



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

nc-solicitations-gd@hrscd-rhdcc.gc.ca

Attention: Mykola Polataiko

Note to Bidders: ensure e-mails do not exceed 13MB to avoid problems with transmission.

**REQUEST FOR STANDING OFFER –
DEMANDE DE COMMANDES**

Proposal To -
Proposition aux:

Employment and Social Development Canada (ESDC)
Emploi & Développement Social Canada (EDSC)

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

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-annexées, au(x) prix indiqué(s).

Instructions : See Herein
Instructions: Voir aux présentes

Comments - Commentaires

**This document does not contain any Security
Requirements –
Ce document ne contient pas des exigences
de sécurité**

Vendor/Firm Name and address
Raison sociale et adresse du
fournisseur/de l'entrepreneur

Issuing Office – Bureau de distribution

Title - Sujet: Adhoc Printing Services for ESDC RFSO / Services d'impression ad hoc pour la DOC de l'ESDC	
Solicitation No. – N° de l'invitation: 100019095	Date: August 16, 2022
Solicitation Closes – L'invitation prend fin: at – à 2022-09-12 14:00	Time Zone – Fuseau horaire Eastern Daylight Time (EDT)
Address Inquiries to – Adresser toutes questions à: nc-solicitations-gd@hrscd-rhdcc.gc.ca Attn: Mykola Polataiko	
Destination – of Goods, Services, and Construction: Destination – des biens, services et construction: See Herein.	

Delivery required – Livraison exigée	Delivered Offered – Livré Offert
Vendor/firm Name and address Raison sociale et adresse du fournisseur/de l'entrepreneur	
Telephone No. – N° de téléphone	
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



TABLE OF CONTENTS

PART 1 - GENERAL INFORMATION 3

1.1 INTRODUCTION 3

1.2 SUMMARY 3

1.2.1 SUMMARY - LOCATION..... 4

1.3 DEBRIEFINGS..... 4

1.4 ANTICIPATED MIGRATION TO AN E-PROCUREMENT SOLUTION (EPS)..... 4

PART 2 - OFFEROR INSTRUCTIONS 5

2.1 STANDARD INSTRUCTIONS, CLAUSES AND CONDITIONS..... 5

2.2 SUBMISSION OF OFFERS 5

2.3 FORMER PUBLIC SERVANT 5

2.4 ENQUIRIES - REQUEST FOR STANDING OFFERS..... 6

2.5 APPLICABLE LAWS..... 7

2.6 BID CHALLENGE AND RECOURSE MECHANISMS 7

PART 3 - OFFER PREPARATION INSTRUCTIONS..... 8

3.1 OFFER PREPARATION INSTRUCTIONS..... 8

PART 4 - EVALUATION PROCEDURES AND BASIS OF SELECTION 9

4.1 EVALUATION PROCEDURES 9

4.2 BASIS OF SELECTION..... 10

4.2.1 BASIS OF SELECTION - LOWEST PRICE PER POINT..... 10

ATTACHMENT 1 TO PART 4 – FINANCIAL EVALUATION - PRICING SCHEDULE..... 11

PART 5 – CERTIFICATIONS AND ADDITIONAL INFORMATION 12

5.1 CERTIFICATIONS REQUIRED WITH THE OFFER 12

5.2 CERTIFICATIONS PRECEDENT TO THE ISSUANCE OF A STANDING OFFER AND ADDITIONAL INFORMATION..... 12

PART 6 - SECURITY, FINANCIAL AND INSURANCE REQUIREMENTS 13

6.1 SECURITY REQUIREMENTS 13

PART 7 - STANDING OFFER AND RESULTING CONTRACT CLAUSES 14

A. STANDING OFFER 14

7.1 OFFER 14

7.2 SECURITY REQUIREMENTS 14

7.3 STANDARD CLAUSES AND CONDITIONS 14

7.4 TERM OF STANDING OFFER..... 14

7.5 AUTHORITIES 15

7.6 PROACTIVE DISCLOSURE OF CONTRACTS WITH FORMER PUBLIC SERVANTS..... 15

7.7 IDENTIFIED USERS 15

7.8 CALL-UP PROCEDURES - RIGHT OF FIRST REFUSAL BASIS..... 15

7.9 CALL-UP INSTRUMENT 16

7.10 LIMITATION OF CALL-UPS..... 16

7.11 FINANCIAL LIMITATION 16

7.12 PRIORITY OF DOCUMENTS 16

7.13 CERTIFICATIONS AND ADDITIONAL INFORMATION 17

7.14 APPLICABLE LAWS..... 17

7.15 TRANSITION TO AN E-PROCUREMENT SOLUTION (EPS)..... 17

B. RESULTING CONTRACT CLAUSES 18

7.1 STATEMENT OF WORK..... 18

7.2 STANDARD CLAUSES AND CONDITIONS 18

7.3 TERM OF CONTRACT 18



7.4	PROACTIVE DISCLOSURE OF CONTRACTS WITH FORMER PUBLIC SERVANTS.....	18
7.5	PAYMENT.....	18
7.6	INVOICING INSTRUCTIONS.....	18
7.7	INSURANCE.....	19
7.8	DISPUTE RESOLUTION.....	19
ANNEX "A" - STATEMENT OF WORK.....		20
ANNEX "B" - BASIS OF PAYMENT.....		27
ANNEX "C" – PRINTING SERVICES REQUEST FORM.....		28
ANNEX "D" – EVALUATION CRITERIA.....		29



PART 1 - GENERAL INFORMATION

1.1 Introduction

The Request for Standing Offers (RFSO) is divided into seven parts plus attachments and annexes, as follows:

- Part 1 General Information: provides a general description of the requirement;
- Part 2 Offeror Instructions: provides the instructions applicable to the clauses and conditions of the RFSO;
- Part 3 Offer Preparation Instructions: provides offerors with instructions on how to prepare their offer to address the evaluation criteria specified;
- Part 4 Evaluation Procedures and Basis of Selection: indicates how the evaluation will be conducted, the evaluation criteria which must be addressed in the offer, 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 Insurance Requirements: includes specific requirements that must be addressed by offerors; and
- Part 7 7A, Standing Offer, and 7B, Resulting Contract Clauses:
 - 7A, includes the Standing Offer containing the offer from the Offeror and the applicable clauses and conditions;
 - 7B, includes the clauses and conditions which will apply to any contract resulting from a call-up made pursuant to the Standing Offer.

The Annexes include the Statement of Work, the Basis of Payment, Printing Services Request Form and any other annexes.

1.2 Summary

To obtain printing services on an ad-hoc basis for Employment and Social Development Canada (ESDC) / Service Canada (Strategic Services Branch (SSB), Program Delivery Branch (PDB), Citizen Services Branch (CSB), Benefits Delivery Services Branch (BDSB), and Management Services Branch (MSB)) located in Toronto, Ontario, in support of producing printed products for the needs of Service Canada employees and the public.

SSB supports Service Canada's Business Lines (PDB, CSB, BDSB, ISB and MSB) in the coordination, development and production of various printing projects according to the needs of internal and external clients. SSB provides consultation on products and makes recommendations to the different Business Lines. Once the details of the projects are approved, SSB liaison between the Business Line and Contractor to ensure the print products are produced and delivered in a timely manner.

Based on operational requirements, business lines have retained long-term portfolios that call for on-going printing services. Due to the increased need of printing services, a contract is necessary to meet ad-hoc requests in a timely manner while adhering to the Government of Canada's procurement policies.



Services are to be provided “as and when requested” according to the following service timeframes (excluding weekends and statutory holidays except Ontario Family Day):

- **Standard Service:** Delivery to the client within twenty-four (24) hours of possession of the Printing Services Request Form and documents
- **Rush Service:** Delivery to the client within four (4) hours of possession of the Printing Services Request Form and documents
- **Urgent Service:** Delivery to the client within two (2) hours of possession of the Printing Services Request Form and documents

It is anticipated that up to two (2) Standing Offers will be awarded as a result of this Request for Standing Offers (RFSO). Each Standing Offer will be assigned a ranking, where the identified user will contact the highest-ranked offeror to determine if the requirement can be satisfied by that offeror. If the highest-ranked offeror is able to meet the requirement, a call-up is made against its standing offer. If that offeror is unable to meet the requirement, the identified user will contact the next ranked offeror. The identified user will continue and proceed as above until one offeror indicates that it can meet the requirement of the call-up. In other words, call-ups are made based on the "right of first refusal" basis. When the highest-ranked offeror is unable to fulfill the need, the identified user is required to document its file appropriately. The resulting call-ups are considered competitive and the competitive call-up authorities can be used.

The Standing Offer(s) will be from date of award to March 31, 2024 with the option for Canada to extend for three (3) additional one year periods.

1.2.1 Summary - Location

The Request for Standing Offers (RFSO) is to establish National Master Standing Offers for the requirement detailed in the RFSO, to the Identified Users across Canada, excluding locations within Yukon, Northwest Territories, Nunavut, Quebec, and Labrador that are subject to Comprehensive Land Claims Agreements (CLCAs). Any requirement for deliveries to locations within CLCAs areas within Yukon, Northwest Territories, Nunavut, Quebec, or Labrador will have to be treated as a separate procurement, outside of the resulting standing offers. ”

1.3 Debriefings

Offerors may request a debriefing on the results of the request for standing offers process. Offerors should make the request to the Standing Offer Authority within 15 working days of receipt of the results of the request for standing offers process. The debriefing may be in writing, by telephone or in person.

1.4 Anticipated migration to an e-Procurement Solution (EPS)

Canada is currently developing an online EPS for faster and more convenient ordering of goods and services. In support of the anticipated transition to this system and how it may impact any resulting Standing Offer that is issued under this solicitation, refer to 7.15 Transition to an e-Procurement Solution (EPS).

The Government of Canada's [press release](#) provides additional information.



PART 2 - OFFEROR INSTRUCTIONS

2.1 Standard Instructions, Clauses and Conditions

All instructions, clauses and conditions identified in the Request for Standing Offers (RFSO) 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.

Offerors who submit an offer agree to be bound by the instructions, clauses and conditions of the RFSO and accept the clauses and conditions of the Standing Offer and resulting contract(s).

The [2006](#) 2020-05-28 Standard Instructions - Request for Standing Offers - Goods or Services - Competitive Requirements, are incorporated by reference into and form part of the RFSO.

Subsection 5.4 of [2006](#), Standard Instructions - Request for Standing Offers - Goods or Services - Competitive Requirements, is amended as follows:

Delete: 60 days

Insert: 90 days

2.2 Submission of Offers

Offers must be submitted only to Employment and Social Development Canada (ESDC) Bid Receiving Unit by the date, time and place indicated in the RFSO.

NC-SOLICITATIONS-GD@hrsdc-rhdcc.gc.ca

Due to the nature of the Request for Standing Offers, transmission of offers by facsimile to ESDC will not be accepted.

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 FPS, offerors must provide the information required below before the issuance of a standing offer. If the answer to the questions and, as applicable the information required have not been received by the time the evaluation of offers is completed, Canada will inform the Offeror 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 offer 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 Offeror a FPS in receipt of a pension? YES () NO ()

If so, the Offeror must provide the following information, for all FPS 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, Offerors agree that the successful Offeror'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 Offeror a FPS who received a lump sum payment pursuant to the terms of the Work Force Adjustment Directive? YES () NO ()

If so, the Offeror 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 - Request for Standing Offers

All enquiries must be submitted in writing to the Standing Offer Authority no later than 5 calendar days before the Request for Standing Offers (RFSO) closing date. Enquiries received after that time may not be answered.

Offerors should reference as accurately as possible the numbered item of the RFSO to which the enquiry relates. Care should be taken by offerors 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 offerors do so, so that the proprietary nature of the question(s) is



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

2.5 Applicable Laws

The Standing Offer and any contract resulting from the Standing Offer must be interpreted and governed, and the relations between the parties determined, by the laws in force in Ontario.

Offerors may, at their discretion, substitute the applicable laws of a Canadian province or territory of their choice without affecting the validity of their offer, 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 offerors.

2.6 Bid Challenge and Recourse Mechanisms

- (a) Several mechanisms are available to potential offerors to challenge aspects of the procurement process up to and including contract award.
- (b) Canada encourages offerors 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) Offerors should note that there are **strict deadlines** for filing complaints, and the time periods vary depending on the complaint body in question. Offerors should therefore act quickly when they want to challenge any aspect of the procurement process.

2.7 Improvement of Requirement During Solicitation Period

Should bidders consider that the specifications or Statement of Work contained in the bid solicitation could be improved technically or technologically, bidders are invited to make suggestions, in writing, to the Contracting Authority named in the bid solicitation. Bidders must clearly outline the suggested improvement as well as the reason for the suggestion. Suggestions that do not restrict the level of competition nor favour a particular bidder will be given consideration provided they are submitted to the Contracting Authority at least 5 days before the bid closing date. Canada will have the right to accept or reject any or all suggestions.



PART 3 - OFFER PREPARATION INSTRUCTIONS

3.1 Offer Preparation Instructions

- If the Offeror must submit its offer electronically, Canada requests that the Offeror submits its offer in accordance with section 08 of the 2006 standard instructions.

Canada requests that offerors provide their offer in separately bound sections as follows:

Section I: Technical Offer (1 soft copy by email, as its own attachment)

Section II: Financial Offer (1 soft copy by email, as its own attachment)

Section III: Certifications (1 soft copy by email, as its own attachment)

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

Section I: Technical Offer

In their technical offer, offerors should explain and demonstrate how they propose to meet the requirements and how they will carry out the Work.

Section II: Financial Offer

Offerors must submit their financial offer in accordance with the Basis of Payment detailed in Annex B - Basis of Payment.

Section III: Certifications

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



PART 4 - EVALUATION PROCEDURES AND BASIS OF SELECTION

4.1 Evaluation Procedures

- (a) Offers will be assessed in accordance with the entire requirement of the Request for Standing Offers including the technical and financial evaluation criteria.
- (b) An evaluation team composed of representatives of Canada will evaluate the offers.

4.1.1 Technical Evaluation

4.1.1.1 Mandatory Technical Criteria

Please refer to Annex "D" – Evaluation Criteria.

4.1.1.2 Point Rated Technical Criteria

Please refer to Annex "D" – Evaluation Criteria.

4.1.2 Financial Evaluation

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

4.1.2.1 Completion by the Offeror of the Attachment 1 To Part 4 – Financial Evaluation - Pricing Schedule, including pricing for all categories and periods indicated therein, is mandatory. If the Pricing Schedule is not completed in its entirety (SACC P2011T – Paper – Price Adjustment – Offer section is optional), a price of zero will be assigned for the component(s) not filled out and the Offeror will be provided an opportunity to agree with the zero amount. If the Offeror agrees, then the Pricing Schedule will be considered compliant. However, if the Offeror disagrees then the offer will be found non-compliant and no further evaluation will be done.

4.1.2.2 Estimated quantities provided in the following tables are for evaluation purposes **only**:

- Table 1 – Premium Service Markups
- Table 2 – Standard Service Prices – Letter Size (8.5" x 11")
- Table 3 – Standard Service Prices – Legal Size (8.5" x 14")
- Table 4 – Standard Service Prices – Ledger Size (11" x 17")
- Table 5 – Standard Service Prices and Rates – Miscellaneous

4.1.2.3 Offers are to be submitted in Canadian currency, applicable taxes excluded.

4.1.2.4 The sum of the Evaluated Price Per Item in Table 1 through Table 5 in Attachment 1 To Part 4 – Financial Evaluation - Pricing Schedule for the initial period and Option Periods 1-3 will constitute the total evaluated price of the financial offer.

4.1.2.5 The "Evaluated Price, Row Subtotal" (EPsubn) of each service item in Table 2 through Table 5 will be calculated by combining the "standard service" prices/rates and "premium services" mark-up percentages submitted by the Offeror, together with the estimated volumes per period identified in columns "S", "T", "U" and "V".

Calculation steps for "Evaluated Price, Row Subtotal" (EPsubn) of each service item in Table 2 through Table 5:

step 1: The "standard" unit prices or rates provided by the Offeror for the Initial Period



(R), Option Period 1 (S), Option Period 2 (T), and Option Period 3 (U) will each be multiplied by the Estimated "Standard" Quantity Per Period (Vs) and the 4 results then added together

step 2: The "standard" unit prices or rates provided by the Offeror for the Initial Period (R), Option Period 1 (S), Option Period 2 (T), and Option Period 3 (U) will each be augmented by the Offeror's "Rush" Mark-up Percentage (P1) and then will each be multiplied by the Estimated "Rush" Quantity Per Period (Vr) and the 4 results then added together.

step 3: The "standard" unit prices or rates provided by the Offeror for the Initial Period (R), Option Period 1 (S), Option Period 2 (T), and Option Period 3 (U) will each be augmented by the Offeror's "Urgent" Mark-up Percentage (P2) and then will each be multiplied by the Estimated "Urgent" Quantity Per Period (Vu) and the 4 results then added together.

step 4: The "standard" unit prices or rates provided by the Offeror for the Initial Period (R), Option Period 1 (S), Option Period 2 (T), and Option Period 3 (U) will each be augmented by the Offeror's "After-Hours" Mark-up Percentage (P3) and then will each be multiplied by the Estimated "After-Hours" Quantity Per Period (Va) and the 4 results then added together.

step 5: The values obtained in steps 1 through 4 are then added together to produce the "Evaluated Price, Row Subtotal" (EPsubn) of the service item.

Once the "Evaluated Price, Row Subtotal" (EPsubn) has been calculated for all service items in Table 2 through Table 5, the sum of those prices will be represent the Total Evaluated Price of the Financial Offer (FO\$).

4.1.2.6 The prices, rates and information provided by the Offeror in Attachment 1 To Part 4 – Financial Evaluation - Pricing Schedule will become effective if the Offeror is selected for issuance of the Standing Offer.

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

4.2 Basis of Selection

4.2.1 Basis of Selection - Lowest Price Per Point

1. To be declared responsive, an offer must:
 - a. comply with all the requirements of the Request for Standing Offers;
 - b. meet all mandatory technical evaluation criteria; and
 - c. obtain the required minimum points for the technical evaluation criteria which are subject to point rating.
2. Offers not meeting (a) or (b) or (c) will be declared non-responsive. Neither the responsive offer that receives the highest number of points nor the one that proposed the lowest price will necessarily be accepted.
3. The responsive offer with the lowest evaluated price per point will be recommended for issuance of a standing offer and ranked #1, the next lowest evaluated price per point will be recommended for issuance of a standing offer and ranked #2.

4.3 Award of Standing Offer or Standing Offers

As a result of this Request for Standing Offers (RFSO), it is anticipated that Employment and Social Development Canada will award up to two (2) Standing Offers, which will be ranked.



ATTACHMENT 1 TO PART 4 – FINANCIAL EVALUATION - PRICING SCHEDULE

The Offeror must complete the pricing schedule attached in a separate spreadsheet file and include it in its financial offer.

The inclusion of volumetric data in this document does not represent a commitment by Canada that Canada's future usage of the services described in the bid solicitation will be consistent with this data.

Pricing Schedule Instructions:

All five (5) Tables below must be completed in their entirety. If Tables 1-5 are not completed in their entirety, a price of zero will be assigned for the component(s) not filled out and the Offeror will be provided an opportunity to agree with the zero amount. If the Offeror agrees, then the Pricing Schedule will be considered compliant. However, if the Offeror disagrees then the offer will be found non-compliant and no further evaluation will be done.

SACC P2011T – Paper – Price Adjustment – Offer section is optional and **will not** be used in the evaluation. If P2011T is not completed in its entirety, P2011T and P2011C will not be used in the standing offer. If Offeror completes P2011T in its entirety, its data will be used to implement section P2011C found in Annex B Basis of Payment.

All pick-up and delivery services may be to various locations spanning across the Ontario Region. Locations may include Service Canada Centres, Government of Canada buildings, Airports in Ontario, and/or Government of Canada employees' residential address.

Note:

Offerors must not modify any cells in the attached spreadsheet except inputting the rates/prices/information in the yellow cells.

All of the final evaluation prices are subject to verification based on the rates provided by Offerors.



PART 5 – CERTIFICATIONS AND ADDITIONAL INFORMATION

Offerors must provide the required certifications and additional information to be issued a standing offer.

The certifications provided by offerors to Canada are subject to verification by Canada at all times. Unless specified otherwise, Canada will declare an offer non-responsive, will have the right to set-aside a standing offer, or will declare a contractor in default if any certification made by the Offeror is found to be untrue whether made knowingly or unknowingly during the offer evaluation period, during the Standing Offer period, or during the contract period.

The Standing Offer Authority will have the right to ask for additional information to verify the Offeror's certifications. Failure to comply and to cooperate with any request or requirement imposed by the Standing Offer Authority will render the offer non-responsive, result in the setting aside of the Standing Offer or constitute a default under the Contract.

5.1 Certifications Required with the Offer

Offerors must submit the following duly completed certifications as part of their offer.

5.1.1 Integrity Provisions - Declaration of Convicted Offences

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

5.2 Certifications Precedent to the Issuance of a Standing Offer and Additional Information

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

5.2.1 Integrity Provisions – Required Documentation

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



PART 6 - SECURITY, FINANCIAL AND INSURANCE REQUIREMENTS

6.1 Security Requirements

There is no security requirement associated with the requirement.



PART 7 - STANDING OFFER AND RESULTING CONTRACT CLAUSES

A. STANDING OFFER

7.1 Offer

7.1.1 The Offeror offers to fulfill the requirement in accordance with the Statement of Work at Annex "A".

7.2 Security Requirements

7.2.1 There is no security requirement applicable to the Standing Offer.

7.3 Standard Clauses and Conditions

All clauses and conditions identified in the Standing Offer and resulting contract(s) 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.

7.3.1 General Conditions

2005 (2017-06-21) General Conditions - Standing Offers - Goods or Services, apply to and form part of the Standing Offer.

7.4 Term of Standing Offer

7.4.1 Period of the Standing Offer

The period for making call-ups against the Standing Offer is from date of contract award to March 31, 2024.

7.4.2 Extension of Standing Offer

If the Standing Offer is authorized for use beyond the initial period, the Offeror offers to extend its offer for an additional three (3) periods, of one (1) year each, under the same terms and conditions and at the prices calculated in accordance with the formula specified in the Standing Offer.

The Offeror will be advised of the decision to authorize the use of the Standing Offer for an extended period by the Standing Offer Authority ninety (90) days before the expiry date of the Standing Offer. A revision to the Standing Offer will be issued by the Standing Offer Authority.

7.4.3 Comprehensive Land Claims Agreements (CLCAs)

The Standing Offer (SO) is for the delivery of the requirement detailed in the SO to the Identified Users across Canada, excluding locations within Yukon, Northwest Territories, Nunavut, Quebec, and Labrador that are subject to Comprehensive Land Claims Agreements (CLCAs). Any requirement for deliveries to locations within CLCAs areas within Yukon, Northwest Territories, Nunavut, Quebec, or Labrador will have to be treated as a separate procurement, outside of the standing offer.

7.4.4 Delivery Points

Delivery of the requirement will be made to delivery point(s) specified within resulting call-ups made against the Standing Offer.



7.5 Authorities

7.5.1 Standing Offer Authority

The Standing Offer Authority is:

Name: Mykola Polataiko
Title: A/Senior Specialist, Procurement
Organization: Employment and Social Development Canada
Address: 140 Promenade du Portage Gatineau, QC K1A 0J9
E-mail address: Mykola.polataiko@hrsdc-rhdcc.gc.ca

The Standing Offer Authority is responsible for the establishment of the Standing Offer, its administration and its revision, if applicable. Upon the making of a call-up, as Contracting Authority, he is responsible for any contractual issues relating to individual call-ups made against the Standing Offer by any Identified User.

7.5.2 Project Authority

The Project Authority for the Standing Offer is identified in the call-up against the Standing Offer and on the Printing Services Request Form.

The Project Authority is the representative of the department or agency for whom the Work will be carried out pursuant to a call-up under the Standing Offer and is responsible for all the technical content of the Work under the resulting Contract.

7.5.3 Offeror's Representative (to be completed at contract award)

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

Telephone: ____ - ____ - _____
Facsimile: ____ - ____ - _____
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 Identified Users

The Identified User authorized to make call-ups against the Standing Offer is Service Canada (Strategic Services Branch, Program Delivery Branch, Citizen Services Branch, Benefits Delivery Services Branch, and Management Services Branch).

7.8 Call-up Procedures - Right of First Refusal Basis

The call-up procedures require that when a requirement is identified, the identified user will contact the highest-ranked offeror to determine if the requirement can be satisfied by that offeror. If the highest-



ranked offeror is able to meet the requirement, a call-up is made against its standing offer. If that offeror is unable to meet the requirement, the identified user will contact the next ranked offeror. The identified user will continue and proceed as above until one offeror indicates that it can meet the requirement of the call-up. In other words, call-ups are made based on the "right of first refusal" basis. When the highest-ranked offeror is unable to fulfill the need, the identified user is required to document its file appropriately. The resulting call-ups are considered competitive and the competitive call-up authorities can be used.

7.9 Call-up Instrument

The Work will be authorized or confirmed by the Identified User(s) using the duly completed forms or their equivalents as identified in paragraphs 2 and 3 below, or by using Canada acquisition cards (Visa or MasterCard) for low dollar value requirements.

1. Call-ups must be made by Identified Users' authorized representatives under the Standing Offer and must be for goods or services or combination of goods and services included in the Standing Offer at the prices and in accordance with the terms and conditions specified in the Standing Offer.
2. Any of the following forms could be used which are available through [PWGSC Forms Catalogue](#) website:
 - PWGSC-TPSGC 942 Call-up Against a Standing Offer
 - PWGSC-TPGSC 942-2 Call-up Against a Standing Offer - Multiple Delivery
 - PWGSC-TPSGC 944 Call-up Against Multiple Standing Offers (English version)
 - PWGSC-TPSGC 945 Commande subséquente à plusieurs offres à commandes (French version)

or

3. An equivalent form or electronic call-up document which contains at a minimum the following information:
 - standing offer number;
 - statement that incorporates the terms and conditions of the Standing Offer;
 - description and unit price for each line item;
 - total value of the call-up;
 - point of delivery;
 - confirmation that funds are available under section 32 of the Financial Administration Act;
 - confirmation that the user is an Identified User under the Standing Offer with authority to enter into a contract.

7.10 Limitation of Call-ups

Individual call-ups against the Standing Offer must not exceed \$400,000.00 (Applicable Taxes included).

7.11 Financial Limitation

The total cost to Canada resulting from call ups against the Standing Offer must not exceed the sum of \$3,750,000.00 (Applicable Taxes excluded) unless otherwise authorized in writing by the Standing Offer Authority. The Offeror must not perform any work or services or supply any articles in response to call ups which would cause the total cost to Canada to exceed the said sum, unless an increase is so authorized.

The Offeror must notify the Standing Offer Authority as to the adequacy of this sum when 75 percent of this amount has been committed, or 3 months before the expiry date of the Standing Offer, whichever comes first. However, if at any time, the Offeror considers that the said sum may be exceeded, the Offeror must promptly notify the Standing Offer Authority.

7.12 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 call up against the Standing Offer, including any annexes;
- b) the articles of the Standing Offer;
- c) the general conditions 2005 2022-01-28, General Conditions - Standing Offers - Goods or Services;
- d) Annex A, Statement of Work;
- e) Annex B, Basis of Payment;
- f) Annex C, Printing Services Request Form;
- g) the Offeror's offer dated _____ *(to be amended after Standing Offer award)*;

7.13 Certifications and Additional Information

7.13.1 Compliance

Unless specified otherwise, the continuous compliance with the certifications provided by the Offeror with its offer or precedent to issuance of the Standing Offer (SO), and the ongoing cooperation in providing additional information are conditions of issuance of the SO and failure to comply will constitute the Offeror in default. Certifications are subject to verification by Canada during the entire period of the SO and of any resulting contract that would continue beyond the period of the SO.

7.14 Applicable Laws

The Standing Offer and any contract resulting from the Standing Offer must be interpreted and governed, and the relations between the parties determined, by the laws in force in Ontario.

7.15 Transition to an e-Procurement Solution (EPS)

During the period of the Standing Offer, Canada may transition to an EPS for more efficient processing and management of individual call-ups for any or all of the SO's applicable goods and services. Canada reserves the right, at its sole discretion, to make the use of the new e-procurement solution mandatory.

Canada agrees to provide the Offeror with at least a three-month notice to allow for any measures necessary for the integration of the Offer into the EPS. The notice will include a detailed information package indicating the requirements, as well as any applicable guidance and support.

If the Offeror chooses not to offer their goods or services through the e-procurement solution, the Standing Offer may be set aside by Canada.



B. RESULTING CONTRACT CLAUSES

The following clauses and conditions apply to and form part of any contract resulting from a call-up against the Standing Offer.

7.1 Statement of Work

The Contractor must perform the Work described in the call-up against the Standing Offer.

7.2 Standard Clauses and Conditions

7.2.1 General Conditions

[2010C](#) (2021-12-02), General Conditions - Services (Medium Complexity) apply to and form part of the Contract.

7.3 Term of Contract

7.3.1 Period of the Contract

The Work is to be performed during the period of date of contract award to March 31, 2024.

7.3.2 Delivery Date

Delivery must be completed in accordance with the call-up against the Standing Offer or an associated Printing Services Request Form.

7.4 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.

7.5 Payment

7.5.1 Basis of Payment

In consideration of the Contractor satisfactorily completing all of its obligations under the Contract, the Contractor will be paid firm unit price(s), as specified in Annex "B". Customs duties are excluded and Applicable Taxes are extra.

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

7.5.2 Limitation of Price

SACC Manual clause [C6000C](#) (2017-08-17) Limitation of Price

7.6 Invoicing Instructions

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.



Invoices must be distributed as follows: **(to be completed at Standing Offer award)**

- a. The original and one (1) copy must be forwarded to the following address for certification and payment.

_____ (*Insert the name of the organization*)

_____ (*Insert the address of the organization*)

7.7 Insurance

SACC Manual clause G1005C (2016-01-28) Insurance – No Specific Requirement

7.8 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".



ANNEX "A" - STATEMENT OF WORK

1.0 TITLE

Printing Services for the Strategic Services Branch (SSB), Program Delivery Branch (PDB), Citizen Services Branch (CSB), Benefits Delivery Services Branch (BDSB), Integrity Services Branch (ISB) and Management Services Branch (MSB).

2.0 OBJECTIVES

To obtain printing services on an ad-hoc basis for SSB, PDB, CSB, BDSB, ISB and MSB, located in Toronto, Ontario, in support of producing print products for the needs of Service Canada employees and the public.

3.0 BACKGROUND STATEMENT

SSB supports Service Canada's Business Lines (PDB, CSB, BDSB, ISB and MSB) in the coordination, development and production of various printing projects according to the needs of internal and external clients. SSB provides consultation on products and makes recommendations to the different Business Lines. Once the details of the projects are approved, SSB liaison between the Business Line and Contractor to ensure the print products are produced and delivered in a timely manner.

Based on operational requirements, Business Lines have retained long-term portfolios that call for on-going printing services. Due to the increased need of printing services, a contract is necessary to meet ad-hoc requests in a timely manner while adhering to the Government of Canada's procurement guidelines.

4.0 SCOPE

Turnaround for request may range from five (5) business days to fourteen (14) business days. The Contractor must maintain an extendable capacity to respond to potential urgent printing requests.

Products may include, but are not limited to posters, quick screens, floor signage, wall signage, podium signage, banners, pamphlets, folders, booklets, stickers, or stationary cards.

The Contractor must provide all facilities, equipment, material and labour to carry out the Work. There are no additional charges for overruns/underruns and author's alterations are not allowed. For large printing projects, the Contractor may be required to provide mock-up samples prior to print production to ensure products align with the client's request. Large print run is defined as 500 units or more.

Original material that are ready for print will be supplied to the Contractor by SSB, PDB, CSB, BDSB, ISB or MSB in either electronic or hard copy format which can range from electronic PDFs to physical booklets. If the original materials provided by the client do not align with the industry standards for printing, Contractors must identify any alterations to the format or size of the original materials prior to the Call-up. The client will make the alterations to the format or size based on the Contractor's recommendations.

The Work may require stapling documents, collating packages, reproducing print documents and packaging products into boxes/envelopes for delivery within the requested timelines. SSB, PDB, CSB, BDSB, ISB or MSB may also, at its sole discretion, supply printing and binding materials along with pull-up screen hardware as required to complete individual print requests.

4.1 TASKS

The Contractor must provide the services below on an ad-hoc basis when requested. SSB, PDB, CSB, BDSB, ISB or MSB will provide the methodology, sequence and timing of service to Contractor during the time of the request.

A. Printed Documents

Black Copying/Original Print:



- Single and/or double sided
- Hardcopy and/or electronic originals will be given
- Sizes 8½" x 11", 8½" x 14" and/or 11" x 17"
- White and/or coloured paper as specified by SSB, PDB, CSB, BDSB, ISB or MSB

Colour Copying/Original Print:

- Single and/or double sided
- Hardcopy and/or electronic originals will be given
- Sizes 8½" x 11", 8½" x 14" and/or 11" x 17"
- White and/or coloured paper as specified by SSB, PDB, CSB, BDSB, ISB or MSB

Copying on Cover Stock:

- Black and/or coloured ink
- Single and/or double sided
- Sizes 8½" x 11" and/or 8½" x 14"
- White and/or coloured cover stock as specified by SSB, PDB, CSB, BDSB, ISB or MSB

Copying/Original Print on Bond Paper:

- 16, 20, 24, 28, 32, or 36 lb paper in gloss, matte/dull, or satin
- Black and/or colour ink
- Single and/or double sided
- Sizes 8½" x 11", 8½" x 14" and/or 11" x 17"
- White and/or coloured paper as specified by SSB, PDB, CSB, BDSB, ISB or MSB

Copying/Original Print on Cardstock:

- 80 lb in gloss, matte/dull, or satin
- Black and/or colour ink
- Single and/or double sided
- Sizes 5 ½" x 4 ¼", 4" x 6", 8½" x 11", 8½" x 14", and/or 11" x 17"
- White and/or coloured paper as specified by SSB, PDB, CSB, BDSB, ISB or MSB

B. Signage/Products

Original Print of Pull-up Screen:

- Material choice will vary: Vinyl, glossy polypropylene, and/or plasticized paper
- Black and/or colour ink
- Single sided
- Size 33" x 79"
- Contractor may be required to supply aluminum and/or plastic hardware, or SSB, PDB, CSB, BDSB, ISB or MSB will provide hardware

Original Print of Presentation Folder:

- Gloss, matte/dull, or satin finish
- Black and/or colour ink
- Size 9" x 12"

Original Print of Digital Presentation Folder:

- Gloss, matte/dull, or satin finish
- Black and/or colour ink
- Size 9" x 12"
- White colour glued on pockets

Original Print of Podium Signage:

- Crystal laminated or ¼" Sintra (PVC) board



- Black and/or colour ink
- Sizes 16" x 20", 18" x 18", 18" x 20", 18" x 24", 18" round, and/or 24" round
- Contractor must supply hook, double-sided tape, or loop fasteners to hold signage

Original Print of Backdrop Canvas:

- Material choice will vary: Poly paper, vinyl, wrinkle resistant fabric and/or floor mat
- Finishing choice will vary: Pole pocket, plastic hook, eyelets, Velcro, and/or support frame
- Black and/or colour ink
- Sizes 5 ft x 8 ft, 6.5 ft x 10 ft, 8 ft x 10 ft, and/or 8 ft x 12 ft
- Contractor must provide adjustable backdrop stand when required

Original Print of Stickers/Decal:

- Material choice will vary: Cling, vinyl, and/or perforated
- Sticker adhesive will vary: High tack, static cling, removable, and/or permanent
- Sizes 12" x 12", 12" x 18", 18" x 24", 20" x 30", 24" x 24", and/or 24" x 36"
- SSB, PDB, CSB, BDSB, ISB or MSB may provide the Contractor custom size based on project such as window decal, floor decal, pull-up screen cover sticker

Stationery Cards

- 80lb cardstock paper in gloss, matte/dull, or satin finish
- Black, white and/or colour ink
- Sizes 4" x 6" and/or 5.5" x 4.25" (sheet folding)

C. Bindery Services

Cerlox Binding and Spiral Binding:

- Punch included
- Sizes 8½" x 11" booklet or 8½" x 14" booklet
- Number of sheets per booklet will vary

Wire Stitch Binding:

- Punch included
- Sizes will vary: 8½" x 11", 8½" x 14" and/or 11" x 17"
- Number of sheets will vary

Three Hole Punch:

- Black or white binder with clear view pockets, includes loading text cover and spine
- Binder width will vary depending on number of sheets
- Sizes will vary: 8½" x 11", 8½" x 14" and/or 11" x 17"

Staple Binding:

- Single and saddle staple
- Sizes will vary: 8½" x 11", 8½" x 14" and/or 11" x 17"
- Number of sheets will vary

D. Tabs/Labels and Index Inserts

Buff Tabs or Equivalent:

- Alphabetical (A to Z) or numerical (1 to ...)
- Required individually and in sets as necessary
- One side only with black ink
- Sizes 8½" x 11" and/or 8½" x 14"
- Cuts will vary, which can include but not limited to: 1/25e and 1/26e



- Contractor must supply all tabs and insert each into the Work ensuring they correspond with the index in appropriate order

Custom Tabs:

- Custom, with text supplied by SSB, PDB, CSB, BDSB, ISB or MSB, Contractor will create the custom tab(s)
- One side only
- Black or coloured ink, typesetting included
- Either direct print on tab or print on label and affix label to tab
- Sizes 8½" x 11" and/or 8½" x 14"
- Cuts will vary, which can include but not limited to: 1/5e, 1/10e, 1/25e, 1/26e, etc.
- Contractor must supply all indexes with tabs and insert each into the Work

Indexes:

- Alphabetical (A to Z), numerical (1 to ...) or custom, as necessary
- One sided only with black print or colour
- Sizes 8½" x 11" and/or 8½" x 14"
- Cuts will vary, which can include but not limited to: 1/5e, 1/10e, 1/25e, 1/26e, etc.
- Required individually and in sets as necessary
- Wording/characters for custom tab(s) to be provided by SSB, PDB, CSB, BDSB, ISB or MSB, Contractor will create the custom tab(s)
- Contractor must supply all indexes with tabs, and insert each into the Work

E. Inserts

White or Colour Sheets:

- Sizes will vary: 8½" x 11", 8½" x 14" and/or 11" x 17"
- Various colours
- 20 lbs bond, 50 lbs offset or 8PT covert
- Contractor must supply the paper and insert each into the Work

Front Cover:

- Acetate
- Sizes will vary: 8½" x 11", 8½" x 14" and/or 11" x 17"
- Contractor must supply and attach each to the Work

Transparencies:

- With removable strip
- Sizes will vary: 8½" x 11", 8½" x 14" and/or 11" x 17"
- Text to be printed on transparencies, wording to be supplied by SSB, PDB, CSB, BDSB, ISB or MSB
- Contractor must supply and insert each into the Work

F. Packing

Containers and Envelopes:

- Plain or bubble envelopes, sizes 8½" x 11" and/or 8½" x 14"
- Cardboard box & label or reinforced cardboard tube & label
- Contractor must supply all containers/envelopes and fill them with the Work
- Carrying cases

Wrapping:

- Paper (parcel kraft brown paper) or plastic (shrink-wrap or cellophane heat wrap)
- Various package sizes



- Contractor must supply all wrapping and services to wrap the Work as requested

G. Production Services

Offline labour includes the following:

- Manually inserting tabs
- Sheet folding of card, letter, legal, and/or ledger size
- Envelope stuffing with documents, cards, or small item such as a pin
- Presentation folder stuffing
- Secure pickup and disposal of outdated products
- Offline manual stapling
- Banding (paper or elastic)
- Cutting/finishing pieces
- Padding – including pulp board and cutting apart

4.2 ACCESSIBILITY CONSIDERATIONS

Packaging and Application Instruction:

- Contractor must ensure packaging of Work is easy to open to minimize damage to products. If products require unique packaging in container and/or envelope, Contract must provide easy-to-read instructions on how to open the package.
- Contractor must provide instructions that use accessible formats (instructional image with text) for products that require application such as stickers or floor/window decals.

5.0 DELIVERABLES, MILESTONES AND SCHEDULE

Name: Various Printing Portfolios for SSB, PDB, CSB, BDSB, ISB or MSB

Description:

SSB, PDB, CSB, BDSB, ISB or MSB adhere to Service Canada's priorities and operational requirements to meet the ever-changing needs of Canadians. The duration of portfolios that require printing services are based on operational requirements. Contractors must have the capacity to respond to ad-hoc print requests.

SSB, PDB, CSB, BDSB, ISB or MSB will provide the Contractor the scope of the portfolios that require printing services at the time of the request. The scope includes potential timelines of printing needs, duration of portfolio, volume of products, and specifications of contents.

Volume/Quantity:

SSB, PDB, CSB, BDSB, ISB or MSB will provide the Contractor the volume of products at the time of the request. Exact volumes cannot be provided in advance as quantities depend on operational requirements.

Format:

The client will provide the Contractor with the original documents in the most suited format based on type of print product according to industry standards. For graphical posters, signage and/or folders, the client will provide the format in either, PNG, JPEG, or PDF.

Language:

Contractor will communicate with client in English. SSB, PDB, CSB, BDSB, ISB or MSB will provide the Contractor with electronic documents in various languages based on the portfolio.

Location:

The Contractor must perform the Work provided and coordinate the delivery of packaged work to various locations spanning across the Ontario Region. Locations may include Service Canada Centres,



Government of Canada buildings, Airports in Ontario, and/or Government of Canada employees' residential address.

Schedule/Timeframe:

The Contractor must provide services during the core working hours of Service Canada's Ontario Regional Office. Those core working hours are from 8:00 a.m. to 5:00 p.m. Monday to Friday, excluding statutory holidays except Ontario Family Day. Specific printing services requests may require completion outside of these core hours. Printing services requests subject to a surcharge (markup rate for Rush Service, Urgent Service, or Services Performed Outside Core Working Hours) must have the surcharge specifically authorized in advance by SSB, PDB, CSB, BDSB, or MSB's identified Project Authority.

Services are to be provided at an ad-hoc basis according to the following service timeframes (excluding weekends and statutory holidays except Ontario Family Day):

Standard Service: Delivery of printed products to the client within fourteen (14) business days (during core working hours) of the Contractor's possession of the Printing Services Request Form and original documents.

Premium Services (subject to surcharge): When authorized in writing or via email by the Project Authority, percentage markups of the standard rate, as indicated in Table 1 of Annex B – Basis of Payment, can be applied to the following:

- **Rush Service:** Delivery to the client within five (5) business days of the Contractor's possession of the Printing Services Request Form and original documents.
- **Urgent Service:** Delivery to the client within one (1) business day of the Contractor's possession of the Printing Services Request Form and original documents.
- **Services Performed Outside Core Working Hours:** For Rush Services or Urgent Service requests where some or all of the Work will take place outside core hours in order to meet service timelines.

Service Request Procedure

- The Identified User(s) will issue a Call-up Against a Standing Offer for estimated work usage.
- For each specific work requirement, the client will complete the Printing Services Request Form attached as Annex "C". On the form, they will indicate the service level required for the request (Standard, Rush, Urgent, Outside of Core Working Hours) and which call-up it corresponds to.
- In the event there are two (2) resulting Offerors: The client will contact the Offeror that is ranked #1 to verify that they can complete the order within the requested service level timeframe. If that Offeror cannot meet the indicated timeframe, then the client is to document this in writing and proceed to contact the next ranked Offeror to see if they can complete the order.
- In the event there is one (1) resulting Offeror: The client will contact the Offeror to verify that they can complete the order within the request service level timeframe.
- If the Offeror confirms their availability to complete the work, arrangements are then made between the Offeror and client for the Offeror to obtain possession of the Printing Services Request form and original documents to be processed for the request. At this time, the Offeror becomes the Contractor.
- Either the Contractor must pick up the form and applicable documents from the client's location, or the client will bring/email the form and documents to the Contractor to process (will vary depending on each requirement and service level selected, as agreed upon between the Contractor and client). The timeframe for the applicable service level begins when the Contractor gains possession of the completed Printing Services Request Form and documents.

Delivery of Requirements



The Contractor must provide secure pickup and delivery at no additional charge.

Delivery of Work:

The Contractor must arrange for delivery of the completed Work as indicated on the request form, Monday to Friday, excluding all statutory holidays except Ontario Family Day. For certain requests, it may be agreed upon between the client and the Contractor for the client to come and retrieve the Work from the Contractor upon completion.

Packing and Shipping:

Packaging and shipping are to be in accordance with the industry standard for the applicable items in order to ensure their safe arrival at the destination. All items shall remain the responsibility of the Contractor until delivered and accepted by the Designated User. Costs associated with damage in transit to the destination will be borne by the Contractor. Contractor must provide tracking numbers for packages delivered.



ANNEX "B" - BASIS OF PAYMENT

1. The resulting standing offer 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 standing offer period but not before thirty (30) days after the issuance of the standing offer.
2. Offerors must provide their base transaction cost(s) and the quantity of the paper on which the base transaction cost is established in their offer as follows:
 - a) cover stock (if applicable): _____ lb. at a base transaction cost per Cwt. of \$_____, and which represent _____ percent of the unit price(s).
 - b) Brand name and paper supplier: _____.
 - c) text stock (if applicable): _____ lb. at a base transaction cost per Cwt. of \$_____, and which represent _____ percent of the unit price(s).

Brand name and paper supplier: _____.

Upon request from the Standing Offer Authority, offerors must provide supporting documentation to confirm the base transaction cost. Such documentation may consist of a copy of the quotation from the paper supplier(s).

Please refer to attachment ANNEX "B" – BASIS OF PAYMENT



ANNEX “C “ – Printing Services Request Form

Business Line:	Choose an item
DG Project Authority:	Enter name of DG Project Authority
PO Number:	XXXXXXXXXX

Type of Service:	<input checked="" type="radio"/> Standard Service (14 business days)	<input type="radio"/> Rush Service (5 business days)	<input type="radio"/> Urgent Service (1 business day)
Date Submitted:	Choose a date	Date Required:	Choose a date
Cost Centre:	Enter cost centre	Time Required:	00:00 AM/PM
Portfolio Lead:	Enter contact name	Portfolio:	Enter portfolio name
Contact Phone:	(xxx) xxx-xxxx	Email:	Enter email

FINANCE INFORMATION

Client Charge:	Choose an item		
Administrator Name:	Enter Administrator's name		
Contact Phone:	(xxx) xxx-xxxx	Email:	
Client Address:			

PRINTING INSTRUCTIONS

Project Description:	Description includes scope of the project, type of products required, delivery instructions and collating instructions.
Delivery Address:	Provide the full address for delivery. Attach a separate document of addresses for multiple delivery locations.

Instructions: Fill out the table below. If the product request has multiple documents/products that have different requirements, make a copy of the table below and fill out the details. Delete all unfilled rows/section that are not applicable.

Product Specifications					
Product Name	Product Type	Number of Items	Job Specifications	Size	Material
Enter file name	Enter product type	Enter number items	Ink: Choose an item Print: (duplicate drop down if required) Choose an item Other: List all other specifications	List size specifications	List size specifications
Enter file name	Enter product type	Enter number items	Ink: Choose an item Print: (duplicate drop down if required) Choose an item Other: List all other specifications	List size specifications	List size specifications
Enter file name	Enter product type	Enter number items	Ink: Choose an item Print: (duplicate drop down if required) Choose an item Other: List all other specifications	List size specifications	List size specifications



ANNEX “D “– Evaluation Criteria

EVAULATION PROCEDURE

(a) Offers will be assessed in accordance with the entire requirement of the Request for Standing Offers including the technical and financial evaluation criteria.

(b) An evaluation team composed of representatives of Canada will evaluate the offers.

Mandatory Technical Criteria

To be deemed responsive, offers must comply with the requirements of the Request for Standing Offer (RFSO) and meet all mandatory requirements (listed below). Offers which fail to comply with the requirement of the Request for Standing Offer and/or do not meet ALL mandatory requirements will be deemed non-responsive and will be given no further consideration.

The Mandatory Requirements listed below will be evaluated on a simple met/not met (i.e. compliant/non-compliant) basis. Each Mandatory Requirement should be addressed separately. Offers MUST demonstrate compliance with all of the following Mandatory Requirements and MUST provide the necessary documentation to support compliance.

Offerors are advised that the month(s) of experience listed for a project or client whose timeframe overlaps that of another referenced project or client will only be counted once. For example: Client 1 timeframe is July 2001 to December 2001; Client 2 timeframe is October 2001 to January 2002; the total months of experience for these two client references is seven (7) months.

Attention Offerors: Write beside each of the criteria the relevant page number(s) from your offer which addresses the requirement identified in the criteria.

MANDATORY TECHNICAL CRITERIA			
#	Mandatory Requirement	Page No.	MET/NOT MET
M1	<p>Experience of the Offeror’s Proposed Account Representative</p> <p>The Offeror must propose a designated Account Representative for the vendor. The Offeror must demonstrate that the proposed Account Representative has a minimum of thirty-six (36) months experience in the last sixty (60) months in overseeing the management of print projects. The Account Representative must be the sole point of contact for the client on all matters pertaining to the services offered against this Standing Offer.</p> <p>In order to demonstrate compliance with M1, the Offeror must provide a minimum of one (1) client reference.</p> <p>The client reference must demonstrate the Offeror’s Account Representative’s competency to provide concise, timely, and accurate communication with the client.</p> <p>The following information is required for each reference provided at bid closing:</p> <p>a) The name of the client organization;</p> <p>b) The client Project Authority’s/Project lead’s name, title, and phone number;</p>		



	<p>c) A brief description of the services provided for that client; d) The start and end date of the work (from-to dates day/month/year);</p> <p>In addition to the information above, the Offeror must also provide the following documentation at bid closing:</p> <p>a) The name and contact information (telephone number & email address) of the Proposed Account Representative b) A summary of applicable work experience OR a curriculum vitae (CV) of the proposed Account Representative</p>		
M2	<p>Offeror's proximity</p> <p>The Offeror's primary printing site must be within 90 km or less of the Joseph Shepard Building.</p> <p>Address: 4900 Yonge St North York ON M2N 6A4</p> <p>The primary printing site is defined as the location where all printing services are being carried out.</p> <p>Offeror must provide their primary printing site's complete address at bid closing, including the following information:</p> <ul style="list-style-type: none"> • Business name • Street address • City, Postal Code <p>The address will be entered into Google Maps (by the evaluation team) to determine the total km distance from the Joseph Shepard Building.</p>		

Point Rated Criteria's

Bids which fail to obtain the required minimum number of points of one (2) out of ten (10) will be declared nonresponsive. Each point-rated technical criterion will be addressed separately.

Item No.	Evaluation Criteria	Minimum Required Number of Points	Maximum Number of Points
R1	<p>Offeror's Experience</p> <p>The Offeror must clearly demonstrate in their proposal that the firm/company has a minimum of twelve (12) months of experience in providing printing services for:</p> <p>Medium-sized businesses/government entity</p>	1	5



<p>(businesses with 100 to 499 employees)</p> <p>AND/OR</p> <p>Large businesses/ government entity (businesses with 500 employees or more)</p> <p>in the last sixty (60) months up to the Request for Standing Offer's (RFSO) closing date.</p> <p>"0" for 0-11 months of experience</p> <p>"1" for twelve (12) to twenty-three (23) months of experience</p> <p>"2" for twenty-four (24) to thirty-five (35) months of experience</p> <p>"3" for thirty-six (36) months to forty seven (47) months of experience</p> <p>"4" for forty eight (48) months to fifty nine (59) months of experience</p> <p>"5" for sixty (60) months or more of experience</p> <p>The following information is required for each reference provided:</p> <p>a) The name of the client organization; b) The client Project Authority's name, title, and phone number; c) A brief description of the services provided for that client; d) The start and end date of the work (from-to dates day/month/year);</p>		
<p>Total overall to be determined responsive</p>	<p>1</p>	<p>5</p>