



**RETURN BIDS TO:
RETOURNER LES SOUMISSIONS À:**

Bid Receiving - PWGSC / Réception des
soumissions - TPSGC
11 Laurier St./11, rue Laurier
Place du Portage, Phase III
Core 0B2 / Noyau 0B2
Gatineau
Québec
K1A 0S5
Bid Fax: (819) 997-9776

**REQUEST FOR PROPOSAL
DEMANDE DE PROPOSITION**

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

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

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

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

Comments - Commentaires

Vendor/Firm Name and Address

Raison sociale et adresse du
fournisseur/de l'entrepreneur

Issuing Office - Bureau de distribution

Communication Procurement Directorate/Direction de
l'approvisionnement en communication
360 Albert St./ 360, rue Albert
12th Floor / 12ième étage
Ottawa
Ontario
K1A 0S5

Title - Sujet CPP & OAS T4 PRINTING IMPRESSION T4 RPC & SV	
Solicitation No. - N° de l'invitation G9292-227925/A	Date 2021-09-16
Client Reference No. - N° de référence du client G9292-22-7925	
GETS Reference No. - N° de référence de SEAG PW-\$\$CW-035-80419	
File No. - N° de dossier cw035.G9292-227925	CCC No./N° CCC - FMS No./N° VME
Solicitation Closes - L'invitation prend fin at - à 02:00 PM Eastern Daylight Saving Time EDT on - le 2021-10-12 Heure Avancée de l'Est HAE	
F.O.B. - F.A.B. Plant-Usine: <input type="checkbox"/> Destination: <input checked="" type="checkbox"/> Other-Autre: <input type="checkbox"/>	
Address Enquiries to: - Adresser toutes questions à: Keyserlingk (cw035), Andrea	Buyer Id - Id de l'acheteur cw035
Telephone No. - N° de téléphone (343) 551-1720 ()	FAX No. - N° de FAX () -
Destination - of Goods, Services, and Construction: Destination - des biens, services et construction: EMPLOYMENT AND SOCIAL DEVELOPMENT CANADA PORTAGE IV LVL 1 140 PROMENADE DU PORTAGE GATINEAU Quebec K1A0J9 Canada	

Instructions: See Herein

Instructions: Voir aux présentes

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

THIS DOCUMENT CONTAINS A SECURITY REQUIREMENT

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File No. - N° du dossier
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cw035
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PART 1 - GENERAL INFORMATION

1.1 Introduction

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

- Part 1 General Information: provides a general description of the requirement;
- Part 2 Bidder Instructions: provides the instructions, clauses and conditions applicable to the bid solicitation;
- Part 3 Bid Preparation Instructions: provides Bidders with instructions on how to prepare their bid;
- Part 4 Evaluation Procedures and Basis of Selection: indicates how the evaluation will be conducted, the evaluation criteria that must be addressed in the bid, and the basis of selection;
- Part 5 Certifications and Additional Information: includes the certifications and additional information to be provided;
- Part 6 Security, Financial and Other Requirements: includes specific requirements that must be addressed by Bidders; and
- Part 7 Resulting Contract Clauses: includes the clauses and conditions that will apply to any resulting contract.

The Annexes include the Statement of Work, the Basis of Payment, the Security Requirements Checklist, the Electronic Payment Instruments, the Federal Contractors Program for Employment Equity - Certification, and any other annexes.

1.2 Summary

Service Canada programs, the Canada Pension Plan (CPP) and Old Age Security (OAS), provide program and payment information to its clients on a policy and legislated basis. The Programs are legislated to provide tax forms to clients for payments received during the previous year ending December 31. The forms are legislated to be delivered by all clients no later than February 28 of the following calendar year. Service Canada requires data processing, variable printing, mail matching, supply of printed envelopes and distribution of these forms. It is estimated that 13,625,000 forms will be mailed in January-February 2022 to more than 9,000,000 program beneficiaries for the 2021 tax year.

The period of the Contract will be from date of award until March 31, 2022, with the option to extend for up to four (4) additional one (1) year periods.

There are security requirements associated with this requirement. For additional information, consult Part 6 - Security, Financial and Other Requirements, and Part 7 - Resulting Contract Clauses. For more information on personnel and organization security screening or security clauses, Bidders should refer to the [Contract Security Program](http://www.tpsgc-pwgsc.gc.ca/esc-src/introduction-eng.html) of Public Works and Government Services Canada (<http://www.tpsgc-pwgsc.gc.ca/esc-src/introduction-eng.html>) website".

The requirement is subject to the provisions of the Canadian Free Trade Agreement (CFTA).

The requirement is limited to Canadian services.

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The Federal Contractors Program (FCP) for employment equity applies to this procurement; refer to Part 5 – Certifications and Additional Information, Part 7 - Resulting Contract Clauses and the annex titled Federal Contractors Program for Employment Equity - Certification.”

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

1.3 Debriefings

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

PART 2 - BIDDER INSTRUCTIONS

2.1 Standard Instructions, Clauses and Conditions

All instructions, clauses and conditions identified in the bid solicitation by number, date and title are set out in the [Standard Acquisition Clauses and Conditions Manual](https://buyandsell.gc.ca/policy-and-guidelines/standard-acquisition-clauses-and-conditions-manual) (<https://buyandsell.gc.ca/policy-and-guidelines/standard-acquisition-clauses-and-conditions-manual>) issued by Public Works and Government Services Canada.

Bidders who submit a bid agree to be bound by the instructions, clauses and conditions of the bid solicitation and accept the clauses and conditions of the resulting contract.

The [2003](#) (2020-05-28) Standard Instructions - Goods or Services - Competitive Requirements, are incorporated by reference into and form part of the bid solicitation.

2.2 Submission of Bids

Bids must be submitted only to Public Works and Government Services Canada (PWGSC) Bid Receiving Unit by the date, time and place indicated in the bid solicitation.

NOTE: Hard copies of bids will not be accepted.

Note: Bidders must submit using epost Connect for bids closing at the Bid Receiving Unit in the National Capital Region (NCR) the email address is:

tpsgc.dgareceptiondessoumissions-abbidreceiving.pwgsc@tpsgc-pwgsc.gc.ca

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

2.3 Former Public Servant

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

Definitions

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

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

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

"pension" means a pension or annual allowance paid under the Public Service Superannuation Act (PSSA), R.S., 1985, c. P-36, and any increases paid pursuant to the Supplementary Retirement Benefits Act, R.S., 1985, c. S-24 as it affects the PSSA. It does not include pensions payable pursuant to the Canadian Forces Superannuation Act, R.S., 1985, c. C-17, the Defence Services Pension Continuation Act, 1970, c. D-3, the Royal Canadian Mounted Police Pension Continuation Act, 1970, c. R-10, and the Royal Canadian Mounted Police Superannuation Act, R.S., 1985, c. R-11, the Members of Parliament Retiring Allowances Act, R.S. 1985, c. M-5, and that portion of pension payable to the Canada Pension Plan Act, R.S., 1985, c. C-8.

Former Public Servant in Receipt of a Pension

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

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

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

By providing this information, Bidders agree that the successful Bidder's status, with respect to being a former public servant in receipt of a pension, will be reported on departmental websites as part of the published proactive disclosure reports in accordance with [Contracting Policy Notice: 2019-01](#) and the [Guidelines on the Proactive Disclosure of Contracts](#).

Work Force Adjustment Directive

Is the Bidder a FPS who received a lump sum payment pursuant to the terms of the Work Force

Adjustment Directive? **Yes () No ()**

If so, the Bidder must provide the following information:

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

2.4 Enquiries - Bid Solicitation

All enquiries must be submitted in writing to the Contracting Authority no later than seven (7) calendar days before the bid closing date. Enquiries received after that time may not be answered.

Bidders should reference as accurately as possible the numbered item of the bid solicitation to which the enquiry relates. Care should be taken by Bidders to explain each question in sufficient detail in order to enable Canada to provide an accurate answer. Technical enquiries that are of a proprietary nature must be clearly marked "proprietary" at each relevant item. Items identified as "proprietary" will be treated as such except where Canada determines that the enquiry is not of a proprietary nature. Canada may edit the question(s) or may request that the Bidder do so, so that the proprietary nature of the question(s) is

eliminated and the enquiry can be answered to all Bidders. Enquiries not submitted in a form that can be distributed to all Bidders may not be answered by Canada.

2.5 Applicable Laws

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

Bidders may, at their discretion, substitute the applicable laws of a Canadian province or territory of their choice without affecting the validity of their bid, by deleting the name of the Canadian province or territory specified and inserting the name of the Canadian province or territory of their choice. If no change is made, it acknowledges that the applicable laws specified are acceptable to the Bidders.

2.6 Bid Challenge and Recourse Mechanisms

(a) Several mechanisms are available to potential suppliers to challenge aspects of the procurement process up to and including contract award.

(b) Canada encourages suppliers to first bring their concerns to the attention of the Contracting Authority. Canada's [Buy and Sell](#) website, under the heading "[Bid Challenge and Recourse Mechanisms](#)" contains information on potential complaint bodies such as:

- Office of the Procurement Ombudsman (OPO)
- Canadian International Trade Tribunal (CITT)

(c) Suppliers should note that there are strict deadlines for filing complaints, and the time periods vary depending on the complaint body in question. Suppliers should therefore act quickly when they want to challenge any aspect of the procurement process.

PART 3 - BID PREPARATION INSTRUCTIONS

3.1 Bid Preparation Instructions

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

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

Section I: Technical Bid
Section II: Financial Bid
Section III: Certifications
Section IV: Additional Information

NOTE: Hard copies of the bid will not be accepted.

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

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

Section I: Technical Bid

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

The technical bid should address clearly and in sufficient depth the points that are subject to the evaluation criteria against which the bid will be evaluated. Simply repeating the statement contained in the bid solicitation is not sufficient. In order to facilitate the evaluation of the bid, Canada requests that Bidders address and present topics in the order of the evaluation criteria under the same headings. To avoid duplication, Bidders may refer to different sections of their bids by identifying the specific paragraph and page number where the subject topic has already been addressed.

Section II: Financial Bid

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

3.1.2 Electronic Payment of Invoices – Bid

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

If Annex "D" Electronic Payment Instruments is not completed, it will be considered as if Electronic Payment Instruments are not being accepted for payment of invoices.

Acceptance of Electronic Payment Instruments will not be considered as an evaluation criterion.

3.1.4 SACC Manual Clauses

Section III: Certifications

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

Section IV: Additional Information

3.1.5 Bidder's Proposed Sites or Premises Requiring Safeguarding Measures

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

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

- 3.1.5.2** The Company Security Officer must ensure through the [Contract Security Program](#) that the Bidder and proposed individuals hold a valid security clearance at the required level, as indicated in Part 6 – Security, Financial and Other Requirements.

PART 4 - EVALUATION PROCEDURES AND BASIS OF SELECTION

4.1 Evaluation Procedures

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

4.1.1 Technical Evaluation

4.1.1.1 Mandatory Technical Criteria

The Mandatory technical evaluation criteria are fully described in Evaluation Criteria document.

4.1.1.2 Point Rated Technical Criteria

The Point Rated technical evaluation criteria are fully described in Annex "C".

4.1.2 Financial Evaluation

4.1.2.1 Mandatory Financial Criteria

The price of the bid will be evaluated in Canadian dollars, Applicable Taxes excluded, FOB destination, Canadian customs duties and excise taxes included.

SACC Manual Clause [A0220T](#) (2014-06-26), Evaluation of Price-Bid

4.2 Basis of Selection

4.2.1. Mandatory Technical Criteria

SACC Manual Clause [A0035T](#), Basis of Selection – Lowest Price Per Point

1. To be declared responsive, a bid must:
 - a. comply with all the requirements of the bid solicitation;
 - b. meet all mandatory technical evaluation criteria; and
 - c. obtain the required minimum of 75 percent of the points for each rated criteria and an overall passing mark of 339 points for the technical evaluation criteria which are subject to point rating. The rating is performed on a scale of 452 points.
2. Bids not meeting (a) or (b) or (c) will be declared non-responsive. Neither the responsive bid that receives the highest number of points nor the one that proposed the lowest price will necessarily be accepted. The responsive bid with the lowest evaluated price per point will be recommended for award of a contract.

PART 5 – CERTIFICATIONS AND ADDITIONAL INFORMATION

Bidders must provide the required certifications and additional information to be awarded a contract.

The certifications provided by Bidders to Canada are subject to verification by Canada at all times. Unless specified otherwise, Canada will declare a bid non-responsive, or will declare a contractor in default if any certification made by the Bidder is found to be untrue, whether made knowingly or unknowingly, during the bid evaluation period or during the contract period.

The Contracting Authority will have the right to ask for additional information to verify the Bidder's certifications. Failure to comply and to cooperate with any request or requirement imposed by the Contracting Authority will render the bid non-responsive or constitute a default under the Contract.

5.1 Certifications Required with the Bid

Bidders must submit the following duly completed certifications as part of their bid.

5.1.1 Integrity Provisions - Declaration of Convicted Offences

In accordance with the Integrity Provisions of the Standard Instructions, all bidders must provide with their bid, **if applicable**, the Integrity declaration form available on the [Forms for the Integrity Regime](http://www.tpsgc-pwgsc.gc.ca/ci-if/declaration-eng.html) website (<http://www.tpsgc-pwgsc.gc.ca/ci-if/declaration-eng.html>), to be given further consideration in the procurement process.

5.1.2 Additional Certifications Required with the Bid

5.1.2.1 Canadian Content Certification

5.1.2.1.1 SACC Manual clause [A3050T](#) (2020-07-01) Canadian Content Definition

This procurement is limited to Canadian services.

The Bidder certifies that:

() the service(s) offered is a Canadian service as defined in paragraph 2 of clause [A3050T](#).

5.2 Certifications Precedent to Contract Award and Additional Information

The certifications and additional information listed below should be submitted with the bid but may be submitted afterwards. If any of these required certifications or additional information is not completed and submitted as requested, the Contracting Authority will inform the Bidder of a time frame within which to provide the information. Failure to provide the certifications or the additional information listed below within the time frame specified will render the bid non-responsive.

5.2.1 Integrity Provisions – Required Documentation

In accordance with the section titled Information to be provided when bidding, contracting or entering into a real property agreement of the [Ineligibility and Suspension Policy](#) (<http://www.tpsgc-pwgsc.gc.ca/ci-if/politique-policy-eng.html>), the Bidder must provide the required documentation, as applicable, to be given further consideration in the procurement process.

5.2.2 Federal Contractors Program for Employment Equity - Bid Certification

By submitting a bid, the Bidder certifies that the Bidder, and any of the Bidder's members if the Bidder is a Joint Venture, is not named on the Federal Contractors Program (FCP) for employment equity "FCP Limited Eligibility to Bid" list available at the bottom of the page of the [Employment and Social Development Canada \(ESDC\) - Labour's](https://www.canada.ca/en/employment-social-development/canada/esdc/labour's) website (<https://www.canada.ca/en/employment-social-development/programs/employment-equity/federal-contractor-program.html#>).

Canada will have the right to declare a bid non-responsive if the Bidder, or any member of the Bidder if the Bidder is a Joint Venture, appears on the "FCP Limited Eligibility to Bid list at the time of contract award.

Canada will also have the right to terminate the Contract for default if a Contractor, or any member of the Contractor if the Contractor is a Joint Venture, appears on the ["FCP Limited Eligibility to Bid"](#) list during the period of the Contract.

The Bidder must provide the Contracting Authority with a completed annex titled Federal Contractors Program for Employment Equity - Certification, before contract award. If the Bidder is a Joint Venture, the Bidder must provide the Contracting Authority with a completed annex Federal Contractors Program for Employment Equity - Certification, for each member of the Joint Venture.

5.2.3 Additional Certifications Precedent to Contract Award

5.2.3.1 Canadian Content Certification

5.2.3.1.1 SACC Manual clause [A3050T](#) (2020-07-01), Canadian Content Definition

This procurement is limited to Canadian Services.

The Bidder certifies that:

() the service offered is a Canadian service as defined in paragraph 2 of clause A3050T

PART 6 - SECURITY, FINANCIAL AND OTHER REQUIREMENTS

6.1 Security Requirements

1. Before award of a contract, the following conditions must be met:
 - (a) the Bidder must hold a valid organization security clearance as indicated in Part 7 - Resulting Contract Clauses;
 - (b) the Bidder's proposed individuals requiring access to classified or protected information, assets or sensitive work sites must meet the security requirements as indicated in Part 7 - Resulting Contract Clauses;
 - (c) the Bidder must provide the name of all individuals who will require access to classified or protected information, assets or sensitive work sites;
 - (d) the Bidder's proposed location of work performance and document safeguarding must meet the security requirements as indicated in Part 7 - Resulting Contract Clauses;
 - (e) the Bidder must provide the addresses of proposed sites or premises of work performance and document safeguarding as indicated in Part 3 - Section IV Additional Information.
2. Bidders are reminded to obtain the required security clearance promptly. Any delay in the award of a contract to allow the successful Bidder to obtain the required clearance will be at the entire discretion of the Contracting Authority.
3. For additional information on security requirements, Bidders should refer to the [Contract Security Program](http://www.tpsgc-pwgsc.gc.ca/esc-src/introduction-eng.html) of Public Works and Government Services Canada (<http://www.tpsgc-pwgsc.gc.ca/esc-src/introduction-eng.html>) website.

PART 7 - RESULTING CONTRACT CLAUSES

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

7.1 Statement of Work

The Contractor must perform the Work in accordance with the Statement of Work at Annex "A".

7.2 Standard Clauses and Conditions

All clauses and conditions identified in the Contract by number, date and title are set out in the [Standard Acquisition Clauses and Conditions Manual](https://buyandsell.gc.ca/policy-and-guidelines/standard-acquisition-clauses-and-conditions-manual) (https://buyandsell.gc.ca/policy-and-guidelines/standard-acquisition-clauses-and-conditions-manual) issued by Public Works and Government Services Canada.

7.2.1 General Conditions

[2035](#) (2020-05-28), General Conditions - Higher Complexity - Services, apply to and form part of the Contract.

7.3 Security Requirements

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

1. The Contractor/Offeror must, at all times during the performance of the Contract/Standing Offer, hold a valid Designated Organization Screening (DOS) with approved Document Safeguarding at the level of PROTECTED B, issued by the Contract Security Program (CSP), Public Works and Government Services Canada (PWGSC).
2. The Contractor/Offeror personnel requiring access to PROTECTED information, assets or site(s) must EACH hold a valid RELIABILITY STATUS, granted or approved by the CSP, PWGSC.
3. The Contractor MUST NOT utilize its Information Technology systems to electronically process, produce or store PROTECTED information until the CSP, PWGSC has issued written approval. After approval has been granted or approved, these tasks may be performed at the level of PROTECTED B.
4. Subcontracts which contain security requirements are NOT to be awarded without the prior written permission of the CSP, PWGSC.
5. The Contractor/Offeror must comply with the provisions of the:
 - (a) Security Requirements Check List and security guide (if applicable), attached at Annex "C";
 - (b) Industrial Security Manual (Latest Edition)

7.3.2 Contractor's Sites or Premises Requiring Safeguarding Measures

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

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

- 7.3.2.2** The Company Security Officer must ensure through the Contract Security Program that the Contractor and individuals hold a valid security clearance at the required level.

7.4 Term of Contract

7.4.1 Period of the Contract

The period of the contract is from date of award to March 31, 2022 inclusive.

7.4.2 Option to Extend the Contract

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

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

7.4.3 Delivery Points

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

7.5 Authorities

7.5.1 Contracting Authority

The Contracting Authority for the Contract is:

Andrea Keyserlingk
Supply Specialist
Public Works and Government Services Canada
Communication and Advertising Procurement Directorate
360 Albert Street, 12th floor, Ottawa, Ontario

Telephone: 343-551-1720

E-mail address: Andrea.Keyserlingk@tpsgc-pwgsc.gc.ca and TPSGC.padgamiace-appbpace.PWGSC@tpsgc-pwgsc.gc.ca

The Contracting Authority is responsible for the management of the Contract and any changes to the Contract must be authorized in writing by the Contracting Authority. The Contractor must not perform work in excess of or outside the scope of the Contract based on verbal or written requests or instructions from anybody other than the Contracting Authority.

Solicitation No. - N° de l'invitation
G9292-227925/A
Client Ref. No. - N° de réf. du client
G9292-227925

Amd. No. - N° de la modif.
File No. - N° du dossier
CW035. G9292-227925

Buyer ID - Id de l'acheteur
cw035
CCC No./N° CCC - FMS No./N° VME

7.5.2 Project Authority

(The name and contact information is to be provided in the resulting contract.)

The Project Authority for the Contract is:

Name: _____
Title: _____
Organization: _____
Address: _____

Telephone: ____ - ____ - ____
Facsimile: ____ - ____ - ____
E-mail address: _____

(The name and contact information is to be provided in the resulting contract.)

In its absence, the Project Authority is:

Name: _____
Title: _____
Organization: _____
Address: _____

Telephone: ____ - ____ - ____
Facsimile: ____ - ____ - ____
E-mail address: _____

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

7.5.3 Contractor's Representative

Name: _____
Title: _____
Organization: _____
Address: _____

Telephone: _____
E-mail address: _____

7.6 Proactive Disclosure of Contracts with Former Public Servants

By providing information on its status, with respect to being a former public servant in receipt of a [Public Service Superannuation Act](#) (PSSA) pension, the Contractor has agreed that this information will be reported on departmental websites as part of the published proactive disclosure reports, in accordance with [Contracting Policy Notice: 2019-01](#) of the Treasury Board Secretariat of Canada.

7.7 Payment

7.7.1 Basis of Payment

In consideration of the Contractor satisfactorily completing all of its obligations under the Contract, the Contractor will be paid firm unit prices as specified in Annex "B" for a cost of \$_____ (insert the amount at contract award). Customs duties are excluded and Goods and Services Tax or Harmonized Sales Tax is extra, if applicable.

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

7.7.2 Limitation of Expenditure

1. Canada's total liability to the Contractor under the Contract must not exceed \$_____. Customs duties are included and Goods and Services Tax or Harmonized Sales Tax is extra, if applicable.
2. No increase in the total liability of Canada or in the price of the Work resulting from any design changes, modifications or interpretations of the Work, will be authorized or paid to the Contractor unless these design changes, modifications or interpretations have been approved, in writing, by the Contracting Authority before their incorporation into the Work. The Contractor must not perform any work or provide any service that would result in Canada's total liability being exceeded before obtaining the written approval of the Contracting Authority. The Contractor must notify the Contracting Authority in writing as to the adequacy of this sum:
 - a) when it is 75% committed, or
 - b) four (4) months before the contract expiry date, or
 - c) as soon as the Contractor considers that the contract funds provided are inadequate for the completion of the Work,whichever comes first.
3. If the notification is for inadequate contract funds, the Contractor must provide to the Contracting Authority a written estimate for the additional funds required. Provision of such information by the Contractor does not increase Canada's liability.

7.7.3 SACC Manual Clauses

SACC Manual clause [A9117C](#) (2007-11-30), T1204 - Direct Request by Customer Department
SACC Manual clause [H1001C](#), (2008-05), Multiple Payments
SACC Manual clause [4008](#) (2008-12-12), Personal Information

7.7.4 Electronic Payment of Invoices – Contract

The Contractor accepts to be paid using any of the following Electronic Payment Instrument(s):

- a. Visa Acquisition Card;
- b. MasterCard Acquisition Card;
- c. Direct Deposit (Domestic and International);
- d. Electronic Data Interchange (EDI);

7.8 Invoicing Instructions

1. The Contractor must submit invoices in accordance with the section entitled "Invoice Submission" of the general conditions. Invoices cannot be submitted until all work identified in the invoice is completed.

Each invoice must be supported by:

- a. A copy of the invoices, receipts, and vouchers for all direct expenses.
2. Invoices must be distributed as follows:
 - a. **The original and one (1) copy must be forwarded to the Project Authority** identified under the section entitled "Authorities" of the Contract for certification and payment.
 - b. **One (1) copy must be forwarded to the Contracting Authority** identified under the section entitled "Authorities" of the Contract.

7.9 Certifications and Additional Information

7.9.1 Compliance

Unless specified otherwise, the continuous compliance with the certifications provided by the Contractor in its bid or precedent to contract award, and the ongoing cooperation in providing additional information [2035](#) (2020-05-28), General Conditions - Higher Complexity - Services are subject to verification by Canada during the entire period of the Contract.

7.9.2 Federal Contractors Program for Employment Equity - Default by the Contractor

The Contractor understands and agrees that, when an Agreement to Implement Employment Equity (AIEE) exists between the Contractor and Employment and Social Development Canada (ESDC)-Labour, the AIEE must remain valid during the entire period of the Contract. If the AIEE becomes invalid, the name of the Contractor will be added to the ["FCP Limited Eligibility to Bid"](#) list. The imposition of such a sanction by ESDC will constitute the Contractor in default as per the terms of the Contract.

7.9.3 SACC Manual Clauses

SACC Manual Clause A3060C (2008-05-12) Canadian Content Certification.

7.10 Applicable Laws

The Contract must be interpreted and governed, and the relations between the parties determined, by the laws in force in Ontario.

7.11 Priority of Documents

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

- (a) the Articles of Agreement;
- (b) the general conditions [2035](#) (2020-05-28), General Conditions - Higher Complexity - Services;
- (c) Annex "A", Statement of Work;
- (d) Annex "B", Basis of Payment;
- (e) Annex "C", Security Requirements Check List;
- (f) the Contractor's bid dated _____, (*insert date of bid*)

7.12 Insurance

SACC Manual clause [G1005C](#) (2016-01-28) Insurance - No Specific Requirement

7.13 Inspection and Acceptance

SACC Manual [D5328C](#) (2014-06-26), Inspection and Acceptance

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

7.14 Dispute Resolution

- (a) The parties agree to maintain open and honest communication about the Work throughout and after the performance of the contract.
- (b) The parties agree to consult and co-operate with each other in the furtherance of the contract and promptly notify the other party or parties and attempt to resolve problems or differences that may arise.
- (c) If the parties cannot resolve a dispute through consultation and cooperation, the parties agree to consult a neutral third party offering alternative dispute resolution services to attempt to address the dispute.
- (d) Options of alternative dispute resolution services can be found on Canada's Buy and Sell website under the heading "[Dispute Resolution](#)".

7.15 SACC Manual Clauses

SACC Reference	Section	Date
P1005C	Packaging and Packing of Printed Products	2010-01-11
P1009C	Author's Alterations	2007-11-30
P1010C	Quality Levels for Printing	2010-01-11
P1011C	Quality Levels for Colour Reproduction	2010-01-11
P1012C	Quality Levels for Envelopes	2010-01-11
P1016C	Quality Levels for Binding	2010-01-11

ANNEX "A"

STATEMENT OF WORK

CANADA PENSION PLAN AND OLD AGE SECURITY TAX FORMS AND OTHER PRINT SERVICES

1. PROJECT OVERVIEW

Service Canada programs, the Canada Pension Plan (CPP) and Old Age Security (OAS), provide program and payment information to its clients on a policy and legislated basis. The Programs are legislated to provide tax forms to clients for payments received during the previous year ending December 31. The forms are legislated to be delivered to all clients no later than February 28 of the following calendar year. Service Canada requires variable printing, supply of printed envelopes, supply of printed information inserts and distribution of these forms. It is estimated that 13,625,000 forms will be mailed in January-February 2022 to more than 9,000,000 program beneficiaries for the 2021 tax year.

The tax forms include the CPP and OAS versions of the Canada Revenue Agency (CRA) T4A and NR4 tax forms and a Service Canada Credit Slip. These forms declare client income as received under the CPP and OAS benefits, or under an International Agreement (IA), for the taxation year ending December 31 of the previous year. The Contractor must print the forms (listed below) and will insert one (1) or two (2) of the forms, as necessary, along with a tax information insert, into an envelope for mailing.

Multiple print files will be sent to the Contractor via secure FTP (File Transfer Protocol). File format will be AFP (Advanced Function Presentation). The Contractor will be required to print simplex and duplex output (depending on form type), insert 1 or 2 tax slip forms and 1 or more information inserts in each envelope. (Print files can also be provided in PostScript, PCL or PDF format.)

The forms required and the estimated quantities of each form for the tax year 2021 are as follows:

T4A (P):	Statement of Canada Pension Plan Benefits (ISP-0136)	6,490,000
T4A (OAS):	Statement of Old Age Security (ISP-0137)	6,749,600
NR4-CPP:	Statement of amounts Paid or Credited to Non-Residents Of Canada (ISP-0139)	230,000
NR4-OAS:	Statement of Old Age Security Pension Paid or Credited to Non-Residents of Canada (ISP-0138)	168,300
Credit Slip:	Reimbursement of Benefits Paid During a Previous Year (ISP-1611) – CPP only	9,450

2. CPP AND OAS TAXATION FORMS

All tax forms print on 8.5" x 14" paper.

3. DELIVERY REQUIREMENTS

All live (production) print files will be transferred to the Contractor between **mid-January and the first week of February** in the year following the tax year, with the tax forms being produced for **delivery to Canada Post mail streams starting the third week of January of the same year.**

The legal deadline for delivery to the recipients is February 28. All work must be completed and delivered to Canada Post no later than February 21. The Contractor must work with Service Canada to establish a schedule of deliveries to Canada Post to deliver the material in a phased manner between the start of production and February 21. If February 21 falls on a Saturday or Sunday, all work must be delivered to Canada Post no later than the Friday prior to February 21.

The Contractor must provide the necessary service to ensure that the material delivered to Canada Post is prepared in such a way as to meet Canada Post's requirements for incentive [lettermail](#) postage rates wherever possible. The Contractor, prior to delivery, must also meet any other stipulations as set out by Canada Post to ensure that Service Canada will pay the lowest possible postage rate per piece of mail.

3.1 Electronic Statement of Mailing (ESOM)

The Contractor must provide the Project Authority with an Electronic Statement of Mailing (ESOM) for each print file delivered to Canada Post. In cases where a large print file is delivered to Canada Post over a period of two (2) or more days, a separate ESOM can be prepared for each portion of that print file.

Each ESOM is to contain the Unique Identifier (Annex 1) of the applicable print file and is to be placed in the customer reference section of the ESOM for reference purposes. Postage for mail from different print files cannot be contained in the same ESOM.

4. FORM PAPER

The Contractor will be required to purchase paper to the specification set out below.

13.6 million - No 2 Offset, 120M or 48M bond

Paper samples must be approved by Service Canada prior to final order.

5. FORM PERFORATIONS AND FOLDING

Three (3) perforations on 14" dimensions at 3.5", 7.0" and 10.5" from top of sheet. Fold each sheet to fit #10 envelopes – Three (3) parallel folds. Panel One, address information, must appear on face after folding.

6. PRINTING COLOUR

The text prints black on the back of the form where required. The body, prints black on the front of each form, flag symbol top left, and the Canada Wordmark bottom right. The printing must be at 600 DPI.

7. FILES DESCRIPTION

The following is the list of the print files that will be sent to the Contractor for printing:

CPP & OAS MERGED T4s	
CPP T4A (P) [+65] Singles	OAS T4 (OAS) Singles
CPP T4A (P) [Disability]	OAS NR4 (OAS)
CPP T4A (P) [Death]	OAS T4 SELS
CPP T4A (P) [Others]	IA T4A (P)
CPP NR4 [Disability]	IA T4A (OAS) [Quebec]
CPP NR4 [Balance of file]	IA T4A (OAS) [Balance of file]
CPP Credit Slip – Regular	IA NR4 (OAS)
CPP Credit Slip – Death	IA NR4

All but the first of the above-noted files will require insertion of one (1) tax slip and one (1) or more information insert(s) (with the exception of the CPP T4A(P) [Death] which will not require an information insert) in each envelope.

The CPP & OAS MERGED T4 print file will consist of a T4A(P) [CPP] and a T4A(OAS) [OAS] tax form belonging to the same individual, and will appear consecutively in the file. Both matching tax slips (where SIN and postal code match) are to be folded and inserted together in the same envelope with the appropriate information insert.

For these merged slips, the T4A(P) [CPP] tax form is to be the facing (top) document when they are folded together, so that the name and address printed on the T4A(P) form appears in the envelope window when inserted.

8. DATA FILE TRANSFER

All print files will be sent to the Contractor via SFTP (Secure File Transfer Protocol). The two (2) options available for SFTP transfers are:

Public Service and Procurement Canada (PSPC)'s MSFT (Managed Secure File Transfer) Service, which provides a secure file transfer solution between systems and applications, using Entrust's Public Key Infrastructure (PKI) security product. MSFT is part of the Network Security Service (NSS) suite of services.

or

ESDC's FTP Server using ESDC's Secure Extranet Solution, which is also referred as AppGate, using either an Entrust key (PKI) or an IDG Token.

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G9292-227925

Amd. No. - N° de la modif.
File No. - N° du dossier
CW035. G9292-227925

Buyer ID - Id de l'acheteur
cw035
CCC No./N° CCC - FMS No./N° VME

TAX SLIP MATRIX (Annex 2):

Below is a matrix that provides the following information for each print file:

File name
Tax slip version
Simplex or duplex
Estimated volume
Type of insert

PRINT FILE	TAX SLIP VERSION	FRONT/BACK	UNIQUE IDENTIFIER	ESTIMATED VOLUMES	INSERT
CPP T4A(P) + T4A(OAS) MERGED	ISP-0136nat	1 side	BCPOAT-X	4,621,000	T4/NR4 INSERT
	ISP-0137nat	2 sides		4,621,000	T4/NR4 INSERT
T4A(OAS) SINGLES	ISP-0137nat	2 sides	OATO-S-X	342,000	T4/NR4 INSERT
	ISP-0137nat	2 sides	OATO-S-Q	1,752,000	T4/NR4 INSERT
CPP T4A(P) Non matched SINGLES	ISP-0136nat	1 side	CPTP-S	335,000	T4/NR4 INSERT
	ISP-0136que	2 sides	CPTP-S-Q	30,000	T4/NR4 INSERT
CPP T4A(P) OTHERS	ISP-0136nat	1 side	CPTP-O	963,000	T4/NR4 INSERT
	ISP-0136que	2 sides	CPTP-O-Q	7,000	T4/NR4 INSERT
CPP T4A(P) OTHERS - DTH	ISP-0136nat	1 side	CPTP-O-DN	173,700	no insert
	ISP-0136que	2 sides	CPTP-O-DQ	1,300	no insert
CPP NR4	ISP-0139que	2 sides	CPNR-CA	5,000	T4/NR4 INSERT
	ISP-0139nat	1 side	CPNR-	212,500	T4/NR4 INSERT
OAS NR4(OAS)	ISP-0138nat	2 sides	OANR-	74,000	T4/NR4 INSERT
T4A(OAS) SELS	ISP-0137nat	2 sides	OASEL-	20,000	T4/NR4 INSERT
CPP T4A(P) DISABILITY	ISP-0136nat	1 side	CPTP-DN	352,000	DSB INSERT
	ISP-0136que	2 sides	CPTP-DQ	2,000	DSB INSERT
CPP NR4 DISABILITY	ISP-0139que	2 sides	CPNR-D	1,200	DSB INSERT
CPP CREDIT SLIP	ISP-1611	1 side	CPCS-	9,450	T4/NR4 INSERT
IA NR4(OAS)	ISP-0138nat	2 sides	IANRO	94,300	T4/NR4 INSERT
IA CPP NR4	ISP-0139nat	1 side	IANRC	11,300	T4/NR4 INSERT
IA CPP T4A(P)	ISP-0136nat	1 side	IATP	5,000	T4/NR4 INSERT
IA T4A(OAS) QUE	ISP-0137nat	2 sides	IATOQ	2,100	T4/NR4 INSERT
IA T4A(OAS) NON-QUE	ISP-0137nat	2 sides	IATON	12,500	T4/NR4 INSERT
				13,647,350	

BACK PRINTING ON SOME SLIPS

Some tax slips include static back printing (as indicated in the matrix above). Where back printing is required, the Contractor will have the option of either:

Back printing, where the information will be included as part of each print record (duplex).

Or,

Back printing, where the information will not be included as part of each print record. On tax slips where back printing is required, the Contractor will be required to order paper with back printing pre-printed on the paper stock. If this option is chosen, Service Canada will provide finalized PDF versions of applicable tax slips and volumes estimates so that back printed paper stock can be ordered in sufficient time and quantities.

FILE FORMATS

T4A(P) and T4A(OAS) Merged (Annexes 3 & 4)

T4A(P) and T4A(OAS) tax slips that belong to the same individual
1 version of each form (ISP-0136nat and ISP-0137nat)

T4A(OAS) Singles (Annex 5)

T4A(OAS) tax slips that did not merge with a CPP T4.
1 version of form (ISP-0137nat)

NR4(OAS) (Annex 6)

1 version of form (ISP-0138nat)

CPP T4A(P) (+65 non-matched) Singles (Annex 7)

T4A(P) tax slips that did not merge with a T4A(OAS).
1 version of form (ISP-0136nat)

CPP T4A(P) Other (Annexes 8 & 9)

T4A(P) tax slips
2 versions of form (ISP-0136nat and ISP-0136que)
Version will be determined by postal code prefix. (PC prefix G, H or J will be on **que** version form)

CPP T4A(P) Others – Death (Annexes 10 & 11)

T4A(P) tax slips
2 versions of form (ISP-0136nat and ISP-0136que)

Specifications are the same as for CPP T4A(P) Others (above) but are for benefit recipients who have died in the applicable tax year.

CPP T4A(P) Disability (Annexes 12 & 13)

T4A(P) tax slips
2 versions of form (isp-136nat and isp-0136que)
Versions will be determined by postal code prefix. (PC Prefix G, H or J will be on **que** version form)

CPP NR4 Regular (Annexes 14 & 15)

NR4 tax slips
2 versions of form (ISP-0139nat and ISP-0139que)

Versions will be determined by mailing address. Domestic mailing address will be on **que** version of form. US and foreign addresses will be on **nat** version of form).

CPP NR4 Disability (Annex 16)

NR4 tax slip
1 version of form (ISP-0139que)

CPP Credit Slip (Annex 17)

CPP NR4 tax slip
1 version of form (ISP-1611)

IA NR4(OAS) (Annex 18)

1 version of form (ISP-0138nat)

IA CPP NR4 (Annex 19)

1 version of form (ISP-0139nat)

IA CCP T4A(P) (Annex 20)

1 version of form (ISP-0136nat)

IA T4A(OAS) QUEBEC (Annex 21)

1 version of form (ISP-0137nat)

IA T4A(OAS) NON-QUEBEC (Annex 22)

1 version of form (ISP-0137nat)

T4A(OAS) SELS (Annex 23)

T4A(OAS) tax slips that are neither part of the merged or T4A(OAS) singles.
1 version of form (ISP-0137nat)

9. SPECIAL REQUIREMENTS

9.1 Matching of forms for insertion (Document merge for mailing in common envelope)

With the exception of the merged print file, all print files will require insertion of one (1) tax slip and one (1) or more information insert(s) per envelope. For the merged print file, the requirement will be for one (1) CPP T4A(P) tax slip, one (1) T4A(OAS) tax slip addressed to the same recipient and one (1) or more information insert(s) are to be inserted into the same envelope. The CPP T4A(P) is to be the facing (top) document when folded together with the T4A(OAS) tax slip.

9.2 INSERTS

The Contractor will be required to print one (1) or more information inserts in any given production year. During the course of the contract, Service Canada may require the Contractor to insert other information insert(s) in addition to the ones described below. This/these additional insert(s) may be required to be included with some or all tax slips (based on print file type) as designated by Service Canada. The format or size of the insert can change from year to year. They will conform to the available room within the envelope.

Currently, each mail piece (with the exception of the CPP T4 Death slips) includes one (1) of the two (2) information inserts. The type of print file determines which of the two (2) types of inserts required is.

Estimated volumes required for each type of insert and specifications are as follows:

Projected volumes:

<u>Insert Type</u>	<u>English</u>	<u>French</u>
T4/NR4 insert	6,780,000	1,620,000
Disability insert	345,000	5,300

Language(s): unilingual inserts (English and French)
Dimensions: trim to 8.5" x 3.5"
Pages: 1 English + 1 French
Paper Stock: Rolland Opaque 50, 60lb text, Bright White smooth
Ink Colours: FIP Red and Black, no bleed, 2/0

9.2.1 Disability Insert

This insert is to be included with each T4A(P) disability and NR4 disability tax slip. This will be a unilingual insert (separate English and French versions). Each tax form will include either an OMR mark or a bar code setting out the language preference (E or F). The Contractor will be required to insert the appropriate language insert based on an OMR mark or a bar code that appears on each tax form (Annex 24.)

9.2.2 T4/NR4 Insert

This insert is included with all other tax slips (excluding the Death slips). This will be a unilingual insert (separate English and French versions). Each tax form includes either an OMR mark or a bar code setting out the language preference (E or F). The Contractor will be required to insert the appropriate language insert based on an OMR mark or a bar code that appears on each tax form (Annex 25.)

The format or size of the insert can change from year to year. They will conform to the available room within the envelope.

10. MAIL PREPARATION

10.1 INSERTION

Forms must be inserted into the envelopes with the recipient address visible in the window. The inserts must be inserted behind the form(s) as per the requirements stated above.

10.2 ADDRESS ACCURACY AND INCENTIVE POSTAGE RATES

Statements of Address Accuracy for Canada Post incentive rates will be provided with all files passed to the Contractor.

The Contractor must provide the necessary service to ensure that material meets the Canada Post requirements for Machinable postage rates wherever possible. Any amendments or changes to these requirements set out by Canada Post during the term of the contract and option period must also be followed by the Contractor prior to delivery of the material to Canada Post, so that Service Canada always pays the lowest possible postage rate per piece of mail.

The Contractor must contact Canada Post and Service Canada before the mailings to confirm that, at the time of mailing, the Contractor is meeting all Canada Post requirements for mail preparation for Incentive postage rates to pay the lowest possible postage rate per piece of mail.

Before the mailing has started, the Contractor must provide the Service Canada Project officer written confirmation that the Contractor has obtained from Canada Post what the requirements are for Service Canada to pay the lowest possible postage rate per piece of mail. Before the mailings are sent to Canada Post, the Contractor must send a copy of the Incentive Lettermail Mailing Summary to the Service Canada Project Officer.

Should Service Canada be charged more than the lowest possible rate for postage, the Contractor is responsible for the repayment to Service Canada of the amount in excess of the lowest possible rate unless the Contractor can demonstrate that the overcharge is not due to the non-compliance of the Contractor with regards to the Canada Post requirements for Incentive postage rates.

Postage costs are the responsibility of Service Canada.

Each morning, the Contractor must provide the Service Canada Project officer with a summary of all material that has been picked up by Canada Post on the previous day.

11. ENVELOPES

The Contractor will be responsible for the production of one (1) type of envelope to be used for the entire mailing for domestic, US and foreign mail pieces (ISP-0608) (Annex 26.)

A double-window envelope with Service Canada logo (front and flap) and a 2D indicia on front (the form version date is to be printed on the flap). Two (2) side seams glued on the outside, open side (the side-glued flaps must be outside the back panel)

Dimensions: 9 ½" wide x 4" high.

Back panel 3 ¾" high.

Paper: 24 lb. Natural Kraft

Flap: 1 ¼" full glue wallet flap (straight) - not V shaped - with double score.
Second score on flap must be 1/8" from top.

Envelope Window

Window Material: Avpexine, only one (1) patch for both windows.

Glue must be evenly distributed (no dots).

The window material must be glued around the edges of the windows in a manner that will not interfere with automated insertion of inserts into the envelopes.

Window size

Top window: 3 ¾" wide x ¾" high

Bottom window: 4 11/16" x 1 ¼"

Window location:

Top window: ¾" from left edge and 2 5/16" from bottom edge

Bottom window: ¾" from left edge and ¾" from bottom edge.

Estimated Envelope quantities

Lettermail 8,595,000

Letter-post 405,000

12. DELIVERY SCHEDULE

Due to the large volume of tax forms to be mailed, and to lessen the impact these mailings have on Service Canada Call Centres, delivery of these tax forms are to be made over a period of approximately one (1) month commencing approximately the 3rd week of January and ending no later than February 21 (ref. Sec. 3 for further details regarding latest delivery date).

The T4A(OAS) singles (ref. Sec. 10.1) for Quebec and the IA and NR4 tax forms should be printed and inducted into the mail stream first. The volume of mailings toward the end of January should be reduced so that Service Canada Call Centres are not overburdened.

The schedule (Annex 27) must be constructed in collaboration with Service Canada to ensure no particular geographic area will be overwhelmed with calls from clients that have received their tax form(s).

Distance from printing site to mailing address should also be taken into consideration because, as mailing distance increases, so does the amount of time for it to be received by the addressee.

13. PROOFS AND QUALITY ASSURANCE

13.1 TESTING PHASE

Each year, for the duration of the contract, Service Canada will provide several test files to the Contractor for the purpose of the Contractor performing print and insertion testing.

The Contractor will be required to print and insert a portion of each test file provided by Service Canada. Service Canada will provide a contact name and address for the samples to be shipped to for review and approval.

During the period of October 1 to November 30 for the first year of the contract (and November 1 to December 23 for any subsequent years of the Contract) the Contractor will provide samples to Service Canada for verification purposes. Test files will be provided by Service Canada via the agreed upon secured file transfer method.

13.2 PRODUCTION PHASE

13.2.1 SAMPLES

When Production print files are received by the Contractor from Service Canada in January and February, the Contractor must perform further print and insertion testing. The Contractor must submit production sample forms for each print file to Service Canada. Initial samples can be sent electronically via agreed upon secured file transfer method in PDF format. Hard copy samples will need to be sent and final approval by Service Canada will be given.

Based on review of the hardcopy samples, should alteration(s) be necessary, Service Canada must receive new hardcopy proofs for review and approval as quickly as possible. Revision and the subsequent hardcopy samples may be requested as many times as necessary prior to final approval.

13.2.2 PROOFS

The Contractor must provide one (1) complete set of proofs to the Service Canada Project Authority before printing. Proofs must be accounted for in the schedule.

13.3 Envelopes

The Contractor must provide one (1) complete set of blueprints or digital (paper copy) proofs. Proofs must be backed-up, trimmed and folded to specification.

13.4 Forms

The Contractor must provide a laminated colour proof and blueprint or, if a direct-to-plate system is used, a high-resolution digital colour proof, folded and trimmed to size for the insert.

Contact information will be provided in due course.

14. QUALITY CONTROL

There is no acceptable tolerance for mistakes in the printing and insertion of the forms. The Contractor must employ a method of continuous monitoring of the matching and inserting processes that includes identifying errors in matching and inserting to ensure that the correct forms are being inserted into each individual mailing envelope. The Contractor must provide a daily report containing the daily production of inserted envelopes. The report should also include the number of inserted envelopes successfully processed, any problems that occurred during processing and the corrective action(s) taken. Random checks of the inserted envelopes, either during the insertion operation or after inserting is completed, is not acceptable as the only method used by the Contractor for controlling the matching of the forms.

The Contractor must have an automated reader system in place that is capable of reading unique sequence numbers on each mail piece to eliminate the risk of double insertions.

Service Canada staff will be conducting on-site quality control inspections on random samples of the final products at the production site during the production phase.

At the beginning of production, the front-end live data product of each application must be submitted to Service Canada for review and validation.

The Contractor must permit Service Canada to access the print facility at all stages of production and post-production (printing, folding, and insertion) and to allow random batches to be taken, on-site, by Service Canada staff and compared with hard copy reports to verify the totals being printed.

15. PROBLEM RESOLUTION

Any call from the Service Canada Annual Tax Slip Project Team must be responded to within one hour. The Contractor will be required to have an identify problem escalation procedures. The Contractor must provide a report within 24 hours of being notified of a problem.

16. SECURITY

The Contractor must comply with all security and information management provisions during all testing and production phases for the period of the contract.

The Contractor must securely and permanently destroy from all storage devices and any paper copies, all personal information received from Service Canada thirty (30) days after the mailing activity is completed. Upon destruction, the Contractor will notify Service Canada, by providing a certificate of destruction by email (Annex 28), that all personal information related to the mailing was destroyed in accordance with the ESDC Security Policy and Procedures Manual and the IT Security Requirements Technical Document.

The Certificate of Destruction must contain the following information:

- Must indicate Contract Number
- Which files were destroyed
- What day and time the destruction was occurred
- Total number of files deleted.

The Contractor must alert and promptly notify Service Canada (via phone and email) of any compromise, breach or of any evidence such as (i) a security incident, (ii) a security malfunction in any asset, (iii) irregular or unauthorized access to any Asset, (iv) large scale copying of an Information Asset, or (v) another irregular activity identified by the Contractor, that leads the Contractor to reasonably believe that risk of compromise, or a security or privacy breach, is or may be imminent, or if existing safeguards have ceased to function, over the following period (7 days x 24 hours x 365 days), and will be made without undue delay, in any event, within 72 hours, and within the Contractor's service level commitments.

If the Contractor becomes aware of and determines a compromise or breach of security leading to the accidental or unlawful destruction, loss, alteration, unauthorized disclosure of, or access to Customer Data or Personal Data while processed by the Contractor (each a "Security Incident"), the Contractor must promptly and without undue delay (i) notify Service Canada of the Security Incident; (ii) investigate the Security Incident and provide Service Canada with detailed information about the Security Incident; and (iii) take reasonable steps to mitigate the cause and to minimize any damage resulting from the Security Incident.

17. STORAGE CAPABILITIES

The Contractor must have sufficient warehouse space to store all required paper, inserts and envelopes.

18. OUTSOURCING

If the Contractor outsources any work that falls under this contract, Service Canada must be notified and give approval to the use of any subcontractor(s) in advance. Subcontracts which contain security requirements are **not** to be awarded without the prior written permission of the CSP/ISS/PSPC.

19. COMPONENTS

All components or materials required to complete the Contract, whether produced or purchased by the Contractor, or provided to the Contractor, are the property of the Government of Canada.

The Contractor must return all components to the Service Canada Project Authority within five working days of receiving the request to do so and at no additional cost to Service Canada.

Components must be packaged appropriately and shipped in a manner to ensure safe delivery at the specified destination.

20. SERVICE EXTENSION

From time to time, Service Canada may have additional requirements to communicate on a priority basis with its beneficiaries. Service Canada requires the ability to request temporary additional print and mail production by the Contractor in agreed timeframe and costs for both Service Canada and the Contractor. Best efforts will be made by the Contractor to accommodate such requests.

21. PRIVACY CLAUSES

- 21.1** For the purpose of allowing the Contractor to perform the work under the contract, Service Canada must make available to the Contractor, in accordance with the *Privacy Act*, the *Department of Employment and Social Development Act* (DESDA) and other applicable laws governing the protection of personal information under its control, all components outlined in Sections 1 and 20.
- 21.2** Unless otherwise required by law or authorised in writing by the individuals to whom that information relates, the Contractor must not use or disclose the information referred to in Sections 1 and 20 above except for the purpose of performing the work under the contract.
- 21.3** The Contractor must maintain all information referred to in Sections 1 and 20 above, and make sure it is only accessible in Canada.
- 21.4** The Contractor must ensure that all aspects of the processing of information referred to in Sections 1 and 20 above are conducted in, and only accessible in Canada.

- 21.5** The Contractor must take all necessary measures to ensure that every person hired, or the services of whom it retains to fulfill obligations under this contract, knows and complies with all the terms and conditions of this contract with respect to the protection of information referred to in Sections 1 and 20 above.
- 21.6** The information referred to in Sections 1 and 20 above remains at all times under the control of Service Canada.
- 21.7** The information referred to in Sections 1 and 20 above is protected by the *Privacy Act*, DESDA and any other applicable federal laws governing the protection of personal information held by federal institutions. That information must be treated as such by the Contractor in accordance with the ESDC Security Policy and Procedures Manual, the Government of Canada Security Policy or other instructions that ESDC may issue.
- 21.8** Unless otherwise required by law or authorised in writing by the individuals to whom that information relates, the Contractor must not make any copies of the information referred to in Sections 1 and 20 above except with the written consent of Service Canada.
- 21.9** Unless otherwise required by law or authorised in writing by the individuals to whom that information relates, upon expiry or termination of the contract, whichever is earlier, the Contractor must destroy the information referred to in Sections 1 and 20 above and any material that contains the information referred to in Sections 1 and 20 above, including the contractor's work product or tests, if any.
- 21.10** All information must be destroyed in accordance with the ESDC's *Security Policy and Procedures Manual* or other instructions that Service Canada may issue.
- 21.11** The Contractor must notify the Service Canada Project Authority immediately after he becomes aware that a breach of any provision of this contract governing the protection of personal information has occurred.
- 21.12** Any intentional breach by the Contractor of any provision of this contract governing the protection of personal information constitutes a fundamental breach of contract such that the contract may be terminated by Service Canada.

22. Security Obligations for Printing Services

1. General

1.1 Purpose

The purpose of this Appendix is to set out the Contractor's obligations with respect to the sound management of Canada's data, including protection against unauthorized modification, access or exfiltration in accordance with the Agreement, this Appendix and the Contractor's security measures (collectively referred to as the "Security Obligations").

1.2 Flow down of Security Obligations

As far as possible, the Contractor's obligations contained in these Security Obligations must flow down from the Contractor to the Subcontractors.

1.3 Change management

The Contractor must, throughout the Contract, take all the steps required to update and maintain the Security Obligations as needed to comply with security best practices and industry standards. The Contractor must inform Canada of any changes that may cause material degradation or adversely affect the Printing Services provided under this Contract, including technological, administrative or other changes or improvements. The Contractor agrees to offer all the improvements it proposes to all of its clients as part of its standard service offering at no additional cost to Canada.

2. Certification

The parties acknowledge that:

- (a) Canada's Data are subject to these Security Obligations.
- (b) Notwithstanding any other provision of this Appendix, the parties have shared responsibility for developing and maintaining policies, procedures and security controls relating to Canada's Data.
- (c) The Contractor must not have obtained or attempted to obtain custody of Canada's Data, or allow any personnel to access Canada's data, prior to the implementation of the security requirements, as required by this Appendix, at or prior to the time of the awarding of the contract.
- (d) Security Obligations apply to Level 2 (up to Protected B level / medium integrity, medium availability or medium prejudice), unless otherwise specified.

3. Protection of Canada's Data

- (1) The Contractor must protect Canada's Data from unauthorized access, modification or exfiltration. This includes implementing and maintaining appropriate technical and organizational security measures, including information security policies and procedures and security controls, to preserve the confidentiality, integrity and availability of Canada's Data
- (2) The Contractor will ensure that Canada's Data, the Contractor's infrastructure and service locations are protected by appropriate security measures that comply with the requirements set out in the Contractor's security practices and policies.

4. Compliance verification

- (1) The Contractor must conduct confidentiality and security audits of the computers, computing environment and physical data centres, which it uses to process and protect Canada's Data, as follows:
 - (a) Where a standard or framework provides for audits, an audit of that standard or control framework will be undertaken at least annually;

(b) Each audit must be conducted in accordance with the standards and rules of the regulatory or accreditation body for each applicable standard or control framework.

(2) Each audit will result in the preparation of an audit report which must be made available to Canada. The audit report must clearly disclose any significant findings made by the third-party auditor. The Contractor will, at its own expense, promptly remedy any problems and correct any deficiencies raised in any audit report to the auditor's satisfaction.

(3) Upon request from Canada, the Contractor, or a Subcontractor, may provide additional evidence, including system security plans, designs or architecture documents that provide a comprehensive system description in order to supplement the certification and audit reports and to demonstrate that the Contractor is in compliance with the required industry certifications.

5. Data protection

(1) The Contractor must:

(a) Implement inactive data (data in storage) encryption for Printing Services hosting Canada's Data, where inactive data encryption remains in effect, uninterrupted and active at all times, even in the event of equipment failure or technical problems, in accordance with Section 10 – Cryptographic Protection.

(b) Transmit Canada's data securely, using the secure gateway service offered by Canada.

(c) Implement security controls that limit administrative access to Canada's Data and systems by the Contractor.

(d) Take reasonable steps to ensure that Contractor personnel do not have permanent or continuing access rights to Canada's Data, and that access is limited to Contractor personnel with a need to know and Reliability Check, including resources who provide technical or client support, upon approval by Canada.

(2) The Contractor must not make any copies of the databases or any part thereof containing Canada's Data outside the resiliency capabilities of the Regular Service and within the approved regional areas or spaces in Canada.

(3) The Contractor must not move or transmit approved copies outside the agreed service areas unless approval is obtained from Canada.

(4) Upon request from Canada, the Contractor must provide Canada with a document that describes any additional metadata created from Canada's Data.

6. Data segregation

(1) The printing and storage services for Canada's Data must be set up in a separate environment from the Contractor's corporate network. This environment must also be segregated from all other networks, including the Internet.

(2) This segregated environment for printing services must not contain wireless services such as Bluetooth, Wi-Fi or any other radio transmissions.

(3) The Contractor must implement controls to ensure appropriate segregation of resources such that Canada's Data are not co-mingled with other tenant data while in use, storage or transit and throughout all aspects of the Contractor's infrastructure's functionality, printing services and system administration. This includes implementing access controls and enforcing appropriate logical or physical segregation to support:

(a) The segregation between the Contractor's internal administration and the resources used by its clients.

(4) Upon request from Canada, the Contractor must provide a document describing the approach to ensuring appropriate segregation of resources such that Canada's Data are not intertwined with other tenant data while in use, storage or transit.

7. Data location

(1) The Contractor must have the ability to store and protect Canada's inactive Data, including data in backups or maintained for redundancy purposes.

(2) The Contractor must, upon request from Canada:

(a) Provide the Government of Canada with an up-to-date list of the physical locations, including the city, which may contain Canada's Data for each data centre that will be used to provide printing services.

(3) It is the continuous obligation of the Contractor of the proposed printing services to notify Canada when the list of physical locations that may contain Canada's Data is updated.

(4) All Contractor resources, IT equipment and personnel assigned to this contract shall be located within the geographical boundary of Canada.

8. Data disposition and returning records to Canada

(1) The Contractor must securely dispose of or reuse resources (e.g., equipment, data storage, files and memory) that contain Canada's Data and ensure that previously stored data cannot be processed by other clients after it is released. This includes all copies of Canada's Data that are made through replication for high availability and disaster recovery. The Contractor's disposal or reuse of resources must be aligned with one of the following documents: (i) *National Industrial Security Program Operating Manual* (DoD 5220.22-M6); (ii) *Guidelines for Media Sanitization* (NIST SP 800-88); or (iii) *Clearing and Declassifying Electronic Data Storage Devices* (CSE ITSG-06). Upon request from Canada, the Contractor must provide a document describing the Contractor's process for disposal or reuse of resources.

(2) The Contractor must provide Canada with confirmation of successful erasing, purging or destruction of all resources, as appropriate, and an ability to prevent re-instantiation of any removed or destroyed system, capability (software or process), data or information once Canada has ceased using printing services.

9. Cryptographic protection

The Contractor must:

(a) Configure any cryptography used to implement confidentiality or integrity safeguards or used as part of an authentication mechanism (e.g., VPN solutions, TLS, software modules, PKI and authentication tokens where applicable), in accordance with Communications Security Establishment (CSE)-approved cryptographic algorithms as well as cryptographic key sizes and crypto periods.

(b) Use cryptographic algorithms and cryptographic key sizes and crypto periods that have been validated by the Cryptographic Algorithm Validation Program (<http://csrc.nist.gov/groups/STM/cavp/>) and specified in ITSP.40.111 *Cryptographic Algorithms for Unclassified, Protected A, and Protected B Information*, or subsequent versions (<https://cyber.gc.ca/en/guidance/cryptographic-algorithms-unclassified-protected-and-protected-b-information-itsp40111>).

(c) Ensure that FIPS 140-validated cryptography is employed when encryption is required, and is implemented, configured and operated in a cryptographic module validated by the Cryptographic Module Validation Program (<https://cyber.gc.ca/en/cryptographic-module-validation-program-cmvp>), in an either approved or allowed mode to provide a high degree of certainty that the FIPS 140-2-validated cryptographic module is providing the expected security services in the proper manner.

(d) Ensure that any FIPS 140-2-validated modules in use have an active, current and valid certification. FIPS 140-compliant/validated products will have certificate numbers.

10. Privileged access management

(1) The Contractor must:

(a) Manage and monitor privileged access to printing services.

(b) Restrict and minimize access to printing services and Canada's Data to only authorized devices and end users with an explicit need to have access.

(c) Enforce and audit authorizations for access to printing services and Canada's Data.

(d) Limit access to service interfaces that host Canada's Data to uniquely identified, authenticated and authorized end users, devices and processes (or services).

(e) Implement password policies to protect credentials from compromise by either online or offline attacks and to detect these attacks by logging and monitoring events such as (i) successful use of credentials (ii) unusual use of credentials and (iii) access to and exfiltration from the password database.

(f) Define and implement segregation of duties to achieve, at a minimum, separation of service management and administration roles from information system support roles; development roles from operational roles; and access management roles from other operational roles.

(g) Adhere to the principles of least privilege and need-to-know when granting access to printing services and Canada's Data.

(h) Use security-hardened endpoints (such as computers, end-user devices, jump servers) that are configured for minimum functionality (a dedicated endpoint that does not have Internet browsing or open email access) to provide support and administration of printing services and Contractor infrastructure.

(i) Implement an automated process to periodically audit, at a minimum, account creation, modification, enabling, disabling and removal actions.

(j) Upon termination of employment, terminate or revoke authenticators and access credentials associated with any services personnel.

(2) Upon request from Canada, the Contractor must provide a document describing its approach to and process for managing and monitoring privileged access to printing services.

11. Remote management

(1) The Contractor must manage and monitor the remote administration of the Contractor's printing services used to host Canada's data, and take reasonable measures to:

(a) implement multi-factor authentication mechanisms to authenticate end users with privileged access, in accordance with the Communications Security Establishment (CSE) ITSP 30 031 v3 (or subsequent versions) ([User Authentication Guidance for Information Technology Systems \(ITSP.30.031 v3\) - Canadian Centre for Cyber Security](#));

(b) use cryptographic mechanisms to protect the confidentiality of remote access sessions, in accordance with section 9 (Cryptographic protection);

(c) route all remote access through controlled, monitored and audited access control points;

(d) quickly disconnect or disable unauthorized remote management or remote access connections;

(e) authorize remote execution of privileged commands and remote access to security-related information.

(2) Upon request from Canada, the Contractor must provide a document describing its approach to and process for managing and monitoring the remote administration of printing services.

12. Access and monitoring

(1) The Contractor must implement log generation and management practices and controls for all printing service components that store or process Canada's Data and comply with industry standards and best practices, such as those found in NIST 800-92 (Guide to Computer Security Log Management) or an equivalent standard approved by Canada in writing. Upon request from Canada, the Contractor must provide a document that describes the Contractor's documented practices and controls for generating and managing logs.

13. Ongoing monitoring

(1) The Contractor must continually manage, monitor and maintain the security posture of the Contractor's infrastructure and service locations hosting Canada's Data throughout the term of the

contract and ensure that the printing services provided to Canada comply with these security obligations. Under these obligations, the Contractor must:

- (a) actively and continuously monitor threats and vulnerabilities related to the Contractor's infrastructure, service locations and Canada's Data;
- (b) make every reasonable effort to prevent attacks through security measures such as denial-of-service protections;
- (c) make every reasonable effort to detect attacks, security incidents and abnormal events;
- (d) identify the unauthorized use of and access to all printing services, data and components related to Canada's Data;
- (e) manage and apply security-related patches and updates in a timely and systematic manner to mitigate vulnerabilities and remedy any publicly reported issues in printing services or the libraries that printing services use, and provide advance notices of the patches in accordance with agreed-upon service-level commitments;
- (f) respond to, contain and recover from threats and attacks against the Contractor's printing services;
- (g) if required, take proactive countermeasures, including both pre-emptive and response measures, to mitigate threats.

14. Security incident management

(1) The Contractor's security incident response process for printing services must encompass IT security incident management lifecycle and supporting practices for preparation, detection, analysis, containment and recovery activities. This includes:

- (a) A published and documented security incident response process for review by Canada that is aligned with one of the following standards: (i) ISO/IEC 27035:2011, Information technology—Security techniques—Information security incident management; or (ii) NIST SP 800-612, Computer Security Incident Handling Guide; or (iii) Government of Canada Cyber Security Event Management Plan (GC CSEMP) (<https://www.canada.ca/en/government/system/digital-government/online-security-privacy/security-identity-management/government-canada-cyber-security-event-management-plan.html>); or (iv) other best practices of industry standards, if Canada determines, at its discretion, that they meet Canada's security requirements.
- (b) Documented processes and procedures on how the Contractor will identify, respond to, remediate, report on security incidents and notify Canada of them, including (i) the scope of the information security incidents that the Contractor will report to Canada; (ii) the level of disclosure of the identification of information security incidents and related responses; (iii) the target timeframe within which notification of information security incidents will occur; (iv) the notification procedure for information security incidents; (v) the contact information for the handling of issues related to information security incidents; and (vi) any remedies that apply if certain information security incidents occur.

(c) The Contractor's ability to support Canada's investigative efforts in the case of any compromise of users or data in the identified service.

(2) Upon request from Canada, the Contractor must provide a document outlining its security incident response process.

(3) The Contractor must:

(a) work with Canada's security operations centres on security incident containment, eradication and recovery, in accordance with the security incident response process;

(b) maintain a record of security breaches that includes a description of the breach, the duration, the consequences of the breach, the name of the person who reported the breach and the name of the person to whom it was reported, and the procedure for recovering data or the service;

(c) monitor the disclosure of Canada's Data, or enable Canada to monitor it, including what data has been disclosed, to whom and when.

(4) Canada may require forensic evidence from the Contractor to assist it in a Government of Canada investigation. The Contractor agrees to make every reasonable effort to provide assistance to the Government of Canada.

15. Security incident response

(1) The Contractor must promptly alert and notify Canada (by telephone or email) of any compromise, breach or of any evidence, such as: (i) a security incident; (ii) a security malfunction in any asset; (iii) irregular or unauthorized access to an asset; (iv) large-scale copying of an information asset; or (v) any other irregular activity the Contractor identifies that leads the Contractor to reasonably believe that a risk of compromise, or a security or privacy breach, is or may be imminent, or if existing safeguards have ceased to function over the following period (7 days x 24 hours x 365 days), and will be made without undue delay, in any event, within 72 hours, in accordance with the Contractor's service-level commitments.

(2) If the Contractor becomes aware of a breach of security leading to the destruction, loss, alteration or unauthorized disclosure of the client's data or personal information while it was being processed by the Contractor (each one a "Security Incident"), or to accidental or unlawful access to this data, the Contractor must promptly and without undue delay: (i) notify Canada of the Security Incident; (ii) investigate the Security Incident and provide Canada with detailed information about the Security Incident; and (iii) take reasonable steps to mitigate the cause and minimize any damage resulting from the Security Incident.

16. Information spillage

(1) The Contractor must have a document outlining the process it follows in the event of information spillage. The process must be aligned with: (i) ITSG-33 Security Control for IR-9 Information Spillage Response; or (ii) another industry standard approved by Canada in writing. Notwithstanding the foregoing, the Contractor's information spillage process must include, at minimum:

(a) A process for identifying the specific data components involved in a system's contamination;

(b) A process to isolate and eradicate a contaminated system; and

(c) A process for identifying systems that may have been subsequently contaminated and any other actions performed to prevent further contamination.

(2) Upon request from Canada, the Contractor must provide a written document describing its process for responding to information spillage.

17. Personnel security screening

(1) The Contractor must implement security measures that grant and maintain the required level of security screening of the Contractor's personnel responsible for the provision of printing services and subcontractors' personnel in accordance with their access privileges to the information system assets in which Canada's Data are stored and processed.

(2) The Contractor screening measures must be applied in accordance with the definition and practices in the Treasury Board Standard on Security Screening (<https://www.tbs-sct.gc.ca/pol/doc-eng.aspx?id=28115>), or use an acceptable equivalent agreed to by Canada.

(3) Upon request from Canada, the Contractor must provide a document outlining the Contractor's personnel security screening process. The process must include, at a minimum:

(a) A description of employee and subcontractor positions that require access to client data or that have the ability to affect the confidentiality, integrity or availability of printing services;

(b) A description of security screening activities and practices, including notification procedures to be followed if screening has not been completed or if the results give cause for doubt or concern;

(c) A description of security awareness and training carried out when employees are onboarded, when the roles of employees and subcontractors change, and on an ongoing basis, to ensure that personnel and subcontractors understand, are aware of, and are fulfilling their information security responsibilities;

(d) A description of the process that applies when an employee or subcontractor changes roles or their employment is terminated; and

(e) A description of the approach for detecting potential insider threats and the controls implemented to mitigate the risk of access to Canada's Data and/or impacting the reliability of the printing services that host Canada's Data.

18. Physical security (data centres/facilities)

(1) The Contractor must implement physical security measures that protect the IT facilities and information system assets on which Canada's Data are stored and processed from all forms of tampering, loss, damage, and seizure. Physical protection measures for all facilities that host Canada's Data must be applied in compliance with a prevent-detect-respond-recover physical security framework that is aligned with the physical security controls and practices set out in the Treasury Board Operational Security Standard on Physical Security (<https://www.tbs-sct.gc.ca/pol/doc-eng.aspx?id=12329>). The security measures required under this include, at minimum:

-
- (a) Ensuring proper management of IT media;
 - (b) Providing controlled maintenance of all information systems and their components to protect their integrity and ensure their continuous availability;
 - (c) Controlling access to information system output devices to prevent unauthorized access to Canada's Data;
 - (d) Limiting physical access to Canada's Data and service points to authorized services personnel based on position or role and the need-to-access principle, and validated by two forms of identification;
 - (e) Escorting visitors and monitoring visitor activity;
 - (f) Applying protection measures for Canada's Data to other work sites (e.g. telework sites); and
 - (g) Recording and monitoring all physical access to service points and all logical access to systems hosting Canada's Data using a combination of intrusion detection mechanisms and access logs and video surveillance in all sensitive areas.
- (2) Upon request from Canada, the Contractor must provide a document that describes the Contractor's physical security measures.
- (3) If any physical security measures must be modified in a way that significantly affects physical security, the Contractor must notify Canada.

20. Industrial Security Program – security requirements for Canadian suppliers

- (1) The Contractor must, at all times during the Contract, Standing Offer or Supply Arrangement, maintain a valid Designated Organization Screening with approved document safeguarding at the level of PROTECTED B issued by the Industrial Organization Security Services Directorate (IOSSD) of Public Services and Procurement Canada (PSPC).
- (2) The Contractor's personnel requiring access to PROTECTED information, assets or work site(s) must EACH hold a valid RELIABILITY STATUS, granted or approved by the IOSSD/PSPC.
- (3) The Contractor MUST NOT use its Information Technology systems to electronically process, produce or store PROTECTED information until written approval has been issued by the client department security authority. After approval has been granted, these tasks may be performed at the level of PROTECTED B.
- (4) The Contractor or Offeror must comply with the provisions of the:
- (a) Security Requirements Check List and security guide (if applicable), attached in Appendix A and Appendix B;
 - (b) Industrial Security Manual (Latest Edition);
 - (c) IOSSD website: Security requirements for contracting with the Government of Canada, located at www.tpsgc-pwgsc.gc.ca/esc-src.

Solicitation No. - N° de l'invitation
G9292-227925/A
Client Ref. No. - N° de réf. du client
G9292-227925

Amd. No. - N° de la modif.
File No. - N° du dossier
CW035. G9292-227925

Buyer ID - Id de l'acheteur
cw035
CCC No./N° CCC - FMS No./N° VME

NOTE: There may be multiple levels of personnel security screening associated with this file. In this instance, a security guide must be added to the SRCL to clarifying these screenings. The security guide is usually created by the organization's project authority and/or security authority.

Solicitation No. - N° de l'invitation
G9292-227925/A
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ANNEX "B"

BASIS OF PAYMENT

ANNEX B - BASIS OF PAYMENT

The quantities shown in the pricing grid of the Annex B - Basis of Payment pricing schedule are based on information available at the time of this RFP. **Canada does not guarantee that these exact quantities will be produced and mailed.** Evaluation of prices will be based on the quantities shown in the following worksheets. The numbers used in the formulas for determining the final prices for evaluation are for evaluation purposes and do not constitute a guarantee that these exact additional quantities of

B.1.1 FINANCIAL PROPOSAL

The Bidder must provide their prices and any related information required in the cells highlighted yellow in each of the following worksheets.

If pricing is not provided for a component, a price of zero will be assigned for the component and the Bidder will be provided an opportunity to agree with the zero amount.

If the Bidder agrees then the Basis of Payment will be considered compliant. However if the Bidder disagrees then the proposal will be found non-compliant and no further evaluation will be done.

The bidder must submit firm, all inclusive prices, in Canadian dollars, Canadian Customs Duties and Excise taxes included, FOB destination, GST/HST extra if applicable.

BIDDERS ARE RESPONSIBLE TO ENTER THEIR PRICES ON THE MS EXCEL SPREADSHEET SUPPLIED TO THEM AND RETURN IT ON CD ALONG WITH A PRINT OUT OF THE COMPLETED ANNEX B FINANCIAL PROPOSAL WITH THEIR PROPOSAL

If there is a discrepancy between the wording of the soft copy and the hard copy, the wording of the hard copy will have priority

Annex B Basis of Payment consists of eight (8) worksheets:

Worksheet 1: Instructions	
Worksheet 2: Escalation for Paper	
Worksheet 3: Contract 2021-2022	
Worksheet 4: Option 1	
Worksheet 5: Option 2	
Worksheet 6: Option 3	
Worksheet 7: Option 4	
Worksheet 8: Summary - Evaluation of all worksheets	

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File No. - N° du dossier
CW035. G9292-227925

Buyer ID - Id de l'acheteur
cw035
CCC No./N° CCC - FMS No./N° VME

The bidder is required to submit firm, all inclusive, rates and prices, FOB destination, GST/HST extra if applicable.

CONTRACT PERIOD

INITIAL TEST PERIOD (November - December 2021)

All inclusive price for completing the testing requirement as described in the Annex A Statement of Work

	Basic Lot Price for 50,000 Records		Hourly Rate for Modifications Following Final Approval of Proofs	Quantity for evaluation purposes only	Hourly Rate multiplied by the Evaluation Factor	Price For Evaluation	Price For Evaluation Sub-Totals
Sample Print and Insertion testing	\$0.00		\$0.00	5	\$0.00	\$0.00	\$0.00

PRINT PRODUCTION (January - February 2022)

All inclusive price for completing all print production requirements from initial acceptance of the files to entering the printed output into mailing production as described in the Annex A Statement of Work

Basic Record Quantity OAS 6,949,949 CPP 6,677,402 Total Basic Records 13,627,350	Basic Lot Price	Price for Printing of each Form in addition to the Basic Quantity	Quantity for evaluation purposes only	Additional Evaluation Pricing	Hourly Rate for Modifications Following Final Approval of Proofs for Production	Quantity for evaluation purposes only	Hourly Rate Evaluation	Price For Evaluation
Production Testing (Off the Printer samples)	\$0.00	\$0.00	1,000	\$0.00	\$0.00	5	\$0.00	\$0.00
Printing OAS Forms	\$0.00	\$0.00	1,000	\$0.00	\$0.00	5	\$0.00	\$0.00
Printing CPP Forms	\$0.00	\$0.00	1,000	\$0.00	\$0.00	5	\$0.00	\$0.00
Sub-total Print Production								\$0.00

ENVELOPES **

Basic Envelope Quantity Total Basic Envelopes 9,006,350	Basic Lot Price	Price for Envelopes in Addition to the Basic Quantity	Quantity for evaluation purposes only	Additional Evaluation Pricing	Hourly Rate for Modifications Following Final Approval of Proofs for Production	Quantity for evaluation purposes only	Hourly Rate Evaluation	Price For Evaluation
All inclusive price for the manufacture and print and delivery to the Printing Plant as described in Annex A, Statement of Work								
Lettermail	\$0.00	\$0.00	1,000	\$0.00	\$0.00	5	\$0.00	\$0.00
Sub-total Envelopes								\$0.00

MAILING PRODUCTION

All inclusive price for completing all mailing production requirements from initial acceptance of all printed and supplied material, completing all matching and inserting requirements and delivering the envelopes to final destination as described in the Annex A Statement of Work

	Basic Lot Price for 9,006,350	Price for each inserted envelope in addition to the Basic Quantity	Quantity for evaluation purposes only	Additional Evaluation Pricing	Hourly Rate for Additional Manual Mailing Operations Requested by HRSDC	Quantity for evaluation purposes only	Hourly Rate Evaluation	Price For Evaluation
Mail Production Envelopes	\$0.00	\$0.00	1,000	\$0.00	\$0.00	10	\$0.00	\$0.00

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STORAGE, INVENTORY AND PRODUCTION MANAGEMENT OF SUPPLIED MATERIAL

All inclusive price for receiving and storing all supplied material, inventory management of supplied material and transferring supplied material into production in accordance with the production schedule requirements as described in the Annex A Statement of Work

OAS Basic: Inserts CPP Basic: Inserts CPP/OAS Basic: Inserts total: 9,006,350	Basic Lot Price for Envelopes, Inserts				Hourly Rate for Additional Warehouse Operations Requested by HRSDC	Quantity for evaluation purposes only	Hourly Rate Evaluation	Price For Evaluation	
OAS/CPP material 9,006,350	\$0.00				\$0.00	240	\$0.00	\$0.00	\$0.00

CERTIFICATE OF DESTRUCTION

Production of Certificate of Destruction as outlined in Annex "A" Statement of Work, No. 16

				Quantity for evaluation purposes only	Hourly Rate Evaluation	Price For Evaluation	
Deletion of records and production of Certificate Destruction				5	\$0.00	\$0.00	\$0.00
							\$0.00

** Service Canada has obtained envelopes. Should be sufficient for the 1st year of the Contract.

ANNEX B - BASIS OF PAYMENT

CPP & OAS

The bidder is required to submit firm, all inclusive, rates and prices, FOB destination, GST/HST extra if applicable.

OPTION 1

Evaluation Formula: Basic Lot Prices + (Each Record or Form Price x Quantity for Evaluation purposes only) + (Hourly Rate x Quantity for Evaluation purposes only) = Price for Evaluation

INITIAL TEST PERIOD (November - December 2022)

All inclusive price for completing the testing requirement as described in the Annex A Statement of Work

	Basic Lot Price for 50,000 Records		Hourly Rate for Modifications Following Final Approval of Proofs	Quantity for evaluation purposes only	Hourly Rate multiplied by the Evaluation Factor	Price For Evaluation	Price For Evaluation Sub-Totals
Sample Print and Insertion testing	\$0.00		\$0.00	5	\$0.00	\$0.00	\$0.00

PRINT PRODUCTION (January - February 2023)

All inclusive price for completing all print production requirements from initial acceptance of the files to entering the printed output into mailing production as described in the Annex A Statement of Work

Basic Record Quantity OAS 7,227,946 CPP 6,944,498 Total Basic Records 14,172,444	Basic Lot Price	Price for Printing of each Form in addition to the Basic Quantity	Quantity for evaluation purposes only	Additional Evaluation Pricing	Hourly Rate for Modifications Following Final Approval of Proofs for Production	Quantity for evaluation purposes only	Hourly Rate Evaluation	Price For Evaluation	
Production Testing (Off the Printer samples)	\$0.00	\$0.00	1,000	\$0.00	\$0.00	5	\$0.00	\$0.00	
Printing OAS Forms	\$0.00	\$0.00	1,000	\$0.00	\$0.00	5	\$0.00	\$0.00	
Printing CPP Forms	\$0.00	\$0.00	1,000	\$0.00	\$0.00	5	\$0.00	\$0.00	
Sub-total Print Production									\$0.00

ENVELOPES

Basic Envelope Quantity Total Basic Envelopes 9,336,604	Basic Lot Price	Price for Envelopes in Addition to the Basic Quantity	Quantity for evaluation purposes only	Additional Evaluation Pricing	Hourly Rate for Modifications Following Final Approval of Proofs for Production	Quantity for evaluation purposes only	Hourly Rate Evaluation	Price For Evaluation	
All inclusive price for the manufacture and print and delivery to the Printing Plant as described in Annex A, Statement of Work									
Lettermail	\$0.00	\$0.00	1,000	\$0.00	\$0.00	5	\$0.00	\$0.00	
Sub-total Envelopes									\$0.00

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MAILING PRODUCTION

All inclusive price for completing all mailing production requirements from initial acceptance of all printed and supplied material, completing all matching and inserting requirements and delivering the envelopes to final destination as described in the Annex A Statement of Work

	Basic Lot Price for 9,336,604	Price for each inserted envelope in addition to the Basic Quantity	Quantity for evaluation purposes only	Additional Evaluation Pricing	Hourly Rate for Additional Manual Mailing Operations Requested by HRSDC	Quantity for evaluation purposes only	Hourly Rate Evaluation	Price For Evaluation	
Mail Production Envelopes	\$0.00	\$0.00	1,000	\$0.00	\$0.00	10	\$0.00	\$0.00	\$0.00

STORAGE, INVENTORY AND PRODUCTION MANAGEMENT OF SUPPLIED MATERIAL

All inclusive price for receiving and storing all supplied material, inventory management of supplied material and transferring supplied material into production in accordance with the production schedule requirements as described in the Annex A Statement of Work

OAS Basic: Inserts CPP Basic: Inserts CPP/OAS Basic: Inserts total: 9,336,604	Basic Lot Price for Envelopes, Inserts				Hourly Rate for Additional Warehouse Operations Requested by HRSDC	Quantity for evaluation purposes only	Hourly Rate Evaluation	Price For Evaluation	
OAS/CPP material 9,336,604	\$0.00				\$0.00	240	\$0.00	\$0.00	\$0.00

CERTIFICATE OF DESTRUCTION

Production of Certificate of Destruction as outlined in Annex "A" Statement of Work, No. 16

	Quantity for evaluation purposes only	Hourly Rate Evaluation	Price For Evaluation	
Deletion of records and production of Certificate Destruction	5	\$0.00	\$0.00	\$0.00

ANNEX B - BASIS OF PAYMENT

OAS/CPP

The bidder is required to submit firm, all inclusive, rates and prices, FOB destination, GST/HST extra if applicable.

OPTION 2

Evaluation Formula: Basic Lot Prices + (Each Record or Form Price x Quantity for Evaluation purposes only) + (Hourly Rate x Quantity for Evaluation purposes only) = Price for Evaluation

INITIAL TEST PERIOD (November - December 2023)

All inclusive price for completing the testing requirement as described in the Annex A Statement of Work

	Basic Lot Price for 50,000 Records		Hourly Rate for Modifications Following Final Approval of Proofs	Quantity for evaluation purposes only	Hourly Rate multiplied by the Evaluation Factor	Price For Evaluation	Price For Evaluation Sub-Totals
Price, Testing	\$0.00		\$0.00	5	\$0.00	\$0.00	\$0.00

PRINT PRODUCTION (January - February 2024)

All inclusive price for completing all print production requirements from initial acceptance of the files to entering the printed output into mailing production as described in the Annex A Statement of Work

Basic Record Quantity OAS 7,517,064 CPP 7,222,277 Total Basic Records 14,739,342	Basic Lot Price	Price for Printing of each Form in addition to the Basic Quantity	Quantity for evaluation purposes only	Additional Evaluation Pricing	Hourly Rate for Modifications Following Final Approval of Proofs for Production	Quantity for evaluation purposes only	Hourly Rate Evaluation	Price For Evaluation	
Production Testing (Off the Printer samples)	\$0.00	\$0.00	1,000	\$0.00	\$0.00	5	\$0.00	\$0.00	
Printing OAS Forms	\$0.00	\$0.00	1,000	\$0.00	\$0.00	5	\$0.00	\$0.00	
Printing CPP Forms	\$0.00	\$0.00	1,000	\$0.00	\$0.00	5	\$0.00	\$0.00	
Sub-total Print Production									\$0.00

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ENVELOPES

	Basic Lot Price	Price for Envelopes in Addition to the Basic Quantity	Quantity for evaluation purposes only	Additional Evaluation Pricing	Hourly Rate for Modifications Following Final Approval of Proofs for Production	Quantity for evaluation purposes only	Hourly Rate Evaluation	Price For Evaluation	
Basic Envelope Quantity Total Basic Envelopes 9,741,268									
All inclusive price for the manufacture and print and delivery to the Printing Plant as described in Annex A, Statement of Work									
Lettermail	\$0.00	\$0.00	1,000	\$0.00	\$0.00	5	\$0.00	\$0.00	
Sub-total Envelopes									\$0.00

MAILING PRODUCTION

All inclusive price for completing all mailing production requirements from initial acceptance of all printed and supplied material, completing all matching and inserting requirements and delivering the envelopes to final destination as described in the Annex A Statement of Work

	Basic Lot Price for 9,741,268	Price for each inserted envelope in addition to the Basic Quantity	Quantity for evaluation purposes only	Additional Evaluation Pricing	Hourly Rate for Additional Manual Mailing Operations Requested by HRSDC	Quantity for evaluation purposes only	Hourly Rate Evaluation	Price For Evaluation	
Mail Production Envelopes	\$0.00	\$0.00	1,000	\$0.00	\$0.00	10	\$0.00	\$0.00	\$0.00

STORAGE, INVENTORY AND PRODUCTION MANAGEMENT OF SUPPLIED MATERIAL

All inclusive price for receiving and storing all supplied material, inventory management of supplied material and transferring supplied material into production in accordance with the production schedule requirements as described in the Annex A Statement of Work

	Basic Lot Price for Envelopes, Inserts				Hourly Rate for Additional Warehouse Operations Requested by HRSDC	Quantity for evaluation purposes only	Hourly Rate Evaluation	Price For Evaluation	
OAS Basic: Inserts CPP Basic: Inserts CPP/OAS Basic: Inserts total: 9,741,268									
OAS/CPP material 9,741,268	\$0.00				\$0.00	240	\$0.00	\$0.00	\$0.00

CERTIFICATE OF DESTRUCTION

Production of Certificate of Destruction as outlined in Annex "A" Statement of Work, No. 16

	Quantity for evaluation purposes only	Hourly Rate Evaluation	Price For Evaluation	
Deletion of records and production of Certificate Destruction	5	\$0.00	\$0.00	\$0.00

ANNEX B - BASIS OF PAYMENT

CPP & OAS

The bidder is required to submit firm, all inclusive, rates and prices, FOB destination, GST/HST extra if applicable.

OPTION 3

Evaluation Formula: Basic Lot Prices + (Each Record or Form Price x Quantity for Evaluation purposes only) + (Hourly Rate x Quantity for Evaluation purposes only) = Price for Evaluation

INITIAL TEST PERIOD (November - December 2024)

All inclusive price for completing the testing requirement as described in the Annex A Statement of Work

	Basic Lot Price for 50,000 Records		Hourly Rate for Modifications Following Final Approval of Proofs	Quantity for evaluation purposes only	Hourly Rate multiplied by the Evaluation Factor	Price For Evaluation	Price For Evaluation Sub-Totals
Price, Testing	\$0.00		\$0.00	5	\$0.00	\$0.00	\$0.00

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PRINT PRODUCTION (January - February 2025)

All inclusive price for completing all print production requirements from initial acceptance of the files to entering the printed output into mailing production as described in the Annex A Statement of Work

Basic Record Quantity OAS 7,817,747 CPP 7,511,169 Total Basic Records 15,328,915	Basic Lot Price	Price for Printing of each Form in addition to the Basic Quantity	Quantity for evaluation purposes only	Additional Evaluation Pricing	Hourly Rate for Modifications Following Final Approval of Proofs for Production	Quantity for evaluation purposes only	Hourly Rate Evaluation	Price For Evaluation	
Production Testing (Off the Printer samples)	\$0.00	\$0.00	1,000	\$0.00	\$0.00	5	\$0.00	\$0.00	
Printing OAS Forms	\$0.00	\$0.00	1,000	\$0.00	\$0.00	5	\$0.00	\$0.00	
Printing CPP Forms	\$0.00	\$0.00	1,000	\$0.00	\$0.00	5	\$0.00	\$0.00	
Sub-total Print Production									\$0.00

ENVELOPES

Basic Envelope Quantity Total Basic Envelopes 10,130,919	Basic Lot Price	Price for Envelopes in Addition to the Basic Quantity	Quantity for evaluation purposes only	Additional Evaluation Pricing	Hourly Rate for Modifications Following Final Approval of Proofs for Production	Quantity for evaluation purposes only	Hourly Rate Evaluation	Price For Evaluation	
All inclusive price for the manufacture and print and delivery to the Printing Plant as described in Annex A, Statement of Work									
Lettermail	\$0.00	\$0.00	1,000	\$0.00	\$0.00	5	\$0.00	\$0.00	
Sub-total Envelopes									\$0.00

MAILING PRODUCTION

All inclusive price for completing all mailing production requirements from initial acceptance of all printed and supplied material, completing all matching and inserting requirements and delivering the envelopes to final destination as described in the Annex A Statement of Work

	Basic Lot Price for 10,130,919	Price for each inserted envelope in addition to the Basic Quantity	Quantity for evaluation purposes only	Additional Evaluation Pricing	Hourly Rate for Additional Manual Mailing Operations Requested by HRSDC	Quantity for evaluation purposes only	Hourly Rate Evaluation	Price For Evaluation	
Mail Production Envelopes	\$0.00	\$0.00	1,000	\$0.00	\$0.00	10	\$0.00	\$0.00	\$0.00

STORAGE, INVENTORY AND PRODUCTION MANAGEMENT OF SUPPLIED MATERIAL

All inclusive price for receiving and storing all supplied material, inventory management of supplied material and transferring supplied material into production in accordance with the production schedule requirements as described in the Annex A Statement of Work

OAS Basic: Inserts CPP Basic: Inserts CPP/OAS Basic: Inserts total: 10,130,919	Basic Lot Price for Envelopes, Inserts				Hourly Rate for Additional Warehouse Operations Requested by HRSDC	Quantity for evaluation purposes only	Hourly Rate Evaluation	Price For Evaluation	
OAS/CPP material 10,130,919	\$0.00				\$0.00	240	\$0.00	\$0.00	\$0.00

CERTIFICATE OF DESTRUCTION

Production of Certificate of Destruction as outlined in Annex "A" Statement of Work, No. 16

	Quantity for evaluation purposes only	Hourly Rate Evaluation	Price For Evaluation	
Deletion of records and production of Certificate Destruction	5	\$0.00	\$0.00	
				\$0.00

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ANNEX B - BASIS OF PAYMENT

CPP & OAS

The bidder is required to submit firm, all inclusive, rates and prices, FOB destination, GST/HST extra if applicable.

OPTION 4

Evaluation Formula: Basic Lot Prices + (Each Record or Form Price x Quantity for Evaluation purposes only) + (Hourly Rate x Quantity for Evaluation purposes only) = Price for Evaluation

INITIAL TEST PERIOD (November - December 2025)

All inclusive price for completing the testing requirement as described in the Annex A Statement of Work

	Basic Lot Price for 50,000 Records		Hourly Rate for Modifications Following Final Approval of Proofs	Quantity for evaluation purposes only	Hourly Rate multiplied by the Evaluation Factor	Price For Evaluation	Price For Evaluation Sub-Totals
Price, Testing	\$0.00		\$0.00	5	\$0.00	\$0.00	\$0.00

PRINT PRODUCTION (January - February 2026)

All inclusive price for completing all print production requirements from initial acceptance of the files to entering the printed output into mailing production as described in the Annex A Statement of Work

Basic Record Quantity OAS 8,130,457 CPP 7,811,615 Total Basic Records 15,942,072	Basic Lot Price	Price for Printing of each Form in addition to the Basic Quantity	Quantity for evaluation purposes only	Additional Evaluation Pricing	Hourly Rate for Modifications Following Final Approval of Proofs for Production	Quantity for evaluation purposes only	Hourly Rate Evaluation	Price For Evaluation
Production Testing (Off the Printer samples)	\$0.00	\$0.00	1,000	\$0.00	\$0.00	5	\$0.00	\$0.00
Printing OAS Forms	\$0.00	\$0.00	1,000	\$0.00	\$0.00	5	\$0.00	\$0.00
Printing CPP Forms	\$0.00	\$0.00	1,000	\$0.00	\$0.00	5	\$0.00	\$0.00
Sub-total Print Production								\$0.00

ENVELOPES

Basic Envelope Quantity Total Basic Envelopes 10,536,156	Basic Lot Price	Price for Envelopes in Addition to the Basic Quantity	Quantity for evaluation purposes only	Additional Evaluation Pricing	Hourly Rate for Modifications Following Final Approval of Proofs for Production	Quantity for evaluation purposes only	Hourly Rate Evaluation	Price For Evaluation
All inclusive price for the manufacture and print and delivery to the Printing Plant as described in Annex A, Statement of Work								
Lettermail	\$0.00	\$0.00	1,000	\$0.00	\$0.00	5	\$0.00	\$0.00
Sub-total Envelopes								\$0.00

MAILING PRODUCTION

All inclusive price for completing all mailing production requirements from initial acceptance of all printed and supplied material, completing all matching and inserting requirements and delivering the envelopes to final destination as described in the Annex A Statement of Work

	Basic Lot Price for 10,536,156	Price for each inserted envelope in addition to the Basic Quantity	Quantity for evaluation purposes only	Additional Evaluation Pricing	Hourly Rate for Additional Manual Mailing Operations Requested by HRSDC	Quantity for evaluation purposes only	Hourly Rate Evaluation	Price For Evaluation
Mail Production Envelopes	\$0.00	\$0.00	1,000	\$0.00	\$0.00	10	\$0.00	\$0.00

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cw035
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STORAGE, INVENTORY AND PRODUCTION MANAGEMENT OF SUPPLIED MATERIAL

All inclusive price for receiving and storing all supplied material, inventory management of supplied material and transferring supplied material into production in accordance with the production schedule requirements as described in the Annex A Statement of Work

OAS Basic: Inserts CPP Basic: Inserts CPP/OAS Basic: Inserts total: 10,536,156	Basic Lot Price for Envelopes, Inserts				Hourly Rate for Additional Warehouse Operations Requested by HRSDC	Quantity for evaluation purposes only	Hourly Rate Evaluation	Price For Evaluation	
OAS/CPP material 10,536,156	\$0.00				\$0.00	240	\$0.00	\$0.00	\$0.00

CERTIFICATE OF DESTRUCTION

Production of Certificate of Destruction as outlined in Annex "A" Statement of Work, No. 16

	Quantity for evaluation purposes only	Hourly Rate Evaluation	Price For Evaluation	
Deletion of records and production of Certificate Destruction	5	\$0.00	\$0.00	\$0.00

ANNEX B - BASIS OF PAYMENT - PRICE SUMMARY

ENVELOPE

Envelopes - Contract	\$0.00	
Envelopes - Option 1	\$0.00	
Envelopes - Option 2	\$0.00	
Envelopes - Option 3	\$0.00	
Envelopes - Option 4	\$0.00	
Total Envelope		\$0.00

MAILING PRODUCTION

Total Mailing Production - Contract	\$0.00	
Total Mailing Production - Option 1	\$0.00	
Total Mailing Production - Option 2	\$0.00	
Total Mailing Production - Option 3	\$0.00	
Total Mailing Production - Option 4	\$0.00	
Total Mailing Production		\$0.00

STORAGE, INVENTORY AND PRODUCTION MANAGEMENT OF SUPPLIED MATERIAL

Total Storage - Contract	\$0.00	
Total Storage - Option 1	\$0.00	
Total Storage - Option 2	\$0.00	
Total Storage - Option 3	\$0.00	
Total Storage - Option 4	\$0.00	
Total Storage		\$0.00

CERTIFICATE OF DESTRUCTION

Envelopes - Contract	\$	-	
Envelopes - Option 1	\$	-	
Envelopes - Option 2	\$	-	
Envelopes - Option 3	\$	-	
Envelopes - Option 4	\$	-	
Total Certificate of Destruction		\$	-

Total of Evaluated Prices

\$0.00

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PAPER - PRICE ADJUSTMENT

The resulting contract will contain a provision for price adjustment (increase or decrease) of the portion of the price directly related to the base transaction cost of paper. Price adjustment will apply only to increase or decrease of the base transaction cost of paper that may occur at any time during the resulting contract period but not before thirty (30) days after contract award.

Bidders must provide their base transaction cost(s) and the quantity of the paper on which the base transaction cost is established in their bid as follows:

Text Stock:

No 2 Offset, white, 120M: and which represent	_____ at a base transaction cost per Cwt. of _____ % percent of the unit price(s).	<u>\$0.000</u>
--------------------------------------------------	---------------------------------------------------------------------------------------	----------------

Brand name and paper supplier: _____

or

No 2 Offset, 48M Bond, white: and which represent	_____ at a base transaction cost per Cwt. of _____ % percent of the unit price(s).	<u>\$0.000</u>
------------------------------------------------------	---------------------------------------------------------------------------------------	----------------

Brand name and paper supplier: _____

Natural Kraft recycled and which represent	24 lbs. _____ at a base transaction cost per Cwt. of _____ % percent of the unit price(s).	<u>\$0.000</u>
-----------------------------------------------	-----------------------------------------------------------------------------------------------	----------------

Brand name and paper supplier: _____

Rolland Opaque 50, Bright white smooth: and which represent	60lb _____ at a base transaction cost per Cwt. of _____ % percent of the unit price(s).	<u>\$0.000</u>
----------------------------------------------------------------	--------------------------------------------------------------------------------------------	----------------



Brand name and paper supplier: _____

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ANNEX "C" SECURITY REQUIREMENTS CHECK LIST

 Government of Canada Gouvernement du Canada	<div style="text-align: right; margin-bottom: 5px;">Contract Number / Numéro du contrat G9292-227925</div> <div style="text-align: right;">Security Classification / Classification de sécurité</div>			
SECURITY REQUIREMENTS CHECK LIST (SRCL) LISTE DE VÉRIFICATION DES EXIGENCES RELATIVES À LA SÉCURITÉ (LVERS)				
PART A - CONTRACT INFORMATION / PARTIE A - INFORMATION CONTRACTUELLE				
1. Originating Government Department or Organization / Ministère ou organisme gouvernemental d'origine	2. Branch or Directorate / Direction générale ou Direction Benefits and Integrated Services Branch (BISB)			
3. a) Subcontract Number / Numéro du contrat de sous-traitance	3. b) Name and Address of Subcontractor / Nom et adresse du sous-traitant			
4. Brief Description of Work / Brève description du travail Printing of Canada Pension Plan (CPP) and Old Age Security (OAS) tax slips for 2021 tax year with options for 2022, 2023, 2024 and 2025.				
5. a) Will the supplier require access to Controlled Goods? Le fournisseur aura-t-il accès à des marchandises contrôlées? <input checked="" type="checkbox"/> No <input type="checkbox"/> Yes Non Oui				
5. b) Will the supplier require access to unclassified military technical data subject to the provisions of the Technical Data Control Regulations? Le fournisseur aura-t-il accès à des données techniques militaires non classifiées qui sont assujetties aux dispositions du Règlement sur le contrôle des données techniques? <input checked="" type="checkbox"/> No <input type="checkbox"/> Yes Non Oui				
6. Indicate the type of access required / Indiquer le type d'accès requis				
6. a) Will the supplier and its employees require access to PROTECTED and/or CLASSIFIED information or assets? Le fournisseur ainsi que les employés auront-ils accès à des renseignements ou à des biens PROTÉGÉS et/ou CLASSIFIÉS? <input type="checkbox"/> No <input checked="" type="checkbox"/> Yes Non Oui (Specify the level of access using the chart in Question 7. c.) (Préciser le niveau d'accès en utilisant le tableau qui se trouve à la question 7. c.)				
6. b) Will the supplier and its employees (e.g. cleaners, maintenance personnel) require access to restricted access areas? No access to PROTECTED and/or CLASSIFIED information or assets is permitted. Le fournisseur et ses employés (p. ex. nettoyeurs, personnel d'entretien) auront-ils accès à des zones d'accès restreintes? L'accès à des renseignements ou à des biens PROTÉGÉS et/ou CLASSIFIÉS n'est pas autorisé. <input checked="" type="checkbox"/> No <input type="checkbox"/> Yes Non Oui				
6. c) Is this a commercial courier or delivery requirement with no overnight storage? S'agit-il d'un contrat de messagerie ou de livraison commerciale sans entreposage de nuit? <input checked="" type="checkbox"/> No <input type="checkbox"/> Yes Non Oui				
7. a) Indicate the type of information that the supplier will be required to access / Indiquer le type d'information auquel le fournisseur devra avoir accès				
<table style="width: 100%; border: none;"><tr><td style="width: 33%; text-align: center;">Canada <input checked="" type="checkbox"/></td><td style="width: 33%; text-align: center;">NATO / OTAN <input type="checkbox"/></td><td style="width: 33%; text-align: center;">Foreign / Étranger <input type="checkbox"/></td></tr></table>		Canada <input checked="" type="checkbox"/>	NATO / OTAN <input type="checkbox"/>	Foreign / Étranger <input type="checkbox"/>
Canada <input checked="" type="checkbox"/>	NATO / OTAN <input type="checkbox"/>	Foreign / Étranger <input type="checkbox"/>		
7. b) Release restrictions / Restrictions relatives à la diffusion				
No release restrictions Aucune restriction relative à la diffusion <input checked="" type="checkbox"/> Not releasable À ne pas diffuser <input type="checkbox"/> Restricted to: / Limité à: <input type="checkbox"/> Specify country(ies): / Préciser le(s) pays:	All NATO countries Tous les pays de l'OTAN <input type="checkbox"/> Restricted to: / Limité à: <input type="checkbox"/> Specify country(ies): / Préciser le(s) pays:	No release restrictions Aucune restriction relative à la diffusion <input type="checkbox"/> Restricted to: / Limité à: <input type="checkbox"/> Specify country(ies): / Préciser le(s) pays:		
7. c) Level of information / Niveau d'information				
PROTECTED A PROTÉGÉ A <input type="checkbox"/> PROTECTED B PROTÉGÉ B <input checked="" type="checkbox"/> PROTECTED C PROTÉGÉ C <input type="checkbox"/> CONFIDENTIAL CONFIDENTIEL <input type="checkbox"/> SECRET SECRET <input type="checkbox"/> TOP SECRET TRÈS SECRET <input type="checkbox"/> TOP SECRET (SIGINT) TRÈS SECRET (SIGINT) <input type="checkbox"/>	NATO UNCLASSIFIED NATO NON CLASSIFIÉ <input type="checkbox"/> NATO RESTRICTED NATO DIFFUSION RESTREINTE <input type="checkbox"/> NATO CONFIDENTIAL NATO CONFIDENTIEL <input type="checkbox"/> NATO SECRET NATO SECRET <input type="checkbox"/> COSMIC TOP SECRET COSMIC TRÈS SECRET <input type="checkbox"/>	PROTECTED A PROTÉGÉ A <input type="checkbox"/> PROTECTED B PROTÉGÉ B <input type="checkbox"/> PROTECTED C PROTÉGÉ C <input type="checkbox"/> CONFIDENTIAL CONFIDENTIEL <input type="checkbox"/> SECRET SECRET <input type="checkbox"/> TOP SECRET TRÈS SECRET <input type="checkbox"/> TOP SECRET (SIGINT) TRÈS SECRET (SIGINT) <input type="checkbox"/>		
TBS/SCT 350-103(2004/12)				
Security Classification / Classification de sécurité				
				



Government of Canada
Gouvernement du Canada

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PART A (continued) / PARTIE A (suite)

8. Will the supplier require access to PROTECTED and/or CLASSIFIED COMSEC information or assets?
Le fournisseur aura-t-il accès à des renseignements ou à des biens COMSEC désignés PROTÉGÉS et/ou CLASSIFIÉS? ☒ No ☐ Yes
Non Oui

If Yes, indicate the level of sensitivity:
Dans l'affirmative, indiquer le niveau de sensibilité :

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

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

Document Number / Numéro du document :

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

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

- | | | | |
|-----------------------------------------------------------------------------|-----------------------------------------------------------------|-----------------------------------------------------|------------------------------------------------------------------|
| <input checked="" type="checkbox"/> RELIABILITY STATUS
COTE DE FIABILITE | <input type="checkbox"/> CONFIDENTIAL
CONFIDENTIEL | <input type="checkbox"/> SECRET
SECRET | <input type="checkbox"/> TOP SECRET
TRES SECRET |
| <input type="checkbox"/> TOP SECRET - SIGINT
TRES SECRET - SIGINT | <input type="checkbox"/> NATO CONFIDENTIAL
NATO CONFIDENTIEL | <input type="checkbox"/> NATO SECRET
NATO SECRET | <input type="checkbox"/> COSMIC TOP SECRET
COSMIC TRES SECRET |
| <input type="checkbox"/> SITE ACCESS
ACCES AUX EMPLACEMENTS | | | |

Special comments:

Commentaires spéciaux :

NOTE: If multiple levels of screening are identified, a Security Classification Guide must be provided.

REMARQUE : Si plusieurs niveaux de contrôle de sécurité sont requis, un guide de classification de la sécurité doit être fourni.

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

If Yes, will unscreened personnel be escorted?
Dans l'affirmative, le personnel en question sera-t-il escorté?

☐ No ☐ Yes
Non Oui

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

INFORMATION / ASSETS / RENSEIGNEMENTS / BIENS

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

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

PRODUCTION

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

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

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

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

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

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

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

SUMMARY CHART / TABLEAU RÉCAPITULATIF

Category Catégorie	PROTECTED PROTÉGÉ			CLASSIFIED CLASSIFIÉ			NATO					COMSEC				
	A	B	C	CONFIDENTIAL CONFIDENTIEL	SECRET	TOP SECRET TRÈS SECRET	NATO RESTRICTED NATO DIFFUSION RESTREINTE	NATO CONFIDENTIAL NATO CONFIDENTIEL	NATO SECRET	COMSEC TOP SECRET COMSEC TRÈS SECRET	PROTECTED PROTÉGÉ			CONFIDENTIAL	SECRET	TOP SECRET
											A	B	C			
Information / Assets Renseignements / Biens		✓														
Production																
IT Media / Support TI		✓														
IT Link / Lien électronique																

12. a) Is the description of the work contained within this SRCL PROTECTED and/or CLASSIFIED?
La description du travail visé par la présente LVERS est-elle de nature PROTÉGÉE et/ou CLASSIFIÉE?

☒ No
Non ☐ Yes
Oui

If Yes, classify this form by annotating the top and bottom in the area entitled "Security Classification".
Dans l'affirmative, classifiez le présent formulaire en indiquant le niveau de sécurité dans la case intitulée
« Classification de sécurité » au haut et au bas du formulaire.

12. b) Will the documentation attached to this SRCL be PROTECTED and/or CLASSIFIED?
La documentation associée à la présente LVERS sera-t-elle PROTÉGÉE et/ou CLASSIFIÉE?

☒ No
Non ☐ Yes
Oui

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

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ANNEX "D" to PART 3 OF THE BID SOLICITATION
ELECTRONIC PAYMENT INSTRUMENTS

The Bidder accepts to be paid by any of the following Electronic Payment Instrument(s):

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

ANNEX "E" to PART 5 OF THE BID SOLICITATION

FEDERAL CONTRACTORS PROGRAM FOR EMPLOYMENT EQUITY – CERTIFICATION

I, the Bidder, by submitting the present information to the Contracting Authority, certify that the information provided is true as of the date indicated below. The certifications provided to Canada are subject to verification at all times. I understand that Canada will declare a bid non-responsive, or will declare a contractor in default, if a certification is found to be untrue, whether during the bid evaluation period or during the contract period. Canada will have the right to ask for additional information to verify the Bidder's certifications. Failure to comply with any request or requirement imposed by Canada may render the bid non-responsive or constitute a default under the Contract.

For further information on the Federal Contractors Program for Employment Equity visit [Employment and Social Development Canada \(ESDC\) – Labour's](#) website.

Date: _____ (YYYY/MM/DD) (If left blank, the date will be deemed to be the bid solicitation closing date.)

Complete both A and B.

A. Check only one of the following:

- ☐ A1. The Bidder certifies having no work force in Canada.
- ☐ A2. The Bidder certifies being a public sector employer.
- ☐ A3. The Bidder certifies being a [federally regulated employer](#) being subject to the [Employment Equity Act](#).
- ☐ A4. The Bidder certifies having a combined work force in Canada of less than 100 permanent full-time and/or permanent part-time employees.

A5. The Bidder has a combined workforce in Canada of 100 or more employees; and

- ☐ A5.1. The Bidder certifies already having a valid and current [Agreement to Implement Employment Equity](#) (AIEE) in place with ESDC-Labour.
- OR**
- ☐ A5.2. The Bidder certifies having submitted the [Agreement to Implement Employment Equity \(LAB1168\)](#) to ESDC-Labour. As this is a condition to contract award, proceed to completing the form Agreement to Implement Employment Equity (LAB1168), duly signing it, and transmit it to ESDC-Labour.

B. Check only one of the following:

- ☐ B1. The Bidder is not a Joint Venture.

OR

- ☐ B2. The Bidder is a Joint venture and each member of the Joint Venture must provide the Contracting Authority with a completed annex Federal Contractors Program for Employment Equity - Certification. (Refer to the Joint Venture section of the Standard Instructions)

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ANNEX "F"

EVALUATION GRID

Title: **SERVICE CANADA - T4 Tax Forms**

Bidder: _____

Date: _____

EVALUATION SUMMARY

MANDATORY CRITERIA

Met Not Met

POINT RATED CRITERIA

POINT RATED CRITERIA	Maximum Points	SCORE ACHIEVED
R.1 Implementation of Work	262	
R.2 Production Management	30	
R.3 Quality Assurance	40	
R.4 Business Continuity Plan	110	
R.5 Environmental Practices	10	
Minimum required points 339		Total Points <u> </u> /452

MANDATORY EVALUATION CRITERIA

Bidders MUST meet all the mandatory requirements of the RFP. No further consideration will be given to Bidders not meeting all the mandatory criteria.

To meet the requirement described herein, the experience of the bidder must be work for which the Bidder was under contract to external clients. During the evaluation no corporate experience gained through internal clients will be accepted or reviewed. In the case of a joint venture, the combined experience of the parties forming the joint venture will be considered in the evaluation of the experience of the Bidder.

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

In the case of a joint venture, the combined experience of the parties forming the joint venture will be considered in the evaluation of the experience of the Bidder.

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Definitions for the purposes of evaluation:

"External client(s)" means clients exterior to the Bidder's own legal entity (or joint venture partnership) and excludes the parent, subsidiaries or other affiliates of the Bidder.

"Internal client(s)" means clients within the Bidder's own legal entity (or joint venture partnership) and includes the parent, subsidiaries and other affiliates of the Bidder.

"Multiple" means two (2) or more.

"Print Outputs/Outputs" means print production from supplied data sets

“

"Selective Insertion" means Insertion equipment capable of choosing the appropriate version information insert (from 2 possible versions), and inserting it into an envelope, based on a single character indicator contained within each print record.

Bidders **MUST** meet the mandatory criteria of the RFP. No further consideration will be given to bidders not meeting all of the mandatory criteria.

		MET	NOT MET
M.1	CORPORATE EXPERIENCE		
	<p>The Bidder must demonstrate that it has contracted or has been contractually bound to an external client or to external clients (outside of the Bidder's own company) for two (2) contracts to provide the services described in the Statement of Work.</p> <p>These two (2) contracts must have been undertaken within the last four (4) years prior to the closing date of this RFP.</p> <p>When combined, these two (2) contracts must, at a minimum, include all of the following services (M.1.a - M.1.e):</p> <p>M.1.a Preparation of large data sets for mailing including sortation for incentive lettermail pre-sort and matching of multiple variable items;</p> <p>M.1.b printing. Printing of multiple outputs with each output having multiple forms requiring printing of variable information;</p> <p>M.1.c Mailing preparation with sortation and handling in accordance with Canada Post (CPC) requirements for incentive lettermail presort, matching and insertion of variable print items, selective insertion of multiple additional inserts and delivery to CPC;</p> <p>M.1.d Supply of printed envelopes for mailing;</p> <p>M.1.e Storage of material for mailing in addition to the printed forms, including material produced or supplied in advance of the printing and mailing activities.</p> <p>Response Format:</p> <p>For each contract the Bidder must provide the following information:</p> <ul style="list-style-type: none"> As applicable to the contract, a description of the required services (M.1.a, M.1.b, M.1.c, M.1.d, M.1.e) provided to the client(s) as specified to meet M.1; The start date and/or end date of the Contract for which the services were provided; (example: July 2017 or April 10, 2018 or July 2017 to present); The Bidder must identify any activities undertaken by sub-contractors and/or joint venture partners. <ul style="list-style-type: none"> The client information for the Contract 		

		MET	NOT MET
M.2	<p>PRODUCTION CAPABILITY</p> <p>The bidder must:</p> <ul style="list-style-type: none"> - Provide a written confirmation that they can receive files via FTP (File Transfer Protocol). - Provide a written confirmation that they have an FTP client to be able to connect into the ESDC network. It may also be necessary to have the ability to install/use ESDC's designated tunneling software (ie. Appgate), - Provide a written confirmation that they can read files in AFP (Extensible Markup Language) (for CPP) and flat file (multiple line) format (for OAS and IA). - 		
M.3	<p>PRODUCTION CAPABILITY</p> <p>The Bidder must demonstrate their capability to complete the v printing and mailing of the Service Canada T4 forms within a five (5) week period as per the delivery schedule in Annex 22.</p> <p>The information provided for M.3 will also be used as part of the rated requirements evaluation (R1).</p> <p>Response Format: Bidders must provide their response by completing the M.3.a Table and the M.3.b Table worksheet in the Excel spreadsheet at Annex G.</p> <p>The information provided must demonstrate the total capability of the Bidder and also show a breakdown of how the quantities are produced. Where multiple facilities contribute to the overall total of documents produced each must be identified and the production capability shown. Evaluation will be done on the total quantities. However, if the Bidder does not show how the totals were arrived at, the proposal will be considered non-responsive and the proposal will not be evaluated further.</p>		
M3.a	<p>Bidders must provide the number of days required to complete individual products and the number of days to complete the total requirement in the cells of the M.3.a Table in the Excel spreadsheet at Annex G.</p> <p>Packages that are produced concurrently, or completed within the same day, may be shown together in column G. These grouped packages should be entered in the row for the last package identified.</p>		
M3.b	<p>The number of days to complete production of concurrent packages entered in column I should be entered in the row for the last package identified.</p> <p>Bidders must show the breakdown of how the total quantities of each type of document will be produced by providing the required information in the cells of the M.3.b.1 and M.3.b.2 Tables in the Excel spreadsheet at Annex G.</p>		

PROPOSALS NOT MEETING ALL OF THE MANDATORY REQUIREMENTS WILL BE CONSIDERED NON RESPONSIVE AND GIVEN NO FURTHER CONSIDERATION.

POINT RATED CRITERIA

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

To be considered responsive, a proposal must obtain a minimum passing mark of 75% overall for the point rated criteria of the Technical Evaluation. Proposals scoring less than 75% overall for the point rated criteria of the Technical Evaluation will not be given further consideration.

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

Assessment of proposals will be based solely on the information in the Proposal. Canada may seek further information or clarification from the bidder.

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

R.1. Implementation of Work:

(R.1.1 + R.1.2 + R.1.3 + R.1.4 + R.1.5) Maximum 262 points

The Bidder should provide a detailed work plan describing how the Bidder proposes to implement and manage the requirement as described in the Statement of Work. The plan should give a comprehensive description of all procedures and activities which will be completed, or managed by the bidder, as well as, how all of the activities are integrated in order to provide the required service.

The Work Plan should clearly explain the processes occurring in each area and how they interact both within the area and with other areas necessary to complete the requirement.

The Work Plan should address the main areas of, printing of the information, mailing preparation, the warehousing of material that would be supplied by Service Canada and the supply of envelopes (printing and conversion).

The Work Plan should describe how the Bidder will manage the CPP & OAS requirement.

The Bidder should identify the facility, or facilities, where the, printing, mail preparation and warehousing of supplied material will be done.

R.1.1. Print Processing:

Maximum of 62 points

The Work Plan should clearly describe the Bidder's methodology for completing the print processing activities for the CPP/OAS files as described in the Statement of Work.

The Work Plan should describe the processes and management procedures for:

R.1.1.1 Initial Test Period (October - November)

R.1.1.2 Production Period - Old Age Security (OAS) and Canada Pension Plan (CPP)

In addition to describing the methodology for completing the print processing the Bidder should provide the following:

- The CPC approved software, and version, to be used for completing the requirement.
- The resources (equipment and personnel) the Bidder will dedicate to this requirement.
- The resources (equipment and personnel) the Bidder has available should extra resources be necessary

R.1.1.1 Initial Test Period (October - November)

- File acceptance and print verification
- Processing for test output
- Verification of test output - internal and client
- Feedback process for client review
- Process for modifications/changes if required

R.1.1.1.a: Processes - Initial Test Period (October - November)			
The Work Plan should provide the required information to describe the following elements of the evaluation for each facility used to complete the requirement:	Information not provided	Information incomplete or unclear	Information clear and complete.
	0 Points	1 Point	2 Points
The facility or facilities for completing the print processing activities			
The processes for File Acceptance			
The processes for print verification			
The Processing for test output			
The processes for initial verification of test output			
The processes for verification of test output for client review			
The feedback process for client review			
The process for modifications/changes			
R.1.1.1.a Points Allocated _____ / 16			

R.1.1.1.b: Management Procedures - Initial Test Period (October - November)			
The Work Plan should provide the required information to describe how the Bidder will manage the following activities for each facility used to complete the requirement:	Information not provided	Information incomplete or unclear	Information clear and complete
	0 Points	1 Point	2 Points
File acceptance			
Print verification			
Processing for test output			
Initial verification of test output			
Verification of test output for client review			
Feedback process for client review			
Modifications/changes			
R.1.1.1.b Points Allocated _____ / 14			

R.1.1.1.c Initial Test Period (October - November)			
The Work Plan should provide the required information to describe the following elements of the evaluation:	Information not provided	Information incomplete or unclear	Information clear and complete
	0 Points	1 Point	2 Points
The CPC approved software, and version to be used for completing the requirement			
The resources (equipment and personnel) the Bidder will dedicate to this requirement in each facility identified to complete the requirement			
The resources (equipment and personnel) the Bidder has available in each facility identified to complete the requirement, should extra resources be necessary			
R.1.1.1.c Points Allocated _____ / 6			
R.1.1.1 Initial Test Period (October - November):			
Total Points Allocated _____ / 36			

- Processes for file acceptance and print verification
- Processing and testing procedures for:
- Providing control mechanisms for matching requirements
- Providing control mechanisms for mail sortation for Incentive Lettermail Presort

R.1.1.2.a: Processes - Production Period

The Work Plan should provide the required information to describe the following elements of the evaluation for each facility used to complete the requirement:	Information not provided	Information incomplete or unclear	Information clear and complete
	0 Points	1 Point	2 Points
Facility or facilities for completing the print processing activities			
Processes for File Acceptance			
Processes for print verification			
Processing and testing procedures for providing control mechanisms for matching requirements			
Processing and testing procedures for providing control mechanisms for mail sortation			
R.1.1.2.a Points Allocated _____ /10			

R.1.1.2.b: Management Procedures - Production Period

The Work Plan should provide the required information to describe the following elements of the evaluation for each facility used to complete the requirement:	Information not provided	Information incomplete or unclear	Information clear and complete
	0 Points	1 Point	2 Points
The procedures for managing the File Acceptance process			
The procedures for managing the print Verification process			
The procedures for managing the print processing for print production and mailing to provide control mechanisms for forms matching requirements			
The procedures for managing the print processing and CPC mailing requirements			
The procedures for managing the print production and mailing to provide control mechanisms for mail sortation			
R.1.1.2.b Points Allocated _____ /10			

R.1.1.2.c: Production Period			
The Work Plan should provide the required information to describe the following elements of the evaluation:	Information not provided	Information incomplete or unclear	Information clear and complete
	0 Points	1 Point	2 Points
The CPC approved software, and version to be used for completing the requirement			
The resources (equipment and personnel) the Bidder will dedicate to this requirement in each facility identified to complete the requirement			
The resources (equipment and personnel) the Bidder has available in each facility identified to complete the requirement, should extra resources be necessary			
R.1.1.2.c Points Allocated _____ / 6			

R.1.1.2 Production Period: Total Points Allocated _____ / 28

R.1.1 TOTAL POINTS OBTAINED: _____ / 62

R.1.2. Variable Printing:

Maximum of 68 points

The Work Plan should clearly describe the Bidder's capability and procedures for completing the printing requirements as described in the Statement of Work for the CPP/OAS requirement.

R.1.2.1 Print Production Capability

The Bidder should describe their print production capability by completing the *Annex H - R.1.2.1.1- Print Capability* table of printer hardware suitable for high volume printing as described in the Statement of Work. **Bidders are to provide their response by completing the *R.1.2.1.1- Print Capability table* worksheet in the Annex H spreadsheet and returning it with their bid.**

The Bidder should identify all facilities where work will be conducted, however, points will not be allocated for the facility address.

Refer to Annex H - R.1.2.1.1- Print Capability table							
<i>Column 1</i>	<i>Column 2</i>	<i>Column 3</i>	<i>Column 4</i>	<i>Column 5</i>	<i>Column 6</i>	<i>Column 7</i>	<i>Column 8</i>
<i>Facility Address</i>	<i>Printer Type</i>	<i>Hourly output of T4 forms from identified printer</i>	<i>Total number of identified printers in facility</i>	<i>Identified printers in facility assigned to T4 requirement</i>	<i>Total daily output of identified printers assigned to T4 requirement</i>	<i>Number of hours used to calculate total daily output of identified printers assigned to T4 requirement</i>	<i>*Downtime included in calculating the number of hours used to calculate total daily output of identified printers</i>

*Downtime in column 8 above refers to anticipated factors that may reduce the potential overall output of the identified equipment, such as: shift change/start up, misfeeds, paper loading, etc.

Evaluation of R.1.2.1, Print Production Capability, will be conducted with the information provided in **M.3, Annex 22, the R.1.2.1.1- Print Capability table in the spreadsheet at Annex H**, R.1.2.1.a and R.1.2.1.b.

R.1.2.1.a Print Production Capability

R.1.2.1.a Print Production Capability			
The Work Plan should provide the required information to describe the following elements of the evaluation for each facility used to complete the requirement:	Information not provided	Information incomplete or unclear	Information clear and complete
	OR Information does not demonstrate capacity to complete Service Canada requirements	Information demonstrates capacity to complete Service Canada requirements BUT does not clearly demonstrate capacity to complete the CPP & OAS requirement by the deadlines for mailing preparation in Annex 22	Information clearly demonstrates capacity to complete Service Canada requirements AND demonstrates capacity to complete the CPP & OAS requirement by the deadlines for mailing preparation in Annex 22
	0 Points	1 Point	2 Points
Facility Address for each facility used to complete the requirement			
Printer Type			
Hourly Output of T4 forms from Identified Printer			

Total Number of Identified Printers in the Facility			
Identified Printers in Facility Assigned to T4 Requirement			
Total Daily Output of Identified Printers Assigned to T4 Requirement			
Number of Hours Used to Calculate Total Daily Output of Identified Printers Assigned to T4 Requirement			
Downtime Included in calculating the number of hours used to calculate total daily output of identified printers			
<p style="text-align: right;">R.1.2.1.a Points allocated: _____ / 16 multiplied by w.f. 1.4375 = _____ /23</p>			

R.1.2.1.b The Bidder should provide the hardware product information/specifications for each printer identified in the Column 2-Printer Type of the R.1.2.1.1- Print Capability table in the spreadsheet at Annex G. The product information/specifications should clearly demonstrate the suitability of the hardware for printing the type and quantities of printing required for the Service Canada T4 requirement. The product information/specifications should also support the information provided in table R.1.2.1.1. The Bidder should ensure that, at a minimum, the product information/specifications include the following information:

- Resolution of printed output, dots per inch (DPI)
- Rated speed, number of 8 ½" by 14" pages per minute (PPM)
- Suitability of the equipment for variable imaging

R.1.2.1.b Hardware product information/specifications		
The product information demonstrates:	Not demonstrated in product information	Demonstrated in product information
	0 Points	1 point
The resolution of printed output at least 600 DPI		
The rated speed, number of 8 ½" by 14" pages per minute at least 100 PPM		
The suitability of the equipment for variable imaging		
<p style="text-align: right;">R.1.2.1.b Points allocated _____ /3</p>		

R.1.2.1 Print Production Capability: Total Points Allocated _____ / 26

R.1.2.2 Print Production Processes

The Bidder should clearly describe the processes for print production management including the mail management controls in all facilities identified in Table-R.1.2.1.1. The description should provide information for all of the following production stages:

- Processes for accurate and complete transfer of CPP & OAS files to print area,
- Processes for start-up of printing for CPP & OAS requirements,
- Processes for ongoing monitoring of printing CPP & OAS requirements.

R.1.2.2 Print Production Processes			
The Work Plan should provide the required information to describe the following elements of the evaluation for each facility used to complete the requirement:	Information not provided.	Information incomplete or unclear Does not clearly demonstrate capability to complete requirements.	Information clear and complete. Clearly demonstrates capability to complete requirements
	0 Points	1 Point	2 Points
Processes for accurate and complete transfer of OAS files to print area			
Processes for accurate and complete transfer of CPP files to print area			
Processes for start-up of printing for OAS requirements			
Processes for start-up of printing for CPP requirements			
Processes for ongoing monitoring of printing OAS requirements			
Processes for ongoing monitoring of printing CPP requirements			
Points allocated for R.1.2.2: _____ / 12			
multiplied by w.f. 1.5 = _____ /18			

R.1.2.2 Print Production Processes: Total Points Allocated: _____ / 18

R.1.2.3 Print Production, Transfer of Printed Material

The Bidder should clearly describe how the finished material is prepared for the mailing operations and their processes for managing the transfer of the printed output to the mailing area.

- Process for verifying the completeness and accuracy of each of the CPP & OAS printed outputs
- Process for identifying each CPP & OAS output for mailing production
- Process for preparing the CPP & OAS printed outputs for transfer to the mailing area
- Process for ensuring the safe transfer of the CPP & OAS printed outputs into the mailing area

R.1.2.3 Print Production, Transfer of Printed Material			
The Work Plan should provide the required information to describe the following elements of the evaluation for each facility used to complete the requirement:	Information not provided	Information incomplete or unclear Does not clearly demonstrate capability to complete requirements.	Information clear and complete Clearly demonstrates capability to complete requirements
	0 Points	1 Point	2 Points.
Process for verifying the completeness and accuracy of each of the OAS printed outputs			
Process for verifying the completeness and accuracy of each of the CPP printed outputs			
Process for identifying each OAS output for mailing production			
Process for identifying each CPP output for mailing production			
Process for preparing the OAS printed outputs for transfer to the mailing area			
Process for preparing the CPP printed outputs for transfer to the mailing area			
Process for ensuring the safe transfer of the OAS printed outputs into the mailing area			
Process for ensuring the safe transfer of the CPP printed outputs into the mailing area			
<p style="text-align: right;">Points allocated for R.1.2.3: _____ /16 Multiplied by w.f. 1.5 = _____ /24</p>			

R.1.2.3 Print Production, Transfer of Printed Material: Total Points Allocated: _____ / 24

R.1.2 TOTAL POINTS OBTAINED: _____/68

R.1.3. Mailing Operations
Maximum of 48 points

The Work Plan should clearly describe the Bidder's capability and procedures for completing the mailing requirements as described in the Statement of Work for the CPP/OAS requirement.

R.1.3.1 Automated Mailing Capability

The Bidder should describe their automated mailing capability by completing the *Annex H - R.1.3.1.1- Automated Mailing Capability* table of insertion hardware suitable for high volume, multi-item mailing as

described in the Statement of Work. **Bidders are to provide their response by completing the R.1.3.1.1- Automated Mailing Capability table Worksheet in the Annex H spreadsheet and returning it with their bid.**

The Bidder **should identify all facilities where work will be conducted**, however, points will not be allocated for the facility address.

Refer to Annex H - R.1.3.1.1- Automated Mailing Capability Table								
Column 1	Column 2	Column 3	Column 4	Column 5	Column 6	Column 7	Column 8	Column 9
Facility Address	Insertion Type	Number of Insertion Stations and mail matching controls on Identified Insertion	Hourly Output of sealed T4 envelopes from Identified Inserters	Total Number of Identified inserters in Facility	Total Number of Identified Inserters Assigned to T4 Requirement	Total Daily Output of Identified Inserters Assigned to T4 Requirement	Number of Hours Used to Calculate Total Daily Output of Identified Inserters Assigned to T4 Requirement	*Downtime Included in Calculating the Number of Hours Used to Calculate Total Daily Output of Identified Inserters

*Downtime in column 9 above refers to anticipated factors that may reduce the potential overall output of the identified equipment, such as: shift change/start up, misfeeds, paper loading, etc.

Evaluation of R.1.3.1. Automated Mailing Capability, will be conducted with the information provided for M3, R.1.3.1.a and R.1.3.1.b

R.1.3.1.a Automated Mailing Capability			
The Work Plan should provide the required information to describe the following elements of the evaluation for each facility used to complete the requirement:	Information not provided OR Information does not demonstrate suitability of equipment for the T4 requirement	Information incomplete or unclear Demonstrates suitability of equipment for the T4 requirement BUT does not clearly demonstrate capacity to complete the CPP & OAS requirements by the date to commence delivery in Annex 22	Information clear and complete Clearly demonstrates suitability of equipment for the T4 requirement AND clearly demonstrates capacity to complete the CPP & OAS requirements by the date to commence delivery in Annex 22
	0 Points	1 Point	2 Points
Facility Address	0	0	0
Insertion Type			

Solicitation No. - N° de l'invitation
G9292-227925/A
Client Ref. No. - N° de réf. du client
G9292-227925

Amd. No. - N° de la modif.
File No. - N° du dossier
CW035. G9292-227925

Buyer ID - Id de l'acheteur
cw035
CCC No./N° CCC - FMS No./N° VME

Number of Insertion Stations on Identified Inserter			
Mail matching controls on Identified Inserter			
Hourly Output of sealed T4 envelopes from Identified Inserters			
Total Number of Identified Inserters in Facility			
Total Number of Identified Inserters Assigned to T4 Requirement			
Total Daily Output of Identified Inserters Assigned to T4 Requirement			
Number of Hours Used to Calculate Total Daily Output of Identified Inserters Assigned to T4 Requirement			
Downtime Included in Calculating the Number of Hours Used to Calculate Total Daily Output of Identified Inserters			
Points allocated for R.1.3.1: _____ / 18			
multiplied by w.f. 1.5 = _____ /27			

R.1.3.1.a Automated Mailing Capability:

Total Points Allocated: _____ / 27

R.1.3.1.b Processes for Completing Mailing Requirements

The Bidder should describe their processes for completing the mailing requirements of inserting of forms, inserts, sortation and mail handling to obtain incentive rates required for each of the CPP & OAS requirements as described in the Statement of Work.

At a minimum the Bidder should describe:

- The process for set-up and monitoring of mailing equipment controls for ensuring the correct matching and inserting of items into each envelope;
- The processes for ensuring the correct insertion of the inserts with the various forms
- The processes for monitoring the insertion to ensure the completeness and accuracy of the insertion process
- The processes for corrective action to correct any errors in the insertion process
- The processes for mail handling in order to obtain the required incentive rates

R.1.3.1.b Processes for Completing Mailing Requirements

The Work Plan should provide the required information to describe the following elements of the evaluation for each facility used to complete the requirement:	Information not provided 0 Points	Information incomplete or unclear. Does not clearly demonstrate capability to complete requirements. 1 Point	Information clear and complete. Clearly demonstrates capability to complete requirements 2 Points
The process for set-up and monitoring of mailing equipment controls for ensuring the correct matching and inserting of OAS items into each envelope			
The process for set-up and monitoring of mailing equipment controls for ensuring the correct matching and inserting of CPP items into each envelope			
The processes for ensuring the correct insertion of the inserts with the OAS forms			
The processes for ensuring the correct insertion of the inserts with the CPP forms			
The processes for monitoring the insertion to ensure the completeness and accuracy of the insertion process			
The processes for corrective action to correct any errors in the insertion process			
The processes for mail handling in order to obtain the required incentive rates			
<p style="text-align: right;">Points allocated for R.1.3.1.b: _____ / 14</p> <p style="text-align: right;">multiplied by w.f. 1.5 = _____ /21</p>			

Total Points Allocated for R.1.3 Processes for Completing Mailing Requirements:

_____ / 48

R.1.3 TOTAL POINTS OBTAINED: _____/48

**R.1.4. Warehousing of Envelopes and Service Canada Supplied Material:
Maximum of 76 points**

The Work Plan should clearly describe the Bidder's capability and procedures for warehousing the envelopes and for warehousing the inserts supplied by Service Canada and entering the material into the production process.

For evaluation, a skid of material will be considered to be 4' x 4' x 4'.

For evaluation, the CPP & OAS requirement will be based on 122 skids of envelopes and 256 skids of inserts.

The Bidder should provide the company name and address of each warehouse facility used for the storage of the material.

The Bidder should provide information on all of the following factors related to the storage of envelopes and of the supplied material:

- R.1.4.1 Facility
- R.1.4.2 Storage
- R.1.4.3 Warehouse Management System (WMS)
- R.1.4.4 Material Reception
- R.1.4.5 Proximity
- R.1.4.6 Production Scheduling
- R.1.4.7 Material Transfer

R.1.4.1 Warehousing of Envelopes and Service Canada Supplied Material - Facility:

The Bidder should provide the required information for the following elements of the evaluation:

- a. The number of skid positions the warehouse facility can hold,
- b. The number of skid positions available for the Service Canada requirement,
- c. The automated climate controls in the facility

The Bidder should provide the address of each warehouse facility used and company name(s) if the storage of the material, or any portion of the material, is sub-contracted. **Should the Bidder not provide the company name and address of each warehouse facility used for the storage of the material zero (0) points will be allocated for Facility.**

R.1.4.1 .a. The number of skid positions the identified warehouse facility can hold									
Up to 300: 1 Point	301 to 500: 2 Points	501 to 750 3 Points	751 to 1,000 4 Points	1,001 to 1,500 5 Points	1,501 to 2,000 6 Points	2,001 to 2,500 7 Points	2,501 to 3,000 8 Points	3,001 to 3,500 9 Points	Over 3,500 10 Points
Points allocated for R.1.4.1.a:									/10
R.1.4.1 .b. The number of skid positions available for the Service Canada requirement									
Up to 100: 1 Point	100 to 150 2 Points	151 to 175 3 Points	176 to 200 4 Points	201 to 250 5 Points	251 to 275 6 Points	276 to 300 7 Points	301 to 350 8 Points	351 to 400 9 Points	Over 400 10 Points
Points allocated for R.1.4.1.b:									/10

c. The automated climate controls in the facility: minimum temperature and humidity.			
Information not provided for temperature or humidity controls in any facility identified	The description demonstrates only temperature controls or only humidity controls in any of the facilities identified	Description demonstrates temperature and humidity controls in all of the facilities identified	Description demonstrates climate controls suitable for storing printed material for automated mailing (folded inserts, envelopes) in all of the facilities identified
0 Points	1 Point	2 Points	4 Points
Points allocated for R.1.4.1.c: _____ /4			

R.1.4.1. Facility: Total Points Allocated _____ /24

R.1.4.2 Storage:

The method of storing the envelopes and inserts in the warehouse in order to prevent damage (crushing, curling etc.) that could affect the automated insertion process

R.1.4.2.a Skids for inserts			
Information not provided	Description demonstrates the Bidder will triple stack skids for inserts in any facility identified	Description demonstrates the Bidder will double stack skids for inserts in any facility identified	Description demonstrates the Bidder will not stack skids for inserts in any facility identified
0 Points	1 Point	2 Points	3 Points
Points allocated for R.1.4.2.a: _____ /3			

R.1.4.2.b Skids for envelopes			
Information not provided	Description demonstrates the Bidder will triple stack skids for envelopes in any facility identified	Description demonstrates the Bidder will double stack skids for envelopes in any facility identified	Description demonstrates the Bidder will not stack skids for envelopes in any facility identified
0 Points	1 Point	2 Points	3 Points
Points allocated for R.1.4.2.b: _____ /3			
R.1.4.2.Storage: Total Points Allocated _____ /6			

R.1.4.3 Warehouse Management System (WMS):

A description of the automated warehouse management system (WMS) for identifying Service Canada material.

The Bidder should describe:

- The method of tracking the WMS utilizes;
- How the CPP & OAS envelopes will be identified and recorded in the WMS for future inventory management;

- How each of the CPP & OAS inserts will be identified and recorded in the WMS for future inventory management;
- The level of detail by which the WMS can track the material in storage and the time required for any actions affecting the level of inventory to be displayed in the WMS.

R.1.4.3 Warehouse Management System (WMS)			
The Work Plan should provide the required information to describe the following elements of the evaluation for each facility used to complete the requirement:	Information not provided.	Information incomplete or unclear. Does not clearly demonstrate capability to complete requirements.	Information clear and complete. Clearly demonstrates capability to complete requirements.
	0 Points	1 Point	2 Points
The method of tracking the WMS utilizes.			
How each of the CPP & OAS envelopes will be identified and recorded in the WMS for future inventory management.			
How each of the CPP & OAS inserts will be identified and recorded in the WMS for future inventory management.			
The level of detail by which the WMS can track the material in storage and the time required for any actions affecting the level of inventory to be displayed in the WMS.			
Points allocated for R.1.4.3: _____ / 8			
multiplied by w.f. 1.5 = _____ /12			
R.1.4.3.Warehouse Management System (WMS): Total Points Allocated _____ /12			

R.1.4.4 Material Reception

The Bidder should describe the material reception criteria specific to inserts and envelopes:

- The process for receiving material,
- The process for inspecting material,
- The process for accepting, or not accepting material
- The process for remedial actions regarding non acceptable material

R.1.4.4 Material Reception			
The Work Plan should provide the required information to describe the following elements of the evaluation for each facility used to complete the requirement:	Information not provided. 0 Points	Information incomplete or unclear Does not clearly demonstrate capability to complete requirements. 1 Point	Information clear and complete. Clearly demonstrates capability to complete requirements. 2 Points
The process for receiving material			
The process for inspecting material			
The process for accepting, or not accepting material			
The process for remedial actions regarding non acceptable material			
Points allocated for R.1.4.4: _____ / 8			
multiplied by w.f. 1.5 = _____ /12			

R.1.4.4 Material Reception: Total Points Allocated _____ /12

R.1.4.5 Proximity:

The Bidder should describe the proximity of the warehouse facility to the mailing site and the time required to move material from the warehouse to the mailing site.

R.1.4.5 Proximity					
a. Proximity of the warehouse facility to the mailing site					
Information not provided 0 Points	Mail production facility stores material sufficient for daily production. All material stored off-site - 5 or more kilometres from production facility. 1 Point	Mail production facility stores material sufficient for daily production. All material stored off-site within 2 to 5 kilometres of production facility. 2 Points	Mail production facility stores material sufficient for daily production. All material stored off-site within 1 to 2 kilometres of production facility. 3 Points	¼ to ½ of all material stored in same facility as mailing production. Balance of material stored off-site within 1 kilometre of production facility. 4 Points	All material stored in same facility as mailing production. 5 Points
Points allocated for R.1.4.5.a: _____ /5					

b. The time required to move material from the warehouse to the mailing site					
Information not provided	Material can be moved from storage to production in more than 4 hours	Material can be moved from storage to production in more than 3 and up to 4 hours	Material can be moved from storage to production in more than 2 and up to 3 hours	Material can be moved from storage to production in more than 1 and up to 2 hours	Material can be moved from storage to production within 1 hour
0 Points	1 Point	2 Points	3 Points	4 Points	5 Points
Points allocated for R.1.4.5.b: _____ /5					
R.1.4.5 Proximity: Total Points Allocated: _____ /10					

R.1.4.6 Production Scheduling:

The Bidder should describe the procedures for scheduling the movement of the relevant material to mailing production.

R.1.4.6 Production Scheduling		
R.1.4.6.a The procedures for scheduling the movement of CPP & OAS inserts from storage to mailing production		
Information not provided	Information incomplete or unclear. Information does not clearly describe the process for scheduling the movement of CPP & OAS inserts from storage to mailing production in any facility used to complete the requirement.	Information clear and complete. Information clearly describes the process for scheduling the movement of CPP & OAS inserts from storage to mailing production in any facility used to complete the requirement.
0 Points	1 Point	2 Points
R.1.4.6.a Points allocated _____ /2		
multiplied by w.f. 1.5 = _____ /3		
R.1.4.6.b The procedures for scheduling the movement of CPP & OAS envelopes from storage to mailing production		
Information not provided	Information incomplete or unclear. Information does not clearly describe the process for scheduling the movement of CPP & OAS envelopes from storage to mailing production in any facility used to complete the requirement.	Information clear and complete. Information clearly describes the process for scheduling the movement of CPP & OAS envelopes from storage to mailing production in any facility used to complete the requirement.
0 Points	1 Point	2 Points
R.1.4.6.b Points allocated _____ /2		
multiplied by w.f. 1.5 = _____ /3		
R.1.4.6 Production Scheduling: Total Points Allocated: _____ /6		

R.1.4.7 Material Transfer

The Bidder should describe the procedures for identifying and transferring the CPP & OAS inserts and envelopes from the warehouse to the mailing site in accordance with the stated schedule.

R.1.4.7 Material Transfer		
R.1.4.7.a The procedures for identifying and transferring the CPP & OAS inserts		
Information not provided 0 Points	Information does not demonstrate a process for identifying and transferring the CPP & OAS inserts from the warehouse to the mailing site in accordance with the stated schedule in any facility used to complete the requirement 1 Point	Information clearly describes the process for identifying and transferring the CPP & OAS inserts from the warehouse to the mailing site in accordance with the stated schedule in any facility used to complete the requirement 2 Points
R.1.4.7.a Points allocated _____ /2		
multiplied by w.f. 1.5 = _____ /3		
R.1.4.7.b The procedures for identifying and transferring the CPP & OAS envelopes		
Information not provided 0 Points	Information does not demonstrate a process for identifying and transferring the CPP & OAS envelopes from the warehouse to the mailing site in accordance with the stated schedule in any facility used to complete the requirement 1 Point	Information clearly describes the process for identifying and transferring the CPP & OAS envelopes from the warehouse to the mailing site in accordance with the stated schedule in any facility used to complete the requirement 2 Points
R.1.4.7.b Points allocated _____ /2		
multiplied by w.f. 1.5 = _____ /3		
R.1.4.7 Material Transfer: Total Points Allocated: _____ /6		

R.1.4 TOTAL POINTS OBTAINED: _____ /76

R.1.5. Supply of Printed Envelopes Inserts: Maximum 20 points

The Work Plan should clearly describe the Bidder's capability and procedures for providing the envelopes as described in the Statement of Work for the CPP/OAS requirement. Bidders should identify all facilities where work will be conducted.

R.1.5 Supply of Printed Envelopes and Inserts:			
The Work Plan should provide the required information to describe the following elements of the evaluation for each facility used to complete the requirement:	Information not provided	Information unclear, incomplete. Does not clearly demonstrate capability to complete requirements.	Information clear and complete. Clearly demonstrates capability to complete requirements.
	0 Points	1 Point	2 Points
Facility Address			
Daily production capability of facility for the printing of CPP/OAS envelopes			
Daily production capability of facility for the conversion to final format of CPP/OAS envelopes			
Daily production capability of facility for the printing of CPP/OAS inserts			
Daily production capability of facility for the conversion to final format of CPP/OAS inserts			
<p style="text-align: right;">R.1.5 Points Allocated _____ / 10</p> <p style="text-align: right;">multiplied by w.f. 2 = _____ /20</p>			

R.1.5 TOTAL POINTS OBTAINED: _____/12

R.1 TOTAL POINTS OBTAINED: _____/274

R.2 Production Management:
(R.2.1 + R.2.2) Maximum 30 points

The Bidder should describe how they will manage the integration of the printing, mail preparation, supply of envelopes, inserts and warehousing into the production flow. The Bidder should describe their production management systems, and how their processes are applied to schedule and coordinate production management in all facilities identified as necessary to complete the Service Canada requirement.

R.2.1 Production Management – Systems
(Maximum of 12 points)

The Bidder should describe their production management systems to schedule and coordinate the following activities in all facilities identified as necessary to complete the Service Canada requirement.

- The printing portion of the work
- The mailing operations portion of the work
- The portion of the work that relates to the supply of envelopes and inserts
- The transfer of envelopes and inserts into production

R.2.1 Production Management – Systems			
The description should provide the required information to describe the production management systems to coordinate production management for the following activities in all facilities identified as necessary to complete the requirement:	Information not provided. OR Description does not demonstrate that the Bidder utilizes computerized systems for production management	Description provides sufficient information to demonstrate the Bidder utilizes computerized systems for production management	Description clearly demonstrates the Bidder utilizes computerized systems for production management. AND Demonstrates method for updating management systems
	0 Points	1 Point	2 Points
The printing portion of the work.			
The mailing operations portion of the work			
The portion of the work that relates to the supply of envelopes			
The portion of the work that relates to the supply of inserts			
The transfer of envelopes into production			
The transfer of inserts into production			
Points allocated for R.2.1: _____ / 12			
R.2.1 Production Management – Systems: Total Points Allocated: _____ /12			

R.2.2 Production Management – Processes
Maximum of 18 points

The Bidder should describe their production management processes and how their processes are applied to schedule and coordinate production management of all of the following activities in all facilities identified as necessary to complete the Service Canada requirement.

- The printing portion of the work
- The mailing operations portion of the work
- The portion of the work that relates to the supply of envelopes
- The transfer of envelopes and inserts into production

R.2.2 Production Management – Processes			
The description should provide the required information to describe the production management processes and how they are applied to schedule and coordinate the following activities in all facilities identified as necessary to complete the requirement:	Information not provided. OR Information does not describe how the processes are applied to schedule the work.	Information incomplete or unclear. Does not clearly demonstrate capability to complete requirements.	Information clear and complete. Clearly demonstrates capability to complete requirements.
	0 Points	1 Point	2 Points
The printing portion of the work.			
The mailing operations portion of the work			
The portion of the work that relates to the supply of envelopes			
The portion of the work that relates to the supply of inserts			
The transfer of envelopes into production			
The transfer of inserts into production			
Points allocated for R.2.2: _____ / 12			
multiplied by w.f. 1.5 = _____ /18			

R.2.2 Production Management – Processes: Total Points Allocated: _____ /18

R.2 TOTAL POINTS OBTAINED: _____ /30

R.3 Quality Assurance:
Maximum 40 points

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

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

The points allocated will be based on the Bidder's response for R.3.a *ISO certification* **OR** for R.3.1.b

R.3.a ISO Certification

The Bidder should demonstrate ISO certification relevant to variable imaging/printing, printing and manufacturing of envelopes and mailing. The Bidder should identify all facilities where the work activities will be conducted and which work activities would be completed by sub-contractors.

R.3.a.1 The Bidder should provide a copy of their current ISO certification related to the required services. Should the Bidder propose to utilize multiple facilities, each holding ISO certification relevant to this requirement, **a copy of the current ISO certification for each facility should be submitted with the proposal.**

15 points will be allocated for R.3.1.a.1, certification

R.3.a.2 The Bidder should provide copies of the ISO work procedures relevant to each phase of the requirement - data processing, variable imaging/printing, printing and manufacturing of envelopes, mailing and storage of material. Should the Bidder propose to utilize multiple facilities, each holding ISO certification relevant to this requirement, **a copy of the of the ISO work procedures relevant to the work completed in the facility should be submitted with the proposal.**

A maximum of 25 points will be allocated for R.3.1.a.2, supplied copies of the ISO work procedures

R.3 Quality Assurance - Single Facility OR Multiple Facilities (includes sub-contractors)	
R.3.a.1 - ISO certification relevant to printing of forms, printing and manufacturing of envelopes and inserts and mailing.	
Copy of current ISO certification supplied - Copy of current ISO certification(s) supplied for each facility identified.	
15 Points	
R.3.a.2 Copy of ISO work procedures relevant to facility supplied for:	
printing	5 Points
Printing and manufacturing of envelopes	5 Points
Printing and manufacturing of inserts	5 Points
Mailing	5 Points
Storage of material	5 Points
Points awarded for R.3.1 ISO certification: / 40	

Should the Bidder not hold ISO certification relevant to this requirement, or, propose to utilize multiple facilities, where at least one (1) does not hold ISO certification relevant to this requirement, then the Bidder should provide their response as stated in R.3.b. In this case, only the information provided for R.3.b will be evaluated.

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

The Bidder should provide a detailed description of the Quality Assurance Program and quality control procedures the Bidder proposes to utilize in the identified facilities for, printing of forms, printing and manufacturing of envelopes and inserts, mail matching, insertion, mail assembly and storage of material.

R.3.b.1 The Bidder should identify all facilities where work will be carried out and the work completed in each.

R.3.b.2 The Bidder should describe the quality control procedures that the Bidder proposes to utilize in all relevant facilities identified to complete the work for the following activities:

- the print quality control procedures for acceptance and verification of the print files and monitoring of production.
- the mailing quality control procedures for acceptance and verification of the print outputs, setup and monitoring of the insertion and handling of the completed product for shipment to CPC. The Bidder

must ensure that the quality assurance procedures for the matching and sortation requirements are included in the description.

- the quality control procedures for printing and manufacturing of envelopes including provision of proofs, monitoring of production and final acceptance into the warehouse.
- the quality control procedures for printing and manufacturing of inserts including provision of proofs, monitoring of production and final acceptance into the warehouse.
- the quality control procedures for the Storage of material.

R.3.b.3 The Bidder should describe how they will manage the quality control procedures for printing of forms, printing and manufacturing of envelopes and inserts, mail matching, insertion, mail assembly and storage of material between relevant facilities.

R.3.b.4 The Bidder should describe the degree to which the Bidder's Quality Assurance Program has been formalized as corporate policy and communicated to employees.

R.3.b.1 The facilities where work will be carried out and the work completed in each		
The description should identify all facilities where the following activities will be carried out:	The description does not identify the facility where the work will be carried out.	The description identifies the facility where the work will be carried out.
	0 Points	1 Point
Printing of forms		
Mail matching, insertion and mail assembly		
Printing and manufacturing of envelopes		
Printing and manufacturing of inserts		
Storage of material		
R.3.b.1 Points allocated _____ / 5		

R.3.b.2 The quality control procedures the Bidder proposes to utilize in all relevant facilities identified to complete the work:			
The description should provide the required information to describe the following elements of the evaluation for each facility used to complete the requirement:	Information not provided	Information incomplete or unclear. Does not clearly demonstrate capability to complete the Quality Assurance required for this requirements.	Information clear and complete. Demonstrates capability to fully complete Quality Assurance requirements.
	0 Points	1 Point	2 Points
The print quality control procedures for acceptance and verification of the print files and monitoring of production.			

The mailing quality control procedures for acceptance and verification of the print outputs, setup and monitoring of the insertion and handling of the completed product for shipment to CPC. The Bidder must ensure that the quality assurance procedures for the matching and sortation requirements are included in the description			
The quality control procedures for managing the integration of the supplied inserts into the mailing production.			
The quality control procedures for printing and manufacturing of envelopes including provision of proofs, monitoring of production and final acceptance into the warehouse.			
The quality control procedures for the Storage of material.			
R.3.b.2 Points allocated _____ / 12			
multiplied by w.f. 1.25 = _____ /15			

R.3.b.3 How the Bidder will manage the quality control procedures in all facilities identified as necessary to complete the requirement			
The description should provide the required information to describe how the Bidder will manage the quality control procedures for the following activities in all facilities identified as necessary to complete the requirement:	Information not provided.	Information incomplete or unclear	Information clear and complete.
	0 Points	1 Point	2 Points
Printing of forms			
Mail matching, insertion, mail and assembly			
Printing and manufacturing of envelopes			
Printing and manufacturing of inserts			
Storage of material			
Points allocated for R.3.b.3: _____ / 10			
multiplied by w.f. 1.4 = _____ /14			

R.3.b.4 The degree to which the Bidder's Quality Assurance Program has been formalized as corporate policy and communicated to employees.			
Description not provided.	The description does not demonstrate that the Bidder's Quality Assurance Program has been formalized as corporate policy.	The description demonstrates that the Bidder's Quality Assurance Program has been formalized as corporate policy.	The description demonstrates that the Bidder's Quality Assurance Program has been formalized as corporate policy and communicated to employees
0 Points	1 Point	2 Points	3 Points
R.1.3.b.4 Points allocated _____ /3			
multiplied by w.f. 2 = _____ /6			
R.3 TOTAL POINTS OBTAINED: _____ /40			

R.4 BUSINESS CONTINUITY PLAN
(R.4.1 + R.4.2 + R.4.3) Maximum 96 points

Bidders should demonstrate their capability to maintain production and delivery of the T4 requirement during events that would negatively impact their normal operations. Bidders should demonstrate this capability by providing a Business Continuity Plan (BCP) for each facility (physical plant where work required under the Contract is carried out including facilities that are owned by same legal entity as the bidder and/or joint venture partner(s) and sub-contractor's facilities) identified in their proposal.

R.4.1 Bidders are to provide a Business Continuity Plan (BCP) for each facility identified in their proposal.

R.4.2 Corporate BCP

Bidders are to describe the extent to which a corporate BCP has been developed and implemented within the bidder's organization.

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

- Is part of the corporate policies and procedures, tested for "real world" relevance and reviewed and revised as required in order to be current;
- Demonstrates the Bidder has established a corporate management team for Business Continuity with defined roles and responsibilities;
- Demonstrates the Bidder has established protocols for Business Continuity for escalating levels of incident management up to disaster recovery;
- Is communicated throughout the company.

R.4.3 The BCP for each facility identified in the proposal as necessary to complete the work should address threats that could interrupt production of the T4 requirement, the mitigation strategy for each and an estimated timeframe for resuming production in each of the following areas:

- ☐ Facility
- ☐ Personnel
- ☐ Print production
- ☐ Mailing production
- ☐ Warehousing and management of supplied material

R.4.1 Business Continuity Plan (BCP) for each facility identified in the proposal.		
No BCP provided for any facility identified in the proposal	BCP incomplete. BCP provided for some facilities identified in the proposal.	BCP complete. BCP provided for all facilities identified in the proposal
0 Points	1 Point	2 Points
<p style="text-align: right;">R.4.1 Points allocated _____ /2</p> <p style="text-align: right;">multiplied by w.f. 5 = _____ /10</p>		

Total Points Allocated Points for R.4.1 _____ / 10

R.4.2 The extent to which a corporate BCP has been developed and implemented within the organization.			
The description of the extent to which a corporate BCP has been developed and implemented within the bidder's organization should provide sufficient details to demonstrate:	Information not provided	Information incomplete or unclear.	Information clear and complete.
	0 Points	1 Point	2 Points
That the BCP is a part of the Bidder's corporate policies and procedures			
That the BCP is tested for "real world" relevance			
That the BCP is reviewed and revised as required in order to be current			
That the Bidder has established a corporate management team for Business Continuity with defined roles and responsibilities			
That the Bidder has established protocols for Business Continuity for escalating levels of incident management up to disaster recovery			
That the BCP is communicated throughout the company.			
<p style="text-align: right;">R.4.2 Points allocated _____ /12</p> <p style="text-align: right;">multiplied by w.f. 2.5 = _____ /30</p>			

Total Points Allocated Points for R.4.2 _____ / 30

R.4.3.a Threats that could interrupt production of the T4 requirement			
The BCP for each facility identified in the proposal should provide the required information to address threats that could interrupt production of the T4 requirement for all of the following areas:	Information not provided	Information incomplete or unclear.	Information complete.
	0 Points	1 Point	2 Points
Facility			
Personnel			
Print production			
Printing and fabrication of envelopes			
Printing and fabrication of inserts			
Mailing production			
Warehousing and management of supplied material			
Points allocated for R.4.3.a /14 multiplied by w.f. 1 = /14			

R.4.3.b The mitigation strategy for each threat identified for R.4.3.a			
The BCP for each facility identified in the proposal as necessary to complete the work should provide the required information to describe the mitigation strategy for each threat identified for R.4.3.a in all of the following areas:			
Facility			
Information not provided 0 Points	Information incomplete or unclear Does not clearly demonstrate capability to maintain production. Some clarification required. 1 Point	Information clear and complete. Clearly demonstrates capability to maintain production in alternate facilities. 2 Points	
Personnel			
Information not provided 0 Points	Information incomplete or unclear Does not clearly demonstrate sufficient production staff to maintain production. 1 Point	Information clear and complete. Clearly demonstrates sufficient production staff and staffing flexibility to maintain production. 2 Points	
Data processing and management			
Information not provided 0 Points	Information incomplete or unclear Does not clearly demonstrate capability to protect and retain data to maintain production. 1 Point	Information clear and complete. Clearly demonstrates capability to protect and retain data to maintain production. 2 Points	
Print production			
Information not provided 0 Points	Information incomplete or unclear Does not clearly demonstrate capability to maintain production. Some clarification required. 1 Point	Information clear and complete. Clearly demonstrates capability to maintain production in alternate facilities. BCP is consistent with information from R.1.2.1. 2 Points	

Printing and conversion of envelopes		
Information not provided 0 Points	Information incomplete or unclear Does not clearly demonstrate capability to maintain production. 1 Point	Information clear and complete. Clearly demonstrates capability to maintain production in alternate facilities. 2 Points
Mailing production		
Information not provided 0 Points	Information incomplete or unclear Does not clearly demonstrate sufficient mailing resources to maintain production. 1 Point	Information clear and complete. Clearly demonstrates sufficient contingency mail resources to maintain production. BCP is consistent with information from R.1.3.1. 2 Points
Warehousing and management of supplied material		
Information not provided 0 Points	Information incomplete or unclear Does not clearly demonstrate capability to maintain production. 1 Point	Information clear and complete. Clearly demonstrates capability to maintain production in alternate facilities. 2 Points
R.4.3.b Points allocated _____/14		
multiplied by w.f. 2 = _____/28		

R.4.3.c Estimated timeframe for resuming production			
The BCP for each facility identified in the proposal as necessary to complete the work should provide the required information to demonstrate the estimated timeframe for resuming production for each mitigation strategy identified in R.4.3.b for all of the following areas:	Information not provided	Information incomplete or unclear	Information complete.
	Does not clearly demonstrate capability to meet deadline	Clearly demonstrates capability to meet deadline	
	0 Points	1 Point	2 Points
Facility			
Personnel			
Print production			
Printing and conversion of envelopes			
Printing and conversion of inserts			
Mailing production			
Warehousing and management of supplied material			
R.4.3.c Points allocated _____/14			
multiplied by w.f. 2 = _____/28			

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Buyer ID - Id de l'acheteur
cw035
CCC No./N° CCC - FMS No./N° VME

Total Points Allocated Points for R.4.3 _____ / 28

R.4 TOTAL POINTS OBTAINED: _____ / 110

R.5 Environmental Practices

The Bidder should respond to R.5 by providing the information required **for either R.5.a OR for R.5.b.**

R5.a Certification

The Environmental program(s) under which the Bidder is certified. Should the Bidder hold certification from recognized Environmental programs, they should provide a copy of any current, relevant certifications that are claimed as part of their proposal.

Should a Bidder hold either Environmental Choice Program, certification for Digital Printing Services or Chain of Custody certification from a Forest Management Program (FSC, SFI, CSA/SFMS) **they are not required to respond to R.5.b.**

Bidders claiming certification and failing to provide a copy of the certification will receive 0 points for R.5.

R.5.a Certification :	
The Environmental program(s) under which the Bidder is certified :	
Environmental Choice Program, certification for Digital Printing Services And/Or Chain of Custody certification from a Forest Management Program (FSC, SFI, CSA/SFMS) And/Or ISO 140001	_____ 10 Points
Points Allocated for R.5.1.a _____ / 10	

OR

R.5.b Environmental practices

Bidders are to describe their current corporate environmental practices. At a minimum the description is to provide information on the Bidder's environmental practices related to materials and hardware.

R.5.b Environmental practices	
The description demonstrates the following elements of the evaluation:	
The Bidder :	
Recycles all scrap paper	_____ 1 Point
Recycles all scrap paper packaging material	_____ 1 Point
Recycles or uses environmentally safe methods of disposing of all scrap shipping material	_____ 1 Point

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Recycles or uses environmentally safe methods of disposing of all scrap plastic and metal binding material.	_____ 1 Point
Recycles or uses environmentally safe methods of disposing of used toner and ink cartridges	_____ 1 Point
Recycles or uses environmentally safe methods of disposing of binding adhesives and other chemicals	_____ 1 Point
Promotes use of paper containing recycled content; packaging material contains recycled content	_____ 1 Point
Has automated equipment that enters standby mode after one hour	_____ 1 Point
Has a company policy requires that non-automated equipment to be turned off when not in use	_____ 1 Point
Captures potentially harmful VOCs or dust from production processes	_____ 1 Point
Points Allocated for R.5.1.b _____ / 10	

R.5 TOTAL POINTS OBTAINED: _____/10

ANNEX “G” and “H” to ANNEX “F”

Bidders must provide their response by completing the Table worksheet in the Excel spreadsheet at **Annex “G”**.

The Bidder should describe their variable print production capability by completing the excel spreadsheet at **Annex “H”** - R.1.2.1.1- Variable Print Capability table of printer hardware suitable for high volume variable printing.

Annex "G"

Evaluation - Table worksheets – Annex "G & "H"

ANNEX G - M.3 PRODUCTION CAPABILITY

The Bidder must demonstrate their capability to complete the printing and mailing of the Service Canada T4 forms within a five (5) week period as per the production schedule in Annex 22.

- Bidders must provide their response to M.3.b (M.3.b.1) in the appropriate tables below.
- The information provided must demonstrate the total capability of the Bidder and also show a breakdown of how the quantities are produced.
- Where multiple facilities contribute to the overall total of documents produced each must be identified and the production capability shown.
- Evaluation will be done on the total quantities.
- However, if the Bidder does not show how the totals were arrived at, the proposal will be considered non-responsive and the proposal will not be evaluated further.

Table M.3.b.1 Insertion and Mail Preparation

Insertion and Mail Preparation			
Output by Facility			
Facility Address	Type of Documents Handled	Daily Output of Inserted Envelopes	Total Output of Inserted Envelopes within required timeframe stated in Annex 27

ANNEX H - R.1.2.1.1 - WORK PLAN - PRINTING CAPABILITY

The Work Plan should clearly describe the Bidder's capability and procedures for completing the printing requirements as described in the Statement of Work for the CPP/OAS requirement.

R.1.2.1 Automated Mailing Capability

The Bidder should describe their print production capability by completing this Annex H - R.1.2.1.1- Print Capability table of printer hardware suitable for high volume printing as described in the Statement of Work.

Bidders are to complete this R.1.2.1.1- Printing Capability table Worksheet and return it with their bid.

The Bidder is allowed to insert more rows into the chart if required.

The Bidder should identify all facilities where work will be conducted, however, points will not be allocated for the facility address

Print Capability Table							
Facility Address	Printer Type	Hourly Output of T4 forms from Identified Printer	Total Number of Identified Printers in Facility	Identified Printers in Facility Assigned to T4 Requirement	Total Daily Output of Identified Printers Assigned to T4 Requirement	Number of Hours Used to Calculate Total Daily Output of Identified Printers Assigned to T4 Requirement	Downtime Included in calculating the number of hours used to calculate total daily output of identified printers

