

08281-200481/A - Third party logistics services

Attachment 1 of Part 3 - Mandatory Technical Criteria

EVALUATION PROCEDURES AND BASIS OF SELECTION

Evaluation Procedures

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

In addition to administrative requirements for Bids to be submitted on time and including required information such as:

- legal capacity of Bidder to conduct business;
- Identification of the Prime Bidder;
- Identification of all sub-contractors, carriers and local couriers;

The evaluation will be comprised of three (3) stages:

Stage 1) Evaluation of Bidders' compliance in meeting Mandatory Requirements;

Stage 2) Rated Evaluation of Bidders' demonstration towards GAC's technical evaluation criteria; and

Stage 3) Evaluation of Financial Proposal.

To ensure an appropriate level of qualified support to meet GAC's needs, the Bidder will provide a submission to the RFP responding to the Mandatory and Rated requirements noted below.

- (b) Bidders can submit only one Bid. For the purpose of this Request for Proposal, individual members of a joint venture soliciting in their own capacity are not considered the same Bidder as a joint venture in which they form a part. The Bid must be by the Bidder itself and does not include the Bid of any proposed subcontractors, any affiliate(s) of the Bidder or any corporate predecessor.
- (c) An evaluation team composed of representatives of Canada will evaluate the Bids.
- (d) If Canada seeks clarification or verification from the Bidder about its Bid, the Bidder will have two (2) working days (or a longer period if specified in writing by the Contracting Authority) to provide the necessary information to Canada. Failure to meet this deadline will result in the bid being declared non-responsive.
- (e) If PSPC notifies the Bidder that it intends to award a contract, the Bidder shall, at its sole expense, provide financial security to the Crown within seven (7) calendar days from such notification, in the form of an irrevocable letter of credit in the amount of \$150,000.00 Canadian dollars. If the Letter of Credit is not provided, Canada reserves the right to not further consider the Bid submitted.

Scoring Methodology		
<i>Stage 1 Evaluation of Mandatory Criteria</i>	#	Compliance
Bidder Experience	M1	Pass/Fail
Bidder Requirements	M2	Pass/Fail
Minimum Resource Team Requirements	M3	Pass/Fail

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Bidder Services Delivery Requirements	M4	Pass/Fail	
Mandatory Criteria Evaluation Result	Pass/Fail		
Stage 2 Rated Criteria Evaluation	#	Maximum Score Value	Minimum Pass Mark
Bidder Experience	R1	/130	---
Resource Team Experience	R2	/190	---
Approach and Methodology	R3	/260	---
Service Level Agreement	R4	/145	
Tracking System Requirements	R5	/70	
Total Technical Score	R1 – R5	/795	556
Weighted Technical Score = Bidder Total x 70 = Bidder Weighted Technical Score Technical Score (/70) Max. points on Point Rated Criteria (795)		/70	
Stage 4 Financial Evaluation			
Financial Score		/30	
Basis of Selection			
Bidder's Total Overall Score = Bidder's Weighted Technical Score (/70) + Bidder's Weighted Financial Score (/30)			/100

Technical Evaluation

(a) Each Bid will be reviewed to determine whether it meets the mandatory requirements of the Bid.

- All elements of the Request for Proposal Bid that are mandatory requirements are identified specifically with the words “must” or “mandatory”.
- Bids that do not comply with each and every mandatory requirement will be considered non-responsive and be disqualified.

(b) Reference Checks:

- Canada may conduct reference checks in writing by e-mail or phone.
- Reference responses are to be received within 5 working days.
- On the third working day after sending out the e-mails, if Canada has not received a response, Canada will notify the Bidder by e-mail, to allow the Bidder to contact its reference directly to ensure that it responds to Canada within 2 working days.
- Wherever information provided by a reference differs from the information supplied by the Bidder, the information supplied by the reference will be the information evaluated. Crown references will be accepted.

(c) Canada reserves the right to request proof of any information provided by the Bidder. If the information cannot be validated, the Bidder's Bid will be considered non-responsive.

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Stage 1 - Mandatory Technical Criteria Evaluation

The Bid must meet the Mandatory Technical Criteria's **M1 to M4**, specified below. **Bidders are advised to give special attention to each of the criteria.**

Each of the mandatory criteria should be addressed separately.

A Bid must comply with the requirements of the Request for Proposal and meet all mandatory technical evaluation criteria to proceed to Stage 2 – Rated Technical Criteria Evaluation. All Bidders that have met all of the mandatory technical criteria will be assessed and scored against the rated criteria in Stage 2.

M1 - Bidder Experience

M1.1 The Bid must provide the following:

- a) Number of years in business.
- b) Description of the Bidder's international land, air, and ocean freight forwarding business and services.
- c) Identification of how these services are provided, including if these services have been provided solely by the Bidder, or through a third-party.
- d) If the described services are provided by a third party, identify the third-party(ies) and how long each third-party's services have been provided to the Bidder.

M1.2 The Bidder must demonstrate **at least seven (7) years of experience** within the last 10 years (as of the closing date of the RFP) as a third-party logistics services provider through the descriptions* of **three (3) projects**.

This experience must identify the Bidder as an established international land freight forwarding service provider, international air freight forwarding service provider, international ocean freight forwarding service provider, and logistics services provider.

The Services described must be similar in size and scope to those identified in the RFP and must include:

- a) Door-to-door shipping services internationally;
- b) Shipping to at least 35 countries across at least four (4) of the six (6) regions of North America, Caribbean, Europe, Africa; Middle East and Asia;
- c) Shipping secure and sensitive shipments;
- d) Handling fragile shipments including dangerous goods;
- e) Proactive and responsive reporting and communication on shipment status;
- f) Creation of waybills with copies provided to the Client Organization with an Estimated Time of Arrival (ETA) for each shipment;
- g) Clearance of inbound and outbound customs;
- h) Logistics support;
- i) Customs and regulatory compliance; and
- j) Incorporation of partners and network of agents.

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***For Bidder Engagements Referenced:** All engagements/contracts described in the Bid must be a minimum of two (2) years of repetitive business with same client in providing freight forwarding and logistics services of international shipments as described or similar as in the SOW; and cumulatively valued at least five hundred thousand (\$500,000.00) dollars over two years. The Bidder must include details for each engagement as follows:

- the name of the Client Organization;
- the name, title, telephone number and email of the Contact person at the Client Organization;
- the role of the Bidder in the contract;
- the start and end dates of the contract identifying when the Bidder was active in providing the services; and
- the description of the services provided including all details required by the mandatory and rated criteria within this RFP. These details are required as other criteria in this RFP will reference back to these engagements/contracts.

M1.3 The Bidder must demonstrate experience providing shipping services on behalf of any government organization within at least one (1) of Australia, Canada, New Zealand, the United Kingdom or the United States of America.

M2 - Company Requirements

M2.1 The Bidder must demonstrate it has a base of operations located in Canada.

M2.2 The Bidder must when submitting its Bid provide a copy of the certificate of membership in the Canadian International Freight Forwarders Association, (CIFFA) as proof of membership. Canada reserves the right to verify the Bidder's status by searching the CIFFA member directory at (<https://www.ciffa.com/membership/member-directory/>).

M2.3 The Bidder must possess an organizational security clearance to the level of Reliability as of the RFP close date. The Bidder must provide the expiration date and number of their organizational clearance.

M3 - Minimum Resource Team Requirements

The Bidder must identify a highly competent team, covering at a minimum the roles identified below with primary and back-up Key personnel in each role and meeting the following mandatory requirements.

- M3.1 The Bidder must identify a named resource available and qualified for each of the five (5) Key Personnel roles listed below. Note: named resources can be named in more than one of the roles listed below.
- a) Operations Management Contact as a central point of contact;
 - b) Operations Emergency Contact (After hours). This resource may be the same person as the back-up or primary Operations Management Contact, or may be proposed as another individual;
 - c) Contractor Representative;
 - d) Executive Sponsor; and
 - e) Subject Matter Expert.
- M3.2 For each of the named resources, the Bidder must provide each resources' C.V. and proof of certifications and must identify which of these resources meets the bilingual requirement in section 10.0 Language of the Statement of Work.

Where any certifications are required, proof must be submitted with the bid.

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The Bidder must identify for each named resource:

- at least five (5) years of experience in the last seven (7) years in the role in which they are proposed including experience as an export professional;
- a valid Government of Canada Reliability Status clearance or is otherwise eligible to obtain one; and
- the language profile of the resource, where the Bidder is providing at least one (1) bilingual resource.

M3.3 The Bidder must provide a named resource as a back-up for each of the Key Personnel roles identified above. Individuals may be named in multiple roles.

M3.4 Describe the overall team structure including for each Key Personnel their authority, roles and responsibilities and reporting relationships, and identifying any additional Key Personnel included in the Bid along with their roles; and the location of all team members.

M4 - Bidder Services Delivery Requirements

M4.1 The Bidder must provide a Business Continuity Plan and Contingency Plan in the event of any disruption of services due to unforeseen issues to ensure service levels are met for the duration of the Contract or subsequent Tasks and must include:

- a) Details of the Bidder's warehouse security procedures assuring GAC that all shipments will be secured in the event the shipment needs to be stored at the Bidder's warehouse, as described in section 5 of the Statement of Work under Warehouse Requirements;
- b) Details of how the Bidder will assure the security of its personnel and shipments while in transit within North America via ground transport;
- c) Details of how the Bidder will assure the security of the shipments when in transit to other countries in accordance with section 5 of the Statement of Work, Methods of Shipment;
- d) Bidder's process to completing the work incorporating a standardized methodology and recognized approach for the delivery of these services;
- e) Bidder's Service Level Agreement for these services including delivery timeframes, issue notifications, risk mitigation and quality assurance processes;
- f) Methodology for the Bidder to maintain an up to date knowledge of all required current regulations; and
- g) Bidder's reporting methodology to the Client to establish documented compliance to mitigate issues and ensure all information is clear prior to the release of the shipment. This reporting could include but is not limited to communication of issues and status of shipments.

M4.2 The Bidder must demonstrate its capability to adhere to GAC's future block chain requirements such as:

- a) having a tracking system to be used for these shipment services to provide timely information and how access to the tracking system can be provided to GAC or integrated with GAC's tracking system to maintain seamless communication between the Client and the Bidder and to provide assurance the shipments will be delivered by the Bidder within the Estimated Times of Arrival;
- b) having the ability to integrate and provide (Global Positioning System) GPS location with tested RESTful Application Programming Interfaces (APIs) integration

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- c) authentication via provided credentials and use of token from response as bearer authenticated token for subsequent requests;;
- d) Indicate when shipments are ordered for an (Material Release Authorization) MRA or a Task Authorization;
- e) Provide the details on the shipment for each Task Authorization or MRA;;
- f) Provide the estimated time of arrival for each shipment to the warehouse as per specifications noted in the Task Authorization or MRA;
- g) accept self-signed SSL certificate for testing purposes;
- h) Update shipment status by event name, as per the specifications noted in the Task Authorization or MRA;
- i) provide shipment data updates Near Real-time; and
- j) Provide the capability for the manual input of data when integrated data via RESTful APIs are not accessible or not available.

Stage 2 Rated Technical Evaluation (70%)

For all Bids that have met all criteria in Stage 1 – Mandatory Technical Criteria Evaluation, Technical Bids will be undertaken based on the following rated criteria. Within each criterion, sub-factors will be scored out of the indicated number of points, and the overall score per criterion weighted to arrive at a score at the indicated percentage of the Technical Proposal Score.

Bidders must achieve a minimum score of 70% on the Rated Evaluation in order to be considered further and proceed to Stage 3 – Financial Bid Evaluation.

Rated Criteria Scenarios

Some of the rated criteria will use the following scenarios as part of the evaluation and will be identified within the criteria which Scenarios are being used. The scenario descriptions are provided below:

Scenario A - Emergency door to door delivery by ground transportation to Chicago, with a weight of 50 kg and dimensions of 48" by 48". The shipment has been delayed due to inclement weather.

Scenario B - Off-Day door to door, air and ground shipment to London, UK, with a weight of 109 kg and dimensions of 72" by 48". The shipment has been picked up on a Friday at 5pm.

Scenario C - Regular door to door, air and ground shipment to the United Arab Emirates.

Scenario D - Regular door to door, ocean and ground shipment to Rome, Italy.

Scenario E - Shipment returning from Rome, Italy to GAC's office as a Regular door to door, air and ground transport.

Scenario F – Regular door to door, air and ground shipment to Paris, France, with a weight of 80 kg and dimensions of 24" by 36". Due to an issue with the plane, the shipment needs to be moved to another plane.

Scenario G – Urgent door to door, air and ground transportation to Munich, Germany, with a weight of 125 kg and dimensions of 50" by 66". Due to inclement weather, the plane will need to be re-routed.

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R.1 Bidder Experience (130 points)

R1.1 The Bidder should demonstrate experience in excess of the seven (7) years' experience required in M1.2 as a third-party logistics services provider through the engagement/contract descriptions*.

This experience must identify the Bidder as an established international land freight forwarding service provider, international air freight forwarding service provider, international ocean freight forwarding service provider, and logistics services provider.

The Services described must be similar in size and scope to those identified in the RFP and must include:

- a) Services similar in scope and size to those identified in the RFP;
- b) Door-to-door shipping services internationally;
- c) Shipping to at least 35 countries across at least four (4) of the six (6) regions of North America, Caribbean, Europe, Africa; Middle East and Asia;
- d) Shipping secure and sensitive shipments;
- e) Handling fragile shipments including dangerous goods;
- f) Proactive and responsive reporting and communication on shipment status;
- g) Creation of waybills with copies provided to the Client Organization with an Estimated Time of Arrival (ETA) for each shipment;
- h) Clearance of inbound and outbound customs;
- i) Logistics support;
- j) Customs and regulatory compliance; and
- k) Incorporation of partners and network of agents.

*Bidder engagements evaluated for R1.1 will be assessed as up two (2) points for each year of experience in each of the sub-factors a) to k), in excess of the ten years of experience in M1.2, to a maximum of **88 points**.*

** For all Bidder Engagements Referenced: All engagements/contracts described in the Bid must be a minimum of two (2) years of repetitive business with same client in providing freight forwarding and logistics services of international shipments as described or similar as in the SOW; and cumulatively valued at least five hundred thousand (\$500,000.00) dollars over two years. The Bidder must include details for each engagement as follows:*

- the name of the Client Organization;
- the name, title, telephone number and email of the Contact person at the Client Organization;
- the role of the Bidder in the contract;
- the start and end dates of the contract identifying when the Bidder was active in providing the services; and
- the description of the services provided including all details required by the mandatory and rated criteria within this RFP. These details are required as other criteria in this RFP will reference back to these engagements/contracts.

R1.2 The Bidder should demonstrate through the engagement/contract descriptions provided for M1.2 and R1.1 the Bidder's track record with its current/previous clients with respect to:

- a) meeting established delivery timelines;
- b) establishing and maintaining security of shipments;
- c) maintaining the integrity of the shipments;

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- d) timely monitoring of shipment status and effective management of transportation delays, re-routing and emergencies;
- e) overall track record of service reliability throughout the duration of the engagement with the client;
- f) Identification of the Bidder's understanding of the applicable regulations and how they worked with them on the client's engagement/contract.

*For R1.2 up to a maximum of **12 points**, each sub-factor will be assessed as up to two (2) points for demonstration of each of the sub-factors a) to f) where:*

- the sub-factor is demonstrated in all engagements proposed in M1.2 and R1.1 will be awarded two (2) points.*
- the sub-factor is demonstrated in at least half of the engagements proposed in M1.2 and R1.1 will be awarded one (1) point.*
- the sub-factor is demonstrated in less than half of the engagement proposed in M1.2 and R1.1 will not be awarded any points.*

R1.3 The Bidder should demonstrate relevant certifications and memberships in support of this requirement by providing proof to substantiate any claim in R1.3, including:

- a) Membership in freight associations such as the Freight Management Association of Canada or equivalent and how the Bidder ensures maintenance of this membership. Canada reserves the right to verify the Bidder's status by searching the Freight Management Association (<http://www.fma-agf.ca/membership/member-companies>) or equivalent membership list of the freight association identified by the Bidder; and
- b) ISO Certifications or other internationally recognized standards certification and an explanation of how the Bidder maintains these certifications. Canada reserves the right to verify the Bidder's status by searching the applicable ISO registrar.

*R1.3 will be awarded up to **20 points** as follows:*

For R1.3 a) the sub-factor will be assessed up to 10 points where:

- The Bidder has identified more than one membership with a clear description of how these memberships are maintained will be awarded the full 10 points;*
- The Bidder has identified one membership with a clear description of how the memberships is maintained will be awarded seven (7) points.*
- The Bidder has identified more than one membership but a clear description of how these are maintained is not provided will be awarded five (5) points.*
- The Bidder has identified one membership but a clear description of how this is maintained has not been provided will be awarded three (3) points.*
- The Bidder has not identified any memberships will not be awarded any points.*

For R1.3 b) the sub-factor will be assessed up to 10 points where:

- The Bidder has identified its ISO Certification or internationally recognized standard certification with a clear description of how the certification is maintained will be awarded the full 10 points.*
- The Bidder has identified its ISO Certification or internationally recognized standard certification but has not provided a clear description of how the certification is maintained will be awarded five (5) points.*

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- *The Bidder has not identified its ISO Certification and will not be awarded any points.*

R1.4 The Bidder should identify its capacity as a customs broker through the following items.

- a) The Bidder should identify its capacity for the management of customs brokerage within the Bidder's organization; or
- b) The Bidder should identify its capacity for the management of customs brokerage through an established relationship with a brokerage organization and how long the Bidder has been working with the brokerage organization.

*R1.4 will be assessed up to **10 points** where the Bidder demonstrates its experience providing customs broker services (whether through its organization or with a partner) as follows:*

12 or more years of experience = 10 points.

10 to up to 12 years of experience = 7 points

Seven (7) to up to 10 years of experience = 5 points

Less than seven (7) years of experience = 0 points.

R.2 Resource Team Experience (190 points)

Key Personnel resource categories referenced in R.2 are:

- a) Operations Management Contact as a central point of contact;
- b) Operations Emergency Contact (After hours). This resource may be the same person as the back-up or primary Operations Management Contact, or may be proposed as another individual;
- c) Contractor Representative;
- d) Executive Sponsor; and
- e) Subject Matter Expert.

Where more than two (2) individuals are proposed for one role, the associated scoring will be averaged between the assessments of the individuals proposed to calculate the score for the role.

R2.1 The Bidders' Key Personnel proposed including Primary and Back-up resources will be assessed using the CV's and each of the Key Personnel's engagements*, within the last seven (7) years, in support of client engagements/initiatives similar in scope to GAC's requirement demonstrating experience with:

- a) tariffs and customs regulations including Canadian and at least 25 countries within at least four (4) of the (6) regions of North America, Caribbean, Europe, Africa; Middle East and Asia;
- b) Demonstration of risk mitigation and quality assurance;
- c) shipping to at least 25 countries within at least four (4) of the (6) regions of North America, Caribbean, Europe, Africa; Middle East and Asia;
- d) shipping secure/sensitive shipments;
- e) working with governments;
- f) handling of these types of items: fragile equipment, antiques, artwork, dangerous goods.

*R2.1 will be assessed up to **100 points** where each of the Key Personnel demonstrates the following through engagements within the last seven (7) years:*

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Where the Bidder has provided a well demonstrated example of the resource's experience in all of sub-factors a) to f), five (5) points will be awarded for each example to a maximum of 10 points per role for each of the 10 identified roles above.

For Resource Engagements Referenced: *All engagements/contracts described in the Bid must be a minimum of two (2) years of repetitive business with same client in providing freight forwarding and logistics services of international shipments as described or similar as in the SOW; and valued at least five hundred thousand (\$500,000.00) dollars over two years. The Bidder must include details for each engagement as follows:

- the name of the Client Organization;
- the name, title, telephone number and email of the Contact person at the Client Organization;
- the role of the Bidder in the contract;
- the start and end dates of the contract; and
- the description of the services provided including all details required by the mandatory and rated criteria within this RFP. These details are required as other criteria in this RFP will reference back to these engagements/contracts.

R2.2 The Bidder's Key Personnel including back-up Resources will also be assessed against the following sub-factors:

- a) Years of experience each proposed Key Resource has within the proposed role within the Bidder's organization in excess of the five (5) years requested within M3.1.
- b) Certification of Associate Professional Freight Forwarder or equivalent.
- c) Demonstration that the Key Resource maintains their certifications or is active in their professional development.

*R2.2 will be assessed up to **90 points** where:*

For R2.2a) Will be assessed up to a maximum of 50 points where each of the Bidder's resources will be assessed as one (1) point per year of experience in excess of the five years requested in M3.1, up to a maximum of five (5) points per resource.

For R2.2 b) will be assessed as up to two (2) points for each of the Key Personnel resource categories up to a maximum of 20 points for R2.2 b).

For R2.2 c) will be assessed as up to two (2) points for each of the Key Personnel resource categories up to a maximum of 20 points for R2.2 c).

R.3 Approach and Methodology (260 points)

R3.1 The Bidder's Approach and Methodology, integrating the Business Continuity Plan and Contingency Plans requested as part of M3.5, will be assessed against the following sub-factors:

- a) The Bidder's experience working with their "network" of carriers and associated service providers (e.g. security escort services) demonstrating the reliability and integrity of this network.
- b) The Bidder's approach should identify with the Contingency Plan, how it will ensure that either the primary or back-up person will be available for each role.
- c) The Bidder's identification of what issues and risks could arise and how they would handle them, such as in the case of Scenarios A, B, C, D, E, F, and G:
 - a) how the Bidder will identify, assess and manage a disruption in the delivery network,
 - b) timeframes to identify, assess, monitor/communicate with the client, and determine the

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resolution,

- c) reference to previous experience where the Bidder has had a successful resolution.
- d) how the solution is aligned to the Bidder's Business Continuity Plan to determine if the methods used are methodological, systematic, and formalized standard operating procedures ("SOPs"),
- e) how the situation is continuously monitored and communicated with the client with respect to reporting on the situation as it evolves and to resolution, and
- f) how the Bidder will prioritize GAC ensuring the integrity of shipments in the situation and that appropriate risk mitigations are in place to avoid or reduce the likelihood of the situation occurring.

R3.1a) will be assessed using the Scoring Guidance for R3.1 table below and weighted to a maximum of 20 points.

R3.1b) will be assessed using the Scoring Guidance for R3.1 table below and weighted to a maximum of 20 points.

R3.1c) will be assessed for each of the seven (7) scenarios indicated using the Scoring Guidance for R3.1 table below and weighted to a maximum of five (5) points for each sub-factor. This will calculate to a maximum of 30 points for each scenario and a maximum of 210 points for R3.1c).

Points Allocated	Scoring Guidance for R3.1
0 points	Information required was not provided.
4 points	There are weaknesses in the approach, methodology and plan used for this scenario which will be a challenge to overcome, and which will affect the successful achievement of the work associated with this sub-factor. These weaknesses will adversely affect the project schedule, cost, or scope.
7 points	There are minor weaknesses in the approach, methodology and plan which are correctable, but which may affect the successful achievement of the work associated with this sub-factor. These minor weaknesses will not adversely affect the readiness, project schedule, cost, or scope.
10 points	There are no apparent weaknesses that would affect the successful achievement of the work associated with this sub-factor and will not adversely affect the readiness, project schedule, cost, or scope.

R3.2 The Bidder will identify all "green" initiatives undertaken by the Bidder in its delivery of services, and in accordance with GAC's Departmental Sustainable Development Strategy (<https://www.international.gc.ca/gac-amc/publications/sea-ees/sustainable-durable-2019.aspx?lang=eng>)

R3.2 will be assessed up to a maximum of 10 points where:

- 10 points = A clear and complete description of the Bidder's "green" initiative is provided.
- 7 points = A description of the Bidder's "green" initiative is provided but is lacking in minor details.
- 4 points = A description of the Bidder's "green" initiative is provided but is lacking in some details in relation to its delivery of services.
- 0 points = The description of the Bidder's "green" initiative is not provided.

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R.4 Service Level Agreement (145 points)

R4.1 The Bidder's standard operating processes and standards, including formal methods and demonstration of the chain of custody for shipments will be assessed against the following areas:

- a) Receipt and actioning of services requests;
- b) Pick-up and receipt of shipments;
- c) Local transport in Canada and abroad;
- d) Warehousing and marshalling of shipments;
- e) Shipment status reporting;
- f) Document compliance to mitigate and communicate issues;
- g) Loading and carrier hand over of shipments;
- h) Monitoring of shipments while in transit; and
- i) Delivery confirmation.

*R4.1 will be assessed using the Scoring Guidance for R4.1 table below and weighted to a maximum of five (5) points for each sub-factor. This will calculate to a maximum of **45 points** for R4.1.*

Points Allocated	Scoring Guidance for R4.1
0 points	Information required was not provided.
4 points	The Bidder provided a description that was not clear and missing major components on how the sub-factor would be met using the Bidder's standard operating processes and standards, including formal methods and demonstration of the chain of custody for shipments.
7 points	The Bidder provided a description that was missing minor components of how the sub-factor would be met using the Bidder's standard operating processes and standards, including formal methods and demonstration of the chain of custody for shipments
10 points	The Bidder provided a clear description of how the sub-factor would be met using the Bidder's standard operating processes and standards, including formal methods and demonstration of the chain of custody for shipments.

R4.2 The Bidder's Service Level Agreement for air, ocean and ground services will be assessed against for inclusion of the following sub-factors:

- a) Pick-up and delivery timeframes that meet or improve upon GAC's requirements for regular and urgent/emergency pick-ups;
- b) Accuracy of estimation of delivery timeframes and typical delivery timeframes or standards Bided;
- c) Practices and timeframes for confirmation of delivery/receipt by the correct party at destination;
- d) Timely notification of issues meets or improve upon GAC's requirements for issue notification within 2 hours of delay, re-routing within 96 hours and addresses timely notification for other potential issues and updates on notifications/status and resolution;

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- e) Identified commitments the Bidder makes with respect to GAC's requirements for 10% late, 5% split shipments, 5% lost items, 5% damage/tampering, and what vendor performance improvement measures the Bidder proposes; and
- f) Identified quality assurance program in place describing what system will be used for quality assurance and how this system will be monitored to ensure that standards are met.

*R4.2 will be assessed using the Scoring Guidance for R4.2 table below to a maximum of 10 points for each sub-factor. This will calculate to a maximum of **60 points** for R4.2.*

Points Allocated	Scoring Guidance for R4.2
0 points	Information required was not provided.
4 points	The Bidder provided Service Level Agreement information that was not clear and missing major components on the sub-factor requirement. These major missing components will adversely affect the project schedule, cost, or scope.
7 points	The Bidder provided Service Level Agreement information that was missing minor components on the sub-factor requirement. These minor missing components will not adversely affect the readiness, project schedule, cost, or scope.
10 points	The Bidder provided Service Level Agreement information that was clear on how the sub-factor requirement would be met.

R4.3 The Bidder's should describe how the maintenance of knowledge relevant to these services will be maintained through an approach and methodology for maintaining knowledge of all required current regulations, compliance with all acts, codes and international commitments relevant to the services. This description will be assessed against the following sub-factors:

- a) The description addresses and demonstrated an understanding of experience with a wide range of requirements applicable to GAC's destinations;
- b) The description addresses and demonstrated an understanding of the packaging of materials and shipments relevant to the services described in the Statement of Work;
- c) The description addresses and demonstrated an understanding of dangerous goods and specialized items such as antiques, etc.; and
- d) The description provides an approach to maintaining currency with changes in regulations/requirements, and how Bidder ensures personnel are up to date and knowledge transfer to client.

*R4.3 will be assessed using the Scoring Guidance for R4.3 table below to a maximum of 10 points for each sub-factor. This will calculate to a maximum of **40 points** for R4.3.*

Points Allocated	Scoring Guidance for R4.2
0 points	Information required was not provided.
4 points	The Bidder provided a description that was missing major components required to demonstrate the sub-factor requirement. These major missing components will adversely affect the project schedule, cost, or scope.

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7 points	The Bidder provided a description that was missing minor components required to demonstrate the sub-factor requirement. These minor missing components will not adversely affect the readiness, project schedule, cost, or scope.
10 points	The Bidder provided a description that was complete and demonstrated the sub-factor requirement.

R.5 Tracking System Requirements (70 points)

The Bidder's tracking system proposed within M4.2 will be assessed against the capability for GAC to be able to have access to the tracking system, including degree of integration or data exchange, and the rate of available up to date data (e.g. Real-Time, Near Real-Time, etc.). This tracking system will be assessed against the following sub-factors:

- currency of information available on shipment status including Real-Time, Near Real-Time, and less than Near Real-Time;
- accessibility to GAC including identification of the level of access or integration, such as integration with GAC's systems, provision of access to the tracking system, and access to reports pulled by the Contractor;
- identification of what data is captured in the system and in the identified level of detail on the shipment information;
- identification of the data captured for the purpose of reporting on services level agreement standards and required GAC contract standards;
- the ability to track and record analytics to provide assurance of reliability and support continuous improvement;
- identification of the level of security of the tracking system providing assurance of the safety of information relevant to GAC's shipments; and
- clarity of this response on how it will meet GAC's block chain requirements.

*R5 will be assessed using the Scoring Guidance for R5 table below to a maximum of 10 points for each sub-factor. This will calculate to a maximum of **70 points** for R5.*

Points Allocated	Scoring Guidance for R5
0 points	Information required was not provided.
4 points	The Bidder provided a description that was missing major components required to demonstrate the sub-factor requirement. These major missing components will adversely affect the project schedule, cost, or scope.
7 points	The Bidder provided a description that was missing minor components required to demonstrate the sub-factor requirement. These minor missing components will not adversely affect the readiness, project schedule, cost, or scope.
10 points	The Bidder provided a description that was complete and demonstrated the sub-factor requirement.

Solicitation No. - N° de l'invitation

08281-200481/A

Client Ref. No. - N° de réf. du client

08281-200481

Amd. No. - N° de la modif.

File No. - N° du dossier
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Buyer ID - Id de l'acheteur

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CCC No./N° CCC - FMS No./N° VME

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