

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

**Bid Receiving - PWGSC / Réception des
soumissions - TPSGC**

11 Laurier St./11, rue Laurier

Place du Portage, Phase III

Core 0A1/Noyau 0A1

Gatineau

Québec

K1A 0S5

Bid Fax: (819) 997-9776

**REQUEST FOR PROPOSAL
DEMANDE DE PROPOSITION**

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

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

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

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

Comments - Commentaires

Title - Sujet AIRLINE HOSTING	
Solicitation No. - N° de l'invitation W8474-10SP10/A	Date 2012-10-19
Client Reference No. - N° de référence du client W8474-10SP10	
GETS Reference No. - N° de référence de SEAG PW-\$\$XI-495-25015	
File No. - N° de dossier 495xi.W8474-10SP10	CCC No./N° CCC - FMS No./N° VME
Solicitation Closes - L'invitation prend fin at - à 02:00 PM on - le 2012-12-03	Time Zone Fuseau horaire Eastern Standard Time EST
F.O.B. - F.A.B. Plant-Usine: <input type="checkbox"/> Destination: <input type="checkbox"/> Other-Autre: <input type="checkbox"/>	
Address Enquiries to: - Adresser toutes questions à: Smith, Kenneth	Buyer Id - Id de l'acheteur 495xi
Telephone No. - N° de téléphone (819) 956-3335 ()	FAX No. - N° de FAX (819) 956-8303
Destination - of Goods, Services, and Construction: Destination - des biens, services et construction: DEPARTMENT OF NATIONAL DEFENCE DES PROC - TUNNEY'S BLDG 101 COLONEL BY DR OTTAWA Ontario K1A0K2 Canada	

Instructions: See Herein

Instructions: Voir aux présentes

Vendor/Firm Name and Address

Raison sociale et adresse du

fournisseur/de l'entrepreneur

Issuing Office - Bureau de distribution

IM-IT Projects Division II/Division des projets GI-TI II

Place du Portage, Phase III, 12C1

11 Laurier St.

Gatineau

Québec

K1A 0S5

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

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File No. - N° du dossier

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Buyer ID - Id de l'acheteur

495xi

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

W8474-10SP10

CCC No./N° CCC - FMS No/ N° VME

Please see attached documents

BID SOLICITATION
FOR
AUTOMATED AIRLINE HOSTING
AND AIRCRAFT TASKING SYSTEM (AAHATS)

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AUTOMATED AIRLINE HOSTING AND AIRCRAFT TASKING SYSTEM (AAHATS)

PART 1 - GENERAL INFORMATION

1. Introduction

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

- Part 1 General Information: provides a general description of the requirement;
- Part 2 Bidder Instructions: provides the instructions, clauses and conditions applicable to the bid solicitation;
- Part 3 Bid Preparation Instructions: provides bidders with instructions on how to prepare their bid;
- Part 4 Evaluation Procedures and Basis of Selection: indicates how the evaluation will be conducted, the evaluation criteria that must be addressed in the bid, and the basis of selection;
- Part 5 Certifications: 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.

The Annexes include the Statement of Work, Deliverables Table, the Basis of Payment, the Security Requirements Checklist, DND 626 Task Authorization Form and any other annexes.

2. Summary

- (i) This bid solicitation is being issued to satisfy the requirement of the Department of National Defence (the "Client") for a new Automated Airline Hosting and Aircraft Tasking System (AAHATS) and associated services.
- (ii) It is intended to result in the award of a contract for five years, plus four one-year irrevocable options allowing Canada to extend the term of the contract under the same terms and conditions.
- (iii) There is a security requirement associated with this requirement. For additional information, consult Part 6 - Security, Financial and Other Requirements, and Part 7 - Resulting Contract Clauses. Bidders should consult the "[Security Requirements for PWGSC Bid Solicitations - Instructions for Bidders](http://www.tpsgc-pwgsc.gc.ca/app-acq/lc-pl/lc-pl-eng.html#a31)" (<http://www.tpsgc-pwgsc.gc.ca/app-acq/lc-pl/lc-pl-eng.html#a31>) document on the Departmental Standard Procurement Documents Web site.
- (iv) Pursuant to section 01 of Standard Instructions 2003 and 2004, Bidders must submit a complete list of names of all individuals who are currently directors of the Bidder. Furthermore, as

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determined by the Special Investigations Directorate, Departmental Oversight Branch, each individual named on the list may be requested to complete a Consent to a Criminal Record Verification form.

- v) 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), and the Agreement on Internal Trade (AIT).

3. Communications Notification

Canada requests that the Contracting Authority be notified in advance of the supplier's intention to make public an announcement related to the award of a contract.

4. Debriefings

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

PART 2 - BIDDER INSTRUCTIONS

1. Standard Instructions, Clauses and Conditions

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

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

The 2003 (2012-07-11) Standard Instructions - Goods or Services - Competitive Requirements, are incorporated by reference into and form part of the bid solicitation.

The text under Subsection 4 of Section 01 – Code of Conduct and Certifications of 2003 referenced above is replaced by:

Bidders should provide, with their bid or promptly thereafter, a complete list of names of all individuals who are currently directors of the Bidder. If such a list has not been received by the time the evaluation of bids is completed, Canada will inform the Bidder of a time frame within which to provide the information. Failure to provide such a list within the required time frame will render the bid non-responsive. Bidders must always submit the list of directors before contract award.

Canada may, at any time, request that a Bidder provide properly completed and Signed Consent Forms ([Consent to a Criminal Record Verification form - PWGSC-TPSGC 229](#)) for any or all individuals named in the aforementioned list within a specified delay. Failure to provide such Consent Forms within the delay will result in the bid being declared non-responsive.

The text under Subsection 5 of Section 01 – Code of Conduct and Certifications of 2003 referenced above is replaced by:

The Bidder must diligently maintain the list up-to-date by informing Canada in writing of any change occurring during the validity period of the bid, and must also provide Canada, when requested, with the corresponding Consent Forms. The Bidder will also be required to diligently maintain the list and when requested, provide Consent Forms during the period of any contract arising from this bid solicitation.

Subsection 5.4 of 2003, Standard Instructions - Goods or Services - Competitive Requirements, is amended as follows:

Delete: sixty (60) days

Insert: one hundred eighty (180) days

2. Submission of Bids

Bids must be submitted only to Public Works and Government Services Canada (PWGSC) Bid Receiving Unit by the date, time and place indicated on page 1 of the bid solicitation.

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

3. Enquiries - Bid Solicitation

All enquiries must be submitted in writing to the Contracting Authority no later than ten (10) calendar days before the bid closing date. Enquiries received after that time may not be answered.

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

4. Applicable Laws

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

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

5. Improvement of Requirement During Solicitation Period

Should bidders consider that the specifications or Statement of Work contained in the bid solicitation could be improved technically or technologically, bidders are invited to make suggestions, in writing, to the Contracting Authority named in the bid solicitation. Bidders must clearly outline the suggested improvement as well as the reason for the suggestion. Suggestions that do not restrict the level of competition nor favour a particular bidder will be given consideration provided they are submitted to the Contracting Authority at least fifteen (15) calendar days before the bid closing date. Canada will have the right to accept or reject any or all suggestions.

PART 3 - BID PREPARATION INSTRUCTIONS

1. Bid Preparation Instructions

Canada requests that bidders provide their bid in separately bound sections as follows:

- Section I: Technical Bid
 4 hard copies and 4 soft copies on CD.
- Section II: Financial Bid
 2 hard copies and 2 soft copies on CD.
- Section III: Certifications
 2 hard copies and 2 soft copies on CD.

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

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

- (a) use 8.5 x 11 inch (216 mm x 279 mm) paper;
- (b) use a numbering system that corresponds to the bid solicitation.

In April 2006, Canada issued a policy directing federal departments and agencies to take the necessary steps to incorporate environmental considerations into the procurement process [Policy on Green Procurement](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>). To assist Canada in reaching its objectives, bidders are encouraged to:

- 1) use 8.5 x 11 inch (216 mm x 279 mm) paper containing fibre certified as originating from a sustainably-managed forest and/or containing minimum 30% recycled content; and
- 2) use an environmentally-preferable format including black and white printing instead of colour printing, printing double sided/duplex, using staples or clips instead of cerlox, duotangs or binders.

1.1 Section I: Technical Bid

Technical Bid Content:

- a) The Technical Bid Content is as follows:

(i)

Bid Submission Form: Bidders are requested to complete and include the Bid Submission Form (included as Form 1) 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.

(ii) Executive Summary and Corporate Profile:

- (A) The Bidder should provide a summary of its areas of business; and,
- (B) The Bidder should describe its corporate organization highlighting organizational components that will be used to support work carried out under the contract.

(iii) Technical Bid: The Bidder should provide corporate and organizational information in response to specifications in Attachment "4.1". The Bidder should use information specified in various columns of Attachment "4.1" to prepare their bid.

- (A) Bidders should use the section numbers in Column A with corresponding section names specified on the same row in Column B.
- (B) Submission requirements for each response are in Column D, in the same row as the section name and number.
- (C) Evaluation criteria for each response are in Column F, in the same row as the section name and number.

The Bidder should provide any additional information, over-and-above the submission requirements specified in Column D that the Bidder considers pertinent to support the evaluation of a response with respect to the applicable evaluation criteria.

Where criteria in Column D and/or Column F specify minimum levels, quantities or other minimum criteria that are mandatory, the mandatory criteria must be met by the Bidder in its response. If mandatory criteria are not met, the bid will be declared as non-responsive.

(b) General Information:

(i) Substantiation of Technical Compliance:

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

The Technical Bid should address clearly and in sufficient depth the requirements in Attachment "4.1" that are subject to the evaluation criteria against which the bid will be evaluated. Simply repeating a statement contained in the bid solicitation is not sufficient. In order to facilitate the evaluation of the bid, Canada requests that Bidders address and present topics in the order of the evaluation criteria under the same headings. To avoid duplication, Bidders may refer to different sections of their bid by identifying the specific paragraph and page number where the subject topic has already been addressed.

(ii) Demonstrated Experience of Proposed Personnel: The Technical Bid must include the required information to demonstrate that each individual proposed in Attachment "4.1" have the education, work experience and knowledge requirements of the position. (Refer to the Statement of Work).

- (A) Proposed personnel 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.

- (B) Proposed personnel must have a security clearance at enhanced reliability level at bid closing date. (Refer to Part 6, Security Requirements clause).
 - (C) For work experience, the Evaluation Team will not consider experience gained as part of an educational program, except for experience gained through a formal co-operative program at a post-secondary institution.
 - (D) For any requirements that specify a particular time period (e.g. 5 years) of work experience, the Evaluation Team will disregard any information about experience if the individual's information does not include the relevant dates for the experience claimed (i.e., the start date (day/month/year) or (month/year) and the end date (day/month/year) or (month/year)). If either the start date or the end date is specified by the month and year (month/year), then the evaluated start or end date will be the 15th day of the specified month. In situations in which a proposed resource worked at the same time on more than one project, only one project will be considered for any requirements that relate to the individual's length of experience.
 - (E) For work experience to be considered by the Evaluation Team, the description should 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.
- (iii) Customer Reference Summary: Where the Bidder is required to provide Customer Reference Summary(ies) as part of its response to the bid solicitation document, unless otherwise specified, this summary should include:
- (A) Customer Name: The name of the company or public sector organization for which the work associated with the referenced project was completed.
 - (B) Contact: Name of the Customer Project Authority responsible for the referenced project, title, phone and fax numbers, e-mail address. If the Customer Project Authority is no longer available, provide the current or most recent authorized representative of the Customer that is responsible for the project.
- If contact information is required by Canada for validation purposes and is not provided as part of the Bidder's bid, then, upon request from Canada, 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. If the requested information is not provided in accordance with the request, the Customer Reference will not qualify.
- (C) Project: Name and description of the Project including any additional information that is required by the Technical Evaluation Team to validate the requirement and to address any applicable evaluation criteria.
 - (D) Work Summary: A summary of the work performed by the Bidder or its proposed personnel, whichever is applicable to the required reference, including any additional information that may be required to support the evaluation and to address any applicable evaluation criteria.
 - (E) Work Start Date: the date on which the work associated with the Work Summary started.
 - (F) Work End Date: The date on which the work associated with the Work Summary ended. If the work is still ongoing, then the Bidder may respond with "ongoing".

- (iv) Eligibility of Claimed Experience of the Bidder: Where the submission instructions specify that the Bidder's bid includes a description of the work experience of the Bidder, then such experience will be considered eligible for evaluation as Bidder experience only:
 - (A) If it was performed by the Bidder or any of the Bidder's subsidiaries or other affiliates. Work experience of the parent company or a subcontractor of the Bidder will not be considered eligible for evaluation as experience of the Bidder; and
 - (B) If the customer identified for the referenced project or work is not a customer that is internal to the Bidder, its parent company, any of its subsidiaries or other affiliates, or a subcontractor of the Bidder named in the bid.

1.2 Section II: Financial Bid

Bidders must submit their financial bid in accordance with Attachment "4.2". The total amount of Goods and Services Tax or Harmonized Sales Tax must be shown separately, if applicable.

1.2.1 Exchange Rate Fluctuation

C3011T (2010-01-11), Exchange Rate Fluctuation.

1.3 Section III: Certifications

Bidders must submit the certifications required under Part 5.

PART 4 - EVALUATION PROCEDURES AND BASIS OF SELECTION

1. Evaluation Procedures

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

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.
- (c) 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.
- (d) 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) Requests for Interviews: If Canada wishes to interview the Bidder and/or any of its proposed resource(s) to fulfill the requirements of the bid solicitation, the Bidder will have 5 working days following notice by Canada to make any necessary arrangements (at the Bidder's sole cost) to arrange for the interview to take place at PWGSC in the National Capital Region.
 - (iii) Extension of Time: If additional time is required by the Bidder, the Contracting Authority may grant an extension at his or her sole discretion.

1.2 Technical Evaluation

- (a) General Information
- (i) Mandatory Technical Criteria: Each bid will be reviewed for compliance with the mandatory requirements listed in Attachment "4.1" of the bid solicitation. All elements of the bid solicitation that are mandatory are identified specifically with "M" or the words "must" or "mandatory". Bids that do not comply with each and every mandatory requirement will be declared non-responsive and be disqualified.
 - (ii) Point-Rated Technical Criteria: Each bid will be rated by assigning a score to the rated technical requirements, which are identified in Attachment "4.1" of the bid solicitation by "R" or the word "rated" or by reference to a score. Bidders who fail to submit complete bids with all the information requested by the bid solicitation will be rated accordingly. For a bid to be responsive, it must achieve or exceed a minimum overall pass-mark of 70% and a minimum 50% pass-mark for any individual point rated evaluation criterion.

- (iii) **Reference Checks:** Canada reserves the right to conduct the reference checks by telephone or in writing by e-mail (unless the reference's contact is only available by telephone). Wherever information provided by a reference differs from the information supplied by the Bidder, the information supplied by the reference will be given precedence.
- (iv) **Interviews:** Canada reserves the right to interview the proposed personnel of the Bidder who has achieved the lowest cost per point. The Contracting Authority will identify the highest-ranked bid to the Technical Evaluation Team without providing information from the highest-ranked Bidder's financial bid nor the ranking of the other bids.

Interviews will be used to validate claims made about proposed personnel in the Bidder's Technical Bid.

(b) **Evaluation and Scoring Procedures for the Rated Criteria:**

- (i) Each Technical Bid will be evaluated in accordance with Attachment "4.1", which includes detailed evaluation criteria, scoring formulae and weight factors for each section.
- (ii) **Scoring Procedures:**

Step 1: Section Scores:

A score will be calculated for each section of the Bidder's Technical Bid based on the applicable evaluation criteria and scoring formulae detailed in Attachment "4.1". Where no response is provided or the provided response is not relevant to the criteria as stated, a score of "0" will be assigned.

The score for each section in each table will be calculated in accordance with the scoring as outlined in Column F.

Step 2: Technical Bid Score:

The Technical Bid Score (TBS) will equal sum of the Section Scores, entered into Column F of the Technical Evaluation Table.

Technical Bids failing to achieve a minimum score of 70% overall and 50% for any individual point rated evaluation criterion will be declared non-responsive.

1.3 Financial Evaluation

The financial bids of those Bidders who are responsive and have achieved an overall Technical Bid Score of 70% or greater and 50% or greater for any individual point rated evaluation criterion will be evaluated in accordance with Attachment "4.2".

SACC Manual Clause A0220T (2007-05-25), Evaluation of Price

2. Basis of Selection

- 1. To be declared responsive, a bid must:
 - a) comply with all the requirements of the bid solicitation;

- b) meet all mandatory technical evaluation criteria; and
 - c) obtain the required minimum of seventy percent (70%) overall of the points for the technical evaluation criteria which are subject to point rating and a minimum of fifty percent (50%) of the points for any individual point rated evaluation criterion. The rating is performed in accordance with the Table in Attachment "4.1".
2. Bids not meeting (a) or (b) or (c) will be declared non-responsive. Neither the responsive bid that receives the highest number of points nor the one that proposed the lowest price will necessarily be accepted. The responsive bid with the **lowest evaluated price per point** (Total Assessed Price /Technical Bid Score) will be declared the highest ranked Bidder. The highest ranked Bidder will be recommended for award of a contract

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 as requested.

Compliance with the certifications bidders provide 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.

1. Code of Conduct Certifications - Certifications Precedent to Contract Award

1.1

Bidders should provide, with their bids or promptly thereafter, a complete list of names of all individuals who are currently directors of the Bidder. If such a list has not been received by the time the evaluation of bids is completed, the Contracting Authority will inform the Bidder of a time frame within which to provide the information. Bidders must submit the list of directors before contract award, failure to provide such a list within the required time frame will render the bid non-responsive.

The Contracting Authority may, at any time, request that a Bidder provide properly completed and Signed Consent Forms ([Consent to a Criminal Record Verification form - PWGSC-TPSGC 229](#)) for any or all individuals named in the aforementioned list within a specified delay. Failure to provide such Consent Forms within the delay will result in the bid being declared non-responsive.

2. 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.

2.1 Federal Contractors Program - Certification

1. The Federal Contractors Program (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, or, if the Bidder is a joint venture and if any member of the joint venture, is subject to the FCP, evidence of its commitment must be provided before the award of the Contract.

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 Contracts 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 less than 100 employees. Any bids from ineligible contractors, including a bid from a joint venture that has a member who is an ineligible contractor, will be declared non-responsive.

2. If the Bidder does not fall within the exceptions enumerated in 3.(a) or (b) 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.
3. The Bidder, or, if the Bidder is a joint venture the member of the joint venture, certifies its status with the FCP, as follows:

The Bidder or the member of the joint venture

A.() is not subject to the FCP, having a workforce of less than 100 full-time or part-time permanent employees, and/or temporary employees having worked 12 weeks or more in Canada;

B.() is not subject to the FCP, being a regulated employer under the Employment Equity Act, S.C. 1995, c. 44;

C.() is subject to the requirements of the FCP, having a workforce of 100 or more full-time or part-time permanent employees, and/or temporary employees having worked 12 weeks or more in Canada, but has not previously obtained a certificate number from HRSDC (having not bid on requirements of \$200,000 or more), in which case a duly signed certificate of commitment is attached;

D.() is subject to the FCP, and has a valid certificate number as follows: _____ (e.g. has not been declared an ineligible contractor by HRSDC).

Further information on the FCP is available on the HRSDC Web site.

2.2 Former Public Servant Certification

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 the spending of public funds. In order to comply with Treasury Board policies and directives on contracts with FPS, bidders must provide the information required below.

Definitions

For the purposes of this clause, "former public servant" is any former member of a department as defined

in the Financial Administration Act, R.S., 1985, c. F-11, a former member of the Canadian Armed Forces or a former member of the Royal Canadian Mounted Police. A former public servant may be:

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

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

"pension" means, 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 Canada Pension Plan Act, R.S., 1985, c. C-8.

Former Public Servant in Receipt of a Pension

Is the Bidder a FPS in receipt of a pension as defined above? Yes () No ()

If so, the Bidder must provide the following information:

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

Is the Bidder a FPS who received a lump sum payment pursuant to the terms of a work force reduction program? Yes () No ()

If so, the Bidder must provide the following information:

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

For all contracts awarded during the lump sum payment period, the total amount of fees 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.

Certification

By submitting a bid, the Bidder certifies that the information submitted by the Bidder in response to the above requirements is accurate and complete.

2.3 Status and Availability of Resources

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, maternity and parental leave, retirement, resignation, dismissal for cause or termination of an agreement for default.

If the Bidder has proposed any individual who is not an employee of the Bidder, the Bidder certifies that it has the permission from that individual to propose his/her services in relation to the Work to be performed

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File No. – N° du dossier
495xi.W8474-10-SP10

Buyer ID – Id de l'acheteur
495xi
CCC No./N° CCC – FMS No./N° VME

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.

PART 6 - SECURITY, FINANCIAL AND OTHER REQUIREMENTS

1. Security Requirement

1. Before award of a contract, the following conditions must be met:
 - (a) the Bidder must hold a valid organization security clearance as indicated in Part 7 - Resulting Contract Clauses;
 - (b) the Bidder's proposed individuals requiring access to classified or protected information, assets or sensitive work site(s) must meet the security requirement as indicated in Part 7 - Resulting Contract Clauses;
 - (c) the Bidder must provide the name of all individuals who will require access to classified or protected information, assets or sensitive work sites.
2. Bidders are reminded to obtain the required security clearance promptly. Any delay in the award of a contract to allow the successful bidder to obtain the required clearance will be at the entire discretion of the Contracting Authority.
3. For additional information on security requirements, bidders should consult the "[Security Requirements for PWGSC Bid Solicitations - Instructions for Bidders](http://www.tpsgc-pwgsc.gc.ca/app-acq/lc-pl/lc-pl-eng.html#a31)" (<http://www.tpsgc-pwgsc.gc.ca/app-acq/lc-pl/lc-pl-eng.html#a31>) document on the Departmental Standard Procurement Documents Web site.

2. Financial Capability

SACC Manual clause A9033T (2012-07-16), Financial Capability

3. Insurance

The Bidder must comply with all Insurance requirements as stated in the contract.

PART 7 - RESULTING CONTRACT CLAUSES

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

1. Statement of Work

The Contractor must perform the Work in accordance with the Statement of Work at Annex "A" , the Deliverables Table at Annex "B" and the Contractor's technical bid entitled (to be inserted by PWGSC), dated (to be inserted by PWGSC).

1.1 Optional Goods and/or Services

The Contractor grants to Canada the irrevocable option to acquire the goods, services or both described at Annex "A" of the Contract under the same conditions and at the prices and/or rates stated in the Contract. The options may only be exercised by the Contracting Authority and will be evidenced, for administrative purposes only, through a contract amendment.

The Contracting Authority may exercise the options at any time before the expiry of the Contract by sending a written notice to the Contractor.

1.2 Task Authorization

For Work or a portion of the Work to be performed under the Contract on an "as and when requested basis" a Task Authorization (TA) will be used. The Work described in each TA must be in accordance with the scope of the Contract.

1.2.1 Task Authorization Process

1. The Technical Authority will provide the Contractor with a description of the task using the DND 626, Task Authorization Form.
2. The Task Authorization (TA) will contain the details of the activities to be performed, a description of the deliverables, and a schedule indicating completion dates for the major activities or submission dates for the deliverables. The TA will also include the applicable basis(bases) and methods of payment as specified in the Contract.
3. The Contractor must provide the Technical Authority, within 10 calendar days of its receipt, the proposed total estimated cost for performing the task and a breakdown of that cost, established in accordance with the Basis of Payment specified in the Contract.
4. The Contractor must not commence work until a TA authorized by the Technical Authority and the Contracting Authority has been received by the Contractor.

The Contractor acknowledges that any work performed before a TA has been received will be done at the Contractor's own risk.

1.2.2 Task Authorization Limit

The Technical Authority may authorize individual task authorizations up to a limit of \$_____ (*will be inserted in resulting contract*), Goods and Services Tax or Harmonized Sales Tax included, inclusive of any revisions.

1.2.3 Canada's Obligation - Portion of the Work - Task Authorizations

Canada's obligation with respect to the portion of the Work under the Contract that is performed through task authorizations is limited to the total amount of the actual tasks performed by the Contractor.

1.2.4 Task Authorization - Department of National Defence

The administration of the Task Authorization process will be carried out by _____ (*will be inserted in resulting contract*). This process includes monitoring, controlling and reporting on expenditures of the contract with task authorizations to the Contracting Authority.

2. Standard Clauses and Conditions

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

2.1 General Conditions

2035 (2012-07-16), General Conditions - Higher Complexity - Services, apply to and form part of the Contract.

The text under Subsection 4 of Section 41 – Code of Conduct and Certifications of 2035 referenced above is replaced by:

"During the entire period of the Contract, the Contractor must diligently update, by written notice to the Contracting Authority, the list of names of all individuals who are directors of the Contractor whenever there is a change. As well, whenever requested by Canada, the Contractor must provide the corresponding Consent Forms."

2.2 Supplemental General Conditions

Supplemental General Conditions listed below apply to and form part of the Contract:

4001, Hardware Purchase, Lease and Maintenance (2010-08-16);
4002, Software Development or Modification Services (2010-08-16);
4003, Licensed Software (2010-08-16);
4004, Maintenance and Support Services for Licensed Software (2010-08-16); and
4006, Contractor to Own Intellectual Property Rights in Foreground Information (2010-08-16).

3. Security Requirement

1. The Contractor must, at all times during the performance of the Contract, hold a valid Designated Organization Screening (DOS) with approved Document Safeguarding at the level of PROTECTED A, issued by the Canadian Industrial Security Directorate, Public Works and Government Services Canada.
3. The Contractor personnel requiring access to PROTECTED information, assets or work site(s) must EACH hold a valid RELIABILITY STATUS, granted or approved by the Canadian Industrial Security Directorate (CISD), Public Works and Government Services Canada (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.

3. The Contractor MUST NOT utilize its Information Technology systems to electronically process, produce or store PROTECTED information until the CISC/PWGSC has issued written approval. After approval has been granted or approved, these tasks may be performed at the level of PROTECTED A.
4. Subcontracts which contain security requirements are NOT to be awarded without the prior written permission of CISC/PWGSC.
5. The Contractor must comply with the provisions of the:
 - (a) Security Requirements Check List and security guide (if applicable), attached at Annex D;
 - (b) Industrial Security Manual (Latest Edition)

Consult the [Canadian Industrial Security Directorate \(CISC\)](http://ssi-iss.tpsgc-pwgsc.gc.ca/index-eng.html) (<http://ssi-iss.tpsgc-pwgsc.gc.ca/index-eng.html>) Web site for more information.

3.1 SECURITY REQUIREMENT (DND)

After contract award, and in addition to the Security requirements that must be met for CISC/PWGSC described above, the Contractor's personnel must obtain DND security clearances whenever Contractor personnel are required to work at security restricted DND sites, and if personnel are required to see documentation or systems that are subject to DND access restrictions. The applicable DND security clearance process and procedures will be provided to the Contractor at the commencement of the Contract.

4. Term of Contract

4.1 Period of the Contract

The period of the Contract is from date of Contract to _____ inclusive (*will be inserted in resulting contract*).

4.2 Option to Extend the Contract

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

Canada may exercise this option at any time by sending a written notice to the Contractor at least sixty (60) calendar days before the expiry date of the Contract. The option may only be exercised by the Contracting Authority, and will be evidenced for administrative purposes only, through a contract amendment.

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File No. – N° du dossier
495xi.W8474-10-SP10

Buyer ID – Id de l'acheteur
495xi
CCC No./N° CCC – FMS No./N° VME

5. Authorities

5.1 Contracting Authority

The Contracting Authority for the Contract is:

Name: Kenneth Smith
Title: Supply Specialist
Public Works and Government Services Canada
Acquisitions Branch
Directorate: STAMS
Address: Place du Portage
Phase III, 12C1
11, rue Laurier
Gatineau, Quebec
K1S 0S5

Telephone: 819-956-3335

Facsimile: 819-956-8303

E-mail address: kenneth.smith@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.

5.2 Project Authority

The Project Authority for the Contract is: *[will be inserted in resulting contract]*

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

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

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

5.3 Contractor's Representative

The Contractor's Representative for the Contract is: *[will be inserted in resulting contract]*

Name: _____
Title: _____

Organization: _____

Address: _____

Telephone: ____-____-____

Facsimile: ____-____-____

E-mail: _____.

4.6. Payment

Formatted: Bullets and Numbering

For general conditions regarding payment, refer to 2035 (2012-07-16), General Conditions – Higher Complexity - Services.

6.1 Basis of Payment

The Contractor will be paid its costs reasonably and properly incurred in the performance of the Work, determined in accordance with the Basis of Payment in Annex "C". Customs duty is included if applicable and, Goods and Services Tax or Harmonized Sales Tax is extra, if applicable.

6.2 Limitation of Expenditure

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

6.3 Method of Payment

6.3.1 Monthly Payment

Canada will pay the Contractor on a monthly basis for work performed during the month covered by the invoice in accordance with the payment provisions of the Contract if:

- (a) 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;

- (b) all such documents have been verified by Canada;
- (c) the Work performed has been accepted by Canada.

6.3.2 Milestone Payments

Canada will make milestone payments in accordance with Annex "B" Deliverables Table, the Schedule of Milestones detailed in the Contract and the payment provisions of the Contract if:

- a) an accurate and complete claim for payment using PWGSC-TPSGC 1111, Claim for Progress Payment, and any other document required by the Contract have been submitted in accordance with the invoicing instructions provided in the Contract;
- b) all the certificates appearing on form PWGSC-TPSGC 1111 have been signed by the respective authorized representatives;
- c) all work associated with the milestone and as applicable any deliverable required has been completed and accepted by Canada.

6.3.3 Task Authorization Work (No milestones)

- a) Payment by Canada to the Contractor for the Work performed under approved Task Authorizations, where there are no identified milestone payments, shall be made no more frequently than monthly within:
 - (i) thirty (30) days following the date on which all of the Work has been delivered at the location(s) specified in the Contract, i.e. the delivery point not the ultimate destination, and all other Work required to be performed by the Contractor under the terms of the Task Authorization and Contract has been completed; or
 - (ii) thirty (30) days following the date on which an invoice and substantiating documentation are received according to the terms of the Task Authorization and Contract;

whichever date is the later.

If Canada has any objection to the form of the invoice or the substantiating documentation, within fifteen (15) days of its receipt, Canada shall notify the Contractor of the nature of the objection. "Form of the invoice" means an invoice that contains or is accompanied by such substantiating documentation, as Canada requires. Failure by Canada to act within fifteen (15) days will only result in the date specified in paragraph (a) of the clause applying for the sole purpose of calculating interest on overdue accounts.

6.4 Discretionary Audit

The Contractor's certification that the price or rate is not in excess of the lowest price or rate charged anyone else, including the Contractor's most favoured customer, for the like quality and quantity of the goods, services or both, is subject to verification by government audit, at the discretion of Canada, before or after payment is made to the Contractor.

If the audit demonstrates that the certification is in error after payment is made to the Contractor, the Contractor must, at the discretion of Canada, make repayment to Canada in the amount found to be in excess of the lowest price or rate or authorize the retention by Canada of that amount by way of deduction from any sum of money that may be due or payable to the Contractor pursuant to the Contract.

If the audit demonstrates that the certification is in error before payment is made, the Contractor agrees that any pending invoice will be adjusted by Canada in accordance with the results of the audit. It is further agreed that if the Contract is still in effect at the time of the verification, the price or rate will be lowered in accordance with the results of the audit.

6.5 Time Verification

The following SACC Manual clause applies to and forms part of the Contract.

C0711C (2008-05-12) Time Verification

7. Invoicing Instructions

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

In addition to the provisions of 2035 article 12, each invoice must show the following:

- A. the date;
- B. name and address of the client department;
- C. a listing of passengers boarded for each month;
- D. a detailed listing of equipment rented by area;
- E. line charges;
- F. communications fees;
- G. Contract number and financial codes;
- H. Amount invoiced (exclusive of GST/HST as appropriate);
- I. Client Reference Number (CRN); and
- J. Procurement Business Number (PBN).

Invoices must be distributed as follows:

- A. The original and one (1) copy must be forwarded to the following address for certification and payment.
_____ *(name and address of the organization to be inserted in resulting contract)*

- B. One (1) copy must be forwarded to the Contracting Authority identified under the section entitled "Authorities" of the Contract.

8. Certifications

8.1 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 term of the Contract. 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, pursuant to the default provision of the Contract, to terminate the Contract for default.

9. Applicable Laws

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

10. Priority of Documents

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

- (a) the Articles of Agreement;
- (b) the supplemental general conditions
4001, Hardware Purchase, Lease and Maintenance (2010-08-16);
4002, Software Development or Modification Services (2010-08-16);
4003, Licensed Software (2010-08-16);
4004, Maintenance and Support Services for Licensed Software (2010-08-16); and
4006, Contractor to Own Intellectual Property Rights in Foreground Information (2010-08-16);
- (c) the general conditions; 2035 (2012-07-16);
- (d) Annex A, Statement of Work;
- (e) Annex B, Deliverables Table
- (f) Annex C, Basis of Payment;
- (g) Annex D, Security Requirements Check List ;
- (h) Annex E, DND 626, Task Authorization Form
- (i) approved Task Authorizations in order of approval date from most recent to earliest (including all of its annexes, if any);
- (j) the RFP solicitation dated _____ (*to be inserted in resulting contract*), as amended
- (k) the Contractor's bid dated _____ (*date to be inserted*) and subsequent clarifications (*dates to be inserted*) and amendments (*dates to be inserted*)

11. Canadian Forces Site Regulations

The Contractor must comply with all standing orders or other regulations, instructions and directives in force on the site where the Work is performed.

12. Foreign Nationals (Canadian Contractor)

12.1 Foreign Nationals (Canadian Contractor)

SACC Manual clause A2000C (2006-06-16) Foreign Nationals (Canadian Contractor)

12.2 Foreign Nationals (Foreign Contractor)

SACC Manual clause A2001C (2006-06-16) Foreign Nationals (Foreign Contractor)

13. Insurance

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

14. Liability

Refer to Article 24 of 2035 (2012-07-16), General Conditions - Higher Complexity - Services.

15. Professional Services – Price Certification for Additional Work

- (a) Per-diem rates may be required for categories of professional service resources that have not been defined in the context of this contract. In such cases, rates quoted will be based on substantiated per-diem rates charged (i.e. within two years prior to the issuance of the TA request) in contracted engagements with the public sector (i.e. through rate verification based on actual recent contracts with public sector clients), and where such quoted rates are consistent with the most favoured customer clause below.
- (b) The Contractor certifies that the rates quoted will not be in excess of the lowest rate charged anyone else, including the Contractor's most favoured customer, for like quality and quantity of the service, does not include an element of profit on the sale in excess of that normally obtained by the Contractor on the sale of services of like quality and quantity and does not include any provision for discounts to selling agents.

16. Delivery

- (a) The Contractor must deliver and install the deliverables in accordance with the Statement of Work and the Deliverables and Milestones schedules, or any subsequent Task Authorization.
- (b) The Contractor must ensure safe arrival of the deliverable at its final destination by employing industry-standard packaging and shipping practices.
- (c) All deliverables shall remain the responsibility of and at the risk of the Contractor until acceptance by Canada in accordance with this Contract.

17. DISPUTE RESOLUTION

If a dispute arises out of, or in connection with this Contract, and the parties do not resolve some or all of the dispute through discussions then:

- (a) Either party may provide to the other written notice containing a request to negotiate. This notice shall be given promptly in order to prevent further damages resulting from delay and shall specify the issues in dispute.
- (b) If the parties do not resolve some or all of the issues in dispute within 30 days from the notice to commence negotiations, the parties agree to attempt to resolve those issues through mediation.
- (c) The parties agree to jointly select a mediator. If they are unable to do so, then a mediator will be chosen, upon application by the parties, by the
ADR Institute of Canada, Inc.
234 Eglinton Avenue East, Suite 500
Toronto, Ontario, M4P 1K5
- (d) All information exchanged during the negotiation and mediation processes shall be regarded as "without prejudice" communications for the purposes of settlement negotiations and shall be treated as confidential by the parties and their representatives unless otherwise required by law. However, evidence that is independently admissible or discoverable shall not be rendered inadmissible or non-discoverable by virtue of its use during negotiation or mediation.

The parties agree that the representatives selected to participate in the dispute resolution process will have the authority required to resolve the dispute, or will have a rapid means of obtaining the requisite authorization.

18. Remedial Actions for Service Failures

The Contractor is responsible for system failures within the Contractor's control. After any system failure due to deficiency in hardware, or software, which the Contractor has agreed to supply, the Contractor must take appropriate remedial action.

- a) The types of remedial action include, but not limited to:
 - i. Analysis of system failure
 - ii. Report to DND/DTN/TM of reasons for system failure
 - iii. Actions taken to prevent future failure if possible
 - iv. Correction of either hardware or software
 - v. Recovery of system back to original state prior to failure
- b) The costs for total system restoration are to be borne by the Contractor. These restoration actions include, but are not limited to:
 - i. Repair or replacement of malfunctioning hardware components
 - ii. Action taken to correct system software errors. This can be through new or altered versions of the Contractor supplied software
 - iii. Reloading of all files lost or damaged by the system failure
- c) Once an agreed upon schedule for conversion and migration has been completed, the Contractor agrees to accept liability for 100% of all costs associated with processing work not converted to schedule.
- d) Should the Contract be terminated under the provision of the General Terms and Conditions which form part of this document, all information furnished to the Contractor by Canada in connection with the Contract, must be returned to Canada.
- e) If the information in the Contractor's possession is stored on media owned by Canada, the information must be returned together with such media. If the information in the Contractor's possession is stored on media owned by the Contractor, Canada shall have the option of:
 - i) purchasing at a price to be agreed upon, the actual media upon which the information is stored; or
 - ii) accessing the storage media and recording the said information on other media provided by Canada (any such access may be performed by a third party authorized by Canada).

BID SUBMISSION FORM

FORM 1- BID SUBMISSION FORM	
Bidder's full legal name	
Authorized Representative of Bidder for evaluation purposes (e.g., clarifications)	Name
	Title
	Address
	Telephone #
	Fax #
	Email
Bidder's Procurement Business Number (PBN) [see the Standard Instructions 2003 (2011-07-11)]	
Jurisdiction of Contract: Province in Canada the bidder wishes to be the legal jurisdiction applicable to any resulting contract (if other than as specified in solicitation)	
Former Public Servants See the Article in Part 5 of the bid solicitation entitled Former Public Servant Certification for a definition of "Former Public Servant".	<p>Is the Bidder a FPS in receipt of a pension as defined in the bid solicitation?</p> <p>Yes ____ No ____</p> <p>If yes, provide the information required by the Article in Part 5 entitled "Former Public Servant Certification"</p>
	<p>Is the Bidder a FPS who received a lump sum payment under the terms of a work force reduction program?</p> <p>Yes ____ No ____</p> <p>If yes, provide the information required by the Article in Part 5 entitled "Former Public Servant Certification"</p>

<p>Federal Contractors Program for Employment Equity (FCP EE) Certification:</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 (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>(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) is not subject to FCP-EE, because it is a regulated employer under the <i>Employment Equity Act</i>;</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>(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>	
<p>Number of FTEs [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>Security Clearance Level of Bidder <i>[include both the level and the date it was granted]</i></p>		

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W8474-10-SP10/A
Client Ref. No. N° de réf. Du client
W8474-10-SP10

Amd. No. – N° de la modif.
File No. – N° du dossier
495xi.W8474-10-SP10

Buyer ID – Id de l'acheteur
495xi
CCC No./N° CCC – FMS No./N° VME

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:

1. The bidder considers itself and its products able to meet all the mandatory requirements described in the bid solicitation;
2. This bid is valid for the period requested in the bid solicitation;
3. All the information provided in the bid is complete, true and accurate; and
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.

Signature of Authorized Representative of Bidder

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Annex A

Statement of Work

Automated Airline Hosting and Aircraft Tasking System

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PART I - SUMMARY

Glossary

1 Canadian Air Division Headquarters (1 Cdn Air Div HQ) - The division within DND responsible for the tasking, direction and control of transport aircraft of military flights

AAHATS - Automated Airline Hosting and Aircraft Tasking System

AAHS - Automated Airline Hosting System

ADL - Additional List - additional PNRs added after PNL is transmitted

Agent - Personnel within DND responsible for the functions of the AAHATS

AIRIMP - ARC/IATAN reservations interline message procedures/passenger

Air Movement Squadron (Air Mov Sqn) - Units within DND, at DND airport terminals, that deal with the handling of air transport traffic for both cargo and passengers.

ARINC - Aeronautical Radio Incorporated

ASC - Advising Schedule Changes

ATS - Aircraft Tasking System

CA - Contract Award Date

CAL - Commercial Airline

CF - Canadian Forces

CFO - Change Flight Operations

Check-In - The process where a passenger is issued a boarding pass and baggage is taken from the passenger to be loaded onto an aircraft

Chief of Review Services - An organisation within DND that provides internal audit functions

COTS - Commercial off-the-shelf

CRC - Central Reservation Control

CRS - Computer Reservation System

Database - The aggregate of data input by DND authorized personnel via various communications terminals

DCOS (Mat) / Mat J4 Tn - Deputy Chief of Staff (Materiel) / Materiel J4 Transportation

DND - Department of National Defence

DND PA - The Department of National Defence Project Authority within the DCOS (Mat) / Mat J4 Tn Organisation responsible for the overall AAHATS project and training coordination

EPR - Employee Profile Record

ET - Eastern Time

FIT - Flight in Trouble

Flight Programming - Within the ATS, the activity of flight scheduling

FTP - File Transfer Protocol

GDS - Global Distribution System

GFE - Government Furnished Equipment

IATA - International Air Transportation Association - rules agreed to by airlines for standardisation

IAW - In Accordance With

IT - Information Technology

Military Flights - Includes all regularly scheduled DND flights, all special flights and all special charter flights contracted by or for DND

MIS - Management Information System

NAR - New arrival information

NATO - North Atlantic Treaty Organization

NOK - Next of Kin

NOSHOW - A confirmed passenger who does not report for boarding

NPSC - National Passenger Service Centre - the DND centre for passenger bookings

OAL - Other Airline

OPS - Designated DND Operations Centre

PA - Project Authority

PDC - Post Departure Control

PM - Project Management

PNL - Passenger Name List

PNR - Passenger Name Record

PWGSC CA - Public Works Government Services Canada Contract Authority

SITA - Société Internationale de Transport Aérien

SGL - System Go Live Date

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Systems Control (SYSCON) - Within the Air Mov Sqn, the staff members responsible for overall systems monitoring, operating procedures and technical interface

TA - Task Authorization

TBC - To Be Confirmed

UAT - User Acceptance Testing

UPS - Uninterruptable Power Supply or Uninterruptable Power Source

WBS - Work Breakdown Structure

XCTA - Christmas Travel Automation

YF - The designator used in flight numbering to identify DND military flights and DND chartered flights

1. Introduction

- 1.1 The Department of National Defence (DND) operates a fleet of Canadian Forces (CF) aircraft as well as charters with commercial industry to provide airlift resources in support of operations. These flights are identified under the flight designator YF. DND must have the capability to monitor these flights as well as a passenger reservation system to book travellers.

2. Background

- 2.1 Since 1992 the Automated Airline Hosting and Aircraft Tasking System (AAHATS), provided to DND through a series of competitive contracts, has been based on automated reservation system products from Sabre Airlines Solutions. Prior to that date, other automated reservation products and associated services were deployed.
- 2.2 The most recent competitive contract for AAHATS was awarded in 2003 to MacDonald, Dettwiler and Associates Ltd (MDA) to provide the necessary resources, training and service support for the AAHATS project which permitted DND to program its military flights as well as the booking of passengers onto those flights. The incumbent’s contract was established for 5 years with additional option years.

3. Objective

- 3.1 A key objective for DND is to acquire an automated airline hosting and aircraft tasking system and associated services that must meet the following key criteria:
 - 3.1.1. During the transition period, minimize any negative impact on the ability of DND to effectively book passengers on its military or DND chartered aircraft;
 - 3.1.2. Support effective Command and Control throughout the transition period;
 - 3.1.3. Meet the requirements listed below throughout the duration of the contract; and
 - 3.1.4. Be cost effective to ensure the needs of the CF are met in a fiscally responsible manner.

4. Scope of Work

- 4.1. The Contractor must provide an AAHATS as follows:
 - 4.1.1. Automated Airline Hosting System (AAHS). The Contractor must provide a modern and proven automated airline hosting system that is compatible with an aircraft tasking system. “Proven” is defined as having no less than five (5) years of continuous deployment and operation as an automated airline hosting system. The system must provide a user-friendly interface accepting the use of masks, fill-in-blank or drop down menu type screens. Refer to detailed specifications at Part II.
 - 4.1.2. Aircraft Tasking System (ATS). The Contractor must provide an aircraft tasking system to control the movement of CF and chartered aircraft under the YF designator that is compatible with the automated airline hosting system referenced above. Refer to detailed specifications at Part III.
 - 4.1.3. Management Information System (MIS). The Contractor must provide, via a File Transfer Protocol (FTP) protected site, management information data such as but not limited to flight information and boarded passengers on YF flights by

Classes of Service (used by DND), by flight leg, by booking segment and include on and off loads at each stop. Refer to detailed specifications at Part IV.

- 4.1.4. Christmas Travel Automation (XCTA). The Contractor must migrate a customized application owned by DND or develop its own solution to work in conjunction with the AAHS with the capability to book passengers, sort and process applications using an auto-confirmation by electronic mail (email). Refer to detailed specifications at Part V.

5. Contractor Resources

- 5.1. The Contractor’s team of professionals must collectively provide the skills and experience necessary to meet the AAHATS requirements specified in the SOW and in accordance with the Contract. All the Contractor’s designated personnel are to be fully competent and diligent with respect to their responsibilities, and in the AAHATS environments.
- 5.2. The Contractor must designate qualified personnel for the following positions:
- 5.2.1. Project Executive: Senior executive who oversees the Contract, with the authority to resolve issues requiring escalation;
- 5.2.2. Project Manager: The Project Manager (PM) must have a minimum of five (5) years experience in the past ten (10) years in Information Management, Project Management and in a technical support role of an automated airlines hosting and aircraft tasking system. The PM must:
- 5.2.2.1. Be responsible for all matters relating to the provision of the AAHATS at all locations listed in Part VI;
- 5.2.2.2. Have operational responsibility and authority;
- 5.2.2.3. Be able to communicate with the DND PA in person, by telephone, by fax, through voice mail, by cellular phone and email, within two (2) hours of a request from the DND PA within the core hours as identified in Part II, Article 1.2.2;
- 5.2.2.4. Advise the DND PA in writing, email or by telephone in the event of absence from duties for two or more working days and must appoint a suitable replacement intimately involved with the project, who can act as the PM in all capacities;
- 5.2.2.5. Provide a written report on a monthly basis, throughout the duration of the Contract, within (fifteen)15 working days after month end, to the DND PA, in a mutually agreed format, on activities of the Contractor with respect to:
- 5.2.2.5.1. The number of passengers boarded;
- 5.2.2.5.2. Monthly help desk log files of all open incidents;
- 5.2.2.5.3. Progress report of activities that are still open or closed;
- 5.2.2.5.4. Corrective action taken to resolve any issues; and
- 5.2.2.5.5. Performance measurement report to confirm system reliability of at minimum ninety-seven percent (97%) uptime.

5.2.2.6. Become familiar with and maintain familiarity with DND operations; participate proactively in case of disruption to normal activities, such as national emergency or non-forecast operations.

- 5.3. Canada reserves the right to request and receive from the Contractor certification of the skills, experience, competencies and security levels of any personnel or subcontracted resources that are assigned to perform work under the Contract, including task authorized work.

6. Implementation

- 6.1. The Contractor must assign a special project team to direct the implementation of the AAHATS.
- 6.2. The Contractor is responsible for all office facilities and equipment required by the Contractor to fulfill this obligation.
- 6.3. The Contractor must provide a detailed and completed version, coordinated with the DND PA, of its preliminary implementation plan provided in its proposal, no later than thirty (30) calendar days from the date of Contract award. The implementation plan must detail, but not be limited to:
- 6.3.1. Project Milestones;
 - 6.3.2. Project Deliverables;
 - 6.3.3. Development Schedule;
 - 6.3.4. Training Plan;
 - 6.3.5. Equipment details and delivery with installation details;
 - 6.3.6. User Acceptance Testing (UAT): The Contractor must provide, no later than 45 days prior to SGL, a final UAT document to be approved by DND prior to UAT. DND will conduct onsite UAT at each location identified in Part VI. The Contractor must be present for the UAT at each location and ensure that all deliverables, including the communications network, personal computers (PC's), printers, associated consumables such as printer toner and ribbons, paper for boarding passes and baggage tags, reservation and flight tasking software and product manuals are available at each location for on-site user acceptance testing. The Contractor must ensure UAT is completed no later than thirty (30) calendar days prior to the system go live date. Tests are to be mutually agreed upon and documented in the UAT document, provided by the Contractor in a format that is acceptable to the DND PA;
 - 6.3.7. Risk Management Plan to identify, at a minimum, the following risks and plans to mitigate the impact;
 - 6.2.7.1. Human Resources;
 - 6.2.7.2. Equipment;
 - 6.2.7.3. Management Changes;
 - 6.2.7.4. Service interruptions; and
 - 6.2.7.5. Technical delays or failures.

-
- 6.3.8. Transition Plan. The Contractor must implement a roll out schedule, approved by the DND PA and in accordance with details in the Contractor's proposal. The Contractor must identify and implement any special arrangements that may be required for the first day, the first week, and the first month of the system go live date and how it will transition from the previous supplier.

6.4. Reporting.

- 6.4.1. The Contractor must provide status reports weekly (Monday) by close of business, in the last sixty (60) calendar days prior to the system go live date, detailing:
- 6.3.1.1. Schedule (actual versus estimate);
 - 6.3.1.2. Major deliverables outstanding;
 - 6.3.1.3. Activities completed since last review;
 - 6.3.1.4. Delays which will or may negatively impact on timeliness of Project milestones;
 - 6.3.1.5. Items requiring escalation and the current status of the escalation; and
 - 6.3.1.6. Status log of items with resolution activity and timelines.
- 6.4.2. Attend status meetings with the DND PA, at either DND's facilities, the Contractor's facilities in the NCR or via teleconference, as mutually agreed, but not less than monthly until the system go live date.
- 6.4.3. The Contractor must provide a Close-out Report, within fifteen (15) calendar days following the system go live date, to confirm implementation has been completed and the AAHATS is fully operational.

7. Disaster Recovery Plan

- 7.1. The Contractor must prepare and deliver within thirty (30) calendar days prior to the system go live date, a Disaster Recovery Plan that details how all AAHATS operations will be restored within 24 hours of a loss of service no matter how severe. AAHATS must be able to resume service without having lost more than 24 hours worth of data from the time of the failure. This plan must detail the requirements for the hardware, software, procedures and processes required to support the plan. This plan is subject to DND approval, and implemented at the sole discretion of, and as directed by DND. If and/or when DND directs that the Disaster Recovery Plan is to be implemented the Contractor must put the Disaster Recovery activity in a "Readiness Mode". "Readiness Mode" is defined as the state from which all elements of the Disaster Recovery Plan can be implemented in response to a disaster. The plan must include but not be limited to:
- 7.1.1. Preventative measure to backup database including recovery downtime;
 - 7.1.2. Software backup and restore/recovery process;
 - 7.1.3. Hardware replacement process;
 - 7.1.4. Connectivity process;
 - 7.1.5. Contractor and Global Distribution System (GDS) points of contact including duties and responsibilities;

7.1.6. Composition of the disaster recovery team; and

7.1.7. Crisis management and communication plan.

8. Phase-out Services

- 8.1. The phase-out period of the Contract covers the final three months of the contract period, or a longer period as mutually agreed. The Contractor must provide the same level of services during the phase-out period, in accordance with the terms and conditions described in this SOW.
- 8.1.1 All required equipment must remain in place until all travel has been completed for Passenger Name Record (PNR)(s) in the existing system, or as mutually agreed between the DND PA and the Contractor.
- 8.2. The Contractor must:
- 8.2.1. Cooperate fully with DND and with any new supplier of AAHATS services for all transition activities;
- 8.2.2. Provide work-generated documentation and updated technical information (manuals, data structure documentation, design specifications, AAHATS licenses documentation, etc.) and associated knowledge transfer to DND as directed by the DND PA;
- 8.2.3. Make available and deliver to any new supplier of AAHATS services any and all information and know-how, including all databases and documented procedures and processes, as directed by the DND PA; and
- 8.2.4 Provide a schedule detailing when and how AAHATS equipment will be removed from the DND facilities.

9. General Requirements

- 9.1. Equipment and Facilities
- 9.1.1. There will be no government furnished equipment (GFE) provided for this Contract. The Contractor must provide and install all necessary equipment, computer systems and associated consumables such as printer toner and ribbons, paper for boarding passes and baggage tags, data and power back-up systems, communications services, and other items including upgrades to provide the services, in accordance with and throughout the duration of the Contract, and as coordinated with the DND PA.
- 9.1.2. The Contractor must maintain the necessary reservations equipment, computer systems and communications services in such a manner as to ensure optimum performance for the services required by this contract.
- 9.1.3. The Contractor must upgrade the equipment including consumables, if not compatible with upgraded equipment, stated in paragraph 9.1.1, at a minimum,

at the end of the third year and every three years thereafter during the contract period.

- 9.1.4. The Contractor must provide data sanitization of any hard drive that is removed from service in such a way that there is assurance that the data can not be recovered or reconstructed using normal system functions or software files or data recovery utilities. The Contractor must provide the documented process and procedures on the sanitation process no later than thirty (30) calendar days prior to the system go live date.
- 9.1.5. The Contractor must control electronic waste through the establishment of an ongoing hardware take-back and recycling program.
- 9.1.6. The Contractor must recycle or dispose of all equipment taken back in an environmentally sensitive manner. At a minimum, the recycling should involve material recovery and metals recovery processes. Facilities used to process end of life electronics must meet all applicable health, safety, environment, transport and export regulations. Facilities must possess all the required permits and appropriate insurance. The Contractor must provide, no later than thirty (30) calendar days prior to the system go live date, documentation to establish, to the satisfaction of DND, that a business obligation exists between the Contractor and a facility as well as provide permits and proof of insurance. DND must be notified in writing, in advance of any change in facility and provided with the appropriate documentation for the new facility.

9.2. Licenses, Permits and Compliance

- 9.2.1. The Contractor must obtain all the necessary licences, registration, and/or permits for the delivery of the automated airline hosting and aircraft tasking system (such as computer reservation systems (CRS), PC and Printer Software).
- 9.2.2. The Contractor must, in the fulfilment of its obligations, comply with all current and new applicable governmental and DND laws, ordinances, codes, rules and regulations.

9.3. System Enhancements

- 9.3.1. The Contractor’s GDS must be the most recent and updated version available throughout the duration of the contract. All enhancements and changes proposed by the Contractor must have written approval by the DND PA prior to implementation and must be at the Contractor’s sole expense.
- 9.3.2. Enhancements and changes requested by DND will be done through the Task Authorization process. To meet DND’s requirements, the Contractor must ensure that, unless mutually agreed to otherwise:
 - 9.3.2.1. System changes are to be tested and implemented within sixty (60) calendar days of a request for a program enhancement, or as mutually agreed to by the Contractor and DND, of which a minimum of ten (10) working days must be allocated for acceptance testing.

9.4. Official Languages

9.4.1. The Contractor must, where feasible, provide all customer services, including all printed, audio-visual and electronic material, in both of Canada’s official languages and in accordance with current and amended Federal Government policy, at each location identified where services are to be provided by the Contractor. Locations include 1 Canadian Air Division Head Quarters (1 Cdn Air Div HQ) in Winnipeg, MB, the National Payload Services Centre (NPSC) in Trenton, ON and the DND PA in Gatineau, QC and other locations as directed by the DND PA.

9.5. Meetings

9.5.1. Regularly scheduled monthly meetings between the Contractor and the DND PA to discuss and resolve problems and to continuously improve the program must be held at either DND facilities, the Contractor’s facilities in the NCR or via teleconference, as mutually agreed, for the duration of the Contract or as mutually agreed by the DND PA and the Contractor.

10. Training

10.1 The Contractor must provide training on the most up to date version of the software provided. The Contractor must provide this training in English and where feasible in French as requested and coordinated with the DND PA. The Contractor must provide training for DND personnel as coordinated by the DND PA as follows:

10.1.1. The Contractor must provide a final and detailed training package no later than eighty (80) calendar days prior to the system go live date.

10.1.2. The Contractor must provide an online help/system tutorial for training users and to assist operators no later than one (1) day prior to system go live date.

10.1.3. Subject to sub-article 10.1.5 below, the Contractor must provide initial classroom training for up to fifty-five (55) reservation agents, flight programming agents, including section supervisors, and DND staff as determined by the DND PA. This initial training must be provided and completed within thirty (30) calendar days prior to the system go live date and must be coordinated with the DND PA to ensure minimal disruption to CF operations. The training must be designed to bring operators and supervisors to a standard working level, acceptable to DND. In addition, training for two (2) DND personnel responsible to conduct acceptance testing on behalf of DND, must be provided by the Contractor and completed fifteen (15) calendar days prior to the start of on-site user acceptance testing.

10.1.4. Initial training must be conducted at a location provided by the Contractor within the National Capital Region (Ottawa/Gatineau).

10.1.5. Should the Contractor’s proposed AAHATS solution be substantively the same or very similar to the Sabre based system used for AAHATS in 2012, DND reserves the right to determine if initial training (described at 10.1.3) is required at all. If DND determines that such training is not required (in whole or in part), the Contractor will be informed by the DND PA and Contracting Authority no later than 30 days after contract award. A DND decision to not receive initial training services from the Contractor shall be at no cost to Canada. If part of the initial training proposal is considered to be of value, such services may be requested by DND through the Task Authorization process.

- 10.1.6. The Contractor must identify any annual training deemed necessary for the continued use of the software to the DND PA. Training must be conducted annually as coordinated with the DND PA. Due to DND operational constraints, annual training must be provided during two time periods. Typically the time periods will be February/March and September/October.
- 10.1.7 Annual training must be conducted at a location provided by the Contractor, and should be within the National Capital Region (Ottawa/Gatineau). Should facilities not be available in the National Capital Region, the Contractor must absorb the cost of transportation, meals, incidentals and accommodation for each trainee in accordance with (IAW) Treasury Board Guidelines. The type of annual training, frequency of training and number of trainees must be coordinated with the DND PA.
- 10.1.8. In addition to the initial and annual training, the Contractor must provide contingency training in the various aspects of the AAHATS as requested by the DND PA. This training will be conducted at the Contractor’s facility as coordinated with the DND PA. Canada reserves the right to obtain contingency training through the Task Authorization process.

11. Documentation

- 11.1. The airline industry’s official language is English. Consequently, GDSs are only available in the English language. As a result, all documentation will be provided in English and where feasible, in French.
- 11.2. The Contractor must provide Training manuals (hard and electronic copy) to all individuals at the time of receiving training. Updates, in both formats, are to be provided as they occur.
- 11.3. Product Manuals - Twenty (20) copies of each product manual (hard and electronic copy) to support the reservation product must be provided for the locations and in the quantities identified in the table at Part VI. All product manuals must be available for the onsite user acceptance testing. Distribution will be coordinated with the DND PA. The Contractor must provide the updates, in both formats, as they occur as follows:
- 11.3.1. Electronic version is to be updated via email; and
- 11.3.2. Paper version is to be updated by providing any page(s) affected by the updates that will be inserted in the product manual.
- 11.4. Emergency Procedures - An accident or an incident that results in an unusual occurrence and/or casualties will be regarded as a Flight in Trouble (FIT). This will apply to all military and chartered aircraft under the YF designator. Emergency procedures must be documented and provided for the locations and in the quantities identified in the table at Part VI. Emergency procedures must be available for the onsite user acceptance testing.
- 11.5. Error Diagnostics - The Contractor must provide a document describing the methodology used in assessing errors, messages that may be generated from invalid input and a catalogue of errors and advisory messages. Error diagnostic document must be available for the onsite user acceptance testing.

PART II - AUTOMATED AIRLINE HOSTING SYSTEM (AAHS)

1. General

- 1.1. The Contractor's GDS must provide DND with a minimum reliability of ninety-seven percent (97%) uptime over any given month for CF flight bookings. The related services to be provided by the Contractor must at a minimum include the following:
 - 1.1.1. Use of the Contractor provided CRS and equipment as detailed in Part VI (descriptions of the aircraft tasking system requirements are at Part III);
 - 1.1.2. A security system to restrict agents from performing functions outside their area of responsibility;
 - 1.1.3. Passenger booking;
 - 1.1.4. A secure communications network; a gateway or router at each location, to ensure that if one (1) location is down, other locations can obtain assistance or send the work to one (1) of the other locations. The communication network must be independent of all other locations;
 - 1.1.5. Off-line management reports;
 - 1.1.6. Historical data; and
 - 1.1.7. Print itineraries and baggage tags.
- 1.2. All maintenance activities conducted by Contractor personnel must be done in a manner as to minimize the negative impact to DND operations. In addition, any system failures or malfunctions must be resolved and reported as follows:
 - 1.2.1. System Failure or Malfunctioning due to application software or data problems causing the necessity to cease or disrupt the operation of the system or parts thereof. The Contractor must have personnel available twenty four (24) hours a day, seven (7) days a week and must resolve a problem of this nature within four (4) hours of the incident. This service must be performed by live Contractor personnel;
 - 1.2.2. When the system fails, the Contractor must identify the cause and scope of the problem, proceed with the assessment and provide the necessary corrective action during working core hours, and after hours, if necessary. Core hours are defined as being between 0730 and 1730 hours eastern time (ET), Monday to Friday, excluding Canadian statutory holidays; and
 - 1.2.3. In the event of a failure of any kind, the Contractor must provide a summary to the DND PA and the NPSC describing the cause of the failure, duration of failure and the action taken. The summary must be provided, in writing or email, in a mutually agreed format, within two (2) hours after the problem has been rectified, if the problem occurred within core hours. If the problem occurred outside core hours, the summary must be provided by 10:00 hrs ET the next business day.

1.3. Performance Requirements – Technical Support

- 1.3.1. The Contractor must maintain the automated airline hosting and aircraft tasking system environment in a ninety-seven percent (97%) operational state at all times including time required for planned scheduled maintenance. In the event of system failure related to any of the activities which will make the system inaccessible by DND, the Contractor must have a maximum of four (4) consecutive hours in which to re-establish the connection, between 0730 and 1730 hours ET, Monday to Friday, excluding Canadian statutory holidays.
- 1.4. The Contractor must address to the satisfaction of the DND PA, all requests submitted via a Task Authorization for changes to hardware and related software, for both routine and urgent requirements, including documented lead-time and cost estimates for custom fixes solely requested by the DND PA.

2. Reservations

- 2.1. Through the means of a CRS, equipped with a windows based application, a user-friendly graphical user interface accepting the use of masks, fill-in-blank or drop down menu type screens, the AAHS must allow each passenger-booking agent the capability to perform the functions below, including but not limited to:
 - 2.1.1. Request schedule or flight availability information;
 - 2.1.2. Examine flight information, flight-forecast detail or flight inventory;
 - 2.1.3. Book, cancel or waitlist airline space;
 - 2.1.4. Request and confirm advance seat reservations for passengers on all military flights under the YF designator;
 - 2.1.5. Enter, retrieve, change or cancel a passenger name record;
 - 2.1.6. Request excess baggage if applicable and document accordingly; and
 - 2.1.7. Operate from a remote location from anywhere DND may conduct operations through a portable system with a simple communication link (dial-in restricted to DND only).

3. Software Capabilities

- 3.1. When a transaction is entered into the AAHS, validation and verification checks must be performed and a series of further actions must be generated, including but not limited to:
 - 3.1.1. Incorrect or invalid data must be rectified with a clearly understandable error diagnostic messages;
 - 3.1.2. Schedules validated, minimum connection times checked and continuity of passenger itineraries verified;
 - 3.1.3. Teletypes must be generated to request, book or cancel space;

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- 3.1.4. The AAHS must have messaging between each CRS-equipped location. Messages being generated for additional action of supplementary elements must be automatically generated;
 - 3.1.5. The AAHS must provide trip reminder notification, via email, forty-eight (48) hours prior to scheduled flight departure time, to all passengers who have provided an email address in their reservation;
 - 3.1.6. Scheduled information must be provided for all DND and connecting services. Schedule changes must be performed on-line and automatic passenger protection must be provided; and
 - 3.1.7. Total flight inventory control must be maintained for a minimum of one hundred and eighty (180) calendar days in advance for all flights under the YF designator. Bookings must be possible on flights beyond one hundred and eighty (180) calendar days by specifying the year in the input. Passengers on an “infinity” booking extending beyond the current schedule in the system must be automatically protected when the effective schedule is input.
- 3.2. The AAHS must:
- 3.2.1. Accommodate a range of fifty thousand (50,000) to seventy-five thousand (75,000) YF passenger bookings, annually. Passenger movement statistics identified in Part VII are provided as information only and are not in any way a guarantee of passenger travel;
 - 3.2.2. Maintain past flight data on-line for forty-eight (48) hours past the completion of the flight;
 - 3.2.3. Provide controlled overbooking and automatic waitlist handling;
 - 3.2.4. Record and verify itinerary data for accuracy and continuity;
 - 3.2.5. Prohibit interline bookings from commercial carriers to the DND host system;
 - 3.2.6. Move passengers or groups of passengers from one flight to an alternate flight using a single transaction; and
 - 3.2.7. Provide limited control over duplicate bookings over a selected routing within a specified time parameter.

4. Input Data

- 4.1. The aggregate of data input by DND authorized personnel via various communications terminals linked to the AAHS (i.e. telex, teletype, CRS) and information provided by DND but fed to the AAHS by the Contractor is referred to as the Database.
- 4.2. The following information must at a minimum comprise the Database:
 - 4.2.1. User configurable on-line cities – a list of cities into which DND operates;
 - 4.2.2. User configurable aircraft information – aircraft type, seating configuration, aircraft numbers, cargo aircraft and new equipment;

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- 4.2.3. Flight numbering system – for scheduled flights and for non-scheduled flights such as charters, extra sections, test flights, training, search and rescue;
 - 4.2.4. Flight schedules and schedule changes – information to include flight number, equipment codes, origin and destination by leg, arrival and departure times, days of operation and effective and discontinued dates;
 - 4.2.5. Connection times – display minimum connection times at all locations between DND and DND as well as between DND and others, and any exceptions to these times;
 - 4.2.6. Message address lists – for use with stop sales and forecasts;
 - 4.2.7. Flight booking level pattern – the pattern by which the number of passengers overbooked on a flight is controlled through the flight’s booking period;
 - 4.2.8. City and country equivalents – the city code for each city in the DND system, off-line or on-line;
 - 4.2.9. Valid connection points – selected connection points to be used in constructing routings between on-line points;
 - 4.2.10. Product information – selected information such as ticket office hours, airport facilities, hotels and car rentals;
 - 4.2.11. Route mileage – required for passenger file reports; and
 - 4.2.12. Boarded passenger forecasts – monthly-boarded passenger forecasts for the next two (2) years, used in equipment planning for DND reservation systems requirements.
- 4.3. The AAHS must, at a minimum, create at no charge to DND:
- 4.3.1. New city and airport codes with forty-eight (48) hours advance notice to the YF partition;
 - 4.3.2. Add existing city and airport codes to the YF partition within the same day;
 - 4.3.3. Add, change, adjust and delete aircraft seat maps; and
 - 4.3.4. View flights which are active within the YF partition at any time and one hundred and eighty (180) calendar days in advance.

5. Passenger Name Record (PNR) Handling

- 5.1. The AAHS must include, as a minimum, the following mandatory information entered in any DND created PNR:
 - 5.1.1. Name;
 - 5.1.2. Itinerary;
 - 5.1.3. Airline;
 - 5.1.4. Flight number;

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- 5.1.5. Flight date;
 - 5.1.6. Contact;
 - 5.1.7. Ticketing and/or travel authorization information;
 - 5.1.8. Booking agent identification;
 - 5.1.9. Interlining and reception arrangements;
 - 5.1.10. Excess baggage;
 - 5.1.11. File number and date;
 - 5.1.12. Group travel; and,
 - 5.1.13. Remarks.
- 5.2. No less than 999 supplementary information fields must be provided which will be used for unique DND free-flow information such as personnel identification numbering or travel information data as coordinated with the DND PA. Each supplementary information field must accommodate no less than 60 alpha-numeric characters.
 - 5.3. The “book flight by time” transaction must search the schedule and select all available flights close to the time requested. If space is not available, the response must include a display of flights that are available within the specified time parameter of the availability transaction.
 - 5.4. An unsuccessful response to the book flight-by-flight number transaction must also include a display of available flights. When an availability display is on the CRS screen or monitor, any segment can be booked by line number.
 - 5.5. When all the passenger details have been entered and the transaction is completed, a location identifier must be added automatically and the PNR stored in the AAHS. The AAHS must validate all input fields, verify the continuity of the itinerary and check minimum connection times, generate messages to online reservation and/or airport offices as required for action of any supplementary items.
 - 5.6. The AAHS must permit PNR retrieval by flight, class, date, city pair and passenger name. If identical passenger names are retrieved, optional input of a display name record transaction must allow the checking of contact and ticketing information for more positive identification. If no exact match on the name is found, the AAHS must compare similar sounding names and output a list on the CRS screen or monitor for comparison and selection.
 - 5.7. Optional input on the display name record transaction must permit the display of historical portion of the PNR. This data includes departed and/or cancelled segments. Many of the PNR fields must permit multiple entries; e.g. the name field allows a minimum of eighty-five (85) names. On display, the fields must be numbered for ease of reference in changing the data. The AAHS must permit segments to be added or cancelled, status codes in supplementary fields to be changed and other data readily changed.

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- 5.8. The PNR record must allow bookings for groups of ten (10) or more, and allow individual names to be added or deleted as required.
 - 5.9. The AAHS must allow the number of passengers in a party of nine (9) or less to be increased or decreased before the "end" transaction. If a change in itinerary forces the separation of the party into separate records, a transaction must be available that splits the PNR automatically and cross-refers both PNR(s).
 - 5.10. The AAHS must cancel a PNR with a single transaction. Appropriate action is to be taken to cancel inventory space, generate interline cancellation messages and generate advice on applicable cancelled supplementary elements.
 - 5.11. The AAHS must copy the attributes of a PNR and create a new PNR.
 - 5.12. The AAHS must change, add or cancel flight itineraries and special service requests with one entry.

6. Itinerary Printing

- 6.1. The AAHS must produce hard copies of all information contained in any DND generated passenger reservation in both of Canada's official languages. It must include but not necessarily be limited to:
 - 6.1.1 DND airline indicator (YF);
 - 6.1.2 Flight number;
 - 6.1.3. Flight date;
 - 6.1.4. Class of service;
 - 6.1.5. Departure time;
 - 6.1.6. Arrival time;
 - 6.1.7. Indication of a date changes if applicable;
 - 6.1.8. Number of stops between origin and destination; and
 - 6.1.9. Number of passengers booked.
- 6.2. The AAHS must transmit all the information contained in the DND reservation via email, in a format acceptable to the DND PA, to all the passengers listed in the reservation who have provided an email address.

7. Passenger Check-In Process

- 7.1. The passenger check-in process must be accomplished via a user friendly interface accepting the use of masks, fill-in-blank or drop down menu type screens.
- 7.2. The AAHS must designate one (1) or more workstations to a specific flight for check-in and flight entries.
- 7.3. The AAHS must have a one screen view and entry for aircraft information including but not necessarily limited to aircraft type, flight number, departure and arrival times,

current flight status, seating capacity, status of all flight legs and the current location in control of flight.

7.4. The AAHS must view passengers:

- 7.4.1. Ready for check-in;
- 7.4.2. That have not checked-in;
- 7.4.3. With inbound and outbound connections for review if aircraft is delayed, cancelled or location is over flown;
- 7.4.4. With a boarding pass not on board the aircraft; and
- 7.4.5. Without a boarding pass.

7.5. At Check-in, the AAHS must:

- 7.5.1. Create a PNR at check-in;
- 7.5.2. Edit a PNR from the check-in screen;
- 7.5.3. Offload passengers in one entry;
- 7.5.4. Re-issue a boarding pass in one entry; and
- 7.5.5. Review passenger contact details, special service requirements and onward flight segments.

7.6. The AAHS must allow the check-in of passengers as follows:

- 7.6.1. Check-in passengers individually in one entry;
- 7.6.2. Check-in groups in one entry;
- 7.6.3. Check-in multiple members and families in one entry;
- 7.6.4. Offload passengers in one entry;
- 7.6.5. Issue boarding passes in one entry;
- 7.6.6. Re-issue boarding passes in one entry; and
- 7.6.7. Issue baggage tags ensuring baggage data is linked and reconciled in the PNR. Baggage tracking or scanning services is not required.

8. Passenger Boarding

8.1. Gate agent information must be entered into the system. This must include, but is not limited to:

- 8.1.1. Location (place and country);
- 8.1.2. Phone numbers; and

8.1.3. Name of the supervisor as well as the check-in personnel working the flight.

8.2. The AAHS must board passengers by name and by line. The AAHS must also notify agents, with easy to understand notices, when all passengers have boarded.

9. Flight Closure

9.1. The AAHS must:

9.1.1. Close flights with actual class of service counts;

9.1.2. Advise agents when all passengers are not boarded prior to flight closure;

9.1.3. Allow agents to re-open flights to add flight remarks, passengers, complete additional check-in or remove passengers; and

9.1.4. Provide access to passenger manifests with all passengers named, special requirements or services annotated to the specific passenger.

9.2. The AAHS must not allow post departure control (PDC) transactions to occur when up-line locations have not completed check-in or flight close requirements.

9.3. The AAHS must be able to delay PDC for up to three (3) hours after flight departure.

9.4. The AAHS must have the functionality to return “flight to gate”, allowing for the addition or the deletion of passengers, flight remarks or other entries as required.

10. Reports

10.1. The AAHS must, at a minimum, generate reports for airport terminal staff and the flight crew. These must include, but are not limited to:

10.1.1. Passenger manifests;

10.1.2. Passenger boarding lists;

10.1.3. Passenger special services lists;

10.1.4. Passenger baggage lists;

10.1.5. Post Departure List (PDL); and

10.1.6. Passenger counts.

10.2. The AAHS must allow the query of any flight and passenger data elements and generate Excel type ad-hoc or customized reports that can be sorted and manipulated as requested by the Office of the Auditor General or Chief of Review Services.

11. NOSHOW Transaction

11.1. A passenger holding confirmed space that does not check-in for a flight must be declared as a NOSHOW and be deleted from the passenger manifest using the passenger’s corresponding reference number. Only the NOSHOW segment and those subsequent to the NOSHOW transaction must be cancelled and moved to a history segment indicating that such segments were cancelled due to a NOSHOW.

11.2. Travelled segments completed before the NOSHOW transaction, including those of the same day must not be cancelled and must remain in the itinerary history segment.

Segments that follow the NOSHOW segment must be automatically cancelled using the flight number, class of service, date, originating and destination cities and reference number.

- 11.3. As with all PNRs, passenger PNRs declared as a NOSHOW must be archived on the appropriate storage media.

12. Teletype

- 12.1. The teletype feature must at a minimum:

- 12.1.1. Process interline incoming teletype messages relative to commercial bookings;
- 12.1.2. Generate outgoing interline teletype messages;
- 12.1.3. Reject incoming teletype/telex messages for format and process through the Contractor’s central messaging facility;
- 12.1.4. Generate outgoing interline messages to book, request or cancel space, change passenger names, change arrival information to any interline segment or to request supplementary item action. Outgoing messages must also be generated in reply to interline requests for space. The schedule change and passenger protection programs must output the applicable ASC/NAR AIRIMP messages; and
- 12.1.5. Process incoming interline replies by updating the PNR and queuing it to the booking office for appropriate advice/action with the passenger.

13. Traffic Handling

- 13.1. The traffic handling functionality must receive and send written and email messages throughout the Contractor’s communications network and other world-wide networks, such as Aeronautical Radio, Incorporated (ARINC) and Société Internationale de Transport Aérien (SITA).
- 13.2. Error responses must be displayed to aid the operator in the proper formatting of the input message.

14. Standby

- 14.1. The AAHS must handle a standby confirmation process where DND personnel processing the flight can confirm passengers who are registered in a specific class of service at the airport or air terminal.

15. Reference Information

- 15.1. On-line reference information on topics such as cities, customs regulations, baggage and ticketing procedures must be available through the computer system. Specific reference files must be capable of being updated by agents authorized to perform this function, to allow pertinent data to be updated without delay.

16. Flight Lock-Out

- 16.1. An accident or an incident that results in an unusual occurrence and/or casualties will be regarded as a Flight in Trouble (FIT). This will apply to all military and chartered

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aircraft under the YF designator. The Contractor must provide assistance to enact those emergency procedures referred to in Part I, Article 11.4.

- 16.2. Only personnel identified by 1 Cdn Air Div HQ with the appropriate employee profile record (EPR) shall be permitted to perform flight lock-out procedures associated with Flight in Trouble (FIT).

PART III - AIRCRAFT TASKING SYSTEM (ATS)

1. ATS Requirements

- 1.1. The Contractor must provide an ATS that at a minimum meets the following tasking requirements:
 - 1.1.1. Track the activities of the YF fleet, using flight numbers as its point of reference;
 - 1.1.2. Rely on each flight movement being given a flight number, whether scheduled or unscheduled, for whatever purpose, i.e. personnel or cargo airlift, maintenance or positioning;
 - 1.1.3. Create a base on which to build the tasking application (from the schedule) and set up a file record for each day a flight number is scheduled to operate. This operations record must contain the flight number, date of operation, scheduled routing of the flight, scheduled operating times in and out of each location on the flight route, the aircraft type and seating configuration and a remarks area;
 - 1.1.4. Track, report and record the movement of aircraft throughout its network to accurately monitor the status of each aircraft in the YF fleet at any given time;
 - 1.1.5. Be a rigid, simple-to-use format, forcing accuracy, reducing opportunity for misunderstanding and providing quick recognition of information being disseminated;
 - 1.1.6. Allow the monitoring of all flight operation activities of the YF fleet including passenger, cargo, training, positioning and ferrying flights;
 - 1.1.7. Display aircraft tasking data from any authorized equipped terminal location;
 - 1.1.8. Utilize a four (4) digit numbering system for regularly scheduled flights;
 - 1.1.9. Provide a maximum number of legs compatible with the host system but having no less than nine (9) segments within one flight pattern;
 - 1.1.10. Accommodate flight cancellations without changing flight numbers;
 - 1.1.11. Because of numerous itinerary changes, flights are constantly amended. The ATS must cancel a certain flight number in its entirety and reinstate it on the same date using the same flight number;
 - 1.1.12. Automatically initialize flights that are created within forty-eight (48) hours of departure;
 - 1.1.13. Remove initialization for flights requiring schedule changes within forty-eight (48) hours of departure;
 - 1.1.14. Provide a history of updates made to the operations records;
 - 1.1.15. Allow work in Greenwich Mean Time (GMT) as well as local time. Local time will be the default time; and

- 1.1.16. Provide an email notification for any change in itinerary greater than sixty (60) minutes to all passengers booked on the affected flight. In addition, email notification in a format acceptable to the DND PA must be provided for all schedule changes, flight delays or cancellation.

2. Flight Forecasting

- 2.1. The ATS must provide:
 - 2.1.1. Automation for the Flight Dispatch and Aircraft Routing functions;
 - 2.1.2. Forward data for notification of irregular operations and for load and flight planning;
 - 2.1.3. Manual creation of extra section for flights operating outside the schedule;
 - 2.1.4. Indicate any deviation from a schedule such as extra stops, late or early variance anticipated or realised, overflying a scheduled stop and flight cancellations; and
 - 2.1.5. Change aircraft type or seating configurations, split flights (different equipment may be operated on different legs), reason and condition codes justifying the deviation from the schedule.

3. ATS Security

- 3.1. The ATS must at a minimum provide:
 - 3.1.1. A secured partition within the GDS permitting access to DND designated locations only;
 - 3.1.2. A system of security code levels assigned to a designated CRS(s). The code must restrict agents from performing functions outside their area of responsibility; and
 - 3.1.3. The GDS must provide the DND PA with full access to the security system to restrict agents from performing functions outside their area of responsibility. The security system must allow the DND PA to access all Employee Profile Records (EPR), to create new profiles for new operators, to change operator’s responsibility, to suspend a profile, to create passwords and activate EPR(s). Full access to the security system by the DND PA is required for all components.

4. Flight Programming Functions

- 4.1. The ATS must provide the added flexibility to perform the flight programming of the airline. The ATS must be dynamic and allow for immediate changes to come into effect, even once the flight has departed and is in-flight. Agents must be authorized to use transactions that control the flights throughout the ATS. This functionality must be performed by the Agents in System Control (SYSCON) or from remote locations using a secured connection to the system.
- 4.2. The ATS must allow an Agent to:

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- 4.2.1. Change the seat allocation of any leg of a flight;
 - 4.2.2. Create extra flight segments and link them to the parent flight;
 - 4.2.3. Inhibit booking and waitlist confirmation on any flight leg or cancel any previously set inhibit indicators;
 - 4.2.4. Limit bookings over specific segments while allowing through bookings;
 - 4.2.5. Enter flight forecasts, including cancelled flights, equipment change, no-stop or extra cities and automatic queuing of passengers affected by the forecast;
 - 4.2.6. Monitor flight loads from day to day, control departure and arrival activities, including special service requests such as wheelchairs, special meals, commissary counts, etc;
 - 4.2.7. Provide advance load information for ramp handling;
 - 4.2.8. Display a booking profile of all flights by city and date;
 - 4.2.9. Determine "boarding" and "off-load" totals of all passengers by flight, by class and by date; and
 - 4.2.10. Display complete flight reports.
- 4.3. Flight forecasts that create misconnection problems are to be sent to SYSCON for a decision on the type of action to be taken immediately when identified. Messages of affected passenger name records may or may not be generated to the applicable reservations office for action based on the SYSCON decision.
 - 4.4. Inventory counts must give advance information regarding the total number of boarding passengers, through passengers and the number of seats required. The number of passengers making connections either to or from a particular flight must be available on-line and up-to-the-minute flight forecast information must be accessible and identical for every CRS in the system.
 - 4.5. In addition, a number of transactions specially designed to aid in controlling flight departures and post departure reconciliation such as inventory and PNR reconciliation, cancel NOSHOW, transmit passenger manifest, cancel flight departure, cancel check-in marker and load data messages must remain current and be available on-line.

5. System Control (SYSCON) Function

- 5.1. SYSCON must have access to a full range of flight operations transactions and limited access to booking transactions to facilitate confirmation of standby passengers and all flight operations. SYSCON must have access to transactions related to flight tasking, forecasting and tracking.
- 5.2. The GDS must provide SYSCON with a security system to restrict agents from performing functions outside their area of responsibility. The security system must allow SYSCON to access a list of Employee Profile Records (EPR), to create new profiles for new operators, to change operator's responsibility, to suspend a profile, to create passwords and activate EPR(s).

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- 5.3. The GDS must allow SYSCON to designate specific CRS terminals to a dedicated task thereby restricting and limiting the use of said CRS terminals.

6. Flight Lock-Out

- 6.1. An accident or an incident that results in an unusual occurrence and/or casualties will be regarded as a Flight in Trouble (FIT). This will apply to all military and chartered aircraft under the YF designator. The Contractor must provide assistance to enact those emergency procedures referred to in Part I, Article 11.4.
- 6.2. Only personnel identified by 1 Cdn Air Div HQ with the appropriate EPR shall be permitted to perform flight lock-out procedures associated with Flight in Trouble (FIT).

PART IV - MANAGEMENT INFORMATION SYSTEM (MIS)

1. Background

- 1.1. The DND is currently utilizing a customised application in FoxPro 5 to review, analyse and report on many years of CF flights and charters under the YF designator as well as passenger travel history. Data to populate this database application is provided via daily downloads from a secured file transfer protocol (FTP) site as well as a monthly CD-ROM summary.

2. Passenger Historical Data

- 2.1. The Contractor must provide DND with an electronic feed of American Standard Code for International Interchange (ASCII) delimited text data for incorporation into the application no later than one hundred and twenty (120) calendar days following the system go live date. The data must comprise, from the first day of the Contract, all booked and boarded passengers on YF flights by class of service, by flight leg, by booking segment and include on and off loads at each stop.
- 2.2. The Contractor must provide DND with a document detailing how to access the secured FTP site (user name and password), software and configuration requirements as well as any other information to facilitate the download of data and incorporation into the DND customised application.
- 2.3. Departed segments must be retained in the PNR and be available on the CRS for seventy-two (72) hours following travel on the last segment in the itinerary. When travel is complete, the PNR must be transferred into the GDS's archive and the PNR retained in the archive for three hundred and sixty-five (365) calendar days and allow for retrieval of any archived PNR through a CRS transaction on any departed segment.
- 2.4. Cancelled segments must be retained in the PNR and be available on the CRS for seventy-two (72) hours after cancellation, whether the cancellation is performed through the system or manually.
- 2.5. Travelled DND PNR(s) must be compiled daily and a weekly report created containing all PNR(s) created by DND, once for every travelled segment.
- 2.6. The PNR must be written to the appropriate storage media when it has been cancelled and there has been at least one travelled segment.
- 2.7. The GDS must include in the PNR, a history identifying each and every time a PNR is altered, including the booking agent, the date and location, and the specific action performed.
- 2.8. Passenger and flight data must be accessible for DND to download daily, between 0800-1600 hours ET, Monday to Friday (except statutory holidays). Weekend and holiday data must be available on the next business day between 0800-1600 hours ET. In addition to the daily downloads, the Contractor must provide the DND PA all passenger and flight data via a CD-ROM monthly. This data will be used to populate the customized application. The Contractor must provide the DND PA with a secure method of obtaining the required data elements at no charge.

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- 2.9. All date fields must meet standard information technology (IT) protocols and must have four (4) digits for all year entries.

3. GDS Business Intelligence Tools

- 3.1. In addition to the above, the Contractor must provide to DND no less than three (3) separate accounts to access the GDS’s business intelligence tools. This access will be used by the DND PA, the NPSC and 1 Canadian Air Division HQ to monitor flight utilization as well as passenger information in the PNRs.
- 3.2. The Contractor must provide DND with a document detailing how to access the GDS’s business intelligence tools including website, user name and password as well as a detailed processes and procedures to access the data.
- 3.3. The Contractor must provide DND with a document detailing how additional accounts may be requested by the DND PA including lead times and costs to obtain additional accounts.
- 3.4. The Contractor must provide user configurable management tool software to extract additional management reports.

PART V – CHRISTMAS TRAVEL AUTOMATION (XCTA)

1. Christmas Travel Automation (XCTA)

DND manages an annual Christmas Leave Travel Program for qualified members of the CF who are separated from their spouse and children due to service reasons. In order to manage this program, the NPSC utilizes a DND owned customized Access 2007 database application hosted on a Contractor provided server. The database is populated with the members service number, last name, initials and rank, and the software sorts and processes applications followed by an auto-confirmation and emailing of the itineraries.

- 1.1. The Contractor must develop and implement a detailed solution to migrate and interface the Christmas Travel Automation with the GDS by either:

- A. Using the DND owned customized application; or
- B. Developing its own solution to work with the GDS.

The Contractor’s proposed approach (scenario A or B) must be the most cost-effective and achievable within the constraints of the DND approved schedule for the implementation of XCTA functionality.

- 1.2. The Contractor must provide a preliminary plan to ensure the customized application (either A or B) meets the configuration parameters set out below and works in conjunction with the GDS.

- 1.3. For scenario A described above, DND will make available, to the Contractor, the customized application within seven (7) calendar days following Contract award. The Contractor must provide, no later than ninety (90) calendar days following Contract award:

- 1.3.1. An analysis of the current application and develop a detailed strategy to enhance this application to meet, at a minimum, the requirements identified in Part V;
- 1.3.2. A detailed plan to migrate the application onto its own server(s);
- 1.3.3. A detailed plan to ensure the application can interface with the GDS; and
- 1.3.4. Upon approval by the DND PA, the Contractor must implement the migration and interface plan of the custom application to the new server and successfully establish the necessary connectivity to the GDS no later than August in the first year of the contract period.

- 1.4. For scenario B described above, DND will make available to the Contractor the customized application within seven (7) calendar days following Contract award for information purposes. The Contractor must provide, no later than ninety (90) calendar days following Contract award:

- 1.4.1. A detailed strategy to ensure its proposed alternative application meets, at a minimum, the requirements identified in Part V;
- 1.4.2. A detailed plan to install the application onto its own server(s);
- 1.4.3. A detailed plan to ensure the application can interface with the GDS; and

- 1.4.4. Upon approval by the DND PA, the Contractor must implement the migration and interface plan of its proposed alternative application to the new server and successfully establish the necessary connectivity to the GDS no later than August of the first year of the contract period.
- 1.5. Throughout the duration of the Contract, the Contractor must ensure that the DND PA is made aware of any updates or enhancements to the XCTA application solution and any resulting operational impacts, prior to the XCTA intake period that usually begins September of each year. Any proposed enhancements must be pre-approved by the DND PA.
- 1.6. For any components of the Contractor’s proposed automated solution, including any applications that are developed or enhanced to meet the requirement, the Contractor must provide DND with sufficiently detailed information about the product programming language, life cycle support, specific plans for continued improvement in technology including training, cost benefits, and how the improvements will be passed to DND. Subject to DND approvals, the contractor must implement its proposed support and improvement plans.
- 1.7. Canada reserves the right to obtain the migration and interface of the XCTA with the GDS, in whole or in part, through the task authorization process.

2. Configuration Parameters

- 2.1. The Christmas Travel Automation is initiated each year with the following parameters that are fixed for each given Christmas travel program and must be configurable each year by 1 Canadian Air Division HQ. 1 Cdn Air Div HQ will provide the Contractor all applicable dates via email by a mutually agreed date, throughout the life of the Contract. Note all dates below are tentative and will be confirmed by the DND PA; for example the dates provided are for the 2013 Christmas travel program and are representative of the schedule from year to year.
- 2.1.1. Program Open Date: Applications for Christmas travel that are entered into the system before this date are not to be recognized by the XCTA process and must be rejected with an error message. For the 2013 Christmas travel program, the Program Open Date is 16 September 2013.
- 2.1.2. Program Close Date: This is the date that the program closes for the season. The program close date does not precede the last travel date. For the 2013 Christmas travel program, the Program Close Date is 07 January 2014.
- 2.1.3. Application Date: This is the date from which applications for travel are accepted and program statistics can be gathered. For the 2013 Christmas travel program, applications will be accepted from 16 September 2013 to 06 December 2013 inclusive.
- 2.1.4. First Run Date: This is the first date that the applications are processed and flight reservations are made for the Christmas travel program. Automation of this process is completed no later than 06 December 2013. For the 2013 Christmas travel program, the First Run Date is 23 September 2013. This parameter must also include the sorting of applications entered between the Program Open Date of 16 September 2013 and 23 September 2013.

-
- 2.1.5. Last Run Date: This is the last date that applications for the Christmas travel program must be processed and flight reservations made. The last run date must not precede the first run date. For the 2013 Christmas travel program, the Last Run Date is 06 December 2013.
- 2.1.6. First Travel Date: This is the date specified for the first available flights in the Christmas travel program. For the 2013 Christmas travel program, the First Travel Date is 15 December 2013. This input must be configurable by DND, through the ATS.
- 2.1.7. Last Travel Date: This is the date specified for the last flights in the Christmas travel program. The last travel date does not precede the first travel date. For the 2013 Christmas travel program, the Last Travel Date is 07 January 2014. This input must be configurable by DND, through the ATS.

3. Categories of Travel

- 3.1. XCTA must provide different categories (CAT) of travel identified as CAT 01 and 02 where categories can be added and whose definition can be changed from year to year. DND will advise, at the beginning of each Christmas travel season, the categories to be used as well as the category definitions. Initial categories required by DND are:
- 3.1.1. **CAT 01** - For married members of the regular force, reserve class B and C on active duty and members of United States (U.S.), North Atlantic Treaty Organization (NATO) and Commonwealth Forces on exchange with the CF who are separated from their spouse and children due to service reasons and are not entitled to duty travel. It also includes single members of the regular force, reserve class B and C on active duty and members of U.S., NATO and Commonwealth Forces on exchange with the CF travelling to visit their next of kin (NOK), and are not entitled to duty travel; and
- 3.1.2. **CAT 02** – All other CF members and eligible dependants who are entitled to leave travel on non-duty or space available basis who do not already hold a confirmed CAT 01 seat.

4. Passenger Information

- 4.1. The solution must allow the following data to be entered by the NPSC in an electronic user interface via a web based application form, for each holiday travel request:
- 4.1.1. Member service number;
- 4.1.2. Holiday travel category;
- 4.1.3. Primary and alternate desired travel including flight numbers, departure cities, departure date(s) and names of passengers travelling;
- 4.1.4. Contact phone numbers (home/work/cell/leave/fax);
- 4.1.5. Contact email address (work/home); and
- 4.1.6. One-way booking acceptable indicators.

5. Functional Requirements

- 5.1. Precedence for Booking Christmas Travel Requests: The priority order in reserving flights for Christmas travel requests are:
 - 5.1.1. By category of travel, with CAT 01 being the highest priority, followed by CAT 02 or additional categories as the lowest priority, with no rank consideration being given for sorting or confirming;
 - 5.1.2. Within a given category, precedence by the date and time at which the travel request was first entered into the system. An earlier request takes precedence (first come – first served); and
 - 5.1.3. If multiple requests are queued that meet all the above conditions then the order in which the multiple requests are processed is random.

6. Trip Reservation and Confirmation

- 6.1. Applications are to be accepted for all YF Christmas flights. The confirmation process applies to the complete trip itinerary, both for outbound and return journeys.
- 6.2. Applicants are permitted to register one primary and one alternate trip, consisting of primary and alternate outbound and primary and alternate return journeys.
- 6.3. An application may include a request for travel for up to nine (9) passengers. All passenger names must be provided with the application request.
- 6.4. A trip must be confirmed if either the primary outbound and return or the alternate outbound and return journey is confirmed. For a journey to be confirmed, all flight legs of that journey are to be confirmed.
- 6.5. H-class is the airline class of service assigned to passengers travelling on the Christmas travel program. The maximum number of confirmed bookings through XCTA cannot exceed the number of seats that are allocated for H-class travel on any given flight.
- 6.6. The last attempt for a given request for Christmas travel to be processed by XCTA is forty-eight (48) hours before the time of the requested outbound journey.
- 6.7. To prevent duplicate bookings, the Contractor must design the XCTA system to ensure that all Christmas travel program requests are entered through the XCTA program only. The Contractor must develop procedures to prevent operators making bookings directly in the YF host for H-class travel while the Christmas travel program is open.
- 6.8. A mechanism must be provided in the XCTA to allow an operator to cancel an application for Christmas travel.
- 6.9. A mechanism must be provided to allow an operator to enter a “cancellation code” and “received from” field when cancellation of travel request is made.

7. Processing and Performance

- 7.1. The XCTA process must run daily as per article 7.2.

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- 7.2. A mechanism that allows processing of a list of travel requests to be initiated and terminated in an orderly manner on request by an operator or a system command must be provided.
- 7.3. Should automation of the confirmation phase for XCTA applications not be completed by a date to be provided yearly by SYSCON, the Contractor must ensure that confirmation is completed manually by that date. For the 2013 Christmas travel program, the confirmation date is 08 November 2013.

8. Reports

- 8.1. Once the auto confirmation process takes place, separate electronic and hard copy lists of confirmed and unsuccessful passengers and an error list must be generated and provided to the NPSC. These are to include listings of all unsuccessful passengers after all travel applications have been processed along with the reason they were unsuccessful. Should the reason be associated to seat availability through a specific location, said location must be indicated on the listings. Data column titles and heading information must be provided on each page of printouts of the above lists.
- 8.2. A mechanism must be provided to enable the list output from each run of the XCTA to be saved (archived) on a storage device and printed as hard copy. The archived files are used to provide an audit trail and must be saved with read-only access and version tracking to prevent accidental deletion.
- 8.3. Each list must identify the number of applications processed in the day’s run, sorted in alphabetical name order by point of boarding and must contain the applicant’s category, record locators and dates on which the applications were registered in the computer. Typically, in excess of 3,000 requests for Christmas travel are received each year.
- 8.4. In addition, PNR(s) for the confirmed travel must be queue-placed on the YF partition of the GDS. The Contractor must provide the queue information.

9. Management Statistics

- 9.1. Detailed statistical information is imperative for DND to ascertain whether to increase or decrease airlift resources or change locations to support the Christmas Travel Program. As a minimum, the following statistics must be generated and reported during and on completion of the travel program:
- 9.1.1. Total number of Christmas travel applications entered into the XCTA system by from and to locations;
- 9.1.2. Total number of passengers who were confirmed by, from and to locations. A PNR may have more than one passenger;
- 9.1.3. Total number of applications that were cancelled through the XCTA by, from and to locations;
- 9.1.4. Total number of passengers not confirmed by, from and to locations along with reason for not confirming travel; and
- 9.1.5. Total number of passengers who are NOSHOW.

10. Status Information

- 10.1. XCTA must process status information to allow an operator to determine if queue processing is proceeding normally. Requirements are as follows at a minimum:
 - 10.1.1. Status information generated and output to the operator’s display or a log file as the XCTA process executes to allow an operator to monitor processing performance and to allow post processing audit and analysis; and
 - 10.1.2. The operator must have the option of enabling and disabling the display and content of status information through simple control mechanisms such as command line switches.

11. Email Notification

- 11.1. The Contractor must provide a method to send emails to all email addresses provided on the application form to advise passengers of:
 - 11.1.1. A confirmation email listing all flight information for travel with confirmed seats;
 - 11.1.2. Receipt of their Application for Christmas Leave Travel; and
 - 11.1.3. A reminder email seven (7) calendar days prior to the first flight departure date in an effort to reduce NOSHOW passengers on the XCTA program.

12. Proprietary Rights

- 12.1. All programming and software development of the XCTA including the email notification system shall remain the property of DND. The application including the source code, executable code and all technical documentation shall be the property of DND and must not be divulged or distributed to any other person without the prior written permission from the DND PA or designated DND authority.

13. Testing

- 13.1. The Contractor must ensure that the XCTA software is available for on-site user acceptance testing no later than ninety (90) calendar days following the system go live date. All above requirements are to be tested and demonstrated. Tests are to be mutually agreed upon and documented in a UAT document, provided by the Contractor in an acceptable format to the DND PA.

14. Documentation

- 14.1. The Contractor must provide the XCTA solution technical specifications, acceptance test documents, and user guide, in accordance with the DND approved XCTA solution schedule.

PART VI - EQUIPMENT AND LOCATIONS

1. Equipment and Locations

- 1.1. The table below lists the minimum locations and type of equipment required for this Contract. DND will not provide any GFE at any locations. The Contractor must provide the actual equipment, installation and configuration including consumables. Consumables include but are not limited to:
- Ink and toner cartridges for all printers;
 - Baggage tags or paper for the baggage tag printers; and
 - Boarding passes or paper for the boarding pass printers.
- 1.2. As indicated in the table below, the Contractor must provide ten (10) rugged and compact deployable systems packaged as self-contained pre-packaged kits, complete with consumables, boarding pass and baggage tag printers and configured to operate from anywhere in the world with appropriate multi-power capability and with appropriate UPS power protection. These deployable systems will be configured and tested by the Contractor and stored at 8 Wing Trenton (NPSC). The NPSC will be responsible for accountability and distribution of the deployable systems in support of DND/CF operations.
- 1.3. The Contractor is responsible to ensure all systems, including the ten (10) deployable systems, operate at optimal efficiency throughout the Contract period. Prior to the utilization of the deployed systems, they will be verified, upgraded and configured by the Contractor for the particular area of operation. In addition to that stated in Part I, article 9.1, the Contractor must repair or replace any system or component thereof that is defective, that no longer operates due to normal wear and tear or is at the end of its life cycle, at the Contractor’s sole expense and without adversely affecting the locations’ operational capability.

Table 1:

LOCATION	CRS	GATEWAYS	PRINTER ****	TELETYPE	PRODUCT MANUALS
3 Wing Bagotville	1	1	2	1	1
4 Wing Cold Lake	1	1	2	1	1
19 Wing Comox	1	1	2	1	1
14 Wing Greenwood	1	1	2	1	1
1 Cdn Air Div Winnipeg	1	1 *	1	1	1
17 Wing Winnipeg	2	1	2	1	1
8 Wing Trenton	5		4	1	2
8 Wing Trenton (Flight Programming)	3		1	1	1
8 Wing Trenton (NPSC)	8	1 **	3 ***	2	2
DCOS (Mat) / Mat J4 Tn Gatineau	1	1 *	1	1	1
8 Wing Trenton (Deployable Self-contained Kits)	10	14	14	10	10
Totals	34	22	34	21	22

Notes: * Combined - Workstation/Gateway
 ** With a Server
 *** 2 System printers and 1 Laser printer
 **** Printer configuration (type of printers – OkieData, Zebra, Laser) to be coordinated with the DND PA.

PART VII – PASSENGER MOVEMENT and MILITARY AIRCRAFT TYPES

1. Passenger Movements

- 1.1. The numbers below depict the actual number of passengers boarded on YF flights by month and calendar year for the period 2004 to 2011 inclusive. These numbers are for information only and are in no way a guarantee of passenger travel.

Month	Year							
	2004	2005	2006	2007	2008	2009	2010	2011
Jan	4233	5491	4858	6967	6324	10508	10441	3236
Feb	4224	4676	5536	7625	9127	5573	6749	3158
Mar	6112	3424	3402	4722	8030	4605	5057	4628
Apr	1580	1961	3653	5878	3922	7414	4634	2320
May	1946	3233	3502	4657	4444	4291	6154	4012
Jun	2938	3383	3702	2527	3258	2921	2315	2868
Jul	9648	9843	11058	10621	7500	6598	6812	8991
Aug	9260	9501	12261	11028	7561	7342	9427	7794
Sep	2692	3466	3505	2772	9649	3380	3627	2244
Oct	2188	4062	5543	3801	4153	6362	5208	6101
Nov	1959	2106	4367	2693	6148	5051	5425	3004
Dec	4824	5744	5199	5040	5349	6343	7011	6471
Total	51604	56890	66586	68331	75465	70388	72860	54827
Grand Total 516,951								

2. Military Aircraft Type

- 2.1. The list below depicts the aircraft types used in the CF. Configuration of these aircraft will vary.

Fleet Type

B200 Beechcraft King Air:	Beechcraft King Air
CC-115 Buffalo:	DHC5 de Havilland Canada Buffalo
CC-130E Hercules:	Lockheed C-130 Hercules
CC-130J Hercules:	Lockheed C-130 Hercules
CC-138 Twin Otter:	DHC6 de Havilland Canada aHTwin Otter
CC-144 Challenger:	Bombardier Challenger
CC-150 Polaris:	Airbus 310
CC-177 Globemaster III:	Boeing C-17 Globemaster III
CH-139 Jet Ranger:	Bell 206 Jet Ranger Helicopter
CH-146 Griffon:	Bell 412 Griffon Helicopter
CH-147D Chinook:	Boeing CH-147D Chinook Helicopter
CH-147F Chinook:	Boeing CH-147F Chinook Helicopter
CH-148 Cyclone:	Sikorsky S-92/H-92 Cyclone Helicopter
CH-149 Cormorant:	Lockheed Martin Cormorant Helicopter

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Annex B

Deliverables and Milestones

Annex B

Deliverables and Milestones

1.0 Introduction

This Section of Annex B specifies deliverables schedules to be met by the Contractor.

Deliverable descriptions in the main body of the Contract and the SOW shall prevail over the descriptions in this Annex. The deliverables listed in this Annex are not all-inclusive and are subject to modification by Canada. Canada reserves the right to interpret the terminology and intent of the schedules in this Annex, and to modify the schedules as needed, in accordance with the terms and conditions of the Contract.

2.0 Deliverables Schedule

- 2.1 The Contractor shall provide deliverables that meet the requirements in the SOW, are accepted by DND, and are in accordance with the descriptions, milestones and schedules below. Due dates are based on the Contract Award (CA) date or the System Go Live (SGL) date. Where required, due dates may be adjusted when mutually agreed upon by the PWGSC CA, DND PA and the Contractor.

Mile stone	Date Due	Deliverable	Description	SOW Reference
1	CA + 30 calendar days	Implementation Plan (Final)	See SOW Reference	Part I, Art 6.3
		Phase-out schedule	See SOW Reference	Part I, Art 8.2.4
2	CA + 90 calendar days	XCTA – Migration and Interface Plan	See SOW Reference	Part V, Art 1.3 & 1.4
3	SGL - 80 calendar days	Detailed Final Training Package	See SOW Reference	Part I, Art 10.1.1
4	SGL - 60 calendar days	Weekly Status Reports	See SOW Reference	Part I, Art 6.4.1.
		Monthly Project Status Meetings	See SOW Reference	Part I, Art 6.4.2.
5	SGL - 45 calendar days	AAHATS UAT Documents	Contractor to provide AAHATS UAT documents to the DND PA	Part I, Art 6.3.6 & 10.1.3
		AAHATS UAT Personnel Training	See SOW Reference	

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Mile stone	Date Due	Deliverable	Description	SOW Reference
6	SGL - 30 calendar days	AAHATS Installation	Hardware Installation – The Contractor to deliver and install all the necessary hardware. Application Suite Installation – The Contractor is to deliver the fully integrated Application Suite capable of meeting the requirement.	Part II & III
		Delivery of Consumables	To facilitate UAT and system implementation, consumables in sufficient quantities are to be delivered to the various locations.	Part VI
		AAHATS UAT	See SOW Reference	Part I, Art 6.3.6.
		Initial Training	See SOW Reference	Part I, Art 10.1.3
		UAT Documents – Deployable AAHATS	The Contractor to deliver UAT documents for the deployable AAHATS to the DND PA.	
		Disaster Recovery Plan	See SOW Reference	Part I, Art 7.1.
		Data Sanitization Process and Procedures	See SOW Reference.	Part I, Art 9.1.4
		Training and Product Manuals	See SOW Reference	Part I, Art 11.2. & 11.3.
		Emergency Procedures Manuals	See SOW Reference	Part I, Art 11.4.
		Error Diagnostics Manual	See SOW Reference	Part I, Art 11.5.
7	SGL - 30 calendar days	A Modern GDS	See SOW Reference	Part II, III & IV
		24 CRS complete with AAHATS	See SOW Reference	
		10 deployable CRS complete with AAHATS	See SOW Reference	

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Mile stone	Date Due	Deliverable	Description	SOW Reference
8	SGL	AAHATS	System placed into service – “SYSTEM GO LIVE”	
		Equipment Maintenance and Support Services	See SOW Reference	Part I, Art 9.1.2. and Part VI, Art 1.3.
9	SGL + 15 calendar days	Implementation Close Out Report		Part I, Art 6.4.3.
10	SGL + 90 calendar days	UAT Documents – XCTA	See SOW Reference	Part V, Art 13.1.
11	SGL + 120 calendar days	ASCII Electronic Feed and Documentation to access Business Intelligence Tool	See SOW Reference	Part IV, Art 2.1. & 2.2. Part IV, Art 3.2.
12	SGL + 120 calendar days	XCTA Solution	See SOW Reference.	Part V

2.2 The following deliverables to be provided by the Contractor on an ongoing basis.

Mile stone	Date Due	Deliverable	Description	SOW Reference
13	SGL + 30 calendar days	Monthly Activity Report	See SOW Reference.	Part I, Art 5.2.2.5.
		Monthly Activity Meeting	See SOW Reference.	Part I, Art 9.5.1.

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Annex C

Basis of Payment

Annex C Basis of Payment (BOP)

Part 1

In consideration of the Contractor satisfactorily completing all of its obligations under this Contract, the Contractor will be paid the following firm prices (Good and Services Tax (GST) extra or Harmonized Sales Tax (HST) extra, as appropriate). Refer to Part 2.

Other Conditions:

Equipment upgrades will be at least every three (3) years and at the sole cost of the Contractor as per Part I, Article 9.1.3 of the Statement of Work (SOW).

Any hardware or software not identified in the Contractor's proposal, which is subsequently required to enable the proposed system solution to function successfully, must be provided by the Contractor at the Contractor's sole expense.

Part 2

1. Installation, Removal, Transportation and Training Prices

1.1 A firm unit price for the installation of terminals and printers at each site.

Table 1 – Installation of Terminals and Printers

LOCATION	Firm unit price for installation of terminals and printers.
3 Wing Bagotville	\$
4 Wing Cold Lake	\$
19 Wing Comox	\$
14 Wing Greenwood	\$
1 Cdn Air Div Winnipeg	\$
17 Wing Winnipeg	\$
8 Wing Trenton	\$
8 Wing Trenton (Flight Programming)	\$
8 Wing Trenton (NPSC)	\$
DCOS (Mat) / Mat J4 Tn Gatineau	\$
<i>Total Table 1:</i>	<i>To be entered by Canada</i>

1.2. A firm price for the cost of the removal of the equipment from all sites at the end of the contract period or extension thereof: \$ _____;

1.3 A firm price for the cost of the return of the office spaces at each site to their original state: \$ _____;

1.4 COTS installation at all locations as identified in the SOW:

1.4.1 A firm price for the COTS installation in Contract Year one for 32 PCs/Laptops and 20 gateways: \$ _____;

1.4.2 A firm price for the COTS installation in Contract Year four for 32 PCs/Laptops and 20 gateways: \$ _____ for the renewal of equipment; and

1.4.3 A firm price for the COTS installation in Option Year two for 32 PCs/Laptops and 20 gateways: \$ _____ for the renewal of equipment.

1.5 Initial Training: A firm price for the initial training of all personnel as outlined in Part I, Article 10 of the SOW in Contract Year one for up to fifty-five (55) participants: \$ _____; and for two (2) participants responsible to conduct acceptance testing: \$ _____.

1.6 Annual Training:

1.6.1 A firm per participant price for annual training of all personnel as outlined in Part I, Article 10 of the SOW in Contract Years one to five annually: \$ _____. Annual training will apply for Contract Year one if the DND Project Authority (PA) determines that initial training is not required;

1.6.2 A firm per participant price for annual training of all personnel as outlined in Part I, Article 10 of the SOW in Option Years one to four annually: \$ _____.

1.6.3 Contingency Training: A firm per participant price for one day of training in the various aspects of the host system as requested by the DND PA, estimated at five (5) participants annually for the duration of the contract: \$ _____.

2. Rented/Leased Hardware and Services

2.1 For the rental/lease of Systems and Hardware services, the following firm monthly rates shall apply.

Table 2 – Equipment and Services

No	Item Description	Unit of Issue	Qty	Firm Monthly Rate – Initial Contract Period	Firm Monthly Rate – First Option Year	Firm Monthly Rate –Second Option Year	Firm Monthly Rate – Third Option Year	Firm Monthly Rate – Fourth Option Year
A	PCs	Each	34	\$	\$	\$	\$	\$
B	Gateways/ Router	Each	22	\$	\$	\$	\$	\$
C	Servers	Each	1	\$	\$	\$	\$	\$
D	Printers	Each	34	\$	\$	\$	\$	\$
E	Deployable Systems	Each	10	\$	\$	\$	\$	\$
F	Teletypes	Each	21	\$	\$	\$	\$	\$

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Subtotal Equipment				<i>To be entered by Canada</i>	<i>To be entered by Canada</i>	<i>To be entered by Canada</i>	<i>To be entered by Canada</i>	<i>To be entered by Canada</i>
G	Data Comms System	Per Site	10	\$	\$	\$	\$	\$
Annual Total (column X 12)				<i>To be entered by Canada</i>	<i>To be entered by Canada</i>	<i>To be entered by Canada</i>	<i>To be entered by Canada</i>	<i>To be entered by Canada</i>
Total Table 2: To be entered by Canada								

Note 1: Firm monthly rates shall apply, with payment for such equipment and software not to commence until installation and acceptance of each.

2.2 Communication Fees:

The price of the provision of network charges including network site, network volume and network development is included in Table 2, item G above.

2.3 For the rental/lease of Systems and Hardware services, all equipment proposed must meet the technical and performance specifications as stated in the SOW.

3. Software Licences

3.1. The following Software Licence fees for the GDS shall apply.

Table 3a – Software Licence Fees (refer to SOW Parts II & III)

Item Description	Unit of Issue	Qty	Firm Yearly Rate
GDS Software Licence: Including first contract year Maintenance and Support	Per User OR Per Site		\$
second contract year – Price for Maintenance and Support	Per User OR Per Site		\$
third contract year – Price for Maintenance and Support	Per User OR Per Site		\$
fourth contract year – Price for Maintenance and Support	Per User OR Per Site		\$
fifth contract year – Price for Maintenance and Support	Per User OR Per Site		\$
First Option Year – Price for Maintenance and Support	Per User OR Per Site		\$
Second Option Year – Price for Maintenance and Support	Per User OR Per Site		\$
Third Option Year – Price for Maintenance and Support	Per User OR Per Site		\$
Fourth Option Year – Price for Maintenance and Support	Per User OR Per Site		\$
Total Table 3a:			<i>To be entered by Canada</i>

Note 1: The cost of software upgrades and documentation updates is included in the annual cost of maintenance and support.

3.2. The following Software Licence fees for the XCTA shall apply.

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Table 3b – Software Licence Fees (refer to SOW Part V)

Item Description	Unit of Issue or Per Site	Qty	Firm Yearly Rate
XCTA Software Licence: Including first contract year Maintenance and Support	Per Year	1	\$
Second Contract Year – Price for Maintenance and Support	Per Year	1	\$
Third Contract Year – Price for Maintenance and Support	Per Year	1	\$
Fourth Contract Year – Price for Maintenance and Support	Per Year	1	\$
Fifth Contract Year – Price for Maintenance and Support	Per Year	1	\$
First Option Year – Price for Maintenance and Support	Per Year	1	\$
Second Option Year – Price for Maintenance and Support	Per Year	1	\$
Third Option Year – Price for Maintenance and Support	Per Year	1	\$
Fourth Option Year – Price for Maintenance and Support	Per Year	1	\$
Total Table 3b:			To be entered by Canada

Note 1: The cost of software upgrades and documentation updates is included in the annual cost of maintenance and support.

3.3. The following Other Software Licence fees shall apply.

Table 3c – Other Software Licence Fees

Item Description	Unit of Issue or Per Site	Qty	Firm Yearly Rate
Other Software Licences required to make the system work: Including first contract year Maintenance and Support	Per Year	1	\$
Second Contract Year – Price for Maintenance and Support	Per Year	1	\$
Third Contract Year – Price for Maintenance and Support	Per Year	1	\$
Fourth Contract Year – Price for Maintenance and Support	Per Year	1	\$
Fifth Contract Year – Price for Maintenance and Support	Per Year	1	\$
First Option Year – Price for Maintenance and Support	Per Year	1	\$
Second Option Year – Price for Maintenance and Support	Per Year	1	\$
Third Option Year – Price for Maintenance and Support	Per Year	1	\$
Fourth Option Year – Price for Maintenance and Support	Per Year	1	\$
Total Table 3c:			To be entered by Canada

Note 1: The cost of software upgrades and documentation updates is included in the annual cost of maintenance and support.

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4. Other Deliverables

4.1. The following firm unit prices for all Other Deliverables shall apply.

Table 4 – Other Deliverables

No	Item Description	Qty	Unit Cost
A	Implementation Plan	1	\$
B	XCTA Interface and Migration Plan	1	\$
C	Detailed Training Package	1	\$
D	UAT Documents	1	\$
E	Deployable UAT Documents	1	\$
F	Disaster Recovery Plan	1	\$
G	Data Sanitization Process and Procedures Documents	1	\$
H	Training and Product Manuals	1	\$
I	Emergency Procedures Manuals	1	\$
J	Error Diagnostics Manual	1	\$
K	Implementation Close Out Report	1	\$
L	XCTA UAT Documents	1	\$
M	Management Information System Documentation	1	\$
Total Table 4:			<i>To be entered by Canada</i>

5. Passenger Rates

5.1. A firm monthly rate for the use of the Contractor’s proposed computer, software, communications network, provision of historical data tapes, based on boarded passenger rate according to the site located (as detailed in the SOW) shall apply.

Table 5 – Monthly Passenger Rates

	Minimum Number of Boarded Passengers Per Month	Minimum Rate (Per Boarded Passenger)	Discounted Rate For Passengers Boarded in Excess of Minimum (Per Boarded Passenger)
Firm per passenger rate – Contract Years one through five		\$	\$
Firm per passenger rate – First Option Year		\$	\$
Firm per passenger rate – Second Option Year		\$	\$
Firm per passenger rate – Third Option Year		\$	\$
Firm per passenger rate – Fourth Option Year		\$	\$
Subtotals		<i>To be entered by Canada</i>	<i>To be entered by Canada</i>
Total Table 5: <i>To be entered by Canada</i>			

6. Management Information System (MIS)

- 6.1. A firm price for the electronic feed of American Standard Code for International Interchange (ASCII) delimited text data for incorporation into the application shall apply.

Table 6– Management Information System (MIS)

Item Description	Qty	Firm Price
Management Information System ASCII feed.	1	\$

7. Christmas Travel Automation (XCTA)

- 7.1. A firm price for the migration and interface of the Christmas Travel Automation (XCTA) with the GDS (for either Option A or Option B) shall apply.

Table 7 – Christmas Travel Automation (XCTA)

Item Description	Qty	Firm Price
Option A: Migration and interface the Christmas Travel Automation with the GDS, using the DND owned customized application	1	\$
Option B: Migration and interface the Christmas Travel Automation with the GDS, developing its own solution to work with the GDS	1	\$

Note 1: Canada reserves the right to acquire the migration and interface of the XCTA with the GDS, in whole or in part, through the task authorization process.

8. Professional Resources for Task Authorization work

- 8.1 The following firm ceiling Per Diem rates for each Contract Year, as well as a Firm Percentage Annual Increase for the Option Years, for each Professional Resource classification shall apply.

Table 8 - Professional Resources for Task Authorization work

Professional Resource Category	Firm Ceiling Per Diem Rate						Firm Percentage Annual Increase for Subsequent Option Years (____%)
		Contract Year 1	Contract Year 2	Contract Year 3	Contract Year 4	Contract Year 5	
Project Manager		\$	\$	\$	\$	\$	
Lan Installer		\$	\$	\$	\$	\$	
Software Designer		\$	\$	\$	\$	\$	

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Systems Designer	\$	\$	\$	\$	\$	
Senior Engineer	\$	\$	\$	\$	\$	
Technical Writer	\$	\$	\$	\$	\$	
Intermediate Programmer	\$	\$	\$	\$	\$	
IT Network System Engineer	\$	\$	\$	\$	\$	
Trainer	\$	\$	\$	\$	\$	

Note 1: The per diem rates for Professional Resource Categories are subject to an increase on the anniversary of the Contract Award.

9. Task Authorizations

- 9.1 The Contractor will be reimbursed for the costs reasonably and properly incurred in the performance of the Work specified in the authorized Task Authorization (TA), as determined in accordance with the Basis of Payment, to the limitation of expenditure specified in the authorized TA.
- 9.2 Canada's liability to the Contractor under the authorized TA must not exceed the limitation of expenditure specified in the authorized TA. Customs duties are included and Goods and Services Tax or Harmonized Sales Tax is extra, if applicable.
- 9.3 No increase in the liability of Canada or in the price of the Work specified in the authorized TA resulting from any design changes, modifications or interpretations of the Work will be authorized or paid to the Contractor unless these design changes, modifications or interpretations have been authorized, in writing, by the Contracting Authority before their incorporation into the Work.

10. Travel and Living

- 10.1 The Contractor will be paid for all travel and living expenses, excluding local travel in the National Capital Region (Ottawa and Gatineau area), approved in advance by the DND PA, the actual travel and living expenses incurred by personnel directly engaged in the performance of the work, and in accordance with the Treasury Board guidelines in effect at the time of travel, with no allowance for general and administrative expenses and no allowance Mark-up or profit. All travel and living expenses must be authorized in advance by the DND PA, must be supported by receipts and are subject to government audits and verifications.
- 10.2 Contractor personnel may be required to travel to other DND sites. All travel must be approved in writing by the DND PA prior to travel. At that time, Contractor personnel may be provided with DND transportation and, on a cost reimbursement basis, accommodation and messing equivalent to that of an Officer in the Canadian Forces.
- 10.3 All payments are subject to government audit.

11. Good and Services Tax (GST) or Harmonized Sales Tax (HST)

- 11.1. The Goods and Services Tax (GST) or Harmonized Sales Tax (HST), if applicable, will be extra to the prices herein.

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Annex D

Security Requirements Checklist

(SRCL)



Government of Canada
Gouvernement du Canada

Contract Number / Numéro du contrat W84740TSP10
Security Classification / Classification de sécurité UNCLASSIFIED

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 Department of National Defence		2. Branch or Directorate / Direction générale ou Direction ADM(Mat) / DGMSSC
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 For the provision of an Automated airline Hosting and Aircraft Tasking System (AAHATS) in support of Canadian Forces flights using DND military aircraft as well as DND chartered aircraft.		
5. a) Will the supplier require access to Controlled Goods? Le fournisseur aura-t-il accès à des marchandises contrôlées?		<input checked="" type="checkbox"/> No Non <input type="checkbox"/> Yes Oui
5. b) Will the supplier require access to unclassified military technical data subject to the provisions of the Technical Data Control Regulations? Le fournisseur aura-t-il accès à des données techniques militaires non classifiées qui sont assujetties aux dispositions du Règlement sur le contrôle des données techniques?		<input checked="" type="checkbox"/> No Non <input type="checkbox"/> Yes Oui
6. Indicate the type of access required / Indiquer le type d'accès requis		
6. a) Will the supplier and its employees require access to PROTECTED and/or CLASSIFIED information or assets? Le fournisseur ainsi que les employés auront-ils accès à des renseignements ou à des biens PROTÉGÉS et/ou CLASSIFIÉS? (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"/> No Non <input checked="" type="checkbox"/> Yes Oui
6. b) Will the supplier and its employees (e.g. cleaners, maintenance personnel) require access to restricted access areas? No access to PROTECTED and/or CLASSIFIED information or assets is permitted. Le fournisseur et ses employés (p. ex. nettoyeurs, personnel d'entretien) auront-ils accès à des zones d'accès restreintes? L'accès à des renseignements ou à des biens PROTÉGÉS et/ou CLASSIFIÉS n'est pas autorisé.		<input checked="" type="checkbox"/> No Non <input type="checkbox"/> Yes Oui
6. c) Is this a commercial courier or delivery requirement with no overnight storage? S'agit-il d'un contrat de messagerie ou de livraison commerciale sans entreposage de nuit?		<input type="checkbox"/> No Non <input type="checkbox"/> Yes Oui
7. a) Indicate the type of information that the supplier will be required to access / Indiquer le type d'information auquel le fournisseur devra avoir accès		
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 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"/>



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PART A (continued) / PARTIE A (suite)

8. Will the supplier require access to PROTECTED and/or CLASSIFIED COMSEC information or assets?

Le fournisseur aura-t-il accès à des renseignements ou à des biens COMSEC désignés PROTÉGÉS et/ou CLASSIFIÉS?

☒ No ☐ Yes
Non Oui

If Yes, indicate the level of sensitivity:

Dans l'affirmative, indiquer le niveau de sensibilité :

9. Will the supplier require access to extremely sensitive INFOSEC information or assets?

Le fournisseur aura-t-il accès à des renseignements ou à des biens INFOSEC de nature extrêmement délicate?

☒ No ☐ Yes
Non Oui

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

Document Number / Numéro du document :

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

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

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

Special comments:

Commentaires spéciaux :

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

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

10. b) May unscreened personnel be used for portions of the work?

Du personnel sans autorisation sécuritaire peut-il se voir confier des parties du travail?

☐ No ☒ Yes
Non Oui

If Yes, will unscreened personnel be escorted?

Dans l'affirmative, le personnel en question sera-t-il escorté?

☐ No ☒ Yes
Non Oui

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

INFORMATION / ASSETS / RENSEIGNEMENTS / BIENS

11. a) Will the supplier be required to receive and store PROTECTED and/or CLASSIFIED information or assets on its site or premises?

Le fournisseur sera-t-il tenu de recevoir et d'entreposer sur place des renseignements ou des biens PROTÉGÉS et/ou CLASSIFIÉS?

☐ No ☒ Yes
Non Oui

11. b) Will the supplier be required to safeguard COMSEC information or assets?

Le fournisseur sera-t-il tenu de protéger des renseignements ou des biens COMSEC?

☒ No ☐ Yes
Non Oui

PRODUCTION

11. c) Will the production (manufacture, and/or repair and/or modification) of PROTECTED and/or CLASSIFIED material or equipment occur at the supplier's site or premises?

Les installations du fournisseur serviront-elles à la production (fabrication et/ou réparation et/ou modification) de matériel PROTÉGÉ et/ou CLASSIFIÉ?

☒ No ☐ Yes
Non Oui

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

11. d) Will the supplier be required to use its IT systems to electronically process, produce or store PROTECTED and/or CLASSIFIED information or data?

Le fournisseur sera-t-il tenu d'utiliser ses propres systèmes informatiques pour traiter, produire ou stocker électroniquement des renseignements ou des données PROTÉGÉS et/ou CLASSIFIÉS?

☐ No ☒ Yes
Non Oui

11. e) Will there be an electronic link between the supplier's IT systems and the government department or agency?

Disposera-t-on d'un lien électronique entre le système informatique du fournisseur et celui du ministère ou de l'agence gouvernementale?

☒ No ☐ Yes
Non Oui

TBS/SCT 350-103(2004/12)

Security Classification / Classification de sécurité

UNCLASSIFIED

Canada



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of Canada

Gouvernement
du Canada

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

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

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

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

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

SUMMARY CHART / TABLEAU RÉCAPITULATIF

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

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

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



No
Non



Yes
Oui

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

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

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

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



No
Non



Yes
Oui

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

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



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PART D - AUTHORIZATION / PARTIE D - AUTORISATION

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

Name (print) - Nom (en lettres moulées)	Title - Titre	Signature
Andre Cotnoir	AAHATS Project Authority	
Telephone No. - N° de téléphone 819-997-2119	Facsimile No. - N° de télécopieur 819-997-3904	E-mail address - Adresse courriel Andre.Cotnoir@forces.gc.ca
		Date 22 Feb 2010

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

Name (print) - Nom (en lettres moulées)	Title - Titre	Signature
Dawn Murray - DPM Security SRCL Team Lead Tel: 613-949-1036 / Fax: 613-949-1069 E-Mail: dawn.murray@forces.gc.ca		
Telephone No. - N° de téléphone	Facsimile No. - N° de télécopieur	E-mail address - Adresse courriel
		Date 31 Jan 2010

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
Julie Antiporda	Contract Security Analyst	
Telephone No. - N° de téléphone 613-960-6361	Facsimile No. - N° de télécopieur 613-964-4171	E-mail address - Adresse courriel julie.antiporda@forces.gc.ca
		Date 25 July 2011

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Annex E

Task Authorization (DND 626) Form

TASK AUTHORIZATION AUTORISATION DES TÂCHES

All invoices/progress claims must show the reference Contract and Task numbers. Toutes les factures doivent indiquer les numéros du contrat et de la tâche.		Contract no. – N° du contrat
		Task no. – N° de la tâche
Amendment no. – N° de la modification	Increase/Decrease – Augmentation/Réduction	Previous value – Valeur précédente
To – À	TO THE CONTRACTOR You are requested to supply the following services in accordance with the terms of the above reference contract. Only services included in the contract shall be supplied against this task. Please advise the undersigned if the completion date cannot be met. Invoices/progress claims shall be prepared in accordance with the instructions set out in the contract. À L'ENTREPRENEUR Vous êtes prié de fournir les services suivants en conformité des termes du contrat mentionné ci-dessus. Seuls les services mentionnés dans le contrat doivent être fournis à l'appui de cette demande. Prière d'aviser le signataire si la livraison ne peut se faire dans les délais prescrits. Les factures doivent être établies selon les instructions énoncées dans le contrat.	
Delivery location – Expédiez à		
Delivery/Completion date – Date de livraison/d'achèvement	Date	for the Department of National Defence pour le ministère de la Défense nationale
Contract item no. N° d'article du contrat	Services	Cost Prix
	GST/HST TPS/TVH	
	Total	
APPLICABLE ONLY TO PWGSC CONTRACTS: The Contract Authority signature is required when the total value of the DND 626 exceeds the threshold specified in the contract. NE S'APPLIQUE QU'AUX CONTRATS DE TPSGC : La signature de l'autorité contractante est requise lorsque la valeur totale du formulaire DND 626 est supérieure au seuil précisé dans le contrat.		
for the Department of Public Works and Government Services pour le ministère des Travaux publics et services gouvernementaux		

**Instructions for completing
DND 626 - Task Authorization**

Contract no.
Enter the PWGSC contract number in full.

Task no.
Enter the sequential Task number.

Amendment no.
Enter the amendment number when the original Task is amended to change the scope or the value.

Increase/Decrease
Enter the increase or decrease total dollar amount including taxes.

Previous value
Enter the previous total dollar amount including taxes.

To
Name of the contractor.

Delivery location
Location where the work will be completed, if other than the contractor's location.

Delivery/Completion date
Completion date for the task.

for the Department of National Defence
Signature of the DND person who has delegated Authority for signing DND 626 (level of authority based on the dollar value of the task and the equivalent signing authority in the PAM 1.4). **Note:** the person signing in this block ensures that the work is within the scope of the contract, that sufficient funds remain in the contract to cover this task and that the task is affordable within the Project/Unit budget.

Services
Define the requirement briefly (attach the SOW) and identify the cost of the task using the contractor's quote on the level of effort. The Task must use the basis of payment stipulated in the contract. If there are several basis of payment then list here the one(s) that will apply to the task quote (e.g. milestone payments; per diem rates/labour category hourly rates; travel and living rates; firm price/ceiling price, etc.). All the terms and conditions of the contract apply to this Task Authorization and cannot be ignored or amended for this task. Therefore it is not necessary to restate these general contract terms and conditions on the DND 626 Task form.

Cost
The cost of the Task broken out into the individual costed items in Services.

GST/HST
The GST/HST cost as appropriate.

Total
The total cost of the task. The contractor may not exceed this amount without the approval of DND indicated on an amended DND 626. The amendment value may not exceed 50% (or the percentage for amendments established in the contract) of the original value of the task authorization. The total cost of a DND 626, including all amendments, may not exceed the funding limit identified in the contract.

Applicable only to PWGSC contracts
This block only applies to those Task Authorization contracts awarded by PWGSC. The contract will include a specified threshold for DND sole approval of the DND 626 and a percentage for DND to approve amendments to the original DND 626. Tasks that will exceed these thresholds must be passed to the PWGSC Contracting Authority for review and signature prior to authorizing the contractor to begin work.

Note:
Work on the task may not commence prior to the date this form is signed by the DA Authority - for tasks within the DND threshold; and by both DND and PWGSC for those tasks over the DND threshold.

**Instructions pour compléter le formulaire
DND 626 - Autorisation des tâches**

N° du contrat
Inscrivez le numéro du contrat de TPSGC en entier.

N° de la tâche
Inscrivez le numéro de tâche séquentiel.

N° de la modification
Inscrivez le numéro de modification lorsque la tâche originale est modifiée pour en changer la portée.

Augmentation/Réduction
Inscrivez le montant total de l'augmentation ou de la diminution, y compris les taxes.

Valeur précédente
Inscrivez le montant total précédent, y compris les taxes.

A
Nom de l'entrepreneur.

Expédiez à
Endroit où le travail sera effectué, si celui-ci diffère du lieu d'affaires de l'entrepreneur.

Date de livraison/d'achèvement
Date d'achèvement de la tâche.

pour le ministère de la Défense nationale
Signature du représentant du MDN auquel on a délégué le pouvoir d'approbation en ce qui a trait à la signature du formulaire DND 626 (niveau d'autorité basé sur la valeur de la tâche et le signataire autorisé équivalent mentionné dans le MAA 1.4). **Nota :** la personne qui signe cette attache de signature confirme que les travaux respectent la portée du contrat, que suffisamment de fonds sont prévus au contrat pour couvrir cette tâche et que le budget alloué à l'unité ou pour le projet le permet.

Services
Définissez brièvement le besoin (joignez l'ET) et établissez le coût de la tâche à l'aide de la soumission de l'entrepreneur selon le niveau de difficulté de celle-ci. Les modalités de paiement stipulées dans le contrat s'appliquent à la tâche. Si plusieurs d'entre elles sont prévues, énumérez ici celle/celles qui s'appliquera/ront à la soumission pour la tâche à accomplir (p.ex. acompte fondé sur les étapes franchies; taux quotidien ou taux horaire établi selon la catégorie de main-d'œuvre; frais de déplacement et de séjour; prix fixe ou prix plafond; etc.). Toutes les modalités du contrat s'appliquent à cette autorisation de tâche et ne peuvent être négligées ou modifiées quant à la tâche en question. Il n'est donc pas nécessaire de répéter ces modalités générales afférentes au contrat sur le formulaire DND 626.

Prix
Mentionnez le coût de la tâche en le répartissant selon les frais afférents à chaque item mentionné dans la rubrique **Services**.

TPS/TVH
Mentionnez le montant de la TPS/TVH, s'il y a lieu.

Total
Mentionnez le coût total de la tâche. L'entrepreneur ne peut dépasser ce montant sans l'approbation du MDN, formulaire DND 626 modifié à l'appui. Le coût de la modification ne peut pas être supérieur à 50 p. 100 du montant initial prévu dans l'autorisation de tâche (ou au pourcentage prévu dans le contrat pour les modifications). Le coût total spécifié dans le formulaire DND 626, y compris toutes les modifications, ne peut dépasser le plafond de financement mentionné dans le contrat.

Ne s'applique qu'aux contrats de TPSGC
Le présent paragraphe s'applique uniquement aux autorisations de tâche accordées par TPSGC. On inscrira dans le formulaire DND 626 un plafond précis qui ne pourra être approuvé que par le MDN et un pourcentage selon lequel le MDN pourra approuver des modifications au formulaire DND 626 original. Les tâches dont le coût dépasse ces plafonds doivent être soumises à l'autorité contractante de TPSGC pour examen et signature avant qu'on autorise l'entrepreneur à débiter les travaux.

Nota :
Les travaux ne peuvent commencer avant la date de signature de ce formulaire par le responsable du MDN, pour les tâches dont le coût est inférieur au plafond établi par le MDN, et par le MDN et TPSGC pour les tâches dont le coût dépasse le plafond établi par le MDN.

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File No. – N° du dossier
495xi.W8474-10-SP10

Buyer ID – Id de l'acheteur
495xi
CCC No./N° CCC – FMS No./N° VME

Attachment 4.1

Technical Bid

Solicitation No. –N° de l’invitation
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Buyer ID – Id de l’acheteur
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CCC No./N° CCC – FMS No./N° VME

Introduction

The following elements of the Technical Bid will be evaluated and scored in accordance with specific evaluation criteria. It is imperative that these criteria be addressed in sufficient depth to allow for a complete assessment of capacity and capabilities.

Each Technical Bid will be evaluated solely on its content and as it relates to the Statement of Work. Bids should be clear and concise, following the order and numbering of the Statement of Work. The Bidders must clearly state and demonstrate in their bid if they are responsive or non-responsive with each mandatory requirement.

The Bidder must respond to the submission requirements in Table 1 below:

Table 1 Technical Bid					
SOW Section Number	Section Name / Evaluation Subject	Points Available	Submission Requirements	Compliant = Yes Non-Compliant = No	Evaluation Criteria
A	B	C	D	E	F
Part I – Summary					
	Corporate Capability	R	<p>The Bidder must demonstrate its capability to provide the products and services required under this RFP by providing one Customer Reference Summary that demonstrates its experience in successfully implementing a travel reservation IT solution, where the services were provided for a minimum period of 2 years, within the last 10 years from bid solicitation closing date, where the contract value was \$2M or greater.</p> <p>The Customer Reference Summary should include the following information:</p> <ul style="list-style-type: none"> a) Name of the Project. b) A description of the project. c) A description of the services provided by the Bidder including: <ul style="list-style-type: none"> i. The contract value. ii. The period, including the start and end date. iii. Role of the Bidder in the referenced project. d) A description of the various resources categories provided by the Bidder as well as a description of the role of the resources relative to the experience claimed in 		<p>The response will be evaluated as follows:</p> <p>Step "1"</p> <p>The Customer Reference will be evaluated as follows:</p> <ul style="list-style-type: none"> a) The response to subsection "a)", Column "D" is required to validate the referenced project. b) The response to subsection "b)", Column "D" will be evaluated to determine that the project was for the implementation of a travel reservation IT Solution c) The response to subsection "c)", Column D will be evaluated to determine the services provided by the Bidder including: <ul style="list-style-type: none"> i) The response to subsection "c) i)", Column "D" will be evaluated to determine the contract value; ii) The response to subsection "c) ii)", Column "D" will be evaluated to determine that the period of work was for a minimum period of 2 years and occurred in the last 10 years of bid solicitation closing date; and iii) The response to subsection "c) iii)", Column "D" will be evaluated to determine the role of the Bidder in the project. d) The response to subsection "d)", Column "D" will be evaluated to determine that a minimum of 2 resources were provided and that the work performed by these resources correlates to the services claimed by the Bidder in response to subsection "c)", Column "D". e) The Customer contact may be contacted to validate the claimed experience. If the

Table 1 Technical Bid					
SOW Section Number	Section Name / Evaluation Subject	Points Available	Submission Requirements	Compliant = Yes Non-Compliant = No	Evaluation Criteria
A	B	C	D	E	F
			<p>subsection "c)" above.</p> <p>e) Customer Project Authority contact name as well as an alternate contact name from the project along with their title, e-mail address and telephone number.</p> <p>Wherever information provided by a reference differs from the information supplied by the Bidder, the information supplied by the reference will be the information evaluated. Points will not be allocated if the reference customer is not a customer of the Bidder itself (for example, the customer cannot be the customer of an affiliate of the Bidder). Nor will points be allocated if the customer is itself an affiliate or other entity that does not deal at arm's length with the Bidder. Government of Canada references will be accepted.</p> <p>Points will be awarded in accordance with Column "F".</p>		<p>information is not provided or insufficient to contact the Customer contact then, upon request from Canada, the Bidder will have 2 working days to provide the necessary information to Canada. If the requested information is not provided in accordance with the request, the Customer Reference Summary will not qualify.</p> <p>Step "2"</p> <ul style="list-style-type: none">The Customer Reference Summary must qualify through Step "1", if not, the bid will be non-responsive. <p>Step "3"</p> <p>Points will be allocated for the Customer Reference Summary, that meets the criteria specified in Step "1", as follows:</p> <ul style="list-style-type: none">20 points will be allocated if the Project was for the implementation of an airline hosting and aircraft tasking solution;10 points will be allocated if the Project was for a federal, provincial or municipal government organization; and15 points will be allocated if the Project included the provision of equipment and services to multiple locations.5 points will be allocated if the contract value was between \$2M and \$5M.10 points will be allocated if the contract value was >\$5M and <\$10M20 points will be allocated if the contract value was \$10M or greater.5 points will be allocated if the documentation and/or services were provided in both Canadian official languages. <p>A maximum of 70 points will be allocated.</p> <p>The response must state the Bidder's compliance with a Yes or No in column E and provide:</p> <p>a) a list of all major proposed sub-contractors; and</p> <p>b) Describe the proposed roles and responsibilities of each with respect to fulfilling the</p>
	Subcontracts	M	<p>The Bidder must:</p> <p>a) Provide: a list of all major proposed sub-contractors; and</p>	<p><input type="checkbox"/> Yes <input type="checkbox"/> No</p>	

Table 1 Technical Bid					
SOW Section Number	Section Name / Evaluation Subject	Points Available	Submission Requirements	Compliant = Yes Non-Compliant = No	Evaluation Criteria
A	B	C	D	E	F
			b) Describe the proposed roles and responsibilities of each with respect to fulfilling the requirements described in the Statement of Work (SOW). The Bidder must confirm that its proposed GDS is currently in commercial or military use and has been for the past five years.		requirements described in the Statement of Work (SOW).
4.	Scope of Work	M	The Bidder must confirm that its proposed GDS is currently in commercial or military use and has been for the past five years.	<input type="checkbox"/> Yes <input type="checkbox"/> No	The response must state the Bidder's compliancy with a Yes or No in column E and provide the following substantiation: current version and release number along with the release date and the number of years the proposed GDS has been in active commercial or military use.
5.	Contractor Resources				
5.2.1		M	The Bidder must name a Project Executive who will oversee the Contract and has the authority to resolve issues requiring escalation.	<input type="checkbox"/> Yes <input type="checkbox"/> No	The response must provide the name and position within the company of the proposed Project Executive.
5.2.2		R	The Bidder must name a candidate to be the Project Manager (PM) and provide his/her current resumé. The candidate must be able to read, write and speak in both of Canada's official languages and have a Reliability status security clearance at the time of bid solicitation closing date, granted or approved by the Canadian Industrial Security Directorate (CISD), Public Works and Government Services Canada (PWGSC). The Bidder must provide a minimum of one and maximum of five Customer Reference Summaries that demonstrate that the proposed candidate: a) Has a minimum of five years experience in the past 15 years in Information Management; b) Has a minimum of five years in the past 15 years in Project Management; and c) Has a minimum of five years in the past 15 years in a management role associated with the technical support of an automated airlines		The response will be evaluated as follows: Step 1: The response must provide the following: a) the name of the proposed Project Manager; b) current resumé of the proposed Project Manager c) the proposed Project Manager's ability to read, write and speak in both of Canada's official languages; d) the proposed Project Manager's Security Clearance level, certificate number and expiry date or date of Birth. Step 2: 20 points will be allocated if the resource meets the minimum requirements a), b) and c) specified in column "D". Points will be allocated for additional applicable experience, up to a total of 5 additional years in each area

Table 1 Technical Bid					
SOW Section Number	Section Name / Evaluation Subject	Points Available	Submission Requirements	Compliant = Yes Non-Compliant = No	Evaluation Criteria
A	B	C	D	E	F
					d) 100 points Excellent Response - Based on the information provided, the response fully meets the requirement and indicates that the Bidder has an excellent understanding of the intent of the requirement and that it can and will satisfy the requirement , possibly with added value. No perceived risk to the Client.
8.	Phase-out Agreement	M	The Bidder must confirm that all Phase-out Agreement requirements described in Part 1 Section 8 will be met. The Bidder must provide a draft Training Plan that addresses, at a minimum:	<input type="checkbox"/> Yes <input type="checkbox"/> No	The response must state the Bidder's compliancy with a Yes or No in column "E"
10.	Training	R 80 Points	<ul style="list-style-type: none"> Topics to be covered in training; Estimated time to complete full training and annual courses along with the maximum number of trainees; Draft Training schedule Qualifications of the instructors; and Training Methods and Tools; <p>The plan must, at a minimum, address all details listed above and show that the Bidder has a clear understanding of the DND's training needs.</p>		<p>The response should, at a minimum, address all items indicated in column "D" and demonstrate that the Bidder has a clear understanding of the training needs of DND .</p> <p>Points will be allocated as follows:</p> <p>a) 0 points Unacceptable Response – Based on the information provided, the response does not address the requirement or indicates a lack of understanding of the intent of the requirement or is generally a repetition of the requirement as stated in the RFP rather than a clear response that indicates an understanding of the intent of the requirement. May represent an unacceptable risk to the Client</p> <p>b) 40 points Minimum Acceptable Response – Based on the information provided, the response addresses only part of or none of the requirement but the Bidder understands the requirement, has provided an acceptable plan and it can and will satisfy the requirement. Minimal but acceptable risk to the Client without cost to the Client.</p> <p>c) 60 points Good Response - Based on the information provided, the response adequately addresses most of the requirement and indicates that the Bidder has a sound understanding of the intent of the requirement and that it can and will satisfy the requirement . Minimal or no perceived risk to the Client.</p> <p>d) 80 points Excellent Response - Based on the information provided, the</p>

Table 1 Technical Bid					
SOW Section Number	Section Name / Evaluation Subject	Points Available	Submission Requirements	Compliant = Yes Non-Compliant = No	Evaluation Criteria
A	B	C	D	E	F
11.	Documentation	M	The Bidder must confirm that all documentation requirements described in Part 1 Section 11 will be met.	<input type="checkbox"/> Yes <input type="checkbox"/> No	The response must state the Bidder's compliance with a Yes or No in column "E"
Part II – Automated Airline Hosting System (AAHS)					
1.	General	M	The Bidder must confirm that its GDS will provide DND with a minimum reliability of 97% uptime over any given month for CF flight bookings.	<input type="checkbox"/> Yes <input type="checkbox"/> No	The response must state the Bidder's compliance with a Yes or No in column "E", and in column "F" the response must state the minimum uptime reliability expressed in a percentage and a clear description of how this will be achieved as well as maintained.
2.	Reservations	M	The Bidder must confirm that all Reservations requirements described in Part II section 2 are met, and demonstrate how the proposed solution will meet these requirements.	<input type="checkbox"/> Yes <input type="checkbox"/> No	The response must state the Bidder's compliance with a Yes or No in column "E" and in column "F" provide a clear description of how the proposed solution will meet the requirements outlined in Part II Section 2.
4.2	Input Data	M	The Bidder must confirm that the Database is comprised of all information listed in Part II section 4.2.	<input type="checkbox"/> Yes <input type="checkbox"/> No	The response must state the Bidder's compliance with a Yes or No in column "E" and in column "F" provide a clear description of how the proposed solution will meet the requirements outlined in Part II Section 4.2.
5.	Passenger Name Record (PNR) Handling	M	The Bidder must confirm that the AAHS includes, at a minimum, all information listed in Part II section 5.	<input type="checkbox"/> Yes <input type="checkbox"/> No	The response must state the Bidder's compliance with a Yes or No in column "E" and in column "F" provide a clear description of how the proposed solution will meet the requirements outlined in Part II Section 5.
6.	Itinerary Printing	M	The Bidder must confirm that the AAHS meets all requirements in Part II section 6.	<input type="checkbox"/> Yes <input type="checkbox"/> No	The response must state the Bidder's compliance with a Yes or No in column "E" and in column "F" provide a clear description of how the proposed solution will meet the requirements outlined in Part II Section 6.
7.	Passenger Check-in Process	M	The Bidder must confirm that all requirements described in Part II section 7 are met, and demonstrate how the proposed solution will meet these requirements.	<input type="checkbox"/> Yes <input type="checkbox"/> No	The response must state the Bidder's compliance with a Yes or No in column "E" and in column "F" provide a clear description of how the proposed solution will meet the requirements outlined in Part II Section 7.
8.	Passenger Boarding	M	The Bidder must confirm that all requirements, described in Part II section 8, are met and demonstrate	<input type="checkbox"/> Yes	The response must state the Bidder's compliance with a Yes or No in column "E" and in column "F" provide a clear description of how the proposed solution will meet the

Table 1 Technical Bid					
SOW Section Number	Section Name / Evaluation Subject	Points Available	Submission Requirements	Compliant = Yes Non-Compliant = No	Evaluation Criteria
A	B	C	D	E	F
			how the proposed solution will meet these requirements...	<input type="checkbox"/> Yes <input type="checkbox"/> No	requirements outlined in Part II Section 8.
9.	Flight Closure	M	The Bidder must confirm that all requirements, described in Part II section 9 are met, and demonstrate how the proposed solution will meet these requirements.	<input type="checkbox"/> Yes <input type="checkbox"/> No	The response must state the Bidder's compliancy with a Yes or No in column "E" and in column "F" provide a clear description of how the proposed solution will meet the requirements outlined in Part II Section 9.
11.	NOSHOW Transaction	M	The Bidder must confirm that all requirements described in Part II section 11 are met, and demonstrate how the proposed solution will meet these requirements.	<input type="checkbox"/> Yes <input type="checkbox"/> No	The response must state the Bidder's compliancy with a Yes or No in column "E" and in column "F" provide a clear description of how the proposed solution will meet the requirements outlined in Part II Section 11.
12.	Teletype	M	The Bidder must confirm that all requirements described in Part II section 12, are met and demonstrate how the proposed solution will meet these requirements.	<input type="checkbox"/> Yes <input type="checkbox"/> No	The response must state the Bidder's compliancy with a Yes or No in column "E" and in column "F" provide a clear description of how the proposed solution will meet the requirements outlined in Part II Section 12.
Part III – Aircraft Tasking System (ATS)					
1.	ATS Requirements	M	The Bidder must confirm that the proposed ATS meets all tasking requirements described in Part III section 1, and demonstrate how the proposed solution will meet these requirements.	<input type="checkbox"/> Yes <input type="checkbox"/> No	The response must state the Bidder's compliancy with a Yes or No in column "E" and in column "F" provide a clear description of how the proposed solution will meet the requirements outlined in Part III Section 1.
2.	Flight Forecasting	M	The Bidder must confirm that the proposed ATS meets all tasking requirements described in Part III section 2, and demonstrate how the proposed solution will meet these requirements.	<input type="checkbox"/> Yes <input type="checkbox"/> No	The response must state the Bidder's compliancy with a Yes or No in column "E" and in column "F" provide a clear description of how the proposed solution will meet the requirements outlined in Part III Section 2.
3.	ATS Security	M	The Bidder must confirm that the proposed ATS meets all tasking requirements described in Part III section 3, and demonstrate how the proposed solution will meet these requirements.	<input type="checkbox"/> Yes <input type="checkbox"/> No	The response must state the Bidder's compliancy with a Yes or No in column "E" and in column "F" provide a clear description of how the proposed solution will meet the requirements outlined in Part III Section 3.
4.	Flight Programming Functions	M	The Bidder must confirm that the proposed ATS meets all tasking requirements described in Part III section 4, and demonstrate how the proposed solution will meet these requirements.	<input type="checkbox"/> Yes <input type="checkbox"/> No	The response must state the Bidder's compliancy with a Yes or No in column "E" and in column "F" provide a clear description of how the proposed solution will meet the requirements outlined in Part III Section 4.
5.	System Control	M	The Bidder must confirm that the proposed ATS meets	<input type="checkbox"/> Yes	The response must state the Bidder's compliancy with a Yes or No in column "E" and in

Table 1 Technical Bid					
SOW Section Number	Section Name / Evaluation Subject	Points Available	Submission Requirements	Compliant = Yes Non-Compliant = No	Evaluation Criteria
A	B (SYSCON) Function	C	D all tasking requirements described in Part III section 5, and demonstrate how the proposed solution will meet these requirements..	E <input type="checkbox"/> Yes <input type="checkbox"/> No	F column "F" provide a clear description of how the proposed solution will meet the requirements outlined in Part III Section 5.
Part IV – Management Information Systems (MIS)					
2.	Passenger Historical Data	M	The Bidder must confirm that it will meet all requirements described in Part IV section 2, and demonstrate how the proposed solution will meet these requirements.	<input type="checkbox"/> Yes <input type="checkbox"/> No	The response must state the Bidder's compliancy with a Yes or No in column "E" and in column "F" provide a clear description of how the proposed solution will meet the requirements outlined in Part IV Section 2.
3.	GDS Business Intelligence Tools		The Bidder must confirm that it will provide DND with all requirements listed in Part IV section 3.	<input type="checkbox"/> Yes <input type="checkbox"/> No	The response must state the Bidder's compliancy with a Yes or No in column "E"
Part V – Christmas Travel Automation (XCTA)					
1.	Christmas Travel Automation (XCTA)	R 50 points	The Bidder must provide a draft XCTA plan to migrate and interface the Christmas Travel Automation with the GDS, for either Option A or Option B. The plan should, at a minimum, address all requirements in Part V and show that the Bidder has a clear understanding of the task and a realistic schedule for implementation.		<p>The response should, at a minimum, address all items in column "D" and demonstrate that the Bidder has a clear understanding of the task and a realistic schedule for implementation.</p> <p>Points will be allocated as follows:</p> <p>a) 0 points Unacceptable Response – Based on the information provided, the response does not address the requirement or indicates a lack of understanding of the intent of the requirement or is generally a repetition of the requirement as stated in the RFP rather than a clear response that indicates an understanding of the intent of the requirement. May represent an unacceptable risk to the Client</p> <p>b) 25 points Minimum Acceptable Response – Based on the information provided, the response addresses only part of or none of the requirement but the Bidder understands the requirement, has provided an acceptable plan and it can and will satisfy the requirement. Minimal but acceptable risk to the Client without cost to the Client.</p> <p>c) 35 points Good Response - Based on the information provided, the response</p>

Table 1 Technical Bid					
SOW Section Number	Section Name / Evaluation Subject	Points Available	Submission Requirements	Compliant = Yes Non-Compliant = No	Evaluation Criteria
A	B	C	D	E	F
					adequately addresses most of the requirement and indicates that the Bidder has a sound understanding of the intent of the requirement and that it can and will satisfy the requirement . Minimal or no perceived risk to the Client.
					d) 50 points Excellent Response - Based on the information provided, the response fully meets the requirement and indicates that the Bidder has an excellent understanding of the intent of the requirement and that it can and will satisfy the requirement , possibly with added value. No perceived risk to the Client.
2.	Configuration Parameters	M	The Bidder must confirm that it will meet all requirements described in Part V section 2, and demonstrate how the proposed solution will meet these requirements.	<input type="checkbox"/> Yes <input type="checkbox"/> No	The response must state the Bidder's compliancy with a Yes or No in column "E" and in column "F" provide a clear description of how the proposed solution will meet the requirements outlined in Part V Section 2.
3.	Categories of Travel	M	The Bidder must confirm that it will meet all requirements described in Part V section 3, and demonstrate how the proposed solution will meet these requirements.	<input type="checkbox"/> Yes <input type="checkbox"/> No	The response must state the Bidder's compliancy with a Yes or No in column "E" and in column "F" provide a clear description of how the proposed solution will meet the requirements outlined in Part V Section 3.
11.	Email Notification	M	The Bidder must confirm that it will meet all requirements described in Part V section 11, and demonstrate how the proposed solution will meet these requirements.	<input type="checkbox"/> Yes <input type="checkbox"/> No	The response must state the Bidder's compliancy with a Yes or No in column "E" and in column "F" provide a clear description of how the proposed solution will meet the requirements outlined in Part V Section 11.
13.	Testing	M	The Bidder must confirm that the XCTA software will be available for on-site user acceptance testing no later than ninety (90) calendar days following the system go live date.	<input type="checkbox"/> Yes <input type="checkbox"/> No	The response must state the Bidder's compliancy with a Yes or No in column "E" .
Part VI – Equipment and Locations					
1.	Equipment and Locations				
1.1		M	The Bidder must confirm that it will provide all	<input type="checkbox"/> Yes	The response must state the Bidder's compliancy with a Yes or No in column "E", and the

Table 1 Technical Bid

SOW Section Number	Section Name / Evaluation Subject	Points Available	Submission Requirements	Compliant = Yes Non-Compliant = No	Evaluation Criteria
A	B	C	D	E	F
			equipment, installation and configuration, including consumables, to the locations listed in Part VI, Article 1, Table 1 of the SOW	<input type="checkbox"/> No	Bidder must provide a complete list of all proposed equipment and consumables including: a) Product Code b) Product Name and its description c) Product Version d) Platform(s) the product runs on; and e) Accompanying documentation including: Name; Document Code or Part Number; and Source or Type (paper copy, electronic copy or both).
1.2		M	The Bidder must confirm that it will provide and deliver to 8 Wing Trenton (NSPC), ten (10) rugged and compact deployable systems packaged as self-contained pre-packaged kits, complete with consumables, boarding pass and baggage tag printers and configured to operate from anywhere in the world with appropriate multi-power capability and with appropriate UPS power protection.	<input type="checkbox"/> Yes <input type="checkbox"/> No	The response must state the Bidder's compliance with a Yes or No in column "E"
1.3		M	The Bidder must confirm that it will be compliant with all requirements listed in Part VI section 1.3.	<input type="checkbox"/> Yes <input type="checkbox"/> No	The response must state the Bidder's compliance with a Yes or No in column "E"

Table 2

Canada will insert point awarded information in the following summary table for evaluation purposes.

Technical Bid Summary Table 2			
Sow Part and Section Number	Section Name	Points Available	Points Awarded
Part I Section 5.2.2	Corporate Capability	70	To be entered by Canada
Part I Section 6	Contractor Resources	40	To be entered by Canada
Part I Section 10	Implementation	100	To be entered by Canada
Part V Section 1	Training	80	To be entered by Canada
	Scope – Christmas Travel Automation (XCTA)	50	To be entered by Canada
Total		340	To be entered by Canada

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Attachment 4.2

Financial Bid

Attachment 4.2

Financial Bid

Part 1

1. Bidders must provide prices as detailed below (to be submitted in the Financial Bid only).
2. The Bidder must include pricing for all elements in its proposal, including hardware, software and services.
3. 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.
4. The Bidder must identify all rented/leased hardware and software products that are included in the pricing in Part 2, and may do so by cross-referencing to information it has provided in its technical proposal. Any products and services being offered at no cost to Canada must also be identified.
5. All equipment must be upgraded as detailed in Article 9.1.3 of the Statement of Work (SOW) and will be at the sole cost of the Contractor.
6. Any hardware or software not identified in the Bidder’s proposal, which is subsequently required to enable the Bidder’s proposed system solution to function successfully, must be provided by the Contractor at the Contractor’s sole expense.
7. Bidders are requested to adopt the format of the Tables below.

Part 2

1. Installation, Removal, Transportation and Training Prices

1.1 The Bidder must provide pricing as detailed below.

1.1.1 A firm unit price for the installation of terminals and printers at each site must be entered into Table 1.

Table 1 – Installation of Terminals and Printers

LOCATION	Firm unit price for installation of terminals and printers.
3 Wing Bagotville	\$
4 Wing Cold Lake	\$
19 Wing Comox	\$
14 Wing Greenwood	\$

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1 Cdn Air Div Winnipeg	\$
17 Wing Winnipeg	\$
8 Wing Trenton	\$
8 Wing Trenton (Flight Programming)	\$
8 Wing Trenton (NPSC)	\$
DCOS (Mat) / Mat J4 Tn Gatineau	\$
Total Table 1:	<i>To be calculated by Canada</i>

- 1.2. A firm price for the cost of the removal of the equipment from all sites at the end of the contract period or extension thereof: \$ _____;
- 1.3 A firm price for the cost of the return of the office spaces at each site to their original state: \$ _____;
- 1.4 COTS installation at all locations as identified in the SOW:
 - 1.4.1 A firm price for the COTS installation in Contract Year one for 32 PCs/Laptops and 20 gateways: \$ _____;
 - 1.4.2 A firm price for the COTS installation in Contract Year four for 32 PCs/Laptops and 20 gateways: \$ _____ for the renewal of equipment; and
 - 1.4.3 A firm price for the COTS installation in Option Year two for 32 PCs/Laptops and 20 gateways: \$ _____ for the renewal of equipment.
- 1.5 Initial Training: A firm price for the initial training of all personnel as outlined in Part I, Article 10 of the SOW in Contract Year one for up to fifty-five (55) participants: \$ _____; and for two (2) participants responsible to conduct acceptance testing: \$ _____.
- 1.6 Annual Training:
 - 1.6.1 A firm per participant price for annual training of all personnel as outlined in Part I, Article 10 of the SOW in Contract Years one to five annually: \$ _____. Annual training will apply for Contract Year one if the DND Project Authority (PA) determines that initial training is not required;
 - 1.6.2 A firm per participant price for annual training of all personnel as outlined in Part I, Article 10 of the SOW in Option Years one to four annually: \$ _____.
 - 1.6.3 Contingency Training: A firm per participant price for one day of training in the various aspects of the host system as requested by the DND PA, estimated at five (5) participants annually for the duration of the contract: \$ _____.

2. Rented/Leased Hardware and Services

2.1 The Bidder must provide pricing as detailed below.

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Table 2* – Equipment and Services

No	Item Description	Unit of Issue	Qty	Firm Monthly Rate – Initial Contract Period	Firm Monthly Rate – First Option Year	Firm Monthly Rate –Second Option Year	Firm Monthly Rate – Third Option Year	Firm Monthly Rate – Fourth Option Year
A	PCs	Each	34	\$	\$	\$	\$	\$
B	Gateways/ Router	Each	22	\$	\$	\$	\$	\$
C	Servers	Each	1	\$	\$	\$	\$	\$
D	Printers	Each	34	\$	\$	\$	\$	\$
E	Deployable Systems	Each	10	\$	\$	\$	\$	\$
F	Teletypes	Each	21	\$	\$	\$	\$	\$
Subtotal Equipment				<i>To be calculated by Canada</i>	<i>To be calculated by Canada</i>	<i>To be calculated by Canada</i>	<i>To be calculated by Canada</i>	<i>To be calculated by Canada</i>
G	Data Comms System	Per Site	10	\$	\$	\$	\$	\$
Annual Total (column X 12)				<i>To be calculated by Canada</i>	<i>To be calculated by Canada</i>	<i>To be calculated by Canada</i>	<i>To be calculated by Canada</i>	<i>To be calculated by Canada</i>
Total Table 2: To be calculated by Canada								

*Note 1: * The items and quantities in Table 2 above indicate current state only. Actual equipment and configuration to be provided by the Contractor, as detailed in its Technical Bid, must be included in the pricing. Bidders should cross reference all equipment and configuration to information provided in the Technical Bid.*

Note 2: For each item in Table 2, the Bidder must provide the required firm monthly rates for the initial contract period of sixty (60) months and for each option year, in terms of twelve months increments, up to a maximum of forty eight (48) additional months. Firm monthly rates shall apply, with payment for such equipment and software not to commence until installation and acceptance of each.

2.2 Communication Fees: The price of the provision of network charges including network site, network volume and network development is included in Table 2, item G above.

2.3 For the rental/lease of Systems and Hardware services, all equipment proposed must meet the technical and performance specifications as stated in Part II of the SOW.

3. Software Licences

3.1 The Bidder must provide pricing as detailed below:

3.1.1 Software Licence Fees, for the GDS must be entered in Table 3a.

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Table 3a – Software Licence Fees (refer to SOW Parts II & III)

Item Description	Unit of Issue	Qty	Firm Yearly Rate
GDS Software Licence: Including first contract year Maintenance and Support	Per User OR Per Site		\$
second contract year – Price for Maintenance and Support	Per User OR Per Site		\$
third contract year – Price for Maintenance and Support	Per User OR Per Site		\$
fourth contract year – Price for Maintenance and Support	Per User OR Per Site		\$
fifth contract year – Price for Maintenance and Support	Per User OR Per Site		\$
First Option Year – Price for Maintenance and Support	Per User OR Per Site		\$
Second Option Year – Price for Maintenance and Support	Per User OR Per Site		\$
Third Option Year – Price for Maintenance and Support	Per User OR Per Site		\$
Fourth Option Year – Price for Maintenance and Support	Per User OR Per Site		\$
Total Table 3a:			<i>To be calculated by Canada</i>

Note 1: Bidders must provide unit of issue and quantity as well as firm price.

Note 2: The cost of software upgrades and documentation updates must be included in the annual cost of maintenance and Support.

3.1.2 Software Licence Fees, for the XCTA must be entered in Table 3b.

Table 3b – Software Licence Fees (refer to SOW Part V)

Item Description	Unit of Issue or Per Site	Qty	Firm Yearly Rate
XCTA Software Licence: Including first contract year Maintenance and Support	Per Year	1	\$
Second Contract Year – Price for Maintenance and Support	Per Year	1	\$
Third Contract Year – Price for Maintenance and Support	Per Year	1	\$
Fourth Contract Year – Price for Maintenance and Support	Per Year	1	\$
Fifth Contract Year – Price for Maintenance and Support	Per Year	1	\$
First Option Year – Price for Maintenance and Support	Per Year	1	\$
Second Option Year – Price for Maintenance and Support	Per Year	1	\$
Third Option Year – Price for Maintenance and Support	Per Year	1	\$
Fourth Option Year – Price for Maintenance and Support	Per Year	1	\$

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Total Table 3b:	To be calculated by Canada
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Note: The cost of software upgrades and documentation updates must be included in the annual cost of maintenance and support in the Table above.

3.1.3 Any other Software Licence Fees required to make the system work, must be entered in Table 3c.

Table 3c – Other Software Licence Fees

Item Description	Unit of Issue or Per Site	Qty	Firm Yearly Rate
Other Software Licences required to make the system work: Including first contract year Maintenance and Support	Per Year	1	\$
Second Contract Year – Price for Maintenance and Support	Per Year	1	\$
Third Contract Year – Price for Maintenance and Support	Per Year	1	\$
Fourth Contract Year – Price for Maintenance and Support	Per Year	1	\$
Fifth Contract Year – Price for Maintenance and Support	Per Year	1	\$
First Option Year – Price for Maintenance and Support	Per Year	1	\$
Second Option Year – Price for Maintenance and Support	Per Year	1	\$
Third Option Year – Price for Maintenance and Support	Per Year	1	\$
Fourth Option Year – Price for Maintenance and Support	Per Year	1	\$
Total Table 3c:			To be calculated by Canada

Note 1: Bidders must ensure they provide prices for all other software required to make the system work. Replicate the table above as many times as needed.

Note 2: Bidders should cross-reference their Technical Bid to identify any “Other Software” associated with these fees.

Note 3: The cost of software upgrades and documentation updates must be included in the annual cost of maintenance and support in the Table above.

4. Other Deliverables

4.1 The Bidder must provide pricing as detailed below:

4.1.1 A firm price for all Other Deliverables must be entered in Table 4.

Table 4 – Other Deliverables

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No	Item Description	Qty	Unit Cost
A	Implementation Plan	1	\$
B	XCTA Interface and Migration Plan	1	\$
C	Detailed Training Package	1	\$
D	UAT Documents	1	\$
E	Deployable UAT Documents	1	\$
F	Disaster Recovery Plan	1	\$
G	Data Sanitization Process and Procedures Documents	1	\$
H	Training and Product Manuals	1	\$
I	Emergency Procedures Manuals	1	\$
J	Error Diagnostics Manual	1	\$
K	Implementation Close Out Report	1	\$
L	XCTA UAT Documents	1	\$
M	Management Information System Documentation	1	\$
Total Table 4:			<i>To be calculated by Canada</i>

5. Passenger Rates

5.1 The Bidder must provide pricing as detailed below:

5.1.1 A firm monthly rate for the use of the Bidder’s proposed computer, software, communications network, provision of historical data tapes, based on boarded passenger rate according to the site located (as detailed in the SOW) must be entered into Table 5.

Table 5 – Monthly Passenger Rates

	Minimum Number of Boarded Passengers Per Month	Minimum Rate (Per Boarded Passenger)	Discounted Rate For Passengers Boarded in Excess of Minimum (Per Boarded Passenger)
Firm per passenger rate – Contract Years one through five		\$	\$
Firm per passenger rate – First Option Year		\$	\$
Firm per passenger rate – Second Option Year		\$	\$
Firm per passenger rate – Third Option Year		\$	\$
Firm per passenger rate – Fourth Option Year		\$	\$
Subtotals		<i>To be Calculated by Canada</i>	<i>To be Calculated by Canada</i>
Total Table 5: <i>To be Calculated by Canada</i>			

Note 1: Bidders must provide minimum number of boarded passengers per month, firm minimum rate per boarded passenger and firm discounted rate for passengers boarded in excess of the minimum in the table above.

Note 2: For evaluation purposes, the number of boarded passengers will be 9,000. This is in no way a guarantee of monthly passenger travel.

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6. Management Information System (MIS)

6.1 The Bidder must provide pricing as detailed below:

6.1.1 A firm price for the electronic feed of American Standard Code for International Interchange (ASCII) delimited text data for incorporation into the application must be entered into Table 6.

Table 6– Management Information System (MIS)

Item Description	Qty	Firm Price
Management Information System ASCII feed.	1	\$

7. Christmas Travel Automation (XCTA)

7.1 The Bidder must provide pricing as detailed below:

7.1.1 A firm price for the migration and interface of the Christmas Travel Automation (XCTA) with the GDS, for either Option A or Option B must be entered into Table 7.

Table 7 – Christmas Travel Automation (XCTA)

Item Description	Qty	Firm Price
Option A: Migration and interface the Christmas Travel Automation with the GDS, using the DND owned customized application	1	\$
Option B: Migration and interface the Christmas Travel Automation with the GDS, developing its own solution to work with the GDS	1	\$

Note 1: The Bidder is to enter a price for the Option (A or B) proposed in its Technical bid.

Note 2: For the Option that is NOT proposed, the Bidder should enter “Not Applicable”. This is an exception to instructions provided in Part 1 of this document regarding “Blank Prices”.

Note3: Canada reserves the right to acquire the migration and interface of the XCTA with the GDS, in whole or in part, through the task authorization process.

8. Professional Resources for Task Authorization work

8.1 (a) For price evaluation purposes, an assessed price will be calculated by Canada for each of the Contract and Option Years specified in Price Table 8 below using price models with an estimated number of days (267days in total over a period of 5 years), which has been broken down by category and time period. The price models will be applied to each Bidder

consistently, will be determined by Canada prior to the close of the RFP, but will not be disclosed to Bidders.

- (b) The price models include an estimated level of effort (number of days) for each resource category that will be multiplied by the proposed firm per diem rate for the respective year for price evaluation purposes. This will be done for each of the Contract and Option years.
- (c) The estimated number of days used for price evaluation models are for bid assessment purposes only and are not to be construed as a commitment by Canada to the Contractor's workload over the duration of the AAHATS Contract period.

8.2 A firm ceiling Per Diem rate for each Contract Year, as well as a Firm Percentage Annual Increase for the Option Years, for each Professional Resource classification must be entered into Table 8.

8.3 The Bidder must provide pricing as detailed below:

Table 8 - Professional Resources for Task Authorization work

Professional Resource Category	Firm Ceiling Per Diem Rate						
		Contract Year 1	Contract Year 2	Contract Year 3	Contract Year 4	Contract Year 5	Firm Percentage Annual Increase for Subsequent Option Years (____%)
Project Manager		\$	\$	\$	\$	\$	
Lan Installer		\$	\$	\$	\$	\$	
Software Designer		\$	\$	\$	\$	\$	
Systems Designer		\$	\$	\$	\$	\$	
Senior Engineer		\$	\$	\$	\$	\$	
Technical Writer		\$	\$	\$	\$	\$	
Intermediate Programmer		\$	\$	\$	\$	\$	
IT Network System Engineer		\$	\$	\$	\$	\$	
Trainer		\$	\$	\$	\$	\$	

Note 1: Annual increases must be limited to no more than 3% for Contract and Option years. The per diem rates for Professional Resource Categories are subject to an increase on the anniversary of the Contract Award.

9. Price Summary

The Total Assessed Price shall be based on the Price Summary Table 9 below. Canada will complete the Price Summary Table below for evaluation purposes.

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Table 9 – Price Summary

1.	Total Table 1 – Installation of Terminals and Printers.	To be Entered by Canada
2.	Total firm price for the cost of the removal of the equipment at the end of the contract period or extension thereof.	To be Entered by Canada
3.	Total firm price for the cost of the return of the office spaces at each site to their original state.	To be Entered by Canada
4.	Total firm price for the COTS installation in Contract Year one for 32 PCs/Laptops and 20 gateways.	To be Entered by Canada
5.	Total firm price for the COTS installation in Contract Year four for 32 PCs/Laptops and 20 gateways.	To be Entered by Canada
6.	Total firm price for the COTS installation in Contract Option Year two for 32 PCs/Laptops and 20 gateways.	To be Entered by Canada
7.	Total Initial Training.	To be Entered by Canada
8.	Total Follow-on Training Contract Years one to five annually.	To be Entered by Canada
9.	Total Follow-on Training Option Years annually.	To be Entered by Canada
10.	Total Contingency Training.	To be Entered by Canada
11.	Total Table 2 – Equipment and Services	To be Entered by Canada
12.	Total Table 3a – Software Licence Fees – SOW Parts II & III	To be Entered by Canada
13.	Total Table 3b –Software Licence Fees – SOW Part V	To be Entered by Canada
14.	Total Table 3c – Other Software Licence Fees	To be Entered by Canada
15.	Total Table 4 – Other Deliverables	To be Entered by Canada
16.	Total Table 5 – Monthly Passenger Rates	To be Entered by Canada
17.	Total Table 6 – Management Information System (MIS)	To be Entered by Canada
18.	Total Table 7 – Christmas Travel Automation (XCTA)	To be Entered by Canada
19.	Total Table 8 - Professional Resources for Task Authorization work	To be Entered by Canada
20.	Total Assessed Price	To be Calculated by Canada

12. Good and Services Tax (GST) or Harmonized Sales Tax (HST)

12.1. The Goods and Services Tax (GST) or Harmonized Sales Tax (HST), if applicable, will be extra to the prices herein.