

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

THIS DOCUMENT CONTAINS A SECURITY
REQUIREMENT

Title - Sujet SPICT Serv. prof. en informatique	
Solicitation No. - N° de l'invitation W6369-11P5NN/A	Date 2012-02-22
Client Reference No. - N° de référence du client W6369-11P5NN	
GETS Reference No. - N° de référence de SEAG PW-\$\$ZM-380-23755	
File No. - N° de dossier 380zm.W6369-11P5NN	CCC No./N° CCC - FMS No./N° VME
Solicitation Closes - L'invitation prend fin at - à 02:00 PM on - le 2012-03-13	Time Zone Fuseau horaire Eastern Standard Time EST
F.O.B. - F.A.B. Plant-Usine: <input type="checkbox"/> Destination: <input checked="" type="checkbox"/> Other-Autre: <input type="checkbox"/>	
Address Enquiries to: - Adresser toutes questions à: Cook, Gail	Buyer Id - Id de l'acheteur 380zm
Telephone No. - N° de téléphone (819) 956-2591 ()	FAX No. - N° de FAX (819) 956-1207
Destination - of Goods, Services, and Construction: Destination - des biens, services et construction: Specified Herein Précisé dans les présentes	

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

Informatics Professional Services Division / Division des
services professionnels en informatique
11 Laurier St., / 11, rue Laurier
3C2, Place du Portage
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

BID SOLICITATION
FOR CONTRACTS AGAINST A SUPPLY ARRANGEMENT FOR
TASK-BASED INFORMATICS PROFESSIONAL SERVICES (TBIPS)
FOR
DEPARTMENT OF NATIONAL DEFENCE

TABLE OF CONTENTS

PART 1 - GENERAL INFORMATION

- 1.1 Introduction
- 1.2 Summary
- 1.3 Communications Notification
- 1.4 Debriefings

PART 2 - BIDDER INSTRUCTIONS

- 2.1 Standard Instructions, Clauses and Conditions
- 2.2 Submission of Bids
- 2.3 Enquiries - Bid Solicitation
- 2.4 Applicable Laws
- 2.5 Improvement of Requirement During Solicitation Period
- 2.6 Volumetric Data

PART 3 - BID PREPARATION INSTRUCTIONS

- 3.1 Bid Preparation Instructions
- 3.2 Section I: Technical Bid
- 3.3 Section II: Financial Bid
- 3.4 Section III: Certifications

PART 4 - EVALUATION PROCEDURES AND BASIS OF SELECTION

- 4.1 Evaluation Procedures
- 4.2 Technical Evaluation
- 4.3 Financial Evaluation
- 4.4 Basis of Selection

PART 5 - CERTIFICATIONS

- 5.1 Certifications Precedent to Contract Award
- 5.2 Federal Contractors Program for Employment Equity - Certification
- 5.3 Former Public Servant Certification
- 5.4 Status and Availability of Resources
- 5.5 Education and Experience

PART 6 - SECURITY, FINANCIAL AND OTHER REQUIREMENTS

- 6.1 Security Requirement
- 6.2 Financial Capability
- 6.3 Controlled Goods Requirement

PART 7 - RESULTING CONTRACT CLAUSES

- 7.1 Requirement**
- 7.2 Task Authorization**
- 7.3 Minimum Work Guarantee**
- 7.4 Standard Clauses and Conditions**
- 7.5 Security Requirement**
- 7.6 Contract Period**
- 7.7 Authorities**
- 7.8 Payment**
- 7.9 Invoicing Instructions**
- 7.10 Certifications**
- 7.11 Applicable Laws**
- 7.12 Priority of Documents**
- 7.13 Foreign Nationals (Canadian Contractor) or**
- 7.13 Foreign Nationals (Foreign Contractor)**
- 7.14 Defence Contract**
- 7.15 Insurance Requirements**
- 7.16 Controlled Goods Program**
- 7.17 Limitation of Liability - Information Management/Information Technology**
- 7.18 Joint Venture Contractor**
- 7.19 Professional Services**
- 7.20 Safeguarding Electronic Media**
- 7.21 Representations and Warranties**
- 7.22 Access to Canada's Property and Facilities**
- 7.23 Implementation of Professional Services**
- 7.24 Identification Protocol Responsibilities**

List of Annexes to the Resulting Contract:

- Annex A Statement of Work
 - Appendix 1 to Annex A - Applicable Documents
 - Appendix 2 to Annex A - Resource Evaluation Criteria
 - Appendix A to Annex A - Tasking Procedure
 - Appendix B to Annex A - Task Authorization (TA) Form
 - Appendix C to Annex A - Resources Assessment Criteria and Response Table
 - Appendix D to Annex A - Certifications at the TA Stage
- Annex B Basis of Payment
- Annex C Security Requirements Check List

List of Attachments to Part 2 (Bidder Instructions):

- Annex B Basis of Payment
- Annex E Bid Submission Form

List of Attachments to Part 3 (Bid Preparation Instructions):

- Annex B Basis of Payment
- Annex E Bid Submission Form

List of Attachments to Part 4 (Evaluation Procedures and Basis of Selection):

- Annex B Basis of Payment
- Annex D Bid Evaluation Criteria

BID SOLICITATION FOR PROFESSIONAL ENTERPRISE DESKTOP SERVICES FOR DEPARTMENT OF NATIONAL DEFENCE

PART 1 - GENERAL INFORMATION

1.1 Introduction

This document states terms and conditions that apply to bid solicitation W6369-11P5NN/A. It is divided into seven parts plus annexes and attachments as follows:

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

The annexes include the Statement of Work, the Basis of Payment, the RFP Evaluation Criteria, the Bid Submission Form and any other annexes or attachments.

1.2 Summary

- (a) This bid solicitation is being issued to satisfy the requirement of the Department of National Defence (the "Client") for Task-Based Informatics Professional Services (TBIPS) under the TBIPS Supply Arrangement (SA) method of supply.
- (b) It is intended to result in the award of up to two contracts, each for two years plus three one-year irrevocable options allowing Canada to extend the term of the contract.
- (c) There is a security requirement associated with this requirement. For additional information, see Part 6 - Security, Financial and Other Requirements, and Part 7 - Resulting Contract Clauses. Bidders should consult the "Security Requirements on PWGSC Bid Solicitations - Instructions for Bidders" document on the Departmental Standard Procurement Documents (<http://www.pwgsc.gc.ca/acquisitions/text/plain/plain-e.html#top>) Website.

- (d) The requirement is subject to the provisions of the World Trade Organization Agreement on Government Procurement (WTO-AGP), the North American Free Trade Agreement (NAFTA), the Canada-Chile Free Trade Agreement (CCFTA), the Agreement on Internal Trade (AIT), the Canada-Peru Free Trade Agreement (CPFTA), the Canada-Columbia Free Trade Agreement if it is in force, and the Canada-Panama Free Trade Agreement if it is in force.
- (e) Only TBIPS SA Holders currently holding a TBIPS SA for Tier 2 in the National Capital Region under the EN578-055605/D series of Supply Arrangements (SAs) are eligible to compete. The TBIPS Supply Arrangement EN578-055605/D is incorporated by reference and forms part of this bid solicitation, as though expressly set out in it, subject to any express terms and conditions contained in this bid solicitation. The capitalized terms not defined in this bid solicitation have the meaning given to them in the TBIPS SA.
- (f) The following resources in Categories of Personnel described below are required on an "as and when requested" basis in accordance with the TBIPS SA Annex "B":

CATEGORY OF PERSONNEL	LEVEL OF EXPERTISE
A.6 Programmer/Software Developer	1
A.7 Programmer/Analyst	3
A.7 Programmer/Analyst	2
A.8 System Analyst (Desktop Services)	3
A.8 System Analyst (Back-End Services)	3
A.8 System Analyst	2
A.10 Test Coordinator	3
A.11 Tester	2
A.14 Web Developer	2
B.10 Help Desk Specialist	2
B.12 Network Support Specialist	2
B.12 Network Support Specialist	1
B.13 Operations Support Specialist	3
B.13 Operations Support Specialist	2
B.14 Technical Writer	2
I.10 Technical Architect	3
I.11 Technology Architect	2
I.12 PKI Specialist	2
P.9 Project Manager (Desktop Services)	3
P.9 Project Manager (Engineering Support)	2
P.9 Project Manager (Operations Support)	2
P.9 Project Manager (Special Projects)	2
P.10 Project Scheduler	3
P.10 Project Scheduler	1

Solicitation No. - N° de l'invitation

W6369-11P5NN/A

Amd. No. - N° de la modif.

File No. - N° du dossier

380zmW6369-11P5NN

Buyer ID - Id de l'acheteur

380zm

CCC No./N° CCC - FMS No/ N° VME

1.3 Communications Notification

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

1.4 Debriefings

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

PART 2 - BIDDER INSTRUCTIONS

2.1 Standard Instructions, Clauses and Conditions

- (a) All instructions, clauses and conditions identified in the bid solicitation by number, date and title are set out in the Standard Acquisition Clauses and Conditions Manual issued by Public Works and Government Services Canada (PWGSC).
- (b) Bidders who submit a bid agree to be bound by the instructions, clauses and conditions of the bid solicitation and accept the clauses and conditions of the resulting contract.
- (c) The 2003 (2011-05-16) Standard Instructions - Goods or Services - Competitive Requirements are incorporated by reference into and form part of the bid solicitation, with Subsection 5.4 amended by deleting "sixty (60) days" and inserting "180 days". If there is a conflict between the provisions of 2003 and this document, this document prevails.

2.2 Submission of Bids

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

2.3 Enquiries - Bid Solicitation

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

2.4 Applicable Laws

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

Note to Bidders: Bidders are requested to indicate the Canadian province or territory they wish to apply to any resulting contract in their Bid Submission Form.

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2.5 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 reasons 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 in accordance with the article entitled "Enquiries - Bid Solicitation". Canada will have the right to accept or reject any or all suggestions.

2.6 Volumetric Data

The number of days for each resource category has been provided to Bidders to assist them in preparing their bids. The inclusion of this data in this bid solicitation does not represent a commitment by Canada that Canada's future usage of the services identified in this bid solicitation will be consistent with this data. It is provided purely for information purposes.

PART 3 - BID PREPARATION INSTRUCTIONS

3.1 Bid Preparation Instructions

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

- (i) Section I: Technical Bid (five hard copies and two soft copies on CD);
- (ii) Section II: Financial Bid (two hard copies); and
- (iii) Section III: Certifications (two hard copies).

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.

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

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

(c) Multiple bids from the same Bidder (or a bid from a Bidder and another bid from any of its affiliates) are not permitted in response to this bid solicitation. Each Bidder must submit only a single bid. For the purpose of this bid solicitation, individual members of a joint venture cannot participate in another bid, either by submitting a bid alone or by participating in another joint venture. If any Bidder submits more than one bid (or an affiliate also submits a bid), either on its own or as part of a joint venture, Canada will choose in its discretion which bid to consider.

3.2 Section I: Technical Bid

(a) The technical bid consists of the following:

- (i) **Bid Submission Form:** Bidders are requested to include the Bid Submission Form - Annex E 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) **Security Clearance:** Bidders are requested to submit the following security information for each of the proposed resources with their bids on or before the bid closing date. If the Bidder has not included the security information, the Contracting Authority will provide the Bidder with an opportunity to submit the security information during the evaluation period. If the Bidder has not submitted the security information within the period set by the Contracting Authority, its bid will be declared non-responsive.

SECURITY INFORMATION	BIDDER TO INSERT DATA
Name of individual as it appears on security clearance application form	
Level of security clearance obtained	
Validity period of security clearance obtained	
Security Screening Certificate and Briefing Form file number	

- (iii) **For the Proposed Resources:** The technical bid must include the number of résumés, per Resource Category identified in Annex D. The Technical bid must demonstrate that each proposed individual meets the qualification requirements described (including any educational requirements, work experience requirements, and professional designation or membership requirements). With respect to the proposed resources:
- (A) Proposed resources may be employees of the Bidder or employees of a subcontractor, or these individuals may be independent contractors to whom the Bidder would subcontract a portion of the Work (refer to Part 5, Certifications).
 - (B) For educational requirements for a particular degree, designation or certificate, Canada will only consider educational programmes that were successfully completed by the resource by the time of bid closing.
 - (C) For requirements relating to professional designation or membership, the resource must have the required designation or membership by the time of bid closing and must continue, where applicable, to be a member in good standing of the profession's governing body throughout the evaluation and Contract Period.
 - (D) For work experience, Canada will not consider experience gained as part of an educational programme, except for experience gained through a formal co-operative programme at a post-secondary institution.
 - (E) For any requirements that specify a particular time period (e.g., 2 years) of work experience, Canada will disregard any information about experience if the technical bid does not include the relevant date(s) (month and year) for the experience claimed (i.e., the start date and end date).
 - (F) For work experience to be considered by Canada, the technical bid must not simply indicate the title of the individual's position, but must demonstrate that the resource has the required work experience by explaining the responsibilities and work performed by the individual while in that position. Only listing experience without providing any supporting data to describe responsibilities, duties and relevance to the requirement, or reusing the same wording as this bid solicitation, will not be considered "demonstrated" for evaluation purposes. The Bidder should provide complete details as to where, when, month and year, and how, through which activities/responsibilities, the stated qualifications/experience were obtained. In situations in which a proposed resource worked at the same time on more than one project, only one project will be counted toward any requirements that relate to the individual's length of experience.
- (iv) **Customer Reference Contact Information:** The Bidder must provide customer references who must each confirm when requested by PWGSC, the facts identified in the Bidder's proposal. For each customer reference, the Bidder must, at a minimum, provide the name and either the telephone number or e-mail address for a contact person. Bidders are also requested to include the title of the contact person. If there is a conflict between the information provided by the customer reference and the bid, the information provided by the customer reference will be evaluated instead of the information in the bid.

If the named individual is unavailable when required during the evaluation period, the Bidder may provide the name and contact information of an alternate contact from the same customer.

3.3 Section II: Financial Bid

- (a) **Pricing:** Bidders must submit their financial bid in accordance with the Basis of Payment provided in Annex B of this bid solicitation and Annex "C" to Part A of their Supply Arrangement. The total amount of Goods and Services Tax or Harmonized Sales Tax must be shown separately, if applicable. Bidders must include a single, firm, all-inclusive per diem rate in Canadian dollars in each cell requiring an entry in the pricing tables. The Bidder's proposed firm per diem rates for Year 1 of the Initial Contract Period must not exceed those rates set out in Annex "C" to Part A Schedule of Per Diem Rates of the SA Holder's Supply Arrangement. SA Holders may offer a percentage discount on their per diem rates. The rates quoted for Year 2 of the Initial Contract Period and the Option Periods must not be lower than the corresponding rates quoted for Year 1 of the Initial Contract Period. Failure to abide with this condition will result in a bid being considered non-responsive.
- (b) **Variation in Professional Services Resource Rates from Year to Year:** If the Bidder proposes different rates for resources for different years of the resulting contract(s), including option years, the difference from one year to the following year must be no more than 5%.
- (c) **All Costs to be Included:** The financial bid must include all costs for the requirement described in the bid solicitation for the entire Contract Period, including any option years. The identification of all necessary equipment, software, peripherals, cabling and components required to meet the requirements of the bid solicitation and the associated costs of these items is the sole responsibility of the Bidder.
- (d) **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.
- (e) **SACC Manual Clauses**
- (i) C3011T (2010-01-11), Exchange Rate Fluctuation

3.4 Section III: Certifications

Bidders must submit the certifications required under Part 5.

PART 4 - EVALUATION PROCEDURES AND BASIS OF SELECTION

4.1 Evaluation Procedures

- (a) Bids will be assessed in accordance with the entire requirement of the bid solicitation including the technical 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 the Client and PWGSC will evaluate the bids on behalf of Canada. Canada may hire any independent consultant, or use any Government resources, to evaluate any bid. Not all members of the evaluation team will necessarily participate in all aspects of the evaluation.

- (c) In addition to any other time periods established in the bid solicitation:

- (i) **Requests for Clarifications:** If Canada seeks clarification or verification from the Bidder about its bid, the Bidder will have two 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 or all of the resources proposed by the Bidder to fulfill the requirements of the bid solicitation, the Bidder will have two working days following notice by the Contracting Authority to make any necessary arrangements (at the Bidder's sole cost) for the interview to take place at PWGSC in Gatineau, Québec.
- (iii) **Extension of Time:** If additional time is required by the Bidder, the Contracting Authority may grant an extension in his or her sole discretion.

4.2 Technical Evaluation

(a) Mandatory Technical Criteria

Each bid will be reviewed to determine whether it meets the mandatory requirements of the bid solicitation. All elements of the bid solicitation that are mandatory requirements are identified specifically with the words "must" or "mandatory". Bids that do not comply with each and every mandatory requirement will be considered non-responsive and be disqualified. The Mandatory evaluation criteria are described in Annex D - Bid Evaluation Criteria.

(b) Point-Rated Technical Criteria:

Each bid will be rated by assigning a score to the rated requirements, which are identified in the bid solicitation by the word "rated" or by reference to a score. Bidders who fail to submit complete bids with all the information requested by this bid solicitation will be rated accordingly. The rated evaluation criteria are described in Annex D - Bid Evaluation Criteria.

- (c) **Reference Checks:** Canada may conduct reference checks to verify the accuracy of the information provided. If reference checks are done, they will be conducted in writing by e-mail (unless the contact at the reference is only available by telephone). Canada will not allocate any points or consider a mandatory criteria met unless the response is received within five working days. Wherever information provided by a reference differs from the information supplied by the Bidder, the information supplied by the reference will be the information assessed. Points will not be allocated or a mandatory criteria considered as met 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 or a mandatory criteria considered as met if the customer is itself an affiliate or other entity that does not deal at arm's length with the Bidder. Crown references will be accepted.

(d) Number of Resources Evaluated:

Only a certain number of resources per category will be evaluated as part of this bid solicitation as identified in Annex D. Additional resources will only be assessed after contract award once specific tasks are requested of the Contractor. After contract award, the Task Authorization process will be in accordance with Part 7 - Resulting Contract Clauses, Article 7.2 Task Authorization. When a Task Authorization Form (TA Form) is issued, the Contractor will be requested to propose a resource to satisfy the specific requirement based on the TA Form's Statement of Work. The proposed resource will then be assessed against the criteria identified in the Contract's Statement of Work in accordance with Appendix 2 of Annex A.

- (e) Resource Qualifications:** The qualifications and experience of the proposed resource(s) will be assessed against the requirements set out in this bid solicitation. Canada may request proof of successful completion of formal training, as well as reference information. The Contracting Authority reserves the right to request references from a Bidder to conduct a reference check to verify the accuracy of the information provided.

4.3 Financial Evaluation

- (a)** The Bidder must provide firm, all inclusive per diem rates for the initial contract period and option periods for each Resource Category identified in Annex B using the tables attached at Annex B. The Financial evaluation will be conducted only on bids that are technically responsive by using these rates to calculate the Total Bid Price. For Year 1 of the initial contract period of any contract (from date of award) resulting from this bid solicitation, the applicable firm per diem rates must not exceed those rates specified in Annex "C" - Schedule of Per Diem Rates of the SA Holder's Supply Arrangement for each relevant resource. Failure to abide with this condition will result in a bid being considered non-responsive.

(b) Calculation of Total Bid Price:

The Total Bid Price will be determined for each Bidder by multiplying its firm per diem rates for each of the Initial Contract Period and the Option Periods (or the median rate, whichever is higher) with the estimated number of days of work for each period, for all the Categories of Personnel stated in Annex B - Basis of Payment. The sum of such rates will constitute the Total Bid Price for that Bidder.

(c) Firm Per Diem Median Rate Evaluation Method

In conducting the financial evaluation, with respect to the professional services rates proposed, a firm per diem rate median evaluation method will be used, as follows:

- (i) Use of Method:** The firm per diem rate median calculation will apply to modify the rate to be assessed in the financial evaluation of a bidder, where that bidder submits a firm per diem rate for a resource that is lower than the median as calculated below. The firm per diem median rate calculation is for evaluation purposes only, and the actual submitted per diem rate will be used in the resulting contract in all instances.
- (ii) Calculation:** Using the per diem rate proposed for each individual resource by the technically responsive bidders, a median rate will be determined for each Resource Category and Period. The median will be used to calculate each technically responsive bidder's per diem rate for the Initial Contract Period and Option Periods. If a Bidder quotes a firm per diem rate for any Resource Category that is lower than the median, the median per diem rate will be used to evaluate that Bidder's proposal for this Resource Category.

If that Bidder quoted a firm per diem rate that is lower than the median for that Resource Category, and it is determined to be the winning Contractor, the firm per diem rate which was quoted originally by the Bidder will be included in the resulting contract.

(d) Substantiation of Professional Services Rates:

In Canada's experience, bidders will from time to time propose rates at the time of bidding for one or more categories of resources that they later refuse to honour, on the basis that these rates do not allow them to recover their own costs and/or make a profit. When evaluating the rates for professional services bid, Canada may, but will have no obligation to, require price support for any rates proposed (either for all or for a specific Resource Category). If Canada requests price support, it will be requested from all compliant bidders proposing a rate that is at least 20% lower than the median rate bid by all compliant bidders for the relevant Resource Category or Categories. Where Canada requests price support, the following information is required:

- (i) an invoice (referencing a contract serial number) that shows that the Bidder has recently provided and invoiced another customer (with whom the Bidder deals at arm's length) for services performed for that customer similar to the services that would be provided in the relevant Resource Category, where those services were provided in the National Capital Region for at least three months within the twelve months prior to the bid solicitation issuance date, and the fees charged were equal to or less than the rate offered to Canada;
- (ii) in relation to the invoice in (i), a signed contract with, or a letter of reference signed by, the Bidder's client that includes at least 50% of the tasks listed in this solicitation's Statement of Work for the Resource Category being examined for an unreasonably low rate;
- (iii) in respect of each referenced contract, a resume for the resource that performed under that contract that shows the resource would pass the Resource Category's mandatory requirements and achieve the required pass mark for the Resource Category's rated criteria; and
- (iv) the name, telephone number and, if available, e-mail address of the invoiced client for each of the resources invoiced, so Canada can verify any facts presented for the affected categories.

Once Canada requests substantiation of the rates bid for any Resource Category, it is the sole responsibility of the Bidder to submit information (as described above and as otherwise may be requested by Canada) that will allow Canada to determine whether it can rely, with confidence, on the Bidder's ability to provide the required services at the rates bid. Where Canada determines that the information provided by the Bidder does not substantiate the unreasonably low rates, the bid will be considered non-responsive and will receive no further consideration. Only the Firm Per Diem Rates of bids that are technically responsive will be considered.

(e) Formulae in Pricing Tables

If the pricing tables provided to Bidders include any formulae, Canada may re-input the prices provided by Bidders into a fresh table, if Canada believes that the formulae may no longer be functioning properly in the version submitted by a Bidder.

4.4 Basis of Selection

- (a) A bid must comply with the requirements of the bid solicitation and meet all mandatory evaluation criteria to be declared responsive.
- (b) The maximum number of two contracts may be awarded as a result of this solicitation. The two lowest-priced technically responsive bids will be recommended for award of a contract.

A technically responsive bid is one that meets all mandatory technical criteria identified in this solicitation and obtains the required minimum of approximately 60 percent overall of the points for the Bidder and for each of the proposed resources for the technical evaluation criteria which are subject to point rating.

The two lowest-priced technically responsive bids will be ranked from lowest to highest cost.

The following Fund Allocation Formula will be used to allocate the estimated funds for each Contract:

Bidder	Total Bid Price	Price Score <i>Out of 40</i>	Allocation of Contract Funds	% of Estimated Initial Contract Period Value*
X	\$3,600,000.00	40	$40/76 \times 100 = 53\%$	\$1,060,000.00
Y	\$4,000,000.00	36	$36/76 \times 100 = 47\%$	\$940,000.00
Total		76		
* Total Estimated Funding for Initial Contract Period: \$2,000,000.00				

NOTE: This is an example only. Actual numbers will be determined after bid evaluation.

The Estimated Number of Days provided in Annex B, Basis of Payment, are used for the evaluation process only, and do not represent a commitment by Canada or a limitation on Canada to purchase services under the resulting contracts in these or any amounts.

- (c) Bidders should note that all contract awards are subject to Canada's internal approvals process, which includes a requirement to approve funding in the amount of any proposed contract. Despite the fact that the Bidder may have been recommended for contract award, a contract will only be awarded if internal approval is granted according to Canada's internal policies. If approval is not granted, no contract will be awarded.
- (d) If more than one Bidder is ranked first because of identical lowest-priced technically responsive bids, then the Bidder with the higher technical score will become the top-ranked Bidder.

PART 5 - CERTIFICATIONS

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

Compliance with the certifications 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.

5.1 Certifications Precedent to Contract Award

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

5.2 Federal Contractors Program - Certification

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

- (iii) subject to the requirements of FCP, because it has a workforce of 100 or more permanent full or part-time permanent employees, or temporary employees having worked 12 weeks or more in Canada, but it has not previously obtained a certificate number from HRSD (because it has not bid before on requirements of \$200,000 or more), in which case a duly signed certificate of commitment is required from the Bidder; or
 - (iv) subject to FCP, and has a valid certification number (i.e., has not been declared an ineligible contractor by HRSDC).
- (e) Further information on the FCP is available on the following HRSDC Website:
<http://www.hrsdc.gc.ca/en/gateways/topics/wzp-gxr.shtml>.

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

5.3 Former Public Servant Certification

- (a) Contracts with former public servants (FPS) in receipt of a pension or of a lump sum payment must bear the closest public scrutiny and reflect fairness in spending public funds. In order to comply with Treasury Board policies and directives on contracts with FPS, Bidders must provide the information required below.
- (b) For the purposes of this clause,
- (i) **"former public servant"** means a former member of a department as defined in the *Financial Administration Act*, R.S., 1985, c. F-11, a former member of the Canadian Armed Forces or a former member of the Royal Canadian Mounted Police and includes:
 - (A) an individual;
 - (B) an individual who has incorporated;
 - (C) a partnership made of former public servants; or
 - (D) a sole proprietorship or entity where the affected individual has a controlling or major interest in the entity.
 - (ii) **"lump sum payment period"** means the period measured in weeks of salary, for which payment has been made to facilitate the transition to retirement or to other employment as a result of the implementation of various programs to reduce the size of the Public Service. The lump sum payment period does not include the period of severance pay, which is measured in a like manner.
 - (iii) **"pension"** means, in the context of the fee abatement formula, a pension or annual allowance paid under the *Public Service Superannuation Act* (PSSA), R.S., 1985, c. P-36, and any increases paid pursuant to the *Supplementary Retirement Benefits Act*, R.S. 1985, c. S-24 as it affects the PSSA. It does not include pensions payable pursuant to the *Canadian Forces Superannuation Act*, R.S., 1985, c. C-17, the *Defence Services Pension Continuation Act*, 1970, c. D-3, the *Royal Canadian Mounted Police Pension Continuation Act*, 1970, c. R-10, and the *Royal Canadian Mounted Police Superannuation Act*, R.S., 1985, c. R-11, the *Members of Parliament Retiring Allowances Act*, R.S., 1985, c. M-5, and that portion of pension payable to the *Canadian Pension Plan Act*, R.S., 1985, c. C-8.
- (c) If the Bidder is an FPS in receipt of a pension as defined above, the Bidder must provide the following information:

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

Note to Bidders: Bidders are requested to provide the information required by this clause in their Bid Submission Form.

5.4 Status and Availability of Resources

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

5.5 Education and Experience

- (a) By submitting a bid, the Bidder certifies that all the information provided in the résumés and supporting material submitted with its bid, particularly the information pertaining to education, achievements, experience and work history, has been verified by the Bidder to be true and accurate. Furthermore, the Bidder warrants that every individual proposed by the Bidder for the requirement is capable of performing the Work described in the resulting contract.
- (b) All of the resources proposed must meet the minimum experience requirements detailed in the Supply Arrangement for the category of personnel for which they are being proposed. By submitting a bid, the SA Holder acknowledges that the Department of Public Works and Government Services Canada reserves the right to verify this certification prior to contract award or during contract performance and that untrue statements may result in the proposal being declared non-responsive or any other action which the Minister may consider appropriate.

PART 6 - SECURITY, FINANCIAL AND OTHER REQUIREMENTS

6.1 Security Requirement

- (a) At the date of bid closing, the following conditions must be met:
- (i) the Bidder must hold a valid organization security clearance as indicated in Part 7 - Resulting Contract Clauses; and
 - (ii) 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.
- (b) For additional information on security requirements, Bidders should consult the "Security Requirements for PWGSC Bid Solicitations - Instructions to Bidders" document on the Departmental Standard Procurement Documents Website.
- (c) In the case of a joint venture Bidder, each member of the joint venture must meet the security requirements.

6.2 Financial Capability

- (a) SACC Manual clause A9033T (2011-05-16) Financial Capability; except that subsection 3 is deleted and replaced with the following: "If the Bidder is a subsidiary of another company, then any financial information required by the Contracting Authority in 1(a) to (f) must be provided by each level of parent company, up to and including the ultimate parent company. The financial information of a parent company does not satisfy the requirement for the provision of the financial information of the Bidder; however, if the Bidder is a subsidiary of a company and, in the normal course of business, the required financial information is not generated separately for the subsidiary, the financial information of the parent company must be provided. If Canada determines that the Bidder is not financially capable but the parent company is, or if Canada is unable to perform a separate assessment of the Bidder's financial capability because its financial information has been combined with its parent's, Canada may, in its sole discretion, award the contract to the Bidder on the condition that the parent company grant a performance guarantee to Canada."
- (b) In the case of a joint venture Bidder, each member of the joint venture must meet the financial capability requirements.

6.3 Controlled Goods Requirement

- (a) SACC Manual clause A9130T (2011-05-16), Controlled Goods Program
- (b) In the case of a joint venture Bidder, each member of the joint venture must meet the requirements of the Controlled Goods Program.

PART 7 - RESULTING CONTRACT CLAUSES

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

7.1 Requirement

- (a) _____ (the "**Contractor**") agrees to supply to the Client the services described in the Contract, including the Statement of Work, in accordance with, and at the prices set out in, the Contract. This includes providing professional services, as and when requested by Canada to one or more locations to be designated by Canada, excluding any locations in areas subject to any of the Comprehensive Land Claims Agreements.
- (b) **Client:** Under the Contract, the "**Client**" is Citizenship and Immigration Canada.
- (c) **Reorganization of Client:** The Contractor's obligation to perform the Work will not be affected by (and no additional fees will be payable as a result of) the renaming, reorganization, reconfiguration, or restructuring of any Client. The reorganization, reconfiguration and restructuring of the Client includes the privatization of the Client, its merger with another entity, or its dissolution, where that dissolution is followed by the creation of another entity or entities with mandates similar to the original Client.
- (d) **Defined Terms:** Words and expressions defined in the General Conditions or Supplemental General Conditions and used in the Contract have the meanings given to them in the General Conditions or Supplemental General Conditions. Any reference to an Identified User in the Supply Arrangement is a reference to the Client. Also, any reference to a "deliverable" or "deliverables" includes all documentation outlined in this Contract.

7.2 Task Authorization

- (a) **Purpose of a TA:** Services to be provided under the Contract on an as-and-when-requested basis will be ordered by Canada using a Task Authorization ("TA").
- (b) **Process of Issuing a TA:** The processes for issuing, responding to, assessing and approving Task Authorizations are stated in Appendices A, B, C and D of Annex A.
- (c) **Authority to Issue a TA:** Any TA with a value less than or equal to \$250,000.00 (including GST/HST) may be issued by the DND Procurement Representative. Any TA with a value greater than this amount must be issued directly by the Contracting Authority. By providing written notice to the Contractor, the Contracting Authority may suspend the DND Procurement Representative's authority to issue TAs at any time.
- (d) **Charges for Work under a TA:** The Contractor must not charge Canada anything more than the price set out in the TA unless Canada has issued a TA amendment authorizing the increased expenditure. Canada will not pay the Contractor for any design changes, modifications or interpretations of the Work unless they have been approved, in writing, by the Contracting Authority before being incorporated into the Work.
- (e) **Task Authorization Quotations:** The Contractor is required to submit a responsive quotation in response to every TA Form issued to it by Canada. In addition to Canada's other rights to terminate the Contract, Canada may immediately, and without further notice, terminate the Contract for default if during the Contract Period the Contractor in at least three instances has either not responded or has not submitted responsive quotations when issued a TA Form. A responsive quotation is one that is submitted within the time stated in the TA Form and meets all requirements of the TA issued, including quoting the required number of resources that meet the minimum experience and other requirements of the Categories of Personnel identified in the TA at pricing not exceeding the rates of Annex B.

- (f) **Consolidation of TAs for Administrative Purposes:** The Contract may be amended from time to time to reflect all TAs issued and approved by the Contracting Authority to date, to document the Work performed under those TAs for administrative purposes.
- (g) **TA Reports:** The Contractor must submit to the Contracting Authority a TA report on a quarterly basis that identifies each TA issued during that quarter and its dollar value.
- (h) **Period of Services:** No TAs may be entered into after the expiry date of the Contract.
- (i) **Multiple Contracts:**
- (i) During the Contract Period, the Contractors will be issued TAs with a combined dollar value that is in proportion to the percentage values determined in the Fund Allocation Formula. For example, based on the example and numbers used in the Fund Allocation Formula, Contractor X would be issued Task Authorizations with a combined total dollar value of 53% of the combined total dollar value of all of the issued TAs.

Contractor	Total Bid Price	Price Score <i>Out of 40</i>	Allocation of Contract Funds	% of Estimated Initial Contract Period Value
X	\$3,600,000.00	40	$40/76 \times 100 = 53\%$	\$1,060,000.00
Y	\$4,000,000.00	36	$36/76 \times 100 = 47\%$	\$940,000.00
Total		76		\$2,000,000.00

Canada will make a reasonable effort to ensure that the dollar value of the TAs issued to the Contractors are proportionally balanced throughout the Contract Period based on the percentage values in the Fund Allocation Formula. A review of TAs issued to the Contractors will be conducted at six-month intervals and at the beginning of each fiscal year to confirm proportional utilization and distribution of the TAs. Should a Contractor refuse a TA under the Contract, the other Contractor, under the same allocation process, will be offered the TA. The dollar value of the refused TA will be subtracted from the dollar value of the Contractor's Contract and may be re-allocated, at the Contracting Authority's sole discretion, in whole or in part, to the other Contractor. Should both Contractors refuse a TA, Canada reserves the right to use other methods of supply.

(ii) **Refusal of Task Authorizations:**

The Contractor is not required to submit a quotation in response to every draft statement of task issued by Canada. However, in addition to Canada's other rights to terminate the Contract, Canada may immediately, and without further notice, terminate the Contract for default if during the Contract Period the Contractor in at least three instances has either not responded or has not submitted responsive quotations when issued a TA Form. A responsive quotation is one that is submitted within the time stated in the TA Form and meets all requirements of the TA issued, including quoting the required number of resources that meet the minimum experience and other requirements of the Categories of Personnel identified in the TA at pricing not exceeding the rates of Annex B.

7.3 Minimum Work Guarantee

- (a) In this clause, "**Minimum Contract Value**" means 2% of the amount identified as the Total Estimated Cost on page 1 of the Contract when it is first awarded.

- (b) The Contractor must perform the Work described in the Contract as and when requested by Canada during the Contract Period. Canada's obligation under the Contract is to request Work in the amount of the Minimum Contract Value or, at Canada's option, to pay the Contractor at the end of the Contract in accordance with paragraph (c). In consideration of this obligation, the Contractor agrees to stand in readiness throughout the Contract Period to perform the Work described in the Contract.
- (c) If Canada does not request work in the amount of the Minimum Contract Value during the Contract Period, Canada must pay the Contractor the difference between the Minimum Contract Value and the cost of the Work performed.
- (d) Canada will have no obligation to the Contractor under this clause if Canada terminates the Contract in whole or in part for default.

7.4 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 (<http://sacc.pwgsc.gc.ca/sacc/index-e.jsp>) issued by Public Works and Government Services Canada.

(a) General Conditions:

- (i) 2035 (2011-05-16), General Conditions - Higher Complexity - Services, apply to and form part of the Contract.

(b) Supplemental General Conditions:

The following Supplemental General Conditions:

- (i) 4002 (2010-08-16), Supplemental General Conditions - Software Development or Modification Services;
- (ii) 4006 (2010-08-16), Supplemental General Conditions - Contractor to Own Intellectual Property Rights in Foreground Information;

apply to and form part of the Contract.

7.5 Security Requirement

SECURITY REQUIREMENT FOR CANADIAN SUPPLIER

- (a) The Contractor must, at all times during the performance of the Contract, hold a valid Facility Security Clearance at the level of **TOP SECRET**, issued by the Canadian Industrial Security Directorate (CISD), Public Works and Government Services Canada (PWGSC).
- (b) The Contractor personnel requiring access to **PROTECTED** information, assets or sensitive work site(s) must **EACH** hold a valid **RELIABILITY STATUS**, granted or approved by CISD/PWGSC.
- (c) The Contractor personnel requiring access to **CLASSIFIED** information, assets or sensitive work site(s) **must be citizens of Canada and EACH** hold a valid personnel security screening at the level of **SECRET or TOP SECRET as required**, granted or approved by CISD/PWGSC.
- (d) The Contractor **MUST NOT** remove any **PROTECTED/CLASSIFIED** information from the identified work site(s), and the Contractor must ensure that its personnel are made aware of and comply with this restriction.
- (e) Subcontracts which contain security requirements are **NOT** to be awarded without the prior written permission of CISD/PWGSC.

- (f) The Contractor must comply with the provisions of the:
- (i) Security Requirements Check List and security guide (if applicable), attached at Annex C;
 - (ii) *Industrial Security Manual* (Latest Edition).

7.6 Contract Period

- (a) **Contract Period:** The "**Contract Period**" is the entire period of time during which the Contractor is obliged to perform the Work, which includes:

- (i) The "**Initial Contract Period**", which begins on the date the Contract is awarded and ends two years later; and
- (ii) The period during which the Contract is extended, if Canada chooses to exercise any options set out in the Contract.

- (b) **Option to Extend the Contract:**

- (i) The Contractor grants to Canada the irrevocable option to extend the term of the Contract by up to three additional one-year periods under the same terms and conditions. The Contractor agrees that, during the extended period of the Contract, it will be paid in accordance with the applicable provisions set out in the Basis of Payment.
- (ii) Canada may exercise this option at any time by sending a written notice to the Contractor at least five 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.

7.7 Authorities

- (a) **Contracting Authority**

The Contracting Authority for the Contract is:

Name: Gail Cook
Title: Supply Team Leader

Public Works and Government Services Canada
Acquisitions Branch

Directorate: Informatics and Telecommunications Systems Procurement Directorate
Address: 11 Laurier St., Gatineau, Québec

Telephone: 819-956-2591

Facsimile: 819-956-1207

E-mail address: gail.cook@tpsgc-pwgsc.gc.ca

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

(b) Technical Authority

The Technical Authority for the Contract is:

(To be provided at the time of contract award.)

The Technical 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 Technical Authority; however, the Technical Authority has no authority to authorize changes to the scope of the Work. Changes to the scope of the Work can only be made through a contract amendment issued by the Contracting Authority.

(c) DND Procurement Representative

The DND Procurement Representative for the Contract is:

(To be provided at the time of contract award.)

The DND Procurement Representative is the representative of the department or agency for whom the Work is being carried out under the Contract and is responsible for matters concerning the administrative aspects of the Work under the Contract, communication with the Contracting Authority on all matters concerning the Contract, procurement initiation authority, providing PWGSC with reports on Contract utilization, management of Contract cashflow and FAA Section 34 approval and processing of all invoices. Technical matters may be discussed with the DND Procurement Representative, however, the DND Procurement Representative 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.

(d) Contractor's Representative

Note to Bidders: *The Contractor's Representative and contact information will be identified at the time of contract award.*

7.8 Payment**(a) Basis of Payment**

- (i) Professional Services provided under a Task Authorization with a Maximum Price:**
For professional services requested by Canada, in accordance with an approved Task Authorization, Canada will pay the Contractor, in arrears, up to the Maximum Price for the TA, for actual time worked and any resulting deliverables in accordance with the firm all-inclusive per diem rates set out in Annex B, Basis of Payment, GST/HST extra. Partial days will be prorated based on actual hours worked based on a 7.5-hour workday.

Estimated Cost: \$(To be determined)

- (ii) Pre-Authorized Travel and Living Expenses:**
Canada will reimburse the Contractor for its pre-authorized travel and living expenses reasonably and properly incurred in the performance of the Work outside the National Capital Area, at cost, without any allowance for profit and/or administrative overhead, in accordance with the meal, private vehicle and incidental expenses provided in Appendices B, C and D of the Treasury Board Travel Directive, and with the other provisions of the directive referring to "travellers", rather than those referring to "employees". All travel must have the prior authorization of the Technical Authority. All payments are subject to government audit. The Contractor will not be able to charge for time spent travelling at the per diem rates set out in the Contract.

Estimated Cost: \$(To be determined)

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- (iii) **GST/HST:** Estimated Cost: \$(To be determined)
- (iv) **Overtime Work:**
- (A) All proposed personnel must be available to work outside normal office hours during the duration of the Contract.
- (B) The Technical Authority will advise the Contractor as soon as possible of any overtime requirements. All overtime must be pre-approved by the Technical Authority.
- (v) **Competitive Award:** The Contractor acknowledges that the Contract has been awarded as a result of a competitive process. No additional charges will be allowed to compensate for errors, oversights, misconceptions or underestimates made by the Contractor when bidding for the Contract.
- (vi) **Professional Services Rates:** In Canada's experience, Bidders from time to time propose rates at the time of bidding for one or more categories of resources that they later refuse to honour, on the basis that these rates do not allow them to recover their own costs and/or make a profit. This denies Canada of the benefit of the awarded contract. If three times or more the Contractor refuses, or is unable, to provide an individual with the qualifications described in the Contract within the time described in the Contract (or proposes instead to provide someone from an alternate category at a different rate), whether or not Canada terminates the Contract as a whole, Canada may impose sanctions or take other measures in accordance with the PWGSC Vendor Performance Policy (or equivalent) then in effect, which may include prohibiting the Contractor from bidding on future requirements that include any professional services, or rejecting the Contractor's other bids for professional services requirements on the basis that the Contractor's performance on this or other contracts is sufficiently poor to jeopardize the successful completion of other requirements.
- (vii) **Purpose of Estimates:** All estimated costs contained in the Contract are included solely for the administrative purposes of Canada and do not represent a commitment on the part of Canada to purchase goods or services in these amounts. Any commitment to purchase specific amounts or values of goods or services are described elsewhere in the Contract.
- (b) **Limitation of Expenditure**
- (i) Canada's total liability to the Contractor under the Contract must not exceed the amount set out on page 1 of the Contract. Customs duties are included and Goods and Services Tax or Harmonized Sales Tax is included, if applicable. Any commitments to purchase specific amounts or values of goods or services are described elsewhere in the Contract.
- (ii) 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 when:
- (A) it is 75 percent committed, or
- (B) 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.

- (iii) If the notification is for inadequate contract funds, the Contractor must provide to the Contracting Authority a written estimate for the additional funds required. Providing this information does not increase Canada's liability.

(c) Method of Payment for Task Authorizations with a Maximum Price: For each Task Authorization issued under the Contract that contains a maximum price:

- (i) Canada will pay the Contractor no more frequently than once a month in accordance with the Basis of Payment. The Contractor must submit time sheets for each resource showing the days and hours worked to support the charges claimed in the invoice.
- (ii) Once Canada has paid the maximum TA price, Canada will not be required to make any further payment, but the Contractor must complete all the work described in the TA, all of which is required to be performed for the maximum TA price. If the work described in the TA is completed in less time than anticipated, and the actual time worked (as supported by the time sheets) at the rates set out in the Contract is less than the maximum TA price, Canada is only required to pay for the time spent performing the work related to that TA.

(d) Time Verification

Time charged and the accuracy of the Contractor's time recording system are subject to verification by Canada, before or after payment is made to the Contractor. If verification is done after payment, the Contract must repay any overpayment, at Canada's request.

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

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

7.9 Invoicing Instructions

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

7.10 Certifications

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

7.11 Applicable Laws

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

7.12 Priority of Documents

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

- (a) these Articles of Agreement, including any individual SACC clauses incorporated by reference in these Articles of Agreement;
- (b) supplemental general conditions, in the following order:
 - (i) 4002 (2010-08-16), Supplemental General Conditions - Software Development or Modification Services;
 - (ii) 4006 (2010-08-16), Supplemental General Conditions - Contractor to Own Intellectual Property Rights in Foreground Information;
- (c) general conditions 2035 (2011-05-16), General Conditions - Higher Complexity - Services;
- (d) Annex A, Statement of Work - Annex A including its Appendices as follows:
 - (i) Appendix 1 to Annex A - Applicable Documents
 - (ii) Appendix 2 to Annex A - Resource Evaluation Criteria
 - (iii) Appendix A to Annex A - Tasking Procedures
 - (iv) Appendix B to Annex A - Task Authorization (TA) Form
 - (v) Appendix C to Annex A - Resource Assessment Criteria and Response Tables
 - (vi) Appendix D to Annex A - Certification at the TA stage
- (e) Annex B, Basis of Payment;
- (f) Annex C, Security Requirements Check List;
- (g) the signed Task Authorizations including any required Certifications;
- (h) Supply Arrangement Number EN578-055605/xxx/EL (the "Supply Arrangement"); and
- (i) the Contractor's bid dated _____ (*insert date of bid*), as amended _____ (*insert date(s) of amendment(s) if applicable*), not including any software publisher license terms and conditions that may be included in the bid, not including any provisions in the bid with respect to limitations on liability, and not including any terms and conditions incorporated by reference (including by way of a web link) in the bid.

7.13 Foreign Nationals (Canadian Contractor)

- (a) SACC Manual clause A2000C (2008-05-12) Foreign Nationals (Canadian Contractor)

Note to Bidders: *Either this clause or the one that follows, whichever applies (based on whether the successful bidder is a Canadian Contractor or Foreign Contractor), will be included in any resulting contract.*

7.13 Foreign Nationals (Foreign Contractor)

- (a) SACC Manual clause A2001C (2008-05-12) Foreign Nationals (Foreign Contractor)

7.14 Defence Contract

- (a) SACC Manual clause A9006C (2008-05-12) Defence Contract

7.15 Insurance Requirements

- (a) Contractor's Responsibility

- (i) It will be the sole responsibility of the Contractor to decide whether or not any insurance coverage is necessary for its own protection or to fulfill its obligations under the Contract. Any such insurance will be provided and maintained by the Contractor at its own expense. The insurance stipulation provisions contained herein will not limit any insurance required by federal, provincial or municipal law. The required insurance is to the benefit and protection of the Contractor and will not be deemed to release or diminish its liability in any manner including as may be referenced elsewhere by the provision of the Contract.
- (ii) To meet the insurance requirements of the Contract, the Contractor must provide in its application a Certificate of Insurance containing reasonable detail of the insurance coverage, exclusions, deductibles and conditions applying to such policies and confirming that the insurance is in force to meet these requirements or, at the request of the Contracting Authority, a certified true copy of all applicable insurance policies.

- (b) Commercial General Liability (CGL)

Commercial General Liability insurance will be effected by the Contractor and maintained in force throughout the duration of the Contract, in an amount usual for a contract of this nature, but, in any case, for a limit of liability **NOT LESS THAN \$10 million** per accident or occurrence and in the annual aggregate.

CGL Endorsements

The following endorsements must be incorporated into the conditions of the Contractor's Commercial General Liability insurance policy:

- (i) Additional Insured Endorsement: Canada is included as an additional insured, but only with respect to liabilities that may arise from the contractor's own negligence, in the performance of the contract.

The interest of Canada as additional insured should read as follows: Canada, represented by Public Works and Government Services Canada;

- (ii) Notice of Cancellation Endorsement: The Insurer agrees to provide the Contracting Authority thirty (30) days written notice of policy cancellation;

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- (iii) Cross Liability Endorsement: Without increasing the limit of liability, the policy will protect all insured parties to the full extent of coverage provided. Further, the policy will apply to each Insured in the same manner and to the same extent as if a separate policy had been issued to each;
 - (iv) Contractual Liability Endorsement: The policy will, on a blanket basis or by specific reference to threshold limits of the SO/SA Tiers, extend to assumed liabilities with respect to contractual insurance provisions;
 - (v) Contingent Employer's Liability Endorsement": To protect Contractor for liabilities arising in the management and administration of statutory and contractual entitlements of their employees;
 - (vi) Employees and (where applicable) Volunteers as Additional Insured: All employees and (where applicable) volunteers, on behalf of the Contractor, will be included as additional insured;
 - (vii) Voluntary Medical Payments, \$5,000 per person, \$25,000 per accident: To provide, without contestation, for expenses incurred in instances of minor accidental bodily injuries;
 - (viii) Products and Completed Operations Broad Form (24 months): While not limited to, the endorsement should include service, assembly and repair activities as well as material, parts or equipment furnished in connection with the work performed by the Contractor or on it's behalf;
 - (ix) Personal Injury Broad Form: While not limited to, the endorsement should include coverage for Violation of Privacy, Libel and Slander, False Arrest, Detention or Imprisonment and Defamation of Character;
 - (x) Independent Contractors Liability Endorsement (if any): Unless otherwise insured elsewhere, and evidence thereof is secured by the Contractor; all subcontractors are included as Insured by the policy;
 - (xi) Non-Owned Automobile Endorsement: To protect the Contractor for liabilities arising by their use of vehicles owned by other parties including Canada.
- (c) Where the Contractor is a Joint Venture, for the purposes of this Contract and any related documents (including insurance certificates), Canada requires that the Joint Venture Contractor identify itself by a single name. Upon request by Canada, a Joint Venture Contractor must specify the name of the Joint Venture to the Contracting Authority.

(d) Errors and Omissions Insurance

Errors and Omissions Liability insurance will be effected by the Contractor and maintained in force throughout the duration of the Contract, in an amount usual for a contract of this nature, but, in any case, for a limit of liability **NOT LESS THAN \$1 million** per loss and in the annual aggregate, inclusive of defence costs.

If this is a claims made policy and the duration of the Contract exceeds the policy term; in the event of cancellation or non-renewal of the policy, an Extended Claims Reporting Endorsement, minimum twelve (12) months, must be secured by the Contractor.

Errors and Omissions Endorsements

The following clauses must be incorporated into the conditions of the Contractor's Errors and Omissions Liability coverage:

- (i) Notice of Cancellation Endorsement: The Insurer agrees to provide the Contracting Authority thirty-day written notice of policy cancellation.

7.16 Controlled Goods Program

- (a) SACC Manual clause A9131C (2011-05-16) Controlled Goods Program
- (b) SACC Manual clause B4060C (2011-05-16) Controlled Goods

7.17 Limitation of Liability - Information Management/Information Technology

- (a) This section applies despite any other provision of the Contract and replaces the section of the general conditions entitled "Liability". Any reference in this section to damages caused by the Contractor also includes damages caused by its employees, as well as its subcontractors, agents, and representatives, and any of their employees. This section applies regardless of whether the claim is based in contract, tort, or another cause of action. The Contractor is not liable to Canada with respect to the performance of or failure to perform the Contract, except as described in this section and in any section of the Contract pre-establishing any liquidated damages. The Contractor is only liable for indirect, special or consequential damages to the extent described in this Article, even if it has been made aware of the potential for those damages.

(b) First Party Liability:

- (i) The Contractor is fully liable for all damages to Canada, including indirect, special or consequential damages, caused by the Contractor's performance or failure to perform the Contract that relate to:
 - (A) any infringement of intellectual property rights to the extent the Contractor breaches the section of the General Conditions entitled "Intellectual Property Infringement and Royalties";
 - (B) physical injury, including death.
- (ii) The Contractor is liable for all direct damages affecting real or tangible personal property owned, possessed, or occupied by Canada.
- (iii) Each of the Parties is liable for all direct damages resulting from any breach of confidentiality under the Contract. Each of the Parties is also liable for all indirect, special or consequential damages in respect of any unauthorized disclosure of the other Party's trade secrets (or trade secrets of a third party provided by one Party to another under the Contract) relating to information technology.
- (iv) The Contractor is liable for all direct damages relating to any encumbrance or claim relating to any portion of the Work for which Canada has made any payment. This does not apply to encumbrances or claims relating to intellectual property rights, which are addressed under (i)(A) above.
- (v) The Contractor is also liable for any other direct damages to Canada caused by the Contractor in any way relating to the Contract, including:
 - (A) any breach of the warranty obligations under the Contract, up to the total amount paid by Canada (including any applicable taxes) for the goods and services affected by the breach of warranty; and
 - (B) Any other direct damages, including all identifiable direct costs to Canada associated with re-procuring the Work from another party if the Contract is terminated either in whole or in part for default, up to an aggregate maximum for this subparagraph (B) of the greater of .75 times the total estimated cost (meaning the dollar amount shown on the first page of the Contract in the cell titled "Total Estimated Cost" or shown on each call-up, purchase order or other

document used to order goods or services under this instrument), or \$1,000,000.00.

In any case, the total liability of the Contractor under subparagraph (v) will not exceed the total estimated cost (as defined above) for the Contract or \$1,000,000.00, whichever is more.

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

(c) Third Party Claims:

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

7.18 Joint Venture Contractor

- (a) The Contractor confirms that the name of the joint venture is _____ and that it is comprised of the following members: *[list all the joint venture members named in the Contractor's original bid]*.
- (b) With respect to the relationship among the members of the joint venture Contractor, each member agrees, represents and warrants (as applicable) that:
- (i) _____ has been appointed as the "representative member" of the joint venture Contractor and has fully authority to act as agent for each member regarding all matters relating to the Contract;
- (ii) by giving notice to the representative member, Canada will be considered to have given notice to all the members of the joint venture Contractor; and
- (iii) all payments made by Canada to the representative member will act as a release by all the members.

- (c) All the members agree that Canada may terminate the Contract in its discretion if there is a dispute among the members that, in Canada's opinion, affects the performance of the Work in any way.
- (d) All the members are jointly and severally or solidarily liable for the performance of the entire Contract.
- (e) The Contractor acknowledges that any change in the membership of the joint venture (i.e., a change in the number of members or the substitution of another legal entity for an existing member) constitutes an assignment and is subject to the assignment provisions of the General Conditions.
- (f) The Contractor acknowledges that all security and controlled goods requirements in the Contract, if any, apply to each member of the joint venture Contractor.

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

7.19 Professional Services - General

- (a) The Contractor must provide professional services on request as specified in this Contract. The individual(s) proposed in its bid is required to perform the Work, the Contractor must make such person available to perform the work within 10 working days of the issuance of the Contract or the TA (whichever first contains instructions from Canada for that individual to report to the Work site). Where such a specific individual is unavailable to perform the Work, Canada may elect to either (i) exercise its rights or remedies under the Contract or at law (including terminating the Contract for default), or (ii) Canada may require the Contractor to propose the replacement of the specific individual in accordance with the Article titled, "Replacement of Specific Individuals" in the General Conditions 2035. This obligation applies despite any changes that Canada may have made to any hardware, software or any other aspect of the Client's operating environment. In respect of any given Category of Personnel, any replacement resource will be rated by the Technical Authority and the score obtained must be equal or superior to the score obtained for that original resource.
- (b) If there must be a change in a resource performing work under the Contract (which must in any case comply with the requirements in the section of the General Conditions entitled "Replacement of Specific Individuals"), the Contractor must make the replacement available for work within 10 working days of the departure of the existing resource (or, if Canada has requested the replacement, within 15 working days of Canada's notice of the requirement for a replacement).
- (c) All resources provided by the Contractor must meet the qualifications described in the Contract (including those relating to previous experience, professional designation, education, and language proficiency) and must be competent to provide the required services by any delivery dates described in the Contract. The resource must be approved by Canada prior to the replacement at the Work site.
- (d) The Contractor must monitor its employees to ensure satisfactory performance and that progress of the Work is maintained to Canada's satisfaction. A Contractor representative will meet with the Project Authority on a regular basis (as specified by Canada) to discuss the performance of its resources and to resolve any issues at hand.
- (e) If the Contractor fails to meet any of its obligations under this Article, or fails to deliver any deliverable or complete any task described in the Contract on time, in addition to any other rights or remedies available to Canada under the Contract or the law, Canada may notify the Contractor of the deficiency, in which case the Contractor must submit a written plan to the Project Authority within 10 working days detailing the actions that the Contractor will undertake to remedy the deficiency. The Contractor must prepare and implement the plan at its own expense.

7.20 Safeguarding Electronic Media

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

7.21 Representations and Warranties

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

7.22 Access to Canada's Property and Facilities

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

7.23 Implementation of Professional Services

If similar professional services are currently being provided by another supplier or by Canada's own personnel, the Contractor is responsible for ensuring that the transition to the professional services it provides under the Contract is completed in a way that does not disrupt Canada's operations or users, and does not result in any interim degradation to the timeliness or quality of service. The Contractor is solely responsible for any additional training required by its resources to perform the Work, and time spent by resources on that training or becoming familiar with the Client's environment must not be charged to Canada. The transition will be considered complete once the Contractor has demonstrated, to the satisfaction of the Technical Authority, that it is ready and able to carry out the Work. The transition must be complete by no later than 10 working days after the Contract is awarded. All costs associated with establishing itself to provide the professional services are the responsibility of the Contractor.

7.24 Identification Protocol Responsibilities

The Contractor will be responsible for ensuring that each of its agents, representatives or subcontractors (hereinafter referred to as Contractor Representatives) complies with the following self-identification requirements:

- (a) Contractor Representatives who attend a Government of Canada meeting (whether internal or external to Canada's offices) must identify if an individual is not a permanent employee of the Contractor prior to the commencement of the meeting, to ensure that each meeting participant is aware of the fact that the individual is not a Contractor permanent employee;
- (b) During the performance of any Work at a Government of Canada site, each Contractor Representative must be clearly identified at all times as being a Contractor Representative; and
- (c) If a Contractor Representative requires the use of the Government of Canada's e-mail system in the performance of the Work, then the individual must clearly identify him or herself as an agent or subcontractor of the Contractor in all electronic mail in the signature block as well as under "Properties." This identification protocol must also be used in all other correspondence, communication, and documentation.
- (d) If Canada determines that the Contractor is in breach of any obligation stated in this Article, upon written notice from Canada the Contractor must submit a written action plan describing corrective measures it will implement to eliminate the recurrence of the problem. The Contractor will have 5 working days to deliver the action plan to the Client and the Contracting Authority, and 20 working days to rectify the underlying problem.
- (e) In addition to any other rights it has under the Contract, Canada may terminate the Contract for default if the corrective measures required of the Contractor described above are not met.

ANNEX A STATEMENT OF WORK

FOR THE PROVISION OF PROFESSIONAL ENTERPRISE DESKTOP SERVICES IN SUPPORT OF THE DEPARTMENT OF NATIONAL DEFENCE'S DIRECTOR INFORMATION MANAGEMENT COMMON INFRASTRUCTURE APPLICATIONS

1. BACKGROUND

1.1 Introduction

The Information Management (IM) Group provides the Information Technology (IT) requirements for the Department of National Defence (DND) and the Canadian Forces (CF) domestically, internationally and in deployed military operations.

The Director Information Management Common Infrastructure Applications (DIMCIA) is responsible to the Assistant Deputy Minister (IM) for providing service management and third-level support for DND/CF enterprise infrastructure applications, including desktop management services (DMS), security and systems monitoring, addressing and directory applications, enterprise backup and recovery, e-mail and messaging applications and web hosting. DIMCIA also provides support for Top Secret and Above Network Systems and Transportable Local Area Networks.

As part of its DMS mandate, DIMCIA provides a standard, centrally managed Desktop Computing Environment (DCE) for the Defence Software Baseline (DSB) and Defence Software Baseline for Command and Control Information Systems (DSB-C2IS). DIMCIA also provides third level applications support to: AD/NOS (MS Windows 2008 R2), Systems Management and Monitoring (MS SMS, MS SCCM, MS SCOM and IBM Tivoli), email/messaging (MS Exchange 2010), and web hosting (600+ sites on MS IIS and 4,000+ sites on MS Sharepoint).

To support its overall mandate, DIMCIA has a requirement for ongoing professional enterprise desktop services on an "as and when requested" basis to support, maintain and evolve the DSB and DSB-C2IS and provide a sustainable and agile DCE for DND/CF.

1.2 IT Service Delivery Team

DND requires, on an "as and when requested" basis, professional services to be delivered by resources from the following categories:

Category
A.6 Programmer/Software Developer, Level 1
A.7 Programmer/Analyst, Level 3
A.7 Programmer/Analyst, Level 2
A.8 System Analyst (Desktop Services), Level 3
A.8 System Analyst (Back-End Services), Level 3
A.8 System Analyst, Level 2

Category
A.10 Test Coordinator, Level 3
A.11 Tester, Level 2
A.14 Web Developer, Level 2
B.10 Help Desk Specialist, Level 2
B.12 Network Support Specialist, Level 2
B.12 Network Support Specialist, Level 1
B.13 Operations Support Specialist, Level 3
B.13 Operations Support Specialist, Level 2
B.14 Technical Writer, Level 2
I.10 Technical Architect, Level 3
I.11 Technology Architect, Level 2
I.12 PKI Specialist, Level 2
P.9 Project Manager (Desktop Services), Level 3
P.9 Project Manager (Operations Support), Level 2
P.9 Project Manager (Engineering Support), Level 2
P.9 Project Manager (Special Projects), Level 2
P.10 Project Scheduler, Level 3
P.10 Project Scheduler, Level 1

1.3 Current State

DND developed the concept of a Common User Core (CUC) set of software applications in the mid-1990s to use commercial off-the-shelf (COTS) software rather than custom-built applications to satisfy DND/CF requirements. The CUC and the services required to support its operation eventually evolved into the DSB and DSB-C2IS in the Designated and Classified (Consolidated Secret Network Infrastructure (CSNI)) domains, respectively.

The DSB and DSB-C2IS provide central software packaging and distribution services to a large and broadly distributed DND/CF user community. The DSB-C2IS is the Classified (CSNI) counterpart to the DSB. The DSB supports more than 90,000 desktops, while DSB-C2IS supports more than 3,000 desktops with further expansion expected in the future.

The DSB and DSB-C2IS operate using Microsoft Systems Management Server (SMS) and a suite of custom-built software tools developed to meet the operational needs of DND/CF. These custom-built tools and Microsoft SMS are in the process of being replaced by Microsoft System Center Configuration Manager (SCCM), Microsoft System Center Operations Manager (SCOM), Microsoft Active Directory and Microsoft Windows Client.

Enterprise desktop services are currently provided to the DSB and DSB-C2IS by an integrated team of DND employees and Contractor personnel.

1.4 Desktop Modernization

DND is continuously investigating new technologies and service delivery models for potential introduction to the enterprise desktop environment. In particular, the Department is interested in technologies that can reduce the complexity of application administration and testing, reduce compatibility issues, improve software deployment efficiency, provide application self-provisioning capabilities, reduce licensing costs, enable sharing of resources and improve security.

Support to the current DND Desktop Operating System (DOS) is expected to end in 2014. DND is in the planning stages of moving to the next DOS—Microsoft Windows 7. As part of this roll-out, DND will upgrade the existing office productivity toolset to Microsoft Office 2010, introduce an enterprise-managed base image and implement enterprise management toolsets to utilize existing and additional toolsets for image engineering, software packaging and automated deployment.

In addition, DND will conduct compatibility testing and remediation of all departmental COTS and custom-built applications to ensure compatibility with Windows 7. A virtualized environment, built on existing software, will be used to deliver a select number of applications.

1.5 Alternate Service Delivery

DND has established the following phases for this Contract:

- 1.5.1 Transition-In Phase (three to six months): Starts at Contract award and ends at the start of the Service Delivery Phase;
- 1.5.2 Service Delivery Phase: Period of time during which the Contractor provides the full range of services. Starts at the end of the Transition-In Phase and terminates at the end of the Contract; and
- 1.5.3 Transition-Out Phase: Starts three months prior to the end of the Contract and consists of additional activities required of the Contractor to assist in the Transition-In of a new contractor or to hand activities back to DND, and terminates with the end of the Contract.

2. **OBJECTIVE**

The objective of the Contract is to:

- 2.1 Provide third-level IT support to the DSB and DSB-C2IS using situation-dependent tools provided and approved by DND to solve user and Local Service Provider (LSP) issues:
 - 2.1.1 Maintain and evolve the DSB and DSB-C2IS; and
 - 2.1.2 Provide a sustainable and agile DCE for DND/CF; and
- 2.2 Provide third-level in-service support to DIMCIA infrastructure applications, including major upgrades.

3. APPLICABLE DOCUMENTS

DND will make documents available to the Contractor to assist in the completion of assigned tasks and deliverables and to ensure that all technical services and products are compliant with DND's published technical standards, policies and procedures. For a list of these documents, see Appendix 1 to Annex A of this SOW.

4. SCOPE

The Contractor must supply qualified personnel resources to provide support on an "as and when requested" basis through Task Authorizations. The Contractor must possess and maintain the capabilities to deliver all professional services in response to the requested Task Authorizations.

The Contractor must perform third-level support services including but not limited to:

- 4.1 Integration and Engineering (DCE): Provide and support a centrally managed, secure, standard DMS DCE for the Designated and Classified (CSNI) domains;
- 4.2 DMS Service Desk: Provide a bilingual third-level Service Desk that resolves incidents or problems forwarded from the DND National Service Desk (NSD) and local Service Desks such as the National Capital Region (NCR) Service Desk;
- 4.3 Incident and Problem Management: Implement an incident and problem management process and plan for the infrastructure applications;
- 4.4 Configuration and Change Management: Implement a configuration and change management process and plan for the infrastructure applications;
- 4.5 Release Management: Implement a release management process and plan to manage releases and ensure that approved changes are introduced to the Common Infrastructure Applications (CIA) environment in a consistent and repeatable manner. Each release must be accompanied by a release notice distributed to LSPs and other involved parties;
- 4.6 Packaging: Review packaging requirements provided by Integration and Engineering (DCE), complete the specifications and then prepare the package using the appropriate methodology. A back-out and uninstall capability must be included with each release or patch;
- 4.7 Testing: Test software packages before distribution to ensure interoperability with all other baseline applications;
- 4.8 Software Deployment: Provide phased releases using a deployment system based on DND-owned or licensed software products and technology;
- 4.9 Transition-In: Take over the delivery of services specified in this SOW;
- 4.10 Transition-Out: Transfer responsibility for delivering services specified in this SOW to DND or another contractor;
- 4.11 Documentation and Translation: Provide documentation such as bulletins and standard operating procedures in both English and French;

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- 4.12 IT Security Management: Implement a security management process and plan to ensure that all DMS material and information is managed and controlled in a manner that meets the security and confidentiality requirements of DND;
- 4.13 Capacity Management: Provide assessments on how to manage the capacity of the DMS to determine proactively if the current desktop is capable of supporting planned projects and releases;
- 4.14 Availability Management: Provide assessments on the current state of the DMS distribution servers, workstations and software, industry trends related to the DMS and advice on determining how these trends should be applied to the DMS;
- 4.15 IT Service Continuity Management: Implement a service continuity management process and plan to assess and manage risks to the DMS;
- 4.16 IT Security Management: Implement a security management process and plan to ensure that all DMS material and information is managed and controlled in a manner that meets the security and confidentiality requirements of DND;
- 4.17 Contract and Personnel Services: Perform general contract and personnel management duties for this Contract; and
- 4.18 Organization's Mandate: As and when requested, provide any other professional services in support of DIMCIA's mandate.

5. CONSTRAINTS

- 5.1 The Contractor must provide services to support operational requirements as follows:
- 5.1.1 All resources must be available to work during regular business hours from Monday to Friday, excluding statutory holidays. Regular business hours are from 0700 to 1900 hours; and
- 5.1.2 All resources must be available to work outside regular business hours during evenings, weekends, and statutory holidays. The Technical Authority will advise the Contractor as soon as possible of any requirement to work outside regular business hours. All work outside regular business hours must be pre-approved by the Technical Authority.
- 5.2 The Contractor must give priority over domestic requirements to services supporting deployed CF Operations, unless delaying the domestic requirement indirectly impacts CF Operations or sound judgement and safety dictate otherwise. The order of priority for services is as follows:
- 5.2.1 Deployed CF Operations;
- 5.2.2 Environmental Commands (Army, Navy and Air Force); and
- 5.2.3 National Defence Headquarters.
- 5.3 The Contractor must use products and technology presently licensed by DND to design and build the DMS DCE.

- 5.4 The Contractor must complete all acceptance and release testing in the DND Test and Development Centre (TDC) or Classified Test and Development Centre (CTDC).
- 5.5 The Contractor must be available to work at DND locations within the NCR. The majority of services requested for this Contract will take place at the DSB Life Cycle Support Facility (LCSF) in Ottawa.

6. TECHNICAL ENVIRONMENT

6.1 IT Applications

DND uses the following IT applications on the DSB and DSB-C2IS:

6.1.1 Tier 1 – Base Departmental DCE Products: These are COTS products that are procured nationally and whose security settings are already determined. DND provides these products and security settings to the Contractor. Tier 1 products include the following:

- 6.1.1.1 Microsoft Windows operating system;
- 6.1.1.2 Microsoft Internet Explorer;
- 6.1.1.3 Cisco Security Agent;
- 6.1.1.4 Symantec Antivirus; and
- 6.1.1.5 Desktop management tools, such as Microsoft SMS, Microsoft SCCM, Microsoft SCOM and Microsoft Active Directory.

6.1.2 Tier 2 – Business-Specific Departmental Applications: These are COTS products that are procured and provided nationally for specific business-related functions. Applications in this tier include the desktop client portion of structured applications hosted on servers and web sites as well as COTS products whose desktops and licenses are controlled by the LSPs. Tier 2 products include the following:

- 6.1.2.1 COTS products and applications;
- 6.1.2.2 COTS-based applications; and
- 6.1.2.3 Enterprise management tools.

6.1.3 Tier 3 – Custom Departmental Applications: These are unique business applications that have specialized requirements for packaging and installation and reside on a significant number of workstations.

6.1.4 Tier 4 – Locally Provided Applications: There are approximately 2,000 locally provided applications in the Designated and Classified (CSNI) domains. Local support groups install and support these applications.

6.2 DND uses the following COTS applications for Service Desk support:

- 6.2.1 Axios Assyst;

- 6.2.2 Remedy Service Desk; and
- 6.2.3 Support Magic.
- 6.3 The support structure used by DND is customized to suit the needs of Environmental Commands and consists of the following:
 - 6.3.1 Tier 1 – Local Base-Level Support: This involves the LSP, local IT administrators and the local Service Desk. The local Service Desk manages first-level client responses for incident and problem management;
 - 6.3.2 Tier 2 – Regional or Environmental Command Support: This involves the Environmental Service Provider, who provides technical support for the local administrators, and may include a second level of Service Desk; and
 - 6.3.3 Tier 3 – Enterprise-Level Support: This involves the Enterprise Service Provider coordinated through the NSD. The NSD forwards trouble tickets to the affected application owners or national-level Service Provider for resolution.

7. TASKS AND DELIVERABLES

The following task descriptions are indicative of the work required in order to provide professional enterprise desktop services in support of DIMCIA.

7.1 A.6 Programmer/Software Developer (Level 1)

The Programmer/Software Developer provides legacy and release management support services.

7.1.1 Tasks

- 7.1.1.1 Develop and prepare diagrammatic plans for solution of business, scientific and technical problems by means of computer systems of significant size and complexity;
- 7.1.1.2 Analyze the problems outlined by the systems analysts/designers in terms of such factors as style and extent of information to be transferred to and from storage units, variety of items to be processed, extent of sorting and format of final printed results;
- 7.1.1.3 Select and incorporate available software programs;
- 7.1.1.4 Design detailed programs, flow charts and diagrams indicating mathematical computation and sequence of machine operations necessary to copy and process data and print the results;
- 7.1.1.5 Translate detailed flow charts into coded machine instructions and confer with technical personnel in planning programs;
- 7.1.1.6 Verify accuracy and completeness of programs by preparing sample data, and testing them by means of system acceptance test runs made by operating personnel;

- 7.1.1.7 Correct program errors by revising instructions or altering the sequence of operations;
- 7.1.1.8 Test instructions and assemble specifications, flow charts, diagrams, layouts, programming and operating instructions to document applications for later modification or reference;
- 7.1.1.9 Provide a written report on the status of all assigned tasks and deliverables; and
- 7.1.1.10 Perform other Programmer/Software Developer related tasks incidental to the work described in this SOW.

7.1.2 Deliverables

Deliverables will be detailed in each Task Authorization.

7.2 A.7 Programmer/Analyst (Levels 2 and 3)

The Programmer/Analyst provides services for application development, application maintenance and packaging.

7.2.1 Tasks

- 7.2.1.1 Create and modify code and software;
- 7.2.1.2 Gather and analyze data for the conduct of studies to establish the technical and economic feasibility of proposed computer systems and for the development of functional and system design specifications;
- 7.2.1.3 Design methods and procedures for small computer systems and sub-systems of larger systems;
- 7.2.1.4 Develop, test and implement small computer systems and sub-systems of larger systems;
- 7.2.1.5 Produce forms, manuals, programs, data files and procedures for systems and/or applications;
- 7.2.1.6 Provide a written report on the status of all assigned tasks and deliverables; and
- 7.2.1.7 Perform other Programmer/Analyst related tasks incidental to the work described in this SOW.

7.2.2 Deliverables

Deliverables will be detailed in each Task Authorization.

7.3 A.8 System Analyst (Desktop and Back-End Services) (Level 3)

The System Analyst provides technical support and technical direction to the Life Cycle Product Management (LCPM) team and clients as well as leadership to other contracted resources.

7.3.1 Tasks

- 7.3.1.1 Develop requirements, feasibility, cost, design and specification documents for systems;
- 7.3.1.2 Implement systems to support projects, departments, organizations or businesses;
- 7.3.1.3 Translate business requirements into systems design and specifications;
- 7.3.1.4 Analyze and recommend alternatives and options for solutions;
- 7.3.1.5 Develop technical specifications for systems development, design and implementation;
- 7.3.1.6 Maintain and support existing COTS applications through their life cycle, including performance tuning;
- 7.3.1.7 Coordinate application testing within a control environment (LCPM Validation Lab) for new and existing COTS products;
- 7.3.1.8 Manage walkthroughs and reviews related to testing and implementation readiness;
- 7.3.1.9 Monitor requests for information and assistance to ensure appropriate and timely support for assigned issues through the LCPM ticket system;
- 7.3.1.10 Participate in meetings and working groups as requested by the Technical Authority;
- 7.3.1.11 Provide assistance to DIMCIA 2-4 in installation, configuration and product use and problem resolution for COTS products;
- 7.3.1.12 Conduct problem analysis, testing and troubleshooting and provide recommendations for the best resolution to clients;
- 7.3.1.13 Draft and review test plans for COTS products;
- 7.3.1.14 Develop, validate and monitor test results for all levels of testing of COTS products;
- 7.3.1.15 Develop draft recommendations for overall testing strategy and testing plans;
- 7.3.1.16 Develop and refine process flow diagrams and Standard Operating Procedures;

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- 7.3.1.17 Manage administrative rights to Microsoft Windows XP, Microsoft Windows Vista, Microsoft Windows 7 and Microsoft Virtualization workstations;
 - 7.3.1.18 Provide a written report on the status of all assigned tasks and deliverables;
 - 7.3.1.19 Develop technical documentation to be used as guidance for configuration, installation and deployment for LCPM COTS products;
 - 7.3.1.20 Draft responses in the preparation of briefing notes and responses to management inquiries;
 - 7.3.1.21 Provide product testing and patch/service release testing, develop test documentation and implementation guides and make configuration and implementation recommendations;
 - 7.3.1.22 Produce technical documentation to support issues resolution and update the LCPM issue database;
 - 7.3.1.23 Gather and analyze data for testing LCPM-approved COTS products, new products and patches or security vulnerabilities;
 - 7.3.1.24 Analyze and research product bulletins and security bulletins and produce required reports and risk analyses;
 - 7.3.1.25 Respond to application functionality problems and provide solutions using development software in response to software enhancements, security vulnerabilities and/or client requests;
 - 7.3.1.26 Advise on changes and updates to COTS products that may affect DMS functionality; and
 - 7.3.1.27 Perform other System Analyst related tasks incidental to the work described in this SOW.

7.3.2 Deliverables

Deliverables will be detailed in each Task Authorization.

7.4 A.8 System Analyst (Level 2)

The System Analyst provides technical support to the LCPM team and clients.

7.4.1 Tasks

- 7.4.1.1 Develop requirements, feasibility, cost, design and specification documents for systems;
- 7.4.1.2 Implement systems to support projects, departments, organizations or businesses;
- 7.4.1.3 Translate business requirements into systems design and specifications;
- 7.4.1.4 Analyze and recommend alternatives and options for solutions;

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- 7.4.1.5 Develop technical specifications for systems development, design and implementation;
 - 7.4.1.6 Coordinate application testing within a control environment (LCPM Validation Lab) for new and existing COTS products;
 - 7.4.1.7 Manage walkthroughs and reviews related to testing and implementation readiness;
 - 7.4.1.8 Monitor requests for information and assistance to ensure appropriate and timely support for assigned issues through the LCPM ticket system;
 - 7.4.1.9 Participate in meetings and working groups as requested by the Technical Authority;
 - 7.4.1.10 Provide assistance to DIMCIA 2-4 in installation, configuration and product use and problem resolution for COTS products;
 - 7.4.1.11 Conduct problem analysis, testing and troubleshooting and provide recommendations for the best resolution to clients;
 - 7.4.1.12 Draft and review test plans for COTS products;
 - 7.4.1.13 Develop, validate and monitor test results for all levels of testing of COTS products;
 - 7.4.1.14 Develop draft recommendations for overall testing strategy and testing plans;
 - 7.4.1.15 Manage administrative rights to Microsoft Windows XP, Microsoft Windows Vista, Microsoft Windows 7 and Microsoft Virtualization workstations;
 - 7.4.1.16 Develop and refine process flow diagrams and Standard Operating Procedures;
 - 7.4.1.17 Provide a written report on the status of all assigned tasks and deliverables;
 - 7.4.1.18 Develop technical documentation to be used as guidance for configuration, installation and deployment for LCPM COTS products;
 - 7.4.1.19 Draft responses in the preparation of briefing notes and responses to management inquiries;
 - 7.4.1.20 Provide product testing and patch/service release testing, develop test documentation and implementation guides and make configuration and implementation recommendations;
 - 7.4.1.21 Produce technical documentation to support issues resolution and update the LCPM issue database;
 - 7.4.1.22 Gather and analyze data for testing LCPM-approved COTS products, new products and patches or security vulnerabilities;

- 7.4.1.23 Analyze and research product bulletins and security bulletins and produce required reports and risk analyses;
- 7.4.1.24 Respond to application functionality problems and provide solutions using development software, usually in response to software enhancements, security vulnerabilities and/or client requests;
- 7.4.1.25 Advise on changes and updates to COTS products that may affect DMS functionality; and
- 7.4.1.26 Perform other System Analyst related tasks incidental to the work described in this SOW.

7.4.2 Deliverables

Deliverables will be detailed in each Task Authorization.

7.5 A.10 Test Coordinator (Level 3)

The Test Coordinator provides coordination for all DMS testing and quality assurance activities.

7.5.1 Tasks

- 7.5.1.1 Provide advice, guidance and coordination efforts for test strategies and plans, selection of automated testing tools and identification of resources required for testing;
- 7.5.1.2 Plan, organize and schedule testing efforts for large systems, including the execution of systems integration tests, specialized tests, and user acceptance testing;
- 7.5.1.3 Manage and monitor test plans for all levels of testing;
- 7.5.1.4 Manage walkthroughs and reviews related to testing and implementation readiness;
- 7.5.1.5 Provide a written report on the status of all assigned tasks and deliverables; and
- 7.5.1.6 Perform other Test Coordinator related tasks incidental to the work described in this SOW.

7.5.2 Deliverables

Deliverables will be detailed in each Task Authorization.

7.6 A.11 Tester (Level 2)

The Tester provides DMS testing services in consultation with the Test Coordinator.

7.6.1 Tasks

- 7.6.1.1 Perform testing after user documentation has been prepared to ensure that documentation accurately describes the enhanced function(s) prior to release;
- 7.6.1.2 Execute test plans for all levels of testing;
- 7.6.1.3 Provide status reporting;
- 7.6.1.4 Perform testing to verify that changes meet requirements, conform to the DSB and DSB-C2IS user interface standard and function within the specified application/system;
- 7.6.1.5 Test the Security Continuity Management Plan for inaccurate procedures and implementation errors and resolve deficiencies identified during testing;
- 7.6.1.6 Establish and maintain source and object code libraries for a multi-platform, multi-operating system environment;
- 7.6.1.7 Establish software testing procedures for unit testing, integration testing and regression testing with emphasis on automating the testing procedures;
- 7.6.1.8 Establish and operate testing procedures to ensure that the interaction and co-existence of various software elements conform to appropriate DND standards and have no unforeseen detrimental effects on the shared infrastructure;
- 7.6.1.9 Establish a validation and verification capability which assumes functional and performance compliance;
- 7.6.1.10 Provide a written report on the status of all assigned tasks and deliverables; and
- 7.6.1.11 Perform other Tester related tasks incidental to the work described in this SOW.

7.6.2 Deliverables

Deliverables will be detailed in each Task Authorization.

7.7 A.14 Web Developer (Level 2)

The Web Developer provides DMS web development and maintenance support.

7.7.1 Tasks

- 7.7.1.1 Develop and prepare diagrammatic plans for web-based service delivery over the internet;

- 7.7.1.2 Analyze the problems outlined by systems analysts/designers in terms of such factors as style and extent of information to be transferred across the internet;
- 7.7.1.3 Select and use the best available web development tools for linking the internet-based client to the departmental "back end" information delivery programs and databases;
- 7.7.1.4 Design high-usability web pages to meet the requirement;
- 7.7.1.5 Provide a written report on the status of all assigned tasks and deliverables; and
- 7.7.1.6 Perform other Web Developer related tasks incidental to the work described in this SOW.

7.7.2 Deliverables

Deliverables will be detailed in each Task Authorization.

7.8 B.10 Help Desk Specialist (Level 2)

The Help Desk Specialist provides third-level DMS Service Desk support.

7.8.1 Tasks

- 7.8.1.1 Perform a variety of network problem analysis and monitoring tasks, monitor network management systems and respond appropriately to user requests and problems;
- 7.8.1.2 Perform initial problem analysis and attempt to rectify the problem over the phone and when required assign the problem to the appropriate technical staff;
- 7.8.1.3 Maintain liaison with network users and technical staff to communicate the status of problem resolution to network users;
- 7.8.1.4 Develop, implement or participate in the preparation of procedure manuals and documentation for help desk use, conduct periodic user satisfaction surveys and track user problem trends, make recommendations for improvements to the network systems and create reports based on information provided from user surveys and trends;
- 7.8.1.5 Develop and maintain an Electronic Knowledge Base Repository to provide detailed information on incidents and problems resulting from DMS activities and information on testing, support issues, compatibility issues, fixes, best practices, lessons learned and the Definitive Software Library;
- 7.8.1.6 Provide a Knowledge Base Repository Report to describe changes that have occurred in the knowledge base repository;
- 7.8.1.7 Provide on-call DMS support services during emergency situations;

- 7.8.1.8 Provide support to DIMCIA 2 personnel and support for DIMCIA 2 servers and workstations;
- 7.8.1.9 Use Axios Assyst to maintain records of problems reported and their resolution;
- 7.8.1.10 Use Axios Assyst for the investigation, diagnosis, resolution, recovery and closure of incidents and tracking problems and errors;
- 7.8.1.11 Provide a written report on the status of all assigned tasks and deliverables; and
- 7.8.1.12 Perform other Help Desk Specialist related tasks incidental to the work described in this SOW.

7.8.2 Deliverables

Deliverables will be detailed in each Task Authorization. Deliverables include but are not limited to:

- 7.8.2.1 Incident resolution in accordance with local service levels; and
- 7.8.2.2 Problem resolution in accordance with local service levels.

7.9 B.12 Network Support Specialist (Levels 1 and 2)

The Network Support Specialist provides DMS software distribution support and services.

7.9.1 Tasks

- 7.9.1.1 Coordinate installation, operation, maintenance, resolution of network hardware and software problems, monitoring of traffic, capacity planning, system backup and user training for the LAN, WAN and MAN;
- 7.9.1.2 Maintain interface with vendor representatives and other computing resources to resolve hardware and software problems;
- 7.9.1.3 Install or coordinate installation of network hardware, software for use with personal computers and mainframe/personal computer interaction, and network upgrades according to vendor instructions;
- 7.9.1.4 Configure equipment with assistance from vendor or other computing resources;
- 7.9.1.5 Maintain a reference library to include reference manuals and user guides;
- 7.9.1.6 Maintain accurate records and logs of users, equipment serial numbers, service records, maintenance agreements, warranties, wiring schemes and network incident problems and solutions;
- 7.9.1.7 Develop, implement, participate and test a network disaster recovery plan;
- 7.9.1.8 Resolve all connectivity and internal technical problems;

- 7.9.1.9 Assist in training users to use the network and related software;
- 7.9.1.10 Provide a written report on the status of all assigned tasks and deliverables; and
- 7.9.1.11 Perform other Network Support Specialist related tasks incidental to the work described in this SOW.

7.9.2 Deliverables

Deliverables will be detailed in each Task Authorization.

7.10 B.13 Operations Support Specialist (Levels 2 and 3)

The Operations Support Specialist provides DMS incident and problem management support.

7.10.1 Tasks

- 7.10.1.1 Provide systems administration and systems operations support, including setting up user access, user profiles, back up and recovery and day-to-day computer systems operations;
- 7.10.1.2 Upgrade and install desktop and laptop operating systems and application software;
- 7.10.1.3 Perform software upgrades and apply patches;
- 7.10.1.4 Provide customer interface to ensure requested changes are implemented;
- 7.10.1.5 Monitor computer workload trends and make adjustments to ensure optimum utilization of computer resources;
- 7.10.1.6 Provide technical remote assistance to Local and Regional Service Providers and Technical Staff to assist with localized DMS-related issues;
- 7.10.1.7 Use Axios Assyst for the investigation, diagnosis, resolution, recovery and closure of incidents and tracking problems and errors;
- 7.10.1.8 Provide a written report on the status of all assigned tasks and deliverables; and
- 7.10.1.9 Perform other Operations Support Specialist related tasks incidental to the work described in this SOW.

7.10.2 Deliverables

Deliverables will be detailed in each Task Authorization.

7.11 B.14 Technical Writer (Level 2)

The Technical Writer provides DMS documentation and translation services.

7.11.1 Tasks

- 7.11.1.1 Document help text, user manuals, technical documentation and web page content;
- 7.11.1.2 Review documentation standards and existing project documentation;
- 7.11.1.3 Determine documentation requirements and make plans for meeting them;
- 7.11.1.4 Gather information concerning the features and functions provided by the developers;
- 7.11.1.5 Investigate the accuracy of the information collected by making direct use of the material being documented;
- 7.11.1.6 Prepare or coordinate the preparation of any required illustrations and diagrams;
- 7.11.1.7 Design the layout of the documents/manuals;
- 7.11.1.8 Use word-processing, desktop publishing and graphics software packages to produce final camera-ready copy;
- 7.11.1.9 Provide a written report on the status of all assigned tasks and deliverables; and
- 7.11.1.10 Perform other Technical Writer related tasks incidental to the work described in this SOW.

7.11.2 Deliverables

Deliverables will be detailed in each Task Authorization.

7.12 I.10 Technical Architect (Level 3)

The Technical Architect provides Internet working services for the DSB and DSB-C2IS.

7.12.1 Tasks

- 7.12.1.1 Develop technical architectures, frameworks and strategies to meet the business and application requirements;
- 7.12.1.2 Identify policies and requirements that drive out a particular solution;
- 7.12.1.3 Analyze and evaluate alternative technology solutions to meet business problems;
- 7.12.1.4 Ensure the integration of all aspects of technology solutions;

- 7.12.1.5 Evaluate hardware and software relative to their ability to support specified requirements and, by determining potential and actual bottlenecks, improve system performance through recommended hardware changes;
- 7.12.1.6 Review computer software systems and data requirements as well as communication and response needs and determine operating systems and languages needed to support them;
- 7.12.1.7 Analyze business requirements in order to design an infrastructure solution using client business partners for networking, security and monitoring or troubleshooting solutions and technologies;
- 7.12.1.8 Serve as a Subject Matter Expert for enterprise infrastructure;
- 7.12.1.9 Deliver solutions based on SOWs related to professional services and solutions associated with the planning, deployment, installation, administration and management of networks;
- 7.12.1.10 Document successful implementation techniques based on industry established best practices;
- 7.12.1.11 Analyze and interpret existing LAN/WAN infrastructures, provide information, advice or instructions and assist in problem resolution;
- 7.12.1.12 Provide vendor-neutral consulting services on LAN/WAN infrastructure Application Deployment Strategies;
- 7.12.1.13 Provide a written report on the status of all assigned tasks and deliverables; and
- 7.12.1.14 Perform other Technical Architect related tasks incidental to the work described in this SOW.

7.12.2 Deliverables

Deliverables will be detailed in each Task Authorization.

7.13 I.11 Technology Architect (Level 2)

The Technology Architect provides Symantec Endpoint Protection (SEP) 11 and Microsoft Windows 7 services for the DSB and DSB-C2IS.

7.13.1 Tasks

- 7.13.1.1 Develop technical architectures, frameworks and strategies to meet the business and application requirements;
- 7.13.1.2 Identify the policies and requirements that drive out a particular solution;
- 7.13.1.3 Analyze and evaluate alternative technology solutions to meet business problems;
- 7.13.1.4 Ensure the integration of all aspects of technology solutions;

- 7.13.1.5 Monitor industry trends to ensure that solutions fit with government and industry directions for technology;
- 7.13.1.6 Provide information, direction and support for emerging technologies;
- 7.13.1.7 Perform impact analysis of technology changes;
- 7.13.1.8 Provide support to applications and/or technical support teams in the proper application of existing infrastructure;
- 7.13.1.9 Review application and program design or technical infrastructure design to ensure adherence to standards and recommend performance improvements;
- 7.13.1.10 Provide a written report on the status of all assigned tasks and deliverables; and
- 7.13.1.11 Perform other Technology Architect related tasks incidental to the work described in this SOW.

7.13.2 Deliverables

Deliverables will be detailed in each Task Authorization.

7.14 I.12 PKI Specialist (Level 2)

The PKI Specialist provides Entrust integration services for the DSB and DSB-C2IS.

7.14.1 Tasks

- 7.14.1.1 Develop PKI-related policies, standards, guidelines and procedures;
- 7.14.1.2 Review existing PKI policies, standards, guidelines and procedures and provide advice as to their appropriateness and effectiveness;
- 7.14.1.3 Conduct compliance audits of PKI-related concerns, including operations, application systems and infrastructure;
- 7.14.1.4 Conduct PKI-related security threat and risk assessments of IT facilities, application systems and communications;
- 7.14.1.5 Conduct PKI-related reviews of backup and recovery plans;
- 7.14.1.6 Investigate PKI-related incidents, report on cause and related weaknesses and recommend remedies;
- 7.14.1.7 Design the PKI-related framework and implement the PKI infrastructure required to protect assets and support application systems;
- 7.14.1.8 Provide advice on PKI aspects of application systems under development;
- 7.14.1.9 Develop and deliver PKI awareness and training programs;

7.14.1.10 Provide a written report on the status of all assigned tasks and deliverables; and

7.14.1.11 Perform other PKI Specialist tasks incidental to the work described in this SOW.

7.14.2 Deliverables

Deliverables will be detailed in each Task Authorization.

7.15 P.9 Project Manager (Desktop Services) Level 3

Reporting directly to the Technical Authority, the Project Manager (Desktop Services) is responsible for managing the entire team of Contractor personnel.

7.15.1 Tasks

7.15.1.1 Manage several Project Managers, each responsible for an element of the project and its associated project team;

7.15.1.2 Manage the project during the development, implementation and operations start-up and project closure by ensuring that resources are made available and that the project is developed and fully operational within previously agreed time, cost and performance parameters;

7.15.1.3 Formulate statements of problems, establish procedures for the development and implementation of significant, new or modified project elements to solve these problems ;

7.15.1.4 Define and document the objectives for the project, estimate budgetary requirements and determine the composition, roles and responsibilities and terms of reference for the project team;

7.15.1.5 Report progress of the project on an ongoing basis and at scheduled points in the life cycle;

7.15.1.6 Participate in meetings with stakeholders and other project managers and state problems in a form capable of being solved;

7.15.1.7 Prepare plans, charts, tables and diagrams to assist in analyzing or displaying problems and work with a variety of project management tools;

7.15.1.8 Prepare impact assessments (IAs) on all Class 1 and selected Class 2 and 3 Requests for Change (RFCs) for the Information Management Configuration and Control Board (IM CCB) to determine the impact on DMS baseline products;

7.15.1.9 Prepare vulnerability assessments (VAs) on Computer Network Defence Troop (CND Tp) security alerts and advisories;

7.15.1.10 Prepare responses to queries from the designated personnel regarding the Transition-In Phase and Transition-Out Phase;

- 7.15.1.11 Prepare Visit Clearance Requests to allow Contractor personnel to access DND facilities;
- 7.15.1.12 Manage the Government Furnished Material (GFM) Register;
- 7.15.1.13 Host and attend monthly Performance Management Meetings (PMM);
- 7.15.1.14 Assist and cooperate in all inspections, including Certification and Accreditation (C&A) and internal and external reviews and audits conducted by the Technical Authority or other designated personnel;
- 7.15.1.15 Provide a written report on the status of all assigned tasks and deliverables; and
- 7.15.1.16 Perform other Project Manager related tasks incidental to the work described in this SOW.

7.15.2 Deliverables

Deliverables will be detailed in each Task Authorization. Deliverables include, but are not limited to, the following:

- 7.15.2.1 A Release Management Plan submitted within 15 working days of Contract award. Updated plans must be submitted by 1 April of following Contract years;
- 7.15.2.2 A Service Continuity Management Plan submitted by the handover date. Updated plans must be submitted by 1 April of following Contract years;
- 7.15.2.3 A Transition-Out Plan submitted three months prior to Contract expiry date;
- 7.15.2.4 IA Reports submitted on an "as required basis";
- 7.15.2.5 VA Reports submitted on an "as required basis";
- 7.15.2.6 A GFM Register submitted within 30 working days of Contract award. Updated GFM must be submitted by 1 April of following Contract years;
- 7.15.2.7 A GFM Report submitted six months prior to Contract expiry;
- 7.15.2.8 C&A Documentation for the Designated and Classified (CSNI) domains and on an "as required basis" for Contractor Furnished Facilities;
- 7.15.2.9 Monthly PMM Agenda and Minutes;
- 7.15.2.10 Monthly Status Reports; and
- 7.15.2.11 Quarterly Financial Status Reports.

7.16 P.9 Project Manager (Operations Support) Level 2

The Project Manager (Operations Support) is responsible for the management of the operation, support and security of the DSB and DSB-C2IS networks and is the primary point of contact for the user community site administrators.

7.16.1 Tasks

- 7.16.1.1 Manage the project during the development, implementation and operations start-up and project closure by ensuring that resources are made available and that the project is developed and fully operational within previously agreed time, cost and performance parameters;
- 7.16.1.2 Formulate statements of problems, establish procedures for the development and implementation of significant, new or modified project elements to solve these problems;
- 7.15.1.3 Define and document the objectives for the project, estimate budgetary requirements and determine the composition, roles and responsibilities and terms of reference for the project team;
- 7.16.1.4 Report progress of the project on an ongoing basis and at scheduled points in the life cycle;
- 7.16.1.5 Participate in meetings with stakeholders and other project managers and state problems in a form capable of being solved;
- 7.16.1.6 Prepare plans, charts, tables and diagrams to assist in analyzing or displaying problems and work with a variety of project management tools;
- 7.16.1.7 Prepare and maintain DSB and DSB-C2IS Standard Operating Procedures;
- 7.16.1.8 Resolve escalated support and operational issues with clients and senior management;
- 7.16.1.9 Plan and coordinate DSB and DSB-C2IS product roll-outs and site implementations;
- 7.16.1.10 Review all DSB and DSB-C2IS RFCs;
- 7.16.1.11 Ensure the quality and timely delivery of all products and services, especially the resolution of support and operational issues;
- 7.16.1.12 Provide a written report on the status of all assigned tasks and deliverables; and
- 7.16.1.13 Perform other Project Manager related tasks incidental to the work described in this SOW.

7.16.2 Deliverables

Deliverables will be detailed in each Task Authorization.

7.17 P.9 Project Manager (Engineering Support) Level 2

The Project Manager (Engineering Support) is responsible for the design, development and testing of all scripts and custom-built applications and the integration and testing of all products in the DSB and DSB-C2IS suite.

7.17.1 Tasks

- 7.17.1.1 Manage the project during the development, implementation and operations start-up and project closure by ensuring that resources are made available and that the project is developed and fully operational within previously agreed time, cost and performance parameters;
- 7.17.1.2 Formulate statements of problems, establish procedures for the development and implementation of significant, new or modified project elements to solve these problems ;
- 7.17.1.3 Define and document the objectives for the project, estimate budgetary requirements and determine the composition, roles and responsibilities and terms of reference for the project team;
- 7.17.1.4 Report progress of the project on an ongoing basis and at scheduled points in the life cycle;
- 7.17.1.5 Participate in meetings with stakeholders and other project managers and state problems in a form capable of being solved;
- 7.17.1.6 Prepare plans, charts, tables and diagrams to assist in analyzing or displaying problems and work with a variety of project management tools;
- 7.17.1.7 Define and document engineering methods and standards;
- 7.17.1.8 Resolve escalated DSB and DSB-C2IS software issues and provide continuous product improvement analysis;
- 7.17.1.9 Manage the DSB LCSF web site;
- 7.17.1.10 Liaise with DSB Operations in the provision of technical support services to DSB and DSB-C2IS users;
- 7.17.1.11 Manage the translation of released material;
- 7.17.1.12 Ensure the quality of all products and services and the quality of the relationship with the DSB and DSB-C2IS user community;
- 7.17.1.13 Ensure the timely delivery of all products and services, especially the resolution of support and operational issues; and
- 7.17.1.14 Perform other Project Manager related tasks incidental to the work described in this SOW.

7.17.2 Deliverables

Deliverables will be detailed in each Task Authorization.

7.18 P.9 Project Manager (Special Projects) Level 2

The Project Manager (Special Projects) is responsible for special projects such as the implementation and migration of new DSB and DSB-C2IS sites.

7.18.1 Tasks

- 7.18.1.1 Manage the project during the development, implementation and operations start-up and project closure by ensuring that resources are made available and that the project is developed and fully operational within previously agreed time, cost and performance parameters;
- 7.18.1.2 Formulate statements of problems, establish procedures for the development and implementation of significant, new or modified project elements to solve these problems;
- 7.18.1.3 Define and document the objectives for the project, estimate budgetary requirements and determine the composition, roles and responsibilities and terms of reference for the project team;
- 7.18.1.4 Report progress of the project on an ongoing basis and at scheduled points in the life cycle;
- 7.18.1.5 Participate in meetings with stakeholders and other project managers and state problems in a form capable of being solved;
- 7.18.1.6 Prepare plans, charts, tables and diagrams to assist in analyzing or displaying problems and work with a variety of project management tools;
- 7.18.1.7 Provide a written report on the status of all assigned tasks and deliverables; and
- 7.18.1.8 Perform other Project Manager related tasks incidental to the work described in this SOW.

7.18.2 Deliverables

Deliverables will be detailed in each Task Authorization.

7.19 P.10 Project Scheduler (Level 3)

The Project Scheduler is responsible for coordinating releases in consultation with the DND Release Manager.

7.19.1 Tasks

- 7.19.1.1 Develop and support project schedules;
- 7.19.1.2 Develop and maintain Work Breakdown Structures;

- 7.19.1.3 Produce appropriate reports and identify scheduling and dependency issues;
- 7.19.1.4 Conduct and provide critical path analysis;
- 7.19.1.5 Manage the DMS Configuration Management Database (CMDB) that includes all configuration settings, COTS software licenses, COTS software maintenance and related material for the Designated and Classified (CSNI) domains;
- 7.19.1.6 Assist in schedule co-ordination efforts with internal and external project stakeholders;
- 7.19.1.7 Provide a written report on the status of all assigned tasks and deliverables; and
- 7.19.1.8 Perform other Project Scheduler related tasks incidental to the work described in this SOW.

7.19.2 Deliverables

Deliverables will be detailed in each Task Authorization.

7.20 P.10 Project Scheduler (Level 1)

The Project Scheduler is responsible for coordinating legacy and release management support.

7.20.1 Tasks

- 7.20.1.1 Develop and support project schedules;
- 7.20.1.2 Develop and maintain Work Breakdown Structures;
- 7.20.1.3 Produce appropriate reports and identify scheduling and/or dependency issues;
- 7.20.1.4 Conduct and provide critical path analysis;
- 7.20.1.5 Assist in schedule co-ordination efforts with internal and external project stakeholders;
- 7.20.1.6 Provide a written report on the status of all assigned tasks and deliverables; and
- 7.20.1.7 Perform other Project Scheduler related tasks incidental to the work described in this SOW.

7.20.2 Deliverables

Deliverables will be detailed in each Task Authorization.

8. PROGRESS REPORTS

- 8.1 The Contractor must prepare monthly progress reports of the work performed, tasked by Task Authorizations, in a format acceptable to the Technical Authority. Each monthly progress report must be attached to the invoice and document the following information as a minimum:
- 8.1.1 All significant activities performed by each occupational category under each task during the period covered by the invoice;
 - 8.1.2 Status of all action/decision items originating from each task, as well as a list of outstanding activities;
 - 8.1.3 A description of any problems encountered which are likely to require attention by the Technical Authority;
 - 8.1.4 Any recommendations related to the conduct of work;
 - 8.1.5 Total number of days charged against each task for each occupational category during the covered period;
 - 8.1.6 Cumulative number of days charged against each task for each occupational category since task award; and
 - 8.1.7 Travel costs incurred under each task, including all applicable receipts.

9. FORMAT OF DELIVERABLES

- 9.1 Unless specified otherwise by the Technical Authority, the Contractor must provide all required documents in both hard copy and electronic copy in a format compliant with the DND baseline software suite in effect at deliverable time.
- 9.2 All correspondence initiated by the Contractor or by any section of DND to the Contractor must be submitted to the Technical Authority. Correspondence is defined as records of conversation or decisions as well as any written correspondence. One hard copy and/or one electronic copy must be delivered at the request of the Technical Authority.

10. GFM, EQUIPMENT AND FACILITIES

DND will provide the Contractor with the following:

- 10.1 Access to the Designated and Classified (CSNI) DND call tracking systems for tracking DMS-related calls;
- 10.2 Appropriate Crown-owned or licensed software and relevant documentation to maintain the DMS DCE;
- 10.3 Microsoft SMS and Microsoft SCCM for use in DND acceptance testing facilities, DND production environments and the Contractor TE and DE. All licenses for Microsoft SMS and Microsoft SCCM on the Designated and Classified (CSNI) environments will be procured and maintained by DND;

- 10.4 Access to equipment, as required and at pre-arranged times, including office space, furniture and communications and computer equipment. Only DND-owned equipment may be connected to the DND/CF networks;
- 10.5 Access to all existing production workstations and servers in support of DMS and all existing servers and workstations for the TDC or CTDC where DMS acceptance testing is to occur;
- 10.6 Access to the TDC and CTDC during regular business hours of operation;
- 10.7 CND Tp security advisories and alerts related to DMS; and
- 10.8 Hardware to host the CMDB and Knowledge Base Repositories.

11. MEETINGS

The Contractor must attend meetings as requested by the Technical Authority. These meetings may include:

- 11.1 Monthly management meetings and weekly technical meetings: These meetings ensure that all information is received to complete the work described in this SOW. Meeting locations are in the NCR;
- 11.2 PMM: These monthly meetings are for the discussion of Contract performance and activities. Meeting locations are in the NCR; and
- 11.3 Seminars, conferences and meetings: These meetings/events are on an "as and when requested" basis for the Contractor to deliver DMS briefings at IM/IT events and liaise with DND senior management. Approximately five meetings/events take place each year. Three out of five meetings/events take place outside the NCR in Winnipeg (MB), Quebec City (QC) and Trenton (ON).

12. SECURITY REQUIREMENTS

Security requirements for each resource category are described in the following table.

Category	Security Requirement
A.6 Programmer/Software Developer, Level 1	ENHANCED RELIABILITY /SECRET
A.7 Programmer/Analyst, Levels 2 and 3	SECRET
A.8 System Analyst, Levels 2 and 3	SECRET
A.10 Test Coordinator, Level 3	SECRET
A.11 Tester, Level 2	ENHANCED RELIABILITY /SECRET
A.14 Web Developer, Level 2	SECRET
B.10 Help Desk Specialist, Level 2	SECRET
B.12 Network Support Specialist, Levels 1 and 2	SECRET
B.13 Operations Support Specialist, Levels 2 and 3	SECRET
B.14 Technical Writer, Level 2	SECRET

Category	Security Requirement
I.10 Technical Architect, Level 3	SECRET
I.11 Technology Architect, Level 2	SECRET
I.12 PKI Specialist, Level 2	SECRET
P.9 Project Manager, Level 3	TOP SECRET
P.9 Project Manager, Level 2	SECRET
P.10 Project Scheduler, Levels 1 and 3	SECRET

13. LANGUAGE REQUIREMENTS

- 13.1 All resources must be fluent in the English language. Fluent means that the individual must be able to communicate orally and in writing without any assistance and with minimal errors.
- 13.2 The Help Desk Specialist and one Technical Writer resource must be fluent in both official languages of Canada (French and English). Specific requirements for other resources to be fluent in both the English and French language will be detailed in each Task Authorization.

14. TRAVEL

The Contractor may be required to travel to client sites within and outside the NCR. The Contractor may also be requested to work at other DND locations across Canada at the discretion of Canada.

15. GLOSSARY

Term	Definition
AD	Active Directory
C&A	Certification and Accreditation
CF	Canadian Forces
CMDB	Configuration Management Database
CND Tp	Computer Network Defence Troop
COTS	Commercial Off-The-Shelf
CSNI	Consolidated Secret Network Infrastructure
CTDC	Classified Test and Development Centre
CUC	Common User Core
DCE	Desktop Computing Environment
DE	Development Environment
DIMCIA	Director Information Management Common Infrastructure Applications
DMS	Desktop Management Services
DND	Department of National Defence
DOS	Desktop Operating System

Term	Definition
DSB	Defence Software Baseline
DSB-C2IS	Defence Software Baseline for Command and Control Systems
GFM	Government Furnished Material
IA	Impact Assessment
IM	Information Management
IM CCB	Information Management Configuration and Control Board
IT	Information Technology
LAN	Local Area Network
LCPM	Life Cycle Product Management
LCSF	Life Cycle Support Facility
LSP	Local Service Provider
MAN	Metropolitan Area Network
NOS	Network Operating System
NCR	National Capital Region
NSD	National Service Desk
PKI	Public Key Infrastructure
PMM	Performance Management Meeting
RFC	Request for Change
TDC	Test and Development Centre
TE	Test Environment
SCCM	System Center Configuration Manager
SCOM	System Center Operations Manager
SMS	Systems Management Server
SOW	Statement of Work
WAN	Wide Area Network

APPENDIX 1 TO ANNEX A APPLICABLE DOCUMENTS

General Documentation

ID	Title
N/A	DND Information Technology Service Management Framework (DND ITSM Framework) Version 1.3, 30 October 2002
N/A	DND Information Management Configuration and Change Management Framework (DND IM CCM Framework) Version 2L, March 2002
N/A	Defence Software Baseline Release Management Process (DSB RM Process)
N/A	IM Gp Internet/Intranet Web Standards

Information Management Directives (IMD)

ID	Title
IMD 101	Integrated Information Environment (IIE)
IMD 112	Information System National Standing Offer (IS NISO)
IMD 113	Domain Name System (DNS)
IMD 114	Defence Email System (DEMS) Naming Standard
IMD 115	Data Encryption
IMD 116	IM Programme Validation
IMD 118	Public Key Infrastructure (PKI)
IMD 120	Provision of Remote and Virtual Private Network Services to Defence Wide Area Network (DWAN) and IIE
IMD 124	IIE Directory Service
IMD 126	Network Operating System (NOS) Naming Standard
IMD 130	Narrowband Satellite High Speed Data Leased Services

Defence Administrative Orders and Directives (DAOD)

ID	Title
DAOD 6000-0	Information Management
DAOD 6001-0	Internet/Defence Intranet
DAOD 6001-1	Acceptable Use of the Internet, Defence Intranet and Other Electronic Networks and Computers
DAOD 6001-2	Information on the Internet
DAOD 6001-4	Internet Security
DAOD 6001-5	Internet Monitoring

Solicitation No. - N° de l'invitation

W6369-11P5NN/A

Amd. No. - N° de la modif.

File No. - N° du dossier

380zmW6369-11P5NN

Buyer ID - Id de l'acheteur

380zm

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

W6369-11P5NN

CCC No./N° CCC - FMS No/ N° VME

ID	Title
DAOD 6002-1	Information on the Defence Information Network (DIN)
DAOD 6005-0	Management of Recorded Information
DAOD 6005-1	Management and Use of Electronic Mail
DAOD 6005-2	Forms Management
DAOD 6005-6	Disposal of Recorded Information
DAOD 6008-0	Information Security (INFOSEC)
DAOD 6421-0	Management of Recorded Information

APPENDIX 2 TO ANNEX A**RESOURCE EVALUATION CRITERIA**

Note to Bidders: Appendix 2 to ANNEX A is for information ONLY. Resources requested on future Task Authorizations under the resulting Contract will be evaluated against these criteria. These grids are NOT to be completed for the current bid solicitation.

A.6 PROGRAMMER/SOFTWARE DEVELOPER—LEVEL 1

MANDATORY CRITERIA	
M1	Minimum of one year experience as a Programmer/Software Developer working in an IM/IT environment.
M2	Minimum of one year experience in the last five years, from the date of bid closing, writing and testing programs or scripts to facilitate the automated release of software.
M3	Minimum of one year experience writing programs or scripts with Microsoft Visual Basic Script.
M4	Minimum of one year experience writing programs or scripts with C++.
M5	Minimum of one year experience troubleshooting installation problems with Microsoft Active Directory and within Microsoft Windows desktop environments.

	POINT RATED CRITERIA	SCORING GUIDELINES	MAX POINTS
R1	Experience writing and testing programs or scripts to facilitate the automated release of software.	1+ to 2 years = 2 points 2+ to 3 years = 3 points 3+ to 4 years = 4 points 5+ years = 5 points	5
R2	Experience writing programs and scripts with Microsoft Visual Basic Script.	1+ to 2 years = 2 points 2+ to 3 years = 3 points 3+ to 4 years = 4 points 5+ years = 5 points	5
R3	Experience writing programs and scripts with C++.	1+ to 2 years = 2 points 2+ to 3 years = 3 points 3+ to 4 years = 4 points 5+ years = 5 points	5
R4	Experience troubleshooting installation problems with Microsoft Active Directory and within Microsoft Windows desktop environments.	1+ to 2 years = 2 points 2+ to 3 years = 3 points 3+ to 4 years = 4 points 5+ years = 5 points	5
Total Maximum Points Available			20
Total Minimum Points Required			12

A.7 PROGRAMMER/ANALYST—LEVEL 3

MANDATORY CRITERIA	
M1	Minimum of 10 years experience as a Programmer/Analyst working in an IM/IT environment.
M2	Minimum of two years experience in the last five years from the date of bid closing writing programs and scripts to support the software release process and COTS products on one or more "similar projects" as defined in 1.0 Evaluation Criteria.
M3	Minimum of two years experience in the last five years from the date of bid closing writing programs and scripts with Microsoft Visual Basic Script.
M4	Minimum of two years experience in the last five years from the date of bid closing writing programs and scripts with C++.
M5	Minimum of two years experience in the last five years from the date of bid closing troubleshooting software installation problems on one or more "similar projects" as defined in 1.0 Evaluation Criteria.
M6	Minimum of one year experience in the last five years from the date of bid closing using software packages such as InstallShield Admin Studio or Wise Package Studio.

	POINT RATED CRITERIA	SCORING GUIDELINES	MAX POINTS
R1	Experience writing programs and scripts to support the software release process and COTS products on one or more "similar projects" as defined in 1.0 Evaluation Criteria.	2+ to 3 years = 1 point 3+ to 4 years = 2 points 4+ to 5 years = 3 points 5+ years = 4 points	4
R2	Experience writing programs and scripts with Microsoft Visual Basic Script.	2+ to 3 years = 1 point 3+ to 4 years = 2 points 4+ to 5 years = 3 points 5+ years = 4 points	4
R3	Experience writing programs and scripts with C++.	2+ to 3 years = 1 point 3+ to 4 years = 2 points 4+ to 5 years = 3 points 5+ years = 4 points	4
R4	Experience troubleshooting software installation problems on one or more "similar projects" as defined in 1.0 Evaluation Criteria.	2+ to 3 years = 1 point 3+ to 4 years = 2 points 4+ to 5 years = 3 points 5+ years = 4 points	4
R5	Experience using software packages such as InstallShield Admin Studio or Wise Package Studio.	1+ to 3 years = 1 point 3+ to 4 years = 2 points 4+ to 5 years = 3 points 5+ years = 4 points	4
Total Maximum Points Available			20
Total Minimum Points Required			12

A.7 PROGRAMMER/ANALYST—LEVEL 2

MANDATORY CRITERIA	
M1	Minimum of five years experience as a Programmer/Analyst working in an IM/IT environment.
M2	Minimum of two years experience in the last five years from the date of bid closing writing programs and scripts to support the software release process and COTS products on one or more "similar projects" as defined in 1.0 Evaluation Criteria.
M3	Minimum of two years experience in the last five years from the date of bid closing writing programs and scripts with Microsoft Visual Basic.
M3	Minimum of two years experience in the last five years from the date of bid closing writing programs and scripts with C++.
M4	Minimum of two years experience in the last five years from the date of bid closing troubleshooting software installation problems on one or more "similar projects" as defined in 1.0 Evaluation Criteria.
M5	Minimum of one year experience in the last five years from the date of bid closing using software packages such as Installshield Admin Studio or Wise Package Studio.

	POINT RATED CRITERIA	SCORING GUIDELINES	MAX POINTS
R1	Experience writing programs and scripts to support the software release process and COTS products on one or more "similar projects" as defined in 1.0 Evaluation Criteria.	2+ to 3 years = 1 point 3+ to 4 years = 2 points 4+ to 5 years = 3 points 5+ years = 4 points	4
R2	Experience writing programs and scripts with Microsoft Visual Basic Script.	2+ to 3 years = 1 point 3+ to 4 years = 2 points 4+ to 5 years = 3 points 5+ years = 4 points	4
R3	Experience writing programs and scripts with C++.	2+ to 3 years = 1 point 3+ to 4 years = 2 points 4+ to 5 years = 3 points 5+ years = 4 points	4
R4	Experience troubleshooting software installation problems on one or more "similar projects" as defined in 1.0 Evaluation Criteria.	2+ to 3 years = 1 point 3+ to 4 years = 2 points 4+ to 5 years = 3 points 5+ years = 4 points	4
R5	Experience using software packages such as Installshield Admin Studio or Wise Package Studio.	2+ to 3 years = 1 point 3+ to 4 years = 2 points 4+ to 5 years = 3 points 5+ years = 4 points	4
Total Maximum Points Available			20
Total Minimum Points Required			12

A.8 SYSTEM ANALYST (DESKTOP SERVICES)—LEVEL 3

MANDATORY CRITERIA	
M1	Minimum of 10 years experience as a System Analyst working in an IM/IT environment.
M2	Minimum of three years experience in the role of a team lead or supervisor in an IM/IT environment.
M3	Minimum of five years experience working with and maintaining Microsoft Windows 2000, Windows XP, Windows Vista or Windows 7.
M4	Minimum of five years experience working with and maintaining Microsoft Office 2000, 2003 or 2007.
M5	Minimum of five years combined experience providing user support, troubleshooting and problem resolution for each of the following: (a) Microsoft Office (2000, 2003 or 2007); (b) Microsoft Windows (Windows 2000, Windows XP, Windows Vista or Windows 7); (c) Microsoft Internet Explorer 6 or 7; (d) antivirus and computer security solutions (including Symantec's Norton, McAfee or other similar major corporate antivirus and computer security solutions); and (e) Adobe products.
M6	Minimum of three years experience within the last five years from the date of bid closing assessing security risks and vulnerabilities.
M7	Minimum of five years experience within the last eight years from the date of bid closing in integrating systems.
M8	Minimum of five years experience working with IM/IT clients to resolve end-user product issues.

	POINT RATED CRITERIA	SCORING GUIDELINES	MAX POINTS
R1	Experience as a LAN manager.	3 to 4 years = 1 point 4+ to 5 years = 2 points 5+ years = 3 points	3
R2	Experience in network installation of PC applications.	3 to 4 years = 1 point 4+ to 5 years = 2 points 5+ years = 3 points	3
R3	Experience manipulating application or MSI files.	3 to 4 years = 1 point 4+ to 5 years = 2 points 5+ years = 3 points	3
R4	Experience working with backup/image utilities.	3 to 4 years = 1 point 4+ to 5 years = 2 points 5+ years = 3 points	3
R5	Experience writing technical documentation.	3 to 4 years = 1 point 4+ to 5 years = 2 points 5+ years = 3 points	3
R6	Experience with Life Cycle Product Management (LCPM) that includes software, hardware and tools as well as principles, practices, techniques and methodologies applicable to the configuration, implementation and maintenance of COTS products.	3 to 4 years = 1 point 4+ to 5 years = 2 points 5+ years = 3 points	3

	POINT RATED CRITERIA	SCORING GUIDELINES	MAX POINTS
R7	Experience with Microsoft Visual SourceSafe.	1 to 2 years = 1 point 2+ to 3 years = 2 points 3+ years = 3 points	3
R8	Experience customizing Microsoft Internet Explorer for deployment and security implementation.	5 to 6 years = 1 point 6+ to 7 years = 2 points 7+ years = 3 points	3
R9	Experience with desktop/server imaging and virtualization.	3 to 4 years = 1 point 4+ to 5 years = 2 points 5+ years = 3 points	3
R10	Experience configuring Sun Java Virtual Machine.	2 to 3 years = 1 point 3+ to 4 years = 2 points 4+ years = 3 points	3
R11	Experience configuring Adobe Reader and Acrobat.	2 to 3 years = 1 point 3+ to 4 years = 2 points 4+ years = 3 points	3
R12	Experience manipulating registry values using <i>regedit</i> , batch files or other toolsets.	2 to 3 years = 1 point 3+ to 4 years = 2 points 4+ years = 3 points	3
Total Maximum Points Available			36
Total Minimum Points Required			22

A.8 SYSTEM ANALYST (BACK-END SERVICES)—LEVEL 3

MANDATORY CRITERIA	
M1	Minimum of 10 years experience as a System Analyst working in an IM/IT environment.
M2	Minimum of three years experience in the role of a team lead or supervisor in an IM/IT environment.
M3	Minimum of five years experience working with and maintaining Microsoft Windows 2000, Windows XP, Windows Vista or Windows 7.
M4	Minimum of five years experience working with and maintaining Microsoft Office 2000, 2003 or 2007.
M5	Minimum of five years combined experience providing user support, troubleshooting and problem resolution for each of the following: (a) Microsoft Office (2000, 2003 or 2007); (b) Microsoft Windows (Windows 2000, Windows XP, Windows Vista or Windows 7); (c) Microsoft Internet Explorer 6 or 7; (d) antivirus and computer security solutions (including Symantec's Norton, McAfee or other similar major corporate antivirus and computer security solutions); and (e) Adobe products.
M6	Minimum of three years experience within the last five years from the date of bid closing assessing security risks and vulnerabilities.
M7	Minimum of five years experience within the last eight years from the date of bid closing in integrating systems.
M8	Minimum of five years experience working with IM/IT clients to resolve end-user product issues.

	POINT RATED CRITERIA	SCORING GUIDELINES	MAX POINTS
R1	Experience as a LAN manager.	3 to 4 years = 1 point 4+ to 5 years = 2 points 5+ years = 3 points	3
R2	Experience maintaining Microsoft Internet Information Server.	3 to 4 years = 1 point 4+ to 5 years = 2 points 5+ years = 3 points	3
R3	Experience maintaining SQL Server software.	3 to 4 years = 1 point 4+ to 5 years = 2 points 5+ years = 3 points	3
R4	Experience working with Microsoft Exchange Server.	3 to 4 years = 1 point 4+ to 5 years = 2 points 5+ years = 3 points	3
R5	Experience developing, documenting and promoting IM/IT standards and procedures.	3 to 4 years = 1 point 4+ to 5 years = 2 points 5+ years = 3 points	3
R6	Experience writing technical documentation.	3 to 4 years = 1 point 4+ to 5 years = 2 points 5+ years = 3 points	3

	POINT RATED CRITERIA	SCORING GUIDELINES	MAX POINTS
R7	Experience with Life Cycle Product Management (LCPM) that includes software, hardware and tools as well as principles, practices, techniques and methodologies applicable to the configuration, implementation and maintenance of COTS products.	3 to 4 years = 1 point 4+ to 5 years = 2 points 5+ years = 3 points	3
R8	Experience analyzing, investigating and planning a migration or integration of a new or existing product, patches or security vulnerabilities.	3 to 4 years = 1 point 4+ to 5 years = 2 points 5+ years = 3 points	3
R9	ITIL certification. A copy of the certification must be provided with the bid.	Yes = 3 points	3
R10	Experience configuring Sun Java Virtual Machine.	2 to 3 years = 1 point 3+ to 4 years = 2 points 4+ years = 3 points	3
Total Maximum Points Available			30
Total Minimum Points Required			18

A.8 SYSTEM ANALYST—LEVEL 2

MANDATORY CRITERIA	
M1	Minimum of five years experience as a System Analyst working in an IM/IT environment.
M2	Minimum of two years experience within the last five years from date of bid closing working with and maintaining Microsoft Windows 2000, Windows XP, Windows Vista or Windows 7.
M3	Minimum of two years experience within the last five years from date of bid closing working with and maintaining Microsoft Office 2000, 2003 or 2007.
M4	Minimum of two years combined experience within the last five years from date of bid closing providing user support, troubleshooting and problem resolution for: <ul style="list-style-type: none"> (a) Microsoft Office (2000, 2003 or 2007); (b) Microsoft Windows (Windows 2000, Windows XP, Windows Vista or Windows 7); (c) Microsoft Internet Explorer 6 or 7; (d) antivirus and computer security solutions (including Symantec's Norton, McAfee or other similar major corporate antivirus and computer security solutions); and (e) Adobe products.
M5	Minimum of two years experience within the last five years from date of bid closing assessing security risks and vulnerabilities.
M6	Minimum of two years experience within the last five years from date of bid closing developing, executing and documenting test plan concepts and interpreting results for software technical solutions.
M7	Minimum of two years experience within the last five years from date of bid closing in integrating systems.
M8	Minimum of two years experience working with IM/IT clients to resolve end-user product issues.
M9	Experience in creating: <ul style="list-style-type: none"> (a) software technical requirement reports; and (b) operational deficiency reports.

	POINT RATED CRITERIA	SCORING GUIDELINES	MAX POINTS
R1	Experience in network installation of PC applications.	2 to 3 years = 1 point 3+ to 4 years = 2 points 4+ years = 3 points	3
R2	Experience manipulating application or MSI files.	2 to 3 years = 1 point 3+ to 4 years = 2 points 4+ years = 3 points	3
R3	Experience working with backup/image utilities.	2 to 3 years = 1 point 3+ to 4 years = 2 points 4+ years = 3 points	3
R4	Experience working with file compression utilities.	2 to 3 years = 1 point 3+ to 4 years = 2 points 4+ years = 3 points	3
R5	Experience writing technical documentation.	2 to 3 years = 1 point 3+ to 4 years = 2 points 4+ years = 3 points	3

	POINT RATED CRITERIA	SCORING GUIDELINES	MAX POINTS
R6	Experience with Life Cycle Product Management (LCPM) that includes software, hardware and tools as well as principles, practices, techniques and methodologies applicable to the configuration, implementation and maintenance of COTS products.	2 to 3 years = 1 point 3+ to 4 years = 2 points 4+ years = 3 points	3
R7	Experience with Microsoft Visual SourceSafe.	2 to 3 years = 1 point 3+ to 4 years = 2 points 4+ years = 3 points	3
R8	Experience customizing Microsoft Internet Explorer for deployment and security implementation.	2 to 3 years = 1 point 3+ to 4 years = 2 points 4+ years = 3 points	3
R9	Experience with desktop/server imaging and virtualization.	2 to 3 years = 1 point 3+ to 4 years = 2 points 4+ years = 3 points	3
R10	Experience configuring Sun Java Virtual Machine.	1 to 2 years = 1 point 2+ to 3 years = 2 points 3+ years = 3 points	3
R11	Experience configuring Adobe Reader and Acrobat.	1 to 2 years = 1 point 2+ to 3 years = 2 points 3+ years = 3 points	3
R12	Experience manipulating registry values using <i>regedit</i> , batch files or other toolsets.	1 to 2 years = 1 point 2+ to 3 years = 2 points 3+ years = 3 points	3
Total Maximum Points Available			36
Total Minimum Points Required			22

A.10 TEST COORDINATOR—LEVEL 3

MANDATORY CRITERIA	
M1	Minimum of 10 years experience as a Test Coordinator working in an IM/IT environment.
M2	Minimum of two years experience in the last five years from date of bid closing preparing test plans and test cases on one or more "similar projects" as defined in 1.0 Evaluation Criteria.
M3	Minimum of two years experience in the last five years from date of bid closing testing software releases in a Microsoft SMS or SCCM environment with a target of a minimum of 5,000 workstations.
M4	Minimum one year experience in the last five years from date of bid closing using Axios Assyst or similar tool for task management.

	POINT RATED CRITERIA	SCORING GUIDELINES	MAX POINTS
R1	Experience preparing test plans and test cases on one or more "similar projects" as defined in 1.0 Evaluation Criteria.	2+ to 3 years = 2 points 3+ to 4 years = 3 points 4+ to 5 years = 4 points 5+ years = 5 points	5
R2	Experience testing software releases in a Microsoft SMS or SCCM environment with a target of a minimum of 5,000 workstations.	2+ to 3 years = 1 point 3+ to 4 years = 2 points 4+ to 5 years = 3 points 5+ years = 4 points	4
R3	Experience using Axios Assyst or similar tool for task management.	1+ to 2 years = 1 point 2+ to 3 years = 2 points 3+ to 4 years = 3 points 4+ to 5 years = 4 points 5+ years = 5 points	5
Total Maximum Points Available			14
Total Minimum Points Required			8

A.11 TESTER—LEVEL 2

MANDATORY CRITERIA	
M1	Minimum of five years experience as a Tester working in an IM/IT environment.
M2	Minimum of two years experience in the last five years from date of bid closing executing test plans and test cases on one or more “similar projects” as defined in 1.0 Evaluation Criteria.
M3	Minimum of two years experience in the last five years from date of bid closing testing software releases in a Microsoft SMS or SCCM environment with a target of a minimum of 5,000 workstations.
M4	Minimum of one year experience in the last five years from date of bid closing using Axios Assyst or similar tool for task management.

	POINT RATED CRITERIA	SCORING GUIDELINES	MAX POINTS
R1	Experience executing test plans and test cases on one or more “similar projects” as defined in 1.0 Evaluation Criteria.	2+ to 3 years = 2 points 3+ to 4 years = 3 points 4+ to 5 years = 4 points 5+ years = 5 points	5
R2	Experience testing software releases in a Microsoft SMS or SCCM environment with a target of a minimum of 5,000 workstations.	2+ to 3 years = 1 point 3+ to 4 years = 2 points 4+ to 5 years = 3 points 5+ years = 4 points	4
R3	Experience using Axios Assyst or similar tool for task management.	1+ to 2 years = 1 point 2+ to 3 years = 2 points 3+ to 4 years = 3 points 4+ to 5 years = 4 points 5+ years = 5 points	5
Total Maximum Points Available			14
Total Minimum Points Required			8

A.14 WEB DEVELOPER—LEVEL 2

MANDATORY CRITERIA	
M1	Minimum of five years experience as a Web Developer working in an IM/IT environment.
M2	Minimum of two years experience in the last five years from date of bid closing designing and developing high-usability web pages for a intranet or internet web site.
M3	Minimum of two years experience working with Common Look and Feel (CLF) 1.0 or 2.0.

	POINT RATED CRITERIA	SCORING GUIDELINES	MAX POINTS
R1	Experience designing and developing high-usability web pages for an intranet or internet web site.	2+ to 3 years = 2 points 3+ to 4 years = 3 points 4+ to 5 years = 4 points 5+ years = 5 points	5
R2	Experience working with CLF 1.0 or 2.0.	2+ to 3 years = 2 points 3+ to 4 years = 3 points 4+ to 5 years = 4 points 5+ years = 5 points	5
Total Maximum Points Available			10
Total Minimum Points Required			6

B.10 HELP DESK SPECIALIST—LEVEL 2

MANDATORY CRITERIA	
M1	Minimum of five years experience as a Help Desk Specialist working in an IM/IT environment.
M2	Minimum of two years experience in the last five years from date of bid closing providing centralized service desk support on one or more "similar projects" as defined in 1.0 Evaluation Criteria.
M3	Minimum of one year experience in the last five years from date of bid closing supporting and troubleshooting Microsoft Office and Internet Explorer.
M4	Minimum of one year experience in the last five years from date of bid closing managing service desk calls using Axios Assyst or a similar tool for task management..

	POINT RATED CRITERIA	SCORING GUIDELINES	MAX POINTS
R1	Experience providing centralized service desk support on one or more "similar projects" as defined in 1.0 Evaluation Criteria.	2+ to 3 years = 2 points 3+ to 4 years = 3 points 4+ to 5 years = 4 points 5+ years = 5 points	5
R2	Experience supporting and troubleshooting Microsoft Office.	1+ to 2 years = 1 point 2+ to 3 years = 2 points 3+ to 4 years = 3 points 4+ years = 4 points	4
R3	Experience supporting and troubleshooting Internet Explorer.	1+ to 2 years = 1 point 2+ to 3 years = 2 points 3+ to 4 years = 3 points 4+ years = 4 points	4
R4	Experience managing service desk calls using Axios Assyst or a similar tool for task management..	1+ to 2 years = 1 point 2+ to 3 years = 2 points 3+ to 4 years = 3 points 4+ years = 4 points	4
Total Maximum Points Available			17
Total Minimum Points Required			10

B.12 NETWORK SUPPORT SPECIALIST—LEVEL 2

MANDATORY CRITERIA	
M1	Minimum of five years experience as a Network Support Specialist working in an IM/IT environment.
M2	Minimum of two years experience in the last five years from date of bid closing performing centralized software distribution activities to workstations on one or more "similar projects" as defined in 1.0 Evaluation Criteria.
M3	Minimum of two years experience in the last five years from date of bid closing patching workstations using Microsoft Inventory Tool for Microsoft Updates (ITMU) or Microsoft Windows Server Update Services (WSUS) on one or more "similar projects" as defined in 1.0 Evaluation Criteria.
M4	Minimum of one year experience in the last five years from date of bid closing using Axios Assyst or similar tool for task management.

	POINT RATED CRITERIA	SCORING GUIDELINES	MAX POINTS
R1	Experience performing centralized software distribution activities to workstations.	2+ to 3 years = 2 points 3+ to 4 years = 3 points 4+ to 5 years = 4 points 5+ years = 5 points	5
R2	Experience patching workstations using Microsoft ITMU or WSUS.	2+ to 3 years = 1 point 3+ to 4 years = 2 points 4+ to 5 years = 3 points 5+ years = 4 points	4
R3	Experience using Axios Assyst or similar tool for task management.	1+ to 2 years = 1 point 2+ to 3 years = 2 points 3+ to 4 years = 3 points 4+ years = 4 points	4
Total Maximum Points Available			13
Total Minimum Points Required			8

2.12 B.12 NETWORK SUPPORT SPECIALIST—LEVEL 1

MANDATORY CRITERIA	
M1	Minimum of two years experience as a Network Support Specialist working in an IM/IT environment.
M2	Minimum of one year experience in the last five years from date of bid closing performing centralized software distribution activities to workstations on one or more "similar projects" as defined in 1.0 Evaluation Criteria.
M3	Minimum of one year experience in the last five years from date of bid closing patching workstations using Microsoft ITMU or WSUS on one or more "similar projects" as defined in 1.0 Evaluation Criteria.
M4	Minimum of one year experience in the last five years from date of bid closing using Axios Assyst or similar tool for task management.

	POINT RATED CRITERIA	SCORING GUIDELINES	MAX POINTS
R1	Experience performing centralized software distribution activities to workstations.	1+ to 2 years = 2 points 2+ to 3 years = 3 points 3+ to 4 years = 4 points 4+ years = 5 points	5
R2	Experience patching workstations using Microsoft ITMU or WSUS.	1+ to 2 years = 1 point 2+ to 3 years = 2 points 3+ to 4 years = 3 points 4+ years = 4 points	4
R3	Experience using Axios Assyst or similar tool for task management.	1+ to 2 years = 1 point 2+ to 3 years = 2 points 3+ to 4 years = 3 points 4+ years = 4 points	4
Total Maximum Points Available			13
Total Minimum Points Required			8

2.13 B.13 OPERATIONS SUPPORT SPECIALIST—LEVEL 3

MANDATORY CRITERIA	
M1	Minimum of 10 years experience as an Operations Support Specialist working in an IM/IT environment.
M2	Minimum of two years experience in the last five years from date of bid closing providing local desktop administration and imaging support (Microsoft Windows 2000, Windows XP or Windows 7).
M3	Minimum of two years experience in the last five years from date of bid closing supporting Microsoft Windows-based servers (Microsoft Windows 2000, Windows 2003 or Windows 2008).
M4	Minimum of one year experience performing server backup and recovery.
M5	Minimum of one year experience using Axios Assyst or similar tool to track incidents and problems.

	POINT RATED CRITERIA	SCORING GUIDELINES	MAX POINTS
R1	Experience providing local desktop administration and imaging support (Microsoft Windows 2000, Windows XP or Windows 7).	2+ to 3 years = 2 points 3+ to 4 years = 3 points 4+ to 5 years = 4 points 5+ years = 5 points	5
R2	Experience supporting Microsoft Windows-based servers (Microsoft Windows 2000, Windows 2003 or Windows 2008).	2+ to 3 years = 1 point 3+ to 4 years = 2 points 4+ to 5 years = 3 points 5+ years = 4 points	4
R3	Experience performing server backup and recovery.	1+ to 2 years = 1 point 2+ to 3 years = 2 points 3+ to 4 years = 3 points 4+ to 5 years = 4 points 5+ years = 5 points	5
R4	Experience using Axios Assyst or similar tool for task management.	1+ to 2 years = 1 point 2+ to 3 years = 2 points 3+ to 4 years = 3 points 4+ to 5 years = 4 points 5+ years = 5 points	5
Total Maximum Points Available			19
Total Minimum Points Required			11

B.13 OPERATIONS SUPPORT SPECIALIST—LEVEL 2

MANDATORY CRITERIA	
M1	Minimum of five years experience as an Operations Support Specialist working in an IM/IT environment.
M2	Minimum of two years experience in the last five years from date of bid closing providing local desktop administration and imaging support (Microsoft Windows 2000, Windows XP or Windows 7).
M3	Minimum of two years experience in the last five years from date of bid closing supporting Microsoft Windows-based servers (Microsoft Windows 2000, Windows 2003 or Windows 2008).
M4	Minimum of one year experience performing server backup and recovery.
M5	Minimum of one year experience using Axios Assyst or similar tool to track incidents and problems.

	POINT RATED CRITERIA	SCORING GUIDELINES	MAX POINTS
R1	Experience providing local desktop administration and imaging support (Microsoft Windows 2000, Windows XP or Windows 7).	2+ to 3 years = 2 points 3+ to 4 years = 3 points 4+ to 5 years = 4 points 5+ years = 5 points	5
R2	Experience supporting Microsoft Windows-based servers (Microsoft Windows 2000, Windows 2003 or Windows 2008).	2+ to 3 years = 1 point 3+ to 4 years = 2 points 4+ to 5 years = 3 points 5+ years = 4 points	4
R3	Experience performing server backup and recovery.	1+ to 2 years = 1 point 2+ to 3 years = 2 points 3+ to 4 years = 3 points 4+ to 5 years = 4 points 5+ years = 5 points	5
R4	Experience using Axios Assyst or similar tool for task management.	1+ to 2 years = 1 point 2+ to 3 years = 2 points 3+ to 4 years = 3 points 4+ to 5 years = 4 points 5+ years = 5 points	5
Total Maximum Points Available			19
Total Minimum Points Required			11

B.14 TECHNICAL WRITER—LEVEL 2

MANDATORY CRITERIA	
M1	Minimum of five years experience as a Technical Writer working in an IM/IT environment.
M2	Minimum of two years experience in the last five years from date of bid closing writing release documentation on one or more "similar projects" as defined in 1.0 Evaluation Criteria.
M3	Minimum of one year experience in the last five years from date of bid closing using Axios Assyst or similar tool for task management.

	POINT RATED CRITERIA	SCORING GUIDELINES	MAX POINTS
R1	Experience writing release documentation.	2+ to 3 years = 2 points 3+ to 4 years = 3 points 4+ to 5 years = 4 points 5+ years = 5 points	5
R2	Experience using Axios Assyst or similar tool for task management.	1+ to 2 years = 2 points 2+ to 3 years = 3 points 3+ to 4 years = 4 points 4+ years = 5 points	5
Total Maximum Points Available			10
Total Minimum Points Required			6

I.10 TECHNICAL ARCHITECT—LEVEL 3

MANDATORY CRITERIA	
M1	Minimum of 10 years experience as a Technical Architect working in an IM/IT environment.
M2	Minimum of 10 years experience developing and implementing LAN and WAN architectures.
M3	Minimum of two years experience in the last five years from date of bid closing working with and troubleshooting high latency networks.
M4	Minimum of two years experience in the last five years from date of bid closing working with Dynamic Host Configuration Protocol (DHCP) and Domain Name Service (DNS).

	POINT RATED CRITERIA	SCORING GUIDELINES	MAX POINTS
R1	Experience working with CCIE – Routing and Switching.	2 to 3 years = 1 point 3+ to 4 years = 2 points 4+ to 5 years = 3 points 5+ years = 4 points	4
R2	Experience working with enterprise switches and routers in a production environment.	2 to 3 years = 1 point 3+ to 4 years = 2 points 4+ to 5 years = 3 points 5+ years = 4 points	4
R3	Experience troubleshooting Applications Deployment Issues over WAN infrastructure.	2 to 3 years = 1 point 3+ to 4 years = 2 points 4+ to 5 years = 3 points 5+ years = 4 points	4
R4	Experience working with and troubleshooting high latency networks.	2+ to 3 years = 1 point 3+ to 4 years = 2 points 4+ to 5 years = 3 points 5+ years = 4 points	4
R5	Experience working with DHCP and DNS.	2+ to 3 years = 1 point 3+ to 4 years = 2 points 4+ to 5 years = 3 points 5+ years = 4 points	4
Total Maximum Points Available			20
Total Minimum Points Required			12

I.11 TECHNOLOGY ARCHITECT—LEVEL 2

MANDATORY CRITERIA	
M1	Minimum of five years experience as a Technology Architect working in an IM/IT environment.
M2	Minimum of two years experience in the last five years from date of bid closing working on one or more “similar projects” as defined in 1.0 Evaluation Criteria.
M3	Minimum of two years experience in the last five years from date of bid closing evaluating alternate solutions to centralize and rationalize the management of key network or desktop components.
M4	Minimum of two years experience in the last five years from date of bid closing working in a Microsoft Active Directory and Microsoft SMS or SCCM environment.
M5	Minimum of one year experience in the last five years from date of bid closing working on “similar projects” as defined in 1.0 Evaluation Criteria to upgrade a Windows-based desktop operating system.

	POINT RATED CRITERIA	SCORING GUIDELINES	MAX POINTS
R1	Experience evaluating alternate solutions to centralize and rationalize the management of key network or desktop components.	2+ to 3 years = 1 point 3+ to 4 years = 2 points 4+ to 5 years = 3 points 5+ years = 4 points	4
R2	Experience working in a Microsoft Active Directory and Microsoft SMS or SCCM environment.	2+ to 3 years = 2 point 3+ to 4 years = 3 points 4+ to 5 years = 4 points 5+ years = 5 points	5
R3	Experience upgrading a Windows-based desktop operating system.	1+ to 2 years = 1 point 2+ to 3 years = 2 points 3+ to 4 years = 3 points 4+ to 5 years = 4 points 5+ years = 5 points	5
Total Maximum Points Available			14
Total Minimum Points Required			8

I.12 PKI SPECIALIST—LEVEL 2

MANDATORY CRITERIA	
M1	Minimum of five years experience as a PKI Specialist working in an IM/IT environment.
M2	Minimum of two years experience in the last five years from date of bid closing developing and reviewing PKI policies, standards, guidelines and procedures.
M3	Minimum of two years experience in the last five years from date of bid closing investigating, reporting on, and making recommendations about PKI-related incidents.
M4	Minimum of two years experience in the last five years from date of bid closing designing PKI-related frameworks and implementing PKI infrastructure to protect assets and support application systems.

	POINT RATED CRITERIA	SCORING GUIDELINES	MAX POINTS
R1	Experience developing and reviewing PKI policies, standards, guidelines and procedures.	2+ to 3 years = 2 points 3+ to 4 years = 3 points 4+ to 5 years = 4 points 5+ years = 5 points	5
R2	Experience investigating, reporting on, and making recommendations about PKI-related incidents.	2+ to 3 years = 1 point 3+ to 4 years = 2 points 4+ to 5 years = 3 points 5+ years = 4 points	4
R3	Experience designing PKI-related frameworks and implementing PKI infrastructure.	2+ to 3 years = 1 point 3+ to 4 years = 2 points 4+ to 5 years = 3 points 5+ years = 4 points	4
Total Maximum Points Available			13
Total Minimum Points Required			8

P.9 PROJECT MANAGER (DESKTOP SERVICES)—LEVEL 3

MANDATORY CRITERIA	
M1	Minimum of 10 years experience as a Project Manager managing IM/IT projects through all phases of the project life cycle, including development, implementation, operations start-up and closure.
M2	Minimum of two years experience in the last five years from date of bid closing managing a service support group on one or more "similar projects" as defined in 1.0 Evaluation Criteria.
M3	Minimum of two years experience managing centralized distribution and patch management process utilizing Microsoft SMS or SCCM.
M4	Minimum of five years experience managing a centralized third-level Service Desk.

	POINT RATED CRITERIA	SCORING GUIDELINES	MAX POINTS
R1	Experience managing centralized distribution and patch management utilizing Microsoft SMS or SCCM.	2+ to 3 years = 2 points 3+ to 4 years = 3 points 4+ to 5 years = 4 points 5+ years = 5 points	5
R2	Experience managing a centralized third-level Service Desk.	5+ to 6 years = 1 point 6+ to 7 years = 2 points 7+ to 8 years = 3 points 8+ years = 4 points	4
R3	Experience managing the deployment of desktop releases in an environment including multiple ERP clients.	2 to 3 years = 1 point 3+ to 4 years = 2 points 4+ to 5 years = 3 points 5+ years = 4 points	4
Total Maximum Points Available			13
Total Minimum Points Required			8

P.9 PROJECT MANAGER (OPERATIONS SUPPORT)—LEVEL 2

MANDATORY CRITERIA	
M1	Minimum of five years experience as a Project Manager managing IM/IT projects through all phases of the project life cycle, including development, implementation, operations start-up and closure.
M2	Minimum of two years experience in the last five years from date of bid closing managing a service support group on one or more "similar projects" as defined in 1.0 Evaluation Criteria.
M3	Minimum of two years experience in the last five years from date of bid closing managing Service Desk and Incident and Problem Management processes and tasks utilizing Axios Assyst or similar tool.

	POINT RATED CRITERIA	SCORING GUIDELINES	MAX POINTS
R1	Experience managing a service support group on one or more "similar projects" as defined in 1.0 Evaluation Criteria.	2 to 3 years = 2 points 3+ to 4 years = 3 points 4+ to 5 years = 4 points 5+ years = 5 points	5
R2	Experience managing the Service Desk, Incident Management and Problem Management process and tasks utilizing Axios Assyst or similar tool.	2+ to 3 years = 1 point 3+ to 4 years = 2 points 4+ to 5 years = 3 points 5+ years = 4 points	4
R3	Experience managing a release management process in an environment featuring 100+ application releases per year.	2+ to 3 years = 1 point 3+ to 4 years = 2 points 4+ to 5 years = 3 points 5+ years = 4 points	4
Total Maximum Points Available			13
Total Minimum Points Required			8

P.9 PROJECT MANAGER (ENGINEERING SUPPORT)—LEVEL 2

MANDATORY CRITERIA	
M1	Minimum of five years experience as a Project Manager managing IM/IT projects through all phases of the project life cycle, including development, implementation, operations start-up and closure.
M2	Minimum of two years experience in the last five years from date of bid closing managing an engineering support group responsible for packaging, integration, testing and custom actions for all software released on one or more "similar projects" as defined in 1.0 Evaluation Criteria.
M3	Minimum two years experience in the last five years from date of bid closing managing the entire release process utilizing Axios Assyst.
M4	Minimum two years experience in the last five years from date of bid closing managing the software packaging and release process in a Microsoft SMS or SCCM support environment.
M5	Valid PMI certification. A copy of the certification must be provided with the bid.

	POINT RATED CRITERIA	SCORING GUIDELINES	MAX POINTS
R1	Experience managing an engineering support group responsible for packaging, integration, testing and custom actions for all software released.	2+ to 3 years = 1 point 3+ to 4 years = 2 points 4+ to 5 years = 3 points 5+ years = 4 points	4
R2	Experience managing the entire release process utilizing Axios Assyst.	2+ to 3 years = 1 point 3+ to 4 years = 2 points 4+ to 5 years = 3 points 5+ years = 4 points	4
R3	Experience managing the software packaging and release process in a Microsoft SMS or SCCM support environment.	2+ to 3 years = 1 point 3+ to 4 years = 2 points 4+ to 5 years = 3 points 5+ years = 4 points	4
R4	ITIL certification. A copy of the certification must be provided with the bid.	Yes = 1 point	1
Total Maximum Points Available			13
Total Minimum Points Required			8

P.9 PROJECT MANAGER (SPECIAL PROJECTS)—LEVEL 2

MANDATORY CRITERIA	
M1	Minimum of five years experience as a Project Manager managing IM/IT projects through all phases of the project life cycle, including development, implementation, operations start-up and closure.
M2	Minimum of three years experience in the last five years from date of bid closing managing a team on one or more "similar projects" as defined in 1.0 Evaluation Criteria.
M3	Minimum of three years experience in the last five years from date of bid closing working in a Microsoft Client/Server IM/IT environment.
M4	Minimum of three years experience in the last five years from date of bid closing managing releases in a WAN/LAN environment in one or more "similar projects" as defined in 1.0 Evaluation Criteria.
M5	Minimum of three years experience in the last five years from date of bid closing working with Microsoft SMS, SCCM or other auditing/reporting tools.
M6	Minimum of three years experience in the last five years from date of bid closing working with Microsoft Project.

	POINT RATED CRITERIA	SCORING GUIDELINES	MAX POINTS
R1	Experience in a Microsoft Client/Server IM/IT environment.	3+ to 4 years = 2 points 4+ to 5 years = 3 points 5+ years = 4 points	4
R2	Experience managing releases in a WAN/LAN environment in one or more "similar projects" as defined in 1.0 Evaluation Criteria.	3+ to 4 years = 2 points 4+ to 5 years = 3 points 5+ years = 4 points	4
R3	Experience working with Microsoft SMS, SCCM or other auditing/tools.	3+ to 4 years = 1 point 4+ to 5 years = 2 points 5+ years = 3 points	3
R4	Experience with Microsoft Project.	3+ to 4 years = 1 point 4+ to 5 years = 2 points 5+ years = 3 points	3
Total Maximum Points Available			14
Total Minimum Points Required			8

P.10 PROJECT SCHEDULER—LEVEL 3

MANDATORY CRITERIA	
M1	(a) Minimum of 10 years experience as a Project Scheduler working in an IM/IT environment; or (b) A valid PMI certificate and a minimum of five years experience as a Project Scheduler working in an IM/IT environment. A copy of the certification must be provided with the bid.
M2	Minimum of two years experience in the last five years from date of bid closing scheduling and coordinating releases on one or more "similar projects" as defined in 1.0 Evaluation Criteria.
M3	Minimum of two years experience in the last five years from date of bid closing managing the release process and maintaining the CMDB utilizing Axios Assyst or similar tool.

	POINT RATED CRITERIA	SCORING GUIDELINES	MAX POINTS
R1	Experience scheduling and coordinating releases.	2+ to 3 years = 2 points 3+ to 4 years = 3 points 4+ to 5 years = 4 points 5+ years = 5 points	5
R2	Experience managing the release process and maintaining the CMDB utilizing Axios Assyst or similar tool.	2+ to 3 years = 1 point 3+ to 4 years = 2 points 4+ to 5 years = 3 points 5+ years = 4 points	4
R3	Experience with Microsoft Project.	2 to 3 years = 1 point 3+ to 4 years = 2 points 4+ to 5 years = 3 points 5+ years = 4 points	4
Total Maximum Points Available			13
Total Minimum Points Required			8

P.10 PROJECT SCHEDULER—LEVEL 1

MANDATORY CRITERIA	
M1	Minimum of two years experience as a Project Scheduler working in an IM/IT environment.
M2	Minimum of one year experience in the last five years from date of bid closing scheduling and coordinating releases on one or more "similar projects" as defined in 1.0 Evaluation Criteria.
M3	Minimum of one year experience in the last five years from date of bid closing managing the release process and maintaining the CMDB utilizing Axios Assyst or similar tool.

	POINT RATED CRITERIA	SCORING GUIDELINES	MAX POINTS
R1	Experience scheduling and coordinating releases on one or more "similar projects" as defined in 1.0 Evaluation Criteria.	1 to 2 years = 1 point 2+ to 3 years = 2 points 3+ to 4 years = 3 points 4+ years = 4 points	4
R2	Experience managing the release process and maintaining the CMDB utilizing Axios Assyst or similar tool.	1+ to 2 years = 1 point 2+ to 3 years = 2 points	2
R3	Experience with Microsoft Project.	1 to 2 years = 1 point 2+ to 3 years = 2 points 3+ to 4 years = 3 points 4+ years = 4 points	4
Total Maximum Points Available			10
Total Minimum Points Required			6

APPENDIX A TO ANNEX A

TASKING PROCEDURE

1.0 Task Authorization (TA) Initiation

Where a requirement for a specific task has been identified and a TA is to be provided to the Contractor in accordance with the allocation methodology stated in the Contract Article titled "Task Authorization", a Task Authorization Form (TA Form) as attached at Appendix B of Annex "A" will be prepared by the Technical Authority and sent to the Contractor by the DND Procurement Representative. A TA Form will contain the following information, if applicable:

- (i) a task number;
- (ii) the date by which the Contractor's quotation must be received by the DND Procurement Representative;
- (iii) the Categories of Resources and the number required;
- (iv) a detailed Statement of Work (SOW) for the task outlining the work activities to be performed and describing the deliverables (such as reports) to be submitted, including the required format and media;
- (v) the required start and completion dates (if any);
- (vi) a schedule of milestone completion dates for major work activities, deliverables and payments (if applicable);
- (vii) the number of person-days of effort required;
- (viii) whether the work performance will require on-site activities at a given location;
- (ix) a description of any travel requirement, including the content and format of any required travel report;
- (x) whether performance of the work will require on-site activities;
- (xi) the level of security clearance required of the Contractor's personnel;
- (xii) the language profile required of the Contractor's personnel;
- (xiii) any funding sources against which the task will be tracked;
- (xiv) The maximum TA price payable to the Contractor for performing the task, indicating how the final amount payable will be determined; where the TA does not indicate how the final amount payable will be determined, the amount payable is the amount, up to the maximum, that the Contractor demonstrates was actually worked on the project, by submitting time sheets filled in at the time of the work by the individual resources to support the charges); and
- (xv) any other constraints that might affect the completion of the task.

2.0 The Contractor's TA Quotation

2.1 Once a TA Form is received the Contractor must submit to the DND Procurement Representative a quotation of rates to supply the requested Categories of Resources based on the information identified in the TA Form. The rates quoted for any given Category of Resource must not exceed the Firm Per Diem Rates detailed in the Basis of Payment (Annex B).

- 2.2** For each proposed resource the Contractor must supply a resume, the requested security clearance information and must complete the Response Tables at Appendix C of this Annex A applicable to the Categories of Resources identified in the TA. The resumes should demonstrate that each proposed individual meets the qualification requirements described (including any educational requirements, work experience requirements, and professional designation or membership requirements). With respect to résumés and resources:
- (A) Proposed resources may be employees of the Contractor or employees of a subcontractor, or these individuals may be independent contractors to whom the Contractor would subcontract a portion of the Work. (refer to Appendix D to Annex A, Certifications). For educational requirements for a particular degree, designation or certificate, the Canada will only consider educational programmes that were successfully completed by the resource by the time of bid closing.
 - (B) For requirements relating to professional designation or membership, the resource must have the required designation or membership by the time of the quotation and must continue, where applicable, to be a member in good standing of the profession's governing body throughout the Contract Period.
 - (C) For work experience, the Canada will not consider experience gained as part of an educational programme, except for experience gained through a formal co-operative programme at a post-secondary institution.
 - (D) For any requirements that specify a particular time period (e.g., two years) of work experience, Canada will disregard any information about experience if the individual's résumé does not include the relevant dates for the experience claimed (i.e., the start date and end date).
 - (E) A résumé must not simply indicate the title of the individual's position, but must demonstrate that the resource has the required work experience by explaining the responsibilities and work performed by the individual while in that position. Only listing experience without providing any supporting data to describe responsibilities, duties and relevance to the requirement, or reusing the same wording as the TA Form, will not be considered "demonstrated" for the purposes of the assessment. The Contractor should provide complete details as to where, when, month and year, and how, through which activities/responsibilities, the stated qualifications / experience were obtained. In situations in which a proposed resource worked at the same time on more than one project, only one project will be counted toward any requirements that relate to the individual's length of experience.
- 2.3** The quotation must be signed and submitted to the DND Procurement Representative within the time for response identified in the TA Form. The Contractor will be given a minimum of 48 hours turnaround time to submit a quotation.
- 3.0 Assessment**
- 3.1** The qualifications and experience of the proposed resources will be assessed against the requirements set out in Appendix C to this Annex A to determine each proposed resource's compliance with the mandatory and rated criteria. Canada may request proof of successful completion of formal training, as well as reference information. Canada may conduct reference checks to verify the accuracy of the information provided. If reference checks are done, they will be conducted in writing by e-mail (unless the contact at the reference is only available by telephone). Canada will not assess any points or consider a mandatory criteria met unless the response is received within 5 working days. Wherever information provided by a reference differs from the information supplied by the Contractor, the information supplied by the reference will be

the information assessed. Points will not be allocated or a mandatory criteria considered as met if the reference customer is not a customer of the Contractor itself (for example, the customer cannot be the customer of an affiliate of the Contractor). Nor will points be allocated or a mandatory criteria considered as met if the customer is itself an affiliate or other entity that does not deal at arm's length with the Contractor. Crown references will be accepted.

- 3.2** During the assessment of the resources proposed, should the references for two or more resources required under that TA either be unavailable or fail to substantiate the required qualifications of the proposed resources to perform the required services, the Technical Authority may find the quotation to be non-responsive.
- 3.3** Only quotations that meet all of the mandatory criteria will be considered for assessment of the point rated criteria. Each resource proposed must attain the required minimum score for the point rated criteria for the applicable resource category. If the minimum score for any proposed resource is less than what is required, the Contractor's quotation will be found to be non-responsive.
- 4.0 Acceptance**
- 4.1** Once the quotation has been accepted by the DND Procurement Representative, the TA Form will be signed by Canada and provided to the Contractor for signature. All TA Forms estimated at \$250,000.00 or less will be approved and signed by the DND Procurement Representative/Technical Authority who will send a copy of the signed TA to the Contracting Authority. All TA Forms estimated at over \$250,000.00 will be signed by the Technical Authority and the Contracting Authority.
- 4.2** The TA Form must be appropriately signed by Canada prior to commencement of any work. The Contractor must not commence work until a fully signed TA Form (the Task Authorization) has been received, and any work performed in its absence is done at the Contractor's own risk.

Solicitation No. - N° de l'invitation

W6369-11P5NN/A

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

W6369-11P5NN

Amd. No. - N° de la modif.

File No. - N° du dossier

380zmW6369-11P5NN

Buyer ID - Id de l'acheteur

380zm

CCC No./N° CCC - FMS No/ N° VME

APPENDIX B TO ANNEX A

TASK AUTHORIZATION (TA) FORM				
CONTRACTOR		CONTRACT NUMBER:		
COMMITMENT #		FINANCIAL CODING:		
TASK NUMBER (AMENDMENT):		ISSUE DATE:	RESPONSE REQUIRED BY:	
1. STATEMENT OF WORK (WORK ACTIVITIES, CERTIFICATIONS AND DELIVERABLES)				
SEE ATTACHED FOR STATEMENT OF WORK AND CERTIFICATIONS REQUIRED.				
2. PERIOD OF SERVICES:	FROM (DATE):	TO (DATE):		
3. WORK LOCATION:				
4. TRAVEL REQUIREMENTS:				
5. LANGUAGE REQUIREMENTS:				
6. OTHER CONDITIONS/CONSTRAINTS:				
7. LEVEL OF SECURITY CLEARANCE REQUIRED FOR THE CONTRACTOR PERSONNEL:				
8. CONTRACTOR'S RESPONSE:				
CATEGORY AND NAME OF PROPOSED RESOURCE	PWGSC SECURITY FILE NUMBER	PER DIEM RATE	ESTIMATED # OF DAYS	TOTAL COST
			ESTIMATED COST	
			GST/HST	
			TOTAL LABOUR COST	
			TOTAL TRAVEL & LIVING COST	
			TOTAL ESTIMATED COST	

Solicitation No. - N° de l'invitation

W6369-11P5NN/A

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

W6369-11P5NN

Amd. No. - N° de la modif.

File No. - N° du dossier

380zmW6369-11P5NN

Buyer ID - Id de l'acheteur

380zm

CCC No./N° CCC - FMS No/ N° VME

TASK AUTHORIZATION (TA) FORM

CONTRACTOR		CONTRACT NUMBER:	
COMMITMENT #		FINANCIAL CODING:	
TASK NUMBER (AMENDMENT):		ISSUE DATE:	RESPONSE REQUIRED BY:

CONTRACTOR'S SIGNATURE	
Name, Title and Signature of Individual Authorized to Sign on behalf of Contractor (type or print)	Signature: _____ Date: _____

7. APPROVAL - SIGNING AUTHORITY	
<p align="center">Signatures (Client)</p> Name, Title and Signature of Individual Authorized to sign: Technical Authority: _____ Date: _____	<p align="center">Signatures (PWGSC)</p> Contracting Authority 1: _____ Date: _____

¹ Signature required for projects valued at \$250,000. or more, GST/HST included.
You are requested 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 services listed herein and in any attached sheets at the price set out thereof.

Solicitation No. - N° de l'invitation

W6369-11P5NN/A

Amd. No. - N° de la modif.

File No. - N° du dossier

380zmW6369-11P5NN

Buyer ID - Id de l'acheteur

380zm

CCC No./N° CCC - FMS No/ N° VME

W6369-11P5NN

APPENDIX C TO ANNEX A

RESOURCES ASSESSMENT CRITERIA AND RESPONSE TABLE

To facilitate resource assessment, Contractors must prepare and submit a response to a Task Authorization using the tables provided in this Appendix. When completing the resource grids, the specific information which demonstrates the requested criteria and reference to the page number of the resume should be incorporated so that the evaluator can verify this information. It is not acceptable that the tables should contain all the project information from the resume. Only the specific answer should be provided.

2.0 Mandatory Resource Requirements:

3.0 Point Rated Assessment Criteria:

APPENDIX D TO ANNEX A

CERTIFICATIONS AT THE TA STAGE

The following Certifications are to be used, as applicable. If they apply, they must be signed and attached to the TA Form when it is submitted to Canada.

1. CERTIFICATION OF EDUCATION AND EXPERIENCE

The Contractor certifies that all statements made with regard to the education and the experience of individuals proposed for completing the subject work are accurate and factual, and we are aware that the Department of Public Works and Government Services reserves the right to verify any information provided in this regard and that untrue statements may result in the TA response being declared non-responsive or in other action which the Minister may consider appropriate.

Print name of authorized individual & sign above Date

2. CERTIFICATION OF AVAILABILITY AND STATUS OF PERSONNEL

a. Availability of Personnel

The Contractor certifies that, should it be authorized to provide services under any Task Authorization resulting from this Contract, the persons proposed in the TA response will be available to commence performance of the work within a reasonable time from the date of acceptance of the Task Authorization, or within the time specified in the TA Form, and will remain available to perform the work in relation to the fulfillment of the requirement.

Print name of authorized individual & sign above Date

b. Status of Personnel

If the Contractor has proposed any person in fulfillment of this requirement who is not an employee of the Contractor, the Contractor hereby certifies that it has written permission from such person (or the employer of such person) to propose the services of such person in relation to the work to be performed in fulfillment of this requirement and to submit such person's resume to the Technical Authority. As well, the Contractor hereby certifies that the proposed person is aware that overtime may be required and is willing to comply.

Print name of authorized individual & sign above Date

Solicitation No. - N° de l'invitation

W6369-11P5NN/A

Amd. No. - N° de la modif.

File No. - N° du dossier

380zmW6369-11P5NN

Buyer ID - Id de l'acheteur

380zm

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

W6369-11P5NN

CCC No./N° CCC - FMS No/ N° VME

3. CERTIFICATION OF LANGUAGE - [*English or Bilingual or French*]

The Contractor certifies that the proposed resources in response to this Task Authorization are

[*Option 1 - Unilingual English*] fluent in English. The individual proposed must be able to communicate orally and in writing without any assistance and with minimal errors.

[*Option 2 - Bilingual*] fluent in both official languages of Canada (French and English). The individual proposed must be able to communicate orally and in writing without any assistance and with minimal errors.

[*Option 3 - Unilingual French*] fluent in French. The individual proposed must be able to communicate orally and in writing without any assistance and with minimal errors.

Print name of authorized individual & sign above

Date

ANNEX B**BASIS OF PAYMENT**

In respect of the "Number of Days" listed below, the estimated number of days is for evaluation purposes only during the solicitation process. The actual number of days during the Initial Contract Period and Option Periods may be more or less, as determined by the Technical Authority.

In respect of the "Firm Per Diem Rates" for Year 1 of the Initial Contract Period listed below, (F*) Firm Per Diem Rates must not exceed those rates set out in Annex "C" Schedule of Per Diem Rates of the SA Holder's Supply Arrangement.

The rates quoted for Year 2 and 3 of the Contract Period and the Option Periods must not be lower than the corresponding rates quoted for Year 1 the Initial Contract Period. If the Bidder proposes different rates for resources for different periods of the resulting contract, including the option periods, the difference from one period to the following period must be no more than 5%.

Initial Contract Period - Year 1						
(A)	(B)	(C)	(D)	(E)	(F*)	(G)
Category of Personnel	Level of Expertise	Estimated Number of Days	SA Per Diem Rate	% Discount	Firm Per Diem Rate	Total Cost (Cx F)
A.6 Programmer/ Software Developer	1	240	\$		\$	\$
A.7 Programmer/ Analyst	3	240	\$		\$	\$
A.7 Programmer/ Analyst	2	960	\$		\$	\$
A.8 System Analyst (Desktop Services)	3	240	\$		\$	\$
A.8 System Analyst (Back-End Services)	3	240	\$		\$	\$
A.8 System Analyst	2	720	\$		\$	\$
A.10 Test Coordinator	3	240	\$		\$	\$
A.11 Tester	2	480	\$		\$	\$
A.14 Web Developer	2	240	\$		\$	\$
B.10 Help Desk Specialist	2	240	\$		\$	\$
B.12 Network Support Specialist	2	240	\$		\$	\$
B.12 Network Support Specialist	1	240	\$		\$	\$
B.13 Operations Support Specialist	3	480	\$		\$	\$

Initial Contract Period - Year 1						
(A)	(B)	(C)	(D)	(E)	(F*)	(G)
Category of Personnel	Level of Expertise	Estimated Number of Days	SA Per Diem Rate	% Discount	Firm Per Diem Rate	Total Cost (Cx F)
B.13 Operations Support Specialist	2	1200	\$		\$	\$
B.14 Technical Writer	2	480	\$		\$	\$
I.10 Technical Architect	3	240	\$		\$	\$
I.11 Technology Architect	2	480	\$		\$	\$
I.12 PKI Specialist	2	240	\$		\$	\$
P.9 Project Manager (Desktop Services)	3	240	\$		\$	\$
P.9 Project Manager (Engineering Support)	2	240	\$		\$	\$
P.9 Project Manager (Operations Support)	2	240	\$		\$	\$
P.9 Project Manager (Special Projects)	2	240	\$		\$	\$
P.10 Project Scheduler	3	240	\$		\$	\$
P.10 Project Scheduler	1	240	\$		\$	\$
Total Estimated Cost (Initial Contract Period - Year 1):						\$ <TBD>

Initial Contract Period - Year 2				
(A)	(B)	(C)	(D)	(E)
Category of Personnel	Level of Expertise	Estimated Number of Days	Firm Per Diem Rate	Total Cost (Cx D)
A.6 Programmer/ Software Developer	1	240	\$	\$
A.7 Programmer/ Analyst	3	240	\$	\$
A.7 Programmer/ Analyst	2	960	\$	\$
A.8 System Analyst (Desktop Services)	3	240	\$	\$
A.8 System Analyst (Back-End Services)	3	240	\$	\$
A.8 System Analyst	2	720	\$	\$
A.10 Test Coordinator	3	240	\$	\$
A.11 Tester	2	480	\$	\$
A.14 Web Developer	2	240	\$	\$
B.10 Help Desk Specialist	2	240	\$	\$
B.12 Network Support Specialist	2	240	\$	\$
B.12 Network Support Specialist	1	240	\$	\$
B.13 Operations Support Specialist	3	480	\$	\$
B.13 Operations Support Specialist	2	1200	\$	\$
B.14 Technical Writer	2	480	\$	\$

Initial Contract Period - Year 2				
(A)	(B)	(C)	(D)	(E)
Category of Personnel	Level of Expertise	Estimated Number of Days	Firm Per Diem Rate	Total Cost (Cx D)
I.10 Technical Architect	3	240	\$	\$
I.11 Technology Architect	2	480	\$	\$
I.12 PKI Specialist	2	240	\$	\$
P.9 Project Manager (Desktop Services)	3	240	\$	\$
P.9 Project Manager (Engineering Support)	2	240	\$	\$
P.9 Project Manager (Operations Support)	2	240	\$	\$
P.9 Project Manager (Special Projects)	2	240	\$	\$
P.10 Project Scheduler	3	240	\$	\$
P.10 Project Scheduler	1	240	\$	\$
Total Estimated Cost (Initial Contract Period - Year 2):				\$ <TBD>

Option Period - Year 3				
(A)	(B)	(C)	(D)	(E)
Category of Personnel	Level of Expertise	Estimated Number of Days	Firm Per Diem Rate	Total Cost (Cx D)
A.6 Programmer/ Software Developer	1	240	\$	\$
A.7 Programmer/ Analyst	3	240	\$	\$
A.7 Programmer/ Analyst	2	960	\$	\$
A.8 System Analyst (Desktop Services)	3	240	\$	\$
A.8 System Analyst (Back-End Services)	3	240	\$	\$
A.8 System Analyst	2	720	\$	\$
A.10 Test Coordinator	3	240	\$	\$
A.11 Tester	2	480	\$	\$
A.14 Web Developer	2	240	\$	\$
B.10 Help Desk Specialist	2	240	\$	\$
B.12 Network Support Specialist	2	240	\$	\$
B.12 Network Support Specialist	1	240	\$	\$
B.13 Operations Support Specialist	3	480	\$	\$
B.13 Operations Support Specialist	2	1200	\$	\$
B.14 Technical Writer	2	480	\$	\$
I.10 Technical Architect	3	240	\$	\$
I.11 Technology Architect	2	480	\$	\$
I.12 PKI Specialist	2	240	\$	\$
P.9 Project Manager (Desktop Services)	3	240	\$	\$
P.9 Project Manager (Engineering Support)	2	240	\$	\$
P.9 Project Manager (Operations Support)	2	240	\$	\$
P.9 Project Manager (Special Projects)	2	240	\$	\$
P.10 Project Scheduler	3	240	\$	\$
P.10 Project Scheduler	1	240	\$	\$
Total Estimated Cost (Option Period - Year 3):				\$ <TBD>

Option Period - Year 4				
(A)	(B)	(C)	(D)	(E)
Category of Personnel	Level of Expertise	Estimated Number of Days	Firm Per Diem Rate	Total Cost (Cx D)
A.6 Programmer/ Software Developer	1	240	\$	\$
A.7 Programmer/ Analyst	3	240	\$	\$
A.7 Programmer/ Analyst	2	960	\$	\$
A.8 System Analyst (Desktop Services)	3	240	\$	\$
A.8 System Analyst (Back-End Services)	3	240	\$	\$
A.8 System Analyst	2	720	\$	\$
A.10 Test Coordinator	3	240	\$	\$
A.11 Tester	2	480	\$	\$
A.14 Web Developer	2	240	\$	\$
B.10 Help Desk Specialist	2	240	\$	\$
B.12 Network Support Specialist	2	240	\$	\$
B.12 Network Support Specialist	1	240	\$	\$
B.13 Operations Support Specialist	3	480	\$	\$
B.13 Operations Support Specialist	2	1200	\$	\$
B.14 Technical Writer	2	480	\$	\$
I.10 Technical Architect	3	240	\$	\$
I.11 Technology Architect	2	480	\$	\$
I.12 PKI Specialist	2	240	\$	\$
P.9 Project Manager (Desktop Services)	3	240	\$	\$
P.9 Project Manager (Engineering Support)	2	240	\$	\$
P.9 Project Manager (Operations Support)	2	240	\$	\$
P.9 Project Manager (Special Projects)	2	240	\$	\$
P.10 Project Scheduler	3	240	\$	\$
P.10 Project Scheduler	1	240	\$	\$
Total Estimated Cost (Option Period - Year 4):				\$ <TBD>

Option Period - Year 5				
(A)	(B)	(C)	(D)	(E)
Category of Personnel	Level of Expertise	Estimated Number of Days	Firm Per Diem Rate	Total Cost (Cx D)
A.6 Programmer/ Software Developer	1	240	\$	\$
A.7 Programmer/ Analyst	3	240	\$	\$
A.7 Programmer/ Analyst	2	960	\$	\$
A.8 System Analyst (Desktop Services)	3	240	\$	\$
A.8 System Analyst (Back-End Services)	3	240	\$	\$
A.8 System Analyst	2	720	\$	\$
A.10 Test Coordinator	3	240	\$	\$
A.11 Tester	2	480	\$	\$
A.14 Web Developer	2	240	\$	\$
B.10 Help Desk Specialist	2	240	\$	\$
B.12 Network Support Specialist	2	240	\$	\$

Solicitation No. - N° de l'invitation

Amd. No. - N° de la modif.

Buyer ID - Id de l'acheteur

W6369-11P5NN/A

380zm

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

File No. - N° du dossier

CCC No./N° CCC - FMS No/ N° VME

W6369-11P5NN

380zmW6369-11P5NN

Option Period - Year 5				
(A)	(B)	(C)	(D)	(E)
Category of Personnel	Level of Expertise	Estimated Number of Days	Firm Per Diem Rate	Total Cost (Cx D)
B.12 Network Support Specialist	1	240	\$	\$
B.13 Operations Support Specialist	3	480	\$	\$
B.13 Operations Support Specialist	2	1200	\$	\$
B.14 Technical Writer	2	480	\$	\$
I.10 Technical Architect	3	240	\$	\$
I.11 Technology Architect	2	480	\$	\$
I.12 PKI Specialist	2	240	\$	\$
P.9 Project Manager (Desktop Services)	3	240	\$	\$
P.9 Project Manager (Engineering Support)	2	240	\$	\$
P.9 Project Manager (Operations Support)	2	240	\$	\$
P.9 Project Manager (Special Projects)	2	240	\$	\$
P.10 Project Scheduler	3	240	\$	\$
P.10 Project Scheduler	1	240	\$	\$
Total Estimated Cost (Option Period - Year 5):				\$ <TBD>

Total Estimated Cost	
Total Initial Contract Period (Year 1, and Year 2) + Option Period (Year 3, Year 4 and Year 5)	\$ <TBD>

ANNEX C**SECURITY REQUIREMENTS CHECK LIST (SRCL)****LISTE DE VÉRIFICATION DES EXIGENCES RELATIVES À LA SÉCURITÉ (LVERS)**

Contract Number / Numéro du contrat W6369-11P5NN
Security Classification / Classification de sécurité UNCLASSIFIED

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 Information Management		
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 DIMCIA has an ongoing professional enterprise desktop services basis to support, maintain and evolve the DSB and DSB-C2IS.			
5. a) Will the supplier require access to Controlled Goods? Le fournisseur aura-t-il accès à des marchandises contrôlées?	<input type="checkbox"/> No / Non	<input checked="" 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 qu 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 checked="" 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"/>	<input type="checkbox"/>
7. b) Release restrictions / Restrictions relatives à la diffusion			
No release restrictions Aucune restriction relative à la diffusion <input 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"/>	<input type="checkbox"/>
Not releasable À ne pas diffuser <input checked="" type="checkbox"/>			
Restricted to: / Limité à : <input type="checkbox"/>	Restricted to: / Limité à : <input type="checkbox"/>	Restricted to: / Limité à : <input type="checkbox"/>	<input type="checkbox"/>
Specify country(ies) / Préciser le(s) pays : <input type="checkbox"/>	Specify country(ies) / Préciser le(s) pays : <input type="checkbox"/>	Specify country(ies) / Préciser le(s) pays : <input type="checkbox"/>	<input type="checkbox"/>

PART A (Continued) / PARTIE A (Suite)

7. c) Level of Information / Niveau d'information

PROTECTED A PROTÉGÉ A	<input checked="" type="checkbox"/>	NATO UNCLASSIFIED NATO NON CLASSIFIÉ	<input type="checkbox"/>	PROTECTED A PROTÉGÉ A	<input type="checkbox"/>
PROTECTED B PROTÉGÉ B	<input checked="" type="checkbox"/>	NATO RESTRICTED NATO DIFFUSION RESTREINTE	<input type="checkbox"/>	PROTECTED B PROTÉGÉ B	<input type="checkbox"/>
PROTECTED C PROTÉGÉ C	<input type="checkbox"/>	NATO CONFIDENTIAL NATO CONFIDENTIEL	<input type="checkbox"/>	PROTECTED C PROTÉGÉ C	<input type="checkbox"/>
CONFIDENTIAL CONFIDENTIEL	<input checked="" type="checkbox"/>	NATO SECRET NATO SECRET	<input type="checkbox"/>	CONFIDENTIAL CONFIDENTIEL	<input type="checkbox"/>
SECRET SECRET	<input checked="" type="checkbox"/>	COSMIC TOP SECRET COSMIS TRÈS SECRET	<input type="checkbox"/>	SECRET SECRET	<input type="checkbox"/>
TOP SECRET TRÈS SECRET	<input checked="" type="checkbox"/>			TOP SECRET TRÈS SECRET	<input type="checkbox"/>
TOP SECRET (SIGINT) TRÈS SECRET	<input type="checkbox"/>			TOP SECRET (SIGINT) TRÈS SECRET	<input type="checkbox"/>

8. Will the supplier require access to PROTECTED and/or CLASSIFIED COMSEC information or assets? No / Yes /
Non Oui

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

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? No / Yes /
Le fournisseur aura-t-il accès à des renseignements ou à des biens INFOSEC de nature
extrêmement délicate? 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 checked="" type="checkbox"/> SECRET SECRET	<input checked="" 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

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? No Yes /
Du personnel sans autorisation sécuritaire peut-il se voir confier des parties du travail? 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 Non Yes 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 Non Yes 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 Non Yes 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 d'utiliser ses propres systèmes informatiques pour traiter, produire ou stocker électroniquement des renseignements ou des données PROTÉGÉS et/ou CLASSIFIÉS? No Non Yes 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 Non Yes Oui

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			
	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
Information / Assets Renseignements / Biens										
Production										
IT Media / Support TI										
IT Link / Lien électronique										

Category Catégorie	COMSEC					
	PROTECTED PROTÉGÉ			CONFIDENTIAL CONFIDENTIEL	SECRET	TOP SECRET TRÈS SECRET
	A	B	C			
Information / Assets Renseignements / Biens						
Production						
IT Media / Support TI						
IT Link / Lien électronique						

12. a) Is the description of the work contained within this SRCL PROTECTED and/or CLASSIFIED?
La description du travail visé par la présente LVERS est-elle de nature PROTÉGÉS et/ou CLASSIFIÉS?

No
Non Yes
Oui

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

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

12. b) Will the documentation attached to this SRCL be PROTECTED and/or CLASSIFIED?
La documentation associée à la présente LVERS sera-t-elle PROTÉGÉE et/ou CLASSIFIÉE?

No
Non Yes
Oui

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

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

ANNEX D**BID EVALUATION CRITERIA****1.0 EVALUATION CRITERIA**

To qualify as a "Similar Project", each proposed project must include and demonstrate clearly each and every one of the four criteria listed in the "Similar Project" definition below.

TERM	DEFINITION
"Similar Project"	<ol style="list-style-type: none"> 1. Minimum of 5,000 workstations supported nationally or internationally; 2. Minimum of 50 Microsoft Windows servers (Windows 2000, Windows 2003 or Windows 2008) supported and located in a minimum of 5 different locations; 3. Microsoft Windows workstation operating system (Windows 2000, Windows XP, Windows Vista or Windows 7); and 4. Centralized software distribution and patch management.

2.0 BIDDER EVALUATION CRITERIA**2.1 MANDATORY REQUIREMENTS**

	MANDATORY CRITERIA	MET	NOT MET	Cross Reference to Bid (Page and Project)
M1	<p>The Bidder must propose one resource for each of the following categories (11 total):</p> <ul style="list-style-type: none"> • A.7 Programmer/Analyst, Level 3; • A.10 Test Coordinator, Level 3; • B.13 Operations Support Specialist, Level 3; • I.10 Technical Architect, Level 3; • I.11 Technology Architect, Level 2; • P.9 Project Manager (Desktop Services), Level 3; • P.9 Project Manager (Operations Support), Level 2; • P.9 Project Manager (Engineering Support), Level 2; • P.9 Project Manager (Special Projects), Level 2; • P.10 Project Scheduler, Level 3; and • P.10 Project Scheduler, Level 1. <p>An individual must only be proposed for one category, e.g., an individual proposed for the P.9 Project Manager Level 3 category must not also be proposed for the P.9 Project Manager Level 2 category.</p>			

	MANDATORY CRITERIA	MET	NOT MET	Cross Reference to Bid (Page and Project)
M2	The Bidder must demonstrate its experience in managing a contract for a "similar project", that involves the provision of IT consulting services as follows: (a) meets all the criteria of a "similar project" as defined in 1.0 Evaluation Criteria; (b) involves or involved the provision of IT consulting services; (c) has or had a contract value of \$5 million or more; AND (d) is or was over a period of three years within the last ten years from the date of bid closing.			
M3	The Bidder must provide in its proposal a contract management framework that addresses the following: (a) a contract management process; (b) a resources management (including replacement) plan; and (c) a quality assurance process.			

2.2 RATED REQUIREMENTS

2.2.1 Professional Services Capability

The Bidder must demonstrate its ability to be responsive to DIMCIA's requirements by providing up to three Reference Projects, currently ongoing or completed within the last 10 years from the date of bid closing, and for which the Bidder provided a professional services team to support a single client project for a minimum of 18 months duration. For any ongoing Reference Projects, the Bidder must have provided the said team for at least 18 months at the date of bid closing. Reference Project information must include:

- (a) Client organization name;
- (b) Client contact name and title;
- (c) Client contact telephone number;
- (d) Client contact e-mail address;
- (e) Project start and end dates (yyyy/mm); and
- (f) Total maximum number of professional services resources at any given time over a minimum period of 18 months.

Solicitation No. - N° de l'invitation

Amd. No. - N° de la modif.

Buyer ID - Id de l'acheteur

W6369-11P5NN/A

380zm

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

File No. - N° du dossier

CCC No./N° CCC - FMS No/ N° VME

W6369-11P5NN

380zmW6369-11P5NN

	POINT RATED CRITERIA	SCORING GUIDELINES	Cross Reference to Bid (Page and Project)
R1	<u>Reference Project #1</u> : Experience providing a professional services team to support a single client project for a minimum of 18 months duration within the last 10 years from the date of bid closing.	3 to 10 resources = 10 points 11 to 15 resources = 20 points 16 to 20 resources = 30 points 21+ resources = 40 points	
R2	<u>Reference Project #2</u> : Experience providing a professional services team to support a single client project for a minimum of 18 months duration within the last 10 years from the date of bid closing.	3 to 10 resources = 10 points 11 to 15 resources = 20 points 16 to 20 resources = 30 points 21+ resources = 40 points	
R3	<u>Reference Project #3</u> : Experience providing a professional services team to support a single client project for a minimum of 18 months duration within the last 10 years from the date of bid closing.	3 to 10 resources = 10 points 11 to 15 resources = 20 points 16 to 20 resources = 30 points 21+ resources = 40 points	
Total Maximum Points Available			120
Total Minimum Points Required			72

3.0 RESOURCE EVALUATION CRITERIA**3.1 A.7 PROGRAMMER/ANALYST—LEVEL 3**

	MANDATORY CRITERIA	MET	NOT MET	Cross Reference to Resume (Page and Project)
M1	Minimum of 10 years experience as a Programmer/Analyst working in an IM/IT environment.			
M2	Minimum of two years experience in the last five years from the date of bid closing writing programs and scripts to support the software release process and COTS products on one or more "similar projects" as defined in 1.0 Evaluation Criteria.			
M3	Minimum of two years experience in the last five years from the date of bid closing writing programs and scripts with Microsoft Visual Basic Script.			
M4	Minimum of two years experience in the last five years from the date of bid closing writing programs and scripts with C++.			
M5	Minimum of two years experience in the last five years from the date of bid closing troubleshooting software installation problems on one or more "similar projects" as defined in 1.0 Evaluation Criteria.			
M6	Minimum of one year experience in the last five years from the date of bid closing using software packages such as InstallShield Admin Studio or Wise Package Studio.			

	POINT RATED CRITERIA	SCORING GUIDELINES	MAX POINTS	Cross Reference to Resume (Page and Project)
R1	Experience writing programs and scripts to support the software release process and COTS products on one or more "similar projects" as defined in 1.0 Evaluation Criteria.	2+ to 3 years = 1 point 3+ to 4 years = 2 points 4+ to 5 years = 3 points 5+ years = 4 points	4	
R2	Experience writing programs and scripts with Microsoft Visual Basic Script.	2+ to 3 years = 1 point 3+ to 4 years = 2 points 4+ to 5 years = 3 points 5+ years = 4 points	4	
R3	Experience writing programs and scripts with C++.	2+ to 3 years = 1 point 3+ to 4 years = 2 points 4+ to 5 years = 3 points 5+ years = 4 points	4	

Solicitation No. - N° de l'invitation

W6369-11P5NN/A

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

W6369-11P5NN

Amd. No. - N° de la modif.

File No. - N° du dossier

380zmW6369-11P5NN

Buyer ID - Id de l'acheteur

380zm

CCC No./N° CCC - FMS No/ N° VME

	POINT RATED CRITERIA	SCORING GUIDELINES	MAX POINTS	Cross Reference to Resume (Page and Project)
R4	Experience troubleshooting software installation problems on one or more "similar projects" as defined in 1.0 Evaluation Criteria.	2+ to 3 years = 1 point 3+ to 4 years = 2 points 4+ to 5 years = 3 points 5+ years = 4 points	4	
R5	Experience using software packages such as InstallShield Admin Studio or Wise Package Studio.	1+ to 3 years = 1 point 3+ to 4 years = 2 points 4+ to 5 years = 3 points 5+ years = 4 points	4	
Total Maximum Points Available			20	
Total Minimum Points Required			12	

3.2 A.10 TEST COORDINATOR—LEVEL 3

	MANDATORY CRITERIA	MET	NOT MET	Cross Reference to Resume (Page and Project)
M1	Minimum of 10 years experience as a Test Coordinator working in an IM/IT environment.			
M2	Minimum of two years experience in the last five years from date of bid closing preparing test plans and test cases on one or more "similar projects" as defined in 1.0 Evaluation Criteria.			
M3	Minimum of two years experience in the last five years from date of bid closing testing software releases in a Microsoft SMS or SCCM environment with a target of a minimum of 5,000 workstations.			
M4	Minimum one year experience in the last five years from date of bid closing using Axios Assyst or similar tool for task management.			

	POINT RATED CRITERIA	SCORING GUIDELINES	MAX POINTS	Cross Reference to Resume (Page and Project)
R1	Experience preparing test plans and test cases on one or more "similar projects" as defined in 1.0 Evaluation Criteria.	2+ to 3 years = 2 points 3+ to 4 years = 3 points 4+ to 5 years = 4 points 5+ years = 5 points	5	
R2	Experience testing software releases in a Microsoft SMS or SCCM environment with a target of a minimum of 5,000 workstations.	2+ to 3 years = 1 point 3+ to 4 years = 2 points 4+ to 5 years = 3 points 5+ years = 4 points	4	
R3	Experience using Axios Assyst or similar tool for task management.	1+ to 2 years = 1 point 2+ to 3 years = 2 points 3+ to 4 years = 3 points 4+ to 5 years = 4 points 5+ years = 5 points	5	
Total Maximum Points Available			14	
Total Minimum Points Required			8	

3.3 B.13 OPERATIONS SUPPORT SPECIALIST—LEVEL 3

	MANDATORY CRITERIA	MET	NOT MET	Cross Reference to Resume (Page and Project)
M1	Minimum of 10 years experience as an Operations Support Specialist working in an IM/IT environment.			
M2	Minimum of two years experience in the last five years from date of bid closing providing local desktop administration and imaging support (Microsoft Windows 2000, Windows XP or Windows 7).			
M3	Minimum of two years experience in the last five years from date of bid closing supporting Microsoft Windows-based servers (Microsoft Windows 2000, Windows 2003 or Windows 2008).			
M4	Minimum of one year experience performing server backup and recovery.			
M5	Minimum of one year experience using Axios Assyst or similar tool to track incidents and problems.			

	POINT RATED CRITERIA	SCORING GUIDELINES	MAX POINTS	Cross Reference to Resume (Page and Project)
R1	Experience providing local desktop administration and imaging support (Microsoft Windows 2000, Windows XP or Windows 7).	2+ to 3 years = 2 points 3+ to 4 years = 3 points 4+ to 5 years = 4 points 5+ years = 5 points	5	
R2	Experience supporting Microsoft Windows-based servers (Microsoft Windows 2000, Windows 2003 or Windows 2008).	2+ to 3 years = 1 point 3+ to 4 years = 2 points 4+ to 5 years = 3 points 5+ years = 4 points	4	
R3	Experience performing server backup and recovery.	1+ to 2 years = 1 point 2+ to 3 years = 2 points 3+ to 4 years = 3 points 4+ to 5 years = 4 points 5+ years = 5 points	5	
R4	Experience using Axios Assyst or similar tool for task management.	1+ to 2 years = 1 point 2+ to 3 years = 2 points 3+ to 4 years = 3 points 4+ to 5 years = 4 points 5+ years = 5 points	5	
	Total Maximum Points Available		19	
	Total Minimum Points Required		11	

3.4 I.10 TECHNICAL ARCHITECT—LEVEL 3

	MANDATORY CRITERIA	MET	NOT MET	Cross Reference to Resume (Page and Project)
M1	Minimum of 10 years experience as a Technical Architect working in an IM/IT environment.			
M2	Minimum of 10 years experience developing and implementing LAN and WAN architectures.			
M3	Minimum of two years experience in the last five years from date of bid closing working with and troubleshooting high latency networks.			
M4	Minimum of two years experience in the last five years from date of bid closing working with Dynamic Host Configuration Protocol (DHCP) and Domain Name Service (DNS).			

	POINT RATED CRITERIA	SCORING GUIDELINES	MAX POINTS	Cross Reference to Resume (Page and Project)
R1	Experience working with CCIE – Routing and Switching.	2 to 3 years = 1 point 3+ to 4 years = 2 points 4+ to 5 years = 3 points 5+ years = 4 points	4	
R2	Experience working with enterprise switches and routers in a production environment.	2 to 3 years = 1 point 3+ to 4 years = 2 points 4+ to 5 years = 3 points 5+ years = 4 points	4	
R3	Experience troubleshooting Applications Deployment Issues over WAN infrastructure.	2 to 3 years = 1 point 3+ to 4 years = 2 points 4+ to 5 years = 3 points 5+ years = 4 points	4	
R4	Experience working with and troubleshooting high latency networks.	2+ to 3 years = 1 point 3+ to 4 years = 2 points 4+ to 5 years = 3 points 5+ years = 4 points	4	
R5	Experience working with DHCP and DNS.	2+ to 3 years = 1 point 3+ to 4 years = 2 points 4+ to 5 years = 3 points 5+ years = 4 points	4	
Total Maximum Points Available			20	
Total Minimum Points Required			12	

3.5 I.11 TECHNOLOGY ARCHITECT—LEVEL 2

	MANDATORY CRITERIA	MET	NOT MET	Cross Reference to Resume (Page and Project)
M1	Minimum of five years experience as a Technology Architect working in an IM/IT environment.			
M2	Minimum of two years experience in the last five years from date of bid closing working on one or more "similar projects" as defined in 1.0 Evaluation Criteria.			
M3	Minimum of two years experience in the last five years from date of bid closing evaluating alternate solutions to centralize and rationalize the management of key network or desktop components.			
M4	Minimum of two years experience in the last five years from date of bid closing working in a Microsoft Active Directory and Microsoft SMS or SCCM environment.			
M5	Minimum of one year experience in the last five years from date of bid closing working on "similar projects" as defined in 1.0 Evaluation Criteria to upgrade a Windows-based desktop operating system.			

	POINT RATED CRITERIA	SCORING GUIDELINES	MAX POINTS	Cross Reference to Resume (Page and Project)
R1	Experience evaluating alternate solutions to centralize and rationalize the management of key network or desktop components.	2+ to 3 years = 1 point 3+ to 4 years = 2 points 4+ to 5 years = 3 points 5+ years = 4 points	4	
R2	Experience working in a Microsoft Active Directory and Microsoft SMS or SCCM environment.	2+ to 3 years = 2 point 3+ to 4 years = 3 points 4+ to 5 years = 4 points 5+ years = 5 points	5	
R3	Experience upgrading a Windows-based desktop operating system.	1+ to 2 years = 1 point 2+ to 3 years = 2 points 3+ to 4 years = 3 points 4+ to 5 years = 4 points 5+ years = 5 points	5	
Total Maximum Points Available			14	
Total Minimum Points Required			8	

3.6 P.9 PROJECT MANAGER (DESKTOP SERVICES)—LEVEL 3

	MANDATORY CRITERIA	MET	NOT MET	Cross Reference to Resume (Page and Project)
M1	Minimum of 10 years experience as a Project Manager managing IM/IT projects through all phases of the project life cycle, including development, implementation, operations start-up and closure.			
M2	Minimum of two years experience in the last five years from date of bid closing managing a service support group on one or more "similar projects" as defined in 1.0 Evaluation Criteria.			
M3	Minimum of two years experience managing centralized distribution and patch management process utilizing Microsoft SMS or SCCM.			
M4	Minimum of five years experience managing a centralized third-level Service Desk.			

	POINT RATED CRITERIA	SCORING GUIDELINES	MAX POINTS	Cross Reference to Resume (Page and Project)
R1	Experience managing centralized distribution and patch management utilizing Microsoft SMS or SCCM.	2+ to 3 years = 2 points 3+ to 4 years = 3 points 4+ to 5 years = 4 points 5+ years = 5 points	5	
R2	Experience managing a centralized third-level Service Desk.	5+ to 6 years = 1 point 6+ to 7 years = 2 points 7+ to 8 years = 3 points 8+ years = 4 points	4	
R3	Experience managing the deployment of desktop releases in an environment including multiple ERP clients.	2 to 3 years = 1 point 3+ to 4 years = 2 points 4+ to 5 years = 3 points 5+ years = 4 points	4	
Total Maximum Points Available			13	
Total Minimum Points Required			8	

3.7 P.9 PROJECT MANAGER (OPERATIONS SUPPORT)—LEVEL 2

	MANDATORY CRITERIA	MET	NOT MET	Cross Reference to Resume (Page and Project)
M1	Minimum of five years experience as a Project Manager managing IM/IT projects through all phases of the project life cycle, including development, implementation, operations start-up and closure.			
M2	Minimum of two years experience in the last five years from date of bid closing managing a service support group on one or more "similar projects" as defined in 1.0 Evaluation Criteria.			
M3	Minimum of two years experience in the last five years from date of bid closing managing Service Desk and Incident and Problem Management processes and tasks utilizing Axios Assyst or similar tool.			

	POINT RATED CRITERIA	SCORING GUIDELINES	MAX POINTS	Cross Reference to Resume (Page and Project)
R1	Experience managing a service support group on one or more "similar projects" as defined in 1.0 Evaluation Criteria.	2 to 3 years = 2 points 3+ to 4 years = 3 points 4+ to 5 years = 4 points 5+ years = 5 points	5	
R2	Experience managing the Service Desk, Incident Management and Problem Management process and tasks utilizing Axios Assyst or similar tool.	2+ to 3 years = 1 point 3+ to 4 years = 2 points 4+ to 5 years = 3 points 5+ years = 4 points	4	
R3	Experience managing a release management process in an environment featuring 100+ application releases per year.	2+ to 3 years = 1 point 3+ to 4 years = 2 points 4+ to 5 years = 3 points 5+ years = 4 points	4	
Total Maximum Points Available			13	
Total Minimum Points Required			8	

3.8 P.9 PROJECT MANAGER (ENGINEERING SUPPORT)—LEVEL 2

	MANDATORY CRITERIA	MET	NOT MET	Cross Reference to Resume (Page and Project)
M1	Minimum of five years experience as a Project Manager managing IM/IT projects through all phases of the project life cycle, including development, implementation, operations start-up and closure.			
M2	Minimum of two years experience in the last five years from date of bid closing managing an engineering support group responsible for packaging, integration, testing and custom actions for all software released on one or more "similar projects" as defined in 1.0 Evaluation Criteria.			
M3	Minimum two years experience in the last five years from date of bid closing managing the entire release process utilizing Axios Assyst.			
M4	Minimum two years experience in the last five years from date of bid closing managing the software packaging and release process in a Microsoft SMS or SCCM support environment.			
M5	Valid PMI certification. A copy of the certification must be provided with the bid.			

	POINT RATED CRITERIA	SCORING GUIDELINES	MAX POINTS	Cross Reference to Resume (Page and Project)
R1	Experience managing an engineering support group responsible for packaging, integration, testing and custom actions for all software released.	2+ to 3 years = 1 point 3+ to 4 years = 2 points 4+ to 5 years = 3 points 5+ years = 4 points	4	
R2	Experience managing the entire release process utilizing Axios Assyst.	2+ to 3 years = 1 point 3+ to 4 years = 2 points 4+ to 5 years = 3 points 5+ years = 4 points	4	
R3	Experience managing the software packaging and release process in a Microsoft SMS or SCCM support environment.	2+ to 3 years = 1 point 3+ to 4 years = 2 points 4+ to 5 years = 3 points 5+ years = 4 points	4	
R4	ITIL certification. A copy of the certification must be provided with the bid.	Yes = 1 point	1	
Total Maximum Points Available			13	
Total Minimum Points Required			8	

3.9 P.9 PROJECT MANAGER (SPECIAL PROJECTS)—LEVEL 2

	MANDATORY CRITERIA	MET	NOT MET	Cross Reference to Resume (Page and Project)
M1	Minimum of five years experience as a Project Manager managing IM/IT projects through all phases of the project life cycle, including development, implementation, operations start-up and closure.			
M2	Minimum of three years experience in the last five years from date of bid closing managing a team on one or more "similar projects" as defined in 1.0 Evaluation Criteria.			
M3	Minimum of three years experience in the last five years from date of bid closing working in a Microsoft Client/Server IM/IT environment.			
M4	Minimum of three years experience in the last five years from date of bid closing managing releases in a WAN/LAN environment in one or more "similar projects" as defined in 1.0 Evaluation Criteria.			
M5	Minimum of three years experience in the last five years from date of bid closing working with Microsoft SMS, SCCM or other auditing/reporting tools.			
M6	Minimum of three years experience in the last five years from date of bid closing working with Microsoft Project.			

	POINT RATED CRITERIA	SCORING GUIDELINES	MAX POINTS	Cross Reference to Resume (Page and Project)
R1	Experience in a Microsoft Client/Server IM/IT environment.	3+ to 4 years = 2 points 4+ to 5 years = 3 points 5+ years = 4 points	4	
R2	Experience managing releases in a WAN/LAN environment in one or more "similar projects" as defined in 1.0 Evaluation Criteria.	3+ to 4 years = 2 points 4+ to 5 years = 3 points 5+ years = 4 points	4	
R3	Experience working with Microsoft SMS, SCCM or other auditing/tools.	3+ to 4 years = 1 point 4+ to 5 years = 2 points 5+ years = 3 points	3	
R4	Experience with Microsoft Project.	3+ to 4 years = 1 point 4+ to 5 years = 2 points 5+ years = 3 points	3	
	Total Maximum Points Available		14	
	Total Minimum Points Required		8	

3.10 P.10 PROJECT SCHEDULER—LEVEL 3

	MANDATORY CRITERIA	MET	NOT MET	Cross Reference to Resume (Page and Project)
M1	(a) Minimum of 10 years experience as a Project Scheduler working in an IM/IT environment; or (b) A valid PMI certificate and a minimum of five years experience as a Project Scheduler working in an IM/IT environment. A copy of the certification must be provided with the bid.			
M2	Minimum of two years experience in the last five years from date of bid closing scheduling and coordinating releases on one or more "similar projects" as defined in 1.0 Evaluation Criteria.			
M3	Minimum of two years experience in the last five years from date of bid closing managing the release process and maintaining the CMDB utilizing Axios Assyst or similar tool.			

	POINT RATED CRITERIA	SCORING GUIDELINES	MAX POINTS	Cross Reference to Resume (Page and Project)
R1	Experience scheduling and coordinating releases.	2+ to 3 years = 2 points 3+ to 4 years = 3 points 4+ to 5 years = 4 points 5+ years = 5 points	5	
R2	Experience managing the release process and maintaining the CMDB utilizing Axios Assyst or similar tool.	2+ to 3 years = 1 point 3+ to 4 years = 2 points 4+ to 5 years = 3 points 5+ years = 4 points	4	
R3	Experience with Microsoft Project.	2 to 3 years = 1 point 3+ to 4 years = 2 points 4+ to 5 years = 3 points 5+ years = 4 points	4	
Total Maximum Points Available			13	
Total Minimum Points Required			8	

3.11 P.10 PROJECT SCHEDULDER—LEVEL 1

	MANDATORY CRITERIA	MET	NOT MET	Cross Reference to Resume (Page and Project)
M1	Minimum of two years experience as a Project Scheduler working in an IM/IT environment.			
M2	Minimum of one year experience in the last five years from date of bid closing scheduling and coordinating releases on one or more "similar projects" as defined in 1.0 Evaluation Criteria.			
M3	Minimum of one year experience in the last five years from date of bid closing managing the release process and maintaining the CMDB utilizing Axios Assyst or similar tool.			

	POINT RATED CRITERIA	SCORING GUIDELINES	MAX POINTS	Cross Reference to Resume (Page and Project)
R1	Experience scheduling and coordinating releases on one or more "similar projects" as defined in 1.0 Evaluation Criteria.	1 to 2 years = 1 point 2+ to 3 years = 2 points 3+ to 4 years = 3 points 4+ years = 4 points	4	
R2	Experience managing the release process and maintaining the CMDB utilizing Axios Assyst or similar tool.	1+ to 2 years = 1 point 2+ to 3 years = 2 points	2	
R3	Experience with Microsoft Project.	1 to 2 years = 1 point 2+ to 3 years = 2 points 3+ to 4 years = 3 points 4+ years = 4 points	4	
Total Maximum Points Available			10	
Total Minimum Points Required			6	

Solicitation No. - N° de l'invitation

W6369-11P5NN/A

Amd. No. - N° de la modif.

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W6369-11P5NN

File No. - N° du dossier

380zmW6369-11P5NN

CCC No./N° CCC - FMS No/ N° VME

ANNEX E BID SUBMISSION FORM

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]	
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".	Is the Bidder a FPS in receipt of a pension as defined in the bid solicitation? Yes ____ No ____ If yes, provide the information required by the Article in Part 5 entitled "Former Public Servant Certification"
	Is the Bidder a FPS who received a lump sum payment under the terms of a work force reduction program? Yes ____ No ____ If yes, provide the information required by the Article in Part 5 entitled "Former Public Servant Certification"
Canadian Content Certification Not Applicable - Intentionally deleted from this requirement.	

<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</p> <p>(b) submit a valid Certificate number confirming its adherence to the FCP-EE.</p> <p>Bidders are requested to include their FCP EE Certification or signed LAB 1168 with their bid; if this information is not provided in the bid, it must be provided upon request by the Contracting Authority during evaluation.</p> <p>For joint ventures, be sure to provide this information for each of the members of the joint venture.</p>	<p>On behalf of the Bidder, by signing below, I also confirm that the Bidder <i>[check the box that applies]</i>:</p> <table border="1"> <tr> <td data-bbox="821 407 1300 562">(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;</td> <td data-bbox="1307 407 1417 562"></td> </tr> <tr> <td data-bbox="821 571 1300 674">(b) is not subject to FCP-EE, because it is a regulated employer under the <i>Employment Equity Act</i>;</td> <td data-bbox="1307 571 1417 674"></td> </tr> <tr> <td data-bbox="821 682 1300 930">(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</td> <td data-bbox="1307 682 1417 930"></td> </tr> <tr> <td data-bbox="821 938 1300 1079">(d) is subject to FCP-EE, and has a valid certification number as follows: _____ (and has not been declared an Ineligible Contractor by HRSD).</td> <td data-bbox="1307 938 1417 1079"></td> </tr> </table>	(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;		(b) is not subject to FCP-EE, because it is a regulated employer under the <i>Employment Equity Act</i> ;		(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		(d) is subject to FCP-EE, and has a valid certification number as follows: _____ (and has not been declared an Ineligible Contractor by HRSD).	
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<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</p> <p><i>[include both the level and the date it was granted]</i></p>									
<p>On behalf of the Bidder, by signing below, I confirm that I have read the entire bid solicitation including the documents incorporated by reference into the bid solicitation and I certify that:</p> <ol style="list-style-type: none"> 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. 									
<p>Signature of Authorized Representative of Bidder</p>									