe, not taking into account gender or restriction rules)
- Temporary job change (i.e. items typically restricted to an employee but required for short term assignments)
- Operational readiness (i.e. basic item requirements needed to fulfill duties of a uniformed position, often used to outfit employees for surge capacity)

2.2 Hierarchy Rights (Bulk Orders)

There are two (2) levels of Hierarchy in the system for 'exceptions' to BULK orders placed by Regional Uniform Administrators (UA):

- Regional Uniform Administrators (at launch Regional UAs will be able to search all employees, and place bulk orders for a limited number of select components, such as defensive equipment accessories and uniform components.
- Uniform Program System Authority

Note: At launch, a limited list of items will be available to order by the Regional Uniform Administrator.

3 Shipping Address

Shipping of packages will be at work, according to the SHIPPING ADDRESSES Master File.

4 Web site

4.1 Access rights

Only active employees can access the website, but Supervisors will have the ability to make returning employees 'active' (and lock the info in for 3 months).

Changes to the HR data will only be available once the business rules in regards to Allocation changes are confirmed (e.g. if an employee changes allocation, for example).

See 8.6

4.2 First Login procedures

1. Users will access the Contractor's website. www. .com/cbsa-asfc
2. Users will select their language of choice
3. Users will click on the "Is this your first login? Click here" hyperlink
4. Users will sign-in to the Online Uniform System(OUS) by inputting their PRI and their Email Address



5. Users will follow the first login procedure where they must enter Personal Questions and Answers, Password, etc.

4.3 Website Address

The website address is www.xxxxx.suffix/cbsa-asfc which will have the Login Page with the CBSA identification.

4.4 1st Login (Page)

4.4.1 Privacy Notice statement

The privacy notice statement will be the following. It will be displayed at first login and employees must click “I agree” to give consent and access the next step.

This will not be required for any future logins.

English:

Privacy Notice Statement

Your name and biometric information (i.e. gender, measurements, etc.) are collected and used by the CBSA’s Uniform Program to procure uniform components from the Contractor, and for inventory life-cycle management purposes. Your information will be transmitted and stored securely, and will only be used and disclosed for the purposes for which it has been collected or a consistent purpose, except where disclosure is required by law. Your information will be retained by the Uniform Program for up to six years after its last administrative use, as per CBSA record disposition authority 2015/008.

The personal information provided on this form is protected under the provisions of the [Access to Information Act](#) and the [Privacy Act](#) and is retained and used as described in the Treasury Board Secretariat’s [Standard Personal Information Bank PSE 901](#).

Right of Access

You may informally request access to your personal information by contacting the Uniform Program. You may formally request access to your personal information, or to corporate records related to or created by the Uniform Program by contacting the [CBSA Access to Information and Privacy \(ATIP\) Division](#).

Right of Redress

If you are concerned about this program’s collection, use, disclosure or retention of your personal information, you may contact the [CBSA’s ATIP Division](#). If you wish to make a formal complaint concerning your personal information, you may do so in writing to the [Office of the Privacy Commissioner of Canada](#).

Consent

By submitting your personal information, you are consenting to its collection, use and disclosure in accordance with the Privacy Notice Statement.

[Canada Border Services Agency - Terms and Conditions](#)



French:

Énoncé de confidentialité

Le Programme des uniformes à l'Agence des services frontaliers du Canada (ASFC) a besoin de recueillir et d'utiliser votre nom et vos renseignements biométriques (sexe, mesures, etc.) aux fins d'acquisition de composantes de l'uniforme auprès de le contracteur et de gestion de la durée de vie utile des composantes. Vos renseignements seront transmis et stockés de façon sécuritaire, et ils seront uniquement utilisés et divulgués aux fins invoquées ou à des fins compatibles, sauf dans les circonstances où la loi exige leur divulgation. Le Programme des uniformes conservera vos renseignements jusqu'à six ans suivant leur utilisation à des fins administratives, conformément à l'autorisation de disposer des documents 2015/008 de l'ASFC.

Les renseignements personnels fournis sont protégés par la [Loi sur l'accès à l'information](#) et la [Loi sur la protection des renseignements personnels](#). Ils seront conservés et utilisés tel que décrit dans le fichier de renseignements personnels ordinaire [POU 901 du Secrétariat du Conseil du Trésor](#).

Droit d'accès

Vous pouvez demander officieusement au Programme des uniformes d'accéder aux renseignements vous concernant, ou vous pouvez faire une demande formelle d'accès à vos renseignements personnels ou à des dossiers de l'Agence liés au Programme des uniformes ou créés par ce dernier auprès de la [Division de l'accès à l'information et de la protection des renseignements personnels à l'ASFC](#).

Droit de recours

Si vous avez des inquiétudes à l'égard de la collecte, de l'utilisation, de la divulgation ou de la conservation de vos renseignements personnels par le Programme des uniformes, veuillez communiquer avec la [Division de l'accès à l'information et de la protection des renseignements personnels à l'ASFC](#). Si vous souhaitez déposer une plainte officielle relativement à vos renseignements personnels, veuillez le faire par écrit auprès du [Commissariat à la protection de la vie privée du Canada](#).

Consentement

En fournissant vos renseignements personnels, vous consentez à leur collecte, à leur utilisation et à leur divulgation aux termes du présent énoncé de confidentialité.

[Avis – Agence des services frontaliers du Canada](#)

4.4.2 Every Login (Acknowledgment)

Message will be available before each login indicating that points and garments are property of CBSA.

The points allotted to you through the Canada Border Services Agency (CBSA) Uniform Supply System are the property of CBSA. They are provided to you for the sole purpose of acquiring uniform components to perform your individual duties and are not for personal or any other use.

Les points qui vous ont été attribués à travers le Système d'approvisionnement en uniformes de l'Agence des services frontaliers du Canada (ASFC) sont la propriété de l'ASFC. Ils vous sont alloués dans le seul but d'acquérir les composantes d'uniformes pour accomplir vos tâches individuelles et non à des fins personnelles ou pour toutes autres raisons.



4.4.3 First Login (Employee)

A note will be added indicating that, if there is incorrect information, they must send a request to have it changed in the HR data.

The information that will appear in the first login is the following.

Each field is Modifiable or Not Modifiable. If Modifiable, indication if it is mandatory or optional

- **Last Name**
 - Not Modifiable
- **First Name**
 - Not Modifiable
- **Preferred Language (Communications)**
 - Information comes from the HR database download.
 - Modifiable at first login, will not revert back to download
- **Immediate Supervisor**
 - Modifiable, Mandatory
 - The List of Immediate Supervisors available comes from the MASTER LIST: HIERARCHY LEVELS.
 - Employees will see the first Report to Level first, and then the second / third level (if applicable)
 - The List of Supervisor is for the Employees' REGION only (in relation to the Cost Centre relation from the Cost Centre in the download)
- **Shipping Address**
 - Modifiable, Mandatory
 - The Master File of Shipping Addresses is the MASTER LIST SHIPPING ADDRESSES
 - The REGION for an employee comes from the HR DATA (in relation to the Cost Centre relation from the Cost Centre in the download)
- **Work Phone Number (Optional)**
 - Modifiable, optional
 - A minimum of 10 digits can be entered
 - The field allows the entry of an extension.
- **Alternate Phone Number (Optional)**
 - Modifiable, optional
 - A minimum of 10 digits can be entered
 - The field allows the entry of an extension.

4.5 Employee Profile

4.5.1 Employee Profile Fields, viewed by the Employee

The following information will appear in the Employee Profile, viewed by the employee. Fields are indicated as Modifiable or Not Modifiable.



- **Last Name**
 - Not Modifiable
- **First Name**
 - Not Modifiable
- **Gender**
 - Not Modifiable
- **Preferred Language (Communications)**
 - Modifiable
- **Name Tag Display**
 - Not Modifiable
 - Based on Protocol – Protocol available in an information box.
- **Immediate Supervisor**
 - Modifiable
 - The List of Immediate Supervisors available comes from the MASTER LIST: HIERARCHY LEVELS
 - Employees will see the first Report to Level first, and then the second / third level (if applicable)
 - The List of Supervisor is for the Employees' REGION only (in relation to the Cost Centre relation from the Cost Centre in the download)
- **Cost Centre**
 - Not Modifiable
- **Region / Branch**
 - Not Modifiable
- **Directorate / District**
 - Not Modifiable
- **Port of Entry / Unit**
 - Not Modifiable
 - This is in relation to the Cost Centre, based on the COST CENTRE MASTER LIST.
- **Shipping Address**
 - Modifiable
 - The list of locations can be selected from all available Shipping Addresses within the employee's REGION (in relation to the Cost Centre relation from the Cost Centre in the download)
 - The Master File of Shipping Addresses is the MASTER LIST SHIPPING ADDRESSES
 - The REGION for an employee comes from the HR DATA (in relation to the Cost Centre relation from the Cost Centre in the download)
- **Group and Level**
 - Not Modifiable
 - This is the Substantive Group and Level
- **Job Abbreviation**
 - Not Modifiable
 - This is the Substantive Job Abbreviation



- **Allocation Information**
 - Not Modifiable
 - This is determined by the Substantive Group and Level
- **Work Email Address**
 - Not Modifiable
- **Work Phone Number (Optional)**
 - Modifiable, optional
 - A minimum of 10 digits can be entered
 - The field allows the entry of an extension.
- **Alternate Phone Number (Optional)**
 - Modifiable, optional
 - A minimum of 10 digits can be entered
 - The field allows the entry of an extension.

4.5.2 Employee Profile Fields, viewed by the Immediate Supervisor

The following information will appear in the Employee Profile, viewed by the Immediate Supervisor. Fields are indicated as modifiable or not modifiable.

- **PRI**
 - Not Modifiable
- **Last Name**
 - Not Modifiable
- **First Name**
 - Not Modifiable
- **Gender**
 - Not Modifiable
- **Status**
 - Modifiable
 - Indicates if the employee is Active or Inactive
- **Preferred Language (Communications)**
 - Modifiable
- **Name Tag Display**
 - Not Modifiable (Lock in information permanently, or until Administrator profile amends)
 - Based on Protocol
- **Immediate Supervisor**
 - Not Modifiable
- **Cost Centre**
 - Not Modifiable



- **Region / Branch**
 - Not Modifiable
- **Directorate / District**
 - Not Modifiable
- **Port of Entry / Unit**
 - Not Modifiable
 - This is in relation to the Cost Centre, based on the COST CENTRE MASTER LIST.
- **Shipping Address**
 - Modifiable
 - The list of locations can be selected from all available Shipping Addresses within the employee's REGION (in relation to the Cost Centre relation from the Cost Centre in the download)
 - The Master File of Shipping Addresses is the MASTER LIST SHIPPING ADDRESSES
 - The REGION for an employee comes from the HR DATA (in relation to the Cost Centre relation from the Cost Centre in the download)
- **Group and Level**
 - Not Modifiable
 - This is the Substantive Group and Level
- **Job Abbreviation**
 - Not Modifiable
 - This is the Substantive Job Abbreviation (or the administrative post created by the administrator)
- **Allocation Information**
 - Not Modifiable
 - This is determined by the Substantive Group and Level (or administrative position)
- **Mode**
 - Modifiable
- **DTA - Allergy, Medical, Thigh Holster**
 - NOT Modifiable
 - This field may only indicate that the employee has requirements.
- **Work Email Address**
 - Not Modifiable
- **Work Phone Number (Optional)**
 - Not Modifiable
 - A minimum of 10 digits can be entered
 - The field allows the entry of an extension.
- **Alternate Phone Number (Optional)**
 - Not Modifiable
 - A minimum of 10 digits can be entered
 - The field allows the entry of an extension.



4.5.2.1 Employee Profile Fields, viewed by the Uniform Program System Authority (called the Administrator in the database)

The following information will appear in the Employee Profile, viewed by the System Administrator. Fields are indicated as Modifiable or Not Modifiable.

If the information is not according to the latest HR data, a note will be indicated.

- **PRI**
 - Not Modifiable
 - Written requests can be sent to the Contractor, indicating the old PRI and the new PRI. A request must also be sent to HR so that the next HR extract reflect the correct PRI.
- **Last Name**
 - Modifiable
- **First Name**
 - Modifiable
- **Gender**
 - Modifiable
- **Status**
 - Modifiable
 - Indicates if the employee is Active or Inactive
- **Preferred Language (Communications)**
 - Modifiable
- **Name Tag Display**
 - Modifiable (Lock in permanently or until Supervisor or God profile amends)
 - Based on Protocol
- **Immediate Supervisor**
 - Modifiable
- **Cost Centre**
 - Modifiable – a change to this fields results in a change to the employee’s Region and/or Directorate and/or Port of Entry. Note that a change to the Region (in or out of Quebec) will affect allocations.
- **Region / Branch**
 - Not Modifiable – this is in relation to the Cost Centre, based on the COST CENTRE MASTER LIST. A change in Cost Centre will automatically change the Region / Branch.

Note: The HR data will not be modifiable at launch. It is not possible to change only one field as it is linked to the Cost Centre Relation

- **Directorate / District**
 - Not Modifiable – this is in relation to the Cost Centre, based on the COST CENTRE MASTER LIST. A change in Cost Centre will automatically change the Directorate / District.



Note: The HR data will not be modifiable at launch. It is not possible to change only one field as it is linked to the Cost Centre Relation

- **Port of Entry / Unit**

- Not Modifiable – this is in relation to the Cost Centre, based on the COST CENTRE MASTER LIST. A change in Cost Centre will automatically change the Region / Branch and Directorate / District.

Note: The HR data will not be modifiable at launch. It is not possible to change only one field as it is linked to the Cost Centre Relation

- **Shipping Address**

- Modifiable
- The list of locations can be selected from all available Shipping Addresses within the employee's REGION (in relation to the Cost Centre relation from the Cost Centre in the download)
- The Master File of Shipping Addresses is the MASTER LIST SHIPPING ADDRESSES
- The REGION for an employee comes from the HR DATA (in relation to the Cost Centre relation from the Cost Centre in the download)

- **Group and Level**

- Modifiable
- Note: This may result in a change to the Substantive Job Abbreviation and Allocation
- This is the Substantive Group and Level

- **Job Abbreviation**

- Modifiable
- Note: This may result in a change to the Substantive Group and Level and Allocation
- This is the Substantive Job Abbreviation (or the administrative position)

- **Allocation Information (TBD)**

- Modifiable
- Note: This may result in a change to the Substantive Group and Level and Substantive Job Abbreviation

- **Mode**

- Modifiable, not mandatory
- Four Modes available:
 - No modes
 - Dog handler / Maîtres-chiens
 - Marine Mode / Mode maritime
 - Postal mode / Mode postal

- **DTA – Allergy**

- Modifiable
- This field may only indicate that the employee has Allergy requirements, for review by the Contractor.

- **DTA – Thigh Holster**

- Modifiable
- This field may only indicate that the employee requires alternative defensive and arming component(s) as a result of a Duty to Accommodate (DTA) request



- **Work Email Address**
 - Modifiable
- **Work Phone Number (Optional)**
 - Modifiable
 - A minimum of 10 digits can be entered
 - The field allows the entry of an extension.
- **Alternate Phone Number (Optional)**
 - Modifiable
 - A minimum of 10 digits can be entered
 - The field allows the entry of an extension.

4.5.3 Employee Profile Fields, viewed by the Regional Administrator

The following information will appear in the Employee Profile, viewed by the Regional Administrator. Fields are indicated as modifiable or not modifiable, but can only be modified by Uniform Program System Authority.

If the information is not according to the latest HR data, a note will be indicated.

- **PRI**
 - Not Modifiable
 - Written requests can be sent to the Contractor, indicating the old PRI and the new PRI. A request must also be sent to HR so that the next HR extract reflect the correct PRI.
- **Last Name**
 - Not Modifiable
 - Written requests can be sent to the UIPU,. A request must also be sent to HR so that the next HR extract reflect the correct PRI.
- **First Name**
 - Not Modifiable
 - Written requests can be sent to the UIPU. A request must also be sent to HR so that the next HR extract reflect the correct PRI.
- **Gender**
 - Not Modifiable
 - Written requests can be sent to the UIPU. A request must also be sent to HR so that the next HR extract reflect the correct PRI.
- **Status**
 - Modifiable
 - Indicates if the employee is active or Inactive
- **Preferred Language (Communications)**
 - Not Modifiable
- **Name Tag Display**
 - Not Modifiable
 - Based on Protocol



- **Immediate Supervisor**
 - Not Modifiable
- **Cost Centre**
 - Not Modifiable – a change to this fields results in a change to the employee’s Region and/or Directorate and/or Port of Entry. Note that a change to the Region (in or out of Quebec) will affect allocations.
- **Region / Branch**
 - Not Modifiable – this is in relation to the Cost Centre, based on the COST CENTRE MASTER LIST. A change in Cost Centre will automatically change the Region / Branch.

Note: The HR data will not be modifiable at launch. It is not possible to change only one field as it is linked to the Cost Centre Relation

- **Directorate / District**
 - Not Modifiable – this is in relation to the Cost Centre, based on the COST CENTRE MASTER LIST. A change in Cost Centre will automatically change the Directorate / District.

Note: The HR data will not be modifiable at launch. It is not possible to change only one field as it is linked to the Cost Centre Relation

- **Port of Entry / Unit**
 - Not Modifiable – this is in relation to the Cost Centre, based on the COST CENTRE MASTER LIST. A change in Cost Centre will automatically change the Region / Branch and Directorate / District

Note: The HR data will not be modifiable at launch. It is not possible to change only one field as it is linked to the Cost Centre Relation

- **Shipping Address**
 - Not Modifiable
- **Group and Level**
 - Not Modifiable
 - This is the Substantive Group and Level
- **Job Abbreviation**
 - Not Modifiable
 - Note: This may result in a change to the Substantive Group and Level and Allocation
 - This is the Substantive Job Abbreviation
- **Allocation Information (TBD)**
 - Not Modifiable
 - Note: This may result in a change to the Substantive Group and Level and Substantive Job Abbreviation
- **Mode**
 - Not Modifiable, not mandatory
 - Four Modes available:



- No Mode / Aucun Mode
- Dog handler / Maîtres-chiens
- Postal Mode / Mode Postal
- Marine Mode / Mode maritime

- **Allergy**

- Not Modifiable
- This field may only indicate that the employee requires Allergy requirements, for review by the Contractor.

- **Medical**

- Not Modifiable, not mandatory
- Format Yes / No
- Not required for Launch

- **Work Email Address**

- Not Modifiable

- **Work Phone Number (Optional)**

- Not Modifiable

- **Alternate Phone Number (Optional)**

- Not Modifiable

4.6 Temporary Profiles

4.6.1 Merge Temporary Employees

This refers to the requirement for a process to roll over graduating Border Services Officer Recruits into the regional Border Services Officer Trainee (developmental) position (FBC048 / FB-2) where they will stay for approximately one year. This will involve reflecting of the initial recruiting 'kit' components in the officer's holdings, the addition of their CBSA PRI # as well as the change to their e-mail address (from recruit e-mail address to CBSA e-mail address). We may require the same or a similar process for the merging of temporary uniformed Student profiles.

4.7 Complete Catalogue

The complete catalogue can be seen by the Immediate Supervisor and Uniform Program System Authority.

Only the Uniform Program System Authority can see prices.

4.8 Allocation List

The Allocation List can be seen by the Immediate Supervisor and System Administrator.

Only the System Administrator can see prices.



4.9 Personal Catalogue

The Personal Catalogue can be seen by the Employee, Immediate Supervisor and System Administrator. Only the System Administrator can see prices.

4.10 Measurements

The following measurements are available on the employee profile (M = mandatory, O = Optional):

- Head (M)
- Neck (M)
- Chest (M)
- Waist (M)
- Hips (M)
- Height (M)
- Inseam (M)
- Outseam (M)
- Sleeve Length (M)
- Hand (M)
- Dominant Hand (M)
- Weight (O)

Measurements are mandatory for employees to place orders. If measurements are not entered, the employee will not have access to the ordering function.

Post Launch

If the measurements are not entered the Immediate Supervisor will not be able to place orders on behalf of their employee and will receive an error message to that effect.

4.10.1 Employee Measurements page

The Immediate Supervisor **will not have access** to the measurement page of their employees.

The Regional Administrator Supervisor **will not have access** to the measurement page of employees.

Only the Employee and Program Administrator (“God Profile”) will have access to the employee measurements page.

4.11 Name Tag protocol

Will be available on the profile. The official protocol depends on the Job Level

- The metal name tag for BSOs and all other positions will be silver in colour (FB-08 and below).
- The metal name tag for Directors and up will be gold in colour (EX-01 and above).



- The metal and fabric name tag for BSOs (FB-4 and below) will be identified with the full last name (Full Last Name (all uppercase) E.g. DOE).
 - The metal and fabric name tag for Superintendents and up (FB-5 supervisor positions and above) will be identified with the first letter of the given name and the full last name
 - First letter of given name - period - space - full last name (all uppercase) (E.g.: J. DOE)
 - For First Names that are hyphenated, they will be written with periods, hyphens or a combination of both depending on the employee's preference.

Note: Name tags cannot be ordered for acting assignments less than one year.

4.12 Passwords

Passwords associated with CBSA client user accounts in the uniform ordering and management system, including those set during initial customization or configuration and those reset by the CBSA Administrators or the Contractor, must be strong passwords (e.g. minimum 8 alpha-numeric characters with at least one uppercase letter, one lowercase letter, one number, and one symbol e.g. @).

The uniform ordering and management system must require a CBSA client user to change their password for their account upon first use after initial customization or configuration or after the CBSA Administrator or Contractor has reset it.

These passwords must not accept:

- a character repeated more than 3 times;
- an alphabet sequence (e.g. abcde) or a keyboard sequence (e.g. ghjkl);
- any dictionary words in any language;
- the user account name in any variation;

Additionally, these passwords must:

- enforce a minimum lifetime of 24 hours;
- expire every 120 calendar days unless changed by the user of the account prior to the 120 calendar day threshold;
- be masked (not displayed) during entry and cleared from the screen or login field in all cases of non-acceptance;

4.13 Website Menu

4.13.1 At Launch

The following will appear on the top of the page

- CBSA Terms and Conditions

Canada Border Services Agency - Terms and Conditions

<http://cbsa.gc.ca/help-aide/in-ai-eng.html>

Avis – Agence des services frontaliers du Canada

<http://cbsa.gc.ca/help-aide/in-ai-fra.html>



- Language (to change from English to French or French to English)
- Contact Us
- Log out (French: Déconnexion)

The titles of the various tabs include:

- Personal Profile
- Order
- Catalogue

4.13.2 Post-Launch

The following will appear on the bottom of each page

- CBSA Terms and Conditions
Canada Border Services Agency - Terms and Conditions

<http://cbsa.gc.ca/help-aide/in-ai-eng.html>

Avis – Agence des services frontaliers du Canada

<http://cbsa.gc.ca/help-aide/in-ai-fra.html>

- Language (to change from English to French or French to English)
- Contact Us
- Log out (French: Déconnexion)

The titles of the various tabs include:

- Personal Profile
- Order
- Catalogue

4.14 Name protocol on Website

First Name: Caps for the first letter, the remaining letters in miniscule (e.g. John). For hyphenated names, the first letter of each name should be in Caps (e.g. Jean-François).

Last Name: All caps (e.g. DOE)

4.15 Security Questions and answers

Security questions and answers are requested during the first login process and may be modified by the employee at any time.



4.15.1 Password retrieval – Contractor’s Customer Service

Employees are prompted to relay the answers to these questions to the Contractor’s customer service department if they have forgotten their password. Customer service would then reset the password.

4.15.2 Password retrieval - Website

Employees can click on the “Forgot your password?” link on the website. They must enter their PRI and an email with a new temporary password will be sent to their work email address. They will need to select a new password at the next login.

4.15.3 Security Questions

Security questions will be available from a drop-down list. Two (2) questions must be selected and answered.

- What is the first name of my childhood best friend?
Quel est le prénom de mon meilleur ami d’enfance ?
- What is my mother’s maiden name?
Quel est le nom de jeune fille de ma mère ?
- What is the name of the city where my father grew up?
Dans quelle ville mon père a-t-il grandi ?
- What is the name of the street I grew up on?
Quel est le nom de la rue où j’ai grandi ?
- What was the name of my first pet?
Comment s’appelait mon premier animal domestique ?
- Last name of my favourite high school teacher?
Quel était le nom de mon professeur préféré à l’école secondaire ?
- What was the name of the first school I attended?
Quel était le nom de la première école que j’ai fréquentée ?
- In what town or city was my significant other born?
Quelle est la ville d’origine de ma douce moitié ?
- What is the middle name of my oldest child?
Quel est de deuxième prénom de mon enfant aîné ?

4.15.4 Password retrieval - Email

Dear CBSA team member:

Following your online request, your new temporary password is provided below.

Temporary password: xxxx

Please visit [www. .com/cbsa-asfc](http://www.cbsa-asfc.com) and log in with your Personal Record Identifier (PRI) and the password shown above. After this login, you will need to create a new password to access your user account.

We look forward to serving you.

(Insert Contractor’s name here)



Automated email – please do not reply

Cher membre de l'équipe ASFC,

Suite à votre demande en ligne, vous trouverez votre nouveau mot de passe temporaire plus bas.

Mot de passe temporaire : xxxx

Veuillez visiter [www. .com/cbsa-asfc](http://www.cbsa-asfc.com/cbsa-asfc) et vous connecter à l'aide de votre Code d'Identification de Dossier Personnel (CIDP) et le mot de passe ci-inclus. Suite à cette connexion, vous devrez créer votre nouveau mot de passe afin d'accéder à votre compte d'utilisateur.

Au plaisir de vous servir.

(Insérez le nom de le contracteur ici)

Courriel automatisé – veuillez ne pas répondre

4.16 Administrator (God) Profiles Fields

The Uniform Program Authority 'administrator' profile is non-dressed. The fields available in this hierarchy profile are the following:

- **Last Name**
- **First Name**
- **Gender**
- **Preferred Language (Communications)**
- **Job Title (Uniform Program Authority)**
- **Cost Centre**
- **Region / Branch**
- **Directorate / District**
- **Port of Entry / Unit**
- **Shipping Address**
- **Group and Level (ADM)**
- **Job Abbreviation (ADM001)**
- **Allocation Information (Administrator allocation)**
- **Work Email Address**



- **Work Phone # (Mandatory)**
- **Alternate Phone # (Optional)**

4.17 Regional Uniform Administrator (RUA) Profile Fields

The Regional Uniform Administrator profile is non-dressed. The fields available in this hierarchy profile are the following:

- **Last Name**
- **First Name**
- **Gender**
- **Preferred Language (Communications)**
 - Modifiable
- **Group and Level (AS-0)**
- **Job Abbreviation (Regional Uniform Administrator)**
- **Cost Centre**
- **Region / Branch**
- **Directorate / District**
- **Port of Entry / Unit**
- **Shipping Address**
 - Modifiable
- **Allocation Information (Regional Administrator allocation)**
- **Work Email Address**
- **Work Phone # (NOT Optional)**
- **Alternate Phone # (Optional)**

5 Ordering

5.1 Ordering Types

5.1.1 Border Services Officer Recruit (Rigaud)

Recruits are not employees, nor do they have a job code, title, or group/level. They are unpaid positions (allowance), therefore, the CBSA still needs a process for creating new recruit profiles without a job code or group/level, and then a process to roll the recruit over into an FB-2 CBSA Officer Trainee (developmental) position.

Recruits will have access to the website and will be provided a set list of components to choose from.

5.1.2 Border Services Officer Trainee (Port) and Student Border Services Officer



The FB-2 CBSA Officer Trainee (Developmental) position is for officers who have successfully completed the recruit training program and are working in the region.

They remain at this level for a year and then transition in to FB-3 Border Services Officers.

Border Services Officer Trainees will have access to the website and will have a points allocation available to them.

Students will not have access to the website and will not have a points allocation available to them. Orders for students will be placed by Student Uniform Administrators.

5.1.3 Bulk Orders

Bulk orders of certain components will need to be facilitated.

Examples would include the need to replenish ‘emergency’ stock holdings held regionally or at each Port of Entry (POE), and some components that may be re-used for training purposes at training facilities, such as the Rigaud Campus. We propose that this ‘bulk buy’ permission be granted to a special user profile group (Regional Uniform Administrator). Details regarding which components can be ordered, the maximum numbers that can be ordered, and who to grant the access to are still being worked out.

Nametags are not part of bulk orders.

The following is draft list of components available for bulk purchase by Regional Uniform Administrators:

Defensive Equipment Accessories Available for Bulk Ordering	Issued by	Quantity (max per annum per user)
Duty Magazine Concealment Pouch	Contractor	5
Rubber Grip Sleeves	Contractor	25
Magazine Loading Aid	Contractor	5
Firearm Holster (left and right handed)	Contractor	5
Concealment Firearm Holster (left and right handed)	Contractor	1
Collapsible Baton Scabbard	Contractor	5
Defensive Spray Holder	Contractor	5
Duty Magazine Pouch	Contractor	5
Duty Belt System	Contractor	5
Shipping Seals	Contractor	50
Padlock for Shipping Case	Contractor	5
Firearm Cable Lock	Contractor	10
Reflective Velcro Patch	Contractor	unlimited
White dress gloves	Contractor	50
Firearm Cleaning Kit	Contractor	5

5.1.4 Personalized order

This represents orders placed by Immediate Supervisors on behalf of the employee. For launch, only the System Administrator can place a personalized order for an employee.



5.1.5 Administrator Ordering

The Contractor will create an “Administrator Ordering” allocation which will contain all items available in the uniform system (if these items are available for web ordering and launch). The Administrator Ordering allocation will have no restrictions (region, gender, etc.) and will not deduct points from the regular points allocation. These orders can only be placed by administrators (god profile).

5.1.6 Points order

The Contractor will create a “Points Order” allocation which will contain all the components that are available to an allocation group in the Uniform System. This allocation will be restricted by region and by gender (male or female) and will deduct points from an officer’s regular point allocation.

5.1.7 Over allocation order

The Contractor will create an “Over Allocation Order” allocation which will contain all the components that are available to an allocation group in the Uniform System, in addition to a list of items designated by the Uniform Program. This allocation will be restricted by region and by gender (male or female) and will deduct points from an officer’s regular point allocation. These orders can only be placed by a Administrator, or by the employee’s supervisor (God Profile) and approved by an Administrator (God Profile).

5.1.8 Ceremonial Uniform Order

The Contractor will create a “Ceremonial Uniform Order” allocation that will allow officers to order ceremonial uniform components. This type of order will be placed by the officer and approved by an Administrator (God Profile).

5.1.9 Temporary Job Changes Orders

The Contractor will create two “Temporary Job Change” allocations; one for Border Services Officer & Superintendent who are temporarily moving to the Intelligence & Enforcement Operations allocation group; and one for Intelligence & Enforcement Operations who are temporarily moving to the Border Services Officer & Superintendent allocation group. These orders will have a limited number of items, as identified by the Uniform Issuance and Policy Unit. These orders will only be available to order by a supervisor in the destination allocation group (i.e. a supervisor in the Border Services Officer & Superintendent will only be able to order for a temporary job change to this allocation group, and vice-versa). These orders will be approved by an Administrator (God Profile).

5.2 Rules on ordering

5.2.1 Process

Orders are only processed via the website. Employees must enter their measurements prior to placing an order. They will be restricted to the allocation related to their substantive Job Code and level.

5.2.1.1 Launch Ordering

- Employees can order using the following order types:
 - Points Order
 - Ceremonial Uniform Orders
- System Administrators can order bulk orders and for any employee in the system (one of the three types)



- Points (using the employee points)
 - Over Allocation (same catalogue as the Points catalogue)
 - Administrative Ordering (all catalogue items, no restrictions)
 - Bulk Orders
 - Ceremonial Uniform Orders
 - Temporary Job Change Orders.
- Regional Administrators can only order bulk orders.
 - Supervisors can order the following orders on behalf of their officers:
 - Over Allocation Orders
 - Temporary Job Change Orders
 - Ceremonial Orders
 - Points Orders.

5.2.2 Email (after shipment) English

SUBJECT : Order xxx Shipment Notification (Tracking #: xxx)

Your order has been shipped from the Contractor's warehouse today.

To track delivery status of your order, please refer to the Purolator tracking number in the subject line of this email, then access <https://www.purolator.com/en/ship-track/tracking-summary.page> and enter the tracking information in the appropriate field.

You can also access the tracking number via the **Order** tab at www.cbsa-asfc.com; first choose **Previous Orders** then enter data to begin your search. Clicking on the order you wish to track will lead you to **Order Information**, from which you can click on **Delivery Tracking Information**.

(Insert Contractor's contact info here)

This is an automated email; please do not reply.

5.2.3 Email (after shipment) French

Sujet : Avis d'expédition de commande xxx (No. de repérage: xxx)

Votre commande a été expédiée aujourd'hui de l'entrepôt de le contracteur.

Pour faire le suivi de livraison de votre commande, utilisez le numéro de suivi Purolator indiqué dans le sujet de ce courriel ; visitez le <https://www.purolator.com/fr/ship-track/tracking-summary.page> et entrez les informations demandées.



Vous trouverez également ce numéro de suivi à partir de l'onglet **Commande** du site [www.cbsa-asfc](http://www.cbsa-asfc.gc.ca) ; choisissez d'abord **Commandes antérieures** puis entrez des informations pour lancer la recherche. Cliquez ensuite sur la commande dont vous désirez connaître le statut de livraison pour accéder à **Renseignements relatifs à la commande**, d'où vous pourrez cliquer sur **Suivi de livraison**.

(Insert Contractor's contact info here)

Courriel automatisé ; veuillez ne pas répondre.

5.3 Measurement collection

Measurements are inputted by employees and entered on the website, under the "Measurement" page under the "Profile".

Employees must enter their measurements on the website. Measurements are mandatory – employees cannot place an order without measurements in the system.

5.4 Made-to-order

A made-to-order garment is an item that is only produced/manufactured once a CBSA-order for this particular item is placed. An example of this type of order/garment would be an infrequently produced garment or size not regularly stocked. The item is produced using a generic measurement chart, but can be returned, placed into stock and re-issued to another individual.

The service standard for these items are the same as for custom orders - 40 days.

5.5 Made to measure

A made-to-measure order is an order/garment produced/manufactured specific to an individual's measurements, and therefore cannot be returned and placed back into stock.

Note that production of items can only start once all required additional measurements are received, if applicable.

The service standard for these items are the same as for custom orders - 40 days.

6 Web Reporting / Additional Functionalities

6.1 Reports – Search parameters

Reports available on the website with search criteria may be further refined using the following search tips:

To search within one of the following reports, enter the information in the field (following one of the options below) and click on "View". Click on "Clear" to clear all parameters.

"!" for a search not being equal to the value entered (e.g.: !Smith will bring up all values except "Smith").

"*" for a search containing the value (e.g.: Smith* will bring up values starting with "Smith", *Smith will bring up values ending with "Smith" and *Smith* will bring up all values containing "Smith").



"?" to find with an unknown character in the value (e.g.: Sm?th will bring up values like "Smith" and "Smyth").

6.2 Reports

The current specifications for the reports are described in the statement of work. All reports must be easily extractable from the system into a Microsoft Excel spreadsheet format.

7 Allocation

7.1 Relation between HR data and Allocation

Allocations are determined based on the Job Code / Job Level relation, indicated in the Position Hierarchy document.

7.2 Allocation at Launch

At launch:

- Points will be given only for the components available at launch (pro-rated as required) and as additional components become available we will issue additional points.
- The catalogue will display both the available components and the “coming soon” components.
- Ordering will be restricted to available components only.
- Upon login, users will receive a notification advising them that a component is now available and they will have received a points “top-up” to enable them to place an order.

7.3 Type

7.3.1 Allocation Codes

The following allocation codes are available:

Allocation Code Description (EN)	Allocation Code Description (FR)
Intelligence and Enforcement Operations	Opérations relatives au renseignement et à l'exécution de la loi
Administrator	Administrateur
Border Services Officer & Superintendent	Agent des services frontaliers & surintendant
Regional Operations Management	Gestions des opérations régionaux
Executive	Exécutif
National Border Operations Centre	Centre national des opérations frontaliers
Border Services Officer Recruit	Agent recrue des services frontaliers
Border Services Officer Recruit	Agent stagiaire des services frontaliers
Student Border Services Officer	Étudiants
Border Services Officer Instructor	Instructeur des agents des services frontaliers
Border Services Officer – Detector Dog Service	Agent des services frontaliers -service des chiens détecteurs



Border Services Officer – Marine Operations	Agent des services frontaliers – opérations maritimes
Border Services Officer – Postal Operations	Agent des services frontaliers – opérations postales
Immigration Holder Centre	Centre de surveillance de l’immigration
Non-uniformed	Sans uniforme
Regional Administrators	Administrateur régionaux
Rigaud Administrator	Administrateur Rigaud
Firearms & Use of Force Instructor	Instructeur en maniement des armes à feu et recours à la force

7.3.2 Allocation Groups

The following allocation Groups are available (note: not all groups are available for all Allocation Codes)

Allocation Group Description (EN)	Allocation Group Description
Points	Points
Ceremonial	Cérémonie
Temporary job change from Border Services Officer & Superintendent to Intelligence and Enforcement Operations	Changement temporaire d’emploi des Agent des services frontaliers & surintendant à Opérations relatives au renseignement et à l’exécution de la loi
Temporary job Change from Core to Core Management	Changement temporaire de base à gestion de base
Administrator Ordering for employee	Commande d’administrateur pour employé
Administrator Bulk	Commande en lot, Administrateur
Over Allocation for employee	Allocation additionnelle pour employé
Regional Administrator Bulk	Commande en lot, Administrateur régional
Operational Readiness	Disponibilité Opérationnelle
Emergency Stock	Stock d’urgence
Temporary job change from Intelligence and Enforcement Operations to Border Services Officer & Superintendent	Changement temporaire d’emploi de Opérations relatives au renseignement et à l’exécution de la loi aux Agent des services frontaliers & surintendant

7.3.3 Allocation Sub-Groups

The following Allocation Sub-Groups are available.

Allocation SubGroup (EN)	Allocation SubGroup Description (FR)
Accoutrement	Accoutrement
Arming Equipment	Équipement d’armement
Arming Equipment, Glass Case	Équipement d’armement, Étui à lunettes
Arming Equipment, Glasses	Équipement d’armement, Lunettes
Baton Scabbard	Étui à bâton
Belts	Ceintures
Belt - Dress	Ceinture - Habillée
Bottoms	Bas d’uniformes



Gloves - Slash	Gants - Protection
Gloves - Winter	Gants - Hiver
Headwear	Chapeaux
Headwear - Winter	Chapeaux - Hiver
Name tag, Fabric	Insigne nominatif, Tissu
Name tag, Metal	Insigne nominatif, Métal
Neckwear - Dress	Cravates - Habillées
Outerwear	Vêtements d'extérieur
Rank Insignia	Insigne de grade
Reflective Tape	Ruban réfléchissant
Shipping Case	Contenant d'expédition
Shipping Seals	Plombs d'expédition
Tops	Hauts d'uniformes
Tops - Heavy	Hauts d'uniformes - Chauds
Undergarments, Bottoms	Bas de sous-vêtements
Undergarments, Tops	Hauts de sous-vêtements
Uniform Equipment	Équipement d'uniforme
Shoulder Insignia	Insigne d'épaule
Flag	Drapeaux
Measuring Kit	Trousse de mesure
Ties	Cravates
Duty Shirts	Chemises réglementaires
Bottoms - Dress	Bas d'uniformes - Habillés
Pants	Pantalons
Tops - Dress	Hauts d'uniformes - Habillés
Tops - Sweatshirt	Haut – Chindail molletonné
Executive Shirts	Chemises habillée
Athletic Wear	Vêtements de sport
Bottoms – Sweat Pants	Bas d'uniformes – Pantalon molletonné
Vest	Veste
Polos	Polos

7.3.4 Modes

There are four Modes are available:

- No Mode
- Dog handler / Maîtres-chiens
- Marine Mode / Mode maritime
- Postal mode / mode postal

Modes will determine item restrictions. The Mode must be selected in the allocation for an employee to be eligible to the restricted items of this mode (e.g. Shorts for the Core group).



7.4 Recruits

There will be two allocations for recruits: one for the initial kit at Rigaud, and one for the additional clothing (point system) when the Recruit is working in the region.

7.5 Garment Point value

The point value is the price of the item * 1.27, with the value rounded-up. When the price is being calculated for several similar items (for example, the male and female shirts, both long and short sleeves) the price will be calculated by averaging the price of all of the items.

7.6 Allocation Change management

7.6.1 New Employees

New Employees that were not previously created will receive the full point allocation for the first three months, at which point the CBSA will determine if the points will be pro-rated going forward.

7.6.2 Employees that changes allocation

If an employee changes Allocation, the business rule for the points will be:

Annual Points of the new job (Removing annual points previously received) **minus Points spent for common items.**

CBSA to determine if this rule is the same based with points will be pro-rated, post-launch after the first three (3) months.

7.7 Allocation Restrictions

The following allocations restrictions apply. The names for the restrictions are as per the allocation document, and are only available on the Allocation List on the website:

- Medical / Non-Medical
 - If an item has a restriction “Medical”, only profiles with the ‘Medical’ field selected will have access to this item
 - If an item has a restriction “Non-Medical”, only profiles with the ‘Medical’ field **not selected** will have access to this item.
- Region ≠ QUE
 - Garment with English flashes or identification are available to employees with a location that is not in the Quebec region. Garments with French flashes / identification are not available.
- Region = QUE
 - Garment with French flashes or identification are available to employees located in the Quebec region. Garments with English flashes / identification are not available.
- Marine
 - Items with the Restriction “Marine” are only available to employees with the Mode Marine in their profile.
- Dog Handler
 - Items with the Restriction “Dog Handler” are only available to employees with the Mode Dog Handler in their profile.



- Level = EX, DM
 - Only employees with a Substantive Level EX or DM are eligible to Gold items
- Level ≠ EX, DM
 - Employees with a Substantive Level lower than EX are eligible to the Silver items

7.8 Allocation Review (before next Annual Renewal)

The following points are to be reviewed prior to the annual renewal, in **March of each year**.

- Number of points allocated per Allocation Group
- Number of Points Carry-Over per Allocation Group
- Maximum number of points in account per Allocation Group
- Requirements to have maximum by garment group per period.

8 Renewal

8.1 Points System Renewal

The point system renewal will be on **April 1** of each year.

8.2 Renewal from Initial allocation to points system

The point system renewal will be on **April 1** of each year.

8.3 Deactivation / Reactivation

The employees will not accumulate points while their accounts are deactivated.

When an employee's account is reactivated they will receive the same value of points they would have received if their account had been active on April 1.

9 Shipment

9.1 Carriers

Purolator will be used as the main shipping company for USS for delivery to the work address. The shipping account will be managed by the Contractor and transport fees will be charged to CBSA on a monthly invoice. Canada Post expedited parcel post may also be used if Purolator service is not available at the destination, this will also be billed on a monthly basis.

Alternate shipping methods (e.g. Transport company) may be used if applicable (e.g. shipments to Rigaud College)

Delivery terms in the Contract are DDP, Incoterms 2000 – which means the Contractor is responsible for transporting the items to the delivery locations specified on each order, and transfer of ownership occurs at the delivery location.

- the carrier complies with the requirement to **safeguard** all components against theft, loss or damage; and



- all **non-rush** shipments use a shipping method which guarantees shipping times which are equivalent to or exceed that of the “Expedited” service level offered by Canada Post.
- all non-rush shipments to **remote locations** (i.e. to Northern Canada) use a shipping method which guarantees shipping times which, at a minimum, are equivalent to Canada Post’s “Priority Post”.
- the Contractor uses the fastest commercially reasonable method available for **Rush** orders.

Restricted components must only be shipped using an approved national carrier (Canada Post, Purolator) and cannot be shipped in bulk using other transportation companies (i.e. trucking companies), as each package shipped must be tracked. All uniform, equipment or accessory components that contain the CBSA corporate signature, the Canada word-mark, or the heraldic badge are deemed to be Uniform Restricted Items.

9.2 Addresses

Shipping to work addresses is required.

The capability of shipping to home address, or an address selected by the employees is being considered internally and may be opened up in the future.

9.3 Shipment cost

Shipments are paid by CBSA, but the transport will be handled by the Contractor.

9.4 Shipping documents

For printed documents (i.e. Packing Slip, Return Form) and stickers on packages, the Contractor can use the full employee name and shipping address.

9.4.1 Packing Slip

This document will be discussed with the Contractor at the beginning of the contract. It will be bilingual.

9.4.2 Return Form

This document will be discussed with the Contractor at the beginning of the contract. It will be bilingual.

CBSA has requested that no measurements should be displayed on the return form.

As the measurement section is a standard section of the return form, the Contractor will analyse actions that could be done to ensure that the measurements do not appear (maybe have the section in blank).

9.4.3 Return Label

A pre-paid, pre-addressed return label will be added to employee packages. This process may exclude packages sent by transport (e.g. Rigaud College), as an alternate method for returns may be determined.

The cost of the return will be charged to CBSA on a monthly invoice.

9.5 Shipping Process

The shipping timelines are described in the Statement of work.

9.6 Shipment Confirmation



As described above, an e-mail will be sent when the package is provided to the shipper.

9.7 Rush Orders

The shipping timelines are described in the Statement of Work.

9.8 Shipping Label

No PRI or measurements should appear on the shipping label.

10 Customer service

10.1 Who can contract Customer Service

All employees can contact customer service.

10.2 Change to order

10.3 Returns

10.3.1 Return Process

The procedures and timelines to process a return order and return it to an officer are described in the Statement of Work.

10.4 Requests for information on the Uniform Program

Requests that the Contractor receives on the USS from CBSA employees until the launch should be directed to Uniform-Program-Programme-des-uniformes@cbsa-asfc.gc.ca.

The Contractor will be provided with a CBSA trouble-shooting guide to be used as a first point of reference in their problem-solving steps.

11 Invoicing

11.1 Invoicing Process

A detailed invoice showing all shipments and fees that were incurred during the month are to be sent within five (5) business days of the end of the month.

11.2 End-of-fiscal year rules

A detailed invoice showing all shipments and fees that were incurred during the month are to be sent within 5 business days of the end of the last month of the fiscal year.

A summary of the year's invoices are to be sent to the client within the five (5) business days after the end of the fiscal year.

11.3 Contractor's contact for Pending Invoices



The Contractor will contact the CBSA's payment processing centre with a copy to the Uniform Issuance and Policy Unit's generic e-mail inbox.

12 Product catalogue

12.1 See Appendix D – Uniform Catalogue

13 Inventory management

13.1 Items with Expiration Date

Items with an expiration date (e.g. Inert Spray) can be shipped up to 3 months prior to the date of expiry indicated on the product.

The Contractor will maintain and distribute stock based on expiry date to ensure reduced waste.

14 Security requirements

14.1 Protected Information

To be discussed with the contractor at the beginning of the contract.

14.2 Protected items / garments

Shoulder insignia (old and new) need to be stored in a separate “protected” area. However, once they have been sewn onto applicable garments, the garments will not need to be stored in a secure area so long as measures defined by CBSA Security and PSPC security standards are implemented to ensure security of garments.

14.3 Destruction of items

Any uniform items including Uniform Restricted Items which have been either: (i) returned as damaged; or (ii) correspond to Uniform, Equipment and Accessory designs which have been discontinued by the CBSA must be properly destroyed in a manner acceptable to the Project Authority rather than simply disposed of by the Contractor.

The Contractor must provide a Certificate of Destruction electronically via email, USB Key, CD or hardcopy to confirm and provide a separate appropriate audit trail for any such destruction of uniform items including Uniform Restricted Items during the Contract within 30 days of the destruction.

For more information, please refer to the CBSA's SOW (Annex A of the Request for Proposal - RFP).

15 CBSA IT Capabilities

CBSA is currently using Internet Explorer 11 as an internet browser but will be changing to a new browser in the short term.



Lexicon / Abbreviations / Translations

NAME (English)	ABREVIATION (if applicable)	NOM (French)	ABREVIATION (if applicable)
3I		3I	
Administrators		Administrateurs	
Border Services Officer	BSO	Agent des services frontaliers	ASF
Ceremonial	-	Cérémonial	
Components	-	Articles	
Corporate Administration System	CAS	Rôles de Systèmes administratifs d'entreprise	SAE
District / Directorate		Direction / District	
Duty to Accommodate	DTA	Devoir d'accommodement	DAC
HQ Core		AC de base	
Immediate Supervisor		Superviseur immédiat	
Medical		Médical	
Mode		Mode	
Over Allocation		Allocation additionnelle	
Performance Agreement Management	PMA	Ententes de gestion du rendement	EGR
Personal Record Identifier	PRI	Code d'identification de dossier personnel	CIDP
Port of Entry / Unit		Port d'entrée / Unité	
Region / Branch		Région / Division	
Sub-Group Allocation		Allocation de sous-groupe	
Uniform Supply System	USS	Système d'approvisionnement en uniformes	SAU