

**RETURN BIDS TO:**  
**RETOURNER LES SOUMISSIONS À:**  
**Bid Receiving - PWGSC / Réception des soumissions -**  
**TPSGC**  
**11 Laurier St. / 11, rue Laurier**  
**Place du Portage , Phase III**  
**Core 0A1 / Noyau 0A1**  
**Gatineau, Québec K1A 0S5**  
**Bid Fax: (819) 997-9776**

**SOLICITATION AMENDMENT**  
**MODIFICATION DE L'INVITATION**

The referenced document is hereby revised; unless otherwise indicated, all other terms and conditions of the Solicitation remain the same.

Ce document est par la présente révisé; sauf indication contraire, les modalités de l'invitation demeurent les mêmes.

**Comments - Commentaires**

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

**Issuing Office - Bureau de distribution**  
Science Procurement Directorate/Direction de  
l'acquisition de travaux scientifiques  
11C1, Phase III  
Place du Portage  
11 Laurier St. / 11, rue Laurier  
Gatineau, Québec K1A 0S5

<b>Title - Sujet</b> Commercial Satellite Imagery	
<b>Solicitation No. - N° de l'invitation</b> E60SQ-120001/A	<b>Amendment No. - N° modif.</b> 001
<b>Client Reference No. - N° de référence du client</b> E60SQ-120001	<b>Date</b> 2013-04-08
<b>GETS Reference No. - N° de référence de SEAG</b> PW-\$\$\$Q-054-25646	
<b>File No. - N° de dossier</b> 054sq.E60SQ-120001	<b>CCC No./N° CCC - FMS No./N° VME</b>
<b>Solicitation Closes - L'invitation prend fin</b> <b>at - à 02:00 PM</b> <b>on - le 2013-05-09</b>	<b>Time Zone</b> <b>Fuseau horaire</b> Eastern Daylight Saving Time EDT
<b>F.O.B. - F.A.B.</b> <b>Plant-Usine:</b> <input type="checkbox"/> <b>Destination:</b> <input type="checkbox"/> <b>Other-Autre:</b> <input type="checkbox"/>	
<b>Address Enquiries to: - Adresser toutes questions à:</b> Bootsma, Lena C.	<b>Buyer Id - Id de l'acheteur</b> 054sq
<b>Telephone No. - N° de téléphone</b> (819) 956-1751 ( )	<b>FAX No. - N° de FAX</b> (819) 997-2229
<b>Destination - of Goods, Services, and Construction:</b> <b>Destination - des biens, services et construction:</b>	

**Instructions: See Herein**

**Instructions: Voir aux présentes**

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

**This amendment is raised to make changes to the Letter of Interest as follows:**

**1.0 At LETTER OF INTEREST, ATTACHMENT 2, INDUSTRY ENGAGEMENT QUESTIONS, SECTION 2.0: REQUIREMENT:**

DELETE: in its entirety

INSERT:

**SECTION 2: REQUIREMENT**

1. Which satellite imagery products is your company capable of providing?
2. What are the standard products that your company provides? Does your company offer products with options for geometric registration, radiometric calibration, ortho-rectification and atmospheric corrections separately? If so, how is each product priced?
3. Are the requirements as stated in the Requirement of the attached RFSO clear? If not, please identify what requires clarification.
4. Are there missing elements or components in the Requirement? Please identify.
5. Does your company provide stereo-pairs, the derived DEM or other products retrieved from satellite imagery?
6. Does your company provide mosaic products produced from several images? If so can you provide the associated metadata that allows for full traceability for all the imagery data used in the mosaic at the pixel level? Would the request for having such metadata add to the cost, and if so, how much?
7. What spatial index system does your company use to locate orders? Is it convenient to use the Canada's National Topographic System Mapsheets for the index:  
<http://geogratis.cgdi.gc.ca/geogratis/en/product/search.do?id=5460AA9D-54CD-8349-C95E-1A4D03172FDF>)
8. Can your company meet the product delivery requirements as described in the Requirement? If not, please indicate the issues.
9. Are the conditions of the proposed EULA acceptable?
10. Are the definitions of the License Classes clear and understood? Identify what is unclear or not understood. Which classes would your company provide for?
11. Do you have any questions or concerns re: the data sharing and use that is allowed among the entities in each License Class under the EULA. Are there any areas that are not clear? If so, what are they and where is clarification needed?
12. The Requirement asks that all product license information be included in the Product's metadata. Are there any issues with your company in meeting this requirement?
13. Please identify any suggestions for changes or improvements that you wish to see in the final RFSO and explain why.
14. Please, identify your preferable/available formats for the data products and delivery.

**2.0 At PART 2 - OFFEROR INSTRUCTIONS, 5 Estimated Utilization at 5.1:****DELETE:** Article 7.8**INSERT:** Article 7.3.5**3.0 At ATTACHMENT 1 TO PART 3, SATELLITE PRODUCT AND SERVICE PREPARATION INSTRUCTIONS:****DELETE:** in its entirety**INSERT:**

In addition to the requested information identified in Part 4, Article 1.1, Technical Evaluation, the information below should be submitted with the Technical Offer by solicitation closure to be considered for evaluation purposes as this information would support the items that are subject to the evaluation criteria against which the offer will be evaluated.

The Offeror must provide the information in Attachment 1 to Part 3 to be issued a standing offer. If the information is not submitted with the offer, the Standing Offer Authority will so inform the Offeror and provide the Offeror with a time frame within which to meet the requirement. Failure to comply with the request of the Standing Offer Authority and meet the requirements within that time period will render the Offer non-responsive.

The information the Offeror provides to Canada is subject to verification by Canada during the offer evaluation period (before issuance of a standing offer) and after issuance of a standing offer. The Standing Offer Authority will have the right to ask for additional information to verify the offeror's compliance with the requirements below before issuance of a standing offer. The offer will be declared non-responsive if any information submitted by the Offeror is untrue, whether made knowingly or unknowingly. Failure to comply with the requirements below or to comply with the request of the Standing Offer Authority for additional information will also render the offer non-responsive.

**1. Provision of Services Required or Desirable for the NMSO Call-ups**

In accordance with Annex A, Statement of Requirement, for each Sensor, the Offeror should provide information covering the following:

- a) A description of how the Offeror is to fulfil its responsibilities in accordance Article 7.1, Services Required, in the SOR (refers to Article 7.3 for relevant details);
- b) A description of how the Offeror is to provide the services that are described in Article 7.2, Services Desirable, in the SOR (refers to Article 7.3 for relevant details);
- c) A description of how the Offeror is to fulfil its responsibilities in accordance with Article 8 "Time Constraints", and in Article 9 "Product Delivery" in the SOR; and
- d) The provision of the service for upgrading the end user License Class of a Product by the same or different Identified User (Article 12 of the SOR; Table A of Appendix A to SOR).

## 2. Provision of Metadata

In accordance with Table 3, Metadata Required for Product Delivery, and Table 4, Metadata Desirable for Product Delivery, in Article 5 of the Statement of Requirement, in Annex A of this RFSO, the Offeror must provide information about metadata for each Sensor. If the metadata information is provided in the Product documentation as part of the offer, the Offeror may use the following tables for cross-references to the locations of this information. The Offeror should provide information about all metadata properties provided with product delivery and an example metadata to demonstrate.

**Table 4. Metadata Required for Product Delivery**

<b>Metadata Property (Dynamic and Static) Required for All Products</b>	<b>Reference Document (or equivalent)</b>	<b>Location in Reference Document (Page, Section, Paragraph, line)</b>
Satellite and sensor name	<i>Example: Product Specification of Bugspace</i>	<i>Example: Page 14, §4.3, line 10</i>
Sensor Mode This will include all configurable elements of the sensor including look-direction, beam mode, incidence angle, polarization, etc.		
Acquisition Time (UTC) (Start/Stop)		
Image Corner Coordinates including upper left, lower left, upper right, lower right.		
Spatial resolution / Pixel spacing		
Number of pixels/samples and number of lines		
Processing information This will include processing level, processing date, processor name and version and other processing relevant information		
Projection information This will include map projection, zone, ellipsoid, datum, resampling kernel used...		
Data Format of the product and Specification		
Browse Image (Thumbnail) normally provided with the Product. This would be a reduced resolution Product normally associated with catalogue browse functions and supplied with the delivery package.		

<b>Metadata Property (Dynamic and Static) Required for All Products</b>	<b>Reference Document (or equivalent)</b>	<b>Location in Reference Document (Page, Section, Paragraph, line)</b>
Satellite and sensor name	<i>Example: Product Specification of Bugspace</i>	<i>Example: Page 14, §4.3, line 10</i>
Text of the License will appear in its entirety as one of the metadata fields for the Product <b>or</b> as a separate file provided with the Product and zipped together with other files associated with the Product. See Article 12.		
License Class. The License Class will appear as one of the metadata fields for the Product <b>or</b> as a separate file containing details of the order provided with the Product and zipped together with other files associated with the Product. See Article 12.		
Ortho product generation – DEM used: DEM specification to be provided on request for each DEM used by the Offeror.		
Ordering information This will include Standing Offer number, Call-Up number, supplier order number, client order number, product id, client email.		
Sensor channel spectral bands ordered		

<b>Additional Properties Required for Optional Products</b>	<b>Reference Document (or equivalent)</b>	<b>Location in Reference Document (Page, Section, Paragraph, line)</b>
For Mosaic Product: mosaic product (process to merge adjacent imageries into a single, seamless product) must provide all mandatory metadata for all individual imagery part of the mosaic, as well as a shapefile providing the cutlines (boundary of each image) as well as link to refer to the imagery and/or metadata		
For Stereo-pairs: difference in geometry between the pairs		

**Table 5. Metadata Desirable for Product Delivery**

<b>Metadata Property (Dynamic and Static) Desirable</b>	<b>Reference Document (or equivalent)</b>	<b>Location in Reference Document (Page, Section, Paragraph, line)</b>
Additional information about processing history	<i>Example: Product Specification of Bugspace</i>	<i>Example: Page 14, §4.3, line 10</i>
Information about image radiometric accuracies		
Information about image geometric accuracies		
For optical data: Sun azimuth, elevation and viewing angles for image centre		
For SAR data: Maximum and minimum of Incidence angle		

#### 4.0 At PART 4 - EVALUATION PROCEDURES AND BASIS OF SELECTION

DELETE: in its entirety

INSERT:

##### 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.

##### 1.1. Technical Evaluation

##### 1.1.1 Mandatory Technical Criteria

At bid closing time, the Offeror must comply with the following mandatory technical criteria and provide the necessary documentation to support compliance. Any offer that fails to meet the following mandatory technical criteria will be declared non-responsive and given no further consideration. Each criterion should be addressed separately.

- M1.** The Offeror must be a satellite operator, which operates the satellite and is owner of the satellite data. A certification confirming this must be provided.
- M2.** The Offeror must offer, from its current published commercial product list, at least one product for the Basic Product Category and one product for the Orthorectified Product Category, as defined in Article 4, Product Categories, Table 1 of Annex A, Statement of Requirement;
- M3.** The Offeror must confirm that it will provide all the services required, as specified in Article 7.1 Services Required, of Annex A, Statement of Requirement (SOR).

Solicitation No. - N° de l'invitation

E60SQ-120001/A

Amd. No. - N° de la modif.

001

Buyer ID - Id de l'acheteur

054sq

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

E60SQ-120001

File No. - N° du dossier

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CCC No./N° CCC - FMS No/ N° VME

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- M4.** The Offeror must provide all the metadata required for product delivery, as specified in Table 3, Metadata Required for Product Delivery, at Article 5, Metadata Requirements, of Annex A, SOR (refers to Attachment 1 to PART 3, Product and Service Information, item 2, Provision of Metadata, for details).

#### **1.1.2 Point-rated Technical Criteria**

The Technical Offer will be evaluated and scored in accordance with the two Point-Rated Criteria below.

**Required minimum points overall: 10**

**Maximum points available overall: 22**

## PR1. Availability of Services Desirable

The criteria below refer to Article 7.2, Services Desirable, in Annex A, Statement of Requirement (SOR). For each of the services listed below, the Offeror should indicate whether it will provide the service and explain how it will be met.

The number identified in the brackets is the points allotted for each service that the Offeror may be awarded if the respective service is provided and explained satisfactory. The maximum score the Offeror can achieve is 14.

- a. The Offeror should explain how it will ensure that orders for new acquisitions from multiple Identified Users for the same geographic area can be effectively identified and that the Technical Authorities of the involved Identified Users are timely informed of the potential overlap or conflict. [2]
- b. The Offeror should explain how it will action services for emergency priority tasking (or its equivalent), collection, processing, and delivery (refer to Article 7.3.5, Ordering Priorities, in Annex A, SOR), while adhering to the response times (refer to Article 8, Time Constraints, in Annex A, SOR) as specified in Annex C, Satellite Product and Service Information. [2]
- c. The Offeror should explain how it will provide catalogue information and ordering services from Satellite-Sensors that are no longer operational for the duration of the NMSO; [1]
- d. The Offeror should explain how it will maintain the capacity to deliver at least 1000 image Products per Satellite-Sensor per federal government fiscal year (1 April to 31 March) in accordance with the specifications herein; [1]
- e. The Offeror should explain how it will maintain the peak capacity to deliver at least 50 distinct BASIC image scenes per Satellite-Sensor within one business week; [1]
- f. The Offeror should indicate how it will provide End User License Classes 1~4, as indicated Table A, License Class Designations, in Appendix B, End User License Agreement, of Annex A, SOR; [1]
- g. The Offeror should indicate how it will provide End User License Classes 5, as indicated Table A, License Class Designations, in Appendix B, End User License Agreement, of Annex A, SOR; [1]
- h. The Offeror should indicate how it will provide provide End User License Classes 6~11, as indicated Table A, License Class Designations, in Appendix B, End User License Agreement, of Annex A, SOR; [1]
- i. The Offeror should explain how it will provide Technical Authorities with assistance and catalogue access for queries of imagery catalogues with browse capabilities; [2]
- j. The Offeror should explain how it will meet all requests for customer support from the Identified User have a mean time to resolve (MTTR) of less than three (3) working days from the call-up issue time; [1]
- k. The Offeror should explain how it will respond to requests for customer support from the Identified User within 24 hours of the request, except for the case when item j applies. [1]

## PR2. Metadata Desirable for Product Delivery

The following statements refer to Article 5 "Metadata Requirements" in Annex A, SOR. To facilitate the preparation of the Technical Offer, additional information is provided in Attachment 1 to PART 3, Product and Service Information, item 1, Metadata.



Points will be awarded for each property identified in Table 4, Metadata Desirable for Product Delivery, at Article 5, Metadata Requirements, of Annex A, Statement of Requirement (SOR) that the metadata complies with. The properties are reproduced in Table 10 below with the corresponding points that will be awarded per property. The maximum score the Offeror can achieve is 8.

**Table 6. Metadata Desirable for Product Delivery**

Property	Points
Additional information about processing history	2
Information about image radiometric accuracy	2
Information about image geometric accuracy	2
For optical data: Sun azimuth, elevation and viewing angles for image centre For SAR data: Maximum and minimum of Incidence angle	2

## 1.2 Financial Evaluation

### 1.2.1 Mandatory Financial Criteria

The Offeror must submit its Financial Offer in accordance with Attachment 2 to Part 3, Financial Offer Preparation Instructions.

At bid closing, the Offeror must comply with the following mandatory financial criteria. Any offer that fails to meet the following mandatory financial criteria will be declared non-responsive and given no further consideration.

•

MANDATORY FINANCIAL CRITERIA	MET / NOT MET
1. The Offeror must complete a separate pricing schedule for an ORTHO Product and for a Basic Product. Refer to Article 4, Product Categories, of the Statement of Requirement (SOR), attached as Annex A to this solicitation, for definitions of each Product.	<input type="checkbox"/> MET <input type="checkbox"/> NOT MET
2. The Offeror must provide pricing for each of the preferred modes of interest.	<input type="checkbox"/> MET <input type="checkbox"/> NOT MET
3. The Offeror must choose one pricing basis, fixed (scene) or flexible (area), for each of the preferred modes of interest of the sensor.	<input type="checkbox"/> MET <input type="checkbox"/> NOT MET
4. Where fixed pricing is to be used, the Offeror must identify the dimensions (km x km) of a full scene size as well as the dimensions of any fractional sizes offered, as appropriate.	<input type="checkbox"/> MET <input type="checkbox"/> NOT MET
5. Where flexible pricing is to be used, the Offeror must complete the minimum and maximum area sizes for each range offered.	<input type="checkbox"/> MET <input type="checkbox"/> NOT MET

6. If different prices are to be offered for different locations, separate pricing schedules must be completed for each Location of Interest (LOI), and all areas of the world must be included.	<input type="checkbox"/> MET <input type="checkbox"/> NOT MET
7. Prices must be provided for two (2) years.	<input type="checkbox"/> MET <input type="checkbox"/> NOT MET
8. Prices must be provided for imagery from both new collect scenes and catalogue orders.	<input type="checkbox"/> MET <input type="checkbox"/> NOT MET

## 2. Basis of Selection

**Each offer will be evaluated separately on its own merit.**

1. To be declared responsive, an offer must:
  - (a) comply with all the requirements of the Request for Standing Offers (RFSO),
  - (b) meet all mandatory technical criteria;
  - (c) obtain the required minimum points for each of the four Point-rated Technical Criteria;
  - (d) obtain the required minimum points overall for the Technical Evaluation Criteria which are subject to point rating; and
  - (e) meet all mandatory financial criteria.
2. Offers not meeting (a) or (b) or (c) or (d) above will be declared non-responsive and given no further consideration.
3. All responsive offers will be recommended for issuance of a Standing Offer.
4. If more than one Satellite-Sensor from an Offeror is declared responsive and recommended for issuance of a Standing Offer, the resulting Standing Offer will include all the responsive and recommended Satellite-Sensors of the Offeror.

### 5.0 AT PART 6 - INFORMATION REQUIRED PRECEDENT TO ISSUANCE OF A STANDING OFFER, 2 File Ingest and Information Extraction:

DELETE: reference Table 6

INSERT: reference Table 7

### 6.0 AT PART 6 - INFORMATION REQUIRED PRECEDENT TO ISSUANCE OF A STANDING OFFER, 6.1 Call-up Ordering Field Details, :

DELETE: reference to Article 6

INSERT: reference to Article 5

DELETE: reference to Article 11.2

INSERT: reference to Article 9

DELETE: reference to Article 9.6.2

INSERT: referenct toh Article 7.3.5.2

DELETE: reference to Article 9.6.1

INSERT: reference to Article 7.3.5.1

DELETE: reference to Article 9.2.3

INSERT: reference to Article 7.3.1

**7.0 AT ANNEX “A”, STATEMENT OF REQUIREMENT, 2 Objective and Structure of the Document, paragraph 3:**

DELETE: references to 7.8, Order Priorities

INSERT: reference to 7.3.5, Order Priorities

**8.0 AT ANNEX “A”, STATEMENT OF REQUIREMENT, 4 Product Categories, Table 2 Optional Product Categories**

DELETE: in its entirety

INSERT:

**Table 2. Optional Product Categories**

	Product Category	Description
1	Stereo pairs	Images for the same areas with different geometry for stereo analysis and DEM development
2	Other image bundles	Two images, one coarser resolution and another finer resolution, with the latter that can be used to sharpen the former
3	DEM	Digital elevation model derived from commercial satellite data offered
4.	Mosaics	Offerors are encouraged to provide mosaics made of multi-scenes for an area
5	Image stacks	Images for the same areas with same resolution and mode, available and/or acquired over a specified period of time
6	Other value-added products	As per available in Offerors' commercial product list

## 9.0 AT ANNEX “A”, STATEMENT OF REQUIREMENT, 5 Metadata Requirements:

DELETE: in its entirety

INSERT:

## 5 Metadata Requirements

Table 3, Metadata Required for Product Delivery, lists the high priority metadata that must be provided for each Satellite-Sensor along with the product delivery by Offerors. Other properties that are desirable but not mandatory with product delivery are summarized in Table 4, Metadata Desirable for Product Delivery. Article 6, Image Quality Specifications, provides more detailed description for some of the information required or desired in Tables 3 and 4.

Note that If the Offeror has provided such products as mosaic (i.e. multi-scene composites) and/or stereo-pairs as part of its product offering under the Optional Products Categories described in Article 4, Table 2, the Offeror must provide the Properties specific to the Product and the general Properties, as identified in Table 3, Metadata Required for Product Delivery.

Metadata may be provided as an implicit part of the Product definition in predefined fields and structure; or in associated files included with the Product delivery. The sampling rate depends on the nature of the metadata parameter.

**1Table 3. Metadata Required for Product Delivery**

Properties Required for All Products	Purpose <sup>2i</sup>
Satellite and sensor name	M
Sensor Mode This will include all configurable elements of the sensor including look-direction, beam mode, incidence angle, polarization, etc.	M
Acquisition Time (UTC) (Start/Stop)	M
Image Corner Coordinates including upper left, lower left, upper right, lower right.	M
Spatial resolution / Pixel spacing	M
Number of pixels/samples and number of lines	M
Processing information This will include processing level, processing date, processor name and version and other processing relevant information	QC,T
Projection information This will include map projection, zone, ellipsoid, datum, resampling kernel used.	M
Data Format of the product and Specification	M
Browse Image (Thumbnail) normally provided with the Product. This would be a reduced resolution Product normally associated with catalogue browse	M

Properties Required for All Products	Purpose <sup>2i</sup>
Satellite and sensor name	M
functions and supplied with the Product Delivery Package.	
Text of the License will appear in its entirety as one of the metadata fields for the Product <b>or</b> as a separate file provided with the Product and zipped together with other files associated with the Product. See Article 12.	M
License Class. The License Class will appear as one of the metadata fields for the Product <b>or</b> as a separate file containing details of the order provided with the Product and zipped together with other files associated with the Product. See Article 12.	M
Ortho product generation – DEM used: DEM specification to be provided on request for each DEM used by the Offeror.	T
Ordering information This will include supplier order number, client order number, product id, client email.	O
Sensor channel spectral bands ordered	T
Additional Properties Required for Optional Products	
For Mosaic Product: mosaic product (process to merge adjacent imageries into a single, seamless product) must provide all mandatory metadata for all individual imagery part of the mosaic, as well as a shapefile providing the cutlines (boundary of each image) as well as links to the imagery and/or metadata	M
For Stereo-pairs: difference in geometry between the pairs	M

**2Table 4. Metadata Desirable for Product Delivery**

Property	Purpose
Additional information about processing history	T
Information about Image radiometric accuracies	QC
Information about Image geometric accuracies	QC
For optical data: Sun azimuth, elevation and viewing angles for image centre For SAR data: Maximum and minimum of Incidence angle	M

**10.0 AT ANNEX “A”, STATEMENT OF REQUIREMENT, 6 Image Quality Specifications, Paragraph 3:**

REPLACE: reference to Article 7, Ordering and Delivery Services, item x with Article 7.1, Services Required.

## 11.0 AT ANNEX "A", STATEMENT OF REQUIREMENT, 7 Ordering and Delivery Services:

**DELETE:** in its entirety

**INSERT:**

# 7 Ordering and Delivery Services

## 7.1 Services Required

The Offeror must provide the following services. The Offeror is requested to explain in Annex C, Satellite Product and Service Information, how it will provide these services.

### 7.1.1 General Services

- a. Ensuring the ability to deliver service within 30 calendar days after NMSO issuance, or the completion of the commissioning of the Satellite-Sensor, or both. In the case of a Satellite-Sensor which has not been fully commissioned at the time of the awarding of the NMSO, the Offeror is responsible for informing the Standing Offer Authority when service is available;
- b. Maintaining and operating all necessary infrastructure to process and provide the services specified herein for the duration of the NMSO, including the optional extension periods, should they be exercised;
- c. Advising the Standing Offer Authority and the Designated Government Archive Centre of any changes to the operational status of the Satellite-Sensor of interest, which may affect the quality of the Products ordered, the availability of service, or any other issues that relate to the provision of service within 24 hours of its occurrence;
- d. Providing to the Standing Offer Authority and the Designated Government Archive Centre the appropriate information and tools required for servicing the NMSO Call-up and service enquiries including access with contact information to its ordering services for inquiries;
- e. Providing any updates or changes to its interface to the Standing Offer Authority and the Designated Government Archive Centre with respect to its catalogue, or ordering interfaces, within 24 hours of the update or change;
- f. Providing any updates to processing and procedures occurring during the course of the NMSO to the Standing Offer Authority and the Designated Government Archive Centre. In order to have consistency in the evaluation of imagery, it is important that the Offeror provide notice to all users of changes at least one calendar month ahead of the planned update;

### 7.1.2 Customer Services to NMSO Call-ups

- g. Providing and adhering to its commercial standard timeline requirements for the submission of the NMSO Call-up and service queries as specified in Annex C;
- h. Acknowledging the receipt of the order to the Technical Authority within 3 business days after a Call-up is issued;
- i. Accepting an order under a Call-up from the Identified User via faxes and e-mails through a web based interface or other networks; only on an exceptional basis where there is a

documented Pressing Emergency defined under Article 3, Definitions, item y, orders may be placed by the Identified User by telephone with subsequent written confirmation in a call-up as soon as possible and within 14 calendar days of the placement of the order;

- j. No matter how the order under a Call-up is placed, coordinating data processing with data ordering, data acquisition, and image scene delivery to meet requested delivery schedules, in accordance to the agreed priorities and timelines provided by the Offeror in Annex C, Satellite Product and Service Information for the suggested Delivery Priority Categories and Tasking Priorities specified in Article 7.3.5, Order Priorities;
- k. Providing and specifying a mechanism to ensure that the same Product is ordered and delivered once **only** (other Identified Users will share the Product from the Designated Government Archive under the End User License Agreement, Appendix B);
- l. Advising the Identified User's Technical Authority, of its intent to fill the requirements of a NMSO Call-up within the negotiated lead times as specified in Article 8, Offeror's Time Constraints;
- m. Changing or cancelling a NMSO Call-up at the request of the Identified User prior to the Offeror's specified cut-off timeline or lead time required to process an order as specified in Article 8, Offerors' Time Constraints, item ;
- n. Delivering the ordered Product, as described in the Product Delivery, Article 9, Product Delivery.

## 7.2 Services Desirable

The following services are desirable. The Offeror should explain in Annex C, Satellite Product and Service Information, which of these services it will provide and how:

### 7.2.1 General Services:

- a. Providing a mechanism to ensure that orders for new acquisitions from multiple Identified Users for the same geographic area can be effectively identified and that the Technical Authorities of the involved Identified Users are timely informed of the potential overlap or conflict. Offerors are encouraged to use the Canada's National Topographic System Mapsheet index as the spatial reference for this purpose.
- b. Providing services for emergency priority tasking (or its equivalent) collection, processing, and delivery;(refer to Article 7.3.5, Ordering Priorities, in Annex A, SOR), and adhering to the response times (refer to Article 8, Time Constraints, in Annex A, SOR) as specified by the Offeror in Annex C, Satellite Product and Service Information.;
- c. Providing catalogue information and ordering services from Satellite-Sensors no longer operational for the duration of the NMSO;
- d. Maintaining the capacity to deliver at least 1000 image Products per Satellite-Sensor per federal government fiscal year (1 April to 31 March) in accordance with the specifications herein;
- e. Maintaining the peak capacity to deliver at least 50 distinct BASIC image scenes per Satellite-Sensor within one business week;
- f. Providing as many End User License Classes as possible (refer to Table A, License Class

Designations, in Appendix B, End User License Agreement, of Annex A, Statement of Requirement (SOR)).

## 7.2.2 Customer Services:

- g. Providing Technical Authorities with both assistance and catalogue access for queries of imagery catalogues with browse capabilities;
- h. All requests for customer support from the Identified User have a mean time to resolve (MTTR) of less than three (3) working days from call-up issue time;
- i. Requests for customer support from the Identified User be responded to within 24 hours of the request except when item h applies;
- j. Access to imagery and ordering services on a twenty-four (24) hour a day, seven (7) days a week basis;
- k. Actioning 'ad hoc' tasking updates placed at the Rush Priority Delivery Category or its equivalent as late as the timeline allows prior to the beginning of the corresponding tasking uplink period according to the information provided in Article 8, Offerors' Time Constraints, item f.

## 7.3 Additional Specifications of Services

### 7.3.1 Public Catalogue Hold Back

In some cases, there may be a requirement to withhold information from the Offeror's public catalogue of new acquisitions of imagery outside Canada by the Identified User. Where this requirement is necessary and available, the Technical Authority will specify the hold back period on the NMSO Call-up. This requirement is only relevant to License Classes higher than and including Class 6 (see Article 12.1, License Classes).

### 7.3.2 Rescheduling Acquisition of Data

When weather or satellite system anomalies exist so that ordered Products cannot be obtained, the Offeror must notify the Identified User's Technical Authority of contingency plans and attempt the next feasible collection that is acceptable to the Technical Authority. Where rescheduling of an acquisition is required outside the specified acquisition time window of the order, a new time proposal is required. At the discretion of the Identified User, the order may be cancelled at this time. The information on changes in acquisition time must be provided to the Technical Authority within the time frame as stated in Article 8. Offeror's Time Constraints, item , and established prior to NMSO authorization.

### 7.3.3 Cancellation of Any Order under a Call-up

From time to time an Identified User may require to cancel an order under a Call-up after it has communicated the NMSO Call-up to the Offeror within the times agreed to in Article 9, Product Delivery. The Identified User will notify the Offeror when under these conditions an order must be cancelled and the Offeror must remove the order from its queue.

### 7.3.4 Request for Conducting Background Data Collection

Identified Users may face a situation in which they are interested in acquiring data for certain areas but the availability of funds is uncertain. The request(s) by any and all Identified Users to conduct background



data collection will be communicated to all Satellite Operating Agencies in the annual Notice of Refresh described in the NMSO. Once funding becomes available, the Identified User may issue a Call-up to procure the data from the Offeror's archive at archived price. Since the funding is uncertain, the subsequent procurement is not guaranteed even if the background data has been collected by the Offeror. It is at the discretion of the Offeror to determine if it will use the spare capacity of a satellite sensor to accommodate the request(s) for background data collection.

### 7.3.5 Order Priorities

The importance of delivery time (expressed as Delivery Priorities) for creation and delivery of Products, and the importance of scheduling new acquisitions (Tasking Priorities) are considered separately in this SOR. Offeror's Time Constraints are considered in Article 8, Offeror's Time Constraints, and delivery and tasking priority categories are considered respectively in Articles 7.3.5.1, Suggested Delivery Priority Categories for Products, and 7.3.5.2, Suggested Tasking Priorities for New Acquisitions.

#### 7.3.5.1 Suggested Delivery Priority Categories for Products

For each NMSO Call-up, four (4) broad classes of delivery priority categories for Products are suggested: Background-D, Standard-D, Operational-D, and Rush-D. These classes are better defined in Table 5, Suggested Delivery Priority Categories, below. It is understood that not all Offerors may provide these broad delivery priority categories. Offerors that cannot provide these delivery categories must provide the Government of Canada of their equivalent Delivery Priority Categories in their offer, as reflected in Annex C, Satellite Product and Service Information, so that at the time of ordering, the Identified User will be aware of the capabilities and limitations of that particular Satellite-Sensor.

**3Table 5. Suggested Delivery Priority Categories**

<b>Suggested Delivery Priority</b>	<b>Expectation</b>
Background-D	This is the lowest priority in terms of time delivery requirement. This could be used for R&D or non-time critical applications taken on a wide scale basis. Normally, new Products should be acquired only when there are no conflicts or other restraints on the use of the Satellite-Sensor or relevant available archive data for the requirements of the NMSO.
Standard-D	This is similar to Background-D, but has more time critical applications. A time window of opportunity is more relevant here. Normally, new Products should be acquired according to the standard conflict resolution process used by the SOA.
Operational-D	Operational-D category data is intended for use in routine operations of the Identified User and are considered essential to fulfill routine operational obligations. Products are required on a regular basis but the window of opportunity is more critical. This could include field operations where coordination with other participants or information gathering is crucial. An example might be a specific crop growing season and the requirement to image at specific intervals within that time frame
Rush-D	Rush-D class data is intended for very short time requirements (24 hours or less). Product delivery for Emergency-T Class Tasking would normally follow this priority. In the case when Rush-D delivery is specified and for unforeseen reasons, it is impossible to deliver to the Designated Government FTP Site as specified in Article 9.3, Delivery Time, within the time requirement, the Offeror will provide an alternate delivery mechanism in consultation with the Technical Authority. This could be an FTP address for pickup by the Technical Authority,

Suggested Delivery Priority	Expectation
Background-D	This is the lowest priority in terms of time delivery requirement. This could be used for R&D or non-time critical applications taken on a wide scale basis. Normally, new Products should be acquired only when there are no conflicts or other restraints on the use of the Satellite-Sensor or relevant available archive data for the requirements of the NMSO.
	or push to an alternative address provided by the Technical Authority. In any case, the Product(s) will be delivered to the Designated Government FTP site server when service is restored.

### 7.3.5.2 Suggested Tasking Priorities for New Acquisitions

An NMSO Call-up which contains a requirement for a new acquisition of Satellite-Sensor Products will identify a Tasking Priority which reflects the expectations of the Offeror by the Identified User's Technical Authority. The suggested categories in Table 6, Suggested Tasking Priority Categories, below is hierarchical and by assigning Tasking Priorities, the expectation is that new acquisitions will be tasked first by Tasking Priority and then by the sequence of the Order in the ordering queue according to the rules set out in Article 7.3.6, Conflicting Scheduling Requirements for Satellite Imagery.

**4Table 6. Suggested Tasking Priority Categories**

Suggested Tasking Priority	Expectation
Background-T	The SOA schedules this acquisition when there are no conflicts and at the convenience of their operations.
Standard-T	The SOA schedules this acquisition with standard tasking priority.
Operational-T	The SOA schedules this acquisition with operational tasking priority. This Tasking priority would reflect ongoing requirements for data
Rush-T	The SOA schedules this acquisition with high tasking priority.
Emergency-T	The SOA schedules this acquisition at the earliest opportunity provided it does not jeopardize the health of the Satellite.

### 7.3.6 Conflicting Scheduling Requirements for Satellite Imagery

In the event that there are conflicting scheduling requirements for new acquisitions submitted to an Offeror through different NMSO Call-Ups, the Offeror must attempt to service the Call-Up with the highest Tasking Priority first (see Article 7.3.5.2, Suggested Tasking Priorities for New Acquisitions). In the event that conflicting requirements have the same Tasking Priority, the Offeror must attempt to service the Call-Up first received. In the event of duplicate requests for new acquisitions of the same area at the same acquisition time, the Offeror must inform the Identified Users involved in the requests, and fill only one request. In the event that there are further conflicting scheduling requirements for new acquisitions involving NMSO Call-Ups requirements with those of clients outside the context of the NMSOs, the normal conflict resolution practices of the Offeror will then apply.

Application of the above guidelines may result in the Call-up requirement being cancelled, rescheduled or given a higher priority at the request of the Identified User.

**12.0 AT ANNEX “A”, STATEMENT OF REQUIREMENT, 8 Offeror’s Time Constraints, b.:**

DELETE: reference to Article 7.1, Overview, item v.

INSERT: reference to Article 7.1.2, Customer Services, item l.

**13.0 AT ANNEX “A”, STATEMENT OF REQUIREMENT, 8 Offeror’s Time Constraints, f.:**

DELETE: reference to Article 7.5, Rescheduling Acquisition of Data

INSERT: reference to Article 7.3.2, Rescheduling Acquisition of Data

**14.0 AT ANNEX “A”, STATEMENT OF REQUIREMENT, 8 Offeror’s Time Constraints, g.:**

DELETE: reference to Article 7.6, Cancellation of any Order under Call-up

INSERT: reference to Article 7.3.3, Cancellation of any Order under Call-up

**15.0 AT ANNEX “A”, STATEMENT OF REQUIREMENT, 8 Offeror’s Time Constraints, item j:**

DELETE: in its entirety

**16.0 AT ANNEX “A”, STATEMENT OF REQUIREMENT, 8 Offeror’s Time Constraints, Table 7, Time Estimates of Potential Delivery and Tasking Requirements, item j:**

DELETE: in its entirety

**17.0 AT ANNEX “A”, STATEMENT OF REQUIREMENT, 9.3 Delivery Time:**

DELETE: reference to Article 7.8, Order Priorities

INSERT: reference to Article 7.3.5, Order Priorities

**18.0 AT ANNEX “A”, STATEMENT OF REQUIREMENT, 11.1 Responsibilities of the Designated Government Archive Centre, a.:**

DELETE: reference to Article 7.1, Overview

INSERT: reference to Article 7, Ordering and Delivery Services

**19.0 AT ANNEX “A”, STATEMENT OF REQUIREMENT, Appendix B - End User License Agreement, B7.0 License Classes, Table A, License Class Column, after Class 11**

INSERT: Class 12