

**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 Informatics Prof. Services-TBIPS		
Solicitation No. - N° de l'invitation B8953-100262/A	Date 2012-05-30	
Client Reference No. - N° de référence du client B8953-100262		
GETS Reference No. - N° de référence de SEAG PW-\$\$ZM-380-24466		
File No. - N° de dossier 380zm.B8953-100262	CCC No./N° CCC - FMS No./N° VME	
Solicitation Closes - L'invitation prend fin at - à 02:00 PM on - le 2012-06-20		Time Zone Fuseau horaire Eastern Daylight Saving Time EDT
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: DEPARTMENT OF CITIZENSHIP AND IMMIGRATION 5TH FL. 219 LAURIER AVE W. OTTAWA Ontario K1A1L1 Canada		

Instructions: See Herein

Instructions: Voir aux présentes

Vendor/Firm Name and Address

Raison sociale et adresse du

fournisseur/de l'entrepreneur

Issuing Office - Bureau de distribution

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
CITIZENSHIP AND IMMIGRATION CANADA

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 - 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

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)

7.14 Foreign Nationals (Foreign Contractor)

7.15 Insurance Requirements

7.16 Limitation of Liability - Information Management/Information Technology

7.17 Joint Venture Contractor

7.18 Professional Services - General

7.19 Safeguarding Electronic Media

7.20 Representations and Warranties

7.21 Access to Canada's Property and Facilities

7.22 Implementation of Professional Services

7.23 Identification Protocol Responsibilities

Solicitation No. - N° de l'invitation

B8953-100262/A

Amd. No. - N° de la modif.

Buyer ID - Id de l'acheteur

380zm

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

B8953-100262

File No. - N° du dossier

380zmB8953-100262

CCC No./N° CCC - FMS No/ N° VME

List of Annexes:

Annex A Statement of Work

Appendix 1 to Annex A - Resource Evaluation Criteria

Appendix A to Annex A - Tasking Procedure

Appendix B to Annex A - Task Authorization Form

Appendix C to Annex A - Resource 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

Annex D Bid Evaluation Criteria

Annex E Bid Submission Form

BID SOLICITATION FOR IT PROFESSIONAL SERVICES FOR CITIZENSHIP AND IMMIGRATION CANADA (CIC)

PART 1 - GENERAL INFORMATION

1.1 Introduction

This document states terms and conditions that apply to bid solicitation **#B8953-100262/A**. It is divided into seven parts plus annexes and, if applicable, 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) The bid solicitation is being issued to satisfy the requirement of Citizenship and Immigration Canada ("CIC" or 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 per Stream** for three years, plus two 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.tpsgc-pwgsc.gc.ca/app-acq/lc-pl/lc-pl-eng.htm>) 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 NCR 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) Bidders may submit bids for one or more of the Streams. Each Stream will be evaluated separately. 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".

STREAM 1: ERP FUNCTIONAL	
CATEGORY OF PERSONNEL	LEVEL OF EXPERTISE
A.2 ERP Functional Analyst - Siebel (Core)	Level 2
A.2 ERP Functional Analyst - Siebel	Level 3
A.5 ERP Technical Analyst - Methodology (Core)	Level 3

STREAM 2: ERP SIEBEL DEVELOPMENT	
CATEGORY OF PERSONNEL	LEVEL OF EXPERTISE
A.3 ERP Programmer Analyst - Siebel (Core)	Level 3

STREAM 3: ERP SIEBEL DATA	
CATEGORY OF PERSONNEL	LEVEL OF EXPERTISE
I.3 Database Analyst / IM Administrator Specialist (Core)	Level 3
I.4 Database Modeller / IM Modeller	Level 3

STREAM 4: ERP BI/INTERFACE/RATIONAL DEVELOPMENT	
CATEGORY OF PERSONNEL	LEVEL OF EXPERTISE
A.3 ERP Programmer Analyst - Biztalk	Level 3
A.3 ERP Programmer Analyst - .Net	Level 3
A.3 ERP Programmer Analyst - SSA Name 3 (Core)	Level 3
A.5 ERP Technical Analyst - OBIEE	Level 3
A.5 ERP Technical Analyst - Actuate	Level 3
A.5 ERP Technical Analyst - ETL	Level 3
A.5 ERP Technical Analyst - IBM Rational Suite (Core)	Level 3

Solicitation No. - N° de l'invitation

B8953-100262/A

Amd. No. - N° de la modif.

Buyer ID - Id de l'acheteur

380zm

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

B8953-100262

File No. - N° du dossier

380zmB8953-100262

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 10 calendar days before the bid closing date. Enquiries received after that time may not be answered.
- (b) Bidders should reference as accurately as possible the numbered item of the bid solicitation to which the enquiry relates. Care should be taken by Bidders to explain each question in sufficient detail in order to enable Canada to provide an accurate answer. Technical enquiries that are of a "proprietary" nature must be clearly marked "proprietary" at each relevant item. Items identified as proprietary will be treated as such except where Canada determines that the enquiry is not of a proprietary nature. Canada may edit the questions or may request that the Bidder do so, so that the proprietary nature of the question is eliminated, and the enquiry can be answered with copies to all Bidders. Enquiries not submitted in a form that can be distributed to all Bidders may not be answered by Canada.

2.4 Applicable Laws

- (a) Any resulting contract must be interpreted and governed, and the relations between the parties determined, by the laws in force in 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.

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 (4 hard copies and two soft copies on CD);
- (ii) Section II: Financial Bid (2 hard copies); and
- (iii) Section III: Certifications (2 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 for a Stream (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 each Stream. For the purpose of this bid solicitation, individual members of a joint venture cannot participate in another bid for a Stream, either by submitting a bid alone or by participating in another joint venture. If any Bidder submits more than one bid for a Stream (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 for that Stream.

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 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 Requirement:** Bidders are requested to submit the following security information for each 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 résumés for the resources identified in the bid solicitation. 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 and Year 3 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/or 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 2 working days (or a longer period if specified in writing by the Contracting Authority) to provide the necessary information to Canada. Failure to meet this deadline will result in the bid being declared non-responsive.
 - (ii) 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 2 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 for compliance 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 5 working days. Wherever information provided by a reference differs from the information supplied by the Bidder, the information supplied by the reference will be the information evaluated. 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 1 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 each of the initial contract period and option periods for each Resource Category identified 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 Financial Score. 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 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 specific Resource Categories). If Canada requests price support, it will be requested from all complaint bidders proposing a rate that is at least 20% lower than the median rate bid by all complaint 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 proposal will be considered non-responsive and will receive no further consideration. Only the Firm Per Diem Rates of proposals 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 to 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. The responsive bid that obtains the highest combined rating of technical merit and price, by adding the technical score with the financial score, will be recommended for award of a contract. The total possible technical score is 60 while the total possible financial score is 40.
- (b) The maximum number of two contracts per Stream may be awarded in total as a result of this solicitation.
- (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) Where two or more bids achieve the identical highest combined technical (60%) and financial (40%) score, the bid with the lowest total price will be become the top-ranked bid. If more than one bid is ranked second because of identical overall scores, then the bid with the lowest price of these two bids will become the second-ranked bid.

(e) **Evaluation of Bid - Best Overall Value**

The method of Selection to issue the resulting Contract(s) is the Best Overall Value.

For each bid:

Calculation of Technical Score: The technical component score will constitute 60% of the total Bidder's score. The final Technical Score (out of 60 points) will be computed for each responsive Bidder. The final Technical Score will then be converted to points (i.e. Scored), and rounded to two decimal places, based upon compliant bids at this phase of the evaluation, using the following formula:

$$\frac{\text{Total Bidder Technical Score Obtained}}{\text{Maximum Points Available}} \times 60 \text{ Points} = \text{Technical Score (Max. of 60 points)}$$

The Bidder must obtain a minimum overall pass mark of 70% for the Bidder and for each proposed resource in order to be considered responsive.

Calculation of Financial Score: The Total Estimated Cost, will be calculated, in accordance with the following formula:

The 'Total Estimated Cost' for each Category of Personnel will be calculated by multiplying Bidder's Firm Per Diem Rate (or the median rate, whichever is higher), by the Estimated Number of Days. The 'Total Estimated Cost' for each Category of Personnel will then be aggregated to compute the 'Total Estimated Cost'. The Bidder's Total Estimated Cost will then be converted to points (i.e. Scored), and rounded to two decimal places, based upon responsive bids at this phase of the evaluation, using the following formula:

$$\frac{\text{Lowest Responsive Bidder Total Estimated Cost}}{\text{Bidder's Total Estimated Cost}} \times 40 \text{ Points} = \text{Financial Score (Max. of 40 points)}$$

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

5.5 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) Before award of a contract, 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) Canada will not delay the award of any contract to allow Bidders to obtain the required clearance.
- (c) For additional information on security requirements, Bidders should consult the "Security Requirement for PWGSC Bid Solicitations - Instructions to Bidders" document (<http://www.tpsgc-pwgsc.gc.ca/app-acq/lc-pl/lc-pl-eng.html#a31>) on the Departmental Standard Procurement Documents Website.
- (d) In the case of a joint venture Bidder, each member of the joint venture must meet the security requirements.

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.

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:** The initial "Client" is Citizenship and Immigration Canada (CIC). However, the Contracting Authority can add additional Clients from time to time, which may include any Government Department, Departmental Corporation or Agency, or other Crown entity described in the *Financial Administration Act* (as amended from time to time), and any other party for which the Department of Public Works and Government Services may be authorized to act from time to time under section 16 of the *Department of Public Works and Government Services Act*.
- (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 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 TAs 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 **\$400,000.00** (including GST/HST) may be issued by the CIC Procurement Representative. Any TA with a value greater than this amount must be authorized by the Contracting Authority. By providing written notice to the Contractor, the Contracting Authority may suspend the CIC Procurement Representative 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 Task Authorization unless Canada has issued a TA amendment authorizing the increased expenditure. Canada will not pay the Contractor for any design changes, modifications or interpretations of the Work unless they have been approved, in writing, by the Contracting Authority before being incorporated into the Work.
- (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 Task Authorizations 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 and the CIC Procurement Representative 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) More than one Contract has been awarded for this requirement. 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 TAs with a combined total dollar value of approximately 53.13% of the combined total dollar value of all the issued TA's.

Contractor	Total Point Score	Fund Allocation Formula	Total Funds
X	68	$68/128 \times 100 = 53.13\%$	\$3,187,500.00
Y	60	$60/128 \times 100 = 46.88\%$	\$2,812,500.00
Total	128		\$6,000,000.00

- (ii) 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 TA's. Should a Contractor refuse a TA under the Contract, the next 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 one or more of the other contractors in that same Stream. Should all Contractors refuse a TA under the Contract, Canada reserves the right to use other methods of supply.
- (iii) **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 at the firm per diem 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 (2012-03-02), 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

The following Security Requirement (SRCL and related clausings), as set out under Annex "A" to Part B to the Supply Arrangement applies to the Contract.

SECURITY REQUIREMENT FOR CANADIAN SUPPLIER:

PWGSC FILE #EN578-055605-B

- (a) The Contractor must, at all times during the performance of the Contract, hold a valid Facility Security Clearance at the level of SECRET, issued by the Canadian and International Industrial Security Directorate (CIISD), Public Works and Government Services Canada (PWGSC).
- (b) The Contractor personnel requiring access to PROTECTED/CLASSIFIED information, assets or sensitive work site(s) must EACH hold a valid personnel security screening at the level of RELIABILITY STATUS, CONFIDENTIAL or SECRET as required, granted or approved by CIISD/PWGSC.

-
- (c) 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.
 - (d) Subcontracts which contain security requirements are NOT to be awarded without the prior written permission of CIISD/PWGSC.
 - (e) The Contractor must comply with the provisions of the:
 - (i) Security Requirements Check List EN578-055605/B, described in 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 three years later; and
 - (ii) The period during which the Contract is extended, if Canada chooses to exercise any options set out in the Contract.
- (b) **Option to Extend the Contract:**
 - (i) The Contractor grants to Canada the irrevocable option to extend the term of the Contract by up to **two additional one-year period(s)** 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 **10** 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:

Gail Cook
 Supply Team Leader
 Public Works and Government Services Canada
 Acquisitions Branch
 Services and Technology Acquisition Management Sector
 Place du Portage, Phase III, 3C2-2
 11 Laurier Street
 Gatineau, Quebec K1A 0S5

 Telephone: 819-956-2591
 Facsimile: 819-956-1207
 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 (To be provided at time of Contract award)

The Technical Authority for the Contract is:

Name: _____
 Title: _____
 Organization: _____
 Address: _____
 Telephone: _____
 Facsimile: _____
 E-mail address: _____

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) CIC Procurement Representative (To be provided at time of Contract award)

The CIC Procurement Representative for the Contract is:

Name: _____
 Title: _____
 Organization: _____
 Address: _____
 Telephone: _____
 Facsimile: _____
 E-mail address: _____

The CIC 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 all matters concerning the administrative aspects of the Work under the Contract, communication with PWGSC Contracting Authority on all matters concerning the Contract, procurement initiation authority, and providing PWGSC reports on Contract utilization. Technical matters may be discussed with the CIC Procurement Representative; however, the CIC 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)

- (iii) **GST/HST:**

Estimated Cost: \$(To be determined)

- (iv) **Overtime Work:**

- (A) All 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 this 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) four (4) months before the Contract expiry date, or
- (C) as soon as the Contractor considers that the Contract funds provided are inadequate for the completion of the Work,
- whichever comes first.
- (iii) If the notification refers to inadequate contract funds, the Contractor must provide to the Contracting Authority in 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 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

- (a) The Contractor must submit invoices in accordance with the information required in the General Conditions.
- (b) The Contractor's invoice must include a separate line item for each subparagraph in the Basis of Payment provision.
- (c) By submitting invoices (other than for any items subject to an advance payment, 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 Financial Administrator specified on page 1 of the Contract, 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 is a condition of the Contract and subject to verification by Canada during the entire Contract Period. If the Contractor does not comply with any certification or it is determined that any certification made by the Contractor in its bid is untrue, whether made knowingly or unknowingly, Canada has the right, under the default provision of the Contract, to terminate the Contract for default.

7.11 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 (2012-03-02), Higher Complexity - Services;
- (d) Annex A, Statement of Work - Annex A including its Appendices as follows:
- (i) Appendix 1 to Annex A - Resource Evaluation Criteria
 - (ii) Appendix A to Annex A - Tasking Procedures
 - (iii) Appendix B to Annex A - Task Authorization (TA) Form
 - (iv) Appendix C to Annex A - Resource Assessment Criteria and Response Tables
 - (v) 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 _____, as amended _____, not including any software publisher license terms and conditions that may be included in the bid, not including any provisions in the bid with respect to limitations on liability, and not including any terms and conditions incorporated by reference (including by way of a web link) in the bid.

7.13 Foreign Nationals (Canadian Contractor)

- (a) SACC Manual clause A2000C (2006-06-16) 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.

7.14 Foreign Nationals (Foreign Contractor)

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

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, upon request, 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 \$5 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;
- (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 its 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 the 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 \$500K** 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.
 - (e) 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 Limitation of Liability - Information Management/Information Technology

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

-
- (ii) The Contractor is liable for all direct damages caused by the Contractor's performance or failure to perform the Contract affecting real or tangible personal property owned, possessed, or occupied by Canada.
 - (iii) Each of the Parties is liable for all direct damages resulting from any breach of confidentiality under the Contract. Each of the Parties is also liable for all indirect, special or consequential damages in respect of its unauthorized disclosure of the other Party's trade secrets (or trade secrets of a third party provided by one Party to another under the Contract) relating to information technology.
 - (iv) The Contractor is liable for all direct damages relating to any encumbrance or claim relating to any portion of the Work for which Canada has made any payment. This does not apply to encumbrances or claims relating to intellectual property rights, which are addressed under (i)(A) above.
 - (v) The Contractor is also liable for any other direct damages to Canada caused by the Contractor's performance or failure to perform the Contract that relate to:
 - (A) any breach of the warranty obligations under the Contract, up to the total amount paid by Canada (including any applicable taxes) for the goods and services affected by the breach of warranty; and
 - (B) any other direct damages, including all identifiable direct costs to Canada associated with re-procuring the Work from another party if the Contract is terminated either in whole or in part for default, up to an aggregate maximum for this subparagraph (B) of the greater of .075 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).

7.17 Joint Venture Contractor

- (a) The Contractor confirms that the name of the joint venture is _____ and that it is comprised of the following members: **[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.

7.18 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 resource replacement will be evaluated by the Technical Authority and must meet all of the mandatory criteria and the score obtained must be equal to or superior to the score obtained for the 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 Technical authority on a regular basis (as specified by Canada) to discuss the performance of its resources and to resolve any issues at hand.
- (e) 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 Technical 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.

7.19 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.

7.20 Representations and Warranties

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

7.21 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.

7.22 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.

7.23 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

STREAM 1 - ERP FUNCTIONAL

STATEMENT OF WORK

1. BACKGROUND

- 1.1 The Global Case Management System (GCMS) is a top priority for the Department of Citizenship and Immigration Canada (CIC), essential to improving citizenship and immigration services, maintaining program integrity and strengthening the security of Canada.
- 1.2 GCMS is an e-business platform that is integral to making the immigration system more modern, efficient and flexible, as well as more responsive to Canada's labour market needs. It fundamentally transforms CIC's case management system: processing will be more efficient; security agencies and partners will have access to critical information; and GCMS will bring our system in line with competitor countries that have moved to such e-platforms.
- 1.3 GCMS is CIC's internal system used to process citizenship and overseas immigration applications. In support of CIC's longer-term strategic roadmap and vision, GCMS lays the foundation for future service delivery improvements and is a fundamental component of CIC's service innovation agenda. GCMS will provide a single, integrated information source for applicants from start to finish as their cases move through immigration and citizenship processes.
- 1.4 The GCMS Branch will have an ongoing requirement over the next three to five years for professional services to assist with further enhancement and expansion of the Global Case Management System (GCMS).

2. SCOPE

- 2.1 The scope of this requirement is for a selection of ERP functional support services categories, to be provided on an "as and when requested" basis in Ottawa. IM/IT services will be provided in support of GCMS.

3. GENERAL REQUIREMENTS

- 3.1 The Contractor must:
 - a. supply support services resources via a Task Authorization (TA) on an "as and when requested" basis in the categories of work described in this Statement of Work (SOW);
 - b. ensure that the resources are fluent in the language(s) specified in the TA SOW;
 - c. ensure that the resources have the security clearance specified in the TA SOW;
 - d. ensure that resources support operational working hours as specified in the TA SOW;
 - e. attend, as a minimum, quarterly meetings with contract Technical Authority to review:
 - i. the status of work on current tasks based on the monthly progress reports;
 - ii. the financial elements of the Contract based on the monthly financial report;
 - iii. other issues as deemed necessary by either party; and

- f. provide transition process for knowledge transfer to begin 30 days prior to Contract expiration or termination to a replacement Contractor and/or Crown employees.

4. CIC CORE TECHNOLOGY INFRASTRUCTURE

- 4.1 CIC's technology infrastructure is most heavily concentrated in Ottawa - serving the needs of staff in the National Capital Region. Significant amounts of hardware and software are also installed in other offices in Canada and in overseas missions around the world. Over the course of the Contract, CIC core technology infrastructure may change and thus new IM/IT services may be added to the Contract.

4.2 Hardware Environment:

4.2.1 Within Canada

- Unisys Libra 790 Mainframe at HRSDC's Moncton and Montreal Information Technology Centres
- 660 Intel Pentium servers located in NHQ and major CIC offices across Canada
- 80 HP and Sux servers running variants of UNIX (Sun Solaris UNIX servers in Mississauga, Vegreville and at National Headquarters)
- 18 HP Alpha DS10 or DS 15 Servers running OPENVMS within Canada
- 6,200 PCs in offices in Canada using Microsoft Vista
- TCP/IP router-based network

4.2.2 Outside Canada

- 65 HP Alpha DS10 or DS 15 Servers running OPENVMS in overseas missions (primarily co-located with Department of Foreign Affairs and International Trade (DFAIT))
- 1,500 PCs in overseas missions: all are running XP and are network-connected through DFAIT's LAN-environment SIGNET
- Immigration Medical System (IMS) that runs on a Windows NT/4 server in Ottawa
- DFAIT's SIGNET and MITNET facilities

4.3 Software Environment:

4.3.1 Programming Languages

- | | | |
|------------------|-----------------------|------------|
| • Java/.NET | • Cold Fusion Perl | • SQL |
| • ASPX (ASP.Net) | • BASIS | • COBOL |
| • ABAP | • C, C+, C++, C-sharp | • e-Script |
| • ASP | • COM | • MCF |
| • Visual Basic | • COM+/DCOM | |

4.3.2 ERPs

- SAP
- SAS
- Siebel CRM
- Siebel Actuate
- Oracle BI (including Publisher)
- SSA-Name-3
- Erwin
- Informatica
- HP Mercury LoadRunner
- Adobe (Central Server, LiveCycle)
- Team Foundation Server (2008/10)
- Rational Suite (REQPRO, ClearCase, ClearQuest, Rational TestManager, Rational Functional Tester, Rational APIs)

4.3.3 Integrated Development Environments:

- Visual Studio (2005, 2008, 2010)
- Eclipse

4.3.4 Operating Environments:

- MCP
- MS Windows 2000 Server
- MS Windows NT Server
- MS Windows 2008
- UNIX (Solaris/HPUX)
- OPENVMS
- MS Windows 2003
- Vista

4.3.5 Middleware:

- Jaguar (eaServer)
- Tomcat
- Tuxedo
- Biztalk
- MSMQ
- Oracle Portal (2008)
- CITRIX
- IBM WebSphere
- Jboss

4.3.6 Database Technologies:

- Oracle
- MS SQL Server
- MS Access
- Sybase
- IRIS
- DMSII

Note: CIC Technology infrastructure will change with time.

5. CATEGORY OF RESOURCES AND RESPONSIBILITIES

5.1 A.2 ERP Functional Analyst - Siebel, Level 2 (Core) and Level 3:

Responsibilities include but are not limited to:

- a. Lead functional elaboration sessions/JADs between Business Experts and technical teams for the purpose of developing prescribed Siebel CRM System Use Case and Functional Design Documents that support Business Processes;
- b. Coordinate and integrate with other functional and technical teams running JAD sessions for other areas of the application including system interfaces, forms, and managerial/operational reporting;
- c. Coordinate information from JAD sessions to develop Business Process Models, Siebel CRM System Use Cases, Siebel CRM Functional Design Documents, Siebel Operational and Managerial Report Functional Design Documents, and Adobe pre-populated and fillable form design documents;
- d. Provide recommendations on progress, direction, and process improvements to Senior Management on an as needed basis;
- e. Ensure the quality of functional design content from multiple teams into departmental COTS requirements management application;
- f. Coordinate COTS BI Tool user access and schema changes with developers, and create ad hoc reports; and
- g. Provide related briefings to Senior Management.

5.2 A.5 ERP Technical Analyst - Methodology, Level 3 (Core):

Responsibilities include but are not limited to:

- a. Comprehensive understanding of the technical capabilities offered by ERP facilities. (Note: CIC currently uses IBM's Rational Suite of products as well as various API tools to manage/analyze: requirements, documentation, change requests, and problem reports. This suite of products can change over the course of the next several years.)
- b. Develop or assist with business and functional requirements, project scope, estimates of effort and duration;
- c. Assist with the translation of functional and business requirements into technical system requirements.
- d. Develop and help implement strategies and cutover plans to migrate to newer version of ERP software;
- e. Develop and manage technical aspects of application software, user interfaces, and third-party components;
- f. Conducts, assist with, and manage unit and system tests;

g. Establish and document technical standards/methodology for the technical framework; and

h. Provide related briefings and status reports to management.

6. DELIVERABLES

6.1 The Contractor must submit one electronic copy of the deliverables such as program code, preliminary designs, or MS Office suite documents as specified in the tasking authorization that will be raised on an "as and when requested" basis to the Technical Authority.

6.2 Various project status updates as driven by the applications used, as well as project deliverables resulting from the tasks performed as described in the task authorization.

7. REPORTING REQUIREMENTS

7.1 The Contractor must provide a monthly financial report that must include a minimum, but not necessarily limited to the following data:

- a. list of each TA issued with dollar value;
- b. the total amount spent; and
- c. Remaining balance.

8. LANGUAGE REQUIREMENTS

8.1 The Contractor personnel must be fluent in the English language. Contractor personnel must be able to communicate orally and in writing in English without any assistance and with minimal errors. Specific requirements for Contractor personnel to be fluent in both the English and French language will be detailed in each Task Authorization.

9. WORKING HOURS

9.1 Operational working hours will be from 07:00 to 17:30 Monday through Friday where the Contractor's resources will be expected to work 7.5 hours each day between those hours. The Contractor's resources must be available to work outside normal office hours during the duration of the Contract. The Contractor may need to provide the resources on weekends and/or holidays. Any time worked over the number of billable hours/days in a month must be pre-approved by the Technical Authority.

APPENDIX 1 TO ANNEX A STREAM 1 - ERP FUNCTIONAL

RESOURCE EVALUATION CRITERIA

Note to Bidders: Appendix 1 to Annex A Stream 1 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.2 ERP FUNCTIONAL ANALYST - SIEBEL, LEVEL 2 (CORE)

	MANDATORY REQUIREMENTS
M1	At least 7 years experience as an ERP Functional Analyst working within an IM/IT environment.
M2	At least 3 years of experience, within the last 7 years, designing functional solutions in a Siebel CRM based application to meet business requirements.

	RATED REQUIREMENTS		
	Description	Years Experience	Point Rating
R1	Experience in joint business and IT sessions that includes the facilitation and coordination of design solutions for user and system interaction (GUI) using Joint Application Design (JAD) techniques.	1 to 2 years 2+ to 3 years 3+ to 4 years 4+ to 5 years 5+ years	2 4 6 8 10
R2	Experience evaluating Siebel CRM to meet user needs, whether it is using existing pre-built functionality or alternate solutions.	1 to 2 years 2+ to 3 years 3+ to 4 years 4+ to 5 years 5+ years	2 4 6 8 10
R3	Cumulative experience developing and documenting each of the following for enterprise wide applications: a. Business Process Models; b. Siebel System Use Cases; c. Siebel System Requirements; and d. Siebel Screens/Views, Siebel Operational and Managerial reports and Adobe prefilled forms.	1 to 2 years 2+ to 3 years 3+ to 4 years 4+ to 5 years 5+ years	2 4 6 8 10
R4	Cumulative experience using and configuring Rational's Requirements Management Suite to: a. Manage system requirements (Requisite Pro); and b. Manage change request and problem requests tickets (ClearQuest).	1 to 2 years 2+ to 3 years 3+ to 4 years 4+ to 5 years 5+ years	2 4 6 8 10

Solicitation No. - N° de l'invitation

B8953-100262/A

Amd. No. - N° de la modif.

Buyer ID - Id de l'acheteur

380zm

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

File No. - N° du dossier

CCC No./N° CCC - FMS No/ N° VME

B8953-100262

380zmB8953-100262

	RATED REQUIREMENTS		
	Description	Years Experience	Point Rating
R5	Experience using a COTS BI analytical tool against business needs and system design databases.	1 to 2 years	2
		2+ to 3 years	4
		3+ to 4 years	6
		4+ to 5 years	8
		5+ years	10
Maximum Points: 50 (must achieve minimum 70% = 35 points)			50

A.2 ERP FUNCTIONAL ANALYST - SIEBEL, LEVEL 3

MANDATORY REQUIREMENTS	
M1	At least 10+ years experience as an ERP Functional Analyst working within an IM/IT environment.
M2	At least 5 years of experience, within the last 10 years, designing functional solutions in a Siebel CRM based application to meet business requirements.

RATED REQUIREMENTS			
	Description	Years Experience	Point Rating
R1	Experience in leading joint business and IT sessions that includes the facilitation and coordination of design solutions for user and system interaction (GUI) using Joint Application Design (JAD) techniques.	1 to 3 years 3+ to 5 years 5+ to 7 years 7+ to 9 years 9+ years	2 4 6 8 10
R2	Experience in leading the evaluation of Siebel CRM to meet user needs, whether it is using existing pre-built functionality or alternate solutions.	1 to 3 years 3+ to 5 years 5+ to 7 years 7+ to 9 years 9+ years	2 4 6 8 10
R3	Cumulative experience in leading the development and documentation of each of the following for enterprise wide applications: a. Business Process Models; b. Siebel System Use Cases; c. Siebel System Requirements; and d. Siebel Screens/Views, Siebel Operational and Managerial reports and Adobe prefilled forms.	1 to 3 years 3+ to 5 years 5+ to 7 years 7+ to 9 years 9+ years	2 4 6 8 10
R4	Cumulative experience using and configuring Rational's Requirements Management Suite to: a. Manage system requirements (Requiste Pro); and b. Manage change request and problem requests tickets (ClearQuest)	1 to 3 years 3+ to 5 years 5+ to 7 years 7+ to 9 years 9+ years	2 4 6 8 10
R5	Experience using a COTS BI analytical tool against business needs and system design databases	1 to 2 years 2+ to 3 years 3+ to 4 years 4+ to 5 years 5+ years	2 4 6 8 10
Maximum Points: 50 (must achieve minimum 70% = 35 points)			50

A.5 ERP TECHNICAL ANALYST - METHODOLOGY, LEVEL 3 (CORE)

MANDATORY REQUIREMENTS	
M1	At least 10+ years experience as an ERP Technical Analyst working within an IM/IT environment.
M2	At least 1 year experience in the last 3 years working with a COTS Requirements Management Suite.

RATED REQUIREMENTS			
	Description	Years Experience	Point Rating
R1	Cumulative experience using and configuring Rational's Requirements Management Suite to: a. Manage system requirements (Requisite Pro); b. Publish or update project documentation in support of a System Development Methodology (SoDA & ClearCase); and c. Manage change request and problem requests tickets (ClearQuest).	1 month to 0.5 years 0.5+ to 1 year 1+ to 1.5 years 1.5+ to 2 years 2+ years	2 4 6 8 10
R2	Experience in assisting in joint business and IT sessions that includes the facilitation and coordination of design solutions for user and system interaction (GUI) using Joint Application Design (JAD) techniques.	1 month to 0.5 years 0.5+ to 1 year 1+ to 1.5 years 1.5+ to 2 years 2+ years	2 4 6 8 10
R3	Cumulative experience in assisting with the documentation of each of the following for enterprise wide applications: a. Business Process Models; b. Siebel System Use Cases; c. Siebel System Requirements; and d. Siebel Screens/Views, Siebel Operational and Managerial reports and Adobe prefilled forms.	1 month to 0.5 years 0.5+ to 1 year 1+ to 1.5 years 1.5+ to 2 years 2+ years	2 4 6 8 10
R4	Experience in configuring and using a COTS BI analytical tool against business needs and system design databases.	1 month to 0.5 years 0.5+ to 1 year 1+ to 1.5 years 1.5+ to 2 years 2+ years	2 4 6 8 10
Maximum Points: 40 (must achieve minimum 70% = 28 points)			40

ANNEX A

STREAM 2 - ERP SIEBEL DEVELOPMENT

STATEMENT OF WORK

1. BACKGROUND

- 1.1 The Global Case Management System (GCMS) is a top priority for the Department of Citizenship and Immigration Canada (CIC), essential to improving citizenship and immigration services, maintaining program integrity and strengthening the security of Canada.
- 1.2 GCMS is an e-business platform that is integral to making the immigration system more modern, efficient and flexible, as well as more responsive to Canada's labour market needs. It fundamentally transforms CIC's case management system: processing will be more efficient; security agencies and partners will have access to critical information; and GCMS will bring our system in line with competitor countries that have moved to such e-platforms.
- 1.3 GCMS is CIC's internal system used to process citizenship and overseas immigration applications. In support of CIC's longer-term strategic roadmap and vision, GCMS lays the foundation for future service delivery improvements and is a fundamental component of CIC's service innovation agenda. GCMS will provide a single, integrated information source for applicants from start to finish as their cases move through immigration and citizenship processes.
- 1.4 The GCMS Branch will have an ongoing requirement over the next three to five years for professional services to assist with further enhancement and expansion of the Global Case Management System (GCMS).

2. SCOPE

- 2.1 The scope of this requirement is for an ERP Siebel development support services category, to be provided on an "as and when requested" basis in Ottawa. IM/IT services will be provided in support of GCMS.

3. GENERAL REQUIREMENTS

- 3.1 The Contractor must:
 - a. supply support services resources via a Task Authorization (TA) on an "as and when requested" basis in the categories of work described in this Statement of Work (SOW);
 - b. ensure that the resources are fluent in the language(s) specified in the TA SOW;
 - c. ensure that the resources have the security clearance specified in the TA SOW;
 - d. ensure that resources support operational working hours as specified in the TA SOW;
 - e. attend, as a minimum, quarterly meetings with contract Technical Authority to review:
 - i. the status of work on current tasks based on the monthly progress reports;
 - ii. the financial elements of the Contract based on the monthly financial report;
 - iii. other issues as deemed necessary by either party; and

- f. provide transition process for knowledge transfer to begin 30 days prior to Contract expiration or termination to a replacement Contractor and/or Crown employees.

4. CIC CORE TECHNOLOGY INFRASTRUCTURE

- 4.1 CIC's technology infrastructure is most heavily concentrated in Ottawa - serving the needs of staff in the National Capital Region. Significant amounts of hardware and software are also installed in other offices in Canada and in overseas missions around the world. Over the course of the Contract, CIC core technology infrastructure may change and thus new IM/IT services may be added to the Contract.

4.2 Hardware Environment:

4.2.1 Within Canada

- Unisys Libra 790 Mainframe at HRSDC's Moncton and Montreal Information Technology Centres
- 660 Intel Pentium servers located in NHQ and major CIC offices across Canada
- 80 HP and Sux servers running variants of UNIX(Sun Solaris UNIX servers in Mississauga, Vegreville and at National Headquarters)
- 18 HP Alpha DS10 or DS 15 Servers running OPENVMS within Canada
- 6,200 PCs in offices in Canada using Microsoft Vista
- TCP/IP router-based network

4.2.2 Outside Canada

- 65 HP Alpha DS10 or DS 15 Servers running OPENVMS in overseas missions (primarily co-located with Department of Foreign Affairs and International Trade (DFAIT))
- 1,500 PCs in overseas missions: all are running XP and are network-connected through DFAIT's LAN-environment SIGNET
- Immigration Medical System (IMS) that runs on a Windows NT/4 server in Ottawa
- DFAIT's SIGNET and MITNET facilities

4.3 Software Environment:

4.3.1 Programming Languages

- | | | |
|------------------|-----------------------|------------|
| • Java/.NET | • Cold Fusion Perl | • SQL |
| • ASPX (ASP.Net) | • BASIS | • COBOL |
| • ABAP | • C, C+, C++, C-sharp | • e-Script |
| • ASP | • COM | • MCF |
| • Visual Basic | • COM+/DCOM | |

4.3.2 ERPs

- SAP
- SAS
- Siebel CRM
- Siebel Actuate
- Oracle BI (including Publisher)
- SSA-Name-3
- Erwin
- Informatica
- HP Mercury LoadRunner
- Adobe (Central Server, LiveCycle)
- Team Foundation Server (2008/10)
- Rational Suite (REQPRO, ClearCase, ClearQuest, Rational TestManager, Rational Functional Tester, Rational APIs)

4.3.3 Integrated Development Environments:

- Visual Studio (2005, 2008, 2010)
- Eclipse

4.3.4 Operating Environments:

- MCP
- MS Windows 2000 Server
- MS Windows NT Server
- MS Windows 2008
- UNIX (Solaris/HPUX)
- OPENVMS
- MS Windows 2003
- Vista

4.3.5 Middleware:

- Jaguar (eaServer)
- Tomcat
- Tuxedo
- Biztalk
- MSMQ
- Oracle Portal (2008)
- CITRIX
- IBM WebSphere
- Jboss

4.3.6 Database Technologies:

- Oracle
- MS SQL Server
- MS Access
- Sybase
- IRIS
- DMSII

Note: CIC Technology infrastructure will change with time.

5. CATEGORY OF RESOURCES AND RESPONSIBILITIES

5.1 A.3 ERP Programmer Analyst - Siebel, Level 3 (Core):

Responsibilities include but are not limited to:

- a. Define and document detailed business requirements by participating in joint application design workshops (JAD) and/or elaboration sessions;
- b. Participate in functional designs including interface integration;
- c. Participate in Architectural Proof of Concept work activities to help prove and prototype architectural options or design options for a Siebel CRM solution to meet business requirements;
- d. Design and develop Siebel CRM data structures and files, sub-systems, system-level objects, batch and on-line programs and production monitoring procedures to be used during the construction, modification or support of a Siebel CRM based application;
- e. Define input-output sources for the technical design phase;
- f. Develop detailed technical designs from functional designs including interface integration, where required, and present and obtain approval of technical design;
- g. Develop Siebel CRM design alternatives including system-level objects for those business requirements that cannot be developed using out of the box Siebel CRM constructs;
- h. Define and develop Siebel EAI components for interfaces;
- i. Ensure the integration of all aspects of the interfaces to the Siebel CRM based application;
- j. Translate detailed Siebel CRM technical designs into program code;
- k. Conduct unit testing of all new or modified code;
- l. Analyze and fix problems reported by the various test teams; and
- m. Identify and document Siebel CRM and system specific standards relating to programming, documentation and testing, including test plans covering program libraries, data dictionaries, and naming conventions.

6. DELIVERABLES

- 6.1 The Contractor must submit one electronic copy of the deliverables such as program code, preliminary designs, or MS Office suite documents as specified in the tasking authorization that will be raised on an "as and when requested" basis to the Technical Authority.
- 6.2 Various project status updates as driven by the applications used, as well as project deliverables resulting from the tasks performed as described in the task authorization.

7. REPORTING REQUIREMENTS

- 7.1 The Contractor must provide a monthly financial report that must include a minimum, but not necessarily limited to the following data:
- a. list of each TA issued with dollar value;
 - b. the total amount spent; and
 - c. Remaining balance.

8. LANGUAGE REQUIREMENTS

- 8.1 The Contractor personnel must be fluent in the English language. Contractor personnel must be able to communicate orally and in writing in English without any assistance and with minimal errors. Specific requirements for Contractor personnel to be fluent in both the English and French language will be detailed in each Task Authorization.

9. WORKING HOURS

- 9.1 Operational working hours will be from 07:00 to 17:30 Monday through Friday where the Contractor's resources will be expected to work 7.5 hours each day between those hours. The Contractor's resources must be available to work outside normal office hours during the duration of the Contract. The Contractor may need to provide the resources on weekends and/or holidays. Any time worked over the number of billable hours/days in a month must be pre-approved by the Technical Authority.

APPENDIX 1 TO ANNEX A STREAM 2 - ERP SIEBEL DEVELOPMENT

RESOURCE EVALUATION CRITERIA

Note to Bidders: Appendix 1 to Annex A Stream 2 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.3 ERP Programmer Analyst - SIEBEL, Level 3 (CORE)

MANDATORY REQUIREMENTS	
M1	At least 10+ years experience as an ERP Programmer Analyst working within an IM/IT environment.
M2	At least 5 years of experience, within the last 10 years, configuring and scripting for a Siebel CRM application development effort including translating functional requirements into technical design and specifications.

RATED REQUIREMENTS			
	Description	Years Experience	Point Rating
R1	Experience in translating ERP business requirements into Siebel CRM technical design and configuration specifications.	1 to 3 years 3+ to 5 years 5+ to 7 years 7+ to 9 years 9+ years	2 4 6 8 10
R2	Experience translating and testing detailed Siebel CRM configuring specifications into program code.	1 to 3 years 3+ to 5 years 5+ to 7 years 7+ to 9 years 9+ years	2 4 6 8 10
R3	Experience using the Siebel EAI framework to configure Siebel objects to import/export data to/from internal or external systems from technical designs.	1 to 3 years 3+ to 5 years 5+ to 7 years 7+ to 9 years 9+ years	2 4 6 8 10
R4	Experience using Microsoft SQL to develop queries or stored procedures, and identify and debug Siebel application problems.	1 to 3 years 3+ to 5 years 5+ to 7 years 7+ to 9 years 9+ years	2 4 6 8 10
Maximum Points: 40 (must achieve minimum 70% = 28 points)			40

ANNEX A

STREAM 3 - ERP SIEBEL DATA

STATEMENT OF WORK

1. BACKGROUND

- 1.1 The Global Case Management System (GCMS) is a top priority for the Department of Citizenship and Immigration Canada (CIC), essential to improving citizenship and immigration services, maintaining program integrity and strengthening the security of Canada.
- 1.2 GCMS is an e-business platform that is integral to making the immigration system more modern, efficient and flexible, as well as more responsive to Canada's labour market needs. It fundamentally transforms CIC's case management system: processing will be more efficient; security agencies and partners will have access to critical information; and GCMS will bring our system in line with competitor countries that have moved to such e-platforms.
- 1.3 GCMS is CIC's internal system used to process citizenship and overseas immigration applications. In support of CIC's longer-term strategic roadmap and vision, GCMS lays the foundation for future service delivery improvements and is a fundamental component of CIC's service innovation agenda. GCMS will provide a single, integrated information source for applicants from start to finish as their cases move through immigration and citizenship processes.
- 1.4 The GCMS Branch will have an ongoing requirement over the next three to five years for professional services to assist with further enhancement and expansion of the Global Case Management System (GCMS).

2. SCOPE

- 2.1 The scope of this requirement is for a selection of ERP Siebel data support services categories, to be provided on an "as and when requested" basis in Ottawa. IM/IT services will be provided in support of GCMS.

3. GENERAL REQUIREMENTS

- 3.1 The Contractor must:
 - a. supply support services resources via a Task Authorization (TA) on an "as and when requested" basis in the categories of work described in this Statement of Work (SOW);
 - b. ensure that the resources are fluent in the language(s) specified in the TA SOW;
 - c. ensure that the resources have the security clearance specified in the TA SOW;
 - d. ensure that resources support operational working hours as specified in the TA SOW;
 - e. attend, as a minimum, quarterly meetings with contract Technical Authority to review:
 - i. the status of work on current tasks based on the monthly progress reports;
 - ii. the financial elements of the Contract based on the monthly financial report;
 - iii. other issues as deemed necessary by either party; and

- f. provide transition process for knowledge transfer to begin 30 days prior to Contract expiration or termination to a replacement Contractor and/or Crown employees.

4. CIC CORE TECHNOLOGY INFRASTRUCTURE

- 4.1 CIC's technology infrastructure is most heavily concentrated in Ottawa - serving the needs of staff in the National Capital Region. Significant amounts of hardware and software are also installed in other offices in Canada and in overseas missions around the world. Over the course of the Contract, CIC core technology infrastructure may change and thus new IM/IT services may be added to the Contract.

4.2 Hardware Environment:

4.2.1 Within Canada

- Unisys Libra 790 Mainframe at HRSDC's Moncton and Montreal Information Technology Centres
- 660 Intel Pentium servers located in NHQ and major CIC offices across Canada
- 80 HP and Sux servers running variants of UNIX(Sun Solaris UNIX servers in Mississauga, Vegreville and at National Headquarters)
- 18 HP Alpha DS10 or DS 15 Servers running OPENVMS within Canada
- 6,200 PCs in offices in Canada using Microsoft Vista
- TCP/IP router-based network

4.2.2 Outside Canada

- 65 HP Alpha DS10 or DS 15 Servers running OPENVMS in overseas missions (primarily co-located with Department of Foreign Affairs and International Trade (DFAIT))
- 1,500 PCs in overseas missions: all are running XP and are network-connected through DFAIT's LAN-environment SIGNET
- Immigration Medical System (IMS) that runs on a Windows NT/4 server in Ottawa
- DFAIT's SIGNET and MITNET facilities

4.3 Software Environment:

4.3.1 Programming Languages

- | | | |
|------------------|-----------------------|------------|
| • Java/.NET | • Cold Fusion Perl | • SQL |
| • ASPX (ASP.Net) | • BASIS | • COBOL |
| • ABAP | • C, C+, C++, C-sharp | • e-Script |
| • ASP | • COM | • MCF |
| • Visual Basic | • COM+/DCOM | |

4.3.2 ERPs

- SAP
- SAS
- Siebel CRM
- Siebel Actuate
- Oracle BI (including Publisher)
- SSA-Name-3
- Erwin
- Informatica
- HP Mercury LoadRunner
- Adobe (Central Server, LiveCycle)
- Team Foundation Server (2008/10)
- Rational Suite (REQPRO, ClearCase, ClearQuest, Rational TestManager, Rational Functional Tester, Rational APIs)

4.3.3 Integrated Development Environments:

- Visual Studio (2005, 2008, 2010)
- Eclipse

4.3.4 Operating Environments:

- MCP
- MS Windows 2000 Server
- MS Windows NT Server
- MS Windows 2008
- UNIX (Solaris/HPUX)
- OPENVMS
- MS Windows 2003
- Vista

4.3.5 Middleware:

- Jaguar (eaServer)
- Tomcat
- Tuxedo
- Biztalk
- MSMQ
- Oracle Portal (2008)
- CITRIX
- IBM WebSphere
- Jboss

4.3.6 Database Technologies:

- Oracle
- MS SQL Server
- MS Access
- Sybase
- IRIS
- DMSII

Note: CIC Technology infrastructure will change with time.

5. CATEGORY OF RESOURCES AND RESPONSIBILITIES

5.1 I.3 Database Analyst / IM Administrator Specialist, Level 3 (Core)

Responsibilities include but are not limited to:

- a. Analyze and propose alternative data management solutions to meet business requirements;
- b. Participate in the development of policies, functional designs and guidelines in support of the Siebel CRM data architecture activities;
- c. Ensure business requirements and initiatives are assessed against all current Enterprise Architecture components;
- d. Develop and/or maintain application migration strategies to migrate Siebel data to/from legacy databases to meet business and system requirements;
- e. Analyze, develop and implement the processes to transform user data to meet business and system requirements;
- f. Provide technical direction and support to the development and business teams by answering questions regarding the Siebel and the Legacy Data Models, how other databases are mapping into the models, and the implementation and use of Seed Data;
- g. Conduct Data Model walkthroughs and analysis of legacy data structures and data content while addressing rules and constraints imposed by the Siebel CRM database;
- h. Develop and/or modify database structures for applications with adherence to Corporate data strategies;
- i. Develop implementation procedures for the creation, modification and deletion of Seed Data;
- j. Design and maintain Seed Data change control processes and conducting Seed Data content analysis to ensure the accuracy and completeness of the data;
- k. Maintain Seed Data administration tools (e.g. Tool for comparison of seed data content between environments);
- l. Work with Database Administration staff to ensure that Enterprise Integration Manager (EIM) and application loading mechanism are appropriate and effective;
- m. Review Change Requests and identify Seed Data requirements and impacts; and
- n. Provide related briefings and status reports to management.

5.2 I.4 Database Modeller / IM Modeller, Level 3

Responsibilities include but are not limited to:

- a. Design, develop and maintain logical Siebel CRM data models;

- b. Analyze proposed changes to Siebel CRM databases from the context of the logical and physical data model;
- c. Provide technical expertise in the use and optimization of data modelling techniques to team members;
- d. Provide technical direction and support to the development and business teams by answering questions regarding the Siebel and the Legacy Data Models and how other databases are mapping into the models;
- e. Provide assistance to development and business teams relating to data issues;
- f. Conduct Data Model walkthroughs and analysis of legacy data structures and data content while addressing rules and constraints imposed by the Siebel CRM database;
- g. Participate in the development of strategies, policies, principles and guidelines in support of the Siebel CRM Data Architecture activities;
- h. Participate in data analysis and data design as a result of new/updated business requirements;
- i. Develop and modify the logical and physical Siebel CRM data models with adherence to corporate data architectures;
- j. Comply with CIC data naming standards;
- k. Analyze and evaluate alternative Siebel CRM data architecture solutions to meet business problems/requirements to be incorporated into the corporate data architecture;
- l. Present recommendations to improve modelling efficiency;
- m. Analyze and fix problems reported by the various test teams;
- n. Review Change Requests and identify logical data model requirements and impacts; and
- o. Provide related briefings and status reports to senior management.

6. DELIVERABLES

- 6.1 The Contractor must submit one electronic copy of the deliverables such as program code, preliminary designs, or MS Office suite documents as specified in the tasking authorization that will be raised on an "as and when requested" basis to the Technical Authority.
- 6.2 Various project status updates as driven by the applications used, as well as project deliverables resulting from the tasks performed as described in the task authorization.

7. REPORTING REQUIREMENTS

- 7.1 The Contractor must provide a monthly financial report that must include a minimum, but not necessarily limited to the following data:

-
- a. list of each TA issued with dollar value;
 - b. the total amount spent; and
 - c. Remaining balance.

8. LANGUAGE REQUIREMENTS

- 8.1 The Contractor personnel must be fluent in the English language. Contractor personnel must be able to communicate orally and in writing in English without any assistance and with minimal errors. Specific requirements for Contractor personnel to be fluent in both the English and French language will be detailed in each Task Authorization.

9. WORKING HOURS

- 9.1 Operational working hours will be from 07:00 to 17:30 Monday through Friday where the Contractor's resources will be expected to work 7.5 hours each day between those hours. The Contractor's resources must be available to work outside normal office hours during the duration of the Contract. The Contractor may need to provide the resources on weekends and/or holidays. Any time worked over the number of billable hours/days in a month must be pre-approved by the Technical Authority.

APPENDIX 1 TO ANNEX A STREAM 3 - ERP SIEBEL DATA

RESOURCE EVALUATION CRITERIA

Note to Bidders: Appendix 1 to Annex A Stream 3 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.

I.3 DATABASE ANALYST / IM ADMINISTRATOR SPECIALIST - SIEBEL, LEVEL 3 (CORE)

	MANDATORY REQUIREMENTS
M1	At least 10+ years experience as a Database Analyst/ IM Administrator working within an IM/IT environment.
M2	At least 5 years of experience, within the last 7 years, providing both strategic and tactical solutions for developing and maintaining the Data Architecture for a complex Siebel specific project involving multi-platform set of technologies requiring integration.

	RATED REQUIREMENTS		
	Description	Years Experience	Point Rating
R1	Experience managing the development, implementation and migration of Seed Data in a Siebel CRM product.	1 to 3 years 3+ to 5 years 5+ to 7 years 7+ to 9 years 9+ years	2 4 6 8 10
R2	Experience in managing and coordinating changes to the database including deletions, updates, additions and developing database structures for Siebel's CRM product.	1 to 3 years 3+ to 5 years 5+ to 7 years 7+ to 9 years 9+ years	2 4 6 8 10
R3	Experience in the design and development of data extraction, transformation, loading and data exchange processes using Siebel EIM and database tools.	1 to 3 years 3+ to 5 years 5+ to 7 years 7+ to 9 years 9+ years	2 4 6 8 10
R4	Experience working in an MS SQL Server environment using SQL to manipulate data, tables, configure databases and to produce reports supporting a Siebel CRM application.	1 to 3 years 3+ to 5 years 5+ to 7 years 7+ to 9 years 9+ years	2 4 6 8 10
Maximum Points: 40 (must achieve minimum 70% = 28 points)			40

I.4 DATABASE MODELLER / IM MODELLER, LEVEL 3

MANDATORY REQUIREMENTS	
M1	At least 10+ years experience as a Database Modeller / IM Modeller working within an IM/IT environment.
M2	At least 5 years of experience, within the last 7 years, providing both strategic and tactical solutions for developing and maintaining the Data Models for a complex Siebel specific project involving multi-platform set of technologies requiring integration.

RATED REQUIREMENTS			
	Description	Years Experience	Point Rating
R1	Experience leading the design, development and maintenance of Siebel CRM Logical Data Models.	1 to 3 years 3+ to 5 years 5+ to 7 years 7+ to 9 years 9+ years	2 4 6 8 10
R2	Experience leading the effort in analyzing and evaluating alternative data architecture solutions to meet business problems/ requirements to be incorporated into the corporate data architecture.	1 to 3 years 3+ to 5 years 5+ to 7 years 7+ to 9 years 9+ years	2 4 6 8 10
R3	Experience working with Erwin Data Modelling tools to create, modify and generate logical and physical data models, and to reverse engineer data structures.	1 to 3 years 3+ to 5 years 5+ to 7 years 7+ to 9 years 9+ years	2 4 6 8 10
R4	Experience working in an MS SQL Server environment supporting a Siebel CRM application including writing SQL statements to directly query the Siebel CRM Repository database in order to produce complex reports showing the associations between Siebel objects	1 to 3 years 3+ to 5 years 5+ to 7 years 7+ to 9 years 9+ years	2 4 6 8 10
Maximum Points: 40 (must achieve minimum 70% = 28 points)			40

ANNEX A

STREAM 4 - ERP BI/INTERFACE/RATIONAL DEVELOPMENT

STATEMENT OF WORK

1. BACKGROUND

- 1.1 The Global Case Management System (GCMS) is a top priority for the Department of Citizenship and Immigration Canada (CIC), essential to improving citizenship and immigration services, maintaining program integrity and strengthening the security of Canada.
- 1.2 GCMS is an e-business platform that is integral to making the immigration system more modern, efficient and flexible, as well as more responsive to Canada's labour market needs. It fundamentally transforms CIC's case management system: processing will be more efficient; security agencies and partners will have access to critical information; and GCMS will bring CIC's system in line with competitor countries that have moved to such e-platforms.
- 1.3 GCMS is CIC's internal system used to process citizenship and overseas immigration applications. In support of CIC's longer-term strategic roadmap and vision, GCMS lays the foundation for future service delivery improvements and is a fundamental component of CIC's service innovation agenda. GCMS will provide a single, integrated information source for applicants from start to finish as their cases move through immigration and citizenship processes.
- 1.4 The GCMS Branch will have an ongoing requirement over the next three to five years for professional services to assist with further enhancement and expansion of the Global Case Management System (GCMS).

2. SCOPE

- 2.1 The scope of this requirement is for a broad selection of ERP BI/Interface/ Rational development support services categories, to be provided on an "as and when requested" basis in Ottawa. IM/IT services will be provided in support of GCMS.

3. GENERAL REQUIREMENTS

- 3.1 The Contractor must:
 - a. supply support services resources via a Task Authorization (TA) on an "as and when requested" basis in the categories of work described in this Statement of Work (SOW);
 - b. ensure that the resources are fluent in the language(s) specified in the TA SOW;
 - c. ensure that the resources have the security clearance specified in the TA SOW;
 - d. ensure that resources support operational working hours as specified in the TA SOW;
 - e. attend, as a minimum, quarterly meetings with contract Technical Authority to review:
 - i. the status of work on current tasks based on the monthly progress reports;
 - ii. the financial elements of the Contract based on the monthly financial report;
 - iii. other issues as deemed necessary by either party; and

- f. provide transition process for knowledge transfer to begin 30 days prior to Contract expiration or termination to a replacement Contractor and/or Crown employees.

4. CIC CORE TECHNOLOGY INFRASTRUCTURE

- 4.1 CIC's technology infrastructure is most heavily concentrated in Ottawa - serving the needs of staff in the National Capital Region. Significant amounts of hardware and software are also installed in other offices in Canada and in overseas missions around the world. Over the course of the Contract, CIC core technology infrastructure may change and thus new IM/IT services may be added to the Contract.

4.2 Hardware Environment:

4.2.1 Within Canada

- Unisys Libra 790 Mainframe at HRSDC's Moncton and Montreal Information Technology Centres
- 660 Intel Pentium servers located in NHQ and major CIC offices across Canada
- 80 HP and Sux servers running variants of UNIX(Sun Solaris UNIX servers in Mississauga, Vegreville and at National Headquarters)
- 18 HP Alpha DS10 or DS 15 Servers running OPENVMS within Canada
- 6,200 PCs in offices in Canada using Microsoft Vista
- TCP/IP router-based network

4.2.2 Outside Canada

- 65 HP Alpha DS10 or DS 15 Servers running OPENVMS in overseas missions (primarily co-located with Department of Foreign Affairs and International Trade (DFAIT))
- 1,500 PCs in overseas missions: all are running XP and are network-connected through DFAIT's LAN-environment SIGNET
- Immigration Medical System (IMS) that runs on a Windows NT/4 server in Ottawa
- DFAIT's SIGNET and MITNET facilities

4.3 Software Environment:

4.3.1 Programming Languages

- | | | |
|------------------|-----------------------|------------|
| • Java/.NET | • Cold Fusion Perl | • SQL |
| • ASPX (ASP.Net) | • BASIS | • COBOL |
| • ABAP | • C, C+, C++, C-sharp | • e-Script |
| • ASP | • COM | • MCF |
| • Visual Basic | • COM+/DCOM | |

4.3.2 ERPs

- SAP
- SAS
- Siebel CRM
- Siebel Actuate
- Oracle BI (including Publisher)
- SSA-Name-3
- Erwin
- Informatica
- HP Mercury LoadRunner
- Adobe (Central Server, LiveCycle)
- Team Foundation Server (2008/10)
- Rational Suite (REQPRO, ClearCase, ClearQuest, Rational TestManager, Rational Functional Tester, Rational APIs)

4.3.3 Integrated Development Environments:

- Visual Studio (2005, 2008, 2010)
- Eclipse

4.3.4 Operating Environments:

- MCP
- MS Windows 2000 Server
- MS Windows NT Server
- MS Windows 2008
- UNIX (Solaris/HPUX)
- OPENVMS
- MS Windows 2003
- Vista

4.3.5 Middleware:

- Jaguar (eaServer)
- Tomcat
- Tuxedo
- Biztalk
- MSMQ
- Oracle Portal (2008)
- CITRIX
- IBM WebSphere
- Jboss

4.3.6 Database Technologies:

- Oracle
- MS SQL Server
- MS Access
- Sybase
- IRIS
- DMSII

Note: CIC Technology infrastructure will change with time.

5. CATEGORY OF RESOURCES AND RESPONSIBILITIES

5.1 A.3 ERP Programmer Analyst - BizTalk, Level 3:

Responsibilities include but are not limited to:

- a. Translate ERP business requirements into Microsoft BIZTALK Interface design and specifications;
- b. Provide Microsoft BIZTALK programming solutions in support of interfaces within a Siebel CRM application;
- c. Test and implement Microsoft BIZTALK interfaces within a Siebel CRM application;
- d. Write and execute SQL statements within a Siebel CRM application;
- e. Participate in Architectural Proof-of-Concept work activities to help prove and prototype Interface architectural options;
- f. Develop run books and installation documents;
- g. Analyze and fix problems reported by the various test teams;
- h. Provide advice to co-workers and managers for knowledge transfer; and
- i. Provide related briefings and status reports to management.

5.2 A.3 ERP Programmer Analyst - .Net, Level 3:

Responsibilities include but are not limited to:

- a. Translate ERP business requirements into Service Oriented application using Windows Communication Foundations (WCF).
- b. Provide programming solutions using C# and .NET within a Siebel CRM application.
- c. Test and implement n-tier application within a Siebel CRM environment.
- d. Experience writing and executing SQL statements within a Siebel CRM application.
- e. Participate in Architectural Proof-of-Concept work activities to help prove and prototype Interface architectural options.
- f. Develop run books and installation documents.
- g. Analyze and fix problems reported by the various test teams.
- h. Provide advice to co-workers and managers for knowledge transfer.
- i. Provide related briefings and status reports to management.

5.3 A.3 ERP Programmer Analyst - SSA - Name3, Level 3 (Core):

Responsibilities include but are not limited to:

- a. Translate ERP Name Search business requirements into Interface design and specifications;
- b. Provide programming solutions in the integration of the SSA-Name3 product within a Siebel CRM application;
- c. Test and implement SSA-Name3 product within a Siebel CRM application;
- d. Write and execute SQL statements within a Siebel CRM application;
- e. Participate in Architectural Proof-of-Concept work activities to help prove and prototype Interface architectural options;
- f. Develop run books and installation documents;
- g. Analyze and fix problems reported by the various test teams;
- h. Provide advice to co-workers and managers for knowledge transfer; and
- i. Provide related briefings and status reports to management

5.4 A.5 ERP Technical Analyst - OBIEE, Level 3:

Responsibilities include but are not limited to:

- a. Analyze and elaborate with Users/Clients on business-reporting requirements;
- b. Provide impact analysis and implement problem resolution strategies for user reported problems and change requests;
- c. Oversee and implement all OBI metadata changes to existing repository;
- d. Conduct OBI report design reviews validating adherence to documented standards and best practices;
- e. Administering OBI presentation server services including managing complex security model;
- f. Implement and maintain OBI localization strategy for a bilingual environment;
- g. Troubleshoot and configure required OBI-Siebel CRM integration changes;
- h. Troubleshoot environment configuration issues in various OBI deployments including high-availability environments;
- i. Provide analysis and recommendations for dimensional (database) model changes; and
- j. Support release management teams during migrations to both production and non-production environments.

5.5 A.5 ERP Technical Analyst - Actuate, Level 3:

Responsibilities include but are not limited to:

- a. Conduct review sessions of report's functional design document to clarify business requirement, using Joint Application design techniques;
- b. Create and modify report designs; define report behaviour, appearance, data acquisition;
- c. Produce Technical Design documentation (TDD);
- d. Configure Report object definitions and other Siebel objects (BOs, BCs, Applets, LOVs);
- e. Build and compile Actuate reports which include Java Scripting and Actuate Basic code;
- f. Develop detailed test plans and test scenarios for code and unit testing of the Actuate report;
- g. Carry out unit testing of Actuate report;
- h. Compile report designs into executables (.ROX files);
- i. Attach reports to the Reports menu in the Siebel application;
- j. Design and build an ad-hoc reporting capability for the project;
- k. Perform necessary administration tasks on Actuate Report server;
- l. Carry-out performance testing of report by the various test teams;
- m. Analyze and fix problems reported by the various test teams;
- n. Participate in development of GCMS user manual covering manual processes and operational procedures, user acceptance testing checklist and obtaining user acceptance thereof;
- o. Identify and document Siebel and GCMS reporting system specific standards relating to programming, documentation and testing, including test plans and test scripts, covering program libraries, data dictionaries, naming conventions and
- p. Lead Actuate team by attending necessary meetings, proposing technical design recommendations.

5.6 A.5 ERP Technical Analyst - ETL, Level 3:

Responsibilities include but are not limited to:

- a. Develop an overall solution for the creation of an OLAP database in support of Oracle Business Intelligence (Analytics) reporting;
- b. Develop a full life-cycle strategy for the future maintenance of the OLAP;

- c. Analyze business requirements and translate them into functional and technical requirements;
- d. Develop ETL mappings and scripts to extract data from legacy systems, transform and load to the Data Warehouse;
- e. Develop routines to refresh OLAP data meeting latency and operational requirements, back up and recovery, data security, etc.;
- f. Set standards for the use of Informatica ETL tool kit;
- g. Conduct performance tests to optimize ETL processes;
- h. Document all work for future reference;
- i. Provide technical guidance and knowledge transfer by meeting with the development team; and
- j. Work closely with the business clients as well as the technical and development teams.

5.7 A.5 ERP Technical Analyst - IBM Rational Suite, Level 3 (Core):

Responsibilities include but are not limited to:

- a. Develop technical architectures, frameworks and strategies, either for an organization or for a major application area, to meet the business and application requirements;
- b. Analyze and evaluate alternative technology solutions to meet business problems;
- c. Ensures the integration of all aspects of technology solutions;
- d. Provide 3rd level support for the on-going maintenance of the Rational tools;
- e. Maintaining public queries, views and development of crystal reports;
- f. Applying product license keys and Monitoring license usage;
- g. Provide Project Support for specialized development, customization and integration of the Rational tools;
- h. Propose options and upgrade strategies with respect to technical environments and/or other software solutions;
- i. Configuration and technical support of the Rational tools used by CIC;
- j. Deliver Production Environment Support;
- k. Develop integrations between Rational tools and between Rational Tools and 3rd party tools;
- l. Develop functionality to extend or customize the capabilities of the Rational Tools;

- m. Assist with implementing and supporting Rational software maintenance updates;
- n. Assist with documentation, implementing and supporting Rational software releases;
- o. Develop and update Rational software configuration management methodology and processes for the GCMS project;
- p. Assist with developing and supporting the usage, modelling guidelines and repository management strategy of the Rational software toolset; and
- q. Provide Rational Enterprise Suite software technical knowledge transfer, mentoring and formal training to designated CIC support staff.

6. DELIVERABLES

- 6.1 The Contractor must submit one electronic copy of the deliverables such as program code, preliminary designs, or MS Office suite documents as specified in the tasking authorization that will be raised on an "as and when requested" basis to the Technical Authority.
- 6.2 Various project status updates as driven by the applications used, as well as project deliverables resulting from the tasks performed as described in the task authorization.

7. REPORTING REQUIREMENTS

- 7.1 The Contractor must provide a monthly financial report that must include a minimum, but not necessarily limited to the following data:
 - a. list of each TA issued with dollar value;
 - b. the total amount spent; and
 - c. Remaining balance.

8. LANGUAGE REQUIREMENTS

- 8.1 The Contractor personnel must be fluent in the English language. Contractor personnel must be able to communicate orally and in writing in English without any assistance and with minimal errors. Specific requirements for Contractor personnel to be fluent in both the English and French language will be detailed in each Task Authorization.

9. WORKING HOURS

- 9.1 Operational working hours will be from 07:00 to 17:30 Monday through Friday where the Contractor's resources will be expected to work 7.5 hours each day between those hours. The Contractor's resources must be available to work outside normal office hours during the duration of the Contract. The Contractor may need to provide the resources on weekends and/or holidays. Any time worked over the number of billable hours/days in a month must be pre-approved by the Technical Authority.

**APPENDIX 1 TO ANNEX A
STREAM 4 - ERP BI/INTERFACE/RATIONAL DEVELOPMENT**

RESOURCE EVALUATION CRITERIA

Note to Bidders: Appendix 1 to Annex A Stream 4 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.3 ERP PROGRAMMER ANALYST - BIZTALK, LEVEL 3

MANDATORY REQUIREMENTS	
M1	At least 10+ years experience as an ERP Programmer Analyst working within an IM/IT environment.
M2	At least 5 years of experience within the last 7 years, providing Microsoft BIZTALK programming solutions that integrate with Siebel CRM based applications.

RATED REQUIREMENTS			
	Description	Years Experience	Point Rating
R1	Experience in translating ERP business requirements into Microsoft BIZTALK Interface design and specifications.	1 to 3 years 3+ to 5 years 5+ to 7 years 7+ to 9 years 9+ years	2 4 6 8 10
R2	Experience providing Microsoft BIZTALK programming solutions in support of interfaces within a Siebel CRM application.	1 to 3 years 3+ to 5 years 5+ to 7 years 7+ to 9 years 9+ years	2 4 6 8 10
R3	Experience in testing and implementing Microsoft BIZTALK interfaces within a Siebel CRM application.	1 to 3 years 3+ to 5 years 5+ to 7 years 7+ to 9 years 9+ years	2 4 6 8 10
R4	Experience writing and executing SQL statements within a Siebel CRM application.	1 to 3 years 3+ to 5 years 5+ to 7 years 7+ to 9 years 9+ years	2 4 6 8 10
R5	Experience in providing briefings and status reports to management.	1 to 3 years 3+ to 5 years 5+ to 7 years 7+ to 9 years 9+ years	2 4 6 8 10
Maximum Points: 50 (must achieve minimum 70% = 35 points)			50

A.3 ERP PROGRAMMER ANALYST - .NET, LEVEL 3

MANDATORY REQUIREMENTS	
M1	At least 10+ years experience as an ERP Programmer Analyst working within an IM/IT environment.
M2	At least 5 years of experience within the last 7 years, developing C# and ASP .NET solutions using the .NET Framework.

RATED REQUIREMENTS			
	Description	Years Experience	Point Rating
R1	Experience in translating ERP business requirements into Service Oriented application using Windows Communication Foundations (WCF).	1 to 3 years 3+ to 5 years 5+ to 7 years 7+ to 9 years 9+ years	2 4 6 8 10
R2	Experience providing programming solutions using C# and .NET within a Siebel CRM application.	1 to 3 years 3+ to 5 years 5+ to 7 years 7+ to 9 years 9+ years	2 4 6 8 10
R3	Experience in testing and implementing n-tier applications within a Siebel CRM environment.	1 to 3 years 3+ to 5 years 5+ to 7 years 7+ to 9 years 9+ years	2 4 6 8 10
R4	Experience writing and executing SQL statements within a Siebel CRM application.	1 to 3 years 3+ to 5 years 5+ to 7 years 7+ to 9 years 9+ years	2 4 6 8 10
R5	Experience in providing briefings and status reports to management.	1 to 3 years 3+ to 5 years 5+ to 7 years 7+ to 9 years 9+ years	2 4 6 8 10
Maximum Points: 50 (must achieve minimum 70% = 35 points)			50

A.3 ERP PROGRAMMER ANALYST - SSA-NAME3, LEVEL 3 (CORE)

MANDATORY REQUIREMENTS	
M1	At least 10+ years experience as an ERP Programmer Analyst working within an IM/IT environment.
M2	At least 5 years of experience within the last 7 years, Integrating SSA-Name3 with a Siebel CRM based applications.

RATED REQUIREMENTS			
	Description	Years Experience	Point Rating
R1	Experience in translating ERP Name Search business requirements into Interface design and specifications.	1 to 3 years 3+ to 5 years 5+ to 7 years 7+ to 9 years 9+ years	2 4 6 8 10
R2	Experience providing programming solutions in the integration of the SSA-Name3 product within a Siebel CRM application.	1 to 3 years 3+ to 5 years 5+ to 7 years 7+ to 9 years 9+ years	2 4 6 8 10
R3	Experience in testing and implementing SSA-Name3 product within a Siebel CRM application.	1 to 3 years 3+ to 5 years 5+ to 7 years 7+ to 9 years 9+ years	2 4 6 8 10
R4	Experience writing and executing SQL statements within a Siebel CRM application.	1 to 3 years 3+ to 5 years 5+ to 7 years 7+ to 9 years 9+ years	2 4 6 8 10
R5	Experience in providing briefings and status reports to management.	1 to 3 years 3+ to 5 years 5+ to 7 years 7+ to 9 years 9+ years	2 4 6 8 10
Maximum Points: 50 (must achieve minimum 70% = 35 points)			50

A.5 ERP TECHNICAL ANALYST - OBIEE, LEVEL 3

MANDATORY REQUIREMENTS	
M1	At least 10+ years experience as an ERP Technical Analyst.
M2	At least 10 years of experience providing Data Warehousing/Business Intelligence services associated with the Siebel CRM products.

RATED REQUIREMENTS			
	Description	Years Experience	Point Rating
R1	Experience implementing and administering Oracle BI EE repository designs.	1 to 2 years 2+ to 3 years 3+ to 4 years 4+ to 5 years 5+ years	2 4 6 8 10
R2	Experience designing and implementing Oracle BI EE dashboards and reports.	1 to 2 years 2+ to 3 years 3+ to 4 years 4+ to 5 years 5+ years	2 4 6 8 10
R3	Experience developing/configuring Siebel CRM applications for integration with Oracle BI EE components.	1 to 2 years 2+ to 3 years 3+ to 4 years 4+ to 5 years 5+ years	2 4 6 8 10
R4	Experience in Transact-SQL programming such as store procedures, creation of triggers and creation and maintenance of indexes.	1 to 2 years 2+ to 3 years 3+ to 4 years 4+ to 5 years 5+ years	2 4 6 8 10
Maximum Points: 40 (must achieve minimum 70% = 28 points)			40

A.5 ERP TECHNICAL ANALYST - ACTUATE, LEVEL 3

MANDATORY REQUIREMENTS	
M1	At least 10+ years experience as an ERP Technical Analyst.
M2	At least 7 years of experience in the last 10 years developing Actuate report solutions for customized Siebel CRM applications.

RATED REQUIREMENTS			
	Description	Years Experience	Point Rating
R1	Experience implementing and documenting customized installations and configurations of Actuate Report Server components in a Siebel CRM environment.	1 to 2 years 2+ to 3 years 3+ to 4 years 4+ to 5 years 5+ years	2 4 6 8 10
R2	Experience creating Technical Design Documents based on functional specifications.	1 to 2 years 2+ to 3 years 3+ to 4 years 4+ to 5 years 5+ years	2 4 6 8 10
R3	Experience performing Actuate system administrator tasks such as configuring Actuate server process parameters, and managing the Encyclopedia structure and contents.	1 to 2 years 2+ to 3 years 3+ to 4 years 4+ to 5 years 5+ years	2 4 6 8 10
R4	Experience in Transact-SQL programming such as store procedures, creation of triggers and creation and maintenance of indexes.	1 to 2 years 2+ to 3 years 3+ to 4 years 4+ to 5 years 5+ years	2 4 6 8 10
Maximum Points: 40 (must achieve minimum 70% = 28 points)			40

A.5 ERP TECHNICAL ANALYST - ETL, LEVEL 3

MANDATORY REQUIREMENTS	
M1	At least 10+ years experience as an ERP Technical Analyst.
M2	At least 7 years of experience in the last 10 years providing services in a Siebel Data Warehouse and Business Intelligence environment.

RATED REQUIREMENTS			
	Description	Years Experience	Point Rating
R1	Experience in designing OLAP databases and implementing ETL bases solutions.	1 to 2 years	2
		2+ to 3 years	4
		3+ to 4 years	6
		4+ to 5 years	8
		5+ years	10
R2	Experience in setting technical standards for the use of the Siebel's Data Warehouse and Business Intelligence tool kits.	1 to 2 years	2
		2+ to 3 years	4
		3+ to 4 years	6
		4+ to 5 years	8
		5+ years	10
R3	Experience working with Oracle Business Intelligence Enterprise Edition (OBIEE) for the purpose of conducting repository analysis and design optimization of ETL processes.	1 to 2 years	2
		2+ to 3 years	4
		3+ to 4 years	6
		4+ to 5 years	8
		5+ years	10
R4	Experience in Transact-SQL programming such as store procedures, creation of triggers and creation and maintenance of indexes.	1 to 2 years	2
		2+ to 3 years	4
		3+ to 4 years	6
		4+ to 5 years	8
		5+ years	10
Maximum Points: 40 (must achieve minimum 70% = 28 points)			40

A.5 ERP TECHNICAL ANALYST - IBM RATIONAL SUITE, LEVEL 3 (CORE)

MANDATORY REQUIREMENTS	
M1	At least 10+ years experience as an ERP Technical Analyst within an IM/IT environment.
M2	At least 7 years of experience in the last 10 years providing services within a IBM Rational Suite environment (i.e. configuring and customizing Rational RequisitePro, ClearCase and/or ClearQuest, SoDA, Crystal Reports, and Clear Quest Test Manager or Rational Functional Tester.)
M3	Must have a minimum of 5 years within the last 10 years demonstrated experience developing strategies, defining processes, and mentoring, coaching and teaching team resources on their application in large application development initiatives.

RATED REQUIREMENTS			
	Description	Years Experience	Point Rating
R1	Experience providing application architecture advice and guidance for integrating Rational tools with development processes.	1 to 2 years 2+ to 3 years 3+ to 4 years 4+ to 5 years 5+ years	2 4 6 8 10
R2	Experience developing and implementing customizations and maintaining Rational products running in the Eclipse environment.	1 to 2 years 2+ to 3 years 3+ to 4 years 4+ to 5 years 5+ years	2 4 6 8 10
R3	Experience of developing, implementing and/or supporting Siebel to ClearCase integration in a multiple development environment configuration.	1 to 2 years 2+ to 3 years 3+ to 4 years 4+ to 5 years 5+ years	2 4 6 8 10
R4	Experience with developing .NET applications and customized functionality using CAL, ClearQuest API, and RequisitePro API.	1 to 2 years 2+ to 3 years 3+ to 4 years 4+ to 5 years 5+ years	2 4 6 8 10
Maximum Points: 50 (must achieve minimum 70% = 28 points)			40

Appendix A to Annex A

TASKING PROCEDURE

1.0 Task Authorization (TA) Initiation

- 1.1 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 CIC Procurement Representative and sent to the Contractor. A TA Form will contain the following information, if applicable:
- (a) a task number;
 - (b) the date by which the Contractor's quotation must be received by the Technical Authority;
 - (c) the Categories of Resources and the number required;
 - (d) 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;
 - (e) the required start and completion dates (if any);
 - (f) a schedule of milestone completion dates for major work activities, deliverables and payments (if applicable);
 - (g) the number of person-days of effort required;
 - (h) whether the work performance will require on-site activities at a given location;
 - (i) a description of any travel requirement, including the content and format of any required travel report;
 - (j) whether performance of the work will require on-site activities;
 - (k) the level of security clearance required of the Contractor's personnel;
 - (l) the language profile required of the Contractor's personnel;
 - (m) any funding sources against which the task will be tracked;
 - (n) 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
 - (o) 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 CIC 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 be in accordance with 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, the 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 CIC 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 been accepted by the CIC Procurement Representative, the TA Form will be signed by Canada and provided to the Contractor for signature. All TA Forms estimated at **\$400,000.00** (including GST/HST) or less will be approved and signed by the CIC Procurement Representative who will send a copy of the signed TA to the Contracting Authority. All TA Forms estimated at over **\$400,000.00** (including GST/HST) will be signed by the CIC Procurement Representative 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

B8953-100262/A

Amd. No. - N° de la modif.

Buyer ID - Id de l'acheteur

380zm

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

File No. - N° du dossier

CCC No./N° CCC - FMS No/ N° VME

B8953-100262

380zmB8953-100262

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)****TOTAL ESTIMATED COST****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**Signature (Client)**

Name, Title and Signature of Individual Authorized to sign:

Technical Authority: _____

Date: _____

Signature (PWGSC)

Contracting Authority: _____

Date: _____

¹ Signature required for projects valued at **\$400,000** or more, GST 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.

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 Annex. 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

2.1 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

2.2 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 Contracting 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

B8953-100262/A

Amd. No. - N° de la modif.

Buyer ID - Id de l'acheteur

380zm

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

B8953-100262

File No. - N° du dossier

380zmB8953-100262

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**STREAM 1 - ERP FUNCTIONAL****BASIS OF PAYMENT**

In respect of the "Number of Days" listed below in (C*), 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, (D*) 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 Initial Contract Period and the Option Periods must not be lower than the corresponding rates quoted for Year 1 of the Initial Contract Period. If the Bidder proposes higher 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)
Category of Personnel	Level of Expertise	Estimated Number of Days	Firm Per Diem Rate	Total Cost (CxD)
A.2 ERP Functional Analyst - Siebel (Core)	2	1440	\$	\$
A.2 ERP Functional Analyst - Siebel	3	480	\$	\$
A.5 ERP Technical Analyst - Methodology (Core)	3	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 (CxD)
A.2 ERP Functional Analyst - Siebel (Core)	2	1440	\$	\$
A.2 ERP Functional Analyst - Siebel	3	480	\$	\$
A.5 ERP Technical Analyst - Methodology (Core)	3	240	\$	\$
Total Estimated Cost (Initial Contract Period - Year 2):				\$ <TBD>

Initial Contract Period - Year 3:				
(A)	(B)	(C*)	(D)	(E)
Category of Personnel	Level of Expertise	Estimated Number of Days	Firm Per Diem Rate	Total Cost (CxD)
A.2 ERP Functional Analyst - Siebel (Core)	2	1440	\$	\$
A.2 ERP Functional Analyst - Siebel	3	480	\$	\$
A.5 ERP Technical Analyst - Methodology (Core)	3	240	\$	\$
Total Estimated Cost (Initial Contract 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 (CxD)
A.2 ERP Functional Analyst - Siebel (Core)	2	1440	\$	\$
A.2 ERP Functional Analyst - Siebel	3	480	\$	\$
A.5 ERP Technical Analyst - Methodology (Core)	3	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 (CxD)
A.2 ERP Functional Analyst - Siebel (Core)	2	1440	\$	\$
A.2 ERP Functional Analyst - Siebel	3	480	\$	\$
A.5 ERP Technical Analyst - Methodology (Core)	3	240	\$	\$
Total Estimated Cost (Option Period - Year 5):				\$ <TBD>

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

ANNEX B**STREAM 2 - ERP SIEBEL DEVELOPMENT****BASIS OF PAYMENT**

In respect of the "Number of Days" listed below in (C*), 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, (D*) 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 Initial Contract Period and the Option Periods must not be lower than the corresponding rates quoted for Year 1 of the Initial Contract Period. If the Bidder proposes higher 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)
Category of Personnel	Level of Expertise	Estimated Number of Days	Firm Per Diem Rate	Total Cost (CxD)
A.3 ERP Programmer Analyst - Siebel (Core)	3	1920	\$	\$
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 (CxD)
A.3 ERP Programmer Analyst - Siebel (Core)	3	1920	\$	\$
Total Estimated Cost (Initial Contract Period - Year 2):				\$ <TBD>

Initial Contract Period - Year 3:				
(A)	(B)	(C*)	(D)	(E)
Category of Personnel	Level of Expertise	Estimated Number of Days	Firm Per Diem Rate	Total Cost (CxD)
A.3 ERP Programmer Analyst - Siebel (Core)	3	1920	\$	\$
Total Estimated Cost (Initial Contract Period - Year 3):				\$ <TBD>

Solicitation No. - N° de l'invitation

B8953-100262/A

Amd. No. - N° de la modif.

File No. - N° du dossier

380zmB8953-100262

Buyer ID - Id de l'acheteur

380zm

CCC No./N° CCC - FMS No/ N° VME

B8953-100262

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 (CxD)
A.3 ERP Programmer Analyst - Siebel (Core)	3	1920	\$	\$
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 (CxD)
A.3 ERP Programmer Analyst - Siebel (Core)	3	1920	\$	\$
Total Estimated Cost (Option Period - Year 5):				\$ <TBD>

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

ANNEX B**STREAM 3 - ERP SIEBEL DATA****BASIS OF PAYMENT**

In respect of the "Number of Days" listed below in (C*), 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, (D*) 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 Initial Contract Period and the Option Periods must not be lower than the corresponding rates quoted for Year 1 of the Initial Contract Period. If the Bidder proposes higher 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)
Category of Personnel	Level of Expertise	Estimated Number of Days	Firm Per Diem Rate	Total Cost (CxD)
I.3 Database Analyst / IM Administrator Specialist (Core)	3	1200	\$	\$
I.4 Database Modeller / IM Modeller	3	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 (CxD)
I.3 Database Analyst / IM Administrator Specialist (Core)	3	1200	\$	\$
I.4 Database Modeller / IM Modeller	3	240	\$	\$
Total Estimated Cost (Initial Contract Period - Year 2):				\$ <TBD>

Initial Contract Period - Year 3:				
(A)	(B)	(C*)	(D)	(E)
Category of Personnel	Level of Expertise	Estimated Number of Days	Firm Per Diem Rate	Total Cost (CxD)
I.3 Database Analyst / IM Administrator Specialist (Core)	3	1200	\$	\$
I.4 Database Modeller / IM Modeller	3	240	\$	\$
Total Estimated Cost (Initial Contract 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 (CxD)
I.3 Database Analyst / IM Administrator Specialist (Core)	3	1200	\$	\$
I.4 Database Modeller / IM Modeller	3	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 (CxD)
I.3 Database Analyst / IM Administrator Specialist (Core)	3	1200	\$	\$
I.4 Database Modeller / IM Modeller	3	240	\$	\$
Total Estimated Cost (Option Period - Year 5):				\$ <TBD>

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

ANNEX B**STREAM 4 - ERP BI/INTERFACE/RATIONAL DEVELOPMENT****BASIS OF PAYMENT**

In respect of the "Number of Days" listed below in (C*), 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, (D*) 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 Initial Contract Period and the Option Periods must not be lower than the corresponding rates quoted for Year 1 of the Initial Contract Period. If the Bidder proposes higher 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)
Category of Personnel	Level of Expertise	Estimated Number of Days	Firm Per Diem Rate	Total Cost (CxD)
A.3 ERP Programmer Analyst - Biztalk	3	240	\$	\$
A.3 ERP Programmer Analyst - .NET	3	480	\$	\$
A.3 ERP Programmer Analyst - SSA Name3 (Core)	3	240	\$	\$
A.5 ERP Technical Analyst - OBIEE	3	480	\$	\$
A.5 ERP Technical Analyst - Actuate	3	480	\$	\$
A.5 ERP Technical Analyst - ETL	3	240	\$	\$
A.5 ERP Technical Analyst - IBM Rational Suite (Core)	3	480	\$	\$
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 (CxD)
A.3 ERP Programmer Analyst - Biztalk	3	240	\$	\$
A.3 ERP Programmer Analyst - .NET	3	480	\$	\$
A.3 ERP Programmer Analyst - SSA Name3 (Core)	3	240	\$	\$
A.5 ERP Technical Analyst - OBIEE	3	480	\$	\$
A.5 ERP Technical Analyst - Actuate	3	480	\$	\$
A.5 ERP Technical Analyst - ETL	3	240	\$	\$
A.5 ERP Technical Analyst - IBM Rational Suite (Core)	3	480	\$	\$
Total Estimated Cost (Initial Contract Period - Year 2):				\$ <TBD>

Initial Contract Period - Year 3:				
(A)	(B)	(C*)	(D)	(E)
Category of Personnel	Level of Expertise	Estimated Number of Days	Firm Per Diem Rate	Total Cost (CxD)
A.3 ERP Programmer Analyst - Biztalk	3	240	\$	\$
A.3 ERP Programmer Analyst - .NET	3	480	\$	\$
A.3 ERP Programmer Analyst - SSA Name3 (Core)	3	240	\$	\$
A.5 ERP Technical Analyst - OBIEE	3	480	\$	\$
A.5 ERP Technical Analyst - Actuate	3	480	\$	\$
A.5 ERP Technical Analyst - ETL	3	240	\$	\$
A.5 ERP Technical Analyst - IBM Rational Suite (Core)	3	480	\$	\$
Total Estimated Cost (Initial Contract 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 (CxD)
A.3 ERP Programmer Analyst - Biztalk	3	240	\$	\$
A.3 ERP Programmer Analyst - .NET	3	480	\$	\$
A.3 ERP Programmer Analyst - SSA Name3 (Core)	3	240	\$	\$
A.5 ERP Technical Analyst - OBIEE	3	480	\$	\$
A.5 ERP Technical Analyst - Actuate	3	480	\$	\$
A.5 ERP Technical Analyst - ETL	3	240	\$	\$
A.5 ERP Technical Analyst - IBM Rational Suite (Core)	3	480	\$	\$
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 (CxD)
A.3 ERP Programmer Analyst - Biztalk	3	240	\$	\$
A.3 ERP Programmer Analyst - .NET	3	480	\$	\$
A.3 ERP Programmer Analyst - SSA Name3 (Core)	3	240	\$	\$
A.5 ERP Technical Analyst - OBIEE	3	480	\$	\$
A.5 ERP Technical Analyst - Actuate	3	480	\$	\$
A.5 ERP Technical Analyst - ETL	3	240	\$	\$
A.5 ERP Technical Analyst - IBM Rational Suite (Core)	3	480	\$	\$
Total Estimated Cost (Option Period - Year 5):				\$ <TBD>

Total Estimated Cost - Stream 4 - SIEBEL ERP BI/Interface/Rational Development	
Total Initial Contract Period (Year 1, Year 2 and Year 3) + Option Period (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 EN578-055605-B	
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 Public Works and Government Services Canada	2. Branch or Directorate / Direction générale ou Direction Acquisitions
3. a) Subcontract Number / Numéro du contrat de sous-traitance	3. b) Name and Address of Subcontractor / Nom et adresse du sous-traitant
4. Brief Description of Work / Brève description du travail For the provision of Task Based Informatics Professional Services	
5. a) Will the supplier require access to Controlled Goods? Le fournisseur aura-t-il accès à des marchandises contrôlées?	<input checked="" type="checkbox"/> No / Non <input type="checkbox"/> Yes / Oui
5. b) Will the supplier require access to unclassified military technical data subject to the provisions of the Technical Data Control Regulations? Le fournisseur aura-t-il accès à des données techniques militaires non classifiées qui sont assujetties aux dispositions du Règlement sur le contrôle des données techniques?	<input checked="" type="checkbox"/> No / Non <input type="checkbox"/> Yes / Oui
6. Indicate the type of access required / Indiquer le type d'accès requis	
6. a) Will the supplier and its employees require access to PROTECTED and/or CLASSIFIED information or assets? Le fournisseur ainsi que les employés auront-ils accès à des renseignements ou à des biens PROTÉGÉS et/ou CLASSIFIÉS? (Specify the level of access using the chart in Question 7. c) (Préciser le niveau d'accès en utilisant le tableau 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"/>	
7. b) Release restrictions / Restrictions relatives à la diffusion	
No release restrictions Aucune restriction relative à la diffusion <input checked="" type="checkbox"/>	All NATO countries Tous les pays de l'OTAN <input type="checkbox"/>
Not releasable À ne pas diffuser <input type="checkbox"/>	
Restricted to: / Limité à : <input type="checkbox"/>	Restricted to: / Limité à : <input type="checkbox"/>
Specify country(ies) / Préciser le(s) pays :	Specify country(ies) / Préciser le(s) pays :
	No release restrictions Aucune restriction relative à la diffusion <input type="checkbox"/>
	Restricted to: / Limité à : <input type="checkbox"/>
	Specify country(ies) / Préciser le(s) pays :

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

If Yes, indicate the level of sensitivity:
Dans l'affirmative, indiquer le niveau de sensibilité :

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

- ☒ RELIABILITY STATUS
COTE DE FIABILITÉ ☒ CONFIDENTIAL
CONFIDENTIEL ☒ SECRET
SECRET ☐ TOP SECRET
TRÈS SECRET
- ☐ TOP SECRET - SIGINT
TRÈS SECRET - SIGINT ☐ NATO CONFIDENTIAL
NATO CONFIDENTIEL ☐ NATO SECRET
NATO SECRET ☐ COSMIC TOP SECRET
COSMIC TRÈS SECRET
- ☐ SITE ACCESS
ACCÈS AUX EMPLACEMENTS

Special comments:

Commentaires spéciaux : _____

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? ☒ No ☐ Yes
Dans l'affirmative, le personnel en question sera-t-il escorté? 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? ☒ No ☐ Yes
Le fournisseur sera-t-il tenu de recevoir et d'entreposer sur place des renseignements ou des biens PROTÉGÉS et/ou CLASSIFIÉS? Non Oui
11. b) Will the supplier be required to safeguard COMSEC information or assets? ☒ No ☐ Yes
Le fournisseur sera-t-il tenu de protéger des renseignements ou des biens COMSEC? Non Oui

Solicitation No. - N° de l'invitation

B8953-100262/A

Amd. No. - N° de la modif.

Buyer ID - Id de l'acheteur

380zm

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

B8953-100262

File No. - N° du dossier

380zmB8953-100262

CCC No./N° CCC - FMS No/ N° VME

PART C (Continued) / PARTIE C (Suite)**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? ☒ No ☐ Yes
Non Oui
Les installations du fournisseur serviront-elles à la production (fabrication et/ou réparation et/ou modification) de matériel PROTÉGÉ et/ou CLASSIFIÉ?

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

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										
COMSEC										
Category Catégorie	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										

Solicitation No. - N° de l'invitation

B8953-100262/A

Amd. No. - N° de la modif.

Buyer ID - Id de l'acheteur

380zm

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

B8953-100262

File No. - N° du dossier

380zmB8953-100262

CCC No./N° CCC - FMS No/ N° VME

- | | |
|---|---|
| <p>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?</p> <p>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.</p> | <p><input checked="" type="checkbox"/> No
Non</p> <p><input type="checkbox"/> Yes
Oui</p> |
| <p>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?</p> <p>If Yes, classify this form by annotating the top and bottom in the area entitled "Security Classification" and indicate with attachments (e.g. SECRET with Attachments).
Dans l'affirmative, classifiez le présent formulaire en indiquant le niveau de sécurité dans la case intitulée " Classification de sécurité " au haut et au bas du formulaire et indiquer qu'il y a des pièces jointes (p. Ex. SECRET avec des pièces jointes).</p> | <p><input checked="" type="checkbox"/> No
Non</p> <p><input type="checkbox"/> Yes
Oui</p> |

ANNEX D**STREAM 1 - ERP FUNCTIONAL****BID EVALUATION CRITERIA****1. THE BIDDER**

BIDDER - MANDATORY REQUIREMENTS	
M1	<p>Corporate Capacity within Stream. The Bidder must have had one ERP functional support service contract with the government in the past five years (as of bid closing date) that meets the following criteria:</p> <ol style="list-style-type: none"> 1. Contract with a single client (may have included multiple TAs under a single contract); 2. Contract was for a minimum final value of \$500,000 (Cdn); 3. Contract was for a minimum contract period of one year; 4. Contract was completed in the last five years (as of bid closing date) or has been ongoing for a minimum of six months (as of bid closing date); and 5. Contract included the provision of the resource(s) as per at least one of the Categories as detailed in Annex A - Stream 1, Statement of Work. <p>Notes:</p> <ol style="list-style-type: none"> 1. The reference contract must have been contracted with the Bidder. "Bidder" means the person or entity (or, in the case of a joint venture, the persons or entities) submitting a bid to perform a contract for goods, services or both. It does not include the parent, subsidiaries or other affiliates of the Bidder, or its subcontractors. 2. The Government of Canada (or another Country) is not considered a single client. An individual department, agency or Crown Corporation is considered a single client. 3. The cumulative total value of multiple TAs under a contract with a single client is considered a single contract. The cumulative total value of multiple TAs, for multiple clients (i.e. departments) under a contract with the Government of Canada is not considered a single contract. 4. The Bidder must provide a minimum of one reference for the contract, including name of client organization, contract number, and name, title, telephone number, fax number, and e-mail address of client contact.
	<p>Client Manager. The Bidder must identify by name and position title an individual that will be designated as the CIC Client Manager responsible for the resource and contract management associated with the resulting contract. The proposed Client Manager must have three years in the last five years (as if the bid closing date) experience as a Client Manager providing contract management services to government Clients.</p> <p>A copy of the Client Manager's résumé must be provided with the bid.</p>
M3	<p>Contract Management Plan. The Bidder must provide a plan as to how the resulting contract(s) will be managed. The Plan must outline how the Bidder intends to:</p> <ol style="list-style-type: none"> 1. Provide resources that may be required but are not currently available in the Bidder's current capacity.

Solicitation No. - N° de l'invitation

B8953-100262/A

Amd. No. - N° de la modif.

Buyer ID - Id de l'acheteur

380zm

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

B8953-100262

File No. - N° du dossier

380zmB8953-100262

CCC No./N° CCC - FMS No/ N° VME

BIDDER - MANDATORY REQUIREMENTS	
	<ol style="list-style-type: none">2. Manage the process of transitioning between existing contracted resources and the new contract;3. Manage the process of transitioning between contractor resources during the term of the Contract;4. Manage quality assurance practices in providing resources for taskings;5. Manage contingency plans/practices to ensure resource availability and resource replacement;6. Manage the Contract tracking, time sheet collection and invoicing process; and7. Manage the process of issue escalation and dispute resolution with CIC.

BIDDER - RATED REQUIREMENTS			
	Description	Max Score	Point Rating
R1	Contract Management Plan		10 points - The Bidder indicates an excellent understanding of the requirements and the intended approach is easily achievable with no risk to CIC.
	1. Provide resources that may be required but are not currently available in the Bidder's current capacity.	10	
	2. Manage the process of transitioning between existing contracted resources and the new contract;	10	8 points - The Bidder indicates a very good understanding of the requirements and the intended approach is reasonably achievable with minimal risk to CIC.
	3. Manage the process of transitioning between contractor resources during the term of the Contract;	10	
	4. Manage quality assurance practices;	10	
	5. Manage contingency plans/practices to ensure resource availability and resource replacement;	10	6 points - The Bidder indicates a good understanding of the requirements and the intended approach is likely achievable with manageable risk to CIC.
	6. Manage the Contract tracking, time sheet collection and invoicing process; and	10	
	7. Manage the process of issue escalation and dispute resolution with CIC.	10	4 points - The Bidder indicates a poor understanding of the requirements and the intended approach is likely not achievable with substantial risk to CIC. 2 points - The Bidder indicates a very poor understanding of the requirements and the intended approach is likely not achievable with unacceptable risk to CIC. 0 points - The Bidder did not provide a response.
R2	Client Manager.		
	1. Years of demonstrated experience as a Client Manager in excess of the mandatory three years.	10	2 points for each year of experience exceeding three years serving as a Client Manager on contracts (up to a maximum of 10 points).

BIDDER - RATED REQUIREMENTS			
	Description	Max Score	Point Rating
	2. Number of client contacts for whom the Client Manager had to provide resources.	10	Over 9 client contacts - 10 points 8-9 client contacts – 8 points 6-7 client contacts - 6 points 4- 5 client contacts - 4 points 2- 3 client contacts - 2 points 1 client contact – 0 points
	3. Numbers of resources simultaneously managed under any contract(s) within the last five years (as of bid closing date).	10	Over 35 resources - 10 points Over 25 up to 35 resources - 8 points Over 15 up to 25 resources - 6 points Over 5 up to 15 resources - 4 points One up to 5 resources – 2 points
Maximum Points: 100 (must achieve minimum 70% = 70 points)			100

2. RESOURCES

2.1 A.2 ERP FUNCTIONAL ANALYST - SIEBEL, LEVEL 2 (CORE)

MANDATORY REQUIREMENTS				
	Description	Met	Not Met	Cross Reference to Résumé (page, para)
M1	At least 7 years experience as an ERP Functional Analyst working within an IM/IT environment.			
M2	At least 3 years of experience, within the last 7 years (as of bid closing date), designing functional solutions in a Siebel CRM based application to meet business requirements.			

RATED REQUIREMENTS				
	Description	Years Experience	Point Rating	Cross Reference to Résumé (page, para)
R1	Experience in joint business and IT sessions that includes the facilitation and coordination of design solutions for user and system interaction (GUI) using Joint Application Design (JAD) techniques.	1 to 2 years 2+ to 3 years 3+ to 4 years 4+ to 5 years 5+ years	2 4 6 8 10	
R2	Experience evaluating Siebel CRM to meet user needs, whether it is using existing pre-built functionality or alternate solutions.	1 to 2 years 2+ to 3 years 3+ to 4 years 4+ to 5 years 5+ years	2 4 6 8 10	
R3	Cumulative experience developing and documenting each of the following for enterprise wide applications: a. Business Process Models; b. Siebel System Use Cases; c. Siebel System Requirements; and d. Siebel Screens/Views, Siebel Operational and Managerial reports and Adobe prefilled forms.	1 to 2 years 2+ to 3 years 3+ to 4 years 4+ to 5 years 5+ years	2 4 6 8 10	

Solicitation No. - N° de l'invitation

B8953-100262/A

Amd. No. - N° de la modif.

Buyer ID - Id de l'acheteur

380zm

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

File No. - N° du dossier

CCC No./N° CCC - FMS No/ N° VME

B8953-100262

380zmB8953-100262

RATED REQUIREMENTS				
	Description	Years Experience	Point Rating	Cross Reference to Résumé (page, para)
R4	Cumulative experience using and configuring Rational's Requirements Management Suite to:	1 to 2 years 2+ to 3 years 3+ to 4 years 4+ to 5 years 5+ years	2 4 6 8 10	
	a. Manage system requirements (Requiste Pro); and b. Manage change request and problem requests tickets (ClearQuest).			
R5	Experience using a COTS BI analytical tool against business needs and system design databases.	1 to 2 years 2+ to 3 years 3+ to 4 years 4+ to 5 years 5+ years	2 4 6 8 10	
Maximum Points: 50 (must achieve minimum 70% = 35 points)			50	

2.2 A.5 ERP TECHNICAL ANALYST - METHODOLOGY, LEVEL 3 (CORE)

MANDATORY REQUIREMENTS				
	Description	Met	Not Met	Cross Reference to Résumé (page, para)
M1	At least 10+ years experience as an ERP Technical Analyst working within an IM/IT environment.			
M2	At least 1 year experience in the last 3 years (as of bid closing date) working with a COTS Requirements Management Suite.			

RATED REQUIREMENTS				
	Description	Years Experience	Point Rating	Cross Reference to Résumé (page, para)
R1	Cumulative experience using and configuring Rational's Requirements Management Suite to: a. Manage system requirements (Requiste Pro); b. Publish or update project documentation in support of a System Development Methodology (SoDA & ClearCase); and c. Manage change request and problem requests tickets (ClearQuest).	1 month to 0.5 years 0.5+ to 1 year 1+ to 1.5 years 1.5+ to 2 years 2+ years	2 4 6 8 10	
R2	Experience in assisting in joint business and IT sessions that includes the facilitation and coordination of design solutions for user and system interaction (GUI) using Joint Application Design (JAD) techniques.	1 month to 0.5 years 0.5+ to 1 year 1+ to 1.5 years 1.5+ to 2 years 2+ years	2 4 6 8 10	
R3	Cumulative experience in assisting with the documentation of each of the following for enterprise wide applications: a. Business Process Models;	1 month to 0.5 years 0.5+ to 1 year 1+ to 1.5 years 1.5+ to 2 years 2+ years	2 4 6 8 10	

Solicitation No. - N° de l'invitation

B8953-100262/A

Amd. No. - N° de la modif.

Buyer ID - Id de l'acheteur

380zm

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

File No. - N° du dossier

CCC No./N° CCC - FMS No/ N° VME

B8953-100262

380zmB8953-100262

RATED REQUIREMENTS				
	Description	Years Experience	Point Rating	Cross Reference to Résumé (page, para)
	b. Siebel System Use Cases; c. Siebel System Requirements; and d. Siebel Screens/Views, Siebel Operational and Managerial reports and Adobe prefilled forms.			
R4	Experience in configuring and using a COTS BI analytical tool against business needs and system design databases	1 month to 0.5 years 0.5+ to 1 year 1+ to 1.5 years 1.5+ to 2 years 2+ years	2 4 6 8 10	
Maximum Points: 40 (must achieve minimum 70% = 28 points)			40	

ANNEX D**STREAM 2 - ERP SIEBEL DEVELOPMENT****BID EVALUATION CRITERIA****1. THE BIDDER**

BIDDER - MANDATORY REQUIREMENTS	
M1	<p>Corporate Capacity within Stream. The Bidder must have had one ERP Siebel development support service contract with the government in the past five years (as of bid closing date) that meets the following criteria:</p> <ol style="list-style-type: none"> 1. Contract with a single client (may have included multiple TAs under a single contract); 2. Contract was for a minimum final value of \$1,000,000 (Cdn); 3. Contract was for a minimum contract period of one year; 4. Contract was completed in the last five years (as of bid closing date) or has been ongoing for a minimum of six months (as of bid closing date); and 5. Contract included the provision of the resource(s) in the Category as detailed in Annex A - Stream 2, Statement of Work. <p>Notes:</p> <ol style="list-style-type: none"> 1. The reference contract must have been contracted with the Bidder. "Bidder" means the person or entity (or, in the case of a joint venture, the persons or entities) submitting a bid to perform a contract for goods, services or both. It does not include the parent, subsidiaries or other affiliates of the Bidder, or its subcontractors. 2. The Government of Canada (or another Country) is not considered a single client. An individual department, agency or Crown Corporation is considered a single client. 3. The cumulative total value of multiple TAs under a contract with a single client is considered a single contract. The cumulative total value of multiple TAs, for multiple clients (i.e. departments) under a contract with the Government of Canada is not considered a single contract. 4. The Bidder must provide a minimum of one reference for the contract, including name of client organization, contract number, and name, title, telephone number, fax number, and e-mail address of client contact.
	<p>Client Manager. The Bidder must identify by name and position title an individual that will be designated as the CIC Client Manager responsible for the resource and contract management associated with the resulting contract. The proposed Client Manager must have three years in the last five years (as if the bid closing date) experience as a Client Manager providing contract management services to government Clients.</p> <p>A copy of the Client Manager's résumé must be provided with the bid.</p>
M3	<p>Contract Management Plan. The Bidder must provide a plan as to how the resulting contract(s) will be managed. The Plan must outline how the Bidder intends to:</p> <ol style="list-style-type: none"> 1. Provide resources that may be required but are not currently available in the Bidder's current capacity.

Solicitation No. - N° de l'invitation

B8953-100262/A

Amd. No. - N° de la modif.

Buyer ID - Id de l'acheteur

380zm

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

B8953-100262

File No. - N° du dossier

380zmB8953-100262

CCC No./N° CCC - FMS No/ N° VME

BIDDER - MANDATORY REQUIREMENTS	
	<ol style="list-style-type: none">2. Manage the process of transitioning between existing contracted resources and the new contract;3. Manage the process of transitioning between contractor resources during the term of the Contract;4. Manage quality assurance practices in providing resources for taskings;5. Manage contingency plans/practices to ensure resource availability and resource replacement;6. Manage the Contract tracking, time sheet collection and invoicing process; and7. Manage the process of issue escalation and dispute resolution with CIC.

BIDDER - RATED REQUIREMENTS			
	Description	Max Score	Point Rating
R1	Contract Management Plan		10 points - The Bidder indicates an excellent understanding of the requirements and the intended approach is easily achievable with no risk to CIC.
	1. Provide resources that may be required but are not currently available in the Bidder's current capacity.	10	
	2. Manage the process of transitioning between existing contracted resources and the new contract;	10	8 points - The Bidder indicates a very good understanding of the requirements and the intended approach is reasonably achievable with minimal risk to CIC.
	3. Manage the process of transitioning between contractor resources during the term of the Contract;	10	
	4. Manage quality assurance practices;	10	
	5. Manage contingency plans/practices to ensure resource availability and resource replacement;	10	6 points - The Bidder indicates a good understanding of the requirements and the intended approach is likely achievable with manageable risk to CIC.
	6. Manage the Contract tracking, time sheet collection and invoicing process; and	10	
	7. Manage the process of issue escalation and dispute resolution with CIC.	10	4 points - The Bidder indicates a poor understanding of the requirements and the intended approach is likely not achievable with substantial risk to CIC. 2 points - The Bidder indicates a very poor understanding of the requirements and the intended approach is likely not achievable with unacceptable risk to CIC. 0 points - The Bidder did not provide a response.
R2	Client Manager.		
	1. Years of demonstrated experience as a Client Manager in excess of the mandatory three years.	10	2 points for each year of experience exceeding three years serving as a Client Manager on contracts (up to a maximum of 10 points).

BIDDER - RATED REQUIREMENTS			
	Description	Max Score	Point Rating
	2. Number of client contacts for whom the Client Manager had to provide resources.	10	Over 9 client contacts - 10 points 8-9 client contacts – 8 points 6-7 client contacts - 6 points 4- 5 client contacts - 4 points 2- 3 client contacts - 2 points 1 client contact – 0 points
	3. Numbers of resources simultaneously managed under any contract(s) within the last five years (as of bid closing date).	10	Over 35 resources - 10 points Over 25 up to 35 resources - 8 points Over 15 up to 25 resources - 6 points Over 5 up to 15 resources - 4 points One up to 5 resources – 2 points
Maximum Points: 100 (must achieve minimum 70% = 70 points)			100

2. RESOURCES

2.1 A.3 ERP PROGRAMMER ANALYST - SIEBEL, LEVEL 3 (CORE)

MANDATORY REQUIREMENTS				
	Description	Met	Not Met	Cross Reference to Résumé (page, para)
M1	At least 10+ years experience as an ERP Programmer Analyst working within an IM/IT environment.			
M2	At least 5 years of experience, within the last 10 years (as of bid closing date), configuring and scripting for a Siebel CRM application development effort including translating functional requirements into technical design and specifications.			

RATED REQUIREMENTS				
	Description	Years Experience	Point Rating	Cross Reference to Résumé (page, para)
R1	Experience in translating ERP business requirements into Siebel CRM technical design and configuration specifications.	1 to 3 years 3+ to 5 years 5+ to 7 years 7+ to 9 years 9+ years	2 4 6 8 10	
R2	Experience translating and testing detailed Siebel CRM configuring specifications into program code.	1 to 3 years 3+ to 5 years 5+ to 7 years 7+ to 9 years 9+ years	2 4 6 8 10	
R3	Experience using the Siebel EAI framework to configure Siebel objects to import/export data to/from internal or external systems from technical designs.	1 to 3 years 3+ to 5 years 5+ to 7 years 7+ to 9 years 9+ years	2 4 6 8 10	
R4	Experience using Microsoft SQL to develop queries or stored procedures, and identify and debug Siebel application problems.	1 to 3 years 3+ to 5 years 5+ to 7 years 7+ to 9 years 9+ years	2 4 6 8 10	
Maximum Points: 40 (must achieve minimum 70% = 28 points)			40	

ANNEX D**STREAM 3 - ERP SIEBEL DATA****BID EVALUATION CRITERIA****1. THE BIDDER**

BIDDER - MANDATORY REQUIREMENTS	
M1	<p>Corporate Capacity within Stream. The Bidder must have had one ERP Siebel data support service contract with the government in the past five years (as of bid closing date) that meets the following criteria:</p> <ol style="list-style-type: none"> 1. Contract with a single client (may have included multiple TAs under a single contract); 2. Contract was for a minimum final value of \$1,000,000 (Cdn); 3. Contract was for a minimum contract period of one year; 4. Contract was completed in the last five years (as of bid closing date) or has been ongoing for a minimum of six months (as of bid closing date); and 5. Contract included the provision of the resource(s) as per at least one of the Category(ies) as detailed in Annex A - Stream 3, Statement of Work. <p>Notes:</p> <ol style="list-style-type: none"> 1. The reference contract must have been contracted with the Bidder. "Bidder" means the person or entity (or, in the case of a joint venture, the persons or entities) submitting a bid to perform a contract for goods, services or both. It does not include the parent, subsidiaries or other affiliates of the Bidder, or its subcontractors. 2. The Government of Canada (or another Country) is not considered a single client. An individual department, agency or Crown Corporation is considered a single client. 3. The cumulative total value of multiple TAs under a contract with a single client is considered a single contract. The cumulative total value of multiple TAs, for multiple clients (i.e. departments) under a contract with the Government of Canada is not considered a single contract. 4. The Bidder must provide a minimum of one reference for the contract, including name of client organization, contract number, and name, title, telephone number, fax number, and e-mail address of client contact.
	<p>Client Manager. The Bidder must identify by name and position title an individual that will be designated as the CIC Client Manager responsible for the resource and contract management associated with the resulting contract. The proposed Client Manager must have three years in the last five years (as if the bid closing date) experience as a Client Manager providing contract management services to government Clients.</p> <p>A copy of the Client Manager's résumé must be provided with the bid.</p>
M3	<p>Contract Management Plan. The Bidder must provide a plan as to how the resulting contract(s) will be managed. The Plan must outline how the Bidder intends to:</p> <ol style="list-style-type: none"> 1. Provide resources that may be required but are not currently available in the Bidder's current capacity.

Solicitation No. - N° de l'invitation

B8953-100262/A

Amd. No. - N° de la modif.

Buyer ID - Id de l'acheteur

380zm

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

B8953-100262

File No. - N° du dossier

380zmB8953-100262

CCC No./N° CCC - FMS No/ N° VME

BIDDER - MANDATORY REQUIREMENTS	
	<ol style="list-style-type: none">2. Manage the process of transitioning between existing contracted resources and the new contract;3. Manage the process of transitioning between contractor resources during the term of the Contract;4. Manage quality assurance practices in providing resources for taskings;5. Manage contingency plans/practices to ensure resource availability and resource replacement;6. Manage the Contract tracking, time sheet collection and invoicing process; and7. Manage the process of issue escalation and dispute resolution with CIC.

BIDDER - RATED REQUIREMENTS			
	Description	Max Score	Point Rating
R1	Contract Management Plan		10 points - The Bidder indicates an excellent understanding of the requirements and the intended approach is easily achievable with no risk to CIC.
	1. Provide resources that may be required but are not currently available in the Bidder's current capacity.	10	
	2. Manage the process of transitioning between existing contracted resources and the new contract;	10	8 points - The Bidder indicates a very good understanding of the requirements and the intended approach is reasonably achievable with minimal risk to CIC.
	3. Manage the process of transitioning between contractor resources during the term of the Contract;	10	
	4. Manage quality assurance practices;	10	
	5. Manage contingency plans/practices to ensure resource availability and resource replacement;	10	6 points - The Bidder indicates a good understanding of the requirements and the intended approach is likely achievable with manageable risk to CIC.
	6. Manage the Contract tracking, time sheet collection and invoicing process; and	10	
	7. Manage the process of issue escalation and dispute resolution with CIC.	10	4 points - The Bidder indicates a poor understanding of the requirements and the intended approach is likely not achievable with substantial risk to CIC. 2 points - The Bidder indicates a very poor understanding of the requirements and the intended approach is likely not achievable with unacceptable risk to CIC. 0 points - The Bidder did not provide a response.
R2	Client Manager		
	1. Years of demonstrated experience as a Client Manager in excess of the mandatory three years.	10	2 points for each year of experience exceeding three years serving as a Client Manager on contracts (up to a maximum of 10 points).

BIDDER - RATED REQUIREMENTS			
	Description	Max Score	Point Rating
	2. Number of client contacts for whom the Client Manager had to provide resources.	10	Over 9 client contacts - 10 points 8-9 client contacts – 8 points 6-7 client contacts - 6 points 4- 5 client contacts - 4 points 2- 3 client contacts - 2 points 1 client contact – 0 points
	3. Numbers of resources simultaneously managed under any contract(s) within the last five years (as of bid closing date).	10	Over 35 resources - 10 points Over 25 up to 35 resources - 8 points Over 15 up to 25 resources - 6 points Over 5 up to 15 resources - 4 points One up to 5 resources – 2 points
Maximum Points: 100 (must achieve minimum 70% = 70 points)			100

2. RESOURCES

2.1 I.3 DATABASE ANALYST / IM ADMINISTRATOR - SIEBEL, LEVEL 3 (CORE)

MANDATORY REQUIREMENTS				
	Description	Met	Not Met	Cross Reference to Résumé (page, para)
M1	At least 10+ years experience as a Database Analyst/ IM Administrator working within an IM/IT environment.			
M2	At least 5 years of experience, within the last 7 years (as of bid closing date), providing both strategic and tactical solutions for developing and maintaining the Data Architecture for a complex Siebel specific project involving multi-platform set of technologies requiring integration.			

RATED REQUIREMENTS				
	Description	Years Experience	Point Rating	Cross Reference to Résumé (page, para)
R1	Experience managing the development, implementation and migration of Seed Data in a Siebel CRM product.	1 to 3 years 3+ to 5 years 5+ to 7 years 7+ to 9 years 9+ years	2 4 6 8 10	
R2	Experience in managing and coordinating changes to the database including deletions, updates, additions and developing database structures for Siebel's CRM product.	1 to 3 years 3+ to 5 years 5+ to 7 years 7+ to 9 years 9+ years	2 4 6 8 10	
R3	Experience in the design and development of data extraction, transformation, loading and data exchange processes using Siebel EIM and database tools.	1 to 3 years 3+ to 5 years 5+ to 7 years 7+ to 9 years 9+ years	2 4 6 8 10	
R4	Experience working in an MS SQL Server environment using SQL to manipulate data, tables, configure databases and to produce reports supporting a Siebel CRM application.	1 to 3 years 3+ to 5 years 5+ to 7 years 7+ to 9 years 9+ years	2 4 6 8 10	
Maximum Points: 40 (must achieve minimum 70% = 28 points)			40	

ANNEX D**STREAM 4 - ERP BI/INTERFACE/RATIONAL DEVELOPMENT****BID EVALUATION CRITERIA****1. THE BIDDER**

BIDDER - MANDATORY REQUIREMENTS	
M1	<p>Corporate Capacity within Stream. The Bidder must have had one ERP BI/Interfact/Rational development support service contract with the government in the past five years (as of bid closing date) that meets the following criteria:</p> <ol style="list-style-type: none"> 1. Contract with a single client (may have included multiple TAs under a single contract); 2. Contract was for a minimum final value of \$500,000 (Cdn); 3. Contract was for a minimum contract period of one year; 4. Contract was completed in the last five years (as of bid closing date) or has been ongoing for a minimum of six months (as of bid closing date); and 5. Contract included the provision of the resource(s) as per at least one of the Category(ies) as detailed in Annex A - Stream 4, Statement of Work. <p>Notes:</p> <ol style="list-style-type: none"> 1. The reference contract must have been contracted with the Bidder. "Bidder" means the person or entity (or, in the case of a joint venture, the persons or entities) submitting a bid to perform a contract for goods, services or both. It does not include the parent, subsidiaries or other affiliates of the Bidder, or its subcontractors. 2. The Government of Canada (or another Country) is not considered a single client. An individual department, agency or Crown Corporation is considered a single client. 3. The cumulative total value of multiple TAs under a contract with a single client is considered a single contract. The cumulative total value of multiple TAs, for multiple clients (i.e. departments) under a contract with the Government of Canada is not considered a single contract. 4. The Bidder must provide a minimum of one reference for the contract, including name of client organization, contract number, and name, title, telephone number, fax number, and e-mail address of client contact.
	<p>Client Manager. The Bidder must identify by name and position title an individual that will be designated as the CIC Client Manager responsible for the resource and contract management associated with the resulting contract. The proposed Client Manager must have three years in the last five years (as if the bid closing date) experience as a Client Manager providing contract management services to government Clients.</p> <p>A copy of the Client Manager's résumé must be provided with the bid.</p>
M3	<p>Contract Management Plan. The Bidder must provide a plan as to how the resulting contract(s) will be managed. The Plan must outline how the Bidder intends to:</p> <ol style="list-style-type: none"> 1. Provide resources that may be required but are not currently available in the Bidder's current capacity.

Solicitation No. - N° de l'invitation

B8953-100262/A

Amd. No. - N° de la modif.

Buyer ID - Id de l'acheteur

380zm

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

B8953-100262

File No. - N° du dossier

380zmB8953-100262

CCC No./N° CCC - FMS No/ N° VME

BIDDER - MANDATORY REQUIREMENTS	
	<ol style="list-style-type: none">2. Manage the process of transitioning between existing contracted resources and the new contract;3. Manage the process of transitioning between contractor resources during the term of the Contract;4. Manage quality assurance practices in providing resources for taskings;5. Manage contingency plans/practices to ensure resource availability and resource replacement;6. Manage the Contract tracking, time sheet collection and invoicing process; and7. Manage the process of issue escalation and dispute resolution with CIC.

BIDDER - RATED REQUIREMENTS			
	Description	Max Score	Point Rating
R1	Contract Management Plan		10 points - The Bidder indicates an excellent understanding of the requirements and the intended approach is easily achievable with no risk to CIC.
	1. Provide resources that may be required but are not currently available in the Bidder's current capacity.	10	
	2. Manage the process of transitioning between existing contracted resources and the new contract;	10	8 points - The Bidder indicates a very good understanding of the requirements and the intended approach is reasonably achievable with minimal risk to CIC.
	3. Manage the process of transitioning between contractor resources during the term of the Contract;	10	
	4. Manage quality assurance practices;	10	
	5. Manage contingency plans/practices to ensure resource availability and resource replacement;	10	6 points - The Bidder indicates a good understanding of the requirements and the intended approach is likely achievable with manageable risk to CIC.
	6. Manage the Contract tracking, time sheet collection and invoicing process; and	10	
	7. Manage the process of issue escalation and dispute resolution with CIC.	10	4 points - The Bidder indicates a poor understanding of the requirements and the intended approach is likely not achievable with substantial risk to CIC. 2 points - The Bidder indicates a very poor understanding of the requirements and the intended approach is likely not achievable with unacceptable risk to CIC. 0 points - The Bidder did not provide a response.
R2	Client Manager		
	1. Years of demonstrated experience as a Client Manager in excess of the mandatory three years.	10	2 points for each year of experience exceeding three years serving as a Client Manager on contracts (up to a maximum of 10 points).

BIDDER - RATED REQUIREMENTS			
	Description	Max Score	Point Rating
	2. Number of client contacts for whom the Client Manager had to provide resources.	10	Over 9 client contacts - 10 points 8-9 client contacts – 8 points 6-7 client contacts - 6 points 4- 5 client contacts - 4 points 2- 3 client contacts - 2 points 1 client contact – 0 points
	3. Numbers of resources simultaneously managed under any contract(s) within the last five years (as of bid closing date).	10	Over 35 resources - 10 points Over 25 up to 35 resources - 8 points Over 15 up to 25 resources - 6 points Over 5 up to 15 resources - 4 points One up to 5 resources – 2 points
R3	Number of different categories as detailed in Annex A - Stream 4, Statement of Work where resources have been provided on one or more contracts.	10	4+ categories - 10 points 4 categories - 8 points 3 categories - 6 points 2 categories - 4 points
Maximum Points: 110 (must achieve minimum 70% = 77 points)			110

2. RESOURCES

2.1 A.3 ERP PROGRAMMER ANALYST - SSA-NAME3, LEVEL 3 (CORE)

MANDATORY REQUIREMENTS				
	Description	Met	Not Met	Cross Reference to Résumé (page, para)
M1	At least 10+ years experience as an ERP Programmer Analyst working within an IM/IT environment.			
M2	At least 5 years of experience within the last 7 years (as of bid closing date), Integrating SSA-Name3 with a Siebel CRM based applications.			

RATED REQUIREMENTS				
	Description	Years Experience	Point Rating	Cross Reference to Résumé (page, para)
R1	Experience in translating ERP Name Search business requirements into Interface design and specifications.	1 to 3 years 3+ to 5 years 5+ to 7 years 7+ to 9 years 9+ years	2 4 6 8 10	
R2	Experience providing programming solutions in the integration of the SSA-Name3 product within a Siebel CRM application.	1 to 3 years 3+ to 5 years 5+ to 7 years 7+ to 9 years 9+ years	2 4 6 8 10	
R3	Experience in testing and implementing SSA-Name3 product within a Siebel CRM application.	1 to 3 years 3+ to 5 years 5+ to 7 years 7+ to 9 years 9+ years	2 4 6 8 10	
R4	Experience writing and executing SQL statements within a Siebel CRM application.	1 to 3 years 3+ to 5 years 5+ to 7 years 7+ to 9 years 9+ years	2 4 6 8 10	
R5	Experience in providing briefings and status reports to management.	1 to 3 years 3+ to 5 years 5+ to 7 years 7+ to 9 years 9+ years	2 4 6 8 10	
Maximum Points: 50 (must achieve minimum 70% = 35 points)			50	

2.2 A.5 ERP TECHNICAL ANALYST - IBM RATIONAL SUITE, LEVEL 3 (CORE)

MANDATORY REQUIREMENTS				
	Description	Met	Not Met	Cross Reference to Résumé (page, para)
M1	At least 10+ years experience as an ERP Technical Analyst within an IM/IT environment.			
M2	At least 7 years of experience in the last 10 years (as of bid closing date) providing services within a IBM Rational Suite environment (i.e. configuring and customizing Rational RequisitePro, ClearCase and/or ClearQuest, SoDA, Crystal Reports, and Clear Quest Test Manager or Rational Functional Tester).			
M2	Must have a minimum of 5 years within the last 10 years (as of bid closing date) demonstrated experience developing strategies, defining processes, and mentoring, coaching and teaching team resources on their application in large application development initiatives.			

RATED REQUIREMENTS				
	Description	Years Experience	Point Rating	Cross Reference to Résumé (page, para)
R1	Demonstrated experience providing application architecture advice and guidance for integrating Rational tools with development processes.	1 to 2 years 2+ to 3 years 3+ to 4 years 4+ to 5 years 5+ years	2 4 6 8 10	
R2	Demonstrated experience developing and implementing customizations and maintaining Rational products running in the Eclipse environment.	1 to 2 years 2+ to 3 years 3+ to 4 years 4+ to 5 years 5+ years	2 4 6 8 10	
R3	Demonstrated experience of developing, implementing and/or supporting Siebel to ClearCase integration in a multiple development environment configuration.	1 to 2 years 2+ to 3 years 3+ to 4 years 4+ to 5 years 5+ years	2 4 6 8 10	
R4	Demonstrated experience with developing .NET applications and customized functionality using CAL, ClearQuest API, and RequisitePro API.	1 to 2 years 2+ to 3 years 3+ to 4 years 4+ to 5 years 5+ years	2 4 6 8 10	
Maximum Points: 40 (must achieve minimum 70% = 28 points)			40	

Solicitation No. - N° de l'invitation

B8953-100262/A

Amd. No. - N° de la modif.

Buyer ID - Id de l'acheteur

380zm

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

File No. - N° du dossier

CCC No./N° CCC - FMS No/ N° VME

B8953-100262

380zmB8953-100262

BIDDER 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 and Article 2.1(e)(ii)]	
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". For joint ventures, be sure to provide this information for each of the members of the joint venture.	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 As described in the solicitation, bids with at least 80% Canadian content are being given a preference. [For the definition of Canadian goods and services, consult the PWGSC SACC clause A3050T]	On behalf of the bidder, by signing below, I confirm that [check the box that applies]: At least 80 percent of the bid price consists of Canadian goods and services (as defined in the solicitation). Less than 80 percent of the bid price consists of Canadian goods and services (as defined in the solicitation).

Federal Contractors Program for Employment Equity (FCP EE) Certification: 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: (a) submit to the Department of HRSD form LAB 1168, Certificate of Commitment to Implement Employment Equity, DULY SIGNED; or (b) submit a valid Certificate number confirming its adherence to the FCP-EE. 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. For joint ventures, be sure to provide this information for each of the members of the joint venture.	On behalf of the bidder, by signing below, I also confirm that the bidder <i>[check the box that applies]</i> :	
	(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	
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.]		
Security Clearance Level of Bidder <i>[include both the level and the date it was granted]</i>		
On behalf of the bidder, by signing below, I confirm that I have read the entire bid solicitation including the documents incorporated by reference into the bid solicitation and I certify that: 1. The bidder considers itself and its products able to meet all the mandatory requirements described in the bid solicitation; 2. This bid is valid for the period requested in the bid solicitation; 3. All the information provided in the bid is complete, true and accurate; and 4. If the bidder is awarded a contract, it will accept all the terms and conditions set out in the resulting contract clauses included in the bid solicitation.		
Signature of Authorized Representative of Bidder		