

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

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

**LETTER OF INTEREST  
LETTRE D'INTÉRÊT**

**Comments - Commentaires**  
THIS DOCUMENT CONTAINS A SECURITY  
REQUIREMENT

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

**Issuing Office - Bureau de distribution**  
Shared Systems Division (XL)/Division des systèmes  
partagés (XL)  
4C1, Place du Portage Phase III  
11 Laurier St./11, rue Laurier  
Gatineau  
Québec  
K1A 0S5

<b>Title - Sujet</b> INMATE ACCOUNTING SYSTEM	
<b>Solicitation No. - N° de l'invitation</b> 21120-122028/A	<b>Date</b> 2012-09-07
<b>Client Reference No. - N° de référence du client</b> 21120-122028	<b>GETS Ref. No. - N° de réf. de SEAG</b> PW-\$\$XL-120-24889
<b>File No. - N° de dossier</b> 120xl.21120-122028	<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 2012-09-25</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> Hoffman, Amanda	<b>Buyer Id - Id de l'acheteur</b> 120xl
<b>Telephone No. - N° de téléphone</b> (613) 934-1604 ( )	<b>FAX No. - N° de FAX</b> (819) 953-3703
<b>Destination - of Goods, Services, and Construction:</b> <b>Destination - des biens, services et construction:</b> CORRECTIONAL SERVICE OF CANADA 340 LAURIER AVE W. OTTAWA Ontario K1A0P9 Canada	

**Instructions: See Herein**

**Instructions: Voir aux présentes**

<b>Delivery Required - Livraison exigée</b> See Herein	<b>Delivery Offered - Livraison proposée</b>
<b>Vendor/Firm Name and Address</b> Raison sociale et adresse du fournisseur/de l'entrepreneur	
<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/ de l'entrepreneur (taper ou écrire en caractères d'imprimerie)</b>	
<b>Signature</b>	<b>Date</b>

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## REQUEST FOR INFORMATION (RFI)

### FOR

## INMATE ACCOUNTING SYSTEM REPLACEMENT (IASR)

### FOR

### Correctional Service Canada (CSC)

This is not a bid solicitation. Canada is seeking feedback from Industry with respect to the procurement of an Inmate Accounting System Replacement.

## 1. Introduction

### 1.1 Overview

The Corrections and Conditional Release Act requires that CSC manage the current and savings accounts of offenders, as well as administer payments to them, as incentive for work performed. CSC's legacy Inmate Accounting System is the tool currently used to manage these 43,000 offender accounts, and roughly 1.8 million transactions per year. CSC is in the process of preparing a Request for Proposal for the procurement of a replacement to the legacy system. CSC's intention is to procure a best-of-breed Commercial-off-the-shelf inmate accounting system solution, and to release an RFP within three months of the receipt of responses to this RFI.

The purpose of this Request for Information is to solicit comments from industry with respect to the draft Request for Proposal (RFP). The complete draft RFP is provided in Appendix A, attached. In responding to the RFI, information related to the questions will be appreciated. In addition if there is information that is relevant to the development of guidelines that would impact a decision process it should also be included. If possible the information provided should be complete and not require referencing other material not included unless there is no other way of providing the information.

### 1.2 Objectives of the RFI

The purpose of the RFI is to help Canada finalize its Request for Proposal for the procurement of an Inmate Accounting System Replacement. The objective of the RFI is to provide an opportunity for those interested to provide information they feel Canada should be aware of prior to the issuance of the RFP.

## 2. Instructions to Respondents

The following sub-sections provide specific instructions for respondents.

### 2.1 Nature of Request for Information

**This is not a bid solicitation.** This RFI will not result in the award of any contract; therefore, potential suppliers of any goods or services described in this RFI should not earmark stock or facilities, nor allocate resources, as a result of any information contained in this RFI. Nor will this RFI result in the creation of any source list; therefore, whether or not any potential supplier responds to this RFI will not preclude that supplier from participating in any future procurement. Also, the procurement of any of the goods and services described in this RFI will not necessarily follow this RFI.

## 2.2 Response Costs

Canada will not reimburse any respondent for expenses incurred in responding to this RFI.

## 2.3 Treatment of Responses

Use of Responses: Responses will not be formally evaluated. However, the responses received may be used by Canada to develop or modify procurement strategies or any draft documents contained in this RFI. Canada will review all responses received by the RFI closing date. Canada may, in its discretion, review responses received after the RFI closing date.

Review Team: A review team composed of representatives from Canada will review the responses. Canada reserves the right to hire any independent consultant, or use any government resources that it considers necessary to review any response. Not all members of the review team will necessarily review all responses.

Confidentiality: Respondents should mark any portions of their response that they consider proprietary or confidential. Canada and its consultants will treat those portions of the responses as confidential to the extent permitted by the Access to Information Act.

Post-Submission Review Meetings: Canada may request individual Post-Submission Review Meetings with respondents to provide clarity on information provided. If required, these will be held at the most appropriate location, to be determined at a later date. The intent of these meetings will be to provide an opportunity for a face-to-face discussion with respondents.

Although respondents may request a meeting, and their request will be considered, Canada will determine whether it requires additional information from any given respondent and will schedule meetings accordingly. All such requests, by respondents, should be forwarded to the Contracting Authority.

## 2.4 Response Format

Section 3 contains specific questions that are consecutively numbered. Respondents are asked to submit responses indexed by the specific RFI question number. Respondents are asked to repeat the question prior to their response for reviewer convenience.

Respondents are requested to submit one softcopy of their response.

Cover Page: Respondents are requested to indicate the title of the response, the solicitation number, the volume number and the full legal name of the respondent, the name and address of the respondent, the name, address and telephone number of the respondent's contact.

## 2.5 Numbering System

Each question has its own unique number. It is prefixed with "Q-" followed by a sequence number (e.g. Q-1). Respondents are requested to prepare their response using a numbering system corresponding to the one in this RFI. All references to descriptive material, technical manuals, and any brochures included as part of the response, should be referenced accordingly.

## 2.6 Enquiries

Because this is not a bid solicitation, Canada will not necessarily respond to all enquiries in writing or by circulating answers to all potential suppliers. However, respondents with questions regarding this RFI may direct their enquiries to the Contracting Authority identified herein.

## 2.7 Submission of Responses

Respondents should send responses electronically via e-mail to the Contracting Authority's address identified herein by the date specified on the front page of the RFI.

All requested information is to be provided to the Contracting Authority on or before the closing date of the RFI.

## 2.8 Contracting Authority

Contracting Authority: Amanda Hoffman

E-mail Address: Amanda.Hoffman@pwgsc-tpsgc.gc.ca

Telephone No.: (819)-934-1604

Facsimile No.: (819) 953-3703

## **3. Questions**

This section solicits specific feedback and comments on the attached DRAFT Request for Proposal. Detailed comments and responses are requested.

### 3.1 Technical Requirements

Q1. Does the Vendor believe that it can meet the mandatory requirements identified in the "Substantiation of Technical Requirements" portion of this draft RFP? Does the Vendor believe that it can obtain a minimum rating of 60% on the rated requirements identified in the "Substantiation of Technical Requirements" portion of this draft RFP? Are there any elements which raise challenges, if so, what are they?

### 3.2 Maintenance and Support

Q2. Has the Vendor built and supported other customized versions of the COTS? How does the Vendor support and maintain this customized version, in regards to enhancements to their base product and upgrading technology (i.e. operating system, database, etc.)? How does the Canada's maintenance and support requirement outlined differ from maintenance and support models from previous engagements?

Q3. SWAT Access: CSC anticipates the possibility that the Contractor may be located outside of the National Capital Region. There may be circumstances during which CSC requires the Contractor to be on-site to resolve problems. Is this model acceptable and well-understood by the Vendor?

### 3.3 Basis of Payment and Pricing

Q4. Can the Vendor provide a high level estimate as to the bid price for this project, given these requirements, based on other projects completed by the Vendor? This information will not be used in the subsequent RFP process.

Q5. Licensing: Does the Vendor normally provide enterprise or per user licenses? What is the Vendor's standard licensing structure for the test/development environment vs the full production roll-out?

### 3.4 Project Implementation

Q6. Is the schedule reasonable, as established within the Milestone Deliverables, based on your experience implementing this COTS product?

Q7. Does the Vendor believe that it can meet the mandatory requirements identified in the "Management Bid" portion of this draft RFP and obtain a minimum rating of 50% on the rated requirements identified in the "Management Bid" portion of this draft RFP? If not, why?

### 3.5 Other

Q8. Are there any elements in the draft RFP that would cause the Vendor not to bid on the requirement?

### Future Product Direction

Q9: Canada would like to identify whether interested vendors have developed functionality to address potential future directions for the IASR. Please provide a brief summary of the functionality provided by the software and include any documentation available:

- a) Automated Time Sheets for Inmate pay: self-service functionality for non-finance employee users to enter timesheet information for inmates which is seamlessly converted into payroll transactions.
- b) Automated Teller Machine (ATM) type functionality: functionality which allows an inmate to access his account information, and perform transaction initiation steps (for example: view account balance information; print statements; initiate a cheque or non-cheque disbursement; and initiate fund transfer requests). Once the transaction is initiated, intermediary functionality must exist to insert an approval step (to be completed by an employee approver) prior to transaction completion. Please provide information on the form of inmate authentication used.

**BID SOLICITATION**  
**INMATE ACCOUNTING SYSTEM REPLACEMENT**  
**SOFTWARE SOLUTION**  
  
**FOR**  
**CORRECTIONAL SERVICES CANADA**

**THIS BID SOLICITATION CONTAINS A SECURITY REQUIREMENT**

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**List of Annexes to the Resulting Contract:**

Annex A	Pricing Tables
Annex B	Security Requirements Check List (SRCL)
Annex C	Statement of Requirements (SOR)
Annex D	CSC Technical Environment
Annex E	Task Authorization Form

**Forms:**

- Form 1 - Bid Submission Form
- Form 2 - Reference Project (Products) Evaluation Criteria
- Form 3 - Reference Project (Service) Evaluation Criteria
- Form 4 - Software Publisher Certification Form
- Form 5 - Software Publisher Authorization Form
- Form 6 - Substantiation of Technical Compliance Form
- Form 7 - Management Bid Evaluation Criteria

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## **PART 1 - GENERAL INFORMATION**

### **1.1 Introduction**

The bid solicitation and resulting contract document is divided into seven parts plus annexes and attachments as follows:

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

### **1.2 Summary**

This bid solicitation is being issued to satisfy the requirement of Correctional Services Canada to acquire a "commercially available" Inmate Accounting System Replacement Software Solution to replace the current legacy system.

It is intended to result in the award of a contract covering a period of three years plus irrevocable options to extend the period of the contract by up to five consecutive periods of one-year each.

Canada requires a perpetual license for the Licensed Software. The license must initially allow up to 450 Users to install, copy, deploy and use the Licensed Software, with the option to add additional Users on a per User basis, over the contract periods. The license arrangement must also allow for customization of the Licensed Software without further restricting or limiting the initial and/or ongoing License rights detailed in the contract. The deliverables will also include a one-year warranty, maintenance and support services, software documentation, training and professional services.

All parts of the Software must be available to the Client Users 24 hours per day, 7 days per week, 365 days per year, and must operate at all times in Client's technical environment in accordance with the requirements defined in the bid solicitation and any resulting contract.

There is a security requirement associated with this requirement. For additional information, see Part 6 - Security, Financial and Other Requirements, and Part 7 - Resulting Contract Clauses. Bidders should consult the "Security Requirements on Bid Solicitations - Instructions for Bidders" document on the Departmental Standard Procurement Documents Website:  
<http://www.tpsgc-pwgsc.gc.ca/app-acq/lc-pl/index-fra.html>.

For any inquiries regarding their security documents, bidders should contact CISD at 1-866-368-4646 or 613-948-4176 in the National Capital Region.

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The requirement is subject to the provisions of the World Trade Organization *Agreement on Government Procurement* (WTO-AGP), the *North American Free Trade Agreement* (NAFTA), the *Canada-Chile Free Trade Agreement* (CCFTA), and the *Agreement on Internal Trade* (AIT).

### **1.3 Communications Notification**

As a courtesy, the Government of Canada requests that successful bidders notify the Contracting Authority in advance of their intention to make public an announcement related to the award of a contract.

### **1.4 Debriefings**

After contract award, bidders may request a debriefing on the results of the bid solicitation. Bidders should make the request to the Contracting Authority within 15 working days of receipt of notification that their bid was unsuccessful. The debriefing may be provided in writing, by telephone or in person.

## **PART 2 - BIDDER INSTRUCTIONS**

### **2.1 Standard Instructions, Clauses and Conditions**

- (a) All instructions, clauses and conditions identified in the bid solicitation by number, date and title are set out in the Standard Acquisition Clauses and Conditions (SACC) Manual issued by Public Works and Government Services Canada (PWGSC).
- (b) Bidders who submit a bid agree to be bound by the instructions, clauses and conditions of the bid solicitation and accept the clauses and conditions of the resulting contract.
- (c) The 2003 (2011-05-16) Standard Instructions - Goods or Services - Competitive Requirements are incorporated by reference into and form part of the bid solicitation. If there is a conflict between the provisions of 2003 and this document, this document prevails.
- (d) Subsection 5.4 of 2003 Standard Instructions - Goods or Services - Competitive Requirements is amended as follows:
  - (i) Delete: sixty (60) days
  - (ii) Insert: one hundred twenty (120) days

### **2.2 Submission of Bids**

- (a) Bids must be submitted only to Public Works and Government Services Canada Bid Receiving Unit, by the date, time and place indicated on page 1 of the bid solicitation.
- (b) Due to the nature of the bid solicitation, bids transmitted by facsimile or electronic mail to Public Works and Government Services Canada will not be accepted.

### **2.3 Enquiries - Bid Solicitation**

- (a) All enquiries must be submitted in writing to the Contracting Authority no later than 10 calendar days before the bid closing date. Enquiries received after that time may not be answered.
- (b) Bidders should reference as accurately as possible the numbered item of the bid solicitation to which the enquiry relates. Care should be taken by bidders to explain each question in sufficient detail in order to enable Canada to provide an accurate answer. Technical enquiries that are of a "proprietary" nature must be clearly marked "proprietary" at each relevant item. Items identified as proprietary will be treated as such except where Canada determines that the enquiry is not of a proprietary nature. Canada may edit the questions or may request that the Bidder do so, so that the proprietary nature of the question is eliminated, and the enquiry can be answered with copies to all bidders. Enquiries not submitted in a form that can be distributed to all bidders may not be answered by Canada.

### **2.4 Applicable Laws**

- (a) Any resulting contract must be interpreted and governed, and the relations between the parties determined, by the laws in force in Ontario, Canada.
- (b) A bidder may, at its discretion, substitute the applicable laws of a Canadian province or territory of their choice without affecting the validity of its bid, by deleting the name of the Canadian province or territory specified and inserting the name of the Canadian province or territory of its choice. If no change is made, it acknowledges that the applicable laws specified are acceptable to the Bidder.

## **2.5 Volumetric Data**

The projected data and services included in the bid solicitation have been provided in order to compare bids during the bid financial evaluation. The inclusion of this data in this bid solicitation does not represent a commitment by Canada that Canada's future usage of the Software will be consistent with this data.

## PART 3 - BID PREPARATION INSTRUCTIONS

### 3.1 Bid Preparation Instructions

- (a) Canada requests that bidders provide their bid in separately bound sections as follows:

- (i) Section I: Technical Bid (two hard copies and 2 soft copies on CDs or USB)
- (ii) Section II: Management Bid (two hard copies and 2 soft copies on CDs or USB)
- (iii) Section III: Financial Bid (2 hard copies)
- (iv) Section IV: Certifications (1 hard copy)

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

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

- (b) Canada requests that bidders follow the format instructions described below in the preparation of their bid:

- (i) use 8.5 x 11 inch (216 mm x 279 mm) paper;
- (ii) use a numbering system that corresponds to the bid solicitation;
- (iii) include a title page at the front of each volume of the bid that includes the title, date, bid solicitation number, bidder's name and address and contact information of its representative; and
- (iv) include a table of contents.

- (c) The Bidder may submit more than one bid. If an alternate bid is submitted, it must be a physically separate document, clearly marked as an alternate bid. Each bid will be evaluated independently, without regard to the other bids submitted by the Bidder. As a result, every bid must be complete on its own. Even though material submitted in one bid will not be used to supplement another bid submitted by the same bidder, where inconsistencies are noted among multiple bids submitted by the same bidder, Canada may take those inconsistencies into account in evaluating the multiple bids. If the Bidder submits multiple bids and wishes to withdraw one or more of those bids, Canada may require that the bidder withdraw either all its bids, or none of them.

### 3.2 Section I: Technical Bid

In their technical bid, bidders must demonstrate their understanding of the requirements contained in the bid solicitation and explain how they will meet these requirements. Bidders must demonstrate in a thorough, concise and clear manner that the proposed Software Solution will meet the requirement. The technical bid must address clearly and in sufficient depth the points that are subject to the evaluation criteria against which the bid will be evaluated.

Bidders must be aware that simply stating "Compliant or Responsive" or "Fully Compliant or Fully Responsive" or just repeating the requirement will not necessarily constitute meeting a mandatory requirement. Where Canada determines that the substantiation related to a mandatory requirement is not complete, the bid will be considered non-responsive and will be disqualified.

In order to facilitate the evaluation of the bid, Canada requests that bidders address and present topics in the order of the evaluation criteria under the same headings. To avoid duplication, bidders may refer to different sections of their bids by identifying the specific paragraph and page number where the subject topic has already been addressed.

The technical bid consists of providing the following:

- (a) **Substantiation of Technical Compliance Form (Attached as Form 6)** The technical bid must substantiate the compliance of the Bidder's Inmate Accounting System Replacement Software

Solution with the Statement of Requirements. The Bidder is requested to address each requirement listed in Form 6- Substantiation of Technical Compliance.

- (b) **Technical Documentation.** The Bidder must provide technical documentation such as user manuals, screenshots, design or system management documents (or other information sources) to support the Bidder's response to each requirement (soft copy of the technical documents required to support the Technical Bid is acceptable). Links to websites are not acceptable and if provided to validate a mandatory requirement, it will render the bid response non responsive.

The Bidder should include the precise location of the reference material including the title of the document, the page and the paragraph numbers when addressing each criteria. Any reference material listed by the Bidder to demonstrate the compliance must be part of the bid (hard copy or soft copy). If it is not included in the bid, it will not be taken into consideration by Canada. Where the reference is not sufficiently precise, Canada may request that the Bidder direct Canada to the appropriate location in the bid documentation.

### 3.3 Section II: Management Bid

The Management Bid consists of the following:

- (a) **Bid Submission Form (Attached as Form 1):** Bidders are requested to include the Bid Submission Form with their bids. It provides a common form in which bidders can provide information required for evaluation and contract award, such as a contact name, the Bidder's Procurement Business Number, the Bidder's status under the Federal Contractors Program for Employment Equity, etc. Using the form to provide this information is not mandatory, but it is recommended. If Canada determines that the information required by the Bid Submission Form is incomplete or requires correction, Canada will provide the Bidder with an opportunity to do so.
- (b) **Corporate Profile:** The Corporate Profile should include a brief description of each of the following:
- (i) The Bidder's size, corporate structure, years in business, business activities, major customers, number of employees and their geographic presence;
  - (ii) The roles and qualifications of any sub-contractor(s) that may be involved in providing services to support the proposed Software Solution;
  - (iii) The Bidder is requested to describe when and how the proposed Software was conceived and how it has evolved, with the accomplishments of each release.
  - (iv) The Bidder's history in relation to financial software products, including developing, distribution and support client installations related to the proposed software products; and,
  - (v) The proposed project monitoring procedures, controls and internal reporting mechanisms.
- (c) **Reference Projects:**
- (i) **Description of Reference Projects for the Proposed Software:** The Bid must include a description of three projects where the software products have been deployed for the management of at least 5,000 inmate accounts within correctional facilities and have been in use for at least one year prior to the closing date of this bid solicitation. Canada will evaluate these reference projects in accordance with the evaluation criteria listed in Form 2 - Reference Projects (Products) Evaluation Criteria.
  - (ii) **Description of Reference Projects for Services:** The Bid must include a description of three projects where the Bidder has provided implementation, testing, configuration, adaptation and customization services to deploy a financial or human resources software product as those described in the bid solicitation document. The services must have been provided in the last 10 years. Canada will evaluate these reference projects in

accordance with the evaluation criteria found in Form 3 - Reference Project (Services) Evaluation Criteria.

- (iii) **For Each Reference Project:** The Bidder should, at a minimum, provide with the bid the name, the telephone number and e-mail address of the Customer's person who possessed oversight or approval authority over the Bidder's work as a contact person. Bidders are also requested to include the title of the contact person. If the contact information is not provided with the bid, the Contracting Authority will so inform the Bidder and provide the Bidder with a time frame within which to submit the information. Failure to comply with the request of the Contracting Authority and meet the requirement within the time period will render the bid non-responsive. If the named individual is unavailable when required during the evaluation period, the Bidder may provide the name and contact information of an alternate contact from the same customer.

The Bidder should indicate the name of the customer organization, the duration of the services (start and finish dates), brief description of the type and scope of services (ex: adaptation, data cleansing/migration, on-site installation, training, and help desk support); d) description of delivered planning documentation, along with a description of any project management services; e) description of any service level agreement or performance standard(s) to which the Bidder was required to conform during the project, together with the level of Bidder compliance with said service level agreement or performance standard.

- (iv) Sub-contractors can be identified within reference products and projects.
- (v) Experience of the Named Resource gained during formal education will not be considered work experience. All requirements for work experience must have been obtained in a professional environment as opposed to an educational setting. Co-op terms are considered work experience provided they are related to the required services.
- (vi) Bidders are advised that the month(s) of individual Resource Experience listed for a project in which the time frame overlaps that of another referenced project for the same named resource will only be counted once. For example: Project #1 time frame is July 2003 to December 2003 (i.e. 6 months); Project #2 time frame is October 2003 to January 2004 (i.e. 4 months); the total months of experience for these two (2) project references is seven (7) months [i.e. Months in which work took place (10 months- 3 months of overlapping work time, being the period from October to December 2003)]
- (vii) Canada reserves the right to contact references at any point in the evaluation process.

- (d) **Description of Qualifications of Proposed Professional Services Resources:** The management bid must include résumés of personnel from the identified resources categories below at Article 3.3 (c.i, ii, iii) that will deliver the Work in accordance with the Bidder's Implementation Plan in relation to the installation, planning, configuration, integration, data conversion, customization and testing.

The résumés must demonstrate that the Bidder is able to provide resources that have the qualifications to deliver the Work (including any educational certifications, work experience, and professional designation or membership of the proposed resources). With respect to résumés and resources, at the minimum,

- (i) *Project Manager: as specified in Part 7 - Article 7.23*
- (ii) *Developer (Programmer/Analyst(s)) as specified in Part 7 - Article 7.23*
- (iii) *Functional Analyst/Training Instructor(s): as specified in Part 7 - Article 7.23*

With respect to résumés and resources:



- (iv) Proposed resources may be employees of the Bidder or employees of a subcontractor, or these individuals may be independent contractors to whom the Bidder would subcontract a portion of the Work.
- (v) For educational requirements for a particular degree, designation or certificate, Canada will only consider educational programmes that were successfully completed by the resource by the time of bid closing.
- (vi) For requirements relating to professional designation or membership, the resource must have the required designation or membership by the time of bid closing and must continue, where applicable, to be a member in good standing of the profession's governing body throughout the evaluation and Contract Period.
- (vii) For work experience, Canada will not consider experience gained as part of an educational programme, except for experience gained through a formal co-operative programme at a post-secondary institution.
- (viii) For any requirements that specify a particular time period (e.g., 2 years) of work experience, Canada will disregard any information about experience if the individual's résumé does not include the relevant dates for the experience claimed (i.e., the start date and end date).
- (ix) For work experience to be considered by Canada, the résumé must not simply indicate the title of the individual's position, but must demonstrate that the resource has the required work experience by explaining the responsibilities and work performed by the individual while in that position. In situations in which a proposed resource worked at the same time on more than one project, only the time of one project will be counted toward any requirements that relate to the individual's length of experience.

(e) **Proposed Support Plan:** The Bidder must include a description of its maintenance and support services for the Licensed Software which should describe how the Bidder will meet all the relevant requirements described in Part 7, Resulting Contract Clauses, Article 7.19, Maintenance and Support, including the 4004 (2010-08-16) Supplemental General Conditions - Maintenance and Support Services. At a minimum, the Bidder should describe its:

- (i) Problem reporting and response procedures;
- (ii) Escalation procedures within bidder's corporate structure;
- (iii) Handling of enhancement requests and bug fixes;
- (iv) Security patch management process and trouble-shooting services for the Software Solution's configuration
- (v) On-site support availability;
- (vi) Any enhancements to the basic requirements that the Bidder is offering;
- (vii) Ability to reconfigure after partial failure;
- (viii) Service level objectives and guarantees of no interruption of services for software upgrades, configuration changes or other normal maintenance and recovery plan if these occur; and,
- (ix) any other information it considers relevant.

Canada will evaluate the Support Plan against the criteria established in Form 7 - Management Bid Evaluation Criteria.

(f) **Bidder's Training Plan:** The Bidder should provide an overview of the proposed Training Plan that meets the objective stated in the Bid Solicitation and should include a list of commercial training courses that are available on the proposed Software Solution. Information on the training available will be for the type of users described in Part 7 - Resulting Contract Clauses. At a minimum, the Bidder must provide:

- (i) Outline of course material and copies of existing end-user, train-the-trainer and system administrator training materials;
- (ii) Number of training days per course for each category,
- (iii) User guides and user manuals.

Canada will evaluate the Training Plan against the criteria established in Form 7 - Management Bid Evaluation Criteria.

**(g) Bidder's Implementation Plan:**

The Bidder should provide a proposed Implementation Plan that includes the following information:

- (i) Technology Blueprint that should comprise of a detailed architecture diagram which includes major software (i.e. Database, application, desktop, web services, virtualization, etc.), hardware components and resource requirements (i.e. Memory, CPU, etc.), for the optimal performance of the proposed Software Solution, in accordance with CSC's Technical Architecture diagram located in Annex D - CSC's Technical Environment
- (ii) Technical Installation Plan that should detail the steps required to move from functional specifications, through operational go-live of the Software Solution in the Client's production environment, up to and including the first quarter in which the Software Solution is available for operational use.
- (iii) Detailed Implementation Schedule including roles and responsibilities of each resource assigned to the project. The Implementation Schedule should present and detail the steps required to move from functional specifications, through operational go-live of the IASR in the CSC's production environment, up to and including the first quarter in which the IASR is available for operational use.
- (iv) Database Backup and Recovery Strategy
- (v) Disaster Recovery Strategy
- (vi) Release Management Methodology

The Implementation Plan including the Detailed Implementation Schedule should take into account the required adaptations to that will be undertaken on the proposed Software Solution to provide the functionalities listed in Annex C - Statement of Requirements.

### **3.4 Section III: Financial Bid**

- (a) Pricing:** Bidders must submit their financial bid in accordance with Part 7 - Basis of Payment and Annex A - Pricing Tables without any conditions, assumptions, or restrictions. Any financial proposal that purports to restrict the way in which Canada acquires goods or services under the resulting contract, with the exception of those limitations that are expressly set out in this solicitation, will be considered non-responsive. The total amount of Goods and Services Tax or Harmonized Sales Tax must be shown separately, if applicable. Unless otherwise indicated, bidders must include a single, firm, all-inclusive price quoted in Canadian dollars in each cell requiring an entry in the pricing tables.
- (b) All Prices to be Included:** The financial bid must include all prices for the requirement described in the bid solicitation for the entire Contract Period, including any option years. The identification of all necessary software, warranty, maintenance, support, documentation, training and professional services required to meet the requirements of the bid solicitation and the associated prices of these items is the sole responsibility of the Bidder.

- (c) **Blank Prices:** Bidders are requested to insert "\$0.00" for any item for which it does not intend to charge or for items that are already included in other prices set out in the tables. If the Bidder leaves any price blank, Canada will treat the price as "\$0.00" for evaluation purposes and may request that the Bidder confirm that the price is, in fact, \$0.00. No bidder will be permitted to add or change a price as part of this confirmation. Any bidder who does not confirm that the price for a blank item is \$0.00 will be declared non-responsive.

### 3.5 **Section IV: Certifications**

Bidders must submit the certifications required under Part 5.

## PART 4 - EVALUATION PROCEDURES AND BASIS OF SELECTION

### 4.1 Evaluation Procedures

- (a) Bids will be assessed in accordance with the entire requirement of the bid solicitation including the technical, management and financial evaluation criteria. There are several steps in the evaluation process, which are described below. Even though the evaluation and selection will be conducted in steps, the fact that Canada has proceeded to a later step does not mean that Canada has conclusively determined that the Bidder has successfully passed all the previous steps. Canada may conduct steps of the evaluation in parallel.
- (b) An evaluation team composed of representatives of Canada will evaluate the bids. Canada may hire any independent consultant, or use any Government resources, to evaluate any bid. Not all members of the evaluation team will necessarily participate in all aspects of the evaluation.
- (c) In addition to any other time periods established in the bid solicitation:
  - (i) **Requests for Clarifications:** If Canada seeks clarification or verification from the Bidder about its bid, the Bidder will have 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.
  - (ii) **Extension of Time:** If additional time is required by the Bidder, the Contracting Authority may grant an extension in his or her sole discretion.

### 4.2 Technical Bid Evaluation

- (a) Mandatory Technical Criteria
  - (i) Each bid will be reviewed for compliance with the mandatory requirements of the bid solicitation. All elements of the bid solicitation 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.
  - (ii) Claims in a bid that a future upgrade or release of any of the products included in the bid will meet the mandatory requirements of the bid solicitation, where the upgrade and release are not available at bid closing, will not be considered.
- (b) Point-Rated Technical Criteria
  - (i) The Bidder should identify its ability to address each of the areas of functionality, as either:
    - (A) “Requires Major Adaptation” (defined as requires any of the following: 1) a new screen; 2) a new table; 3) a new process). Where a major adaptation is required to provide functionality, Bidders should provide a detailed description as to how the requirement will be met (e.g. new tables created, new processes, packages, screens, etc., during the Contract Period if a Contract was awarded to the Bidder); or,
    - (B) “Requires Minor Adaptation” (defined as requires modifications to existing screens, tables and processes and there is no requirement for any of the following: 1) a new screen; 2) a new table; 3) a new process. The Bidder should provide a detailed description as to how the requirement will be met if a contract was awarded to the Bidder); or,
    - (C) “Meets” the requirement (out-of-box) with or without configuration and there are no modifications to existing screens, tables and/or processes and there is no requirement for additional screens, tables and/or processes.

- (c) The technical and functional mandatory and rated requirements that must be part of the technical bid response are described in the Substantiation of Technical Compliance Form (See Form 6). Each bid will be rated by assigning a score to the rated requirements, which are identified in the bid solicitation by reference to a score. Bidders who fail to submit complete bids with all the information requested by this bid solicitation will be rated accordingly.
- (d) To be considered responsive, a bid must meet or exceed the pass mark of 60% (532 points out of a total of 887 points) for the rated requirements set out in Form 6 - Substantiation of Technical Compliance Form. Any Bid not meeting this minimum passing mark will be deemed non-responsive.

#### 4.3 Management Bid Evaluation

Canada will use the information included in the bid response. Canada will further validate the information provided by the Bidder by contacting the customer's provided contact person for each project reference provided by the Bidder. Points will not be increased as a result of the validation. Canada may reduce the points if information provided differs from the information supplied in the bid.

- (a) **The Mandatory Management requirements:** Found in Part 3, Article 3.3, Section II - Management Bid and within Form 7 - Management Bid Evaluation Criteria. Each bid will be reviewed for compliance with the mandatory management requirements of the bid solicitation. All elements 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) **The Point-Rated Management requirements:** Each bid will be evaluated by assigning a score to the rated requirements, which are identified in the bid solicitation by the word "rated" or by reference to a score. Bidders who fail to submit complete bids with all the information requested by this bid solicitation will be rated accordingly. The rated management requirements for the Management Bid are described in Form 7 - Management Bid Evaluation Criteria which include the following two forms:
  - (i) Form 2 - Reference Project (Products) Evaluation Criteria
  - (ii) Form 3 - Reference Project (Service) Evaluation Criteria
- (c) To be considered responsive, a bid must meet or exceed the pass mark of 50% (259 points out of a total of 518 points) for its Management Bid. Any Bid not meeting this minimum passing mark will be deemed non-responsive.
- (d) The Management Bid requires the bidder to complete:
  - (i) One copy of Form 7- Management Bid Evaluation Criteria
  - (ii) Form 2- Reference Project (Products) Evaluation Criteria- Project #1
  - (iii) Form 2- Reference Project (Products) Evaluation Criteria- Project #2
  - (iv) Form 2- Reference Project (Products) Evaluation Criteria- Project #3
  - (v) Form 3 Reference Project (Services) Evaluation Criteria- Project #1
  - (vi) Form 3 Reference Project (Services) Evaluation Criteria- Project #2
  - (vii) Form 3 Reference Project (Services) Evaluation Criteria- Project #3

#### 4.4 Financial Evaluation

- (a) The financial evaluation will be conducted by calculating the Total Bid Price (TBP) using the Pricing Tables in Annex A as completed by the bidders.

- (b) The price of the bid will be evaluated in Canadian dollars, the Goods and Services Tax or the Harmonized Sales Tax excluded, FOB destination, Canadian customs duties and excise taxes included.
- (c) Substantiation of Professional Services Rates
- (i) In Canada's experience, bidders will from time to time propose rates at the time of bidding for one or more categories of resources that they later refuse to honour, on the basis that these rates do not allow them to recover their own costs and/or make a profit. When evaluating the rates for a professional services bid, Canada may, but will have no obligation to, require price support for any rates proposed (either for all or for specific resource categories). Examples of price support that Canada would consider satisfactory include:
  - (ii) documentation (such as billing records) that shows that the Bidder has recently provided and invoiced another customer (with whom the Bidder deals at arm's length) for services similar to the services that would be provided by the relevant resource category, where those services were provided for at least one month and the fees charged are equal to or less than the rate offered to Canada (to protect the privacy of the customer, the Bidder may black out the customer's name and personal information on the invoice submitted to Canada);
  - (iii) a signed contract between the Bidder and an individual qualified (based on the qualifications described in this bid solicitation) to provide services under the relevant resource category, where the amount payable under that contract by the Bidder to the resource is equal to or less than the rate bid for that resource category;
  - (iv) a signed contract with a subcontractor who will perform the work under any resulting contract, which provides that the required services will be provided at a rate that is equal to or less than the rate bid for the relevant resource category (and where the resource meets all the qualifications described in this bid solicitation); or
  - (v) details regarding the salary paid to and benefits provided to the individuals employed by the Bidder qualified (based on the qualifications described in this bid solicitation) to provide services under the relevant resource category, where the amount of compensation, when converted to a per diem or hourly rate (as applicable), is equal to or less than the rate bid for that resource category.
  - (vi) Once Canada requests substantiation of the rates bid for any resource category, it is the sole responsibility of the Bidder to submit information (either the information described in the examples above, or other information that demonstrates that it will be able to recover its own costs based on the rates it has proposed) that will allow Canada to determine whether it can rely, with confidence, on the Bidder's ability to provide the required services at the rates bid, while, at a minimum, recovering its own costs.
- (d) The Contracting Authority will rank the Bidders' bids based on the formula below to determine the Highest Responsive Combined Rating of Technical Merit (70%) and Price (30%). To determine the Combined Rating of Technical Merit and Price of each bid, the following calculation will be used:

The maximum possible score that can be obtained in the Evaluation of Technical & Management Bid Requirement is 1,405 points. The score achieved by Bidders' bid will be normalized as follows:

**Formula:**

$$\frac{\text{Overall score (by the Bidder)}}{1,405 \text{ points}} \times 70\% = \text{Sub-total 1}$$

The scoring of the Financial Bid is done by giving full marks to the lowest price responsive proposal and all other responsive bids will be given a prorated score.

The score achieved by the Bidder's bid will be normalized as follows:

**Formula:**

$$\frac{\text{TBP of the Lowest priced responsive bid}}{\text{Bidder's TBP}} \times 30\% = \text{Sub-total 2}$$

The Bidder's final scoring is achieved by adding the following:

$$(\text{Sub-total 1}) + (\text{Sub-total 2}) = \text{Combined Rating of Technical Merit and Price}$$

#### **4.6 Proof of Proposal Test for Top-Ranked Bid:**

- (i) Canada may choose to request a Proof of Proposal Test. Through the Proof of Proposal (PoP) test, Canada will validate the solution proposed in the top-ranked bid (identified after the financial evaluation) to confirm both that it will function as described in the bid and that it meets the technical functionality requirements described in Annex C - Statement of Requirements.
- (ii) The PoP test will take place at a site provided by Canada.
- (iii) After being notified by the Contracting Authority, the Bidder will be given the data that will be used during the PoP testing for review and understanding. The Bidder will have a maximum of 5 working days to start the installation of the proposed solution. The installation must be completed and functional within 3 working days of the Bidder starting the installation. Upon completion of software installation and configuration, the bidder will notify the Contracting Authority in writing that the installation is complete and the PoP will begin. Canada will witness all testing performed by the bidder using the provided test cases and data. Canada may at any time alter the test data or request to view the configured software product as an additional verification that the PoP test requirements are being met. Once the PoP test has begun, it must be completed within 3 working days. If there are any PoP Test requirements that have not been successfully satisfied and validated by Canada by the end of the 3 business days, the bidder will be declared non compliant.
- (iv) Up to 3 representatives of the Bidder may be present during the PoP test. The representative(s) named in the bid to provide technical support during the PoP test should be available by telephone for technical advice and clarification during the PoP test; however, Canada is not required to delay the PoP test if an individual is unavailable.
- (v) Canada will document the results of the PoP Test. If Canada determines that the proposed solution does not meet any mandatory requirement of the bid solicitation, the bid will fail the PoP Test and the bid will be disqualified. Canada may, as a result of the PoP test, reduce the score of the Bidder on any rated requirement, if the PoP test indicates that the score provided to the Bidder on the basis of its written bid is not validated by the PoP test. The Bidder's score will not be increased as a result of the PoP test.
- (vi) In connection with the PoP testing, the Bidder grants to Canada a limited license to use the Bidder's proposed software solution for testing and evaluation purposes.
- (vii) If, during the initial installation of the software for the PoP test, the Bidder discovers that there are missing and/or corrupt files for software components identified in the technical

bid, the Bidder must cease the installation process and inform the Contracting Authority. If the Contracting Authority determines that the missing and/or corrupt files are for components identified in the technical bid, the Bidder may be permitted to submit to the Contracting Authority the missing files and/or replacements for the corrupt files on electronic media or by referring to a web site where the files can be downloaded. These files must have been commercially released to the public before the bid closing date. Upon receiving the files on electronic media or downloading them from a corporate website, the Contracting Authority will verify that (i) the files were commercially released to the public before the bid closing date; (ii) the files do not include new releases or versions of the software; (iii) the files belong to software components identified in the technical bid; and (iv) the software will not need to be recompiled to make use of the files. The Contracting Authority will have the sole discretion to decide if the additional files may be installed for the PoP test. Under no circumstances will files required to correct flaws in the software programming or code be permitted. This process can be used only a single time, and only during the initial installation of the software for the PoP test.

- (viii) All costs related to the provision of the PoP are to be absorbed by the bidder.

#### **4.7 Basis of Selection**

- (a) To be declared responsive, The Bidder's Top Ranked Responsive Bid (Highest Combined Rating of Technical Merit and Price) must:
- (i) comply with the requirements of the bid solicitation;
  - (ii) meet all mandatory evaluation criteria;
  - (iii) obtain the required minimum of 60 percent or higher of the points for the Technical Bid;
  - (iv) obtain the required minimum of 50 percent or higher of the points for the Management Bid; and,
  - (v) be successful on the PoP test.
- Bids not meeting (i) or (ii) or (iii) or (iv) or (v) will be declared non-responsive. The Top Ranked Responsive Bid will be recommended for award of a contract.
- (b) Bidders should note that all contract awards are subject to Canada's internal approvals process, which includes a requirement to approve funding in the amount of any proposed contract. Despite the fact that the Bidder may have been recommended for contract award, a contract will only be awarded if internal approval is granted according to Canada's internal policies. If approval is not granted, no contract will be awarded.



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## PART 5 - CERTIFICATIONS

Bidders must provide the required certifications to be awarded a contract. Canada will declare a bid non-responsive if the required certifications are not completed and submitted in accordance with the articles below.

Compliance with the certifications that bidders provided to Canada is subject to verification by Canada during the bid evaluation period (before award of a contract) and after award of a contract. The Contracting Authority will have the right to ask for additional information to verify bidders' compliance with the certifications before award of a contract. The bid will be declared non-responsive if any certification made by the Bidder is untrue, whether made knowingly or unknowingly. Failure to comply with the certifications or to comply with the request of the Contracting Authority for additional information will also render the bid non-responsive.

### 5.1 Certifications Precedent to Contract Award

The certifications listed below should be completed and submitted with the bid, but may be submitted afterwards. If any of these required certifications is not completed and submitted as requested, the Contracting Authority will so inform the Bidder and provide the Bidder with a time frame within which to meet the requirement. Failure to comply with the request of the Contracting Authority and meet the requirement within that time period will render the bid non-responsive.

### 5.2 Federal Contractors Program - Certification

- (a) The Federal Contractors Program for Employment Equity (FCP) requires that some suppliers, including a supplier who is a member of a joint venture, bidding for federal government contracts, valued at \$200,000 or more (including all applicable taxes), make a formal commitment to implement employment equity. This is a condition precedent to contract award. If the Bidder is subject to the FCP, evidence of its commitment must be provided before the award of a contract.
- (b) Suppliers who have been declared ineligible contractors by Human Resources and Skills Development Canada (HRSDC) are no longer eligible to receive government contracts over the threshold for solicitation of bids as set out in the *Government Contract Regulations*. Suppliers may be declared ineligible contractors either as a result of a finding of non-compliance by HRSDC, or following their voluntary withdrawal from the FCP for a reason other than the reduction of their workforce to fewer than 100 employees. Any bids from ineligible contractors will be declared non-responsive.
- (c) If the Bidder does not fall within the exceptions enumerated in (d)(i) or (ii) below, or does not have a valid certificate number confirming its adherence to the FCP, the Bidder must fax (819-953-8768) a copy of the signed form LAB 1168, Certificate of Commitment to Implement Employment Equity, to the Labour Branch of HRSDC.
- (d) Each bidder is requested to indicate in its bid whether it is:
  - (i) not subject to FCP, having a workforce of fewer than 100 permanent full or part-time permanent employees, or temporary employees having worked 12 weeks or more in Canada;
  - (ii) not subject to FCP, being a regulated employer under the *Employment Equity Act*, S.C. 1995, c. 44;
  - (iii) subject to the requirements of FCP, because it has a workforce of 100 or more permanent full or part-time permanent employees, or temporary employees having worked 12 weeks or more, in Canada, but it has not previously obtained a certificate number from HRSDC (because it has not bid before on requirements of \$200,000 or

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- more), in which case a duly signed certificate of commitment is required from the Bidder; or
- (iv) subject to FCP, and has a valid certification number (i.e., has not been declared an ineligible contractor by HRSDC).
- (e) Further information on the FCP is available on the following HRSDC Website:  
<http://www.hrsdc.gc.ca/en/gateways/topics/wzp-gxr.shtml>.

**Note to Bidders:** *Bidders are requested to use the Bid Submission Form to provide information about their status under this program. For a joint venture bidder, this information must be provided for each member of the joint venture.*

### 5.3 Former Public Servant Certification

- (a) Contracts with 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 spending public funds. In order to comply with Treasury Board policies and directives on contracts with FPS, bidders must provide the information required below.
- (b) For the purposes of this clause,
- (i) **"former public servant"** means a 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 and includes:
- (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.
- (ii) **"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.
- (iii) **"pension"** means, in the context of the fee abatement formula, 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 *Canadian Pension Plan Act*, R.S., 1985, c. C-8.
- (c) If the Bidder is an FPS in receipt of a pension as defined above, the Bidder must provide the following information:
- (i) name of former public servant; and,
- (ii) date of termination of employment or retirement from the Public Service.

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- (d) If the Bidder is an FPS who received a lump sum payment pursuant to the terms of a work force reduction program, the Bidder must provide the following information:
- (i) name of former public servant;
  - (ii) conditions of the lump sum payment incentive;
  - (iii) date of termination of employment;
  - (iv) amount of lump sum payment;
  - (v) rate of pay on which lump sum payment is based;
  - (vi) period of lump sum payment including start date, end date, and number of weeks; and
  - (vii) number and amount (professional fees) of other contracts subject to the restrictions of a work force reduction program.
- (e) For all contracts awarded during the lump sum payment period, the total amount of fee that may be paid to a FPS who received a lump sum payment is \$5,000, including the Goods and Services Tax or Harmonized Sales Tax.
- (f) By submitting a bid, the Bidder certifies that the information submitted by the Bidder in response to the above requirements is accurate and complete.

<p><b>Note to Bidders:</b> Bidders are requested to provide the information required by this clause in their Bid Submission Form.</p>
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#### **5.4 Status and Availability of Resources**

- (a) By submitting a bid, the Bidder certifies that, should it be awarded a contract as a result of the bid solicitation, every individual proposed in its bid will be available to perform the Work as required by Canada's representatives and at the time specified in the bid solicitation or agreed to with Canada's representatives. If for reasons beyond its control, the Bidder is unable to provide the services of an individual named in its bid, the Bidder may propose a substitute with similar qualifications and experience. The Bidder must advise the Contracting Authority of the reason for the substitution and provide the name, qualifications and experience of the proposed replacement. For the purposes of this clause, only the following reasons will be considered as beyond the control of the Bidder: death, sickness, retirement, resignation, dismissal for cause or termination of an agreement for default.
- (b) If the Bidder has proposed any individual who is not an employee of the Bidder, by submitting a bid, the Bidder certifies that it has the permission from that individual to propose his/her services in relation to the Work to be performed and to submit his/her résumé to Canada. The Bidder must, upon request from the Contracting Authority, provide a written confirmation, signed by the individual, of the permission given to the Bidder and of his/her availability. Failure to comply with the request may result in the bid being declared non-responsive.

#### **5.5 Bidder Certifies that All Software is "Off-the-Shelf"**

Any equipment and software bid to meet this requirement must be "off-the-shelf" (unless otherwise stated in this bid solicitation), meaning that each item of equipment and software is commercially available and requires no further research or development and is part of an existing product line with a field proven operational history (that is, it has not simply been tested in a laboratory or experimental environment). If any of the equipment or software bid is a fully compatible extension of a field-proven product line, it must have been publicly announced on or before the bid closing date. By submitting a bid, the Bidder is certifying that all the equipment and software bid is off-the-shelf.

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## **5.6 Software Publisher Certification and Software Publisher Authorization**

- (a) If the Bidder is the Software Publisher for any of the proprietary software component(s) it bids, Canada requires that the Bidder confirm in writing that it is the Software Publisher. Bidders are requested to use the Software Publisher Certification Form included with the bid solicitation (Form 4). Although all the contents of the Software Publisher Certification Form are required, using the form itself to provide this information is not mandatory. For bidders who use an alternate form, it is in Canada's sole discretion to determine whether all the required information has been provided.
- (b) Any Bidder that is not the Software Publisher of all the proprietary software products or components proposed as part of its bid is required to submit proof of the Software Publisher's authorization, which must be signed by the Software Publisher (not the Bidder). No Contract will be awarded to a Bidder who is not the Software Publisher of all of the proprietary Software it proposes to supply to Canada, unless proof of this authorization has been provided to Canada. If the proprietary Software proposed by the Bidder originates with multiple Software Publishers, authorization is required from each Software Publisher. Bidders are requested to use the Software Publisher Authorization Form included with the bid solicitation (Form 5). Although all the contents of the Software Publisher Authorization Form are required, using the form itself to provide this information is not mandatory. For Bidders and Software Publishers who use an alternate form, it is in Canada's sole discretion to determine whether all the required information has been provided.
- (c) In this bid solicitation, "Software Publisher" means the owner of the copyright in any Software included in the bid, who has the right to license (and authorize others to license/sub-license) its software products.

## **5.7 Code of Conduct Certifications - Consent to a Criminal Record Verification**

- (a) Bidders must submit with their bid, by the bid solicitation closing date:
  - (i) a complete list of names of all individuals who are currently directors of the Bidder;
  - (ii) (b) a properly completed and signed form Consent to a Criminal Record Verification (PWGSC-TPSGC 229), for each individual named in the list.

## **PART 6 - SECURITY, FINANCIAL AND OTHER REQUIREMENTS**

### **6.1 Security Requirement**

- (a) At Bid Closing Date, the following conditions must be met:
  - (i) The Bidder must hold a valid organization security clearance and must be able to comply with the terms associated with the Security Requirement Check List provided with the bid solicitation. Bidders must refer to the terms outlined in Part 7 - Resulting Contract Clauses including Annex B; and,
  - (ii) The Bidder's proposed individuals requiring access to classified or protected information, assets or sensitive work site(s) must each hold a valid reliability status, granted and approved by CISD/PWGSC.
- (b) Canada will not delay the award of any contract to allow bidders to obtain the required clearance.
- (c) For additional information on security requirements, bidders should consult the "Security Requirements for PWGSC Bid Solicitations - Instructions to Bidders" document on the Departmental Standard Procurement Documents Website.
- (d) In the case of a joint venture bidder, each member of the joint venture must meet the security requirements.
- (e) Foreign bidders must be from a country where there is an existing bi-lateral industrial security agreement with Canada that stipulates security equivalencies. Foreign bidders (including U.S.) should contact the Contracting Authority to obtain the security requirements terms that will apply to the resulting contract.

### **6.2 Financial Capability**

- (a) The Bidder must have the financial capability to fulfill this requirement. To determine the Bidder's financial capability, the Contracting Authority may, by written notice to the Bidder, require the submission of some or all of the financial information detailed below during the evaluation of bids. The Bidder must provide the following information to the Contracting Authority within fifteen (15) working days of the request or as specified by the Contracting Authority in the notice:
  - (i) Audited financial statements, if available, or the unaudited financial statements (prepared by the Bidder's outside accounting firm, if available, or prepared in-house if no external statements have been prepared) for the Bidder's last three fiscal years, or for the years that the Bidder has been in business if this is less than three years (including, as a minimum, the Balance Sheet, the Statement of Retained Earnings, the Income Statement and any notes to the statements).
  - (ii) If the date of the financial statements in (i) above is more than five months before the date of the request for information by the Contracting Authority, the Bidder must also provide, unless this is prohibited by legislation for public companies, the last quarterly financial statements (consisting of a Balance Sheet and a year-to-date Income Statement), as of two months before the date on which the Contracting Authority requests this information.
  - (iii) If the Bidder has not been in business for at least one full fiscal year, the following must be provided:
    - (A) the opening Balance Sheet on commencement of business (in the case of a corporation, the date of incorporation); and,
    - (B) the last quarterly financial statements (consisting of a Balance Sheet and a year-to-date Income Statement) as of two months before the date on which the Contracting Authority requests this information.

- (iv) A certification from the Chief Financial Officer or an authorized signing officer of the Bidder that the financial information provided is complete and accurate.
  - (v) A confirmation letter from all of the financial institution(s) that have provided short-term financing to the Bidder outlining the total of lines of credit granted to the Bidder and the amount of credit that remains available and not drawn upon as of one month prior to the date on which the Contracting Authority requests this information.
  - (vi) A detailed monthly Cash Flow Statement covering all the Bidder's activities (including the requirement) for the first two years of the requirement that is the subject of the bid solicitation, unless this is prohibited by legislation. This statement must detail the Bidder's major sources and amounts of cash and the major items of cash expenditures on a monthly basis, for all the Bidder's activities. All assumptions made should be explained as well as details of how cash shortfalls will be financed.
  - (vii) A detailed monthly Project Cash Flow Statement covering the first two years of the requirement that is the subject of the bid solicitation, unless this is prohibited by legislation. This statement must detail the Bidder's major sources and amounts of cash and the major items of cash expenditures, for the requirement, on a monthly basis. All assumptions made should be explained as well as details of how cash shortfalls will be financed.
- (b) If the Bidder is a joint venture, the financial information required by the Contracting Authority must be provided by each member of the joint venture.
  - (c) If the Bidder is a subsidiary of another company, then any financial information in (a) (i) to (a) (vii) above required by the Contracting Authority must be provided by the ultimate parent company. Provision of parent company financial information does not satisfy the requirement for the provision of the financial information of the Bidder, and the financial capability of a parent cannot be substituted for the financial capability of the Bidder itself unless an agreement by the parent company to sign a Parental Guarantee, as drawn up by Public Works and Government Services Canada (PWGSC), is provided with the required information.
  - (d) Financial Information Already Provided to PWGSC: The Bidder is not required to resubmit any financial information requested by the Contracting Authority that is already on file at PWGSC with the Contract Cost Analysis, Audit and Policy Directorate of the Policy, Risk, Integrity and Strategic Management Sector, provided that within the above-noted time frame:
    - (i) the Bidder identifies to the Contracting Authority in writing the specific information that is on file and the requirement for which this information was provided; and,
    - (ii) the Bidder authorizes the use of the information for this requirement.

It is the Bidder's responsibility to confirm with the Contracting Authority that this information is still on file with PWGSC.
  - (e) Other Information: Canada reserves the right to request from the Bidder any other information that Canada requires to conduct a complete financial capability assessment of the Bidder.
  - (f) Confidentiality: If the Bidder provides the information required above to Canada in confidence while indicating that the disclosed information is confidential, then Canada will treat the information in a confidential manner as permitted by the Access to Information Act, R.S., 1985, c. A-1, Section 20(1) (b) and (c).
  - (g) Security: In determining the Bidder's financial capability to fulfill this requirement, Canada may consider any security the Bidder is capable of providing, at the Bidder's sole expense (for example, an irrevocable letter of credit from a registered financial institution drawn in favour of Canada, a performance guarantee from a third party or some other form of security, as determined by Canada).

## PART 7 - RESULTING CONTRACT CLAUSES

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

### 7.1 Requirement

- (a) \_\_\_\_\_ (the "**Contractor**") agrees to supply to the Client the goods and services described in the Contract, including the Statement of Requirements, in accordance with, and at the prices set out in, the Contract. This includes:
- (i) granting perpetual licenses to use the Inmate Accounting System Replacement Software Solution (hereinafter referred to as the "Licensed Software" or "Software Solution") described in the Contract. The license must initially allow up to 450 Users to install, copy, deploy and use the Licensed Software;
  - (ii) providing the Software Documentation and a one-year Warranty;
  - (iii) providing the services for the installation, planning, configuration, integration, data conversion, customization and testing of the Licensed Software;
  - (iv) providing Maintenance and Support for the Licensed Software during the Contract Period;
  - (v) providing professional services as and when requested by Canada; and,
  - (vi) providing two training courses and training material.
- (b) **Client:** The Client is Correctional Service of Canada.
- (c) **Reorganization of Client:** The Contractor's obligation to perform the Work will not be affected by (and no additional fees will be payable as a result of) the renaming, reorganization, reconfiguration, or restructuring of the Client. The reorganization, reconfiguration and restructuring of the Client includes the privatization of the Client, its merger with another entity, or its dissolution, where that dissolution is followed by the creation of another entity or entities with mandates similar to the original Client.
- (d) **Defined Terms:** Words and expressions defined in the General Conditions or Supplemental General Conditions and used in the Contract have the meanings given to them in the General Conditions or Supplemental General Conditions.

### 7.2 Optional Goods and/or Services

- (a) The Contractor grants to Canada the irrevocable option to acquire the goods, services or both described at Section 7.8- Payment of the Contract under the same terms and conditions and at the prices and/or rates stated in the Contract. The option may only be exercised by the Contracting Authority by notice in writing and will be evidenced, for administrative purposes only, through a contract amendment.
- (b) The Contracting Authority may exercise the option at any time before the expiry of the Contract by sending a written notice to the Contractor.

### 7.3 Task Authorization

- (a) **Purpose of Task Authorization (TA):** Services to be provided under the Contract on an as-and-when-requested basis will be ordered by Canada using the TA Form.
- (b) **Process of Issuing a TA for Professional Services and Training:** If a requirement for a specific task is identified, a draft "statement of task" will be prepared by the Project authority and sent to the Contractor. Once it receives the statement of task, the Contractor must submit a quotation to the authority identified in the TA detailing the cost and time to complete the task. The

Contractor's quotation must be based on the rates set out in the Contract. The Contractor will not be paid for providing the quotation or for providing other information required to prepare and issue the TA. The Contractor must provide any information requested by Canada in relation to the preparation of a TA within 5 working days of the request.

- (c) **Approval Process:** If Canada approves the Contractor's task quotation, Canada (by its authorized representative, as described in this Article) will issue the TA by forwarding a signed copy of the final TA form to the Contractor. Whether or not to approve or issue a TA is entirely within Canada's discretion.
- (d) **Authority to Issue a TA:** All TAs must be issued directly by the Contracting Authority.
- (f) **Contents of a TA:** A Task Authorization must contain the following information, if applicable:
  - (i) a task number;
  - (ii) the details of any financial coding to be used;
  - (iii) the number of resources in each category required;
  - (iv) a brief statement of work for the task outlining the activities to be performed and identifying any deliverables;
  - (v) the interval during which the task is to be carried out (beginning and end dates);
  - (vi) milestone dates for deliverables and payments (if applicable);
  - (vii) the number of person-days of effort required;
  - (viii) the specific work location;
  - (ix) the price payable to the Contractor for performing the task, with an indication of whether it is a firm price or a maximum TA price (and, for maximum price task authorizations, the TA must indicate how the final amount payable will be determined; where the TA does not indicate how the final amount payable will be determined, the amount payable is the amount, up to the maximum, that the Contractor demonstrates was actually worked on the project, by submitting time sheets filled in at the time of the work by the individual resources to support the charges); and
  - (x) any other constraints that might affect the completion of the task.
- (g) **Charges for Work under a TA:** The Contractor must not charge Canada anything more than the price set out in the Task Authorization unless Canada has issued a TA amendment authorizing the increased expenditure. 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 being incorporated into the Work.
- (h) **Consolidation of TAs for Administrative Purposes:** The Contract may be amended from time to time to reflect all Task Authorizations issued and approved by the Contracting Authority to date, to document the Work performed under those TAs for administrative purposes.

#### 7.4 Standard Clauses and Conditions

All clauses and conditions identified in the Contract by number, date and title are set out in Standard Acquisition Clauses and Conditions Manual (<http://sacc.pwgsc.gc.ca/sacc/index-e.jsp>) issued by Public Works and Government Services Canada.

- (a) **Standard Instructions**  
2003 (2012-03-02), Standard Instructions - Goods or Services - Competitive Requirements
- (b) **General Conditions:**



2030 (2012-03-02), General Conditions - Higher Complexity - Goods, apply to and form part of the Contract.

**(c) Supplemental General Conditions:**

The following Supplemental General Conditions:

- (i) 4002 (2010-08-16), Supplemental General Conditions - Software Development or Modification Services;
- (ii) 4003 (2010-08-16), Supplemental General Conditions - Licensed Software
  - (A) Section 15 is hereby amended: Software Warranty Period is extended from 90 days to one year from delivery and acceptance of the Licensed Software and the Work; and,
- (iii) 4004 (2010-08-16), Supplemental General Conditions - Maintenance and Support Services for Licensed Software

apply to and form part of the Contract.

**7.5 Security Requirement (Canadian Contractor)**

- (a) The Contractor must, at all times during the performance of the Contract, hold a valid Designated Organization Screening (DOS), issued by the Canadian Industrial Security Directorate (CISD), Public Works and Government Services Canada (PWGSC).
- (b) The Contractor personnel requiring access to PROTECTED information, assets or sensitive work site(s) must EACH hold a valid RELIABILITY STATUS, granted or approved by CISD/PWGSC. Until the security screening of the Contractor personnel required by this Contract has been completed satisfactorily by the Canadian Industrial Security Directorate, Public Works and Government Services Canada, the Contractor personnel **MAY NOT HAVE ACCESS** to PROTECTED information or assets, and **MAY NOT ENTER** sites where such information or assets are kept, without an escort.
- (c) The Contractor **MUST NOT** remove any PROTECTED information or assets from the identified work site(s), and the Contractor must ensure that its personnel are made aware of and comply with this restriction.
- (d) Subcontracts which contain security requirements are NOT to be awarded without the prior written permission of CISD/PWGSC.
- (e) The Contractor must comply with the provisions of the:
  - (i) Security Requirements Check List and security guide (if applicable), attached at Annex B; and,
  - (ii) *Industrial Security Manual* (Latest Edition).

**7.6 Contract Period**

- (a) **Contract Period:** The “**Contract Period**” is the entire period of time during which the Contractor is obliged to perform the Work, which includes:
  - (i) The “**Initial Contract Period**”, which begins on the date the Contract is awarded and ends three years later; and,
  - (ii) The period during which the Contract is extended, if Canada chooses to exercise any options set out in the Contract.
- (b) **Option to extend the Contract:** The Contractor grants to Canada the irrevocable option to extend the term of the Contract by up to five additional one-year periods (herein also referred to as “Option Period”) under the same terms and conditions. The Contractor agrees that, during the

extended period of the Contract, it will be paid in accordance with the applicable provisions set out in the Basis of Payment.

- (c) Canada may exercise these options at any time by sending a written notice to the Contractor before the expiry date of the Contract. These options may only be exercised by the Contracting Authority, and will be evidenced, for administrative purposes only, by a contract amendment.

## **7.7 Delivery Date**

All the deliverables must be received in accordance with the terms of the Contract.

## **7.8 Authorities**

### **(a) Contracting Authority**

The Contracting Authority for the Contract is:

Name: Amanda Hoffman

Title: Supply Officer

Public Works and Government Services Canada  
Acquisitions Branch (STAMS) - (SSSPD), XL  
Place Du Portage, Phase III, 4C1  
11 Laurier Street  
Gatineau, Quebec  
K1A 0S5

Telephone: (819) 934-1604

Facsimile: (819) 953-3703

E-mail address: Amanda.Hoffman@tpsgc-pwgsc.gc.ca

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

### **(b) Project authority**

The Project authority for the Contract is:

Name: (to be provided at contract award)

Title: \_\_\_\_\_

Organization:

Address:

Telephone:

Facsimile:

E-mail address:

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

### **(c) Contractor's Representative**

Name: \_\_\_\_\_

Title: \_\_\_\_\_  
Telephone: \_\_\_\_\_  
Facsimile: \_\_\_\_\_  
E-mail address: \_\_\_\_\_

## 7.9 Payment

### (a) Basis of Payment

- (i) **Licensed Software:** For the license(s) to use the Licensed Software (including Warranty and Software Documentation) in accordance with the Contract, Canada will pay the Contractor the firm price(s) set out in Annex A- Pricing Tables, FOB destination, including all customs duties, GST/HST extra.
- (ii) **Maintenance and Support for Licensed Software:** For maintenance and support services throughout the initial Software Support Period, in accordance with the Contract, Canada will pay the Contractor, quarterly in arrears, the firm price(s) set out in Annex A- Pricing Tables, FOB destination, including all customs duties, GST/HST extra. If additional licenses to use the Licensed Software are purchased during the Software Support Period, Canada will pay the applicable price for maintenance and support of that number of licenses divided by 12, then multiplied by the number of months or partial months remaining in the Software Support Period (in order to reflect the fact that maintenance and support services will only be provided for those licenses for a partial year).
- (iii) **Optional Additional Software Licenses:** For additional licenses for additional Client Users to use the Licensed Software, if Canada exercises its option, Canada will pay the Contractor the firm price per user set out in Annex A- Pricing Tables, FOB destination, including all customs duties, GST/HST extra.
- (iv) **Optional Software Support:** If Canada exercises its option to extend the Software Support Period, Canada will pay the Contractor the price set out in Annex A- Pricing Tables, FOB destination, including all customs duties, GST/HST extra.
- (iv) **Services provided under the Contract - Firm Price :** For Work outlined in Annex A - Pricing Tables, to be provided in accordance with the Contract, Canada will pay the Contractor, in ten equal installments. Each installment will be paid upon completion and acceptance of a milestone by the Project authority in accordance with the prices included in Annex A - Pricing Tables, FOB destination, including all customs duties, GST/HST extra.
- (v) **Professional Services and Training provided under a Task Authorization with a Ceiling Price:** For professional services and training requested by Canada, in accordance with an approved Task Authorization Canada will pay the Contractor the firm price set out in the Task Authorization (based on the firm, all-inclusive per diem rates set out in Annex A-Pricing Tables, GST/HST extra).
- (viii) **Competitive Award:** The Contractor acknowledges that the Contract has been awarded as a result of a competitive process. No additional charges will be allowed to compensate for errors, oversights, misconceptions or underestimates made by the Contractor when bidding for the Contract.
- (ix) **Professional Services Rates:** In Canada's experience, bidders from time to time propose rates at the time of bidding for one or more categories of resources that they later refuse to honour, on the basis that these rates do not allow them to recover their own costs and/or make a profit. This denies Canada of the benefit of the awarded contract. If the Contractor refuses, or is unable, to provide an individual with the qualifications described in the Contract within the time described in the Contract (or

proposes instead to provide someone from an alternate category at a different rate), whether or not Canada terminates the Contract as a whole, Canada may impose sanctions or take other measures in accordance with the PWGSC Vendor Performance Policy (or equivalent) then in effect, which may include prohibiting the Contractor from bidding on future requirements that include any professional services, or rejecting the Contractor's other bids for professional services requirements on the basis that the Contractor's performance on this or other contracts is sufficiently poor to jeopardize the successful completion of other requirements.

- (x) **Purpose of Estimates:** All estimated costs contained in the Contract are included solely for the administrative purposes of Canada and do not represent a commitment on the part of Canada to purchase goods or services in these amounts. Any commitment to purchase specific amounts or values of goods or services are described elsewhere in the Contract.

**(b) Limitation of Expenditure**

- (i) Canada's total liability to the Contractor under the Contract must not exceed the amount set out on page 1 of the Contract, as per the following breakdown:
- (A) \$ [amount to be determined at contract award] for Software;
  - (B) \$ [amount to be determined at contract award] for Maintenance and Support Services;
  - (C) \$ [amount to be determined at contract award] for Training and Professionnel Services.
- (ii) Customs duties are included and Goods and Services Tax or Harmonized Sales Tax is extra, if applicable.
- (iii) 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.

**(c) Method of Payment - Licensed Software**

Canada will pay the Contractor the total price of the License, upon delivery and acceptance of the software products by the Project authority into the CSC Production Environment, this includes an acceptance of the software bilingual interfaces (Canadian French and Canadian English), and:

- (i) an accurate and complete invoice and any other documents required by the Contract have been submitted in accordance with the invoicing instructions provided in the Contract;
- (ii) all such documents have been verified by Canada; and,
- (iii) the Licensed Software delivered has been accepted by Canada.

**(d) Method of Payment - Multiple Payments for Maintenance and Support**

Canada will pay the Contractor upon completion and delivery of units in accordance with the payment provisions of the Contract if:

- (i) an accurate and complete invoice and any other documents required by the Contract have been submitted in accordance with the invoicing instructions provided in the Contract;
- (ii) all such documents have been verified by Canada;
- (iii) the Work delivered has been accepted by Canada.

**(e) Firm Price - Milestone Payments for services**

Canada will pay in ten equal and consecutive installments as defined in Annex A- Pricing Tables, Table 3, upon delivery and acceptance of each milestone by the Project authority for work done, and if:

- (ii) an accurate and complete claim for milestone payment using form PWGSC-TPSGC 1111 (<http://www.pwgsc.gc.ca/acquisitions/text/forms/forms-e.htmlCa/acquisitions/text/forms/forms-e.html>) and any other documents required by the Contract have been submitted in accordance with the invoicing instructions provided in the Contract.
- (iii) all the certificates appearing on form PWGSC-TPSGC 1111 have been signed by the respective authorized representatives; and
- (iv) all work associated with the milestone and any deliverable required have been completed and delivered. The last milestone will be paid when the Software Solution has been deployed successfully in the Client Technical Production Environment, and following 30 days of successful deployment of the Software Solution with no breach (notice of deficiency) in a production environment.

**(f) Method of Payment for Task Authorization (Firm Prices or Milestone Payment)**

For any Task Authorization issued under the Contract that includes one firm price or a schedule of milestone payments to be made once the work or specific portions of the work have been completed and accepted, Canada will make the firm payment or the milestone payments in accordance with the schedule detailed in that TA and the payment provisions of the Contract:

- (i) an accurate and complete claim for milestone payment using form PWGSC-TPSGC 1111 (<http://www.pwgsc.gc.ca/acquisitions/text/forms/forms-e.htmlCa/acquisitions/text/forms/forms-e.html>) and any other documents required by the Contract have been submitted in accordance with the invoicing instructions provided in the Contract;
- (ii) all the certificates appearing on form PWGSC-TPSGC 1111 have been signed by the respective authorized representatives; and
- (iii) all work associated with the milestone and any deliverable required have been completed, delivered, and accepted by Canada.

**(g) Audit Rights:** The Contractor's calculation of credits under the Contract is subject to verification by government audit, at the Contracting Authority's discretion, before or after payment is made to the Contractor. The Contractor must cooperate fully with Canada during the conduct of any audit by providing Canada with access to any records and systems that Canada considers necessary to ensure that all credits have been accurately credited to Canada in the Contractor's invoices. If an audit demonstrates that past invoices contained errors in the calculation of the credits, the Contractor must pay to Canada the amount the audit reveals was required to be credited to Canada, plus interest, from the date Canada remitted the excess payment until the date of the refund (the interest rate is the Bank of Canada's discount annual rate of interest in effect on the date the credit was first owed to Canada, plus 1.25% per year). If, as a result of conducting an audit, Canada determines that the Contractor's records or systems for identifying, calculating or recording the credits are inadequate, the Contractor must implement any additional measures required by the Contracting Authority.

**(h) No Responsibility to Pay for Work not performed due to Closure of Government Offices**

- (i) Where the Contractor, its employees, subcontractors, or agents are providing services on government premises under the Contract and those premises are inaccessible because of the evacuation or closure of government offices, and as a result no work is performed, Canada is not responsible for paying the Contractor for work that otherwise would have been performed if there had been no evacuation or closure.

- (ii) If, as a result of any strike or lock-out, the Contractor or its employees, subcontractors or agents cannot obtain access to government premises and, as a result, no work is performed, Canada is not responsible for paying the Contractor for work that otherwise would have been performed if the Contractor had been able to gain access to the premises.

#### **7.10 Invoicing Instructions**

- (a) The Contractor must submit invoices in accordance with the information required in the General Conditions.
- (b) The Contractor's invoice must include a separate line item for each subparagraph in the Basis of Payment provision.
- (c) By submitting invoices, the Contractor is certifying that the goods and services have been delivered and that all charges are in accordance with the Basis of Payment provision of the Contract, including any charges for work performed by subcontractors.
- (d) The Contractor must provide the original of each invoice to:

\_\_\_(to be provided at contract award)\_\_\_

\_\_\_\_\_  
\_\_\_\_\_

and a copy to the Contracting Authority.

#### **7.11 Certifications**

Compliance with the certifications provided by the Contractor in its bid is a condition of the Contract and subject to verification by Canada during the entire Contract Period. If the Contractor does not comply with any certification or it is determined that any certification made by the Contractor in its bid is untrue, whether made knowingly or unknowingly, Canada has the right, under the default provision of the Contract, to terminate the Contract for default.

#### **7.12 Applicable Laws**

The Contract must be interpreted and governed, and the relations between the parties determined, by the laws in force in the province of \_\_\_\_\_, Canada. (*The Contracting Authority will insert the name of the Canadian province or territory as specified by the Bidder in its bid at Contract Award.*)

#### **7.13 Priority of Documents**

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

- (a) these Articles of Agreement, including any individual SACC clauses incorporated by reference in these Articles of Agreement;
- (b) supplemental general conditions, in the following order:
  - (i) 4002 (2010-08-16) – Supplemental General Conditions – Software Development or Modification Services
  - (ii) 4003 (2010-08-16) - Supplemental General Conditions – Licensed Software;
  - (iii) 4004 (2010-08-16) - Supplemental General Conditions – Maintenance and Support Services for Licensed Software;

- (c) General Conditions 2030 (2012-07-16) - Higher Complexity - Goods
- (d) Annex B, Security Requirements Check List;
- (e) Annex C, Statement of Requirements;
- (f) Annex A, Pricing Tables;
- (g) the signed approved task authorization(s);
- (h) the Contractor's bid dated \_\_\_\_\_, as amended \_\_\_\_\_, not including any software publisher license terms and conditions that may be included in the bid, not including any provisions in the bid with respect to limitations on liability, and not including any terms and conditions incorporated by reference (including by way of a web link) in the bid.

#### **7.14 Foreign Nationals**

- (a) SACC Manual clause A2000C (2006-06-16) Foreign Nationals (Canadian Contractor); or,
- (b) SACC Manual clause A2001C (2006-06-16) Foreign Nationals (Foreign Contractor).

**Note to Bidders:** *Whichever one of these clauses applies (based on whether the successful bidder is a Canadian Contractor or Foreign Contractor), will be included in any resulting contract.*

#### **7.15 Insurance Requirements**

SACC Manual clause G1005C (2008-05-12) Insurance Requirements.

#### **7.16 Limitation of Liability - Information Management/Information Technology**

- (a) This section applies despite any other provision of the Contract and replaces the section of the general conditions entitled "Liability". Any reference in this section to damages caused by the Contractor also includes damages caused by its employees, as well as its subcontractors, agents, and representatives, and any of their employees. This section applies regardless of whether the claim is based in contract, tort, or another cause of action. The Contractor is not liable to Canada with respect to the performance of or failure to perform the Contract, except as described in this section and in any section of the Contract pre-establishing any liquidated damages. The Contractor is only liable for indirect, special or consequential damages to the extent described in this Article, even if it has been made aware of the potential for those damages.
- (b) **First Party Liability:**
  - (i) The Contractor is fully liable for all damages to Canada, including indirect, special or consequential damages, caused by the Contractor's performance or failure to perform the Contract that relate to:
    - (A) any infringement of intellectual property rights to the extent the Contractor breaches the section of the General Conditions entitled "Intellectual Property Infringement and Royalties";
    - (B) physical injury, including death.
  - (ii) The Contractor is liable for all direct damages caused by the Contractor's performance or failure to perform the Contract affecting real or tangible personal property owned, possessed, or occupied by Canada.
  - (iii) Each of the Parties is liable for all direct damages resulting from its breach of confidentiality under the Contract. Each of the Parties is also liable for all indirect, special or consequential damages in respect of its unauthorized disclosure of the other Party's

trade secrets (or trade secrets of a third party provided by one Party to another under the Contract) relating to information technology.

- (iv) The Contractor is liable for all direct damages relating to any encumbrance or claim relating to any portion of the Work for which Canada has made any payment. This does not apply to encumbrances or claims relating to intellectual property rights, which are addressed under (i) (A) above.
- (v) The Contractor is also liable for any other direct damages to Canada caused by the Contractor's performance or failure to perform the Contract that relate to:
  - (A) any breach of the warranty obligations under the Contract, up to the total amount paid by Canada (including any applicable taxes) for the goods and services affected by the breach of warranty; and
  - (B) any other direct damages, including all identifiable direct costs to Canada associated with re-procuring the Work from another party if the Contract is terminated by Canada either in whole or in part for default, up to an aggregate maximum for this subparagraph (B) of the greater of 0.25 times the total estimated cost (meaning the dollar amount shown on the first page of the Contract in the cell titled "Total Estimated Cost" or shown on each call-up, purchase order or other document used to order goods or services under this instrument), or \$1M.

In any case, the total liability of the Contractor under subparagraph (v) will not exceed the total estimated cost (as defined above) for the Contract or \$1M, whichever is more.

- (vi) If Canada's records or data are harmed as a result of the Contractor's negligence or willful act, the Contractor's only liability is, at the Contractor's own expense, to restore Canada's records and data using the most recent back-up kept by Canada. Canada is responsible for maintaining an adequate back-up of its records and data.

**(c) Third Party Claims:**

- (i) Regardless of whether a third party makes its claim against Canada or the Contractor, each Party agrees that it is liable for any damages that it causes to any third party in connection with the Contract as set out in a settlement agreement or as finally determined by a court of competent jurisdiction, where the court determines that the Parties are jointly and severally liable or that one Party is solely and directly liable to the third party. The amount of the liability will be the amount set out in the settlement agreement or determined by the court to have been the Party's portion of the damages to the third party. No settlement agreement is binding on a Party unless its authorized representative has approved the agreement in writing.
- (ii) If Canada is required, as a result of joint and several liability, to pay a third party in respect of damages caused by the Contractor, the Contractor must reimburse Canada by the amount finally determined by a court of competent jurisdiction to be the Contractor's portion of the damages to the third party. However, despite Sub-article (i), with respect to special, indirect, and consequential damages of third parties covered by this Section, the Contractor is only liable for reimbursing Canada for the Contractor's portion of those damages that Canada is required by a court to pay to a third party as a result of joint and several liability that relate to the infringement of a third party's intellectual property rights; physical injury of a third party, including death; damages affecting a third party's real or tangible personal property; liens or encumbrances on any portion of the Work; or breach of confidentiality.
- (iii) The Parties are only liable to one another for damages to third parties to the extent described in this Sub-article (c).

**7.17 Joint Venture Contractor**



- (a) The Contractor confirms that the name of the joint venture is \_\_\_\_\_ and that it is comprised of the following members:
- \_\_\_\_\_
- \_\_\_\_\_
- \_\_\_\_\_
- (b) With respect to the relationship among the members of the joint venture Contractor, each member agrees, represents and warrants (as applicable) that:
- (i) \_\_\_\_\_ has been appointed as the “representative member” of the joint venture Contractor and has fully authority to act as agent for each member regarding all matters relating to the Contract;
  - (ii) by giving notice to the representative member, Canada will be considered to have given notice to all the members of the joint venture Contractor; and
  - (iii) all payments made by Canada to the representative member will act as a release by all the members.
- (c) All the members agree that Canada may terminate the Contract in its discretion if there is a dispute among the members that, in Canada’s opinion, affects the performance of the Work in any way.
- (d) All the members are jointly and severally or solidarily liable for the performance of the entire Contract.
- (e) The Contractor acknowledges that any change in the membership of the joint venture (i.e., a change in the number of members or the substitution of another legal entity for an existing member) constitutes an assignment and is subject to the assignment provisions of the General Conditions.
- (f) The Contractor acknowledges that all security and controlled goods requirements in the Contract, if any, apply to each member of the joint venture Contractor.

**Note to Bidders:** This Article will be deleted if the bidder awarded the contract is not a joint venture. If the contractor is a joint venture, this clause will be completed with information provided in its bid.

#### 7.18 License to use the Licensed Software

With respect to the provisions of Supplemental General Conditions 4003:

- (a) **Licensed Software:** The Licensed Software, which is defined in 4003, includes:
- (i) All the products offered by the Contractor in its bid, and any other software code required for those products to function in accordance with the Software Documentation and the Statement of Requirements (“COTS software”), including without limitation all of the following products:
- \_\_\_\_\_
- \_\_\_\_\_
- \_\_\_\_\_
- (ii) Any other software code provided or created through professional services under task authorizations issued during the contract period (CSC Customized Software)

*[this information will be completed at contract award using information in the Contractor’s bid]*

The Contractor hereby agrees that the Licensed Software includes anything required to enable the Client to use all the features and functionality of the Licensed Software meeting the Statement of

Requirements and providing the functionality as proposed by the Contractor in its bid response, including but not limited to providing any and all agents, host agents, access licenses, drivers, application program interfaces, adapters, connectors, software development tool kits and management console.

Canada requires a perpetual license for the Licensed Software. The license must initially allow up to 50 Users to install, copy, deploy and use the Licensed Software, with the option to add additional Users on a per User basis, over the contract periods. It is estimated that approximately 400 additional Users, beyond the initial 50 Users, may be added to the contract during the contract period(s). The license arrangement must also allow for customization of the Licensed Software without further restricting or limiting the initial and or ongoing License rights detailed in the contract. The deliverables will also include a one-year warranty, maintenance and support services, software documentation, training and professional services.

- (b) **Type of License being Granted:** License per User
- (c) **Perpetual Licenses**
- (d) **Number of Users:** *(to be filled at contract award)*\_\_\_\_\_.
- (e) **Option to purchase:** Each additional user of the Licensed Software over and above 450 users.
- (f) **Language of Licensed Software:** The Licensed Software must be delivered in English and French;
- (g) **Media on which Licensed Software must be Delivered:** DVD-ROM, CD-ROM and Internet download via Secure Network or HTTPS protocol as requested by Canada;
- (h) **Software Warranty Period:** twelve months from acceptance of the software. During the Warranty Period the Contractor should meet its warranty obligations at no cost to Canada. The Contractor's obligations under the Maintenance and Support Obligations of this Contract are in addition to and not in substitution for the Contractor's obligations during the Warranty Period.
- (i) **Source Code Escrow Required:** Yes.
- (j) **Additional Rights:** In addition to the rights provide under Supplemental General Conditions 4003, this license includes the following rights:
  - (i) to establish as many inmate accounts as the Client see fit;
  - (ii) to access the perpetual license under an enterprise level license key with a single enterprise level License registration, activation and authentication;
  - (iii) to make this use by way of a network, the Internet, an intranet, an extranet, a virtual private network (VPN), an inter-network, or such other means as may become possible from time to time so that users have "universal access rights" (i.e., a right to access the Licensed Software by any means from any location as may become possible from time to time), whether their means of access is secure, wireless, mobile or by any other means available from time to time;
  - (iv) to make this use regardless of the operating systems, software applications and Application Programming Interface(s) (API) that Canada may be using from time to time; however, Canada acknowledges that the Contractor is not granting any license rights to the software other than the Licensed Software; and,
  - (v) to continue to use the Licensed Software regardless of any changes made at any given time, including but not limited to changes in the operating system, other applications, hardware, peripherals or devices with which the Licensed Software operates; however, the Contractor is not required to deliver a new or different version of the Licensed Software to enable the Users to continue to use the Licensed Software in a different environment than the one(s) described in the Contract (unless expressly required to do

so as part of the Warranty or Maintenance for the Licensed Software described in the Contract).

## 7.19 Maintenance and Support

With respect to the provisions of Supplemental General Conditions 4004:

- (a) CSC user will contact the CSC helpdesk with issues. Issues will be evaluated by centralized CSC functional resources. If an issue is deemed to be caused by a bug, CSC functional resource will transfer the issue to the vendor.

The vendor will be responsible for third level support of the application, which includes product support (analysis and trouble-shooting), the creation of bug fixes, security patches, data fixes, all adaptations, all relevant certifications on CSC's required infrastructure (i.e. Windows).

CSC will be responsible for installing bug fixes/security patches and data fixes to QA, as well as to Production as well as disaster recovery. The Maintenance and Support requirements are:

- (b) **Software Support Period:** The initial Software Support Period is for 450 user licenses for a period of 3 years from contract award.
- (c) **Maintenance Releases:** During the Software Support Period, the Contractor must provide to Canada all Maintenance Releases, in object-code form, at no additional cost. All Maintenance releases will become part of the Licensed Software and will be subject to the condition of Canada's license with respect to the Licensed Software. Canada will receive at least one Maintenance Release during any twelve (12) month maintenance period.  
  
The Maintenance Releases will include all enhancements, extensions, improvements, upgrades, bug fixes, patches, updates, releases, versions, renames, rewrites, cross-grades, components and back grades and other modifications to the Licensed Software made commercially available.
- (d) **On-going Maintenance of Software Code:** The Contractor or the software publisher must continue to develop new code in respect of the Licensed Software (i.e., the version or "build" originally licensed as customized under the Contract) to maintain its functionality, enhance it, and deal with Software Errors) until the completion of the contract and exercised option years from the date the Contract is awarded. After that time, if the Contractor or the software publisher decides to discontinue or no longer maintain the then-current version or "build" of the Licensed Software and, instead, decides to provide upgrades to the Licensed Software as part of the Software Support, the Contractor must provide written notice to Canada at least 12 months in advance of the discontinuation of any specific "build".
- (e) **Compatibility with Infrastructure Components:** The Contractor shall maintain certification of their product on no later than the two (2) releases below the current version (i.e. latest release) of all of the infrastructure components (i.e. operating system, browser, database).
- (f) **On-going Support Services:** In providing Maintenance services in support of the IASR solution, the Contractor must:

Maintain a test environment at the Contractor's site replicating that of CSC which includes the CSC customized version of the COTS.

Provide a solution to any problems as identified by the CSC Project authority. The Contractor may request additional information in the form of error codes, software code, or any other relevant information required to develop a solution to the identified problem, and the CSC Project Authority will ensure such information as is relevant to the provision of the solution is supplied to the Contractor as expeditiously as is reasonably possible. In developing the solution, the Contractor shall regularly communicate progress to the CSC Project Authority.

- (i) In the event CSC discovers a problem with the IASR solution that necessitates a patch, bug fix, or other solution from the Contractor, the CSC Project authority will inform the

Contractor by phone, fax, e-mail, or another agreed upon form of communication, in a timely manner.

- (ii) In the event the Contractor discovers a need for a patch, bug fix, or other modification to the IASR solution software, the Contractor shall communicate such need to the CSC Project authority as soon as is reasonably possible.
- (iii) The Contractor shall alert CSC via email regarding all IASR solution and security patches, hot-fixes, service packs and upgrades, using the email addresses provided by CSC.
- (iv) When CSC reports a Software Error to the Contractor, the CSC will provide information about the error, such as sample output and other diagnostic information, in order to permit the Contractor to expeditiously correct the Software Error.
- (v) The Contractor shall first attempt to duplicate the reported error in the Contractor's test environment, representing the CSC customized version of the COTS.
- (vi) In the event that the error cannot be either duplicated or successfully resolved on the Contractor's test environment, CSC will provide the Contractor with reasonable access which is either:
  - (A) a scrubbed copy of CSC's database
  - (B) on-site view of a production environment. The Contractor's view will be controlled by a CSC resource.
- (g) **Contractor must provide direct access to Software Publisher's Technical Hot-line:** Yes.
- (h) **IASR Service Desk:** The Contractor's personnel must be available from 06h00 to 20h00 (Eastern Standard Time or Eastern Daylight Savings Time, as applicable) Monday through Friday. The Contractor shall maintain and provide English Service Desk accessible via toll-free telephone access, that is capable of responding to technical questions from the CSC NHQ system support resources in a knowledgeable, helpful and efficient manner in the following areas:
  - (i) diagnosis of software
  - (ii) service request management until resolved to CSC's satisfaction
  - (iii) maintenance of an up to date list of any third-party vendors providing components or technology in support of the IASR, complete with contact names, address and telephone numbers.
- (i) **Incident Report:** The Contractor must provide the following report to Project authority within three months of contract award date: (1) A log of all Incidents or Enquiries; (2) Assigned Ticket Numbers; (3) Nature of Enquiry and Assigned Severity Level; (4) Status of Enquiry (date of receipt, ongoing or resolved); (5) Target Time and date of response or resolution of Incidents or Enquiry; (6) Client's Contact Person; (7) Contractor's Contact Person; (8) Volumetrics of all Incidents and report on the details of all open Incidents or Enquiries; (9) List of all Change Requests; (10) List of all Enhancements Requests; and (11) List of Fixes.
- (j) **Software Error Correction Services:** Canada may report to the Contractor any failure of the CSC customized Licensed Programs to operate in accordance with the Software Documentation or, if applicable, the Specifications during the Software Support Period. Canada may report failures either in writing or by telephone or other remote communication. Upon receipt of a report of a failure from Canada, unless provided otherwise in the Contract, the Contractor must use all reasonable efforts to provide Canada within the time frames established in subsections 2 and 3, with a correction of the Software Error which caused the failure. Any such software correction must cause the Licensed Programs to meet the Software Documentation or, if applicable, the Specifications during the Software Support Period. The Contractor must use all reasonable efforts to provide permanent corrections for all Software Errors and the Contractor warrants that the Licensed Software will meet the functional and performance criteria set out in the

Specifications. All Software Error corrections will become part of the Licensed Software and will be subject to the conditions of Canada's license with respect to the Licensed Software.

The Contractor must respond to a report of a Software Error in accordance with the severity of the Software Error. The severity will be reasonably determined by Canada, and communicated to the Contractor, based on the following definitions:

- (i) Severity 1: indicates total inability to use a Licensed Program, resulting in a critical impact on user operations;
- (ii) Severity 2: indicates ability to use a Licensed Program but user operation is severely restricted;
- (iii) Severity 3: indicates ability to use a Licensed Program with limited functions which are not critical to overall user operations;
- (iv) Severity 4: indicates that the problem has been by-passed or temporarily corrected and is not affecting user operations.

The Contractor must use reasonable efforts to correct Software Errors as follows:

- (i) Severity 1: within two (2) hours of notification by Canada
- (ii) Severity 2: within sixteen (16) hours of notification by Canada
- (iii) Severity 3: within seven (7) days of notification by Canada
- (iv) Severity 4: within fourteen (14) days of notification by Canada.

The Contractor shall provide the following status notification services to the CSC Project Authority in support of CSC identified problems associated with the IASR:

IASR Problem Reporting to CSC			
Severity	First Notification	Update if Unresolved	Standard
Severity 1	Within one (1) hour of identification of a problem	Every 4 hours	On time
Severity 2	Within twenty-four (24) hours of identification of a problem	Every 24 hours	On time
Severity 3	Within two (2) business days of identification of a problem	Every 4 days	On time
Severity 4	Within one (1) week of identification of a problem	Every 10 days	On time

- (k) **On-site Support Services:** The Contractor must provide On-Site Support Services within forty-eight (48) hours from the initial time of the Project Authority's request. Work will be carried out within normal business hours Monday thru Friday, exclusive of statutory holidays observed by Canada where the service is required. The per diem rate is the rate proposed within Annex B - Pricing Tables for Technical Support under the optional Professional Services. Partial days will be prorated based on actual hours worked based on a 7.5-hour workday.
- (l) **Contractor must provide Swift Action Tactical (SWAT) Services:** The Project authority will initiate service calls when the IASR solution is not functioning properly. The Contractor shall have qualified personnel available to provide service to the IASR at the CSC location in the National

Capital Region. The Project authority will assess and define in each support situation, whether the issue constitutes a requirement for SWAT.

- (v) Contractor's personnel shall be at the IASR location of installation within 48 hours of the initial time of the Project Authority's request. The per diem rate is the rate proposed within Annex B - Pricing Tables for SWAT Technical Support, under the optional Professional Services. Partial days will be prorated based on actual hours worked based on a 7.5 hour workday.
  - (vi) The IASR solution installation shall be restored to proper operating condition within eight (8) hours after service personnel arrive at CSC, or in such a reasonable time period as may be warranted given the nature of the problem and as agreed upon by the Project Authority.
- (m) **Security:** Contractor must have a fully developed and deployed security patch management process for the Solution.
- (n) **Contact Information for Accessing the Contractor's Support Services:**

The Contractor must provide to Canada access to the Contractor's personnel, to help Canada in answering questions with respect to the Licensed Software, during the hours specified in the Contract. This access to the Contractor's personnel must be between the hours of 6:00 a.m. to 8:00 p.m. Ottawa time (Eastern Standard Time), Monday through Friday, exclusive of statutory holidays observed by Canada at such site. Canada's access to the Contractor's personnel must include telephone, fax, e-mail and Internet access and on-site and Swift Action Tactical (SWAT) services. If applicable and if specified in the Contract, Canada will, by notice in writing to the Contractor, appoint a user representative or representatives who will be the only individual(s) entitled to access the support services on behalf of Canada. Canada may change any such appointment by subsequent notice to the Contractor.

The Contractor must make its Support Services available through the following:

Toll-free Telephone Access: \_\_\_\_\_

Toll-free Fax Access: \_\_\_\_\_

Email Access: \_\_\_\_\_

<i>Note to Bidders: This information will be completed at the time of contract award with information supplied by the Contractor. Bidders are requested to provide this information in their bids.</i>
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The Contractor must respond to all telephone, fax or email communications (with a live service agent) within the following response times which start at the initial time of the Client or User's initial communication:

- (i) Severity 1: Up to one (1) hour
  - (ii) Severity 2: Up to two (2) hours
  - (iii) Severity 3: Up to six (6) hours
  - (iv) Severity 4: Up to twenty-four (24) hours
- (o) **Website:** The Contractor must make Support Services available over the Internet. To do so, the Contractor should include, as a minimum, frequently asked questions and on-line software diagnostic routines and support tools. Despite the Hours for providing Support Services, the Contractor's website must be available to Canada's users 24 hours a day, 365 days a year, and

must be available 99% of the time. The Contractor's website address for web support is \_\_\_\_\_.

*Note to Bidders: The website address will be completed at the time of contract award with information supplied by the Contractor. Bidders are requested to provide this information in their bids.*

(p) **Language of Support Services:** The Support Services must be provided to the Client's central support office in English.

(q) **Media**

The Contractor must provide to Canada all Software Error corrections, Maintenance Releases and updates on Media that are free of defects and of computer viruses, and which are compatible with the computer systems on which the Licensed Programs are installed.

Canada will own the Media provided to Canada in the performance of the software support services upon delivery to and acceptance of the Media by or on behalf of Canada. For the purposes of this subsection, "Media" does not include the Licensed Software stored on the Media.

(r) **Canada's Responsibilities**

- (i) Canada will maintain, for the Software Support Period, a telephone line and Internet access for use in connection with the software support services. Canada will be responsible for the installation, maintenance and use of such equipment and associated telephone charges. The Contractor may use the telephone line and electronic mail in connection with the provision of the software support services.
- (ii) Canada will be responsible for the installation of all Software Error corrections and Maintenance Releases and upgrades.
- (iii) Canada will protect data from loss by implementing back-up procedures.

(s) **Excluded Services**

The Contractor is not obligated to correct a failure of the Licensed Programs to operate in accordance with the Specifications if the failure results from:

- (i) Use of the Licensed Software by Canada that is not in accordance with Canada's license;
- (ii) The use of hardware or software that is supplied by a person other than the Contractor or a subcontractor and that is not in accordance with the Specifications; or
- (iii) Modifications to the Licensed Software that are not approved by the Contractor or a subcontractor.

## 7.20 Training

- (a) Canada will provide any comments it has regarding the proposed Training Plan submitted by the Contractor as part of its bid. The Contractor must update the Training Plan as requested by Canada within 10 working days from receiving comments from the Project authority to reflect Canada's comments and resubmit it to Canada for approval.
- (b) The Training Plan must meet the following objectives:

- (i) Ensure that the Client IM/IT resources will acquire the technical knowledge to support the IASR Software Solution and any related database from the transition period to full deployment of the Software Solution in the technical production environment;
  - (ii) Ensure that the Client's technical personnel will be fully trained on all IASR administrator and user functions;
  - (iii) Ensure that Client's internal trainer (Train-the-trainer format) are fully trained to allow them to train internal users within the Institutions to perform all day-to-day functions using the Software Solution
  - (iv) Include at a minimum two training sessions for up to a total of twenty (20) participants (composed of technical/administrative users and internal trainers).
- (c) The Contractor must provide classroom training on the software products that form part of the Licensed Software on an "as-and-when requested" basis when a task authorization for training is issued in accordance with the Contract. The training will be provided in accordance with the approved Training Plan.
  - (d) Approval: An evaluation of the training received for the audience per Individual will take place at the end of each session. Invoice(s) for Training that has been deemed to meet the required outcome specified in the approved Training Plan will be recommended for acceptance to the Project authority.
  - (e) The training must be provided within the National Capital Region and at other locations across Canada, as specified in the issued task authorization(s).
  - (f) The training must be available within 15 working days of the task authorization being issued.
  - (g) The training, including both the instruction and the course materials, must be provided in English and French.
  - (h) Canada may issue a task authorization whenever it has people who require training.
  - (i) The responsibilities of the Trainer under this Contract could include but are not limited to: (1) assessing the relevant characteristics of target audience; (2) preparing courseware materials; (3) conducting training courses; and (4) communicating effectively by visual, oral, and written form with individuals, small groups, and in front of large audiences.

## **7.21 Finalization of Implementation Plan**

Canada will provide comments it has regarding the proposed Implementation Plan submitted by the Contractor as part of its bid. The Contractor must update the Implementation Plan as requested by Canada within ten working days from receiving comments from the Project authority to reflect Canada's comments and resubmit it to Canada for approval. This deliverable should present and detail the steps required to move from functional specifications, through operational go-live of the Software Solution in the Client's production environment, up to and including the first quarter in which the Software Solution is available for operational use.

## **7.22 Finalization of the Support Plan**

Canada will provide any comments it has regarding the proposed Support Plan submitted by the Contractor as part of its bid. The Contractor must update the Support Plan as requested by Canada within ten working days from receiving comments from the Project authority to reflect Canada's comments and resubmit it to Canada for approval.

## **7.23 Professional Services**



The Contractor must provide resources to deliver services outlined in the Statement of Requirements in relation to the installation, planning, configuration, integration, data conversion, customization and testing of the Software at the prices stated in Annex A- Pricing Tables, -

The Contractor should ensure, where possible, that all materials employed and work methods utilized by both the Contractor and its deployed resources should accommodate the Client's commitment to the GoC's Green Procurement Strategy. The following website provides a link to the Green Procurement Policy:

[Http://www.tpsgc-pwgsc.gc.ca/ecologisation-greening/achats-procurement/politique-policy-eng.html](http://www.tpsgc-pwgsc.gc.ca/ecologisation-greening/achats-procurement/politique-policy-eng.html)

In addition to the resources identified by the Contractor within the proposed Implementation Plan, the Contractor must have available resources in the following categories during the Contract Period:

**(b) Project Manager** must have the following education, experience and skills:

- (i) A degree or diploma from a recognized University or College in accounting, business administrations, systems or a finance related field;
- (ii) A minimum of 3 years experience relevant to this requirement implementation within the previous 5 years;
- (iii) Knowledge and experience requirements in the following areas as demonstrated by CV information with at least two client references provided:
  - (1) Knowledge and experience in leading related initiatives;
  - (2) At a minimum the project manager must have participated in at least two installations of the bidder's COTS product with a multi-site correctional client with at least 5,000 offenders.
  - (3) Experience in financial management;
  - (4) Knowledge of project management and accounting
  - (5) Experience in leading multi-disciplinary teams (e.g. Finance, administration, accounting, computer technology)
  - (6) Effective communications and inter-personal skills

The Project Manager is required to perform the following activities:

- Formulates statements of management, scientific and business problems, establishes procedures for the development and implementation of significant, new or modified computer systems to solve these problems, and obtains approval thereof;
- Defines and documents the objectives for the project, determines budgetary requirements, the composition, roles and responsibilities and terms of reference for the project team;
- Manages the project during the development, implementation and operations start-up by ensuring that resources from all service areas are made available and that the system is developed and in totality operates within previously agreed time, cost and performance parameters;
- Reports project progress, in writing and verbally, on an ongoing basis, and at scheduled points ( e.g., Stage Gate from project planning to execution) in the life cycle to the sponsors of the project;
- Evaluates proposed computer systems to determine technical feasibility, functional adequacy, and estimated costs for implementation and operation;

- Liaise with program managers, and other cognizant officials and states problems in a form capable of being solved;
- Prepares plans, templates, Gantt charts, critical path diagrams, charts to assist in analyzing or displaying problems, works with a variety of scientific, business or engineering tools requiring a sound knowledge of mathematics and management sciences;
- Manages a team of specialists, analysts and programmers; and,
- Provide advice to the Project authority.

**(b) Developer (Programmer/Analyst) --**The Developer (Programmer/Analyst) must have the following education, experience and skills:

- (i) A minimum 6 years of software development experience with a minimum of 3 years of experience relevant to this requirement for solution implementation within the previous 5 years.
- (ii) A degree or diploma from a recognized university or college
- (iii) The resource should possess, at a minimum three (3) years of experience in working as a Programmer Analyst, of which at least one (1) year of this experience should be with the Contractor's COTS product.
- (iv) Knowledge and experience requirements in the following areas as demonstrated by CV information with at least two client references provided:
  - (1) Knowledge and experience in working on related initiatives;
  - (2) Experience in various facets of programmer analysis;
  - (3) Experience in developing functional and system design specifications;

The Developer (Programmer/Analyst) is required to perform the following activities:

- Creates flows, scripts and procedures;
- Develops, maintains and supports reports, templates, queries, dashboards, scorecards and analytics;
- Prepares and maintains technical documentation and change control processes;
- Provides solution analysis, design, development and testing services; and,
- Uses business modeling software tools;

**(c) Functional Analyst/Trainer --** The Functional Analyst/Trainer must have the following education, experience and skills:

- (i) A minimum 2 years experience in delivering customized training for IT, end user and trainer personnel within the previous 5 years;
- (ii) Knowledge and experience requirements in the following areas as demonstrated by CV information with at least two client references provided:
  - (1) Extensive knowledge of proposed software components and their operation;
  - (2) Experience in providing classroom training to end-users or administrators; and,
  - (3) Experience in providing train the trainer training.

The Functional Analyst/Trainer is required to perform the following activities:

- Develop and/or implement a training strategy and approach in consultation the Project authority or authorized designate;
- Monitor and assess training needs;

- Deliver train-the-trainer training;
- Provide advice to the Project authority or authorized designate;
- Collect and document business requirements;
- Draft functional specifications;
- Undertake testing at vendor site; and
- Prepare other documentation as required; and
- Provide On-Site Swift Action Tactical (SWAT) services
- Develop and maintain end-user training material

Once a requirement for a resource is identified by Canada (including any resources required under the Contract to be available immediately following award or once a task authorization is issued), the Contractor must make the resource available to Canada within 15 working days. If an individual resource is named in this Contract with respect to any portion of the Work, the Contractor must provide that resource, except to the extent that a replacement is permitted under the General Conditions (in which case the replacement must be provided within the time period described above). This obligation applies despite any changes that Canada may have made to any hardware, software or any other aspect of the Client's operating environment. If the Contractor does not make the resource available to perform the Work during that period, Canada may immediately terminate the Contract for default.

If there must be a change in a resource performing work under the Contract (which must in any case comply with the requirements in the section of the General Conditions entitled "Replacement of Personnel"), the Contractor must make the replacement available for work within 10 working days of the departure of the existing resource (or, if Canada has requested the replacement, within 15 working days of Canada's notice of the requirement for a replacement).

All resources provided by the Contractor must meet the qualifications described in the Contract (including those relating to previous experience, professional designation, education, and language proficiency) and must be competent to provide the required services by any delivery dates described in the Contract.

If the Contractor fails to meet any of its obligations under this Article, or fails to deliver any deliverable or complete any task described in the Contract on time, in addition to any other rights or remedies available to Canada under the Contract or the law, Canada may notify the Contractor of the deficiency, in which case the Contractor must submit a written plan to the Project authority within 10 working days detailing the actions that the Contractor will undertake to remedy the deficiency. The Contractor must prepare and implement the plan at its own expense.

## **7.24 Reporting Requirements**

### **(a) Activities Reports**

The Contractor must provide activities reports for the approval of the Project authority on the status of all Work detailing accomplishments and issues on a weekly basis to the Project authority. The activities reports must identify, evaluate and mitigate risk associated with the work undertaken for the installation, configurations, information migration and "start up" phase from a technical, procedural, cost and shedule perspective. Each report should be in four parts:

- (i) PART 1 -- The following six questions MUST be answered:
  - (A) Is the Work and project on schedule?
  - (B) Is the Work and project within budget?
  - (C) Is the Work free of any areas of concern in which the assistance or guidance of Project authority may be required?
  - (D) Is the activity list up-to-date? (if not, must be provided upon request from the Project authority or his/her representative)

- (E) Is the status list of the deliverables up-to-date? (If no, must be provided upon request from the Project authority or his/her representative)
- (F) Is the project plan (Gant chart) and the critical path analysis report up-to-date? (If no, must be provided upon request from the Project authority or his/her representative).
- (G) Are there project risks identified that may delay the project or increase budget requirements?

Each negative response must be supported with an explanation.

- (ii) PART 2 -- A narrative report, brief, yet sufficiently detailed to enable the the Client to evaluate the progress of the Work, containing as a minimum:
  - (A) A description of the progress of each task and of the Work as a whole during the period covered by the Report. Sufficient information should be included, if necessary, to describe the progress accomplished; and,
  - (B) An explanation of any variation from the plan of Work, detailed estimates of any increase in time, resources and cost that affect plans.
  - (C) All reasonable options for consideration by the Client plus the costs and consequences to the Client of taking no remedial action and must also provide a reasonable amount of time for the Client to review these options and obtain any necessary funding authorization.
- (iii) PART 3 -- Corrective actions to show how the deadline will be met, issues resolved, recommendations, and detailed remedial action plans to resolve or alleviate the identified situations or difficulties.
- (b) Transition Plan
  - (i) Given at least ninety (90) days notice prior to the end of the Contract (or any optioned additional terms), at the request of the CSC Project Authority, the Contractor should, in consultation with CSC, develop a comprehensive plan to ensure the efficient transitioning out of:
    - (A) Support services to the CSC or the CSC's delegated third party;
    - (B) IASR design and support information to the CSC (including any unique support requirements, and any IASR-specific system design information); and
    - (C) Licensing agreements to the CSC or the CSC's delegated third party.

## **7.25 Safeguarding Electronic Media**

- (a) Before using them on Canada's equipment or sending them to Canada, the Contractor must use a regularly updated product to scan electronically all electronic media used to perform the Work for computer viruses and other coding intended to cause malfunctions. The Contractor must notify Canada if any electronic media used for the Work are found to contain computer viruses or other coding intended to cause malfunctions.
- (b) If magnetically recorded information or documentation is damaged or lost while in the Contractor's care or at any time before it is delivered to Canada in accordance with the Contract, including accidental erasure, the Contractor must immediately replace it at its own expense.

## **7.26 Representations and Warranties**

The Contractor made statements regarding its and its proposed resources experience and expertise in its bid that resulted in the award of the Contract. The Contractor represents and warrants that all those statements are true and acknowledges that Canada relied on those statements in awarding the Contract. The Contractor also represents and warrants that it has, and all its resources and subcontractors that perform the Work have, and at all times during the Contract Period they will have, the skills, qualifications, expertise and experience necessary to perform and manage the Work in accordance with the Contract, and that the Contractor (and any resources or subcontractors it uses) has previously performed similar services for other customers.

#### **7.27 Access to Canada's Property and Facilities**

Canada's property, facilities, equipment, documentation, and personnel are not automatically available to the Contractor. If the Contractor would like access to any of these, it is responsible for making a request to the Project authority. Unless expressly stated in the Contract, Canada has no obligation to provide any of these to the Contractor. If Canada chooses, in its discretion, to make its property, facilities, equipment, documentation or personnel available to the Contractor to perform the Work, Canada may require an adjustment to the Basis of Payment and additional security requirements may apply.

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# **ANNEX A**

## **PRICING TABLES**

### **PRICING INFORMATION**

**BIDDERS MUST INCLUDE THE FOLLOWING PRICING INFORMATION FOR ALL DELIVERABLES IN CANADIAN CURRENCY.**

### **LIST OF DELIVERABLES AND TOTAL BID PRICE CALCULATION**

1. The Bidder must provide all of the Pricing and Rates requested in Tables 1 to 6 inclusively.
2. Evaluation will be conducted using the last row of each table (Tables 1-6) for the Financial Evaluation, in addition to Table 7, and shall be completed by the Contracting Authority.
3. Bidders are to provide pricing in the unshaded areas of the line items. Bidders are not to make changes to the shaded regions.
4. Failure to provide all of the required Pricing and Rates will result in the Bidder's Proposal being declared Non-responsive.
4. The Bidder must not make any assumptions which have not been validated by the Contracting Authority prior to the Bid Closing Date

### **SUPPLIER AGREEMENTS AND STANDING OFFERS**

Terms and Conditions and Pricing applicable to Supplier Agreements and Standing Offers DO NOT APPLY to a competitive bidding process, and references to them in response to any mandatory requirement will be considered to render the Bid NON-RESPONSIVE.

TABLE 1 INITIAL REQUIREMENT (Canadian \$)		
ITEM NO.	ITEM DESCRIPTION	FIRM ALL-INCLUSIVE LOT PRICE
1	<b>Perpetual license</b> for up to 450 users to use the licensed software.  The firm lot price includes <b>software documentation</b> and a one- year <b>warranty</b> starting from acceptance of the licensed software.	\$
2	<b>Maintenance and Support</b> of 450 user licenses for a period of 3 years from contract award	\$
<b>TOTAL Firm All-Inclusive Lot Price for the Initial Requirement:</b>		\$
FOR EVALUATION PURPOSES, THE SUM OF PRICES FOR ITEM 1 + 2 WILL BE USED TO CALCULATE THE TOTAL BID PRICE.		\$
<b>Note:</b> For information purposes, there are currently approximately 54 institutions within CSC that manage approximately 46,200 Inmate Accounts (approximately 3 accounts per inmate.)		

TABLE 2 OPTIONAL SOFTWARE MAINTENANCE AND SUPPORT SERVICES FOR INITIAL 50 USERS (Canadian \$)		
ITEM NO.	ITEM DESCRIPTION	FIRM ALL- INCLUSIVE ANNUAL LOT PRICE
1	During Option Year One	\$
2	During Option Year Two	\$
3	During Option Year Three	\$
4	During Option Year Four	\$
5	During Option Year Five	\$
FOR EVALUATION PURPOSES, THE SUM OF PRICES FOR ITEMS 1 + 2 + 3 + 4 + 5 WILL BE USED TO CALCULATE THE TOTAL BID PRICE.		\$

<b>TABLE 3</b> <b>SERVICES PROVIDED UNDER THE CONTRACT- FIRM PRICE WITH</b> <b>MILESTONE PAYMENTS</b> <b>(Canadian \$)</b> From Contract Award to Solution Acceptance, as articulated in Annex C-Statement of Requirements-Deliverables		
<b>ITEM NO.</b>	<b>MILESTONE DESCRIPTION</b>	<b>FIRM ALL INCLUSIVE PRICE</b>
1	<b>Price for the Project Implementation Plan and Timeline</b> <i>First Installment</i>	\$
2	<b>Price for the IASR Detailed Design Documents</b> <i>Second Installment</i>	\$
3	<b>Price for IASR - Adaptation and Configuration</b> <i>Third Installment</i>	\$
4	<b>Price for Testing- Pre-UAT Client Acceptance Test</b> <i>Fourth Installment</i>	\$
5	<b>Price for Acceptance - Testing within CSC Technical Testing Environment</b> <i>Fifth Installment</i>	\$
6	<b>Price for Data migration- Completed in CSC Test Environment</b> <i>Sixth Installment</i>	\$
7	<b>Price for Training Documentation including delivery of two training sessions</b> <i>Seventh Installment</i>	\$
8	<b>Production Deployment of IASR</b> <i>Eighth Installment</i>	\$
9	<b>Data Migration- CSC Production Environment</b> <i>Ninth Installment</i>	\$
10	<b>IASR Acceptance Report</b> <i>Tenth Installment</i>	\$
<b>TOTAL Price of the Work:</b>		\$
FOR EVALUATION PURPOSES, THE SUM OF PRICES FOR ITEM 1 + 2 + 3 + 4 + 5 + 6 + 7 + 8 + 9 + 10 WILL BE USED TO CALCULATE THE TOTAL BID PRICE.		\$
<b>Note:</b> Canada will pay the Contractor for the Work described above in ten equal installments as per Article 7.9 - Basis of Payment.		



<b>TABLE 4</b> <b>OPTIONAL SOFTWARE LICENSING</b> <b>FOR ADDITIONAL USER LICENSES OVER AND ABOVE 450 USERS</b> <b>(Canadian \$)</b>		
<b>ITEM NO.</b>	<b>ITEM DESCRIPTION</b>	<b>FIRM ALL-INCLUSIVE UNIT PRICE</b>
1	For each additional user of the Licensed Software, over and above 450 users, including Software Documentation and Warranty  <i>Prices indicated herein must remain the same throughout the contract period plus option years</i>	\$
FOR EVALUATION PURPOSES, THE TOTAL PRICE PER USER MULTIPLIED BY 5 WILL BE USED TO CALCULATE THE TOTAL BID PRICE.		\$

<b>TABLE 5</b> <b>OPTIONAL SOFTWARE MAINTENANCE AND SUPPORT SERVICES</b> <b>FOR ADDITIONAL USERS OF THE LICENSED SOFTWARE</b> <b>(Canadian \$)</b>		
<b>ITEM NO.</b>	<b>ITEM DESCRIPTION</b>	<b>FIRM ALL- INCLUSIVE ANNUAL UNIT PRICE</b>
1	During Year One	\$
2	During Year Two	\$
3	During Year Three	\$
4	During Option Year One	\$
5	During Option Year Two	\$
6	During Option Year Three	\$
7	During Option Year Four	\$
8	During Option Year Five	\$
FOR EVALUATION PURPOSES, THE SUM OF PRICES FOR ITEM 1 + 2 + 3 + 4 + 5 + 6 + 7 + 8 WILL BE USED TO CALCULATE THE TOTAL BID PRICE MULTIPLIED BY THE AVERAGE NUMBER OF 200 USERS		\$

<b>TABLE 6</b> <b>OPTIONAL TRAINING AND PROFESSIONAL SERVICES TO BE PROVIDED AS AND WHEN REQUESTED,</b> <b>EXCLUDING SERVICES REQUESTED IN TABLE 3</b> <b>(Canadian \$)</b>				
<b>ITEM NO.</b>	<b>DESCRIPTION</b>	<b>ALL INCLUSIVE CEILING PER DIEM RATES (Canadian \$) (A)</b>	<b>NUMBER OF DAYS FOR EVALUATION PURPOSES ONLY (B)</b>	<b>EXTENDED PRICE FOR EVALUATION PURPOSES (C)= (A x B)</b>
<b>PROJECT MANAGER</b>				
1	During Year One	\$	25	\$
2	During Year Two	\$	25	\$
3	During Year Three	\$	25	\$
4	During Option Year 1	\$	25	\$
5	During Option Year 2	\$	25	\$
6	During Option Year 3	\$	25	\$
7	During Option Year 4	\$	25	\$
8	During Option Year 5	\$	25	\$
<b>SWIFT ACTION TACTICAL (SWAT) TECHNICAL SUPPORT</b>				
1	During Year One	\$	25	\$
2	During Year Two	\$	25	\$
3	During Year Three	\$	25	\$
4	During Option Year 1	\$	25	\$
5	During Option Year 2	\$	25	\$
6	During Option Year 3	\$	25	\$
7	During Option Year 4	\$	25	\$
8	During Option Year 5	\$	25	\$
<b>FUNCTIONAL ANALYST/TRAINER</b>				
1	During Year One	\$	25	\$
2	During Year Two	\$	25	\$
3	During Year Three	\$	25	\$
4	During Option Year 1	\$	25	\$
5	During Option Year 2	\$	25	\$
6	During Option Year 3	\$	25	\$
7	During Option Year 4	\$	25	\$
8	During Option Year 5	\$	25	\$
<b>DEVELOPPER (PROGRAMMER/ANALYST)</b>				
1	During Year One	\$	50	\$
2	During Year Two	\$	50	\$
3	During Year Three	\$	50	\$
4	During Option Year 1	\$	50	\$
5	During Option Year 2	\$	50	\$
6	During Option Year 3	\$	50	\$
7	During Option Year 4	\$	50	\$
8	During Option Year 5	\$	50	\$
FOR EVALUATION PURPOSES, THE SUM OF THE EXTENDED PRICE UNDER COLUMN (C) (ITEM 1 + ITEM 2 + ITEM 3 + ITEM 4 + ITEM 5 + ITEM 6 + ITEM 7 + ITEM 8), FOR EACH CATEGORY OF PROFESSIONAL SERVICES MENTIONED ABOVE, WILL BE USED TO CALCULATE THE TOTAL BID PRICE.				\$

<b>TABLE 7</b> <b>TOTAL BID PRICE FOR EVALUATION PURPOSES</b>		
<b>ITEM NO.</b>	<b>ITEM DESCRIPTION</b>	<b>PRICE (Canadian \$)</b>
1	Firm All-Inclusive Lot Price for the Initial Requirement	\$ Total from Table 1
2	Total Price for Optional Software Maintenance and Support for Initial 450 users	\$ Total from Table 2
3	Total Price for Services Provided under the Contract- Firm Price with Milestone Payments	\$ Total from Table 3
4	Total Price for Optional Additional Users of the Licensed Software over and above 450 Users	\$ Total from Table 4
5	Total Price for Optional Maintenance and Support of the Licensed Software for Additional Users	\$ Total from Table 5
6	Total Price for Optional Professional Services and Training to be provided as and when requested	\$ Total from Table 6
<b>TOTAL BID PRICE (TBP) FOR EVALUATION PURPOSES</b>		<b>\$</b>



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SECURITY REQUIREMENTS CHECK LIST (SRCL)

LISTE DE VÉRIFICATION DES EXIGENCES RELATIVES À LA SÉCURITÉ (LVERS)

PART A - CONTRACT INFORMATION / PARTIE A - INFORMATION CONTRACTUELLE

1. Originating Government Department or Organization / Ministère ou organisme gouvernemental d'origine Correctional Service Canada		2. Branch or Directorate / Direction générale ou Direction Comptroller's Branch	
3. a) Subcontract Number / Numéro du contrat de sous-traitance		3. b) Name and Address of Subcontractor / Nom et adresse du sous-traitant	
4. Brief Description of Work / Brève description du travail SRCL for RFP relating to purchase and post-implementation support of COTS Inmate Banking System			
5. a) Will the supplier require access to Controlled Goods? Le fournisseur aura-t-il accès à des marchandises contrôlées?		<input checked="" type="checkbox"/> Yes Oui	<input type="checkbox"/> No Non
5. b) Will the supplier require access to unclassified military technical data subject to the provisions of the Technical Data Control Regulations? Le fournisseur aura-t-il accès à des données techniques militaires non classifiées qui sont assujetties aux dispositions du Règlement sur le contrôle des données techniques?		<input checked="" type="checkbox"/> Yes Oui	<input type="checkbox"/> No Non
6. Indicate the type of access required / Indiquer le type d'accès requis			
6. a) Will the supplier and its employees require access to PROTECTED and/or CLASSIFIED information or assets? (Specify the level of access using the chart in Question 7. c) (Préciser le niveau d'accès en utilisant le tableau qui se trouve à la question 7. c)		<input type="checkbox"/> Yes Oui	<input checked="" type="checkbox"/> No Non
6. b) Will the supplier and its employees (e.g. cleaners, maintenance personnel) require access to restricted access areas? No access to PROTECTED and/or CLASSIFIED information or assets is permitted. Le fournisseur et ses employés (p. ex. nettoyeurs, personnel d'entretien) auront-ils accès à des zones d'accès restreintes? L'accès à des renseignements ou à des biens PROTÉGÉS et/ou CLASSIFIÉS n'est pas autorisé.		<input type="checkbox"/> Yes Oui	<input checked="" type="checkbox"/> No Non
6. c) Is this a commercial courier or delivery requirement with no overnight storage? S'agit-il d'un contrat de messagerie ou de livraison commerciale sans entreposage de nuit?		<input type="checkbox"/> Yes Oui	<input checked="" type="checkbox"/> No Non
7. a) Indicate the type of information that the supplier will be required to access / Indiquer le type d'information auquel le fournisseur devra avoir accès			
Canada <input checked="" type="checkbox"/>		NATO / OTAN <input type="checkbox"/>	Foreign / Étranger <input type="checkbox"/>
7. b) Release restrictions / Restrictions relatives à la diffusion			
No release restrictions Aucune restriction relative à la diffusion <input checked="" type="checkbox"/>		All NATO countries Tous les pays de l'OTAN <input type="checkbox"/>	No release restrictions Aucune restriction relative à la diffusion <input type="checkbox"/>
Not releasable À ne pas diffuser <input type="checkbox"/>			
Restricted to: / Limité à: <input type="checkbox"/>		Restricted to: / Limité à: <input type="checkbox"/>	Restricted to: / Limité à: <input type="checkbox"/>
Specify country(ies): / Préciser le(s) pays:		Specify country(ies): / Préciser le(s) pays:	Specify country(ies): / Préciser le(s) pays:
7. c) Level of information / Niveau d'information			
PROTECTED A PROTÉGÉ A <input checked="" type="checkbox"/>	NATO UNCLASSIFIED NATO NON CLASSIFIÉ <input type="checkbox"/>	PROTECTED A PROTÉGÉ A <input type="checkbox"/>	
PROTECTED B PROTÉGÉ B <input checked="" type="checkbox"/>	NATO RESTRICTED NATO DIFFUSION RESTREINTE <input type="checkbox"/>	PROTECTED B PROTÉGÉ B <input type="checkbox"/>	
PROTECTED C PROTÉGÉ C <input type="checkbox"/>	NATO CONFIDENTIAL NATO CONFIDENTIEL <input type="checkbox"/>	PROTECTED C PROTÉGÉ C <input type="checkbox"/>	
CONFIDENTIAL CONFIDENTIEL <input type="checkbox"/>	NATO SECRET NATO SECRET <input type="checkbox"/>	CONFIDENTIAL CONFIDENTIEL <input type="checkbox"/>	
SECRET SECRET <input type="checkbox"/>	COSMIC TOP SECRET COSMIC TRÈS SECRET <input type="checkbox"/>	SECRET SECRET <input type="checkbox"/>	
TOP SECRET TRÈS SECRET <input type="checkbox"/>		TOP SECRET TRÈS SECRET <input type="checkbox"/>	
TOP SECRET (SIGINT) TRÈS SECRET (SIGINT) <input type="checkbox"/>		TOP SECRET (SIGINT) TRÈS SECRET (SIGINT) <input type="checkbox"/>	





PART A (continued) / PARTIE A (suite)

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

If Yes, indicate the level of sensitivity:

Dans l'affirmative, indiquer le niveau de sensibilité :

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

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

Document Number / Numéro du document :

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

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



RELIABILITY STATUS  
COTE DE FIABILITÉ



CONFIDENTIAL  
CONFIDENTIEL



SECRET  
SECRET



TOP SECRET  
TRÈS SECRET



TOP SECRET- SIGINT  
TRÈS SECRET - SIGINT



NATO CONFIDENTIAL  
NATO CONFIDENTIEL



NATO SECRET  
NATO SECRET



COSMIC TOP SECRET  
COSMIC TRÈS SECRET



SITE ACCESS  
ACCÈS AUX EMPLACEMENTS

Special comments:

Commentaires spéciaux : only developers requiring on-site access for SWAT will require clearance. Offsite resources will not.

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

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

10. b) May unscreened personnel be used for portions of the work?  
Du personnel sans autorisation sécuritaire peut-il se voir confier des parties du travail? ☐ No ☒ Yes  
Non Oui
- If Yes, will unscreened personnel be escorted?  
Dans l'affirmative, le personnel en question sera-t-il escorté? ☐ No ☒ Yes  
Non Oui

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

INFORMATION / ASSETS / RENSEIGNEMENTS / BIENS

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

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

PRODUCTION

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

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

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

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



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




For users completing the form **manually** use the summary chart below to indicate the category(ies) and level(s) of safeguarding required at the supplier's site(s) or premises.

Les utilisateurs qui remplissent le formulaire **manuellement** doivent utiliser le tableau récapitulatif ci-dessous pour indiquer, pour chaque catégorie, les niveaux de sauvegarde requis aux installations du fournisseur.

For users completing the form **online** (via the Internet), the summary chart is automatically populated by your responses to previous questions.

Dans le cas des utilisateurs qui remplissent le formulaire **en ligne** (par Internet), les réponses aux questions précédentes sont automatiquement saisies dans le tableau récapitulatif.

**SUMMARY CHART / TABLEAU RÉCAPITULATIF**

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

12. a) Is the description of the work contained within this SRCL PROTECTED and/or CLASSIFIED?

La description du travail visé par la présente LVERS est-elle de nature PROTÉGÉE et/ou CLASSIFIÉE?

☒ No  
Non

☐ Yes  
Oui

If Yes, classify this form by annotating the top and bottom in the area entitled "Security Classification".

Dans l'affirmative, classifiez le présent formulaire en indiquant le niveau de sécurité dans la case intitulée « Classification de sécurité » au haut et au bas du formulaire.

12. b) Will the documentation attached to this SRCL be PROTECTED and/or CLASSIFIED?

La documentation associée à la présente LVERS sera-t-elle PROTÉGÉE et/ou CLASSIFIÉE?

☒ No  
Non

☐ Yes  
Oui

If Yes, classify this form by annotating the top and bottom in the area entitled "Security Classification" and indicate with attachments (e.g. SECRET with Attachments).

Dans l'affirmative, classifiez le présent formulaire en indiquant le niveau de sécurité dans la case intitulée « Classification de sécurité » au haut et au bas du formulaire et indiquez qu'il y a des pièces jointes (p. ex. SECRET avec des pièces jointes).





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**PART D - AUTHORIZATION / PARTIE D - AUTORISATION**

**13. Organization Project Authority / Chargé de projet de l'organisme**

Name (print) - Nom (en lettres moulées)

Jacqueline Ouellette

Title - Titre

Dir, Fin Policy Practices and Systems

Signature

Telephone No. - N° de téléphone  
(613)996-4046

Facsimile No. - N° de télécopieur

E-mail address - Adresse courriel  
jacqueline.ouellette@csc-scc.gc.ca

Date

Nov. 2/11

**14. Organization Security Authority / Responsable de la sécurité de l'organisme**

Name (print) - Nom (en lettres moulées)

Robert Wattie

Title - Titre

Contract Security Analyst

Signature

Telephone No. - N° de téléphone  
(613)944-6665

Facsimile No. - N° de télécopieur  
(613)992-9376

E-mail address - Adresse courriel  
robert.wattie@csc-scc.gc.ca

Date

NOV - 7 2011

**15. Are there additional instructions (e.g. Security Guide, Security Classification Guide) attached?**

Des instructions supplémentaires (p. ex. Guide de sécurité, Guide de classification de la sécurité) sont-elles jointes?

☐ No  
Non

☒ Yes  
Oui

**16. Procurement Officer / Agent d'approvisionnement**

Name (print) - Nom (en lettres moulées)

Title - Titre

Signature

Telephone No. - N° de téléphone

Facsimile No. - N° de télécopieur

E-mail address - Adresse courriel

Date

**17. Contracting Security Authority / Autorité contractante en matière de sécurité**

Name (print) - Nom (en lettres moulées)

Title - Titre

Signature

Telephone No. - N° de téléphone

Facsimile No. - N° de télécopieur

E-mail address - Adresse courriel

Date

Jan 23/12

Joelle Smith

Contract Security Officer, Contract Security Division

Joelle.Smith@tpsgc-pwgsc.gc.ca

Tel/Tél - 613-948-1726 / Fax/Téléc - 613-954-4171

## **Annex “C”**

### **Inmate Accounting System Replacement (IASR)**

#### **Statement of Requirements**



## **1.0 TITLE**

### **1.1 Inmate Accounting System Replacement for Correctional Service Canada**

## **2.0 BACKGROUND**

Correctional Service Canada (CSC) is responsible for managing institutions of various security levels and supervising offenders under conditional release in the community. The *Corrections and Conditional Release Act* requires that CSC manage the current and savings accounts of offenders, as well as administer payments to them, as incentives and compensation for work performed.

National Headquarters at CSC provides support to the Commissioner and the Executive Committee and delivers services to all of CSC such as: correctional operations; public affairs and parliamentary relations; human resource and financial management expert advice; national investigations and audit; performance assurance; policy and planning; program development; functional leadership on Women offender and Aboriginal offender initiatives; research; legal services; health services and information management.

### **Regulatory Responsibilities:**

Federal Acts and Regulations direct the CSC to manage inmate money and to pay inmates, net of deductions.

The *Corrections and Conditional Release Act*, Section 78 provides the Commissioner with the authority to authorize the payment to offenders at rates approved by Treasury Board, and to administer deductions, meant to represent the reimbursement of the cost of the offender's food, accommodation and work-related clothing.

The *Corrections and Conditional Release Regulations*, sections 104 and 111 require that CSC ensures that all money that accompanies an inmate upon admission and money received by the inmate while in custody are deposited into a bank account, and regulates the requirement for both a current and a saving account, as well as limiting transfers and payments out of the account.

The Commissioner's Directives (specifically CD 860 – Inmate Money, CD 890- Inmate Canteen, and CD 730 – Inmate Program Assignment and Payments) regulate the manner in which inmate money is to be administered.

Changes to, or additions in, legislation have an effect on the work of CSC. In particular, the work of CSC is affected by acts such as the:

- Corrections and Conditional Release Act;
- Truth and Sentencing Act, and
- Tackling Violent Crimes Act.

### **Bank Accounts**

CSC manages 54 institutions, 16 Community Correctional Centres and 84 Parole Offices and sub-offices across the country. A description of institutional security level classifications (i.e. maximum, medium, minimum and multi-level) is available on CSC's website. On an average day during the 2010-2011 fiscal year, CSC was responsible for 14,200 federally incarcerated offenders. However, over the course of the year, including all admissions and releases, CSC managed 20,233 incarcerated offenders.

Each of the Canadian correctional institutions is required to establish and administer bank accounts for each inmate. Cash flows into the accounts through inmate pay, pay received from an already verified third party, pensions and other sources. Cash flows out of the accounts through purchase from a third party, standard deductions (e.g. room and board), canteen purchases and other pre-authorized withdrawals transfers between accounts types (current versus saving) for the inmate or, under specific circumstances, between two inmates' accounts.

Each institution also maintains a series of specific purpose accounts, called Fund Accounts (for example, the Inmate Welfare Fund). Cash is transferred from specific inmates' bank accounts to these Fund Accounts and disbursements are made from these accounts.

Inmates have three main accounts or funds - Current, Savings and Canteen, with specified constraints on their operation and balances. Inmate pay comes from established pay rates for jobs performed within the Institution and through CORCAN incentives, a rehabilitation program that provides employment training and employability skills to offenders. Other sources of inmate revenue may include but not be limited to: work through third party employment; sales of crafts; pension cheques; and gifts from family or friends. Inmates can use their money to purchase items from the institution canteen using the balance assigned to their Canteen fund and can also apply to purchase approved items from external suppliers. These purchases are made through transfers from the funds to the Department's financial system via an interface.

### **Current Technology**

The CSC Comptroller at the National level is responsible for, among other things, the management of inmates' money, pay and disbursements through the use of appropriate technology and processes shared by the fifty-four (54) correctional institutions across Canada. The systems currently used to support the financial management of inmate monies include:

- **Integrated Financial & Material Management System (IFMMS)** - based on Oracle Financials, which tracks overall CSC financial as well as the control account;
- **Inmate Accounting System (IAS)** - tracks individual inmate accounts (i.e. sub-ledger);
- **Inmate Telephone System (ITS);**
- **Point of Sale (POS)** - the local inmate Canteen system, which tracks inmate purchases from the Institutions' canteens; and
- **Offender Management System (OMS)** - specifically, the Offender Personal Property (OPP) module of this system interfaces inmate personal property purchase requests to the IAS.

### **Inmate Accounting System – Legacy System**

CSC has the mandate to replace the existing system with a new and more sophisticated commercial software. The outdated Inmate Accounting System (IAS) legacy system (referred to as IAS legacy) is the tool currently used to manage approximately 43,000 offender accounts. Each year, the Department processes roughly 1.8 million transactions using this legacy system. The system impacts every institution and federal offender, and is complex and regulated through a series of Commissioner's Directives.

The IAS legacy system is a **mission-critical mainframe application which CSC expects will be decommissioned after March 31<sup>st</sup>, 2013**. It provides for the management of inmates' money at the different Institutions.

The legacy IAS manages:

- Movement of inmates' monies between institutions;
- Jobs and job rates;
- Pay calculations and transactions;
- Institution standard and special deductions;

- Inmate accounts;
- Fund and Canteen amounts and transfers;
- Credits, holds and purchases; and
- Cheque and non-cheque issue for fund disbursements.

The legacy IAS interfaces (through flat file interfaces) with CSC's financial system (Oracle Financials, specifically the Receivables, Payables and General Ledger modules of CSC's financial management system IFMMS), the Canteen Point Of Sale (POS) system, the Inmate Telephone System (ITS), and the Offender Personal Property (OPP) module of the Offender Management System (OMS).

The IFMMS is updated nightly through the IAS/IFMMS batch interface to record/update the Total Bank Account balance for all inmates in the CSC's financial system.

### 3.0 OBJECTIVE

3.1 CSC is seeking to replace the legacy IAS with commercially available Inmate Accounting System Replacement (IASR) to meet its legislated mandate to:

- 3.1.1.1 Administer inmate bank accounts (savings and current);
- 3.1.1.2 Compensate offenders in order to encourage their participation in programs and assist in their reintegration into the community;
- 3.1.1.3 Administer pay deductions which present partial compensation to the Department for the offender's food and accommodation; and
- 3.1.1.4 Pay interest to offenders in accordance with the *Financial Administration Act* (FAA).

3.2 There are also secondary benefits which CSC hopes to achieve in replacing the IAS:

- 3.2.1.1 Enhancing Corporate and Strategic Reporting;
- 3.2.1.2 Applying "best practice" initiatives for all aspects of inmate banking and pay; and,
- 3.2.1.3 Ensuring all key controls are in place to manage the balances in the inmate accounts.

### 4.0 DEFINITIONS AND APPLICABLE DOCUMENTS

4.1 The following list of definitions and/or acronyms are relevant to and form a part of this Statement of Requirements.

Term/Acronym	Definition
<b>Adaptation/Customization</b>	Technical modification to COTS product in order to meet CSC's business requirements as defined in the Statement of Work.
<b>Bank Authorization Number</b>	Each institution deposits all inmate receipts from third-parties to a local bank account. The bank authorization number is a five-digit identifier, which is included in the cash receipt extract to Oracle Financials.
<b>BPR</b>	Business Process Redesign
<b>Change Control</b>	Change Control is a formal management process for requesting reviewing, approving, carrying out and controlling changes to a project's deliverables, used to ensure a product, service or process is only modified in line with the identified necessary changes. It is particularly related to software development and is a fundamental process in quality control.

Term/Acronym	Definition
	It is also formally used where the impact of a change could have severe risk and/or financial consequence. Change Control is usually applied once the first version of a deliverable has been completed and acceptance by the Client Technical Authority has occurred.
<b>Club Account</b>	A bank account, which is not assigned to a specific inmate within the institution. A group of inmates in an institution can contribute a portion of their income to the account, and expenditures are made from the account through a collaborative process. These are also referred to as "Special Purpose Funds" or "Special Purpose Accounts"
<b>Configuration</b>	The methodical process of assigning values to options that are provided in the COTS.
<b>CSC</b>	Correctional Service of Canada
<b>FMS</b>	<p><b>Financial Management Systems.</b> Any combination of business processes (end-to-end, automated and manual), procedures, controls, data and software applications, all of which are categorized as either Departmental Financial And Materiel Management Systems or program systems and central systems that produce financial information and related non-financial information.</p> <p>Financial Management Systems are used for any of the following:</p> <ul style="list-style-type: none"> <li>• Collecting, processing, maintaining, transmitting and reporting data about financial events and to maintain accountability for the related assets, liabilities and equity;</li> <li>• Supporting financial management, planning, budgeting and decision-making activities;</li> <li>• Accumulating and reporting cost information; or</li> <li>• Supporting the preparation of internal and external reports, such as departmental financial statements and input to the Public Accounts of Canada.</li> </ul> <p>For more information refer to: <a href="http://www.tbs-sct.gc.ca/pol/doc-eng.aspx?id=17589&amp;section=text">http://www.tbs-sct.gc.ca/pol/doc-eng.aspx?id=17589&amp;section=text</a></p>
<b>DAO</b>	<b>Departmental Accounting Office.</b> The DAO code is a <b>four-character</b> code designed for accounting purposes on the Central Accounting System (Public Works Government-wide Accounting System) to identify the organizational unit within the Department that is providing the input information.
<b>DBA</b>	<b>Departmental Bank Account.</b> A DBA is a bank account established in a financial institution by the Receiver General allowing a department to make expenditures in locations where the normal facilities for the issuance of Receiver General's cheques are not immediately available.

<b>Term/Acronym</b>	<b>Definition</b>
<b>FPS Number</b>	Finger Print System Number. A unique number that identifies and is assigned to every inmate. This number is manually created within IASR when the inmate's master data is entered.
<b>IAS legacy</b>	the existing legacy Inmate Accounting System
<b>IASR</b>	Inmate Accounting System Replacement. The system subject to this procurement.
<b>IFMMS</b>	Integrated Financial and Material Management System
<b>Income / Earned Income / Revenue</b>	Income is revenue received from the following sources: <ul style="list-style-type: none"> <li>a. Inmate pay, including incentives and overtime;</li> <li>b. Pay earned while on work release or conditional release;</li> <li>c. Pay received from a third party for work performed in a penitentiary;</li> <li>d. Income from a business operated by the inmate;</li> <li>e. Income from the sale of hobby craft or custom work; and,</li> <li>f. Pension income from a private or government source.</li> </ul>
<b>Inmate Welfare Fund</b>	A bank account, which is not assigned to a specific inmate within the institution. All inmates in the institution contribute a portion of their income to the fund, and expenditures are made from the fund through a collaborative process.
<b>ITS</b>	Inmate Telephone System
<b>Legacy Data</b>	In information technology, legacy applications and <b>Legacy Data</b> are those that have been inherited from languages, platforms, and techniques earlier than current technology.
<b>Living Unit</b>	A two-digit non table-validated code that an institution can optionally enter for an inmate record.
<b>Major Adaptation</b>	The creation of a new screen, a new table, and/or a new process outside of that delivered by the existing commercial COTS product.
<b>Minor Adaptation</b>	Modifications made by an IM/IT programmer to tables, screens and/or processes which currently exist in the current COTS product.
<b>NCR</b>	National Capital Region - The region comprised of Ottawa, Ontario and Gatineau, Québec.
<b>NHQ</b>	CSC National Headquarters
<b>OMS</b>	Offender Management System
<b>OPP</b>	Offender Personal Property module of the OMS
<b>POS</b>	Point of Sale - Local stand-alone system, which tracks inmate purchases from the Institutions' canteens. This is a nationally standardized application with local installations at each institution.

Term/Acronym	Definition
<b>QA</b>	Quality Assurance Environment. A pre-production, configured instance of the COTS located on CSC's servers, which is used to validate the installation and data conversion processes.
<b>Room and Board</b>	This deduction represents 25% of the inmate's total monthly income over and above a pre-defined maximum rate, after deductions for reimbursement to the Crown and contributions to the Inmate Welfare Fund. A maximum deduction of \$5 per week day as been defined, to a maximum of \$25 per week.
<b>Special Purpose Fund/Account</b>	Each institution maintains a series of special purpose funds to which each inmate can optionally contribute from their current and/or savings account. Balances in these accounts can be extracted to the POS system. These are also referred to as "Club Accounts".
<b>UAT</b>	User Acceptance Testing. The process to obtain confirmation that the configured and adapted COTS meets the requirements identified in the Statement of Technical Requirements, as documented in the test plan.

- 4.2 The following documents provide guidance for the provision of adaptation, implementation, training, maintenance and support services for the IASR. The Contractor shall conform to and maintain working knowledge of the foregoing and all amendments thereto:

4.2.1 The *Official Languages Act*:

<http://laws.justice.gc.ca/en/O-3.01/>

4.2.2 The *Privacy Act*:

<http://laws.justice.gc.ca/en/P-21/>

4.2.3 The Privacy and Data Protection Policy

[http://www.tbs-sct.gc.ca/Pubs\\_pol/gospubs/TBM\\_128/CHAP1\\_1-2\\_e.asp](http://www.tbs-sct.gc.ca/Pubs_pol/gospubs/TBM_128/CHAP1_1-2_e.asp)

4.2.4 The *Personal Information Protection and Electronics Documents Act*:

<http://laws.justice.gc.ca/en/P-8.6/>

4.2.5 The *Corrections and Conditional Release Act*, Section 78

<http://laws.justice.gc.ca/en/C-44.6/index.html>

4.2.6 The *Corrections and Conditional Release Regulations*, sections 104 and 111

<http://laws.justice.gc.ca/en/C-44.6/SOR-92-620/index.html>

4.2.7 The Commissioners Directives (specifically CD 860 – Inmate Money, CD 890- Inmate Canteen, and CD 730 – Inmate Program Assignment and Payments):

<http://www.csc-scc.gc.ca/text/plcy/toccd-eng.shtml>

## 5.0 DESCRIPTION AND SCOPE OF WORK

The Contractor must provide a team of experts that will provide the expertise required for the planning, detailed design, configuration, customization, integration, testing, training and delivery of the IASR Software Solution within CSC's technical environment.

**5.1** The Contractor agrees to deliver all written Reports in a format compatible with all of the CSC's present and future standard office software which are at the present time: Microsoft Office Suite (Word, Excel, Outlook, and PowerPoint), currently version 2007, and MS Project, currently version 2007.

**5.2** Any functional, technical system and database diagrams (e.g. data flow diagrams, physical and logical data models, etc.) provided by the Contractor must be compatible with the CSC's standard diagramming software, Microsoft Office Visio (currently version 2007) or pdf format. By 2013, CSC anticipates using Microsoft 2008.

**5.3** The Work is divided into two project phases:

**5.3.1** Phase 1 – IASR Development

**5.3.2** Phase 2 – Production Readiness

The Contractor will be required to undertake the Work below in accordance with the approved Plans

### PHASE 1 – IASR Development

Deliverables	Schedule
<p><b>Revised Project Implementation Plan and Timeline</b> to be reviewed and approved by CSC Project Authority, which includes:</p> <ul style="list-style-type: none"><li>- Revised Technical Installation Plan</li><li>- Revised Detailed Implementation Schedule (Work Breakdown Structure)</li><li>- Revised Detailed Architecture Diagram</li><li>- Revised Version Control Methodology</li><li>- Revised Database backup and recovery Strategy</li><li>- Revised Disaster Recovery Strategy</li><li>- Installation Instruction Release Notes</li><li>- Revised Technology Blueprint (interface with Oracle eBusiness Suite)</li><li>- Revised Change Management Plan (Change Control Process)</li><li>- A register of any identified risks to the provision of deliverables on time and within budget.</li></ul>	<p>3 weeks after Contract Award</p>

Deliverables	Schedule
<p><b>IASR Detailed Design Documents</b> (including Data Migration Strategy) must be delivered to be reviewed and approved by CSC Project Authority, which includes:</p> <ul style="list-style-type: none"> <li>- Fit-Gap Analysis which will be used to develop the high-level design for all adaptations required.</li> <li>- Functional Specifications for all IASR adaptations <ul style="list-style-type: none"> <li>o Technical Reference Manual</li> <li>o IASR High Level Design</li> <li>o “As is” and “to be” process flows; and,</li> <li>o Physical Data Model</li> </ul> </li> <li>- Testing Strategy <ul style="list-style-type: none"> <li>o Testing Criteria and Test Plan (detailed testing information regarding testing effort, including scope of testing, schedule, responsibilities, test deliverables, release criteria, risks and contingencies)</li> <li>o Testing Requirements (Approved check list of capabilities and functionalities)</li> </ul> </li> <li>- Migration Plan <ul style="list-style-type: none"> <li>o Data Migration Plan (analysis and document of the structure of data in the IASR application and mapping between the source (legacy IAS System provided by CSC) and target structure (IASR System). Migration plan includes migration of Active Job Information (Job Number, Job Description, Inmate Pay Level, Job Level), Active Inmate and Fund Master Data (FPS or Fund Number, Inmate or Fund Name, Living Unit, Security Class, Savings Amount (Cash and Available Funds), Current Amount (Cash and Available Funds), Canteen Account Amount, Language Preference (English or French), Inmate’s current job, All active payroll deduction information for each inmate, including disbursement codes, percentage deductions and deduction amounts), Open Inmate and Fund Account Transactions (i.e. standard cheque disbursements on hold, deposits on hold and standard disbursements on hold).</li> <li>o Documentation outlining required format of the contents of a flat file and the data transformation rules necessary for the data migration process from the legacy IAS to the IASR System)</li> <li>o Documentation on any data cleaning requirements including information regarding migration process and the schedule to be implemented in order to complete the data migration according to timeline identified in Implementation Plan</li> </ul> </li> </ul>	<p>7 weeks after Contract Award</p>



Deliverables	Schedule
<p><b>IASR - Adaptation and Configuration</b> (on Contractor's technical environment). The Contractor must submit:</p> <ul style="list-style-type: none"> <li>- All business and functional requirements outlined in the Statement of Requirements including user interfaces, software code and database structure</li> <li>- All IASR interfaces and functionalities necessary for the exchange of data (import and/or export) between the IASR and CSC's other existing applications and systems (POS, IFMMS, ITS and OPP/OMS)</li> </ul>	16 weeks after Contract Award
<p><b>Testing – Pre-UAT Client Acceptance Test</b> – Contractor must demonstrate compliance of the Contractor's adapted project, installed on the Contractor's development environment, meets the specified Statement of Requirements:</p> <ul style="list-style-type: none"> <li>- Demonstrate compliance of each criterion as per approved Test Plan and Statement of Technical Requirements to the CSC Project Authority</li> <li>- Providing documentation on any discrepancies</li> <li>- Proposing resolution to issues and bugs</li> <li>- Submit corrective action plan and new timeline for the review and approval of the CSC Project Authority.</li> </ul> <p>The Pre-UAT Client Acceptance Test will be conducted in the NCR. Successful demonstration of all required functionality via this Conference Room Pilot shall be required prior to the Contractor being authorized by the CSC Project Authority to proceed with the installation of the IASR onto CSC's Acceptance Testing Environment.</p>	16 weeks after contract award
<p><b>Acceptance – Testing within CSC Technical Testing Environment</b> (Software Configuration and Adaptations).</p> <ul style="list-style-type: none"> <li>- Validate and approved conformity of CSC Testing Environment</li> <li>- Deliver Site Acceptance Test to be reviewed and approved by the CSC Project Authority</li> <li>- Deliver all software components in a System Management Server (SMS) deployable state</li> <li>- Install, configure, test, and implement the IASR within CSC Technical Testing Environment</li> <li>- Provide test scripts to CSC for CSC UAT testing.</li> <li>- Modify configuration and adaptations based on CSC UAT test results.</li> <li>- Provide final System Acceptance Test Report for sign-off by the CSC Project Authority.</li> <li>- System Acceptance Test Report to be reviewed and approved by the CSC Technical Authority.</li> </ul>	24 weeks after Contract Award

Deliverables	Schedule
<b>Data migration -- completed in CSC Test Environment - The Contractor must:</b> <ul style="list-style-type: none"> <li>- Import data from flat files extracted from the legacy IAS by CSC Technical Team</li> <li>- Deliver data migration analysis including delivery of all codes, testing and validation required in accordance with Approved Data Migration Plan</li> <li>- Obtain approval of the CSC Project Authority</li> </ul>	24 weeks after Contract Award

## PHASE 2 - Production Readiness

Deliverables	Schedule
<b>Training Documentation</b> - The Contractor must deliver training material and documentation (hard and soft copies) that have been updated to include any adaptations or additional configurations that have been done within the IASR in order to: <ul style="list-style-type: none"> <li>- Deliver training sessions to CSC Train-the-Trainer Instructors using end-user training materials</li> <li>- Deliver training sessions to CSC System Administrators</li> <li>- Deliver knowledge transfer to CSC IM/IT resources</li> <li>- Deliver application training services in relation to IASR administrators and user functions</li> </ul> Obtain approval of CSC Project Authority	20 weeks after contract award
<b>Delivery of Training Sessions (Train the Trainer and System Support Personnel)</b> (It is estimated that the 1 <sup>st</sup> session will take place 6 weeks after contract award, and the 2nd session will take place 20 weeks after contract award.	AT CSC Project Authority's request
<b>Production Deployment of IASR</b> <ul style="list-style-type: none"> <li>- The Contractor shall provide any necessary configuration, testing, implementation and deployment services for the IASR, onto CSC's production environment for final Production Sign-Off by the CSC Project Authority, once the system is functioning as specified within the acceptance testing environment and is ready for operational "go-live" of the IASR. These services are to be provided on-site.</li> <li>- The Contractor will set up the Disaster Recovery environment, which resides on a separate CSC server.</li> <li>- Provide CSC with an initial license for use of the Contractor's adapted software by 500 users, during the initial contract period, and any extension thereof.</li> </ul>	March 1, 2014

<b>Deliverables</b>	<b>Schedule</b>
<b>Data Migration -- CSC Production Environment – The Contractor must:</b> <ul style="list-style-type: none"> <li>- Run the scripts developed and tested for data migration during Phase 1, in order to migrate CSC legacy data from the flat file extract of the legacy IAS to the IASR application within CSC's production environment.</li> <li>- Deliver data migration analysis including delivery of all codes, testing and validation required in accordance with Approved Data Migration Plan</li> <li>- Obtain approval of the CSC Project Authority</li> </ul>	April 1, 2014
<b>IASR Acceptance Report</b> <ul style="list-style-type: none"> <li>a) Once the Contractor's IASR application has been installed on the CSC testing environment, the Contractor shall prepare and submit to the Project Authority an Acceptance Report to be signed by the Project Authority after the IASR has functioned as specified for a period of not less than thirty (30) days within the production environment.</li> <li>b) If the Project Authority provides notice of a deficiency during the Acceptance Period, the Contractor shall address the deficiency as soon as possible and notify the Project Authority in writing once any required corrections are complete, at which time the Project Authority will be entitled to re-inspect the IASR and the thirty (30) day Acceptance Period will begin again. This will be implemented via CSC's release methodology that will be provided upon contract award.</li> </ul>	May 1, 2014

### **PHASE 3 - On-going Support and Maintenance**

<b>Deliverables</b>	<b>Schedule</b>
<b>Service Delivery</b> (including Help Desk and product hot fixes, patches and upgrades)	On-going
<b>SWAT Technical Support</b>	As requested by the CSC Project Authority
<b>Maintenance Release and Problem Status Report</b> Maintenance and Updates (including patches, hot-fixes, service packs and upgrades);	Monthly
<b>Patch Report</b>	Quarterly
<b>Schedule for Software Releases</b>	Annually
<b>Additional IASR Solution Programming and Configuration</b>	As requested by the CSC Project Authority
<b>Progress reports.</b>	Monthly

## 6.0 APPROACH AND METHODOLOGY

- 6.1 The management by the Contractor of service delivery to the CSC in relation to adaptation, implementation, training, maintenance and support services for the IASR shall be undertaken in accordance with all Applicable Acts, Codes, Agency and/or federal government regulations, policies and procedures. The Contractor must perform as per terms and conditions of the contract.
- 6.2 In providing adaptation, implementation, training, maintenance and support services for the IASR, the Contractor shall utilize either the Project Management Body of Knowledge (PMBOK) or the Projects in controlled Environments (PRINCE2) within each of the following areas:

Project management and control methodology;

Quality and compliance assurance methodology;

Work planning and scheduling methodology.

- 6.3 The vendor will assign a Project Manager to the project who will represent a mutually agreed upon Point of Contact for the department and will be actively involved in, and responsible for all activities undertaken. The Project Manager will liaise with the CSC Project Authority for meetings, project reviews and other related project management activities. The Project Manager will also undertake a QA role on any and all documents provided to the CSC Project Authority, including but not limited to all Deliverables identified within the Scope of Work.

## 10.0 LANGUAGE OF WORK

10.1 As an organization of the federal government, CSC is required under the *Official Languages Act* to provide its services in either official language of Canada.

10.2 The Contractor shall provide all written deliverables to CSC in English.

10.3 The Contractor shall ensure that all verbal and written communication with CSC is in English.

10.4 The IASR shall comply with CSC's obligations under the *Official Languages Act*, by providing services in both official languages (English and French).

10.5 For the IASR, this means:

10.5.1.1 Providing full, identical functionality in the Official Language of the user's choice (English or French), including but not limited to: application functionality, reports, normal user messages, code table descriptions and on-line help on all workstations. When performing queries from the graphical user interface (GUI), the same search request, whether in English or French, must return the same results;

10.5.1.2 There shall be both an English and French GUI (not a combined GUI) for all screens within the IASR. This includes but is not limited to: screen titles, screen labels, help text, pull-down lists, screen tool bars, action buttons and table driven information)

10.5.1.3 The IASR shall support keyboard input, database storage and query retrieval using upper and lower case French accented characters; and

10.5.1.4 All available User Manuals, training materials or related documentation shall be available in English and French.

## **Annex “D”**

### **INMATE ACCOUNTING SYSTEM REPLACEMENT (IASR)**

#### **ANNEX D**

#### **CSC TECHNICAL ENVIRONMENT**

## 1.0 TECHNICAL ENVIRONMENT

The IASR must integrate with the following CSC Technical Environment. The information is offered in four Sections:

Part I	Environment Overview,
Part II	Technical Elements, describing the hardware and software that comprise the Technical Infrastructure;
Part III	Functional Elements, describing the non-technical requirements based on CSC's requirements for service provision; and
Part IV	Technical Architecture.

### PART I ENVIRONMENT OVERVIEW

Information Management Services (IMS) is responsible for maintaining and operating the corporate computing infrastructure, which includes over 1000 servers (application servers and LAN servers) and data communications links. CSC's full time employees and contract personnel maintain the infrastructure.

The computing environment at CSC consists of a range of computing platforms that include mission critical application servers and infrastructure servers necessary to support connectivity across the country, and office automation servers that support corporate, regional and local requirements. This hardware is located centrally at the National Headquarters (NHQ) building in Ottawa, regionally at five Regional Offices facilities, locally at the Federal Corrections facilities and Parole Offices. All the hardware is connected by means of a high-speed, secure, Wide Area Network.

Application servers host a variety of corporate and mission-critical applications. These applications support the operational mandate of the Department and the necessary administrative support for the organization.

The primary systems are located in the Computer Centre at the National Headquarters building (340 Laurier Ave. W., Ottawa, Ontario). There are also a number of servers, which operate as "National Nodes", located at the 5 Regional Offices across the country. IMS has also leased server space at 350 King Edward in Ottawa to be used for Development (Dev) and Quality Assurance (QA) systems.

SSC (Shared Service Canada) is responsible for the operation of all systems. The group directly manages the systems at Headquarters; regional staff assists with the operation of the systems that are located in the Regional Offices.

Workstations are primarily PCs running Windows XP (with a terminal emulator as required). TCP/IP is the standard communications protocols. A variety of system management utilities are used to monitor and enhance user access. Some are generic (used on all platforms) and some are specific to the particular operating system.

CSC has established a Disaster Recovery site in Laval, Quebec managed by SSC.

#### Servers

The Department's server environment consists of a wide array of Intel, and HP Alpha based Servers (both single and clustered) running Windows and Unix Operating systems.

SSC is responsible for providing engineering, technical and administrative support for these servers, support devices, disk subsystem and attached storage. Regional staff provides assistance for those activities that cannot be done remotely, and administer the servers in the regional domains.

Each Regional Office has a group of servers that is used for file and print services and applications for local and/or regional workgroups, as well as the infrastructure servers (DNS, WINS, DHCP and Domain Controllers running Active Directory) and CSC's mission-critical clusters.

SSC is also responsible for the support, maintenance and management of the servers, and storage in the QA, Dev and Eng (Engineering) environments.

### **Disk Subsystems**

Disk drives for CSC's servers are made available as Direct Attached SCSI, SAN or CI (Cluster Interconnect).

### **Layered Products and Applications**

CSC supports over 500 applications, which includes the following mission critical applications:

- a) OMS (Offender Management System),
- b) Data Warehouse,
- c) Human Resource Management System (Peoplesoft),
- d) Oracle Financials,
- e) Exchange, and
- f) Telecommunications Network.

In addition, CSC/SSC provides support for the following tools:

- a) Windows System Configuration Manager 2007,
- b) IIS 6 (Internet Information Service),
- c) Apache 10.1.3.4,
- d) Tuxedo 9.1 RP095,
- e) Citrix ZENAPP 5 citrix farm, Citrix Client 12.0.3.6,
- f) HP Insight Manager 6.2

## **PART II TECHNICAL ELEMENTS**

### ***Desktop Environment***

- Hypertext Mark-up Language (HTML) 4.01 Internet/Intranet browser-base (standard defined by the World Wide Web Consortium (W3C) publishing language of the World Wide Web)
- Microsoft Windows XP SP3 and Windows 7
- Microsoft Office (2007 – minimum)

### ***Database Environments***

- Oracle RDBMS 11g
- Microsoft SQL Server v.2000 SP4 and v.2005 SP2

### ***Platform Environments***

- HP-UX11iv3
- Windows Server 2008

- VMWare 3.5 ESX or higher (Windows)
- HP VM v4.1 or higher (HP)

### **Network**

- Windows 200x Servers infrastructure
- Windows XP SP3 clients customized

### **Application Server Platforms**

- Internet Business Intelligence (BI) Tools
  - Crystal Reports XI
  - Crystal Enterprise/Reports 10
  - Oracle XML Publisher
  - Oracle OLAP 10.2
  - Oracle Discoverer 10.1.2
  - Oracle OAS 10.1.3.4
  - Oracle WebCache
  - Oracle Report Server 10.1.2
  - Oracle AS Metadata Repository
- Directory Services
  - Microsoft AD is used for user authentication and repository of user identity
  - Microsoft DNS is used for resolving FQDN
  - Microsoft WINS is used to resolve NetBIOS names
  - DHCP is used to configure and assign valid IP addresses and other options on all devices connected to the network
  - Microsoft GPO is used to provide an infrastructure for centralized configuration management
  - X500 protocol will continue to be the basis of government-wide address lists
  - Lightweight Directory Access Protocol (LDAP) is used by Web servers for user management and is also used by Business Intelligence (BI) tools
- Communication Services
  - TCP/IP is the communications protocol for all communications among sites and datacenter servers.
- Local Area Network (LAN)
  - 100baseT is the CSC standard and the full infrastructure is currently in place to support it
- Wide Area Network (WAN)
  - Frame Relay and ATM – nominal 1.5 Mbps among sites and datacenters
  - Non Internet based DSL service connecting small offices at nominal 1.0 Mbps among sites and datacenters
- Secure Remote Access
  - PSTN dial to regional and national datacenters using Government of Canada PKI



- Internet-based DSL to national datacenters using Government of Canada PKI

### **PART III      FUNCTIONAL ELEMENTS**

#### ***Data Centre Availability (managed by SSC)***

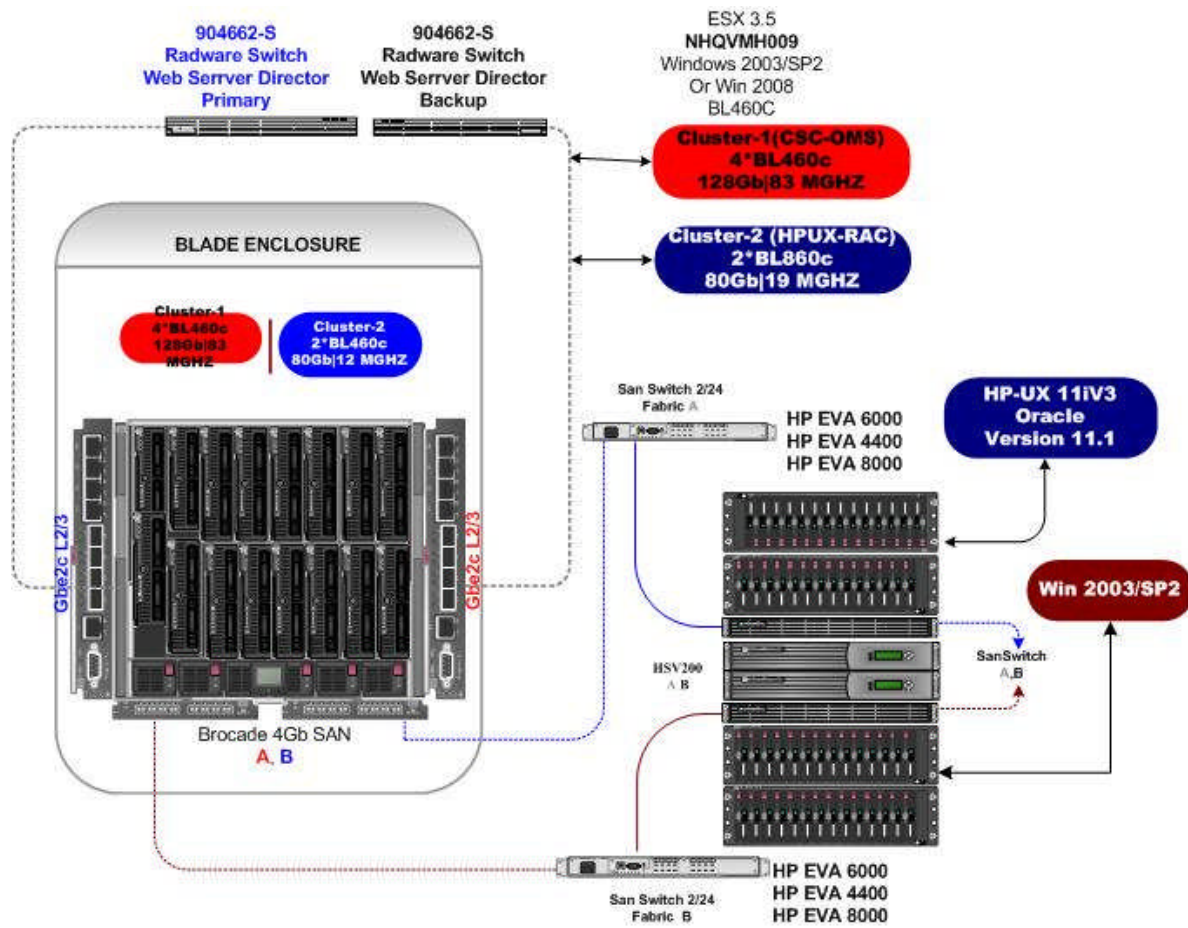
- 24 hours a day, 7 days a week, 365 days a year
- Available 99.9% of the time
- Downtime due to scheduled maintenance:
  - Wednesday 8:00 PM to Midnight - (Maintenance Window),
  - Thursday 00:01 AM to 06:00 AM – (Maintenance Window),
  - Friday 8:00 PM to Sunday 08:00 AM - As required by operational and support issues, twice a month scheduled release window: one for offender-based systems and one for non-offender-based systems.

#### ***Current Security Implementation***

- Desktop Security
  - Login to a Microsoft Windows Domain
  - Local administrative privileges have been removed from the users
- Client/Server-Based Applications
  - MS-Exchange and other applications authentication are tied-in and synchronized to the workstation's login (Microsoft domain login – Active Directory)
- Microsoft Active Directory integration
- Secure Socket Layer (SSL)

### **PART IV      TECHNICAL ARCHITECTURE**

CSC has standardized on a basic architecture for all national centralized systems. The architecture is as depicted below.



## Task Authorization Autorisation de tâche

**Instruction for completing the form PWGSC - TPSGC 572 - Task Authorization**  
*(Use form DND 626 for contracts for the Department of National Defence)*

**Instruction pour compléter le formulaire PWGSC - TPSGC 572 - Autorisation de tâche**  
*(Utiliser le formulaire DND 626 pour les contrats pour le ministère de la Défense)*

**Contract Number**

Enter the PWGSC contract number.

**Numéro du contrat**

Inscrire le numéro du contrat de TPSGC.

**Contractor's Name and Address**

Enter the applicable information

**Nom et adresse de l'entrepreneur**

Inscrire les informations pertinentes

**Security Requirements**

Enter the applicable requirements

**Exigences relatives à la sécurité**

Inscrire les exigences pertinentes

**Total estimated cost of Task (GST/HST extra)**

Enter the amount

**Coût total estimatif de la tâche (TPS/TVH en sus)**

Inscrire le montant

**For revision only**

**Aux fins de révision seulement**

**TA Revision Number**

Enter the revision number to the task, if applicable.

**Numéro de la révision de l'AT**

Inscrire le numéro de révision de la tâche, s'il y a lieu.

**Total Estimated Cost of Task (GST/HST Extra) before the revision**

Enter the amount of the task indicated in the authorized TA or, if the task was previously revised, in the last TA revision.

**Coût total estimatif de la tâche (TPS/TVH en sus) avant la révision**

Inscrire le montant de la tâche indiquée dans l'AT autorisée ou, si la tâche a été révisée précédemment, dans la dernière révision de l'AT.

**Increase or Decrease (GST/HST Extra), as applicable**

As applicable, enter the amount of the increase or decrease to the Total Estimated Cost of Task (GST/HST Extra) before the revision.

**Augmentation ou réduction (TPS/TVH en sus), s'il y a lieu**

S'il y a lieu, inscrire le montant de l'augmentation ou de la réduction du Coût total estimatif de la tâche (TPS/TVH en sus) avant la révision.

**1. Required Work: Complete sections A, B, C, and D, as required.**

**1. Travaux requis : Remplir les sections A, B, C et D, au besoin.**

**A. Task Description of the Work required:**

Complete the following paragraphs, if applicable. Paragraph (a) applies only if there is a revision to an authorized task.

(a) Reason for revision of TA, if applicable: Include the reason for the revision; i.e. revised activities; delivery/completion dates; revised costs. Revisions to TAs must be in accordance with the conditions of the contract. See Supply Manual 3.35.1.50 or paragraph 6 of the Guide to Preparing and Administering Task Authorizations.

(b) Details of the activities to be performed (include as an attachment, if applicable)

(c) Description of the deliverables to be submitted (include as an attachment, if applicable).

(d) Completion dates for the major activities and/or submission dates for the deliverables (include as an attachment, if applicable).

**A. Description de tâche des travaux requis :**

Remplir les alinéas suivants, s'il y a lieu : L'alinéa (a) s'applique seulement s'il y a une révision à une tâche autorisée.

(a) Motif de la révision de l'AT, s'il y a lieu : Inclure le motif de la révision c.-à.-d., les activités révisées, les dates de livraison ou d'achèvement, les coûts révisés. Les révisions apportées aux AT doivent respecter les conditions du contrat. Voir l'article 3.35.1.50 du Guide des approvisionnements ou l'alinéa 6 du Guide sur la préparation et l'administration des autorisations de tâches.

(b) Détails des activités à exécuter (joindre comme annexe, s'il y a lieu).

(c) Description des produits à livrer (joindre comme annexe, s'il y a lieu).

(d) Les dates d'achèvement des activités principales et (ou) les dates de livraison des produits (joindre comme annexe, s'il y a lieu).

---

**B. Basis of Payment:**

Insert the basis of payment or bases of payment that form part of the contract that are applicable to the task description of the work; e.g. firm lot price, limitation of expenditure, firm unit price

**C. Cost of Task:****(a) Insert Option 1 or 2:****Option 1:**

Total estimated cost of Task (GST/HST extra): Insert the applicable cost elements for the task determined in accordance with the contract basis of payment; e.g. Labour categories and rates, level of effort, Travel and living expenses, and other direct costs.

**Option 2:**

Total cost of Task (GST/HST extra): Insert the firm unit price in accordance with the contract basis of payment and the total estimated cost of the task.

**(b) Insert GST/HST as a separate item under the Basis of Payment****D. Method of Payment**

Insert the method(s) of payment determined in accordance with the contract that are applicable to the task; i.e. single payment, multiple payments, progress payments or milestone payments. For milestone payments, include a schedule of milestones.

**B. Base de paiement :**

Insérer la base ou les bases de paiement qui font partie du contrat qui sont applicables à la description du travail à exécuter : p. ex., prix de lot ferme, limitation des dépenses et prix unitaire ferme.

**C. Coût de la tâche :****(a) Insérer l'option 1 ou 2****Option 1 :**

Coût total estimatif de la tâche (TPS/TVH en sus) Insérer les éléments applicables du coût de la tâche établies conformément à la base de paiement du contrat. p. ex., les catégories de main d'œuvre, le niveau d'effort, les frais de déplacement et de séjour et autres coûts directs.

**Option 2 :**

Coût total de la tâche (TPS/TVH en sus) : Insérer le prix unitaire ferme conformément à la base de paiement du contrat et le coût estimatif de la tâche.

**(b) Insérer la TPS/TVH comme élément distinct sous la Base de paiement****D. Méthode de paiement**

Insérer la ou les méthode(s) de paiement établit conformément au contrat et qui sont applicable(s) à la tâche; c.-à.-d., paiement unique, paiements multiples, paiements progressifs ou paiements d'étape. Pour ces derniers, joindre un calendrier des étapes.

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**2. Authorization(s):**

The client and/or PWGSC must authorize the task by signing the Task Authorization in accordance with the conditions of the contract. The applicable signatures and the date of the signatures is subject to the TA limits set in the contract. When the estimate of cost exceeds the client Task Authorization's limits, the task must be referred to PWGSC.

**3. Contractor's Signature**

The individual authorized to sign on behalf of the Contractor must sign and date the TA authorized by the client and/or PWGSC and provide the signed original and a copy as detailed in the contract.

**2. Autorisation(s) :**

Le client et (ou) TPSGC doivent autoriser la tâche en signant l'autorisation de tâche conformément aux conditions du contrat. Les signatures et la date des signatures appropriées sont assujetties aux limites d'autorisation de tâche établies dans le contrat . Lorsque l'estimation du coût dépasse les limites d'autorisation de tâches du client, la tâche doit être renvoyée à TPSGC.

**3. Signature de l'entrepreneur**

La personne autorisée à signer au nom de l'entrepreneur doit signer et dater l'AT, autorisée par le client et (ou) TPSGC et soumettre l'original signé de l'autorisation et une copie tel que décrit au contrat.



## Task Authorization Autorisation de tâche

Contract Number - Numéro du contrat

Contractor's Name and Address - Nom et l'adresse de l'entrepreneur	Task Authorization (TA) No. - N° de l'autorisation de tâche (AT)	
	Title of the task, if applicable - Titre de la tâche, s'il y a lieu	
	Total Estimated Cost of Task (GST/HST extra) Coût total estimatif de la tâche (TPS/TVH en sus)	
	\$	
<p>Security Requirements: This task includes security requirements Exigences relatives à la sécurité : Cette tâche comprend des exigences relatives à la sécurité</p> <p>Yes - Oui If YES, refer to the Security Requirements Checklist (SCRL) included in the Contract Si OUI, voir la Liste de vérification des exigences relative à la sécurité (LVERS) dans le contrat</p> <p>No - Non</p> <p>►</p>		

### For Revision only - Aux fins de révision seulement

TA Revision Number, if applicable Numéro de révision de l'AT, s'il y a lieu	Total Estimated Cost of Task (GST/HST Extra) before the revision Coût total estimatif de la tâche (TPS/TVH en sus) avant la révision \$	Increase or Decrease (GST/HST Extra), as applicable Augmentation ou réduction (TPS/TVH en sus), s'il y a lieu \$
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**Start of the Work for a TA : Work cannot commence  
until a TA has been authorized in accordance with the  
conditions of the contract.**

**Début des travaux pour l'AT : Les travaux ne  
peuvent pas commencer avant que l'AT soit  
autorisée conformément au contrat.**

### 1. Required Work: - Travaux requis :

A. Task Description of the Work required - Description de tâche des travaux requis	See Attached - Ci-joint
B. Basis of Payment - Base de paiement	See Attached - Ci-joint
C. Cost of Task - Coût de la tâche	See Attached - Ci-joint
D. Method of Payment - Méthode de paiement	See Attached - Ci-joint

## **2. Authorization(s) - Autorisation(s)**

**By signing this TA, the authorized client and (or) the PWGSC Contracting Authority certify(ies) that the content of this TA is in accordance with the conditions of the contract.**

**The client's authorization limit is identified in the contract. When the value of a TA and its revisions is in excess of this limit, the TA must be forwarded to the PWGSC Contracting Authority for authorization.**

**En apposant sa signature sur l'AT, le client autorisé et (ou) l'autorité contractante de TPSGC atteste(nt) que le contenu de cette AT respecte les conditions du contrat.**

**La limite d'autorisation du client est précisée dans le contrat. Lorsque la valeur de l'AT et ses révisions dépasse cette limite, l'AT doit être transmise à l'autorité contractante de TPSGC pour autorisation.**

\_\_\_\_\_  
Name and title of authorized client - Nom et titre du client autorisé à signer

\_\_\_\_\_  
Signature

\_\_\_\_\_  
Date

\_\_\_\_\_  
PWGSC Contracting Authority - Autorité contractante de TPSGC

\_\_\_\_\_  
Signature

\_\_\_\_\_  
Date

## **3. Contractor's Signature - Signature de l'entrepreneur**

\_\_\_\_\_  
Name and title of individual authorized - to sign for the Contractor  
Nom et titre de la personne autorisée à signer au nom de l'entrepreneur

\_\_\_\_\_  
Signature

\_\_\_\_\_  
Date

# FORM 1

BID SUBMISSION FORM		
<b>Bidder's full legal name</b>		
<b>Authorized Representative of Bidder for evaluation purposes (e.g., clarifications)</b>	Name	
	Title	
	Address	
	Telephone #	
	Fax #	
	Email	
<b>Bidder's Procurement Business Number (PBN)</b> [see the <i>Standard Instructions 2003</i> ]		
<b>Jurisdiction of Contract:</b> Province in Canada the bidder wishes to be the legal jurisdiction applicable to any resulting contract (if other than as specified in solicitation)		
<b>Former Public Servants</b>  See the Article in Part 5 of the bid solicitation entitled Former Public Servant Certification for a definition of "Former Public Servant".	Is the Bidder a FPS in receipt of a pension as defined in the bid solicitation?  Yes ____ No ____  If yes, provide the information required by the Article in Part 5 entitled "Former Public Servant Certification"	
	Is the Bidder a FPS who received a lump sum payment under the terms of a work force reduction program?  Yes ____ No ____  If yes, provide the information required by the Article in Part 5 entitled "Former Public Servant Certification"	

<p><b>Federal Contractors Program for Employment Equity (FCP EE) Certification:</b></p> <p>If the bidder is exempt, please indicate the basis for the exemption to the right. If the bidder does not fall within the exceptions enumerated to the right, the Program requirements do apply and the bidder is required either to:</p> <p>(a) submit to the Department of HRSD form LAB 1168, Certificate of Commitment to Implement Employment Equity, DULY SIGNED; or</p> <p>(b) submit a valid Certificate number confirming its adherence to the FCP-EE.</p> <p>Bidders are requested to include their FCP EE Certification or signed LAB 1168 with their bid; if this information is not provided in the bid, it must be provided upon request by the Contracting Authority during evaluation.</p> <p>For joint ventures, be sure to provide this information for each of the members of the joint venture.</p>	<p>On behalf of the bidder, by signing below, I also confirm that the bidder <i>[check the box that applies]</i>:</p>	
<p><b>Number of FTEs</b> [Bidders are requested to indicate, the total number of full-time-equivalent positions that would be created and maintained by the bidder if it were awarded the Contract. This information is for information purposes only and will not be evaluated.]</p>	<p>(a) is not subject to Federal Contractors Program for Employment Equity (FCP-EE), because it has a workforce of less than 100 permanent full or part-time employees in Canada;</p>	
<p><b>Security Clearance Level of Bidder</b> <i>[include both the level and the date it was granted]</i></p>	<p>(b) is not subject to FCP-EE, because it is a regulated employer under the <i>Employment Equity Act</i>;</p>	
<p>On behalf of the bidder, by signing below, I confirm that I have read the entire bid solicitation including the documents incorporated by reference into the bid solicitation and I certify that:</p> <p>1. The bidder considers itself and its products able to meet all the mandatory requirements described in the bid solicitation;</p> <p>2. This bid is valid for the period requested in the bid solicitation;</p> <p>3. All the information provided in the bid is complete, true and accurate; and</p> <p>4. If the bidder is awarded a contract, it will accept all the terms and conditions set out in the resulting contract clauses included in the bid solicitation.</p>	<p>(c) is subject to the requirements of FCP-EE, because it has a workforce of 100 or more permanent full or part-time employees in Canada, but has not previously obtained a certificate number from the Department of Human Resources and Skills Development (HRSD) (having not bid on requirements of \$200,000 or more), in which case a duly signed certificate of commitment is attached; OR</p>	
<p><b>Signature of Authorized Representative of Bidder</b></p>	<p>(d) is subject to FCP-EE, and has a valid certification number as follows: _____ (and has not been declared an Ineligible Contractor by HRSD).</p>	



## FORM 2

### REFERENCE PROJECTS (PRODUCTS) EVALUATION CRITERIA

#### INSTRUCTIONS FOR COMPLETION

1. Three relevant projects must be provided.
2. A separate Project Reference Form must be completed for each submitted project.
3. The score of each form will be consolidated and reported in Part 4 – Evaluation Procedures and Basis of Selection, Management Bid Evaluation Criteria

<b>Bidder</b>	
<b>Customer</b>	
<b>Contact Name</b>	
<b>Contact Title</b>	
<b>Telephone Number</b>	
<b>Project Name</b>	
<b>Brief Overview of the project</b>	
<b>Date of Installation and Deployment</b>	

	Point-Rated Criterion	Points	Scoring
1	The software products should be deployed to a minimum of 150 named users (installed base).	5	Points will be allocated as follow: 5 points - if the installed base has over 150 named users; 4 points - if the installed base is from 100 to 150 named users; 3 points if the installed base is from 76 to 99 named users; 2 points if the installed base is from 51 - 75 named users 1 point if the installed base is from 25 to 50 named users 0 points if the installed base is less than 25 named users
2	The installation should include central and regional locations. There should be a minimum of 10 locations.	3	Points will be allocated as follow: 3 points if the project has over 10 locations and include central and regional locations 2 points if the project has over 5 locations and locations are distributed

	Point-Rated Criterion	Points	Scoring
			1 point if the project has only one single location (not distributed)
3	The Project's installed software products should manage more than 5,000 inmates.	4	<p>Points will be allocated as follow:</p> <p>4 points if manage over 10,000 inmates;</p> <p>3 points if manage 8,000 to 10,000 inmates;</p> <p>2 points if manage 6,000 to 7,999 inmates;</p> <p>1 point if manage 5,000 to 5,999 inmates;</p> <p>0 point if manage less than 5,000 inmates.</p>
4	The Project's installed software products should process a daily average of over 5,000 transactions	5	<p>Points will be allocated as follow:</p> <p>5 points if manage a daily average over 5,000 transactions;</p> <p>4 points if manage a daily average from 4,001 to 5,000 transactions;</p> <p>3 points if manage a daily average from 3,001 to 4,000 transactions;</p> <p>2 points if manage a daily average from 2,001 to 3,000 transactions</p> <p>1 point if manage a daily average from 1,001 to 2,000 transactions</p> <p>0 points if manage a daily average of 1,000 and less</p>
5	The Project should have implemented Inmate Payroll functionality which included: a) the maintenance of payroll rates, automated calculation of payroll amounts, with standard deductions based on central rules(e.g. for room and board, loan repayment, inmate welfare fund contributions); b) automated splits and deposits to current and savings accounts; c) with maximum deposit amounts on payroll contributions.	10	<p>Points will be allocated as follow:</p> <p>6 points if the project included element a)</p> <p>2 additional points the project includes element b)</p> <p>2 additional points if the project includes element c)</p> <p>Bidders should specify elements that have been implemented.</p>
	<b>MAXIMUM AVAILABLE POINTS</b>	<b>27</b>	

### FORM 3

#### REFERENCE PROJECT (SERVICE) EVALUATION CRITERIA

##### INSTRUCTIONS FOR COMPLETION

1. Three relevant projects must be provided.
2. A separate Project Reference Form must be completed for each submitted project.
3. The score of each form will be consolidated and reported in Part 4 – Evaluation Procedures and Basis of Selection, Article 4.3 - Management Bid Evaluation

<b>Bidder</b>	
<b>Customer</b>	
<b>Contact Name</b>	
<b>Contact Title</b>	
<b>Telephone Number</b>	
<b>Project Name</b>	
<b>Brief Overview of the project</b>	
<b>Project Timeframe (start date and finish date)</b>	

	Point-Rated Criterion	Points	Scoring
1)	The scope, range and complexity of services provided by the Bidder for the Project in terms of the adaptation, implementation, training, maintenance, and support services of the software products.	10	<p><i>Up to 2 points for each of the following service areas:</i></p> <ul style="list-style-type: none"> <li>i. Adaptation – The Bidder customized the software products to provide additional software features AND has delivered corresponding support documents (system/user manuals)</li> <li>ii. Implementation – The Bidder provided on-site installation and testing of the software products AND provided assistance to Customer IM/IT resources.</li> <li>iii. Training – The Bidder provided training services to all application users and provided resources as part of a Train-the-Trainer approach.</li> <li>iv. Maintenance – The Bidder has delivered software patches / fixes and upgrades to the product released to the Customer.</li> <li>v. Support services – The Bidder has provided phone/email help desk for troubleshooting, and on-site troubleshooting.</li> </ul>
2)	The similarity and relevance of the maintenance and support services offered by the Bidder for the cited project, in relation to CSC's requirement for support availability and response times as stated in Part 7 - Resulting Contract Clauses.	10	<p><i>Up to 2 points for the similarity and relevance of the following service offerings within each cited project:</i></p> <ul style="list-style-type: none"> <li>i. Help Desk Support – The Bidder provided support services to all users, including system administrator support and first line support OR To IM/IT only.</li> </ul>

	Point-Rated Criterion	Points	Scoring
			ii. Means to contact support – The Bidder support Customer's personnel by phone AND per email. iii. Hours of Availability – The Bidder does support the Customer's project outside of normal business (8am-5pm) hours. iv. On-Site support timeframe – The Bidder provides next business day support on site. v. Response time after problem reported is within 24 hours.
3)	The Project environment bears similarities to that of CSC (i.e. urgent timelines, data conversion required, interfaces required).	3	<i>Up to 1 point for each of the following issues within the cited project:</i> <ul style="list-style-type: none"> <li>i. Urgent timelines to implement project</li> <li>ii. Data conversion required from legacy system</li> <li>iii. System was required to interface with at least 1 existing internal or external system</li> </ul>
4)	Bidders must be aware that Canada will contact each Reference Project. The customer's contact person will be required to validate the information provided by the Bidder and to answer the following:		
	Q1) Did the company supplying the service accurately document and understand your requirements in the design phase? Q2) Did the company supplying the service keep you up-to-date with the project's progression? Q3) Did the company supplying the service support you well after the installation was complete? "Well" is identified as followed: when support standards were identified within a service level agreement, or within the awarded contract, did support meet the requirements of the service level agreement? When support standards were not identified within a service level agreement, was support provided to you in a timely enough fashion to allow you to meet informally or formally defined corporate standards relating to inmate banking? Q4) Did the company supplying the service correct identified issues in a timely fashion? Q5) Did the company supplying the service complete its deliverables on time and within budget?	10	Each response to the questions will be rated as follows:  Yes: 2 points Partially: 1 point No: 0 points
	<b>MAXIMUM AVAILABLE POINTS</b>	<b>33</b>	

# FORM 4

## Software Publisher Certification Form

(to be used where the Bidder itself is the Software Publisher)

SOLICITATION # \_\_\_\_\_

The Bidder certifies that is the Software Publisher of all the following software products and components and that it has all the rights necessary to license them (and any non-proprietary sub-components incorporated into the Software) on a royalty-free basis to Canada:

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Name of the Bidder: \_\_\_\_\_

Signature of authorized signatory of the Bidder: \_\_\_\_\_

Print Name of authorized signatory of the Bidder: \_\_\_\_\_

Title of the authorized signatory of the Bidder: \_\_\_\_\_

Telephone Number: \_\_\_\_\_

*[bidders should add or remove lines as needed]*

# FORM 5

## Software Publisher Authorization Form

(to be used where the Bidder is not the Software Publisher)

This confirms that the Software Publisher identified below has authorized the Bidder named below to license its proprietary software products under any contract resulting from the bid solicitation identified below.

This authorization applies to the following software products:

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*[bidders should add or remove lines as needed]*

Name of Software Publisher (SP) \_\_\_\_\_

Signature of authorized signatory of SP \_\_\_\_\_

Print Name of authorized signatory of SP \_\_\_\_\_

Print Title of authorized signatory of SP \_\_\_\_\_

Address for authorized signatory of SP \_\_\_\_\_

Telephone no. for authorized signatory of SP \_\_\_\_\_

Fax no. for authorized signatory of SP \_\_\_\_\_

Date signed \_\_\_\_\_

Solicitation Number \_\_\_\_\_

Name of Bidder \_\_\_\_\_

## FORM 6

### SUBSTANTIATION OF TECHNICAL COMPLIANCE FORM

	MANDATORY REQUIREMENT CRITERION	Page #	COMPLIANT (YES/NO)
	<b>Bidder Software Installation Requirements</b>		
1	<b>The Bidder must provide a list of the proposed Software</b> identifying both the name and version of each component of the proposed Software.		
2	The IASR must work on the CSC's existing IM/IT infrastructure (as described within <b>Annex D</b> - CSC Technical Environment).		
3	The IASR' database and application tiers must function and be fully supported and certified by the Software Publisher on <b>HP-UX 11 v2</b> (or higher) or <b>MS Windows 2008</b> (server) operating systems.		
4	The IASR must function in a centralized database on a WAN.		
5	<p>The IASR client workstation must be compatible with the CSC minimum desktop configuration, which are as follows:</p> <ul style="list-style-type: none"> <li>i) Windows XP (SP3) and Windows 7 in 2013 - User does not have local administrator rights</li> <li>ii) CPU: Intel Pentium 6550 (Core 2 Duo) processor</li> <li>iii) RAM: 2GB</li> <li>iv) Hard drive: 80GB</li> </ul>		
6	The IASR must deliver, enable, and support <i>process management</i> capabilities such that a system administrator is able to safely start and stop any batch processes.		
	<b>Software Security Features</b>		
7	<p>The IASR must deliver, enable and support <b>account and privilege management</b> functionality, including at the minimum the following User accounts and roles:</p> <ul style="list-style-type: none"> <li>i) <b>System Administrator</b> – an individual who creates User accounts with the appropriate access rights and manages those accounts; and</li> <li>ii) <b>User</b> – general system User, with more limited access rights, as assigned by the System Administrator.</li> </ul>		
8	The IASR must deliver, enable and support <b>role-based access controls</b> to allow the System Administrator to map a User to one or more roles, and each role to one or more system functions. Role-based access must also allow the system administrator to limit access to an institution and to a group of institutions.		
9	Inactive Accounts - The IASR must deliver, enable and support functionality to allow the system administrator to disable User accounts.		
10	<p>The IASR must meet (or be configurable to meet) CSC's <b>Strong Password Requirements</b>, including :</p> <ul style="list-style-type: none"> <li>i) The IASR must limit (or be configurable to limit) User passwords to a minimum of eight (8) characters;</li> <li>ii) The IASR must meet (or be configurable to meet) the requirement that each password must contain a minimum of one numeric or special character (such as #@*\$~) along with at least one (1) character in both</li> </ul>		

## FORM 6

### SUBSTANTIATION OF TECHNICAL COMPLIANCE FORM

	MANDATORY REQUIREMENT CRITERION	Page #	COMPLIANT (YES/NO)
	<p>upper and lower case;</p> <p>iii) The IASR must meet (or be configurable to meet) the requirement that the number of failed attempts must be limitable to three (3). The User ID must be locked out after the last permitted login attempt fails.</p> <p>iv) The IASR must meet (or be configurable to meet) the requirement that the system administrator can create the initial password, and the COTS will force the User to change the password upon first logon.</p> <p>v) The IASR must allow passwords to expire automatically after a maximum timeframe of 90 days and to prompt the User to change the password upon logon</p> <p>vi) The IASR must meet (or be configurable to meet) the requirement that a User's six (6) previous passwords will not be available for reuse;</p> <p>vii) The IASR must meet (or be configurable to meet) the requirement that Users' sessions will be timed out after a minimum period of non-use.</p> <p>viii) The IASR must allow the User to change the User's password at any time</p>		
11	<p>The IASR must meet the following <b>session management</b> requirements:</p> <p>i) The IASR must <b>neither</b> store nor transmit passwords nor residual passwords in clear text, including passwords for application, service and process accounts, schema accounts, and proxy accounts.</p> <p>ii) The IASR must be able to perform record locking for the purpose of data protection and integrity.</p>		
12	The IASR must provide a database <b>backup and recovery component</b> .		
13	The IASR must allow Users to <b>print</b> reports and screens. Printing must work with CSC technical environment (networked printers). The IASR must allow Users to set their own default printer.		
14	The IASR (including all reporting, data entry, and extracts) must operate or be capable of operating (without customization) based on the fiscal year of the federal government, which ends on March 31 <sup>st</sup> of each year.		
15	The IASR must allow Users (with the appropriate security permissions) to undertake <b>ad hoc reporting</b> on any data element.		



## FORM 6

### SUBSTANTIATION OF TECHNICAL COMPLIANCE FORM

	POINT-RATED CRITERION	Points	Scoring
<b>Software General Technical Requirements</b>			
16	<p>Oracle Relational Database Management System (RDBMS) - The IASR should function and be fully supported and certified on an <b>Oracle 11g</b> (or higher) Enterprise RDBMS, running on one of the following operating systems:</p> <ul style="list-style-type: none"> <li>• HPUX 11 v2 (11.23) (or higher) <b>OR</b></li> <li>• Windows 2008.</li> </ul>	10	<p>10 points = meet the criterion 0 point = does not meet the criterion</p>
17	<p>Virtual Server Environments</p> <p>The IASR should support, and be certified by the Software Publisher to run on CSC's virtualized environments (see Annex D - CSC Technical Environment).</p>	10	<p>10 points = meet the criterion 0 point = does not meet the criterion</p>
18	<p>System Monitoring Tools</p> <p>The IASR should deliver, enable and support system monitoring capabilities for the purposes of performance tuning and identification of system processing issues. These capabilities are:</p> <ul style="list-style-type: none"> <li>• Resource utilization (memory, CPU, storage)</li> <li>• Transaction volumes and</li> <li>• System Processes</li> </ul>	5	<p>5 points = meet the criterion 0 point = does not meet the criterion</p>
19	<p>Backup Types Available</p> <p>The IASR should deliver, enable and support functionality to allow full backups (i.e. hot backups) that can be performed when the system is up and available.</p>	5	<p>5 points = meet the criterion 0 point = does not meet the criterion</p>
20	<p>Backup Restoration</p> <p>The IASR should deliver, enable and support functionality to complete data restoration of backed-up data from any point of system's failure.</p>	5	<p>5 points = meet the criterion 0 point = does not meet the criterion</p>
21	<p>Archive and Backup digital formats.</p> <p>The IASR should deliver, enable and support functionality for archiving of complete inmate data records <u>and</u> archiving by fiscal year in an electronic format.</p> <p>The archived documents (textual) should be stored in one of the following formats:</p> <ul style="list-style-type: none"> <li>• Extensible Mark-up Language (XML),</li> <li>• Extensible Hypertext Mark-up Language (XHTML),</li> <li>• Hypertext Mark-up Language (HTML), or</li> <li>• Standard Generalized Mark-up Language (SGML) [ISO/IEC 8879:1986].</li> </ul> <p>The archived data structures (i.e. databases and spreadsheets) should be stored in a flat file format.</p>	10	<p>6 points if the IASR allows for both <i>archiving of complete inmate data records and archiving by fiscal year</i> in an electronic format. 2 points for archived documents (textual) that are stored in one of the following formats:</p> <ul style="list-style-type: none"> <li>• Extensible Mark-up Language (XML),</li> <li>• Extensible Hypertext Mark-up Language (XHTML),</li> <li>• Hypertext Mark-up Language (HTML), or</li> <li>• Standard Generalized Mark-up Language (SGML) [ISO/IEC 8879:1986].</li> </ul> <p>2 points for archived data structures (i.e. databases and spreadsheets) that are stored in a flat file format.</p>

## FORM 6

### SUBSTANTIATION OF TECHNICAL COMPLIANCE FORM

	POINT-RATED CRITERION	Points	Scoring
<b>Software General Technical Requirements</b>			
22	<p>System Auditing - Audit Log Events</p> <p>The IASR' audit logging functionality should create an event in the audit log that details the account that triggered the event, date and time of the event, the User's node where it occurred and a description of the event, for each of the following activities:</p> <ul style="list-style-type: none"> <li>i. Create, Update and Delete actions associated with User accounts.</li> <li>ii. Changes in assignment of roles to Users.</li> </ul> <p>The IASR should allow Users to turn this feature off and on dynamically.</p>	2	<p>2 points = meet the criterion</p> <p>0 point = does not meet the criterion</p>
23	<p>System Auditing – Export of Audit Log</p> <p>The IASR should deliver, enable and support a mechanism to export the audit log in a common file format, such as CSV(comma separated values)</p>	2	<p>2 points = meet the criterion</p> <p>0 point = does not meet the criterion</p>
24	<p>System Auditing – Additional Audit Log Content</p> <p>The IASR's audit logging functionality should record both the previous and new values for the affected field for every system transaction and update to the system's database (i.e. modification: to master or transaction data).</p> <p>The IASR should allow Users to turn this feature off or and dynamically.</p>	2	<p>2 points = meet the criterion</p> <p>0 point = does not meet the criterion</p>
25	<p>Session Management (identification &amp; authentication) – Session Lock Points</p> <p>The IASR should deliver, enable and support functionality to automatically lock sessions once the sessions have surpassed a configurable setting (i.e. number of inactive hours or minutes). Users are required to re-enter a password to continue the session.</p>	2	<p>2 points = meet the criterion</p> <p>0 point = does not meet the criterion</p>
26	<p>Account Expiration</p> <p>The IASR should deliver, enable and support automatic account expiration using an account expiry date feature.</p>	2	<p>2 points = meet the criterion</p> <p>0 point = does not meet the criterion</p>
27	<p>Self-Password Recovery</p> <p>The IASR should deliver, enable and support automated self-password recovery function to support Users who have forgotten their password.</p>	1	<p>1 point = meet the criterion</p> <p>0 point = does not meet the criterion</p>
28	<p>Session Management (identification &amp; authentication) - Logout Notification</p> <p>The IASR should deliver, enable and support functionality to display to the Users upon logoff an onscreen confirmation that a User-initiated logoff was successful.</p>	1	<p>1 point = meet the criterion</p> <p>0 point = does not meet the criterion</p>
<b>MAXIMUM AVAILABLE POINTS</b>		<b>57</b>	

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### SUBSTANTIATION OF TECHNICAL COMPLIANCE FORM

	Point-Rated Criterion	Points	Scoring	Page Ref
	<b>Bidder's Proposed solution, Features, Functions and Capabilities</b>			
	<p>The Bidder is to identify the functionality of its COTS software product to <b>natively</b> meet the CSC's requirement for the Inmate Accounting System Replacement without additional adaptation or source code modification.</p> <p>The Bidder should identify its ability to address each of the areas of functionality listed below, as either <b>'Meets'</b> the client functionality requirements natively (out-of-box) with or without configuration by a functional (finance) business analyst;</p> <p>OR <b>'Requires Minor Adaptation'</b> (defined as requires modifications by an IM/IT programmer to existing screens, tables and processes and there is no requirement for any of the following:</p> <ol style="list-style-type: none"> <li>1. a new screen</li> <li>2. a new table</li> <li>3. a new process;</li> </ol> <p>OR <b>'Requires Major Adaptation'</b>, defined as requires any of the following:</p> <ol style="list-style-type: none"> <li>1. a new screen</li> <li>2. a new table</li> <li>3. a new process.</li> </ol> <p>Where adaptation is required to provide functionality, Bidders should provide a detailed description as to how the requirement will be met (e.g. new tables created, new processes, packages, screens, etc.). Please see the Definitions section for clarification on the above terminology.</p> <p>Please note that, a record may represent a composite of tables. Nothing in the Rated requirements below is meant to direct the Bidder as to database structure.</p>			
	<p><b>Maintenance and Control over Bank Accounts</b></p> <p><b>Information/Note:</b> All offenders have both a savings account and current account. Corporate Directives (based on the Corrections and Conditional Release Regulations) identify specific rules surrounding these accounts. For example:</p> <ul style="list-style-type: none"> <li>• presently, savings account balances cannot go below \$80, with specific exceptions</li> <li>• Savings accounts cannot go into an overdrawn (i.e. negative) balance, with specific exceptions.</li> <li>• Current accounts cannot go into an overdrawn (i.e. negative) balance, with specific exceptions. For this purpose, balances are calculated based on the current account balance and any payments requested but not yet disbursed.</li> </ul>			
29	<p>The IASR should deliver, enable and support the functionality to:</p> <ol style="list-style-type: none"> <li>i. Maintain a separate Savings Account and Current Account for each inmate; <b>(element)</b></li> <li>ii. Maintain individual account balances up to \$9,999,999.99; <b>(element)</b></li> <li>iii. Prevent or provide on-line warnings of payments and transfers made from the Current Account which exceed the available cash balance. Available Cash Balance = Current Account balance - any payments requested but not yet disbursed. [The functionality should exist to identify, at the national level, those transaction types for which there will be no ability to enter into negative balances, and those transaction types that will allow</li> </ol>	10	<p>Points will be awarded as follows:</p> <p>2 points for each element that can be addressed <b>natively</b>.</p> <p>1 point for each element that can be addressed with <b>minor adaptation</b>.</p> <p>0 points for each element that can be addressed with <b>major adaptation</b>.</p>	

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### SUBSTANTIATION OF TECHNICAL COMPLIANCE FORM

	Point-Rated Criterion	Points	Scoring	Page Ref
	<b>Bidder's Proposed solution, Features, Functions and Capabilities</b>			
	<p>negative balances, with a warning message, and User override]. <b>(element)</b></p> <p>iv. Prevent (i.e. error message) or provide on-line warnings of payments and transfers made from the Savings Account which exceed the available cash balance. Available Cash Balance = Savings Account balance - cash receipts which have not cleared the bank and any payments requested but not yet disbursed. The exception to this rule is the implementation of the "Advance to Current" functionality which is described in detail later. <b>(element)</b></p> <p>v. Record funds disbursed specifically for the Canteen. Any cash earmarked for Canteen disbursements should reduce the available balance in the Current Account. <b>(element)</b></p>			
	<b>Maintenance of special purpose accounts (club accounts)</b> <b>Information/Note:</b> Each institution maintains a series of special purpose accounts to which each inmate can optionally contribute from their current and savings account. Balances in these accounts can be extracted to the Point of Sale (POS) system.			
30	<p>i. The IASR should deliver, enable and support the functionality to be able to maintain an unlimited number of special purpose accounts per Institution. <b>(element)</b></p> <p>ii. The general processes surrounding the special purpose accounts are the same as for inmate accounts with the following exceptions:</p> <p>a. Funds can be transferred in bulk from several inmate accounts at the same time, to a special purpose account within the same institution. <b>(element)</b></p> <p>b. Special purpose accounts are generally Current Accounts – there is no Savings Account associated with a fund. <b>(element)</b></p>	6	<p>Points will be awarded as follows:</p> <p>2 points for each element that can be addressed <b>natively</b>.</p> <p>1 point for each element that can be addressed with <b>minor adaptation</b>.</p> <p>0 points for each element that can be addressed with <b>major adaptation</b>.</p>	
	<b>Pay Periods</b> <b>Information/Note:</b> Rather than operating based on monthly accounting periods, CSC uses "pay periods" to manage transactions. The pay operates on a 14 day cycle, with 26 or 27 pay periods each fiscal year.			
31	<p>The IASR should deliver, enable and support functionality for the following elements:</p> <p>i. The IASR should operate on a pay period basis, with a 14 day cycle, with 26 or 27 pay periods each fiscal year. <b>(element)</b></p> <p>ii. Every transaction entered should be associated with a pay period. <b>(element)</b></p> <p>iii. Limits to maximum inmate pay rates for a period should be respected. <b>(element)</b></p>	20	<p>Points will be awarded as follows:</p> <p>2 points for each element that can be addressed <b>natively</b>.</p> <p>1 point for each element that can be addressed with <b>minor adaptation</b>.</p> <p>0 points for each element that can be addressed with <b>major adaptation</b>.</p>	

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### SUBSTANTIATION OF TECHNICAL COMPLIANCE FORM

	Point-Rated Criterion	Points	Scoring	Page Ref
	<b>Bidder's Proposed solution, Features, Functions and Capabilities</b>			
	iv. Limits to maximum deductions for room and board per pay period should be respected. <b>(element)</b> v. Maximum deposits to an inmate's Current Account per pay period should be respected. <b>(element)</b> vi. Maximum limits on Canteen purchases per pay period should be respected. <b>(element)</b> vii. All pay periods should be maintained at the national level. <b>(element)</b> viii. No transactions should be recorded against closed pay periods. <b>(element)</b> ix. Pay periods should be opened in chronological sequence (according to system date). <b>(element)</b> x. Once a new period has been opened, previous pay periods cannot be reopened, however it is possible for the IASR to have two pay periods open at the same time. <b>(element)</b>			
	<b>Institution Security Rating:</b>			
32	The IASR should deliver, enable and support functionality for the following elements i. Institutions are classified as Maximum, Medium, Minimum, Multi-level and Treatment Centre. <b>(element)</b> ii. The IASR should allow the creation of new security ratings. <b>(element)</b> iii. The IASR should allow changes to an Institution's security rating. <b>(element)</b>	6	Points will be awarded as follows:  2 points for each element that can be addressed <b>natively</b> . 1 point for each element that can be addressed with <b>minor adaptation</b> . 0 points for each element that can be addressed with <b>major adaptation</b> .	
	<b>Departure Codes:</b> <b>Information/Note:</b> Departure codes include release, transfer or court.			
33	The IASR should deliver, enable and support functionality for the following elements i. When inmate records are de-activated, a departure code is recorded through a screen interface. <b>(element)</b> ii. New departure codes should be created at the national level through a screen interface and standardized across all institutions. <b>(element)</b> iii. Departure codes should be maintainable at the national level and standardized across all institutions. <b>(element)</b>	6	Points will be awarded as follows:  2 points for each element that can be addressed <b>natively</b> . 1 point for each element that can be addressed with <b>minor adaptation</b> . 0 points for each element that can be addressed with <b>major adaptation</b> .	

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### SUBSTANTIATION OF TECHNICAL COMPLIANCE FORM

	Point-Rated Criterion	Points	Scoring	Page Ref
	<b>Bidder's Proposed solution, Features, Functions and Capabilities</b>			
	<b>Disbursement Reason Codes:</b> <b>Information/Note:</b> Codes include Education, Health/Hygiene, and Personal Property.			
34	<p>The IASR should deliver, enable and support functionality for the following elements</p> <ul style="list-style-type: none"> <li>i. When entering account disbursements from either account, a disbursement reason code is recorded. <b>(element)</b></li> <li>ii. Disbursement reason codes should be maintainable at the national level and standardized across institutions. <b>(element)</b></li> <li>iii. New disbursement reason codes should be created at the national level through a screen interface and standardized across all institutions. <b>(element)</b></li> </ul>	6	<p>Points will be awarded as follows:</p> <p>2 points for each element that can be addressed <b>natively</b>.            1 point for each element that can be addressed with <b>minor adaptation</b>.            0 points for each element that can be addressed with <b>major adaptation</b>.</p>	
	<b>DAO ID (Departmental Accounting Office ID)</b> <b>Information/Note:</b> DAO IDs are required for cheque issue disbursements			
35	<p>DAO ID</p> <p>The IASR should deliver, enable and support functionality for the following elements</p> <ul style="list-style-type: none"> <li>i. The list of valid DAOs should be maintainable at the national level through a screen interface. <b>(element)</b></li> <li>ii. The field size is 4 characters. <b>(element)</b></li> </ul>	4	<p>Points will be awarded as follows:</p> <p>2 points for each element that can be addressed <b>natively</b>.            1 point for each element that can be addressed with <b>minor adaptation</b>.            0 points for each element that can be addressed with <b>major adaptation</b>.</p>	
	<b>Deposit Codes:</b> <b>Information/Note:</b> Deposit codes include Family, Gift, Hobby, Royalties, Pension and others.			
36	<p>The IASR should deliver, enable and support functionality for the following elements:</p> <ul style="list-style-type: none"> <li>i. When entering account cash receipts, a deposit code is recorded by the User. <b>(element)</b></li> <li>ii. Deposit codes should be maintainable at the national level and standardized across all institutions. <b>(element)</b></li> <li>iii. New Deposit Codes should be created at the national level and standardized across all institutions. <b>(element)</b></li> <li>iv. The IASR must allow for the maintenance of a minimum of 99 Deposit codes. <b>(element)</b></li> </ul>	8	<p>Points will be awarded as follows:</p> <p>2 points for each element that can be addressed <b>natively</b>.            1 point for each element that can be addressed with <b>minor adaptation</b>.            0 points for each element that can be addressed with <b>major adaptation</b>.</p>	

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### SUBSTANTIATION OF TECHNICAL COMPLIANCE FORM

	Point-Rated Criterion	Points	Scoring	Page Ref
	<b>Bidder's Proposed solution, Features, Functions and Capabilities</b>			
	<b>Payment Instrument Codes:</b> <b>Information/Note:</b> When Users record inmate deposits, the payment instrument code (e.g. cash, MasterCard, cheque, money order) is selected from a table-validated list.			
37	The IASR should deliver, enable and support functionality for the following elements <ul style="list-style-type: none"> <li>i. New codes should be created at the national level through a screen interface and standardized across all institutions. <b>(element)</b></li> <li>ii. The field size should be a minimum of 2 characters long. <b>(element)</b></li> <li>iii. Payment instrument Codes should be maintainable at the national level and standardized across all institutions. <b>(element)</b></li> </ul>	6	Points will be awarded as follows:  2 points for each element that can be addressed <b>natively</b> . 1 point for each element that can be addressed with <b>minor adaptation</b> . 0 points for each element that can be addressed with <b>major adaptation</b> .	
	<b>Split between Current and Savings Accounts on Net Deposits related to Inmate Earned Income</b> <b>Information/Note:</b> Inmate net deposits, representing earned income less deductions, are split between an inmate's Current and Savings accounts.			
38	The IASR should deliver, enable and support functionality for the following elements <ul style="list-style-type: none"> <li>i. Inmate net deposits (= income – deductions) should be automatically split between Current and Savings accounts. <b>(element)</b></li> <li>ii. Eligible deductions should include reimbursements for indebtedness to the Crown, contributions to the Inmate Welfare Fund, and Room and Board <b>(element)</b></li> <li>iii. The default Current and Savings Split Parameter is 90%:10%. In other words, 90% of inmate deposits (income less deductions) to a maximum of \$69 (currently) per pay period are deposited to the Current Account. The remaining amount is deposited to the Savings Account. <b>(element)</b></li> <li>iv. The default parameter should be maintainable at the national level, so that changes in policy can be effected for all accounts <b>(element)</b></li> <li>v. The IASR should allow both Institution and inmate-level overrides to the default split parameter value. <b>(element)</b></li> </ul>	10	Points will be awarded as follows:  2 points for each element that can be addressed <b>natively</b> . 1 point for each element that can be addressed with <b>minor adaptation</b> . 0 points for each element that can be addressed with <b>major adaptation</b> .	
	<b>Savings Account Minimum Balance</b> <b>Information/Note:</b> Inmate Savings accounts should maintain a minimum balance (current value = \$80).			
39	The IASR should deliver, enable and support functionality for the following elements <ul style="list-style-type: none"> <li>i. The minimum balance value should be configurable</li> </ul>	6	Points will be awarded as follows:  2 points for each element that can	



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### SUBSTANTIATION OF TECHNICAL COMPLIANCE FORM

	Point-Rated Criterion	Points	Scoring	Page Ref
	<b>Bidder's Proposed solution, Features, Functions and Capabilities</b>			
	<p>at the national level, allowing modification based on policy changes. <b>(element)</b></p> <p>ii. If an expenditure would result in a Savings account balance that is below the defined minimum, the IASR should generate a warning message which can be overridden by the User. <b>(element)</b></p> <p>iii. If a transfer would result in a Savings account balance that is below the defined minimum, the IASR should generate a warning message which can be overridden by the User. <b>(element)</b></p>		<p>be addressed <b>natively</b>.</p> <p>1 point for each element that can be addressed with <b>minor adaptation</b>.</p> <p>0 points for each element that can be addressed with <b>major adaptation</b>.</p>	
	<b>Transfers between Current and Savings Accounts</b>			
<b>40</b>	<p>The IASR should deliver, enable and support functionality for the following elements:</p> <p>i. The number limit of transfers per fiscal year between an inmate's Savings and Current Account should be configurable at the national level. <b>(element)</b></p> <p>ii. The cumulative dollar limit and number of transfers between an inmate's Savings and Current Account per fiscal year should be configurable at the national level (current value = \$500 and four transfers). <b>(element)</b></p> <p>iii. If a transfer is reversed, it should be excluded from the calculation of the number of transfers per fiscal year, and maximum dollar amount per fiscal year. <b>(element)</b></p> <p>iv. If either limit is exceeded, it should generate an overrideable warning message. <b>(element)</b></p> <p>v. For transfers that exceed the maximum dollar limit and for transfers that exceed the limit on the number of transfers per fiscal year OR should not be included in the transfer limit, if warden approval is provided (as documented by the User when overriding the warning message), the transfer should not be included in the limit calculation. <b>(element)</b></p> <p>vi. Transfers and transfer reversals should only be possible when funds available are adequate and respect minimum balance limits (e.g. \$80 minimum balance on savings account).</p>	12	<p>Points will be awarded as follows:</p> <p>2 points for each element that can be addressed <b>natively</b>.</p> <p>1 point for each element that can be addressed with <b>minor adaptation</b>.</p> <p>0 points for each element that can be addressed with <b>major adaptation</b>.</p>	
	<p><b>Job Codes</b></p> <p><b>Information/Note:</b> In the legacy IAS, jobs were created both at the national level and for a specific institution. Currently, jobs are only created at the national level, however institutions can delete jobs that had been created for the institution in the past.</p>			
<b>41</b>	<p>The IASR should deliver, enable and support functionality for the following elements:</p> <p>i. Inmate pay level and pay rate should be processed</p>	12	<p>Points will be awarded as follows:</p> <p>2 points for each element that can</p>	



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### SUBSTANTIATION OF TECHNICAL COMPLIANCE FORM

	Point-Rated Criterion	Points	Scoring	Page Ref
	<b>Bidder's Proposed solution, Features, Functions and Capabilities</b>			
	<p>by job. New jobs (job codes, pay rates, pay levels) should be created at the national level. <b>(element)</b></p> <p>ii. The <b>Job Code</b> (field size should be 5 digits). <b>(element)</b></p> <p>iii. The <b>Job Description</b> (field size should be 180 characters). <b>(element)</b></p> <p>iv. Each Job Code has a related <b>Inmate Pay Level</b> (A-K) and a <b>Job Level</b> (0-10). <b>(element)</b></p> <p>v. The Inmate Pay Level and a Job Level for any job code should be modified at the national level. <b>(element)</b></p> <p>vi. A User should only be able to delete and deactivate job codes specifically created for that Institution. <b>(element)</b></p>		<p>be addressed <b>natively</b>.</p> <p>1 point for each element that can be addressed with <b>minor adaptation</b>.</p> <p>0 points for each element that can be addressed with <b>major adaptation</b>. 0 points – Requires Major Adaptation</p>	
	<b>Payroll Deduction Codes</b> <b>Information/Note:</b> For each deduction entered against a pay, a deduction code should be selected. Examples of deduction codes include Inmate Welfare Fund and Hobbies.			
42	<p>The IASR should deliver, enable and support functionality for the following elements:</p> <p>i. When deductions are made from inmate pay, Deduction Codes should be selected from a predefined list. <b>(element)</b></p> <p>ii. Deduction codes should be maintainable at the national level and standardized across all institutions. <b>(element)</b></p> <p>iii. Deduction codes should be created for a specific institution by a User. <b>(element)</b></p> <p>iv. Deduction Codes should be created through a screen interface. <b>(element)</b></p> <p>v. The application should be able to store at least 999 deduction codes. <b>(element)</b></p>	10	<p>Points will be awarded as follows:</p> <p>2 points for each element that can be addressed <b>natively</b>.</p> <p>1 point for each element that can be addressed with <b>minor adaptation</b>.</p> <p>0 points for each element that can be addressed with <b>major adaptation</b>.</p>	
	<b>Disbursement Codes</b> <b>Information/Note:</b> Disbursement codes are maintained by institutions to track transfers of funds from inmate accounts to specific club accounts (i.e. fund accounts). Club accounts may exist for specific hobby clubs, e.g. wood-working club.			
43	<p>The IASR should deliver, enable and support functionality for the following elements:</p> <p>i. Each Institution should maintain a minimum of 10 standard Disbursement Codes for various club accounts. <b>(element)</b></p> <p>ii. Disbursement codes should be created, modified and</p>	4	<p>Points will be awarded as follows:</p> <p>2 points for each element that can be addressed <b>natively</b>.</p> <p>1 point for each element that can be addressed with <b>minor adaptation</b>.</p>	

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	deleted separately for each Institution. <b>(element)</b>		0 points for each element that can be addressed with <b>major adaptation</b> .	
	<b>Room and Board</b>			
44	<p>The IASR should deliver, enable and support functionality for the following elements:</p> <ul style="list-style-type: none"> <li>i. Room and Board deduction percentage limit should be set at the national level. <b>(element)</b></li> <li>ii. The Room and Board deduction percentage limit should be configurable within the system, to 2 decimal places. <b>(element)</b></li> <li>iii. The Room and Board percentage deduction limit (current=25%) should be calculated based on the amount of an inmate's total income which exceeds the top inmate pay rate per pay period (current = \$69), after specific deductions for reimbursement for indebtedness to the Crown and contributions to the Inmate Welfare Fund have been deducted. <b>(element)</b></li> <li>iv. Deductions should be limited to a specific daily limit (current =\$5) and a specific weekly limit (current = \$25), based on a 5 day work week. These limits are configurable at the national level. <b>(element)</b></li> </ul>	8	<p>Points will be awarded as follows:</p> <p>2 points for each element that can be addressed <b>natively</b>.</p> <p>1 point for each element that can be addressed with <b>minor adaptation</b>.</p> <p>0 points for each element that can be addressed with <b>major adaptation</b>.</p>	
	<b>Institution Record Creation</b>			
45	<p>The IASR should deliver, enable and support functionality for the following elements:</p> <ul style="list-style-type: none"> <li>i. Institution records are created, end-dated, modified and maintained at the national level. <b>(element)</b></li> <li>ii. Each Institution record should store, at a minimum, the following information: <ul style="list-style-type: none"> <li>a. The <b>Institution Name</b>. <b>(element)</b></li> <li>b. The <b>Institution Number</b> (a five-digit code) which is used in the interface to Oracle Financials. <b>(element)</b></li> <li>c. The <b>Institution Security Class</b> (minimum, medium, maximum, multi-level or treatment centre)  Security Class is used within the pay-grid (see R7 National Pay Grid Creation, below for more details) to determine the pay-rate of the inmate. The security class rating of the Institution should be modifiable at the national level. <b>(element)</b></li> <li>d. The <b>Canteen Inmate Maximum Spending Limit</b> per pay period (current = \$90). <b>(element)</b></li> </ul> </li> </ul>	18	<p>Points will be awarded as follows:</p> <p>2 points for each element that can be addressed <b>natively</b>.</p> <p>1 point for each element that can be addressed with <b>minor adaptation</b>.</p> <p>0 points for each element that can be addressed with <b>major adaptation</b>.</p>	

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	<p>All Canteens within one Institution should have the same spending limit.</p> <p>Institutions can <i>temporarily</i> modify their Canteen limits (based on the provision of a start and end date for the period in which the change is in effect).</p> <p>The system should prevent the transfer of money from an inmate's Current Account to the inmate's Canteen Account in excess of that maximum spending limit.</p> <p>e. The <b>Inmate Welfare Fund Deduction (\$)</b>. <b>(element)</b></p> <p>This value is variable by Institution.</p> <p>This value should be used to calculate the Deduction per Pay Period as follows:  Deduction per Pay Period = (deduction /10) x number of days worked, up to a maximum of the Inmate Welfare Fund Deduction (as defined in the Institutional parameters).</p> <p>f. The <b>Bank Authorization Number</b> (see definition in Annex A) for receipts. <b>(element)</b></p> <p>g. <b>Institutional Language</b> (English or French). <b>(element)</b></p> <p>h. <b>Current and Savings Account</b> values (\$) (non-updateable and read only variable) <b>(element)</b></p> <p>These show the total value of all Current Accounts at the Institution and the total value of all Savings Accounts at the Institution.</p>			
	<b>National Pay Grid Creation</b>  <b>Information/Note:</b> Inmates are paid based on a National Pay Grid, which is established and updated through the CSC's Commissioner's Directive on Inmate Program Assignment and Payments. Current daily pay rates are \$6.90 for level A, 6.35 for level B, \$5.80 for level C, \$5.25 for level D, \$2.50 for Level E and \$1 for Level F and \$0 for Level G. CSC defines these last 2 levels as "basic allowances" within its Directives. Currently, there is no differentiation in the rate of pay depending on institutional security level or job level, however CSC should ensure that the functionality is in place to accommodate any future changes.			
46	<p>The IASR should deliver, enable and support functionality for the following elements:</p> <p>i. The National Pay Grid should allow the entry of a different amount for each combination of Institution Security Level, Institution Pay Level and Job Level: <b>(element)</b></p> <p>a. <b>Institution Security Level</b> (Minimum, Medium, Maximum, Multi-Level or Treatment Centre),</p> <p>b. <b>Inmate Pay Level</b> (levels A through K), and</p> <p>c. <b>Job Level</b> (levels 0 through 10).</p> <p>ii. The National Pay Grid should be updateable; however the history of the old grid should be maintained after an update for audit purposes. It may</p>	12	<p>Points will be awarded as follows:</p> <p>2 points for each element that can be addressed <b>natively</b>.</p> <p>1 point for each element that can be addressed with <b>minor adaptation</b>.</p> <p>0 points for each element that can be addressed with <b>major adaptation</b>.</p>	

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	<p>be possible to add and delete job levels and inmate pay levels. <b>(element)</b></p> <p>iii. The pay rates may be maintained both as <b>Hourly Rates</b> (to 3 decimal places) and <b>Daily Rates</b> (to 2 decimal places). <b>(element)</b></p> <p>iv. National Pay grids should be associated with a start pay period and end pay period. <b>(element)</b></p> <p>v. Internal controls should prevent the entry of pay grids which overlap for specific pay periods, and Institutional security levels. In other words, the system should prevent the entry of two different pay rates for a single institutional security level, pay level, job level and pay period. <b>(element)</b></p> <p>vi. It should be possible to make pay grids inactive (at the national level), but not to delete the grids. <b>(element)</b></p>			
	<b>Account Creation</b>			
47	<p>The IASR should deliver, enable and support functionality for the following elements:</p> <p>i. Users should be able to create, modify and maintain accounts within the following static categories: Inmate (current, savings and canteen), Club and Inmate Welfare Fund accounts. <b>(element)</b></p> <p>ii. Club and Inmate Welfare Fund Accounts have the following additional restrictions:</p> <p>a. Each Club and Inmate Welfare Fund Account should be explicitly defined as such, separately from the standard Inmate Accounts. <b>(element)</b></p> <p>b. Club and Inmate Welfare Fund Accounts are unique to an Institution, and each Institution should have an unlimited number of such Accounts. <b>(element)</b></p> <p>c. The Account description should be stored and printable on reports. <b>(element)</b></p> <p>d. A Club Accounts and Inmate Welfare Fund Accounts should be specified as either interest bearing or non-interest bearing (with the default being non-interest bearing). Non-interest bearing accounts are excluded from the interest calculation (see <b>Interest on Inmate and Fund Accounts</b> for more information on interest calculations). <b>(element)</b></p>	10	<p>Points will be awarded as follows:</p> <p>2 points for each element that can be addressed <b>natively</b>.</p> <p>1 point for each element that can be addressed with <b>minor adaptation</b>.</p> <p>0 points for each element that can be addressed with <b>major adaptation</b>.</p>	
	<b>Inmate Information</b> <b>Information/Note:</b> The FPS number is assigned to each offender by the Royal Canadian Mounted Police and is the unique identifier for an offender within CSC.			

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48	<p>The IASR should deliver, enable and support functionality for the following elements:</p> <ol style="list-style-type: none"> <li>i. Each Inmate record should store, at a minimum, the following information: <ol style="list-style-type: none"> <li>a. <b>Finger Print System (FPS Number - 7 digit unique identifier):</b> The FPS number will be manually entered into the IASR (no interface required) when creating an inmate master record. This field may not be left blank. If the FPS number is not yet available, the IASR should generate a temporary FPS number. The FPS number should be updateable with the inmate's "real" FPS number once received, so that information and transaction history is not lost. <b>(element)</b></li> <li>b. <b>Inmate Name</b> (consisting of 2 fields – first name &amp; last name, minimum field size of 30 characters each); <b>(element)</b></li> <li>c. <b>Living Unit</b> (2 digit code). This field may be left blank. <b>(element)</b></li> <li>d. <b>Security Class</b> (select from a list of values - Minimum, Medium, Maximum, Multi-level, Treatment Centre). <b>(element)</b>  If the security class of the Institution = Minimum, Medium and Maximum, this information should default from the Institution profile.  If the Institution is established as a "Multi-level" Institution or a "Treatment Centre", the security classification that defaults from the Institution should be override-able at the inmate level.  <i>(Treatment Centres are, by definition, Variable Institutions).</i></li> <li>e. <b>Inmate Pay Level</b> (table validated levels A through K). The pay level for the inmate is selected from the nationally set Pay Grid. <b>(element)</b></li> <li>f. <b>Job Level</b> (table validated levels 0 through 10). <b>(element)</b></li> <li>g. <b>Language Preference</b> (User selects English or French). <b>(element)</b>  For use when printing Inmate Account Statements. The language should default from the value established at the Institution level.</li> <li>h. <b>Waive Room and Board</b> (Yes or No):  The User will enter the Yes flag based on whether the warden has exercised his authority to waive the Room and Board deduction for a specific inmate. All subsequent deposit and payroll transactions should look at this identifier and waive the room and board, based on the effective end-date of the waiver. <b>(element)</b></li> </ol> </li> </ol>	22	<p>Points will be awarded as follows:</p> <p>2 points for each element that can be addressed <b>natively</b>.</p> <p>1 point for each element that can be addressed with <b>minor adaptation</b>.</p> <p>0 points for each element that can be addressed with <b>major adaptation</b>.</p>	

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	<ul style="list-style-type: none"> <li>i. <b>Current Account amount (\$)</b> and <b>Savings Account amount (\$)</b> (can be \$0 when inmate record is created): This amount is enterable and queryable for any inmate. However, controls should exist to ensure that if the <b>Advances to Current</b> value is &gt; 0, then Current and Savings amounts should both be zero (see <b>Advances to Current</b>, below, for additional details). <b>(element)</b></li> <li>j. <b>Parole Date</b> (date) – This field may be left blank. This should always be a future date. <b>(element)</b></li> <li>ii. All Inmate data elements should be updateable, and preferably enterable on a maximum of 2 screens. <b>(element)</b></li> </ul>			
	<b>Inmate Departures and Reinstatements</b>			
49	<p>The IASR should deliver, enable and support functionality for the following elements:</p> <ul style="list-style-type: none"> <li>i. Users should be able to deactivate an inmate record, which should ensure that the inmate's information no longer appears on reports and statements. At a minimum, the User should be required to enter the FPS number (table validated, based on active inmate records for the specific Institution) and the departure code (table validated, select from a list of values). <b>(element)</b></li> <li>ii. If an inmate is entering the Institution for a second time and if an inmate is entering the Institution for a subsequent time, the functionality should exist to reinstate the inmate (i.e. reactivate his FPS number in the IASR). On reinstatement, there is a requirement to <b>(element)</b> <ul style="list-style-type: none"> <li>a. enter an opening balance in the Current and Savings Accounts,</li> <li>b. enter an opening balance in the Advance to Current Account, and</li> <li>c. enter an opening balance in the inmate's Canteen account.</li> </ul> </li> <li>iii. There should be an ability to define the status of an inmate. Valid statuses are Active, Dormant, Deceased, Escaped, Released and Reinstated. <b>(element)</b></li> <li>iv. All outstanding payments (e.g. fines, Advances to Current) should be settled by an inmate prior to departure. As such, there is a requirement to report on this information by inmate. <b>(element)</b></li> </ul>	8	<p>Points will be awarded as follows:</p> <p>2 points for each element that can be addressed <b>natively</b>.</p> <p>1 point for each element that can be addressed with <b>minor adaptation</b>.</p> <p>0 points for each element that can be addressed with <b>major adaptation</b>.</p>	
	<b>Interest on Inmate and Fund Accounts</b>			

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50	<p>The IASR should deliver, enable and support functionality for the following elements:</p> <ul style="list-style-type: none"> <li>i. The IASR should: <ul style="list-style-type: none"> <li>a. Allow for an interest rate to be enterable and maintainable, at the national level, to 3 decimal places. <b>(element)</b>.</li> <li>b. Generate interest on account balances (excluding canteen accounts, and accounts which have been defined as non-interest bearing) using this interest rate. <b>(element)</b></li> <li>c. Allow a User to define whether an account is an interest earning account. <b>(element)</b></li> <li>d. Calculate the interest for each account (monthly) and record it as a deposit to the savings account. <b>(element)</b></li> </ul> <p><i>Monthly Interest Rate = Current Yearly interest Rate / 12</i></p> <p><i>Current IAS interest calculation = ((minimum monthly savings + minimum monthly Current Account balance including amounts on hold) X monthly interest rate) / 100</i></p> </li> <li>ii. Calculate interest for inmate accounts (Savings and Current Accounts) and specific special purpose accounts (Club Accounts): <ul style="list-style-type: none"> <li>a. For Savings and Current Accounts the interest is deposited in the inmates' Savings Account. <b>(element)</b></li> <li>b. For Special Purpose Accounts (Club Accounts), interest is calculated only on current balances and deposited in the Current Account. <b>(element)</b></li> </ul> </li> </ul>	12	<p>Points will be awarded as follows:</p> <p>2 points for each element that can be addressed <b>natively</b>.</p> <p>1 point for each element that can be addressed with <b>minor adaptation</b>.</p> <p>0 points for each element that can be addressed with <b>major adaptation</b>.</p>	
<b>Account Transactions</b>				
51	<p>The IASR should deliver, enable and support functionality for the following elements:</p> <ul style="list-style-type: none"> <li>i. User transaction categories requiring control elements should include: <ul style="list-style-type: none"> <li>a. <b>Fund and inmate account balance adjustments:</b> Account adjustments should not result in Current or Savings Account' free balances that are below a pre-specified negative amount (current limit = - \$1000). The pre-specified negative limit is set and modified at the national level. <b>(element)</b> Balance adjustments include adjusting Hold amounts. <b>(element)</b></li> <li>b. <b>Fund transfers:</b> Transfers between Special Purpose Fund Savings Accounts and transfers from a Special Purpose Fund Savings Account to an inmate</li> </ul> </li> </ul>	48	<p>Points will be awarded as follows:</p> <p>2 points for each element that can be addressed <b>natively</b>.</p> <p>1 point for each element that can be addressed with <b>minor adaptation</b>.</p> <p>0 points for each element that can be addressed with <b>major adaptation</b>.</p>	

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	<p>account. <b>(element)</b></p> <p>c. <b>Intra-inmate account transfers:</b>  Allow manual User override if cash transferred between an inmate's Savings Account and Current Account decreases the Savings Account below the minimum balance limit (current value = \$80). Allow manual User override if the transfer will cause the number of transfers exceeds the dollar and number limit of transfers (current value = 4 per year and \$500) as defined at the national level. Please see the previous section entitled Transfers between Current and Savings accounts for more information. <b>(element)</b></p> <p>d. <b>Inter-inmate account transfers:</b>  Cash transfers between inmates are restricted to only via their Savings Accounts. <b>(element)</b></p> <p>e. <b>Transfers from an Inmate Current Account to an Inmate Welfare Fund and Transfers from an Inmate Current Account to a Special Purpose Fund (Club) Account:</b> These transfers are restricted to occur between "current" accounts only. <b>(element)</b></p> <p>f. <b>Non-cheque issue disbursements</b> (also called standard disbursements):  Disbursements which do not result in a cheque and therefore are not extracted to Oracle Financials Payables (PA) module for payment. <b>(element)</b></p> <ul style="list-style-type: none"> <li>▪ At a minimum, the User should select a valid Disbursement Reason Code. <b>(element)</b></li> <li>▪ The option should exist to allow a User to record a standard disbursement for all inmates in an Institution and for one inmate only. <b>(element)</b></li> <li>▪ The option should exist to allow a User to override the minimum NHQ Savings Account limits in accordance with the previous section entitled "Savings Account Minimum Balance". The limits are set at the national level. <b>(element)</b></li> </ul> <p>g. <b>Inmate Standard Disbursement Transfers:</b>  Transfers from an inmate's Current Account to Special Purpose Fund or Inmate Welfare Fund Accounts. <b>(element)</b>  Allow the User to record transfers per inmate and for a series of inmates per Institution. <b>(element)</b></p> <p>ii. All of these transactions should have the following common elements:</p> <ul style="list-style-type: none"> <li>a. Each transaction can have either a positive or negative impact on account balances; <b>(element)</b></li> <li>b. Descriptions are required to be entered for all</li> </ul>			



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	<p>transactions; <b>(element)</b></p> <p>c. Transactions cannot exceed the free-balance/available cash balance (i.e. cash balance net of transactions on hold) except for Inmate Welfare Fund and Special Purpose Fund Account adjustments (lone exception) which can result in a negative account balance of up to a maximum total (current value = -\$1,000). <b>(element)</b></p> <p>d. Some transaction categories should be included in extracts to Oracle Financials General Ledger (GL); <b>(element)</b></p> <p>e. Users can make financial adjustments to different fund accounts within the Institution. <b>(element)</b></p> <p>f. <b>Non-cheque issue disbursements</b> should be reversible in the current period. <b>(element)</b></p> <p>iii. The following additional controls should be in place:</p> <p>a. Funds cannot be transferred out of canteen accounts. <b>(element)</b></p> <p>b. Transfers out cannot place an account into a negative free balance. <b>(element)</b></p> <p>c. Balances on hold cannot be transferred. <b>(element)</b></p> <p>d. Users can place a transaction on hold, which means that the free balance in the account is adjusted downwards, however the transaction has not been finalized (e.g. payment to a vendor), therefore the account has not been adjusted. <b>(element)</b></p> <p>e. Ensure that maximum transfer limits are not exceeded for all transfer transactions. <b>(element)</b></p> <p>iv. The IASR should allow these transactions to be processed on-line directly as well as through uploads from an Excel or text file by the User. <b>(element)</b></p>			
	<p><b>Advance to Current</b></p> <p><b>Information/Note:</b> When inmates are new to an institution, often they have not accumulated funds to make purchases at the Canteen. CSC will provide an "Advance" of money, which is credited directly to the Current Account of the inmate. The advance is recorded as an overdraw on the Savings Account. The Savings Account is then, over time, reimbursed through the 90%:10% Current to Savings split in inmate pay or funds receipted to the Savings Account via outside deposits.</p>			
52	<p>The IASR should deliver, enable and support functionality for the following elements:</p> <p>i. Allow Users to enter Advances to the Current Account of a specific inmate. <b>(element)</b></p> <p>ii. Record Advances to Current as overdraws on an inmate's Savings Account. <b>(element)</b></p> <p>iii. Report on all open Advances to Current per</p>	10	<p>Points will be awarded as follows:</p> <p>2 points for each element that can be addressed <b>natively</b>.</p> <p>1 point for each element that can be addressed with <b>minor adaptation</b>.</p> <p>0 points for each element that can</p>	

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	<p>Institution. <b>(element)</b></p> <p>iv. Record, in real time, the reimbursement of the Advance to Current from inmate pay or deposits to the Savings Account, or deduct the reimbursement automatically from the inmate's pay or deposits to the Savings Account (credited to the inmate's accounts). <b>(element)</b></p> <p>v. Restrict User actions that would exceed the maximum Advance to Current limit (as set at the Institution level) that can be advanced to an inmate's Current Account. <b>(element)</b></p>		be addressed with <b>major adaptation</b> .	
	<p><b>Payroll – Calculate the Gross Pay per inmate</b></p> <p><b>Information/Note:</b> Pay is always processed for the previous two week period. The pay process is as follows:</p> <ol style="list-style-type: none"> <li>(1) Calculate the Gross Pay per inmate.</li> <li>(2) Calculate Pay net of deductions and record deductions as additions to the appropriate accounts.</li> <li>(3) Create adjustment transactions.</li> <li>(4) Split and post the net pay to the current and savings account.</li> </ol>			
53	<p>The IASR should deliver, enable and support functionality for the following elements to be entered for each inmate within the Institution:</p> <ol style="list-style-type: none"> <li>a. <b>FPS number.</b> Numeric 7 digit unique identifier <b>(element)</b></li> <li>b. <b>Job number.</b> This information should first default from the inmate master record, if the job number has been identified there. If there is no default, then the job number will be entered. The system should allow the User to override the job-number on the inmate master record with a new job number, in the case of temporary assignments. <b>(element)</b></li> <li>c. <b>Days or hours worked.</b> If days worked, the total pay will be calculated based on a standard 7.5 hour work-day. Note that functionality should exist so that in future, if internal policy requires that the standard hours be modified for a work-day, all payroll related calculations will automatically be modified. <b>(element)</b></li> <li>d. <b>Incentive pay.</b> Inmates may receive a flat bonus each pay period at the discretion of the Corcan Operations Manager. The amount can be entered to 2 decimal places. The field size should allow, at a</li> </ol>	34	<p>Points will be awarded as follows:</p> <p>2 points <b>for each</b> element that can be addressed <b>natively</b>.</p> <p>1 point for each element that can be addressed with <b>minor adaptation</b>.</p> <p>0 points for each element that can be addressed with <b>major adaptation</b>.</p>	

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	<p>minimum XXX.XX character space. The bonus amount varies from inmate to inmate. <b>(element)</b></p> <p>e. <b>Overtime hours.</b> Overtime is calculated at a rate of 1/5th of the inmate's daily level of pay for each hour actually worked (i.e. 1.5 times the hourly rate (= 7.5/5)). Overtime should be enterable to 2 decimal places, and the system should allow character space for XXX.XX. The overtime rate (i.e. 1.5 times the hourly rate) may be modified by policy. The functionality should exist to modify the overtime rate, and have all related payroll calculations change. <b>(element)</b></p> <p>f. <b>Recover Amount.</b> Users can enter an amount to recover money from the inmate's current pay without setting up a deduction. This functionality is generally used for a one-time deduction. <b>(element)</b></p> <p>g. <b>Recovery reason:</b> Free-form text field (180 characters) used to enter the reason for the one time deduction. The field is mandatory if a recovery amount is requested. <b>(element)</b></p> <p>i. Pay Rate (based on the Pay Grid):</p> <p>a. An inmate's pay rate is based on the combination of the security level of the Institution, the performance level of the inmate and the pay increment of the inmate. <b>(element)</b></p> <p>b. If the inmate is located in a Multi-level Institution or Treatment Centre, then the security level of the inmate record is used. <b>(element)</b></p> <p>ii. The IASR should be able to record multiple pay rates and multiple jobs within a single pay period (e.g. 5 days at level 0, 2 days at level 1) for an inmate. <b>(element)</b></p> <p>iii. The IASR should be able to record an inmate's total dollar amount of pay as well as an amount calculated through days worked and through hours worked. <b>(element)</b></p> <p>To completely enter the gross Pay for an inmate, preferably the User should not be required to navigate through more than 2 screens. <b>(element)</b></p> <p>Internal controls (at a minimum ) should:</p> <p>a. prevent the entry of job numbers which do not exist within the Institution. <b>(element)</b></p> <p>b. prevent the entry of total time worked in excess of 19 person days per pay period or 142.5 hours</p>			

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	<p>per pay period (dependant on the unit of measure used for entering time worked). <b>(element)</b>prevent the entry of <b>Incentive Pay</b> in excess \$1,000.00.<b>(element)</b>.</p> <p>c. prevent the entry of gross pay in excess of \$999.99.<b>(element)</b></p> <p>d. prevent saving a record when any one of the following <b>fields</b> are blank: the FPS number, job number, hours and days worked. <b>(element)</b></p>			
	<b>Payroll – Deductions</b>  <b>Information/Note:</b> CSC establishes a national series of <b>Standard Payroll Deduction Codes</b> for elements such as hobby loans, Crown recoveries, damage deductions and fines. The payroll process uses the deduction information input for each inmate to calculate net pay. This information is extracted and interfaced to Oracle Financials General Ledger on a weekly basis. Please see the section entitled "Accounting and Interface to Oracle Financials" for more information.			
54	<p>The IASR should deliver, enable and support functionality for the following elements:</p> <p>i. The User should be able to enter standard payroll deduction information for an inmate - up to 99 different deductions within a single pay period. The IASR should reduce an inmate's net pay by the total amount of all of that inmate's applicable deductions for that pay period. <b>(element)</b></p> <p>ii. The following information (at a minimum) should be enterable for an inmate by a User:</p> <p>a. FPS Number. <b>(element)</b></p> <p>b. Deduction Code (table validated field); <b>(element)</b></p> <p>c. Deduction amount per pay (\$);<b>(element)</b></p> <p>d. Deduction percentage per pay (%);<b>(element)</b></p> <p>e. Start date or start pay period. <b>(element)</b></p> <p>f. End date or end pay period. <b>(element)</b></p> <p>iii. The total allowable amount of 'Inmate Welfare Fund ' and 'Room and Board' deductions, per pay period, per inmate, should be specified at the national level. <b>(element)</b></p> <p>iv. The IASR should process deductions in the following priority order:</p> <p>a. Damage recoveries</p> <p>b. Fines</p> <p>c. Debts to the Crown</p> <p>d. Other deductions</p> <p>e. Hobby loans</p> <p>f. Room and board deduction</p> <p>g. Inmate welfare fund deduction.<b>(element)</b></p> <p>v. The priority/precedence of deductions identified</p>	34	<p>Points will be awarded as follows:</p> <p>2 points for each element that can be addressed <b>natively</b>.</p> <p>1 point for each element that can be addressed with <b>minor adaptation</b>.</p> <p>0 points for each element that can be addressed with <b>major adaptation</b>.</p>	

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	<p>above should be modifiable via a user interface <b>(element)</b></p> <p>vi. The calculation of deductions should incorporate amounts already contributed as deductions from other earned income transactions for the inmate in the same pay period. This will require that, for example, the room and board calculation on any inmate transaction, take into account amounts already contributed to room and board for the period when calculating the maximum amount to be deducted for the transaction currently being processed. <b>(element)</b></p> <p>vii. Internal controls (at a minimum ) should:</p> <ol style="list-style-type: none"> <li>Prevent the entry of both a deduction amount and deduction percentage on a single record. <b>(element)</b></li> <li>Prevent duplicate data entry (i.e. entry of the same deduction code for an inmate) for this pay (i.e. for this pay period). <b>(element)</b></li> <li>Prevent the entry of deductions in excess of those defined maximums for Crown Indebtedness, Contributions to the Inmate Welfare Fund, and Room and Board Deductions. <b>(element)</b></li> <li>Automatically stop processing deductions for hobby loans, Crown recoveries, damage deductions and fines when the amounts have been fully recovered from earned income. <b>(element)</b></li> <li>Allow Users to inquire on the balance of all deductions for an inmate or Institution (e.g. deduction code, original amount, start date, amount to date, balance and end date. <b>(element)</b></li> <li>Enter and track multiple judgements, fines and damage claims by individual claim <b>(element)</b>.</li> </ol>			
	<b>Payroll – Structure of Data Entry</b>			
	<b>Information/Note:</b> A User may be required to enter pay data for up to 1000 inmates per pay period.			
55	<p>The IASR should deliver, enable and support functionality for the following elements:</p> <ol style="list-style-type: none"> <li>Users should be able to enter inmate pay for multiple inmates in a single screen. <b>(element)</b></li> <li>The IASR should allow a User to query the previous payroll run, update it with current information, and process the pay. <b>(element)</b></li> <li>The payroll grid should include the following columns, at a minimum: <ol style="list-style-type: none"> <li>FPS number; <b>(element)</b></li> <li>Living Unit number; <b>(element)</b></li> <li>Pay Level; <b>(element)</b></li> </ol> </li> </ol>	30	<p>Points will be awarded as follows:</p> <p>2 points for each element that can be addressed <b>natively</b>.</p> <p>1 point for each element that can be addressed with <b>minor adaptation</b>.</p> <p>0 points for each element that can be addressed with <b>major adaptation</b>.</p>	

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	<ul style="list-style-type: none"> <li>d. Job number; <b>(element)</b></li> <li>e. Number of days or hours worked; <b>(element)</b></li> <li>f. Overtime hours; <b>(element)</b></li> <li>g. Miscellaneous Revenue (includes incentive pay). <b>(element)</b></li> <li>iv. The IASR should allow Users to upload into the IASR pre-formatted payroll information extracted from the <b>Inmate Pay System</b>, a system used by some regions to capture basic payroll data, as either a Microsoft Excel spreadsheet or a text file. <b>(element)</b></li> <li>v. Within the excel spreadsheet identified in iv, above the layout should contain, at a minimum, the following fields: <ul style="list-style-type: none"> <li>a. FPS number, <b>(element)</b></li> <li>b. Job Level and Pay Level (defined rate of pay), <b>(element)</b></li> <li>c. Number of days worked (to 2 decimal places), <b>(element)</b></li> <li>d. Overtime Hours worked <b>(element)</b> and</li> <li>e. Incentive pay. <b>(element)</b></li> </ul> </li> </ul>			
	<b>Process to Calculate Net Pay and Transfer to Accounts</b>			
56	<p>The IASR should deliver, enable and support functionality for the following elements:</p> <ul style="list-style-type: none"> <li>i. Once payroll information has been entered for the pay period, an IASR process should : <ul style="list-style-type: none"> <li>a. Calculate the Gross Pay per inmate. <b>(element)</b></li> <li>b. Calculate pay net of deductions <b>(element)</b></li> <li>c. Users are allowed to ignore deductions for an inmate <b>(element)</b></li> <li>d. Create adjustment transactions. <b>(element)</b></li> <li>e. Split and post the net Pay to the Current and Savings Account based on the Current and Savings split rules (current value = 90%:10%), and the maximum deposit amount to the Current Account of \$69 per pay period, with the remainder to be deposited to the Savings Account. <b>(element)</b></li> <li>f. Post all of the deductions to the appropriate account category. <b>(element)</b></li> <li>g. Create a listing or report of the above. <b>(element)</b></li> </ul> </li> <li>ii. This process should be executable by Users. <b>(element)</b></li> <li>iii. The entire process for the calculation of net pay and posting to the inmate account should be reversible. either for one inmate or for the either pay period. If the transaction is reversed, the reversal should reinstate all elements (e.g. debt balances, room and board amounts, fine balances, other deductions) as if</li> </ul>	24	<p>Points will be awarded as follows:</p> <p>2 points for each element that can be addressed <b>natively</b>.</p> <p>1 point for each element that can be addressed with <b>minor adaptation</b>.</p> <p>0 points for each element that can be addressed with <b>major adaptation</b>.</p>	

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	<p>the initial transaction had not occurred. <b>(element)</b></p> <p>iv. Adjustment Transactions:</p> <p>a. A process should exist to adjust any pay entered for the current pay period and for a previous pay period. <b>(element)</b></p> <p>b. The adjustment amount should always be less than \$1,000 and should also be split between the Current and Savings Account, using the predefined national, Institutional or inmate Current and Savings Account <b>Split Parameters</b>, depending on the level at which the parameter has been set. The value set at the inmate level overrides the value set at the institutional level and the value set at the national level. <b>(element)</b></p> <p>c. The user should be able to identify whether or not the pay adjustment is subject to room and board. The resulting net pay calculation should take this information into account <b>(element)</b></p>			
	<b>Canteen Process</b> <b>Information/Note:</b> CSC uses the Point of Sale (POS) system, a local stand-alone system, which tracks inmate purchases from the Institutions' canteens.			
57	<p>The IASR should deliver, enable and support functionality for the following elements:</p> <p>i. An interface from the POS and the IASR via a flat-file. This flat file exchange will include two sets of data:</p> <p>a. The Canteen amount requested for the next bi-weekly period for each inmate, sorted by FPS or fund number field. <b>(element)</b></p> <p>b. The purchases recorded in the POS for the last period, sorted by FPS field. <b>(element)</b></p> <p>ii. The ability to manually enter (at any point in the pay period):</p> <p>a. Canteen amounts requested for the next bi-weekly period for an inmate; <b>(element)</b></p> <p>b. The purchases recorded by the POS for the last period. <b>(element)</b></p> <p>iii. The ability for the User to execute a request that:</p> <p>a. Automatically records a transfer to POS equal to the lesser of the following: the balance in the inmate's Current Account OR the <b>Canteen Maximum Spending Limit</b> (an Institution parameter). <b>(element)</b></p> <p>iv. The ability to reduce the available funds in the Current Account by the amount of the Canteen request – either through a separate Canteen account (as in the IAS) or through some other process that meets the minimum internal control requirements defined in section vi, below.</p>	36	<p>Points will be awarded as follows:</p> <p>2 points for each element that can be addressed <b>natively</b>.</p> <p>1 point for each element that can be addressed with <b>minor adaptation</b>.</p> <p>0 points for each element that can be addressed with <b>major adaptation</b>.</p>	

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	<ul style="list-style-type: none"> <li>a. When the interface from POS is used to record requests (as defined in section iii above), the available funds should be updated immediately after the file is imported. <b>(element)</b></li> <li>b. When the request is entered manually into the IASR (for an individual account or group of accounts), the available amount should be updated as soon as the transaction is saved. <b>(element)</b></li> <li>v. There should be a validation process to confirm that all transfers between the POS and the IASR Canteen accounts have taken place successfully: <ul style="list-style-type: none"> <li>a. Cumulative transfers of balances back and forth between the POS and the IASR <b>are not</b> acceptable and should not be utilized. <b>(element)</b></li> <li>b. Each period, the total amount requested for the next period should be transferred from POS to the IASR and recorded in the IASR. <b>(element)</b></li> <li>c. The total purchases amount by inmate for the previous period should be transferred from POS to the IASR and recorded in the IASR. <b>(element)</b></li> <li>d. The amount requested (by the inmate for purchases in the canteen) from the previous period less the purchases recorded in the previous period should either be transferred from the Canteen Account to the Current Account, or should increase the available balance in the Current Account. <b>(element)</b></li> <li>e. For each inmate, the amount requested for the next period for purchases in the canteen, should then be either transferred from the Current Account to the Canteen Account, or should update the available balance in the Current Account. <b>(element)</b></li> </ul> </li> <li>vi. Internal Control requirements should include: <ul style="list-style-type: none"> <li>a. Prevent Users from recording on-line Canteen requests which exceed the Current Account free balance for the inmate or the <b>Maximum Canteen Amount</b>, as defined in the Institution Parameters. The one exception involves club and Special Purpose Account purchases (e.g. where a club Canteen amount requested will exceed the \$90 limit). <b>(element)</b></li> <li>b. If, through the interface, the amount requested exceeds either the Current Account free-balance/available cash or the <b>Maximum Canteen Amount</b>, the lesser of the Current Account free-balance/available cash or the Maximum Canteen Amount should be recorded as the "Canteen requested amount". <b>(element)</b></li> <li>c. When the Canteen requested amount entered into the POS exceeds the <b>Maximum Canteen</b></li> </ul> </li> </ul>			



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	<p><b>Amount</b> (defined in the Institution parameters) only the <b>Maximum Canteen Amount</b> should be loaded into the IASR. An error report should identify the records that exceeded this amount. <b>(element)</b></p> <p>d. Reverse a Canteen Request in the Current Account, if the amount has not been extracted to the POS. <b>(element)</b></p> <p>e. Functionality to automatically decrease the Current Account balance, if the User manually increases the Canteen Account balance. If the User manually decreases the Canteen Account balance, functionality should exist to automatically increase the Current Account balance. <b>(element)</b></p> <p>f. Functionality should exist for the User to reverse Canteen purchases made in the previous pay period. This should increase the Canteen Account balance. <b>(element)</b></p>			
	<b>Inmate and Fund Disbursements – Cheque Issue Disbursements</b> <b>Information/Note:</b> Cheque issue disbursements can be made from the Savings or Current Account and require that a payment be made from CSC's financial system.			
58	<p>The IASR should deliver, enable and support functionality for the following elements:</p> <p>i. When entering a transaction, the IASR should provide the following fields, at a minimum:</p> <p>a. <b>FPS Number. (element)</b></p> <p>b. <b>Account Type</b> (i.e. savings or current). <b>(element)</b></p> <p>c. <b>Amounts (\$).(element)</b></p> <p>d. <b>Invoice Date</b> (included in extract to Oracle Financials). <b>(element)</b></p> <p>e. <b>Invoice Number</b> (included in extract to Oracle Financials). <b>(element)</b></p> <p>f. <b>Receipt Date</b> (included in extract to Oracle Financials). <b>(element)</b></p> <p>g. <b>Payment Due Date</b> (optional). <b>(element)</b></p> <p>h. <b>Supplier Invoice Number</b> (length 180 characters). <b>(element)</b></p> <p>i. <b>Vendor and Vendor Site Information (element)</b>            Select from list of valid values loaded from Oracle Financials.            There is no restriction surrounding which Institution can use which vendors and which Institution can use which vendor sites.</p> <p>j. <b>Disbursement Reason Code (element)</b>            Select from a pre-configured list of valid values (later used for reporting). Please refer to the</p>	66	<p>Points will be awarded as follows:</p> <p>2 points for each element that can be addressed <b>natively</b>.</p> <p>1 point for each element that can be addressed with <b>minor adaptation</b>.</p> <p>0 points for each element that can be addressed with <b>major adaptation</b>.</p>	

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	<p>section above entitled Disbursement Reason Code.</p> <p>k. <b>Information Field.(element)</b> A description field for qualitative information (maximum 30 characters)</p> <p>l. <b>DAO</b> (Departmental Accounting Office) – Select from a predefined list of values.(<b>element</b>)</p> <p>m. <b>Payment Method</b> (two existing values: Non-RG (non-Receiver-General) and Reg (Regular)) (included in extract to Oracle Financials). (<b>element</b>)</p> <p>n. <b>Non-RG Cheque Number</b> (number of digits TBD) (included in extract to Oracle Financials). (<b>element</b>) Only required if Payment Method = Non-RG.</p> <p>o. <b>Non-RG Series Code</b> (alphanumeric) (included in extract to Oracle Financials). (<b>element</b>) Only required If Payment Method = non-RG. (maximum 4 characters)</p> <p>p. <b>Non-RG Cheque Date</b> (date) (included in extract to Oracle Financials). (<b>element</b>) Only required If Payment Method = non-RG.</p> <p>ii. In addition, the following processes are required:</p> <p>a. When the request for purchase is first entered by the User, it should automatically be placed "on hold" for payment until goods are received or the disbursement is authorized. On hold payments should reduce the free-balance/available in the inmate's account when the transaction is saved. (<b>element</b>)</p> <p>b. A process should prevent the transaction from being interfaced to Oracle Financials until the User re-queries the transaction and completes the payment transaction (i.e. by removing the hold). (<b>element</b>)  If the amount to be paid is less than the hold amount, functionality should exist for the User to choose to release the remaining amount of the hold (i.e. the difference between the original hold and the amount to be paid). (<b>element</b>)  If the amount to be paid is greater than the hold amount, functionality should exist to reduce the free balance by the full amount paid. (<b>element</b>)</p> <p>c. When the User completes the cheque issue for the disbursement, the inmate actual accountbalance should be reduced, and the transaction is interfaced to Oracle Financials Payables module for cheque issue (see section entitled "Interface to Oracle Payables – Cheque Disbursement"). (<b>element</b>)</p>			

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	<ul style="list-style-type: none"> <li>d. The functionality should exist for the User to modify the hold and for the User to release the hold. <b>(element)</b></li> <li>e. The ability for the User to record credit transactions (i.e. transactions that will increase the account balance and create a credit memo for the supplier). <b>(element)</b></li> <li>f. The ability for the User to reverse transactions (both hold and hold release transactions). <b>(element)</b></li> </ul> <p>iii. At a minimum, the following internal controls should exist:</p> <ul style="list-style-type: none"> <li>a. FPS number is mandatory for each disbursement. The IASR should validate the entry of the FPS or Fund by the User to ensure that the FPS and fund exists (depending on whether the transaction affects an Inmate or a fund) within the Institution and is active. If the FPS was entered as a temporary number, then it is to be included in the list of "valid values". This control is to prevent errors and prevent the entry of FPS numbers that are only valid for another institution. <b>(element)</b></li> <li>b. Prevent Users from entering invalid account types and FPS numbers. For example, Club Funds and Inmate Welfare Funds only maintain Current Accounts. <b>(element)</b></li> <li>c. Minimum Savings Balance (current value = \$80) for inmates is a National Parameter, unless the expenditure is for specific purposes. If the User enters a disbursement against an inmate's Savings Account that would cause the balance in the account to fall below the Minimum Savings Balance, a warning message should appear, which the User can then override. <b>(element)</b></li> <li>d. The User cannot enter a disbursement that will cause the free-balance/available cash balance for any account to be negative. <b>(element)</b></li> <li>e. All date fields, vendor site fields and payment method codes should be validated against a master table. <b>(element)</b></li> <li>f. A payment method should be selected. <b>(element)</b></li> <li>g. If Non-RG is selected, a Non-RG cheque number, Non-RG cheque date, and Non-RG series code should be provided. <b>(element)</b></li> <li>h. Each transaction should be uniquely sequenced for reporting and audit trail purposes. <b>(element)</b></li> <li>i. Controls should exist to prevent the deletion of holds where disbursements have already taken place against the hold. <b>(element)</b></li> </ul>			

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	<b>Inmate and Fund Deposits – Transaction Entry</b>			
59	<p>The IASR should deliver, enable and support functionality for the following elements:</p> <ol style="list-style-type: none"> <li>i. The following mandatory fields should be available when entering a transaction: <ol style="list-style-type: none"> <li>a. <b>FPS and Fund number.</b> Either the FPS number or the Fund number will be entered but not both. <b>(element)</b></li> <li>b. <b>Deposit Code</b> (table-validated 4 character size). <b>(element)</b></li> <li>c. <b>Revenue Amount.</b> <b>(element)</b></li> <li>d. <b>Account type</b> Select one from a list of values comprised of "savings", "current" or "both", with "both" meaning that the amount will be split using the standard parameters at the national, Institutional or inmate level. <b>(element)</b></li> <li>e. <b>Deposit date.</b> <b>(element)</b></li> <li>f. <b>Eligible for room and board deductions</b> (Select one from a list of values comprised of "Yes" and "No"). <b>(element)</b></li> <li>g. <b>Payment instrument code</b> (select one from a list of valid values. <b>(element)</b></li> <li>h. <b>Description</b> (maximum field size of 30 characters). <b>(element)</b></li> <li>i. <b>Bank authorization number</b> (pre-validated list of values, 5 characters). <b>(element)</b></li> </ol> </li> <li>ii. At a minimum, the following internal controls should exist <ol style="list-style-type: none"> <li>a. Users must enter one of: the FPS or Fund number for each deposit, but not both. The field should be validated to ensure that the FPS and fund exists within the Institution and is active. <b>(element)</b></li> <li>b. The system should prevent Users from entering invalid account types and numbers which do not exist for the FPS and Fund. <b>(element)</b> For example, Club Funds and Inmate Welfare Funds only have current accounts.</li> <li>c. Each transaction should be uniquely identified for reporting and audit trail purposes. <b>(element)</b></li> <li>d. Specific deposit transactions (i.e. personal cheques) should be either automatically or manually placed on hold. <b>(element)</b></li> <li>e. Deposits and revenues cannot be recorded against Canteen Accounts. <b>(element)</b></li> </ol> <p>Each transaction on hold should have a separate Hold ID, and be viewable on its own. The audit trail should exist between the hold and the original transaction initiating the hold (if one exists). The</p> </li> </ol>	34	<p>Points will be awarded as follows:</p> <p>2 points for each element that can be addressed <b>natively</b>.</p> <p>1 point for each element that can be addressed with <b>minor adaptation</b>.</p> <p>0 points for each element that can be addressed with <b>major adaptation</b>.</p>	

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	<p>functionality should exist to query and report on the status of each individual hold for an inmate account. <b>(element)</b></p> <p>iii. Functionality should exist to allow for the reversal of deposit transactions, resulting in the decrease of the related account balance. The reversal functionality should also reverse any related holds associated with the transaction. <b>(element)</b></p>			
	<b>Releasing Holds on Deposits</b>			
60	<p>The IASR should deliver, enable and support functionality for the following elements:</p> <ul style="list-style-type: none"> <li>a. To query any deposit transaction, and determine whether it is currently on hold (i.e. the cheque has not yet cleared the bank). <b>(element)</b></li> <li>b. To modify the hold status on the deposit to reflect the fact that the cheque has cleared the bank. <b>(element)</b></li> <li>c. Increase the <b>available</b> cash balance in both the Savings and Current Accounts as a result of this status update (cheque has cleared), based on the split of the deposit into these accounts and release the related hold amounts. <b>(element)</b></li> </ul>	8	<p>Points will be awarded as follows:</p> <p>2 points for each element that can be addressed <b>natively</b>.</p> <p>1 point for each element that can be addressed with <b>minor adaptation</b>.</p> <p>0 points for each element that can be addressed with <b>major adaptation</b>.</p>	
	<b>Deductions for Crown Indebtedness</b>			
	<b>Information/Note:</b> Revenue (Earned Income) deposits can be eligible for deductions for Crown Indebtedness (e.g. reimbursements for assessed fines).			
61	<p>The IASR should deliver, enable and support functionality for the following elements:</p> <ul style="list-style-type: none"> <li>i. The IASR should differentiate between Earned Income type deposits (see definitions) and all other deposits: <ul style="list-style-type: none"> <li>a. The system should only record deductions for Crown indebtedness for "Earned Income" type deposits. <b>(element)</b></li> <li>b. Users should be allowed to enter a deduction for Crown Indebtedness when entering a deposit. <b>(element)</b></li> <li>c. The amount of the deduction will reduce the total amount credited to the inmate's account. <b>(element)</b></li> <li>d. The amount of the deduction will be used in the automated calculation of the Room and Board Deduction. <b>(element)</b></li> <li>e. The process must net the deduction for Crown Indebtedness against the sum of eligible revenue (i.e. payroll income plus income from other</li> </ul> </li> </ul>	10	<p>Points will be awarded as follows:</p> <p>2 points for each element that can be addressed <b>natively</b>.</p> <p>1 point for each element that can be addressed with <b>minor adaptation</b>.</p> <p>0 points for each element that can be addressed with <b>major adaptation</b>.</p>	

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	sources) and reduces the Pay accordingly. Because account balances should be updated immediately, these deductions should be calculated as soon as the User saves the transaction <b>(element)</b> .			
	<b>Deductions for Contributions to the Inmate Welfare Fund</b> <b>Information/Note:</b> Any payroll or income-related deposits can be eligible for deductions for contribution to the Inmate Welfare Fund. The Inmate Welfare Fund deduction is a standard amount per Institution.			
62	The IASR should deliver, enable and support functionality for deducting contributions from gross income <b>whereby</b> a process nets the Inmate Welfare Fund deduction against the sum of eligible revenue (i.e. "Earned Income") and reduces the Inmate Pay accordingly. Because balances should be updated immediately, these deductions should be calculated as soon as the User saves the transaction. The adjustment for the Inmate Welfare Fund deduction must also be included in the extract to Oracle Financials. <b>(element)</b>	6	Points will be awarded as follows:  2 points for each element that can be addressed <b>natively</b> . 1 point for each element that can be addressed with <b>minor adaptation</b> . 0 points for each element that can be addressed with <b>major adaptation</b> .  (If option 1(section i a) can be delivered natively or with minor adaptation, an extra 4 points will be awarded)	
	<b>Room and Board Deductions</b> <b>Information/Note:</b> The requirement is to ensure that prior to depositing funds into Current and Savings Accounts, Room and Board Deductions should be deducted, if required.  Room and Board Deductions (currently) = $0.25 \times (\text{Eligible Income} - \$69)$ , to a maximum value of \$5 per week day for a two week period (= \$5.00 x 5 days/week x 2 weeks = \$50.00).  Eligible Income = the sum of: (a) inmate pay (b) pay received from a third party for work performed in the Institution or on Work Release (c) net profit from a business operated by the inmate (d) net profit from the sale of hobby craft or custom work (e) royalties (f) pension income  Less the sum of Deductions for: (a) Inmate Welfare Fund contributions (b) repayments of Debts to the Crown			
63	The IASR should deliver, enable and support functionality for the following elements : i. Prior to depositing funds into Current and Savings Accounts, Room and Board Deductions should be deducted, if required. <b>(element)</b>  ii. The IASR should automatically calculate the Room	8	Points will be awarded as follows:  2 points for each element that can be addressed <b>natively</b> . 1 point for each element that can be addressed with <b>minor adaptation</b> .	

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	<p>and Board Deduction for all amounts entered. The calculation done by the IASR is as follows:</p> <p>0.25 X (Eligible Income - \$69), to a maximum value of \$5 per week day for a two week period (= \$5.00 x 5 days/week x 2 weeks = \$50.00). <b>(element)</b></p> <p>iii. The IASR should maintain a cumulative balance of the Room and Board charged per inmate to date for the pay period, in order to ensure that the maximum deduction is not exceeded for the pay period. <b>(element)</b></p> <p>iv. The User should have the ability to reduce and to waive the Room and Board Deduction, as departmental directives allow this discretion. <b>(element)</b></p>		0 points for each element that can be addressed with <b>major adaptation</b> .	
	<b>Split of Net Deposits Between Current and Savings Account</b> <b>Information/Note:</b> Inmate net deposits (= income – deductions) are split between Current and Savings Accounts.			
64	<p>The IASR should deliver, enable and support functionality for the following elements:</p> <p>i. The IASR should provide the functionality to split the amount of all deposits (net of deductions) before updating the inmate's accounts, where the User has specified the inmate account type as "both". <b>(element)</b></p> <p>ii. The following formula should be used to split the funds:</p> <p>a. 10% of the inmate's deposits should be credited to the inmate's Savings Account. <b>(element)</b></p> <p>b. 90% of the inmate's deposits should be credited to the inmate's Current Account up to a maximum of \$69. The remaining amount should be credited to the Inmate's Savings Account. <b>(element)</b></p> <p>c. Other Inmate deductions are then applied against the net amount of the Current Account deposits. <b>(element)</b></p> <p>iii. This calculation should be achieved through a process requiring minimal manual intervention. <b>(element)</b></p> <p>iv. The IASR should maintain flexibility to modify the ratio of the split between Current and Savings Accounts, due to future policy change which could require that the 90:10% split be modified for all inmates. <b>(element)</b></p>	12	<p>Points will be awarded as follows:</p> <p>2 points for each element that can be addressed <b>natively</b>.</p> <p>1 point for each element that can be addressed with <b>minor adaptation</b>.</p> <p>0 points for each element that can be addressed with <b>major adaptation</b>.</p>	
	<b>Inmate Bulk Transfers and Transactions</b> <b>Information/Note:</b> There may be a requirement for a User to transfer funds from a group of inmate's accounts (savings or current) to a single other account (e.g. a club account) through a bulk transaction. The			

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	bulk transaction process is the same as the <b>Standard Disbursement process</b> , except that the amount to be transferred can vary for each inmate and from period to period, and the account to which the transfer takes place can vary. There may be a requirement to process bulk disbursements (i.e. amounts to be deducted from a group of inmate accounts and made payable to a single vendor). Currently IAS allows bulk transactions to be keyed into IAS using a grid/table format. It also allows upgrades directly from a preformatted spreadsheet in Excel.			
65	<p>The IASR should deliver, enable and support functionality for the following elements:</p> <ol style="list-style-type: none"> <li>i. The IASR should provide the functionality to allow the User to query a previous bulk transfer transaction executed in a grid format within the IASR, update it with current information and process the transfer. <b>(element)</b></li> <li>ii. The bulk transfer transaction grid should include the following columns, at a minimum: <ol style="list-style-type: none"> <li>a. FPS number.<b>(element)</b></li> <li>b. "Transfer to" Fund Account.<b>(element)</b></li> <li>c. Amount.<b>(element)</b></li> <li>d. Description.<b>(element)</b></li> </ol> </li> <li>iii. Allow the User to upload pre-formatted bulk transaction data from both Microsoft Excel spreadsheets and text files into the IASR. <b>(element)</b></li> <li>iv. Internal controls should prevent the uploading of spreadsheets for Institutions other than the ones maintained by the User. <b>(element)</b></li> <li>v. During the file upload process, the transfer amount should be adjusted to be the lesser of the requested transfer and the free balance amount in the inmate's account. <b>(element)</b></li> <li>vi. The IASR should generate an error report for those transfers not uploaded or for transfer amounts which were processed in an amount lesser than the requested transfer amount. <b>(element)</b></li> </ol>	18	<p>Points will be awarded as follows:</p> <p>2 points for each element that can be addressed <b>natively</b>.</p> <p>1 point for each element that can be addressed with <b>minor adaptation</b>.</p> <p>0 points for each element that can be addressed with <b>major adaptation</b>.</p>	
	<b>Inmate Transfers</b>			
66	<p>The IASR should deliver, enable and support functionality for the following elements:</p> <ol style="list-style-type: none"> <li>i. The IASR should handle transferring an inmate's record from one Institution to another Institution without having to recreate the record in the receiving institution. Any balances in each account (actual cash balances, and available cash balances) should be also transferred, along with Crown indebtedness. <b>(element)</b></li> <li>ii. Adequate controls should exist to ensure that: <ol style="list-style-type: none"> <li>a. The sending Institution and the receiving</li> </ol> </li> </ol>	8	<p>Points will be awarded as follows:</p> <p>2 points for each element that can be addressed <b>natively</b>.</p> <p>1 point for each element that can be addressed with <b>minor adaptation</b>.</p> <p>0 points for each element that can be addressed with <b>major adaptation</b>.</p>	



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	<p>Institution should both "accept" the transfer in the system. <b>(element)</b></p> <p>b. Any inmates which have been "in transit" for extended periods (i.e. both Institutions have not entered and approved the transfer in the system) can be identified for follow-up. <b>(element)</b></p> <p>iii. Inmate transfer information should be extracted to Oracle Financials GL. <b>(element)</b></p> <p><i>Please briefly describe the process to complete, update and open any on hold transactions made in Site A, when the inmate has been transferred to Site B.</i></p>			
	<b>Transaction Reversals</b>			
67	<p>The IASR should deliver, enable and support functionality for the following elements:</p> <p>i. The IASR should have the capability to reverse all transactions and transaction batches. <b>(element)</b></p> <p>ii. The transactions should always reverse in the current pay period. <b>(element)</b></p> <p>iii. All reversals require that Users enter descriptions or comments. <b>(element)</b></p> <p>iv. There should be an audit trail at the database level, of the User that entered each reversal. <b>(element)</b></p>	8	<p>Points will be awarded as follows:</p> <p>2 points for each element that can be addressed <b>natively</b>.</p> <p>1 point for each element that can be addressed with <b>minor adaptation</b>.</p> <p>0 points for each element that can be addressed with <b>major adaptation</b>.</p>	
	<b>Accounting and Interface to Oracle Financials</b>			
	<p>General Ledger transactions are interfaced providing only transaction types, financial coding and dollar amounts. All coding is hard-coded within the interface, depending on the transaction type. The one exception is the Responsibility Centre coding, which is derived based on Institution Number (see "Institution Record Creation" above).</p>			
68	<p>The IASR should deliver, enable and support functionality for interfacing with Oracle Financials.</p> <p>i. The IASR should provide a nightly interface of information to Oracle Financials. Upon contract award, CSC will provide the file layout to the vendor. <b>(element)</b></p> <p>ii. Each transaction type included within the interface should be identified through a corresponding specific financial code <b>(element)</b></p> <p>iii. The interface should include the financial coding required for each transaction in the flat file (i.e. the Oracle process to insert the flat file into the Oracle interface table cannot generate the financial coding). <b>(element)</b></p> <p>iv. The following transactions should be included in the extract for Oracle GL:</p> <p>a. Inmate Transfers <b>(element)</b></p>	30	<p>Points will be awarded as follows:</p> <p>2 points for each element that can be addressed <b>natively</b>.</p> <p>1 point for each element that can be addressed with <b>minor adaptation</b>.</p> <p>0 points for each element that can be addressed with <b>major adaptation</b>.</p> <p>( If option 1(section vii a) can be delivered natively or with minor adaptation, an extra 4 points will be awarded)</p>	

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	<ul style="list-style-type: none"> <li>b. Interest on Inmate Accounts <b>(element)</b></li> <li>c. Payroll Transactions (including all deductions) . For these payroll transactions the project ID (column of the flat file) will change from pay period to pay period but be consistent for all transactions posted in that pay period for all institutions. <b>(element)</b></li> <li>d. Room and Board Deductions regardless of transaction source (i.e. inmate pay, earned income deposit). <b>(element)</b></li> <li>e. Any reversals of the transactions identified in a through d above. <b>(element)</b></li> <li>f. Inmate Telephone Charges <b>(element)</b></li> <li>g. Non-cheque disbursements <b>(element)</b></li> <li>v. Inmate and Fund Deposit Transactions should be included in the extract for Oracle Accounts Receivable. The interface should identify each receipt separately. Once the transaction is initially extracted any adjustments or reversals to the deposit are not subsequently extracted. <b>(element)</b></li> <li>vi. Inmate and Fund Cheque Disbursement Transactions should be included in the extract for Oracle Accounts Payable. Once the transaction is initially extracted, any adjustments or reversals to the disbursement are not subsequently extracted. <b>(element)</b></li> <li>vii. The IASR utilizes one of the following methods: <b>(element)</b> <ul style="list-style-type: none"> <li>a. <i>Option 1 (Preferred)</i>- the solution is one in which all default coding is configurable on screen, in order to allow CSC to modify financial coding on all transactions (in the event of a change in financial policy) with minimal technical intervention.</li> <li>b. Option 2 - The tools to modify the coding generated will be delivered, by providing access to the extract script.</li> </ul> </li> </ul>			
	<b>Vendor and Vendor site interface</b> <b>Information/Note:</b> Valid vendors and vendor sites are stored in Oracle Financials Payables module.			
69	<p>The IASR should deliver, enable and support functionality for validating Vendor information.</p> <ul style="list-style-type: none"> <li>i. To minimize User error, there is a requirement for some form of on-screen validation of vendor and vendor site information while the User is entering the Inmate and Fund Cheque Disbursements. <b>(element)</b></li> <li>ii. Identify which of the following possible options for providing this function the Bidder's IASR will use</li> </ul>	4	<p>Points will be awarded as follows:</p> <p>2 points for each element that can be addressed <b>natively</b>.</p> <p>1 point for each element that can be addressed with <b>minor adaptation</b>.</p> <p>0 points for each element that can be addressed with <b>major</b></p>	

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	<p>(please identify only one): <b>(element)</b></p> <p>a. <i>Option 1:</i> The extract of vendors and vendor sites will be provided in a flat file format by CSC. The Contractor should build an interface or use an existing interface to load the vendors and vendor sites into the IASR, along with vendor site ID information. As a result the vendor and vendor site fields will be table validated on the IASR Cheque Disbursements screen. The table should be totally refreshed on a nightly basis, based on the latest extract from Oracle Financials Payables.</p> <p>b. <i>Option 2:</i> As both IASR and Oracle Financials will reside on CSC network servers, the IASR should "punch out" to Oracle Payables in real time to access the vendor and vendor site tables. If this option is feasible, please identify any performance limitations.</p> <p>c. <i>Option 3:</i> The Contractor should develop a database link directly to Oracle Payables, to load the vendors and vendor sites into the IASR, along with vendor site ID information. If this option is feasible, please identify any performance limitations.</p>		adaptation.	
	<b>Interface to Oracle Financials Accounts Payable – Cheque Disbursements Error Handling</b>			
	<b>Information/Note:</b> Given restrictions within Oracle Payables for processing invoice transactions, it is possible that there are errors in the IASR file that do not get loaded to Oracle Financials.			
70	<p>i. The IASR should deliver, enable and support functionality for the following elements:</p> <p>a. The batch extract process should accept all passed transactions in a file, even if there are some transactions which fail. <b>(element)</b></p> <p>b. IASR Users should be able to report on a list of all failed transactions, including error reference information. <b>(element)</b></p> <p>c. IASR Users should be able to correct and resubmit these failed transactions into the interface. <b>(element)</b></p> <p>ii. Error codes should include but are not limited to the following:</p> <p>a. Invalid supplier identified <b>(element)</b></p> <p>b. Duplicate invoice number <b>(element)</b></p> <p>c. Invalid site <b>(element)</b></p> <p>d. Not a pay site <b>(element)</b></p> <p>e. Invalid accounting date <b>(element)</b></p> <p>f. Invalid pay group <b>(element)</b></p> <p>g. Warning if a date prior to the current date is</p>	20	<p>Points will be awarded as follows:</p> <p>2 points for each element that can be addressed <b>natively</b>.</p> <p>1 point for each element that can be addressed with <b>minor adaptation</b>.</p> <p>0 points for each element that can be addressed with <b>major adaptation</b>.</p>	

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	entered in the parameters. <b>(element)</b>			
	<b>Interface to Oracle Financials Accounts Receivable – Inmate Deposits Error Handling</b>			
	<b>Information/Note:</b> Given the restrictions within Oracle Receivables for processing deposit transactions, it is possible that there are error transactions in the file that do not get loaded.			
71	<ul style="list-style-type: none"> <li>i. The IASR should deliver, enable and support functionality for the following elements: <ul style="list-style-type: none"> <li>a. The batch process should process all successfully validated transactions in a file, even if there are some transactions which fail. <b>(element)</b></li> <li>b. Users should be able to report on a list of all failed transactions, including error reference information. <b>(element)</b></li> <li>c. Users should be able to correct and resubmit these transactions into the interface. <b>(element)</b></li> </ul> </li> <li>ii. IASR interface error codes and validation should include the following: <ul style="list-style-type: none"> <li>a. Inactive bank authorization number <b>(element)</b></li> <li>b. Invalid accounting date. <b>(element)</b></li> <li>c. Warning message if the User enters a date prior to the current date in the parameters. <b>(element)</b></li> </ul> </li> </ul>	12	<p>Points will be awarded as follows:</p> <p>2 points for each element that can be addressed <b>natively</b>.</p> <p>1 point for each element that can be addressed with <b>minor adaptation</b>.</p> <p>0 points for each element that can be addressed with <b>major adaptation</b>.</p>	
	<b>Interface to Inmate Telephone System (ITS)</b>			
	<b>Information/Note:</b> The IASR interfaces with ITS. A monthly process extracts IASR records for posting to CSC's ITS. Inmates request transfer amounts to the ITS via IASR. The amounts are entered into the IASR database as a non-cheque disbursement transaction and are identified as telephone charges for accounting into Oracle Financials.			
72	<p>The IASR should deliver, enable and support functionality for the following elements:</p> <ul style="list-style-type: none"> <li>i. Users should record transfer amounts within IASR as non-cheque disbursements against either an inmate's Current or Savings Account. Inmates can request an ITS transfer which is sourced partially from the Inmate's Savings Account and partially from the Current Account. <b>(element)</b></li> <li>ii. Exercise system level controls to ensure that the free balance in the Current Account is not reduced below \$0, and that the Savings Account is not reduced below the defined minimum balance set at the national level, current value = \$80.00). <b>(element)</b></li> <li>iii. Allow the reversal of transfer amounts entered into IASR, which should adjust the Current Account balance or Savings Account balance. <b>(element)</b></li> <li>iv. Allow the entry of refunds of transfer amounts, i.e. when inmates have partial balances remaining on phone cards upon release. <b>(element)</b></li> <li>v. Create a single corporate flat-file extract that will be</li> </ul>	20	<p>Points will be awarded as follows:</p> <p>2 points for each element that can be addressed <b>natively</b>.</p> <p>1 point for each element that can be addressed with <b>minor adaptation</b>.</p> <p>0 points for each element that can be addressed with <b>major adaptation</b>.</p>	

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	<p>imported at NHQ into the ITS monthly, identifying:</p> <ul style="list-style-type: none"> <li>a. the Institution, <b>(element)</b></li> <li>b. the FPS number<b>(element)</b> and</li> <li>c. the amount of each requested disbursement not yet transferred to the ITS. <b>(element)</b></li> </ul> <p>vi. Allow an Institution to upload IASR transfer amounts from an Excel and text file (i.e. comma separated value delimited). <b>(element)</b></p> <p>vii. Internal controls should exist to ensure that:</p> <ul style="list-style-type: none"> <li>a. The same transaction cannot be extracted twice. <b>(element)</b></li> <li>b. Only those transactions which have not already been reversed and transactions which have not already been extracted to ITS can be reversed. <b>(element)</b></li> <li>c. Reversals are always recorded in the current pay period. <b>(element)</b></li> </ul>			
	<p><b>Interface to and from Point of Sale (POS)</b></p> <p><b>Information/Note:</b> The IASR will reside on CSC's corporate network (WAN), but the POS will reside on a local network (LAN) in each Institution which cannot connect to the WAN for security reasons. There is no direct access between the CSC staff-operated IASR and the Institution's inmate-operated POS systems. The current <b>Maximum Canteen Amount</b> is \$90. Inmates are able to request that the Maximum Canteen Amount, or a reduced amount be deposited into their Canteen Accounts. These requests are handled through the POS system. These amounts represent an amount available to be spent over a period (the canteen period). At the end of the Canteen period, this information is sent to the IASR in an extract. Once the inmate modifies the Canteen amount, this modified value will be placed in the inmate's Canteen account at the beginning of each future Canteen period until the inmate requests another change.</p> <p>The IAS currently interfaces with the POS in the following way:</p> <ul style="list-style-type: none"> <li>a. At the beginning of the Canteen period, the POS system will send IAS an extract file containing the amount that each inmate is requesting to have available to spend in the Canteen in the upcoming Canteen period. <b>(element)</b></li> <li>b. IAS will verify the requested amount against the inmate's available funds in the Current Account. The lower of the amount requested and the inmate's permissible amount (i.e. the maximum amount that can be processed, while still preventing the Current Account free balance from becoming negative) will be processed. IAS transfers the funds from the Current Account to the IASR Canteen Account. <b>(element)</b></li> <li>c. At the end of the Canteen period, the POS will provide the IAS an extract file containing the amount that the inmate spent in the Canteen this period. This data is processed in IASR by recording a reduction in the Canteen account balance. <b>(element)</b></li> <li>d. The remaining amount (i.e. difference between what the inmate could spend and what the inmate actually did spend) is then transferred back to the Current Account, so that the balance in the Canteen accounts is \$0.00. <b>(element)</b></li> <li>e. Upon completion of this transaction, all Canteen account balances in the POS are reset to \$0, and no sales transactions in POS can occur until the new period's information has been uploaded from the IAS. <b>(element)</b></li> </ul>			

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73	<p>The IASR should deliver, enable and support functionality for the following elements:</p> <ol style="list-style-type: none"> <li>i. The IASR should interface with the POS. However, since the systems cannot be physically interconnected, ALL information transferred between the POS and the IASR should be saved to a USB stick drive as a flat file. <b>(element)</b></li> <li>ii. The information extracted takes place on an Institution by Institution basis. The User specifies the Institution for which the data should be extracted (or this information is derived from the User's profile in the IASR). <b>(element)</b></li> <li>iii. The IASR should interface with the POS in the following way: <ol style="list-style-type: none"> <li>a. At the beginning of the Canteen period, the POS system will send IASR an extract file containing the amount that each inmate is requesting to have available to spend in the Canteen in the upcoming Canteen period. <b>(element)</b></li> <li>b. IASR will verify the requested amount against the inmate's available funds. The lower of the amount requested and the inmate's permissible amount (i.e. the maximum amount that can be processed, while still preventing the Current Account free balance from becoming negative) will be processed. IASR will track these funds separately in order to ensure that these funds are no longer available for spending in the Current Account. <b>(element)</b></li> <li>c. At the end of the Canteen period, the POS0 will provide the IASR an extract file containing the amount that the inmate actually spent in the Canteen this period. This data is processed in IASR by recording a reduction in the inmate's Current Account balance. <b>(element)</b></li> <li>d. At any point in time, the IASR must provide information such that the user can quickly determine the balance in the current account, any amounts that have been "committed" towards canteen spending (i.e. transferred to the POS) and are no longer available for processing, and canteen expenditures which have been processed for the period. <b>(element)</b></li> <li>e. The balances transferred to POS cannot be available for spending within IASR.</li> </ol> </li> <li>iv. Upon completion of this transaction, all Canteen committed balances in the POS are reset to \$0, and no sales transactions in POS can occur until the new period's information has been uploaded from the</li> </ol>	14	<p>Points will be awarded as follows:</p> <p>2 points for each element that can be addressed <b>natively</b>.</p> <p>1 point for each element that can be addressed with <b>minor adaptation</b>.</p> <p>0 points for each element that can be addressed with <b>major adaptation</b>.</p>	

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	IASR. <b>(element)</b> Upon contract award, the file layout will be provided.			
	<b>Interface From and To Offender Personal Property (OPP) System</b> <b>Information/Note:</b> Users of the OPP module of the OMS use this system to track and approve purchases made by inmates for property to be maintained inside their cells. These transactions are entered in the OPP by CSC operational staff, and should be interfaced to the IASR as hold transactions			
74	The IASR should deliver, enable and support functionality for the following elements:  i. Allow Users to load hold transactions from a flat file into IASR or through other means, on an as required basis. <b>(element)</b>  ii. Create an extract file of all disbursements which originally generate from the OPP which have been "approved by Finance" (i.e. funds were available and hold transactions have been recorded). <b>(element)</b>  iii. Prevent and provide an error listing if the hold transaction would cause the inmate's free balance to become negative. <b>(element)</b>	4	Points will be awarded as follows:  2 points for each element that can be addressed <b>natively</b> . 1 point for each element that can be addressed with <b>minor adaptation</b> . 0 points for each element that can be addressed with <b>major adaptation</b> .	
	<b>Interfaces – Minimum Internal Control Standards</b> All interfaces both from and to the IASR should meet the following minimum internal control requirements:			
75	The IASR should deliver, enable and support functionality for the following elements  i. Prevent loading extract files twice in error. <b>(element)</b>  ii. Store a record of the User who processed the upload. <b>(element)</b>  iii. Produce error and reject file reports or logs (which can also be rerun and reprinted at a later date) which identify at a minimum:  a. FPS numbers which existed in POS and not in the IASR. <b>(element)</b>  b. FPS numbers which existed in IASR and not in the POS. <b>(element)</b>  iv. Produce count reports identifying the number and total dollar amount of records extracted, and records loaded successfully. <b>(element)</b>	10	Points will be awarded as follows:  2 points for each element that can be addressed <b>natively</b> . 1 point for each element that can be addressed with <b>minor adaptation</b> . 0 points for each element that can be addressed with <b>major adaptation</b> .	
	<b>Security Requirements</b>			
76	The IASR should deliver, enable and support functionality for the following elements  i. The system should maintain exportable security report information, identifying current access levels for all Users. <b>(element)</b>  ii. Limiting User access by Institution, should also limit the output on reports (i.e. the User can only print reports for the User's own Institution, with the	6	Points will be awarded as follows:  2 points for each element that can be addressed <b>natively</b> . 1 point for each element that can be addressed with <b>minor adaptation</b> . 0 points for each element that can	



## FORM 6

### SUBSTANTIATION OF TECHNICAL COMPLIANCE FORM

	Point-Rated Criterion	Points	Scoring	Page Ref
	<b>Bidder's Proposed solution, Features, Functions and Capabilities</b>			
	<p>exception of printing the transaction history from other Institutions for inmates currently at the Institution). <b>(element)</b></p> <p>iii. The system should limit the view of historical data for inmates who have been pardoned. In other words, only limited Users may be able to view and report on pardoned inmate transactions. Should a pardoned inmate be re-incarcerated, the history for this inmate is reactivated, as is the inmate file and is accessible based on role based access. <b>(element)</b></p>		be addressed with <b>major adaptation</b> .	
	<b>Control over the Pay Periods</b>			
77	<p>The IASR should deliver, enable and support functionality for a standard control throughout the system, such that:</p> <p>i. Transactions can only be posted and saved to the open pay period(s). <b>(element)</b></p> <p>ii. Open pay periods are controlled at the national level. <b>(element)</b></p> <p>iii. Recording transactions against closed pay periods should be prevented either through error messages or by preventing Users from selecting closed pay periods. <b>(element)</b></p>	6	<p>Points will be awarded as follows:</p> <p>2 points for each element that can be addressed <b>natively</b>.</p> <p>1 point for each element that can be addressed with <b>minor adaptation</b>.</p> <p>0 points for each element that can be addressed with <b>major adaptation</b>.</p>	
	<b>Language Requirements</b> <b>Information/Note:</b> The <i>Official Languages Act</i> requires that federal employees be able to work in either English or French. The system should allow a User to work in either English or French			
78	<p>The IASR should deliver, enable and support functionality for the following elements:</p> <p>i. The IASR should provide identical functionality in both the English and French languages, including, but not limited to: application functionality, business rules, normal User messages, code table descriptions. <b>(element)</b></p> <p>ii. When performing queries from the graphical User interface (GUI), the same search request, whether it is performed in French or in English, should return the exact same result. There is no requirement for the IASR to translate free-form narrative text from English to French or vice-versa. <b>(element)</b></p> <p>iii. The IASR should be delivered with both an English and a French GUI. This includes but is not limited to: screen titles, screen labels, help text, pull-down lists, screen tool bars, action buttons and table driven information (application product configuration) <b>(element)</b></p> <p>iv. On-line help should be provided in the Users' chosen Official Language. <b>(element)</b></p>	18	<p>Points will be awarded as follows:</p> <p>2 points for each element that can be addressed <b>natively</b>.</p> <p>1 point for each element that can be addressed with <b>minor adaptation</b>.</p> <p>0 points for each element that can be addressed with <b>major adaptation</b>.</p>	



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	<ul style="list-style-type: none"> <li>v. The IASR should support keyboard input, database storage and query retrieval using upper and lower case French accented characters. <b>(element)</b></li> <li>vi. Results from keyboard queries or output printed on reports that are presented in alphabetical order (ascending or descending) should support grouping of French accented characters. <b>(element)</b></li> <li>vii. When a User account is created, the IASR should allow for the selection of a default language of application for each User. <b>(element)</b></li> <li>viii. For canned reports the report titles, report field names, report row and column names and code descriptions should be presented in the language of the application. The IASR should have, for every English report, a French equivalent that produces the identical results when executed from the French GUI and vice versa. <b>(element)</b></li> <li>ix. There will be no separate English database and French database. Instead, Users will have the ability to view the same record in either official language (with the exception of free-form text entry, which will appear in the language in which it is entered). <b>(element)</b></li> </ul>			
	<b>Reconciliation Strategy</b> <b>Information/Note:</b> Currently, batching is the key tool in IAS' reconciliation strategy. Users execute the Institution batch summary report, which will provide a list of all batches for a given date, and Institution. The report is used for reconciliation purposes to ensure: <ul style="list-style-type: none"> <li>(a) all transactional data has been entered;</li> <li>(b) all financial information that should be transferred to Oracle Financials has been interfaced.</li> </ul>			
79	<p>The IASR should deliver, enable and support functionality for the following elements:</p> <ul style="list-style-type: none"> <li>i. The IASR should be able generate an Institution batch summary report, containing the following information: <ul style="list-style-type: none"> <li>a. batch number; <b>(element)</b></li> <li>b. batch date; <b>(element)</b></li> <li>c. Institution name; <b>(element)</b></li> <li>d. batch type; <b>(element)</b></li> <li>e. batch totals; <b>(element)</b></li> <li>f. Current:Savings split. <b>(element)</b></li> </ul> </li> <li>ii. Functionality should exist to execute the report in summary (batch totals only) and in detail (providing detailed transactions within a batch). <b>(element)</b></li> <li>iii. The report should be executable by: <ul style="list-style-type: none"> <li>a. batch type; <b>(element)</b></li> </ul> </li> </ul>	18	<p>Points will be awarded as follows:</p> <p>2 points for each element that can be addressed <b>natively</b>.</p> <p>1 point for each element that can be addressed with <b>minor adaptation</b>.</p> <p>0 points for each element that can be addressed with <b>major adaptation</b>.</p>	

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	b. batch created date range. <b>(element)</b>			
	<b>Reconciliation</b>			
80	<p>The IASR should deliver, enable and support a reconciliation process capable of meeting the following requirements:</p> <ul style="list-style-type: none"> <li>i. Provide the User with assurance that the total transactions for the day are equal to the total transactions reflected in IASR (number and dollar totals). All daily totals coming from the IASR, including summary balances, and a detailed transaction report with a total, and the net change in the summary balances (i.e. total current and savings accounts for the institution) should equal the total of the transactions. The User should be able to conduct this reconciliation through both reports and screens, on a daily or pay period basis.<b>(element)</b></li> <li>ii. Provide the User with assurance that transactional data entered in IASR has been extracted to external systems successfully (in the case of interfaces to POS, ITS OPP and Oracle Financials). The User should be able to conduct this reconciliation through both reports and screens, on a daily or pay period basis. <b>(element)</b></li> <li>iii. Provide the User with assurance that all transactions are reflected in the summary balance for the inmate and for a fund. The User should be able to conduct this reconciliation through both via reports and screens, on a daily and pay period basis. <b>(element)</b></li> <li>iv. Provide the user with a report runnable at any point in time, with a listing of balances for each account at the institution and a grand total. The report should be runnable and sortable by account status or for all account statuses. This report represents the institution level trial balance <b>(element)</b>.</li> </ul>	6	<p>Points will be awarded as follows:</p> <p>2 points for each element that can be addressed <b>natively</b>.</p> <p>1 point for each element that can be addressed with <b>minor adaptation</b>.</p> <p>0 points for each element that can be addressed with <b>major adaptation</b>.</p>	
	<b>File Upload and Download Ability</b> <b>Information/Note:</b> Users are able to generate excel workbooks or flat files with many records that can be uploaded and downloaded into the IASR.			
81	<p>The IASR should deliver, enable and support functionality to upload a flat file upload from a desktop or a USB stick to create transactions for every type of transaction recorded in IASR.</p> <ul style="list-style-type: none"> <li>i. The types of transactions for which flat file uploads are required should include:             <ul style="list-style-type: none"> <li>a. Fund transfers <b>(element)</b></li> <li>b. Cheque disbursements <b>(element)</b></li> <li>c. Non-cheque disbursements <b>(element)</b></li> </ul> </li> </ul>	16	<p>Points will be awarded as follows:</p> <p>2 points for each element that can be addressed <b>natively</b>.</p> <p>1 point for each element that can be addressed with <b>minor adaptation</b>.</p> <p>0 points for each element that can be addressed with <b>major adaptation</b>.</p>	

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	<ul style="list-style-type: none"> <li>d. Deposits <b>(element)</b></li> <li>e. Payroll <b>(element)</b></li> <li>f. Account Adjustments <b>(element)</b></li> <li>g. Payroll adjustments <b>(element)</b></li> <li>h. Holds <b>(element)</b></li> <li>ii. Ability to extract data on screens and reports to Excel <b>(element)</b>.</li> </ul>			
	<b>Common Internal Control Requirements</b>			
	There are several internal control requirements that should be met by the IASR system in all screens:			
82	<p>The IASR should deliver, enable and support functionality for the following elements:</p> <ul style="list-style-type: none"> <li>i. On every screen in which a FPS number is manually entered, the associated inmate name should automatically be populated in the next field as a control, to prevent keying errors. <b>(element)</b></li> <li>ii. On every screen in which a transaction is entered for an inmate, the impact on the Current, Savings and Canteen accounts should be visible immediately, on the same screen, when the transaction is saved to allow the User to validate data as it is entered. <b>(element)</b></li> <li>iii. On all screens which require manual entry of the FPS number, the FPS number should be system validated to ensure that the number exists and the record is active for the Institution in which the User is working. <b>(element)</b></li> <li>iv. The IASR <b>audit logging functionality</b> should be able to record each of the following items for every system transaction or update to the database (i.e. modification to master or transaction data): <ul style="list-style-type: none"> <li>a. the User ID of the accessing User; <b>(element)</b></li> <li>b. the unique ID number of the record being updated; <b>(element)</b></li> <li>c. the function performed by the accessing User (e.g. create, and update); <b>(element)</b> and</li> <li>d. a date or time stamp <b>(element)</b></li> </ul> </li> </ul>	14	<p>Points will be awarded as follows:</p> <p>2 points for each element that can be addressed <b>natively</b>.</p> <p>1 point for each element that can be addressed with <b>minor adaptation</b>.</p> <p>0 points for each element that can be addressed with <b>major adaptation</b>.</p>	
	<b>Inmate Statement</b>			
83	<p>The IASR should deliver, enable and support functionality for the following elements:</p> <ul style="list-style-type: none"> <li>a. to print inmate statements in the language of choice of the inmate (as defined on the inmate profile) <b>(element)</b>, and the IASR provide, at a</li> </ul>	22	<p>Points will be awarded as follows:</p> <p>2 points for each element that can be addressed <b>natively</b>.</p> <p>1 point for each element that can be addressed with <b>minor</b></p>	

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	<b>Bidder's Proposed solution, Features, Functions and Capabilities</b>			
	<p>minimum, the following information:</p> <ul style="list-style-type: none"> <li>i. The FPS number <b>(element)</b></li> <li>ii. The institution name <b>(element)</b></li> <li>iii. The start-date of the statement <b>(element)</b></li> <li>iv. The end-date of the statement <b>(element)</b></li> <li>v. For each of the inmate's accounts: <ul style="list-style-type: none"> <li>a. Opening balance <b>(element)</b></li> <li>b. Transactions on hold <b>(element)</b></li> <li>c. Transactions included in the cash balance <b>(element)</b></li> <li>d. The net free balance (cash balance less amounts on hold) <b>(element)</b></li> </ul> </li> <li>vi. The detail of all transactions should include the transaction as well as any detailed information on the transaction (i.e. the description). <b>(element)</b></li> </ul> <p>b. The report must be runnable for an individual inmate or for the entire site or by account status <b>(element)</b>.</p>		<p><b>adaptation.</b></p> <p>0 points for each element that can be addressed with <b>major adaptation.</b></p>	
	<b>MAXIMUM AVAILABLE POINTS</b>	<b>824</b>		

## Form 7

### MANAGEMENT BID EVALUATION CRITERIA

	<b>PRODUCT HISTORY</b>		
1	The Bidder must provide a brief history of the Bidder's software product designed specifically for the management of inmate bank accounts and inmate pay by correctional facilities (for example: current software version number, length of availability of the product in the marketplace, and dates for recent product updates/version releases).		
2	The Bidder must provide a corporate history in relation to financial software products including developing, distributing and supporting client installations where the software products have been deployed.		
	<b>REFERENCE PROJECTS FOR PRODUCTS</b>		
3	The Bidder must identify three projects where the software products have been deployed for the management of at least 5,000 inmate bank accounts within correctional facilities and have been in use (in a production environment) for at least one year prior to the bid closing date.		
4	First Project	Max 27	Points will be allocated in accordance with Form 2 - Reference Project (Product) Evaluation Criteria
5	Second Project	Max 27	Points will be allocated in accordance with Form 2 - Reference Project (Product) Evaluation Criteria
6	Third Project	Max 27	Points will be allocated in accordance with Form 2 - Reference Project (Product) Evaluation Criteria
	<b>REFERENCE PROJECTS FOR SERVICES</b>		
7	<p>The Bid must include a description of three projects where the Bidder should have provided implementation, testing, configuration, adaptation and customization services to deploy a financial or human resources software products as those described in the bid solicitation document. The services must have been provided within the last 10 years.</p> <p>The Bidder should indicate the name of the customer organization, the duration of the services (start and finish dates), brief description of the type and scope of services (ex: adaptation, data cleansing/migration, on-site installation, training, and help desk support); d) description of delivered planning documentation, along with a description of any project management services; e) description of any service level agreement or performance standard(s) to which the Bidder was required to conform during the project, together with the level of Bidder compliance with said service level agreement or performance standard.</p>		
8	First Project	Max 33	Points will be allocated in accordance with Form 3 - Reference Project (Services) Evaluation Criteria
9	Second Project	Max 33	Points will be allocated in accordance with Form 3 - Reference Project (Services) Evaluation Criteria

10	Third Project	Max 33	Points will be allocated in accordance with Form 3 - Reference Project (Services) Evaluation Criteria
	<b>BIDDER'S EXPERTISE</b>		
11	The Bidder must provide a release management plan that includes document version control methodology.		
12	The Bidder has a structure in place to provide security patches in a timely and well-communicated fashion, as evidenced by previous release dates.	Max 4	<u>Timeliness:</u> <b>1 Point</b> for quarterly or more frequently; <b>0 Point</b> for less frequently <u>Communication:</u> <b>1 Point</b> for each of the following: - include release note(s) ; - include installation guide(s); - include user impact documentation.
13	The Bidder has a structure in place to provide bug fixes in a timely and well-communicated fashion, as evidenced by previous release dates.	Max 4	<u>Timeliness:</u> <b>1 Point</b> for quarterly or more frequently; <b>0 Point</b> for less frequently <u>Communication:</u> <b>1 Point</b> for each of the following: - include release note(s); - include installation guide(s); - include user impact documentation.
14	The Bidder should have a structure in place to provide software upgrades in a timely and well-communicated fashion, as evidenced by previous release dates.	Max 4	<u>Timeliness:</u> <b>1 Point</b> for annually or more frequently; <b>0 Point</b> for less frequently <u>Communication:</u> <b>1 Point</b> for each of the following: - include release note(s); - include installation guide(s); - include user impact documentation.
15	The Bidder should have a Case Management System or other automated support tools for the resolution management process.	Max 4	<b>2 Points</b> if Bidder's methods ensure that anomalies, issues, and bugs are identified, recorded and reported to the client; and, <b>2 Points</b> if Bidder's methods ensure that anomalies, issues, and bugs are tracked to resolution in a timely fashion.
16	The Bidder should have in place "Issue Escalation Procedures" for problem identification, isolation and resolution.	Max 8	<b>4 Points</b> for the appropriateness and relevance of the Bidder's methods to undertake issue analysis to determine problem areas and provide quick resolution or work-around. <b>2 Points</b> for the appropriateness and relevance of the Bidder's escalation procedures to resolve complicated or critical system errors. <b>2 Points</b> for the appropriateness and relevance of the Bidder's escalation procedures to initiate On-Site Technical Support to provide assistance for issue(s) that cannot be resolved remotely.

17	The bidder must provide the means to report compliance with SACC clause 4004 and Article 7.21 of the Bid Solicitation.	Max 4	<b>2 Points</b> if Bidder has existing methods in place for tracking service level compliance, including an identification of what compliance metrics are tracked. <b>2 Points</b> if Bidder has existing methods in place for providing verification of these reported metrics and measurements.
18	The Bidder should have in place a variety of methods to allow Users to initiate a technical support requests to the Bidder Service Desk beyond telephone support.	Max 10	<b>5 Points</b> per method in place at the Bidder's site to a maximum of 10 Points Such as: - on-line service request logging system; - email to general mailbox; - email to dedicated support services.
<b>RESOURCES REQUIREMENT</b>			
19	The Bidder must provide at least one Technical Support Resource which meets the minimum qualifications for the Programmer (Analyst) Resource Category described in Part 7, Article 7.23 - Professional Services who will be available during the Contract Period to provide On-Site Technical Support Services (SWAT). The Bidder must provide curriculum vitae for each proposed resource in accordance with Part 3 - Bid Preparation Instructions.		
20	The Bidder must provide the name and the resume of the proposed Project Manager that will lead the team of experts that will install, configure, integrate, customize, test and train the proposed IASR Software Solution within the Client Technical Environment. At a minimum, the Project Manager must have lead at least two (2) installations of the software products.		
21	The Bidder must describe the proposed Project Manager's roles and responsibilities during the implementation of the proposed IASR Solution within the Client Technical Environment.		
22	Proposed Project Management Approach for Implementation	Max 10	<b>10 Points</b> if the Project Manager will coordinate all CSC and bidder activities. <b>8 Points</b> if the Project Manager will only coordinate Bidder's activities and will be liaison with CSC Project Authority.
23	The Bidder should provide additional Technical Support Resources which meet the minimum qualifications for the Programmer (Analyst) Resource Category described in Part 7, Article 7.23 - Professional Services who will be available during the Contract Period to provide On-Site Technical Support Services (SWAT).	Max 10	<b>5 Points</b> will be allocated for each proposed resources.  Bidder must provide name and curriculum vitae of the proposed resources.
<b>RECOVERY STRATEGY</b>			
24	The Bidder must describe the proposed Database Backup and Recovery Strategy for the proposed IASR.		
25	The Bidder must provide a proposed Disaster Recovery Strategy.		

26	The Bidder should describe the replication strategy and implementation processes that will be in place as part of the proposed Disaster Recovery Strategy to ensure that the proposed IASR Software Solution will be available within 24 hours and without any data loss at the CSC Disaster Recovery Site.	Max 15	Points will be awarded for each of the following: <b>5 Points</b> if zero data lost within Disaster Recover Strategy. <b>5 Points</b> if the Disaster Recover Strategy guarantees availability of the IASR Software Solution within 24 hours; <b>5 Points</b> if the Bidder proposed a cost effective solution for disaster recovery.
<b>TRAINING PLAN</b>			
27	The Bidder must provide copies of existing end-user system and administrator (client) training materials, user guides, and user manuals for the proposed IASR Software Solution.		
28	The Bidder must provide course outline of the training courses that will be delivered to system administrator IT and train-the-trainers on the proposed IASR Software Solution.		
29	<p>The proposed outline for the System Administrator / IT support sessions should clearly describe:</p> <ul style="list-style-type: none"> <li>- Length of each course;</li> <li>- Modules and subject matter to be covered;</li> <li>- Elements for which hands-on training will be provided.</li> <li>- Extent to which outline reflects CSC's business, as bidders' understanding of in bid solicitation (eg course outline includes Payroll Module)</li> </ul>	Max 15	<p><b>15 Points</b> if meets the requirement;  <b>9 Points</b> if the proposed course outline addresses the identified key factors noted but was found incomplete in a minor way;  <b>3 Points</b> if the proposed course outline reflects a generic approach with no direct correlation to the implementation of the IASR within the Client's environment;  <b>0 Points</b> if the proposed course outline is simply recognition of the need for training with no indication of how this is to be achieved.</p> <p><b>Key factors:</b></p> <ul style="list-style-type: none"> <li>- Length of courses;</li> <li>- Course syllabus and associated time schedule;</li> <li>- Proportion of hands-on time for trainee;</li> <li>- Extent to which outline reflects CSC's business, as bidders' understanding of in bid solicitation (eg course outline includes Payroll Module)</li> </ul>



30	<p>The proposed outline for the “Train-the-Trainer” sessions should clearly describe:</p> <ul style="list-style-type: none"> <li>- Length of each course;</li> <li>- Modules and subject matter to be covered;</li> <li>- Elements for which hands-on training will be provided.</li> <li>- Extent to which outline reflects CSC's business, as bidders' understanding of bid solicitation (eg course outline includes Payroll Module)</li> </ul>	Max 15	<p><b>15 Points</b> if meets the requirement;  <b>9 Points</b> if the proposed course outline addresses the identified key factors noted but was found incomplete in a minor way;  <b>3 Points</b> if the proposed course outline reflects a generic approach with no direct correlation to the implementation of the IASR within the Client's environment;  <b>0 Point</b> if the proposed course outline is simply recognition of the need for training with no indication of how this is to be achieved.  <u>Key factors:</u></p> <ul style="list-style-type: none"> <li>- Length of courses;</li> <li>- Course syllabus and associated time schedule;</li> <li>- Proportion of hands-on time for trainee;</li> <li>- Extent to which outline reflects CSC's business, as bidders' understanding of bid solicitation (eg course outline includes Payroll Module)</li> </ul>
31	<p>The proposed outline for the System Administrator / IT support sessions should contain:  Existing end-user training materials, user guides and/or user manuals should include: -- Detailed procedural-based, navigational training (i.e. open screen, press button). -- Screen shots within each chapter. -- An overview of the product and the objective of each chapter/ lesson. -- FAQ's</p>	Max 10	<p><b>10 Points</b> if meets the requirement;  <b>6 Points</b> if the proposed training plan identifies categories of training requirements but is missing only minor components, i.e. it is relatively clear who is to be trained and when;  <b>4 Points</b> if the proposed training effort reflects a generic approach with no direct correlation to the implementation of the IASR Solution within the Client's environment;  <b>0 Points</b> if the proposed training effort is simply recognition of the need for one with no indication of how this is to be achieved.</p>
32	<p>The proposed outline for the “Train-the-Trainer” sessions should contain:  Existing end-user training materials, user guides and/or user manuals should include: -- Detailed procedural-based, navigational training (i.e. open screen, press button). -- Screen shots within each chapter. -- An overview of the product and the objective of each chapter/ lesson. -- FAQ's</p>	Max 10	<p><b>10 Points</b> if meets the requirement;  <b>6 Points</b> if the proposed training plan identifies categories of training requirements but is missing only minor components, i.e. it is relatively clear who is to be trained and when;  <b>4 Points</b> if the proposed training effort reflects a generic approach with no direct correlation to the implementation of the IASR Solution within the Client's environment;  <b>0 Points</b> if the proposed training effort is simply recognition of the need for one with no indication of how this is to be achieved.</p>
<b>INSTALLATION PLAN</b>			

33	<p>The Bidder must provide a technology blueprint which includes the following:</p> <p>(1) Detailed architecture diagram which includes major software (i.e. database, application, desktop, web services, virtualization, etc.), hardware components and resource requirements (i.e. memory, CPU, etc.) for the optimal performance of the proposed solution, in accordance with CSC's Technical Architecture, as defined in the Statement of Requirements.</p> <p>(2) Technical Installation Plan</p> <p>(3) Detailed Implementation Schedule</p>		
34	<p>The proposed Implementation Plan should identify how the bidder will implement the proposed Solution and should reflect the products and configurations identified in the bid response.</p> <p>The Bidder should describe the proposed overall approach for the implementation of the IASR, based on the Client's technical environment.</p> <p>Bidders should ensure that their proposed Implementation Plan:</p> <ul style="list-style-type: none"> <li>- Is based on a proven, documented methodology for the implementation of the IASR;</li> <li>- Is comprehensive, i.e. identifies design, development, testing, user environment assessment, deployment, training, performance testing and change control procedures;</li> <li>- Reflects experience in having implemented similar solutions;</li> <li>- Is relevant to the implementation of the proposed IASR; and.</li> <li>- Has been applied explicitly to the IASR.</li> </ul>	<p>Max 50</p>	<p><b>50 Points</b> if meets the requirement;  <b>35 Points</b> if the proposed approach addresses all the criteria (proven, documented, comprehensive, relevant to the IASR and not just a generic description) identified in a structured, concise and comprehensive manner - reflecting that the bidder has done this before;  <b>25 Points</b> if the proposed approach addresses most of the criteria (proven, documented, comprehensive, relevant to the IASR and not just a generic description) identified in a structured, concise and comprehensive manner but is missing on - reflecting that the bidder has done this before -and is not consistent with the architectural and deployment principles and practices contained in the supporting technical documentation and with the Bidder's responses to the other clauses of this RFP in a minor way;  <b>10 Points</b> if the proposed approach addresses most of the criteria (proven, documented, comprehensive, relevant to the IASR and not just a generic description) identified in a structured, concise and comprehensive manner but is missing on - reflecting that the bidder has done this before -and is not consistent with the architectural and deployment principles and practices contained in the supporting technical documentation and with the Bidder's responses to the other clauses of this RFP in a major way.  <b>5 Points</b> if the proposed approach is a generic approach and is not mapped to the IASR;  <b>0 Points</b> if does not meet the requirement, no relevant response, or no response.</p>

35	<p>The proposed Implementation Plan should include a Technology Blueprint that incorporates and describes how the various components of the proposed IASR are to be configured and how they are to be installed and interfaced, including:</p> <ul style="list-style-type: none"> <li>a) Technical Installation Plan</li> <li>b) Detailed Architecture Diagram</li> <li>c) Installation Instructions -- Release notes (Functional changes and impact, delta configuration requirements, debugging instructions)</li> </ul>	Max 25	<p><b>25 Points</b> if meets the requirement;  <b>20 Points</b> if ad-hoc approach which still identifies the criteria defined;  <b>15 Points</b> if the proposed is superficial - i.e. identifies major elements but reflects provided criteria rather than an approach actually used by the bidder;  <b>5 Points</b> if superficial and incomplete - i.e. some of the criteria are addressed but not in a manner which reflects a thorough, structured implementation approach;  <b>0 Points</b> if does not meet the requirement, no relevant response, or no response.</p>
36	<p>The proposed Technology Blueprint should identify how the proposed IASR will interface with the Oracle eBusiness Suite</p>	Max 25	<p><b>25 Points</b> if meets the requirement;  <b>15 Points</b> if proposed technology blueprint identifies how the Solution interfaces with Oracle eBusiness Suite but is not consistent with the architectural and deployment principles and practices contained in the supporting technical documentation and with the Bidder's responses to other clauses in this RFP in a minor way;  <b>0 Points</b> if does not meet the requirement, no relevant response, or no response.</p>
37	<p>The Bidder should describe the major stages (and related deliverable milestones with dates) in the Bidder's proposed approach of the IASR encompassing the following elements:  <u><b>Phase 1 -- IASR Development</b></u>  a) Contract Award;  b) Contractor Project Plan to meet the timeline;  c) IASR Design Documents (including data migration strategy);  d) COTS Adaptation and Configuration completed;  e) Installation of CSC Acceptance testing Environment;  f) Data Migration completed in Test environment.  <u><b>Phase 2 Production Readiness</b></u>  a) Acceptance of training Documentation  b) Delivery of training sessions (train the trainer and system support personnel)  c) Production deployment of IASR  d) Data migration completed.</p>	Max 25	<p><b>25 Points</b> if meets the requirement (ie bidder reflects all milestones and target dates as identifies in SOR);  <b>20 Points</b> if ad-hoc approach has been proposed but still identifies the criteria listed and how and when it will staged.  <b>15 Points</b> if the proposed approach is superficial - i.e. identifies major elements but reflects provided criteria rather than an approach actually used by the bidder;  <b>5 Points</b> if superficial and incomplete - i.e. some of the criteria are addressed but not in a manner which reflects a thought out, structured implementation approach;  <b>0 Points</b> if does not meet the requirement, no relevant response, or no response.</p>

38	<p>The Bidder should provide a detailed Project Plan with a Work Breakdown Structure (WBS) and schedule for all work activities for the efforts required to produce the deliverables and milestones associated with the IASR, at a level that will permit project management to: a) Identify the critical path; b) Collect, analyze and monitor work in progress and deliverables; c) Take corrective action to eliminate, reduce or mitigate project risks, and is in accordance with reporting requirements contained within the bid solicitation. d) Clearly identifies each adaptation (eg bilingualism) and requirements.</p>	Max 25	<p><b>25 Points</b> if meets the requirement and matches CSC's proposed schedule;  <b>20 Points</b> if there are minor variances with deliverables list or if consistent with deliverables list and deliverables list was incomplete in minor way;  <b>15 Points</b> if the proposed work elements are identified within the context of a generic project plan - i.e. the WBS does not reflect CSC's operational environment and process requirements;  <b>10 Points</b> if the proposed work elements reflect the generic project plan but do not include the deliverables;  <b>0 Points</b> if does not meet the requirement, no relevant response, or no response.  <u><b>Key Factors:</b></u>  Are the pieces identified as "deliverables" in the response to this section?  Are the work elements quantified?  Are the work elements clearly defined?</p>
39	<p>The Bidder should identify the proposed project management approach to implement the IASR including a description of the proposed governance model including reporting, escalation, change management and related procedures.</p>	Max 15	<p><b>15 Points</b> if meets the requirement;  <b>10 Points</b> if description of the proposed governance model addresses reporting, escalation, change management and related procedures and is consistent with the proposed project structure;  <b>5 Points</b> if generic structure with no mapping;  <b>0 Points</b> if does not meet the requirement, no relevant response, or no response</p>
40	<p>The Bidder should identify the proposed approach to acceptance and testing that identifies how the implementation approach will provide the appropriate level of user and system level testing to verify that the implemented IASR provides the performance and functionality required to meet the requirements.</p> <p>This approach should incorporate the following key factors:</p> <ul style="list-style-type: none"> <li>- Testing at each phase of the project;</li> <li>- Development of test plan including identification of test data;</li> <li>- Performance testing component;</li> <li>- Acceptance Testing component incorporating test criteria</li> </ul>	Max 50	<p><b>50 Points</b> if meets the requirement (i.e. addresses 4 of the 4 key factors, and the test plan reflects specific tests related to the functionality of IASR (i.e. Non-generic);  <b>35 Points</b> if the proposed acceptance and test plan addresses 3 of the 4 key factors and the test plan reflects specific tests related to the functionality of IASR (i.e. Non-generic).  <b>25 Points</b> if the proposed acceptance and test plan reflects a generic approach with no direct correlation to the IASR.  <b>10 Points</b> if the proposed acceptance and test plan is simply recognition of the need for one with no indication of how this is to achieved.  <b>0 Points</b> if does not meet the requirement, no relevant response, or no response.</p>
<b>MAXIMUM AVAILABLE POINTS</b>		<b>388</b>	