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Revision to a Request for a Standing Offer

Révision à une demande d'offre à commandes

National Master Standing Offer (NMSO)

Offre à commandes principale et nationale (OCPN)

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

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

Comments - Commentaires

Vendor/Firm Name and Address

Raison sociale et adresse du
fournisseur/de l'entrepreneur

Issuing Office - Bureau de distribution

Network equipment and services/Équipement de
réseau et services

Portage III 5C2

11 Laurier Street/11 rue Laurier

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Québec

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Title - Sujet INFRASTRUCTURE MANAGEMENT SERVICES		
Solicitation No. - N° de l'invitation EN869-055068/E		Date 2013-05-15
Client Reference No. - N° de référence du client EN869-055068		Amendment No. - N° modif. 002
File No. - N° de dossier 004nes.EN869-055068	CCC No./N° CCC - FMS No./N° VME	
GETS Reference No. - N° de référence de SEAG PW-\$NES-004-25964		
Date of Original Request for Standing Offer		2013-04-12
Date de la demande de l'offre à commandes originale		
Solicitation Closes - L'invitation prend fin at - à 02:00 PM on - le 2013-06-17		Time Zone Fuseau horaire Eastern Daylight Saving Time EDT
Address Enquiries to: - Adresser toutes questions à: Stefanski(NES), Michael		Buyer Id - Id de l'acheteur 004nes
Telephone No. - N° de téléphone (819) 956-0262 ()	FAX No. - N° de FAX (819) 956-1411	
Delivery Required - Livraison exigée		
Destination - of Goods, Services, and Construction: Destination - des biens, services et construction:		
Security - Sécurité This revision does not change the security requirements of the Offer. Cette révision ne change pas les besoins en matière de sécurité de la présente offre.		

Instructions: See Herein

Instructions: Voir aux présentes

Acknowledgement copy required	Yes - Oui	No - Non
Accusé de réception requis	<input type="checkbox"/>	<input type="checkbox"/>
The Offeror hereby acknowledges this revision to its Offer. Le proposant constate, par la présente, cette révision à son offre.		
Signature	Date	
Name and title of person authorized to sign on behalf of offeror. (type or print) Nom et titre de la personne autorisée à signer au nom du proposant. (taper ou écrire en caractères d'imprimerie)		
For the Minister - Pour le Ministre		

Solicitation No. - N° de l'invitation

EN869-055068/E

Amd. No. - N° de la modif.

002

Buyer ID - Id de l'acheteur

004nes

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

EN869-055068

File No. - N° du dossier

004nesEN869-055068

CCC No./N° CCC - FMS No/ N° VME

Modification 001 à la demande d'offres à commandes (DOC) relative à la Demande d'offre à commandes individuelle et ministérielle (OCIM) pour la prestation de services de gestion d'infrastructure réseau (SGIR)

L'objectif de la présente est:

1. pour extensionner la date de fermeture
2. Pour fournir les attachements reliés à la modification #1.

=====

1-La date de fermeture est extensionné du 27 Mai 2013 à 2:00 PM EST

au 17 Juin 2013 à 2:00 PM EST

2- The attachments connected to the modification #1 (appendix I, the appendix N, and the appendix O) are included with amendment #2.

Nom du soumissionnaire : _____ Date: _____		Appendice I Liste de vérification de la conformité pour au modèle d'offre à commandes (partie B) No. de l'invitation: EN 869-055068/E	Page 1 of 1
A	B	C	
	Obligatoire	Conformité de	
	Information	L'offrant	
Modèle d'offre à commande		(Comply, Do Not (conforme ou non conforme))	
B.1 Exigences en matière de sécurité	O	(à être complété par l'offrant)	
B.2 Sanctions internationales	O	(à être complété par l'offrant)	
B.3 Termes définis	O	(à être complété par l'offrant)	
B.4 Lois applicables	O	(à être complété par l'offrant)	
B.5 Clauses et conditions uniformisées	O	(à être complété par l'offrant)	
B.6 Ordre de priorité des documents	O	(à être complété par l'offrant)	
B.7 Autorités pour le Canada	O	(à être complété par l'offrant)	
B.8 Représentants de l'offrant	O	(à être complété par l'offrant)	
B.9 Avis	O	(à être complété par l'offrant)	
B.10 Exigences	O	(à être complété par l'offrant)	
B.11 Durée de l'offre à commandes	O	(à être complété par l'offrant)	
B.12 Prorogation de l'offre à commandes	O	(à être complété par l'offrant)	
B.13 Extension et nouvelle classe pour le groupe C des SGIR	O	(à être complété par l'offrant)	
B.14 Services de maintenance pour d'autres constructeur de matériel non inclus dans le groupe C	O	(à être complété par l'offrant)	
B.15 Utilisateurs désignés	O	(à être complété par l'offrant)	
B.16 Passation de contrats dans le cadre de la présente offre à commandes	O	(à être complété par l'offrant)	
B.17 Processus et restrictions concernant les commandes subséquentes	O	(à être complété par l'offrant)	
B.18 Rapports sur l'utilisation	O	(à être complété par l'offrant)	
B.19 Résiliation de l'utilisation de l'offre à commandes	O	(à être complété par l'offrant)	
B.20 Services professionnels – Qualification et remplacement du personnel	O	(à être complété par l'offrant)	
B.21 Vérification du temps	O	(à être complété par l'offrant)	
B.22 Livraison	O	(à être complété par l'offrant)	
B.23 Inspection et acceptation	O	(à être complété par l'offrant)	
B.24 Détection des virus informatiques	O	(à être complété par l'offrant)	
B.25 Modalités de paiement	O	(à être complété par l'offrant)	
B.26 Protection des prix - meilleur client	O	(à être complété par l'offrant)	
B.27 Mode de paiement	O	(à être complété par l'offrant)	
B.28 Factures	O	(à être complété par l'offrant)	
B.29 Instructions supplémentaires pour la facturation	O	(à être complété par l'offrant)	
B.30 Crédits en cas d'inexécution par l'offrant	O	(à être complété par l'offrant)	
B.31 Divulgateion de renseignement	O	(à être complété par l'offrant)	
B.32 Licence d'adhésion par déballage	O	(à être complété par l'offrant)	
B.33 Codes d'invalidation	O	(à être complété par l'offrant)	
B.34 Titre de propriété intellectuelle relatif aux logiciels sous licence	O	(à être complété par l'offrant)	
B.35 Clause dérogatoire 9601-6	O	(à être complété par l'offrant)	
B.36 Atteinte aux droits de propriété intellectuelle	O	(à être complété par l'offrant)	
B.37 Limitation de la responsabilité	O	(à être complété par l'offrant)	
B.38 Assurance	O	(à être complété par l'offrant)	
B.39 Résiliation pour raisons de commodité	O	(à être complété par l'offrant)	
B.40 Déclarations et garanties	O	(à être complétés par l'offrant)	
B.41 Vérification des attestations	O	(à être complété par l'offrant)	
B.42 Substitution de l'offrant	O	(à être complété par l'offrant)	
B.43 Conflict d'intérêt	O	(à être complété par l'offrant)	
B.44 Coentreprise	O pour Coentreprise	(à être complété par l'offrant)	

Appendix N

Request for Standing Offer

for

Network Infrastructure Management

Services

(NIMS)

Statement of Work

Group C – Maintenance

Services

Version May 1, 2013

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Statement of Work

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Network Infrastructure Management Services

Maintenance Services

Statement of Work

1 Introduction

1.1 Purpose

- (1) (I) Public Works and Government Services Canada (PWGSC) works with Client Departments and Agencies (i.e. "Clients") to produce savings and cost efficiencies; strengthen security and realize economies of scale through-out the Government of Canada. Shared Services Canada (SSC) was established with a mandate to leverage economies of scale across the whole of government so that all federal organizations (i.e. "Clients") have access to cost-effective, reliable, efficient and secure information technology (IT) services. Both PWGSC and SSC therefore have similar interests in the provisioning of services to Clients.
- (2) (I) The Network Infrastructure Management Services (NIMS) Request for Standing Offer (RFSO) will result in the award of Departmental Individual Standing Offers (DISOs) that will be used by Shared Services Canada (SSC) to issue call-ups to provide maintenance services for Government of Canada (GC) network infrastructures.
- (3) (M) This Statement of Work (SOW) identifies the Mandatory requirements that the Offeror shall fulfill to provide NIMS maintenance services for Clients.

1.2 Approach

- (4) (I) The business approach for delivering NIMS is based on the following principles:
 - i) Providing comprehensive Service Levels to meet business requirements;
 - ii) Clearly delineating GC and Offeror responsibilities and relationships to provide maximum benefit to all parties;
 - iii) Establishing an Offeror "single-point-of-contact" responsible for providing NIMS maintenance services; and
 - iv) Future evolution based on GC requirements.

1.3 NIMS Architectural Model

- (5) (I) The NIMS Architectural Model, as shown in Figure 1, illustrates the scope of the services encompassed in this SOW and the architectural framework that will be used for the procurement and provisioning of the Services.

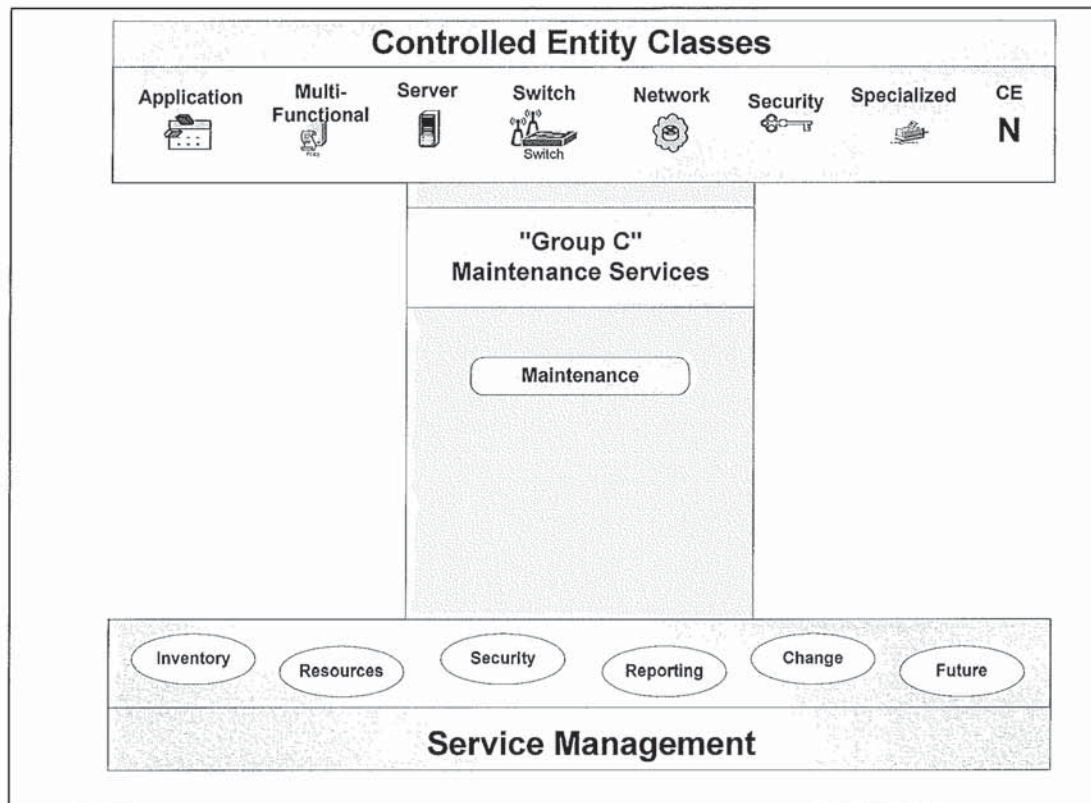


Figure 1 – Network Infrastructure Management Services Architectural Model

- (6) (I) The principal elements of the NIMS Architectural Model are:
- The Controlled Entity (CE) Classes within GC Network Infrastructures;
 - The Services that the Offeror will provide as required by Canada; and
 - The Service Management that defines and delineates how Services are to be provided.

2 Controlled Entities and Classes

- (7) (I) A Controlled Entity (CE) is a device, application, or process that resides physically or logically within a GC Network Infrastructure. All CEs require some level of control or management. Included in a CE are all hardware components, interfaces (logical and physical), configuration images, and software that enable a CE to operationally function. All CEs are Management Information Base (MIB) enabled and Simple Network Management Protocol (SNMP) accessible.

2.1 Controlled Entity Classes

- (8) (I) A Controlled Entity Class is a logical grouping of CEs that have similar functionality. CE Classes include Application, Multi-Functional Device, Server, Switch, Network, Security and Specialized Device. The NIMS Architectural Model enables the definition and addition of future, currently undefined, CE Classes.
- (9) (I) CEs have been classified as follows:
- i) The Application CE Class consists of software that hosts network and IT services specific to applications at layer 7 of the Open Systems Interconnection (OSI) Model. This functionality includes, but is not limited to, VoIP (IPBX), mobile messaging applications and network services such as DNS and DHCP.
 - ii) The Multi-Functional Device (MFD) CE Class consists of devices and processes that combine the functionality of at least two of the layers in the OSI Model. This functionality includes, but is not limited to, load balancing, content management and filtering, packet switching and routing.
 - iii) The Server CE Class consists of computing devices that host applications as specified by the supporting Operating System of the device. These Operating Systems include, but are not limited to, UNIX, Linux, and Microsoft Windows.
 - iv) The Switch CE class consists of devices that support switching and forwarding of data packets at the data link (layer 2) layer of the OSI model. These devices include, but are not limited to, bridges, hubs, switches, VPN devices, and Wireless Access Point (WAP) devices.
 - v) The Network CE Class consists of devices that support routing of data packets at the network (layer 3) layers of the OSI model. These devices include, but are not limited to, multi-protocol routers, routing switches, VPN devices, and Network Address Translation (NAT) gateways.
 - vi) The Security CE Class consists of devices and software that support the integrity and security of IT services. These devices include, but are not limited to, secure gateways, firewalls, Intrusion Detection Systems (IDS), Intrusion Protection Systems (IPS), VPN devices, content security management systems, and virus scanning products.
 - vii) The Specialized Device CE class consists of devices that reside in the enterprise and provide unique functionality in conjunction with other IT infrastructure components. This functionality includes, but is not limited to Uninterruptible Power Supplies (UPS), printing systems, and SNMP alarm collection devices.
 - viii) The Nth CE Class consists of devices, processes and software that do not

yet exist; or existing devices that are not currently included in NIMS and whose functionality is not covered under any of the existing CE Classes. (Reference RFSO Part B, "Extension and New Class of NIMS Group C")

- (10) (I) The CE Classes within NIMS are comprised of Original Equipment Manufacturer's (OEM) product sets. ~~These OEM product sets are specified in Appendix A and represent the current range of CEs that may be managed by the Offeror.~~ As required, other OEM product sets may be added.

3 Service Management

- (11) (I) Information Technology Services Management (ITSM) is the best practices approach used to deliver and support Information Technology services. Canada has identified a set of ITSM tools, functions and processes that it requires Offerors to provide for the service delivery and support of NIMS. These Service Management requirements have been packaged into Service Management Plans (SMPs – reference section 4) that will complement Canada's management of network infrastructures and CEs.
- (12) (M) The Offeror shall provide Service Management to maintain and improve service quality by communicating service performance, identifying service achievements and addressing service issues.
- (13) (M) The Offeror shall acknowledge and respond to maintenance dispatch service requests initiated by a Client or other identified Service Providers acting on behalf of a Client to provide seamless services to the Client.

4 Service Management Plan

- (14) (I) Certain packages of IT Service Management tools, functions and processes are required to deliver the various Services encompassed by NIMS. These packages, or Service Management Plans (SMPs), complement Canada's management of network infrastructures and CEs.
- (15) (I) The Service Management Plan components that are currently defined for NIMS include:
- i) The provisioning of Service Management Resources which includes Service Desk, Service Manager, and other resource functions necessary to effect, manage and communicate service performance;
 - ii) Ensuring the logical and physical Security of all CEs and all data related to the operation and management of the NIMS through the use of Security mechanisms and processes;
 - iii) Providing Canada with web browser access to a (7x24x365) Service Portal that is a secure central access point to all NIMS-related information;
 - iv) The use of a formalized change management process and a change request ticket system to facilitate the control and co-ordination of all requests for service, and of operational and administrative changes to services provided;
 - v) A centralized Inventory Management database that maintains detailed and accurate information on the configuration of CEs to facilitate effective

maintenance and on-line configuration;

- vi) Recording and resolution progress tracking of all service requests and reported service troubles through the use of a formalized Incident Management process and ticket system. Incident Management also includes Service Centre and technical and engineering support to monitor fault conditions and report these occurrences through notifications, escalations, and service reporting to the Client or the Client's identified CE Service Provider; and
- vii) Service Performance Reporting that includes providing regular, structured and formalized communication of service issues and service performance.

- (16) (M) The Offeror shall provide NIMS Maintenance Services on an as requested basis according to the SMP-C1 requirements identified in Table 1.

IT Service Management Functions	Service Management Plan C1 (SMP-C1)
Resources	X
Security Management	X
Service Portal	
Change Management	X
Inventory Management	X
Incident Management	
Reporting	X

Table 1 – Service Management Plan C1

4.1 Resources

- (17) (M) Resources are defined to be the people, entities, and tools that the Offeror shall provide to effect its NIMS responsibilities.
- (18) (M) The Offeror shall ensure that all of its human resources have an adequate skill-set to perform the tasks for which they are responsible. The Offeror shall, upon reasonable request, replace any human resource whose interactive work responsibility is identified by Canada to be at an inappropriate skill level.

4.1.1 Service Managers

- (19) (I) Offeror and SSC Service Managers are the single points of contact within their respective organizations for NIMS service management issues.
- (20) (M) The Offeror shall provide a Service Manager for the NIMS who will be the primary point of contact and liaison and who will be responsible for all service-related matters and issues associated with the delivery of services that will at a minimum include:
 - i) acting as the focal point for communications;
 - ii) facilitating the procurement of Professional Services and managing their delivery;
 - iii) monitoring and ensuring service quality; and
 - iv) process improvement.
- (21) (M) The Offeror's Service Manager shall be available to personally meet with SSC Service Manager on an as required basis, or as regularly scheduled, to review and manage service delivery and performance.
- (22) (I) The SSC Service Manager monitors and manages the Offeror's service performance and manages ongoing service issues. The SSC Service Manager also interacts directly with its own or the Offeror's resources to:
 - i) analyze NIMS support requirements;
 - ii) provide network engineering support;
 - iii) accept and validate service requests; and
 - iv) assess future CE requirements.

4.2 Security Management

- (23) (M) The Offeror shall ensure the integrity and security of CEs and of all data related to the operation and management of any Service that it provides.
- (24) (M) The Offeror shall ensure that all equipment that it employs or deploys to provide NIMS are only accessible (both physically and logically) by authorized personnel.
- (25) ~~(M) The Offeror shall provide access controls (for example, identification and authentication protection mechanisms) to prevent unauthorized access to NIMS data; and to the internal management functions of all Offeror provided NIMS equipment via console access ports, publicly accessible communications ports or network accessible ports.~~
- (26) (M) The Offeror shall be responsible for identifying all NIMS security violations and incidents such as:
 - i) unauthorized access to network management systems or internal management functions of NIMS equipment; and
 - ii) any physical security breach or virus infections.
- (27) (M) The Offeror shall provide immediate notification of all security violations and incidents to the Client.
- (28) (M) The Offeror shall provide a detailed written report to Canada within forty-eight (48) hours of each security violation or incident as defined and requested by Canada.

4.3 Change Management

4.3.1 Service Order Request

- (29) (I) Service order requests (SOR) are initiated by Canada in regard to moves, adds and changes to CEs and for CE inventory changes that influence the financial properties or physical location of the CE. Due to the financial nature of service order requests, Canada requires the Offeror's Change Management processes to accommodate Client processes.
- (30) (I) A Service Order Request may contain:
- i) the Service Order Request number;
 - ii) Service Order Request details;
 - iii) applicable Service Management Plan;
 - iv) Service order request originator;
 - v) date submitted;
 - vi) Requested Service Delivery Date (RSDD);
 - vii) Client name;
 - viii) CE Class;
 - ix) CE name;
 - x) special disposal requirements;
 - xi) serial numbers;
 - xii) software revisions;
 - xiii) site contacts;
 - xiv) physical service address; and
 - xv) hardware details (software/firmware revision/module contents).
- (31) (M) The Offeror shall accept Service Order Requests in the electronic method and format specified by Canada (typically email).

4.3.1.1 Service Order Acceptance

- (32) (M) The Offeror's Change Management process shall, within one (1) hour of the receipt of a Service Order Request, provide by email either a Service Order Acceptance or notification of any additional information that is required for a revised Service Order Request. The Service Order Acceptance (SOA) will at a minimum contain:
- i) Reference number for the Service Order Request;
 - ii) Committed Service Delivery Date (CSDD – that is, confirmation of the RSDD);
 - iii) Ticket number (format to be determined);
 - iv) Subject of change (for example, CE name);
 - v) Change Requestor (for example, SSC technical authority);
 - vi) Change description;
 - vii) Scheduled start date (mm dd yyyy);
 - viii) Scheduled start time (hh:mm using 24 hour clock);
 - ix) Scheduled end time (hh:mm using 24 hour clock); and

- x) Time Zone (Applicable to the location of the change as detailed in the change order).

- (33) (M) The Offeror shall implement Service Order Requests on the Requested Service Delivery Date unless Canada and the Offeror mutually agree otherwise.
- (34) (M) The Offeror shall notify Canada in writing as soon as possible if the Service Order Request cannot be completed by the Requested Service Delivery Date, providing reason for the delay and a revised Committed Service Delivery Date. This revised date shall be subject to written approval by the client.
- (35) (M) The Offeror shall notify Canada by email within two (2) business days of the successful completion of the Service Order Request, via a Service Order Completion Notice (SOCN). The Service Order Completion Notice shall contain :
 - i) Offeror's change ticket number;
 - ii) Ticket number;
 - iii) subject of change (for example, CE name);
 - iv) change description; and
 - v) actual start date (mm dd yyyy).

4.4 Inventory Management

- (36) (M) The Offeror shall provide Inventory Management services, which encompass maintaining information on CEs and their configuration in a centralized database so that services are effectively provided.
- (37) (M) The Offeror shall maintain a comprehensive Controlled Entity Inventory Database (CEID) that at a minimum will contain the following information about CEs for which the Offeror provides Maintenance Services:
 - i) site location (that is, civic address);
 - ii) CE name;
 - iii) model;
 - iv) manufacturer;
 - v) serial number;
 - vi) software versions; and
 - vii) Primary and secondary on-site contacts and contact information.
- (38) (M) The Offeror shall update the CEID and any other appropriate NIMS documentation, within two (2) business days of a completed change.
- (39) (M) The Offeror shall make Inventory data available to Canada, as and when requested.

4.5 Reporting

4.5.1 Monthly Maintenance Report

- (40) (M) The Offeror shall provide a Monthly Maintenance Report (MMR) that provides an itemized listing of all instances where the MTR and MTO Service Levels (reference Sections 5.1.1 and 5.2.1) are missed by showing for each instance the interval by which the Service Level was missed and the calculation of the applicable Service Credits.

4.5.2 Service Guide

- (41) (M) The Offeror shall provide a Service Guide within ten (10) business days of contract award that details how the Offeror will provide the Service Management requirements to Canada.

5 Maintenance Services

- (42) (I) Maintenance Services are defined to be all of the necessary hardware, software and resource support for the fault restoration, ongoing functional operation and preventative maintenance of CEs.
- (43) (M) The Offeror shall provide Maintenance Services for all CE Classes in accordance with all SMP-C1 requirements [reference paragraph (16)].
- (44) (M) The Offeror shall provide Maintenance Services according to three (3) types of Maintenance Plans, each having its own set of Service Levels identified in Table 2:
- i) Replacement Maintenance Plan (reference Section 5.1) where the Offeror is required to acquire and deliver the replacement component to a technical contact in an identified timeframe thereby enabling Canada to operationally restore the service.
 - ii) On-site Maintenance Plan (reference Section 5.2) where the Offeror is required to acquire / deliver to a GC site and install the replacement component on-site or undertake whatever maintenance and repair service that is necessary to restore the CE to operational service.
 - iii) Return to Depot Maintenance Plan (reference Section 5.3) where the Offeror is required to receive the faulty CE, repair or replace the CE and ship the repaired or replaced CE back to a GC site.
- (45) (M) The Offeror shall provide Maintenance Services according to "OEM Certifications for Maintenance Services for Group C" (reference RFSO, Section 4).
- (46) (M) The Offeror shall be responsible for the performance of sub-contractors that it engages to provide Maintenance Services.
- (47) (M) The Offeror shall provide Maintenance Services to all locations in Canada within a 100 km radius of cities specified in Appendix S – "Maintenance Plans for Cities/Regions".
- (48) (M) The Offeror shall at a minimum provide the OMP-6/OMPUW-6, RMP-6 and DMP-1 Maintenance Service Plans for any service location that is not identified in Appendix S.
- (49) (M) When the Offeror is required to provide maintenance services for a CE located in a region covered by a Comprehensive Land Claims Agreement (CLCA), the Offeror shall notify the appropriate firm (to be identified by the Crown) to perform

the maintenance services as the Offeror has determined to be required.

- (50) (M) The Offeror shall ensure that any configuration information that may be retained on a CE removed from service, is properly erased (i.e. invoking erase commands on site or destroyed at the Offeror's maintenance facility), consistent with GC procedures.
- (51) (M) Where CEs are under warranty, the Offeror and / or its sub-contractors shall be OEM-certified for the provisioning of technical and Maintenance Services.
- (52) (D) Where CEs are not under warranty, the Offeror and / or its sub-contractors should be OEM-certified for the provisioning of technical and Maintenance Services.
- (53) (M) Where CEs are under warranty, the Offeror shall provide the Client with access to all OEM support portals to access CE technical information (for example, technical bulletins, forums, FAQs, field alerts, product documentation, firmware upgrades, operating system upgrades, and patches).
- (54) (D) Where CEs are not under warranty, the Offeror should enable SSC access to all OEM support portals to access CE technical information (for example, technical bulletins, forums, FAQs, field alerts, product documentation, firmware upgrades, operating system upgrades, and patches).
- (55) (M) The Offeror shall ensure that all CE replacement components are identical or superior in functionality and feature-set to the CE components that are being replaced.

5.1 Replacement Maintenance Plan

- (56) (M) A Replacement Maintenance Plan (RMP) is defined to be a Maintenance Service where the Offeror shall acquire and deliver a replacement CE or CE component(s) to a GC site in an identified timeframe (reference section 5.1.1) so that the Client can operationally restore the service.
- (57) (M) A Replacement Maintenance Plan Under Warranty (RMPUW) is defined to be a Maintenance Service where the Offeror shall acquire and deliver a replacement CE / CE component(s) under OEM warranty, to GC sites in an identified timeframe (reference section 5.1.1) to operationally restore the service.
- (58) (M) The Offeror shall develop and implement a process that tracks the shipment of replacement products to Canada and that enables and authorizes Canada to return defective product(s) through the Offeror at the Offeror's own expense.
- (59) (I) The Offeror is not responsible for the installation and staging of the replacement CE or CE component under the RMP.

5.1.1 Maximum Time to Replace Service Level

- (60) (I) The Maximum Time to Replace (MTR) Service Level is defined to be the maximum amount of time that an Offeror is allocated to acquire and deliver a replacement component to a GC site when a service outage has been caused by the failure of a CE or CE component(s) for which a RMP is in effect.
- (61) (I) The MTR Service Level does not apply when the fault is determined to be non-equipment-related (for example, circuit problem, power outage) or when the cause

of the fault or the Offeror's response time is impacted by conditions or actions that are not under the control of the Offeror.

- (62) (M) The Offeror shall attain the MTR required according to the applicable RMP Service Level as identified in Table 2.
- (63) (M) The start of the MTR Service Level shall be the time at which any CE failure condition is reported to the Offeror. The end of the MTR shall be the time that the Offeror delivers a replacement CE or CE component at the GC site and Canada confirms its receipt.

5.1.2 Maximum Time to Replace Service Credit

- (64) (M) The Offeror shall provide Canada with a Service Credit equal to fifty percent (50%) of the Maintenance Service MRP for the CE that was affected by the failure to meet the MTR Service Level.
- (65) (M) The Offeror shall provide Canada with an additional Service Credit of 1% of the Maintenance Service MRPs of all other CEs that are affected (that is, other CE Services cannot be performed or the CE is operationally impacted by the CE failure) by the failure for each additional 1 hour that the MTR Service Level is not met up to a maximum of one hundred percent (100%) of the Maintenance Service MRPs of all affected CEs.

5.2 On-site Maintenance Plan

- (66) (M) An On-site Maintenance Plan (OMP) is defined to be a Maintenance Service where the Offeror shall acquire, deliver, and undertake the on-site installation of a replacement CE, or CE component(s) in an identified timeframe so that the service is operationally restored (reference section 5.2.1).
- (67) (M) An On-site Maintenance Plan Under Warranty (OMPUW) is defined to be a Maintenance Service where the Offeror shall acquire, deliver, and undertake the on-site installation of a replacement CE / CE component(s) under OEM warranty, in an identified timeframe so that the service is operationally restored (reference section 5.2.1).
- (68) (M) After the repair of a CE, the Offeror shall remove the defective CE or CE component from the premises using an Offeror-established product return process.

5.2.1 Maximum Time On-site Service Level

- (69) (I) The Maximum Time On-site (MTO) Service Level is defined to be the maximum amount of time that an Offeror is allocated to acquire, deliver and undertake the on-site installation of a replacement CE or CE component(s) in an identified timeframe so that Client's service is operationally restored.
- (70) (I) The MTO Service Level does not apply when the fault is determined to be non-equipment-related (for example, circuit problem, power outage) or when the cause of the fault or the Offeror's response time is impacted by conditions or actions that are not under the control of the Offeror.
- (71) (M) The Offeror shall attain the MTO required according to the applicable OMP Service Level as identified in Table 2.
- (72) (M) The start of the MTO Service Level shall be the time at which any CE failure

condition is reported to the Offeror. The end of the MTO shall be the time at which the Offeror receives acknowledgement by the Client that the CE has been restored to operational service.

5.2.2 Maximum Time On-site Service Credits

- (73) (M) The Offeror shall provide Canada with a Service Credit equal to fifty percent (50%) of the Maintenance Service MRP for the CE that was affected by the failure to meet the MTO Service Level.
- (74) (M) The Offeror shall provide Canada with an additional Service Credit of 1% of the Maintenance Service MRPs of all other CEs that are affected (that is, other CE Services cannot be performed or the CE is operationally impacted by the CE failure) by the failure for each additional 1 hour that the MTO Service Level is not met up to a maximum of one hundred percent (100%) of the Maintenance Service MRPs of all affected CEs.

5.3 Return To Depot Maintenance Plan

- (75) (M) A Return To Depot Maintenance Plan (DMP) is defined to be a Maintenance Service where the Offeror shall receive a faulty CE at the Offeror's designated maintenance service depot, to repair or replace the CE and ship the repaired or replaced CE back to the GC site within an identified timeframe (reference section 5.2.1).
- (76) (I) Canada will bear the shipping costs for Return To Depot maintenance of CEs from the GC site to the Offeror's designated maintenance service depot.
- (77) (M) The Offeror shall bear the shipping costs for Return To Depot maintenance of CEs from the Offeror's designated maintenance service depot to the GC site.
- (78) (M) The Offeror shall be responsible for CEs that it receives for Return To Depot maintenance from the time that the CE is received until the time that the CE is returned to the originating GC site.
- (79) (M) The Offeror shall replace CEs with an identical CE when the failed CE cannot be repaired.

5.3.1 Return To Depot Service Level Objective

- (80) (I) The maximum turnaround time to repair or replace CEs received for Return To Depot maintenance should not exceed fifteen (15) business days from the time of arrival of the CE at the Offeror's designated maintenance service depot until the time that the repaired or replaced CE is received at the originating GC site.

5.4 Maintenance Under Warranty

- (81) (M) As requested by Canada, the Offeror shall enhance a CE's one-year OEM warranty services by providing maintenance under warranty services according to the Maintenance Service Plans and Service Levels identified in Table 2.

Maintenance Service Plan	Coverage Period (Days x Hours)		Service Level				
	5x8	7x24	4 Hour	8 Hour	NBD	BE	15 Day
OMP-1 / OMPUW-1		X	X				
OMP-2 / OMPUW-2		X		X			
OMP-3 / OMPUW-3	X		X				
OMP-4 / OMPUW-4	X			X			
OMP-5 / OMPUW-5	X				X		
OMP-6 / OMPUW-6	X					X	
RMP-1 / RMPUW-1		X	X				
RMP-2 / RMPUW-2		X		X			
RMP-3 / RMPUW-3	X		X				
RMP-4 / RMPUW-4	X			X			
RMP-5	X				X		
RMP-6	X					X	
DMP-1	X						X

NBD (Next Business Day) - is the time period that ends at 5 pm local time (that is, to where the Maintenance Service is being provided) of the next business day.
 BE (Best Effort) - response in no guaranteed time frame but with an objective of 5 pm NBD.

Table 2 – Maintenance Service Plans and Service Levels

6 Service Transition Upon DISO Termination

(82) (M) The Offeror, upon notification of DISO termination or expiration, shall be responsible for providing any NIMS related information or assistance for a seamless transition within a period of 30 calendar days to a third party identified by Canada that at a minimum shall include:

- i) providing all Service-specific technical, operational and procedural documentation; and
- ii) providing all Client-specific data in a mutually acceptable electronic file format.

7 Billing Instructions

7.1 General

- (83) (M) The Offeror shall assign an individual resource that will serve as the SPOC responsible for all matters and issues related to billing and inventory for all services provided by the Offeror.
- (84) (M) The Offeror shall bill for its provisioning of each NIMS call-up on a monthly basis. The billing period shall begin on the first day of each calendar month and end on the last day of that month.
- (85) (M) Within 10 business days of the last day of the previous month, the bill shall be made available / delivered to SSC personnel. The Offeror shall provide printable and non-modifiable Portable Document Format (PDF) electronic files as follows:
 - iii) One copy of the Monthly Billing Summary, to the Contracting Authority; and
 - iv) One copy of the Monthly Billing Summary, Billing Total by Contract, Billing Details by Contract and the Year to Date Totals.
- (86) (M) Billing charges for monthly Services provided for less than a full month shall be prorated for in-service days in the month.
- (87) (M) All services shall be billed monthly in arrears following acceptance of the services or upon receipt of a valid invoice whichever is later.
- (88) (M) Prices are not dependent upon services being provided for a minimum period of time (term) and no charges of any kind will be applicable when a Service is to be discontinued.
- (89) (M) The Offeror shall apply the applicable Service Credits against the individual item in the detail file that the credit is associated with.
- (90) (M) The Offeror shall cease billing for any Services terminated at Canada's request on the requested termination date, or in five (5) business days from the date of the termination order, whichever is later.

7.2 Billing Reporting

7.2.1 Monthly Billing Summary

- (91) (M) The Offeror shall on a monthly basis provide a printable and non-modifiable billing summary(s) and Year-to-date (YTD) total files in PDF, which includes the Offeror's official letter head or logo. The Offeror shall use a standardized billing structure for the billing summary, which at a minimum includes the fields and information represented on the Billing Template shown in Section 8 of this SOW.

7.2.2 Monthly Billing Details

- (92) (M) The Offeror, in addition to the printable Billing Summary and Year to Date Total files, shall provide monthly detailed billing files by contract containing the Billing Totals and the Billing details for NIMS maintenance.
- (93) (M) The Offer shall provide the billing details in a format specified by Canada as shown in Section 9 of this SOW.

- (94) (M) In the event there is a discrepancy, the Detail file takes precedence over the billing summary (PDF).
- (95) (M) The Offeror agrees that Canada will pay the Offeror for the Billing Summary Total minus any rejected records.
- (96) (M) The billing detail file shall contain all data processed during the prior billing period (including any resubmitted charges from the previous billing periods in accordance with the Standing Offer).
- (97) (M) Each billing detail file shall relate to a single item that a service or maintenance activity is executed against for a specific "Period of Service".

7.3 Pricing

- (98) (M) For the provision of products and services as and when requested through Call-up(s), the Offeror will be paid in accordance with the basis of payment detailed under RFSO Part B, "Basis of Payment".
- (99) (M) If Canada requests a product or service that is not listed in the Standing Offer price listings, it can be added according to the terms and conditions conditions stipulated in model Standing Offer (see Part B in the main body of this solicitation).
- (100) (M) For any orders cancelled prior to delivery at the request of Canada, the Offeror shall cease on the requested date and no charges or fees shall be incurred.
- (101) (M) All service pricing shall include all duty and special pricing related to service delivery. GST/HST shall be extra to the prices and rates herein and will be paid by Canada.

7.4 Reconciliation and Bill Payment

- (102) (I) If Canada has any objection to the "form of the bill" or the substantiating documentation, within fifteen (15) business days of its receipt, Canada will notify the Offeror of the nature of the objection. "Form of the bill" means a bill that contains or is accompanied by such substantiating documentation as Canada requires.

8 Billing Templates

- (103) (I) The templates presented below are provided for the Offeror's information. It is anticipated that these templates are representative of that which will result after operational refinement with the Offeror after Standing Offer award.

8.1 Monthly Billing Summary Template

NIMS Monthly Billing Summary				Month Year		DISO number: EN869-055068/xxx/EO					
Offeror Official Company logo Complete mailing address with postal code Billing Contact name and Phone number											
Account Number: 123456				Billing Date mm/dd/yyyy							
Item Number	Customer name	Contract/Call-up and amendment Number	SSO Authority Number	Maintenance Agreement Number (MAN)	Offeror Call-up Identifier Number	Start Date	End Date	Total Monthly Recurring Price	Taxes	Total	Comments
1											
2											
3											
4											
5											
6											
7											
8											
9											
10											
							Grand Tot	\$0.00	\$0.00	\$0.00	

8.2 Year-To-Date Total Template

NIMS Standing Offer YTD Total				Month Year	
DISO number: EN869-055068/xxx/EO					
Offeror Official Company logo Complete mailing address with postal code Billing Contact name and Phone number					
Item	Month Year	Sub-total (\$)	Taxes (\$)	Total (\$)	
1					
2					
3					
4					
5					
6					
7					
8					
9					
10					
YTD Totals					

8.3 Billing Total by Contract Template

NIMS Monthly Billing Total by Contract		Month Year		DISO number: EN869-055068/xxx/EO							
Offeror Official Company logo Complete mailing address with postal code Billing Contact name and Phone number											
Account Number: 123456		Billing Date mm/dd/yyyy									
Item	Customer Name	Contract/Call-up Number	SSC Authority Number	Maintenance Agreement Number (MAN)	Invoice Number	Total Monthly Recurring Price	GST 5% AB / MB / NT / NU / PE / QG / SK / YT	HST 12% OO	HST 13% OH / NB / NL	HST 15% NS	Total
1	DISO partner department name										
Totals						\$0.00	\$0.00	\$0.00	\$0.00	\$0.00	\$0.00

8.4 Billing Details by Contract Template

NIMS Monthly Billing Details by Contract		Month Year		DISO number: EN869-055068/xxx/EO								
Offeror Official Company logo Complete mailing address with postal code Billing Contact name and Phone number												
Item	SSC Authority #	Customer Name	Contract and amendment #	MAN #	Device Name	Device Model #	Device Serial #	Device Location	Maintenance Service Plan	Start Date	End Date	Monthly Recurring Price (MRP) per unit
1												
2												
3												
4												
5												
6												
7												
8												
9												
10												
										Monthly Recurring Price		\$0.00
										Less Volume discount of \$		-
										Net Monthly Recurring Pri		-

9 Glossary and Acronyms

(104) (I) The table below contains a glossary of terms and acronyms used in the NIMS SOW.

Term	Definition
CE	Controlled Entity
CEID	CE Inventory Database
CLCA	Comprehensive Land Claim Agreement
CPU	Central Processing Unit
DHCP	Dynamic Host Configuration Protocol
DISO	Department Individual Standing Offer
DMP	Return to Depot Maintenance Plan (a NIMS Maintenance Plan)
DNS	Domain Name Service
FAQ	Frequently Asked Question
IP	Internet Protocol
IPSec	Secure Internet Protocol
IT	Information Technology
ITSM	Information Technology Services Management
LOA	Letter of Agreement
MFD	Multi-Functional Device (a NIMS-defined CE class)
MIB	Management Information Base
MMR	Monthly Maintenance Report
MRP	Monthly Recurring Price
MTO	Maximum Time Onsite
MTR	Maximum Time to Replace
NAT	Network Address Translation
NIMS	Network Infrastructure Management Services
OEM	Original Equipment Manufacturer
OMP	On-site Maintenance Plan (a NIMS Maintenance Plan)
OMPUW	On-site Maintenance Plan when CEs are under Warranty
OSI	Open Systems Interconnect
PDF	Portable Document Format
QoS	Quality of Service
RFC	Request For Comment

Term	Definition
RFSO	Request For Standing Offer
RMP	Replacement Maintenance Plan (a NIMS Maintenance Plan)
RMPUW	Replacement Maintenance Plan when CEs are under Warranty
SA	Secure Access
SMP	Service Management Plan (a NIMS-introduced ITSM concept)
SNMP	Simple Network Management Protocol
SOW	Statement of Work
SPOC	Single Point of Contact
SSC	Shared Services Canada
UPS	Uninterruptible Power Supply
VoIP	Voice over Internet Protocol
VPN	Virtual Private Network
WAP	Wireless Access Point
YTD	Year-to-date

Appendix O

Request for Standing Offer

for

**Network Infrastructure Management
Services (NIMS)**

Offeror User Guide

for

NIMS Group C Pricing Workbook

Version May 1, 2013

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Offeror User Guide for NIMS Group C Pricing Workbook

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Offeror User Guide for NIMS Group C Pricing Workbook

1 Overview

1.1 Introduction

- 1.1.0.1 This document provides instructions that the Offeror must follow to input its pricing information into the NIMS Group C Pricing Workbook (“NGCPW”). To use this workbook, the Offeror must first read and be familiar with the requirements provided in the NIMS Group C Statement of Work (SOW).
- 1.1.0.2 The NIMS Group C pricing provided by the Offeror will be valid for the life of the NIMS Departmental Individual Standing Offer.
- 1.1.0.3 Each Manufacturer is represented in a separate workbook under the Group C framework. Offerors may respond to any or all of these workbooks.
- 1.1.0.4 The Offeror must input its prices in the NGCPW for all Maintenance and Maintenance Under Warranty Services within a Workbook. An Offer Evaluation Value (OEV) will be calculated from all recurring prices using formulae in each of the services worksheets and the Financial Summary worksheet.

1.2 Price Definitions

- 1.2.0.1 The definitions of the pricing terms that are used in the worksheets of the NGCPW are as follows:

1.2.1 Monthly Recurring Price

- 1.2.1.1 Monthly Recurring Price (MRP) is the firm monthly price that an Offeror charges for services that are required on a monthly basis.

1.2.2 No-Term

- 1.2.2.1 All Offeror proposed NIMS pricing must be No-Term which means that the pricing is not dependent upon NIMS being provided for a minimum period of time (term) and that no charges of any kind will be applicable when a service is terminated.

1.3 Workbook Structure

- 1.3.0.1 The worksheets of each NGCPW have been developed to allow Offerors to provide NIMS pricing information for Maintenance and Maintenance Under Warranty Services, as described in the NIMS Group C SOW.
- 1.3.0.2 The first worksheet of each workbook, 'Appendix P - TOC' is the Table of Contents for all worksheets within the NGCPW. Each Item in the table is hyperlinked to its corresponding worksheet to enable the Offeror to navigate to each appendix in the NGCPW.
- 1.3.0.3 There are 4 groups of worksheets in the NGCPW:
- i) **Offeror Pricing Input:** (reference Section 2) requires the Offeror to manually input its prices. The worksheets are divided into two appendices and include:
 - a) Appendix P1: Pricing sheet for Maintenance Services (reference Section 2.2) in which the Offeror manually inputs its Product Price List (PPL) in each Controlled Entity (CE) Class for each model listed, and its associated percent change from PPL for each Maintenance Level. Individual CEs are represented on separate worksheets (beginning with 'P1' in the title) and include: Multi-Functional Device (MFD), Security and Specialized.
 - b) Appendix P2: Pricing sheet for Maintenance Under Warranty Services (reference Section 2.3) in which the Offeror manually inputs its percent discount for Maintenance Services for each CE Class by Maintenance Under Warranty level. Individual CEs are represented on separate worksheets (beginning with 'P2' in the title) and include: MFD, Security and Specialized.
 - ii) **Optional Discount Pricing:** (reference Section 3) in which the Offeror can input a Percent Discount for any or all of the provided Group C Business Thresholds. This group includes one appendix, "Appendix P3: Pricing sheet for Business Volume."
 - iii) **Informational:** (reference Section 4) that provide the Offeror with information relevant to the calculations in the NGCPW as well as definitions and references. There are two appendices within this group:
 - a) Appendix P5: Services Price Weighting which ranks each CE Class within Maintenance Services and calculates a percent weighting. This weighting is applied to the total MRP per service on each of the worksheets in Appendix P1.
 - b) Appendix P6: Technical References which is provided to assist the Offeror in completing its NIMS Group C pricing by providing an overview of Service Management Plans and Maintenance Plans included in the NIMS Group C SOW.
 - iv) **Financial Summary:** (reference Section 5) provides the Financial Summary and calculates the Group C OEV. The Total Monthly Weighted Prices (TMWP) for Maintenance and Maintenance under Warranty Services will be summed to give the OEV. This section includes one appendix, "Appendix P4: Financial Summary."

1.4 Worksheet Protection

- 1.4.0.1 Certain cells within the worksheets have been protected to ensure the integrity of the Client-specific data that they contain. The protection also ensures that Offerors are only able to provide input to the worksheets that they should complete.

1.5 Worksheet Cell Shading

- 1.5.0.1 GREEN colour shading is used to identify the worksheets, columns and corresponding cells that require Offeror inputs.
- 1.5.0.2 GOLD colour shading is used to identify the OEV used for evaluation.
- 1.5.0.3 UNSHADED cells in worksheets contain fixed data, including titles, formulas and information that cannot be changed or altered by the Offeror.

1.6 Worksheet Fonts

- 1.6.0.1 **Bold Font** is used to emphasize worksheet titles, pricing information, or other important information.

1.7 Rounding

- 1.7.0.1 The Microsoft Excel application is used to do the summation (Total) of each pricing column in the Workbook for MRPs. All totals, prices and percentages are rounded off to the second decimal digit. If the third digit is smaller than 5, the price/percentage will be rounded down; if it is equal to or greater than 5, it will be rounded up.

2 Offeror Pricing Input Worksheets

2.0.0.1 This Section, and Figure 1, describes the worksheets requiring NIMS Group C Pricing inputs by the Offeror:

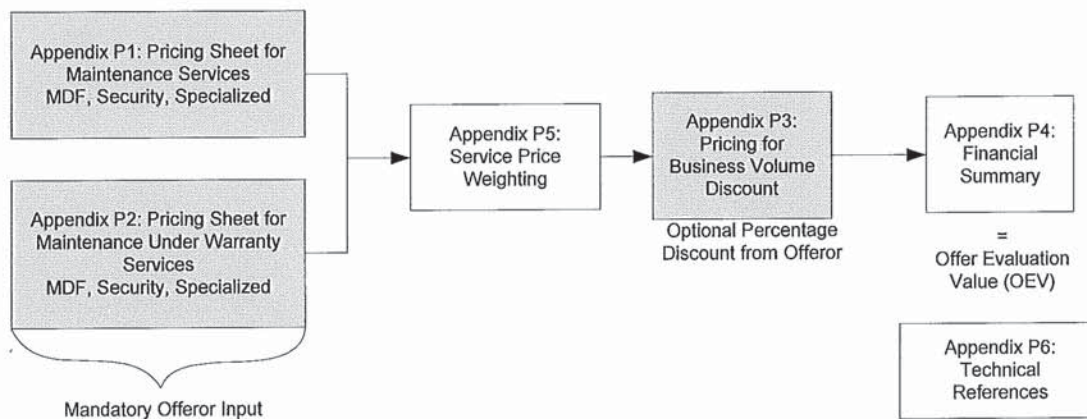


Figure 1 – Structure for Appendix P: Pricing Workbook for NIMS Group C

2.1 Service Management Plans

2.1.0.1 All services within the NIMS framework include a Service Management Plan (SMP) that defines a set of service management tools, functions and processes that are required for their delivery (reference Section 4 of the NIMS Group C SOW).

2.1.0.2 All NIMS Group C pricing will include the functionalities associated with SMP-C1.

2.2 Appendix P1: Pricing Sheet for Maintenance Services

2.2.0.1 The worksheets in Appendix P1, beginning with 'P1' in the title, must be used by the Offeror to input its NIMS pricing for identified CE Classes. As shown in the example in Figure 2, the Offeror is required to input its PPL for each Model Listed. It is then required to input its percent difference from the PPL for each Replacement Maintenance Plan (reference Section 5.1 of the Group C NIMS SOW), On-Site Maintenance Plan (reference Section 5.2 of the Group C NIMS SOW) and Return to Depot Maintenance Plan (reference Section 5.3 of the Group C NIMS SOW). These values are used to calculate the MRP for each corresponding Equipment Model listed in the worksheet.

2.2.0.2 Within each CE Class, a sample of the Original Equipment Manufacturer's (OEM) product sets with associated model numbers have been provided. These lists are meant to identify the current and potential future inventory of Clients. Product models may be added to this list in the future depending on requirements.

			PERCENTAGE DIFFERENCES												
			RMP	OMP	DMP	RMP	OMP	DMP	RMP	OMP	DMP	RMP	OMP	DMP	RMP
			0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%
Maintenance OEM Component															
Manufacturer	Index Number	Model	PPL	Monthly Recurring Price (MRP)											
Cisco Systems	1	Cat4500 2600-14 Switch	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -
	2	Cat4500 2600-40TT Switch	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -
	3	Cat4500 3750-40TS	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -
	4	Cat4500 3750-24T	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -
	5	Cat4500 4000 Switch	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -
	6	Cat4500 4500 Switch	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -
	7	Cat4500 4500 Switch	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -
	8	Cat4500 6400 Switch	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -
	9	Cat4500 6400 Switch	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -
	10	Cat4500 6400 Switch	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -
Total Maintenance Service Pricing (TVSP)			\$0.00	\$0.00	\$0.00	\$0.00	\$0.00	\$0.00	\$0.00	\$0.00	\$0.00	\$0.00	\$0.00	\$0.00	\$0.00
Total Weighted Service Pricing (TVSP)			\$0.00	\$0.00	\$0.00	\$0.00	\$0.00	\$0.00	\$0.00	\$0.00	\$0.00	\$0.00	\$0.00	\$0.00	\$0.00
Total Monthly Weighted Price (TMWP)			\$0.00												

Figure 2 – Appendix P1: Pricing for Maintenance Services: 'P1 – Switch'

2.2.0.3 The "Maintenance OEM Component" section of each Appendix P1 worksheet, shown in Figure 2, provides three columns of information that identify OEM's in terms of:

- 'Manufacturer' name;
- an 'Index Number' which assigns each product, within a CE Class, a unique number and is meant to facilitate referencing specific products as well as the ordering and billing process; and
- a 'Model' name.

2.2.0.4 The 'Product Price List (PPL)' column (green shading) of each Appendix P1 worksheet provides the rows for which the Offeror is required to input its firm PPL for each product model identified.

2.2.0.5 The 'Percentage of PPL for Maintenance Services' section of each Appendix P1 worksheet, indicates each level of the Replacement Maintenance Plan (RMP), On-Site Maintenance Plan (OMP) and Return to Depot Maintenance Plan (DMP) for which the Offeror is required to input its MRP as a percentage of their provided PPL in order to calculate the MRP for Maintenance Services.

- 2.2.0.6 The 'Monthly Recurring Price (MRP)' columns of each Appendix P1 worksheet indicate each level of the RMP, OMP and DMP for which the MRP for Maintenance Services is calculated, based on the Offerors provided percentage change and PPL.
- 2.2.0.7 The 'Total Maintenance Service Pricing' row of each Appendix P1 worksheet is the sum total of each Maintenance Service Plan Column.
- 2.2.0.8 The 'Total Weighted Service Pricing' (TWSP) row of each Appendix P1 worksheet is the weighted value (see section 4.1) of the 'Total Maintenance Service Pricing' (TMSP).
- 2.2.0.9 The 'Total Monthly Weighted Price' (TMWP) row of each Appendix P1 worksheet is the sum of the TWSPs.

2.3 Appendix P2: Pricing Sheet for Maintenance Under Warranty Services

- 2.3.0.1 The worksheets in Appendix P2, beginning with 'P2' in the title, must be used by the Offeror to input its NIMS Maintenance Under Warranty percent discount for identified CE Classes. As shown in the example in Figure 3, the Offeror is required to input its percent discount for each Maintenance Under Warranty Plan. This discount is used to calculate the MRP for Maintenance Under Warranty Services (See section 5.4 of the Group C NIMS SOW) for Replacement Maintenance Plan Under Warranty (levels 1-4) and On-Site Maintenance Plan Under Warranty (levels 1-6).
- 2.3.0.2 Within each CE Class, a replica of the associated Maintenance OEM Component list is provided. These lists are meant to identify the current and potential future inventory of Clients. Product models may be added to this list in the future depending on requirements.

		Percent Discount (%)									
		0%	0%	0%	0%	0%	0%	0%	0%	0%	0%
Maintenance OEM Component		Monthly Recurring Price (MRP)									
Manufacturer	Index Num Model										
Cisco Systems	1 Catalyst 2950 24 Swtch	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -
	2 Catalyst 2960 48TT Swtch	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -
	3 Catalyst 3750 48TS	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -
	4 Catalyst 3750 24T	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -
	5 Catalyst 4506 Swtch	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -
	6 Catalyst 4506 Swtch	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -
	7 Catalyst 4510R Swtch	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -
	8 Catalyst 4510R Swtch	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -
	9 Catalyst 4513 Swtch	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -
	10 Catalyst 6513 Swtch	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -
Total Maintenance Under Warranty Service Pricing (TMUWSP)		\$0.00	\$0.00	\$0.00	\$0.00	\$0.00	\$0.00	\$0.00	\$0.00	\$0.00	\$0.00
Total Weighted Service Pricing (TWSP)		\$0.00	\$0.00	\$0.00	\$0.00	\$0.00	\$0.00	\$0.00	\$0.00	\$0.00	\$0.00
Total Monthly Weighted Price (TMWP)		\$0.00									

Figure 3 – Appendix P2: Pricing for Maintenance Under Warranty Services: 'P2 – Switch'

- 2.3.0.3 The "Maintenance OEM Component" section of each Appendix P2 worksheet, shown in Figure 3, provides three columns of information that identify OEM's in terms of:
- 'Manufacturer' name;
 - an 'Index Number' which assigns each product, within a CE Class, a random, unique number and is meant to facilitate referencing specific products as well as the ordering and billing process; and
 - a 'Model' name.

- 2.3.0.4 The “Offeror Discount (%)” row (green shading) of each Appendix P2 worksheet, shown in Figure 3, is the firm percent discount to be offered by the Offeror for Maintenance Services for OEM products under warranty. A percent discount is to be provided which will be subsequently applied to each level of Replacement Maintenance Plan Under Warranty (RMPUW) and On-Site Maintenance Plan Under Warranty (OMPUW) provided.
- 2.3.0.5 The ‘Monthly Recurring Price (MRP)’ columns of each Appendix P2 worksheet indicates each level of the RMPUW and OMPUW for which the Offeror’s percent discount is applied to the MRP corresponding to maintenance plan in Appendix P1 to obtain the Monthly Recurring Price for Appendix P2.
- RMPUW in Appendix P2 is corresponding to RMP in Appendix P1 with the exception of the OEM warranty coverage.
 - OMPUW in Appendix P2 is corresponding to OMP in Appendix P1 with the exception of the OEM warranty coverage.
- 2.3.0.6 The ‘Total Maintenance Under Warranty Service Pricing’ (TMUWSP) row of each Appendix P2 worksheet is the sum total of each Maintenance Service Plan Column.
- 2.3.0.7 The ‘Total Weighted Service Pricing’ (TWSP) row of each Appendix P2 worksheet is the weighted value (see section 4.1) of the ‘Total Maintenance Under Warranty Service Pricing’ (TMUWSP). These weightings are the same as those used for Maintenance Services (Appendix P1).
- 2.3.0.8 The ‘Total Monthly Weighted Price’ (TMWP) row of each Appendix P2 worksheet is the sum of the TWSPs.

3 Optional Discount Pricing

3.1 Appendix P3: Pricing for Business Volume

- 3.1.0.1 The ‘P3 – Bus. Volume’ worksheet in Appendix P3: Pricing for Business Volume, may be used by the Offeror to input its NIMS Group C pricing discount for Maintenance Services. As shown in the example in Figure 4, the Offeror may choose to input pricing discounts, in percent, based on the total value of the business thresholds.

Business Threshold – OEM “A” (\$ M)	Business Threshold – OEM “B” (\$ M)	Maintenance / Maintenance Under Warranty % Discount
0.5	1	4%
1	3	8%
3	6	12%
5	12	16%
10	18	20%

Figure 4 – Example of Appendix P3: Pricing for Business Volume Discount: ‘P3 – Bus. Volume’ Worksheet

- 3.1.0.2 The 'Business Threshold (\$M)' column of the Optional Appendix P3 worksheet indicates the potential value of the NIMS Group C business thresholds, in millions, for which a discount may be provided by the Offeror
- 3.1.0.3 The 'Maintenance / Maintenance Under Warranty % Discount' column of the Appendix P3 worksheet is provided for the Offeror to input its discount, in percent, based on the business thresholds that may be obtained.
- 3.1.0.4 The Business Thresholds shown in the P3 – Discount Pricing worksheet will be equal to the cumulative amount billed by the Offeror under the Standing Offer, including taxes. This cumulative amount will include all amounts billed by the Offeror during the Standing Offer Period. The discount(s) shown in this worksheet will be applied on the next month following the month in which the Business Threshold would be reached and until the end of the Standing Offer or until the next Business Threshold would be reached. Below is an example illustrating how the discounts will be applied, using the column 1 thresholds of Figure 4:

For this example, the monthly billing is assumed to be static for the duration of the Standing Offer as follows:

- ♦ A monthly price of \$50 K, taxes included, for Maintenance Service; and
- ♦ A monthly price of \$15 K, taxes included, for Maintenance Under Warranty Services.

Total Monthly amount billed equals \$65 K.

In the above example, and referring to Figure 4, the first Business Threshold of 0.5 M would be reached at month #8. The Crown would then receive the following credits, starting at month #9:

- ♦ A credit of 4% for Maintenance Services (i.e. monthly price of \$50K less a discount of 4% = \$48.08 K); and
- ♦ A credit of 4% for Maintenance Under Warranty Services (i.e. monthly price of \$15K less a discount of 4% = 14.42K).

The second Business Threshold of \$1M would be reached at month #16. The Crown would then receive the following credits starting at month #17:

- ♦ A credit of 8% for Maintenance Services (i.e. monthly price of \$50K less a discount of 8% = \$46.29K); and
- ♦ A credit of 8% for Maintenance Under Warranty Services (i.e. monthly price of \$15K less a discount of 8% = \$13.89K).

The third Business Threshold of \$3M would be reached at month #47. The Crown would then receive the following credits, starting at month #48,:

- ♦ A credit of 12% for Maintenance Services (i.e. monthly price of \$50K less a discount of 12% = \$44.64K); and
- ♦ A credit of 12% for Maintenance Under Warranty Services (i.e. monthly price of \$15K less a discount of 12% = \$13.39K).

4 Informational Worksheets

4.1 Appendix P5: Services Price Weighting

- 4.1.0.1 The 'P5 – Services price Weighting' worksheet in Appendix P5: Services Price Weighting, shown in Figure 5, is populated with weighting factors provided by SSC. Each applicable CE class is prioritized based on volume and type of services being requested. These are fixed values determined by SSC, based on the forecasted procurement of NIMS by Government of Canada.

Services Price Weighting

Service	CE Class	Rank	% Weighting
Maintenance / Maintenance Under Warranty	Application	1	0.0%
	MFD	1	0.0%
	Server	N/A	N/A
	Switch	1	0.0%
	Network	1	0.0%
	Security	1	0.0%
	Specialized	1	0.0%
Total % Weighting			0%

Figure 5 – Appendix P5: Services Price Weighting

- 4.1.0.2 The 'Service' column of the Appendix P5 worksheet lists the specific service for which the weighting is applied for the purpose of focusing the Offeror's pricing inputs.
- 4.1.0.3 The 'CE Class' column of the Appendix P5 worksheet lists the CE Class associated with each of the services for which weighting is applied.
- 4.1.0.4 The 'Rank' column of the Appendix P5 worksheet is a numerical ranking (1 being the highest priority) of the pricing priority for each service, by CE Class.
- 4.1.0.5 The '% Weighting' column of the Appendix P5 worksheet is the assigned percentage value associated with the Rank, described in paragraph 4.1.0.4.
- 4.1.0.6 The 'Total % Weighting' rows of the Appendix P5 worksheet provides the sum of all the % weighting, per service, in the % Weighting column, that equates to 100%.

4.2 Appendix P6: Technical Reference

4.2.0.1 The 'P6 – Technical Reference' worksheet in Appendix P6: Technical Reference can be used by the Offeror to use as a reference source in developing its Offer. This Section consists of information on the Service Management Plans (SOW Section 4), Maintenance Service Plans (SOW Section 5) and the NIMS Architectural Model (SOW Section 1.3).

4.2.1 Service Maintenance Plans

4.2.1.1 The Service Management Plans template, shown in Figure 6, within the P6 – Technical Reference worksheet, provides the Offeror with an overview of the Service Management Plans that are required to deliver the various NIMS services.

IT Service Management Functions	Service Management Plans	
	SMP-A1	SMP-N(n)
Resources	X	
Security Management	X	
Service Portal		
Change Management	X	
Inventory Management	X	
Incident Management		
Reporting	X	

Figure 6: 'P6: Technical Reference' Service Management Plans

4.2.2 NIMS Architectural Model

4.2.2.1 The NIMS Architectural Model, shown in Figure 7, is included as a reference to the Offeror and provides an overview of the various components of NIMS.

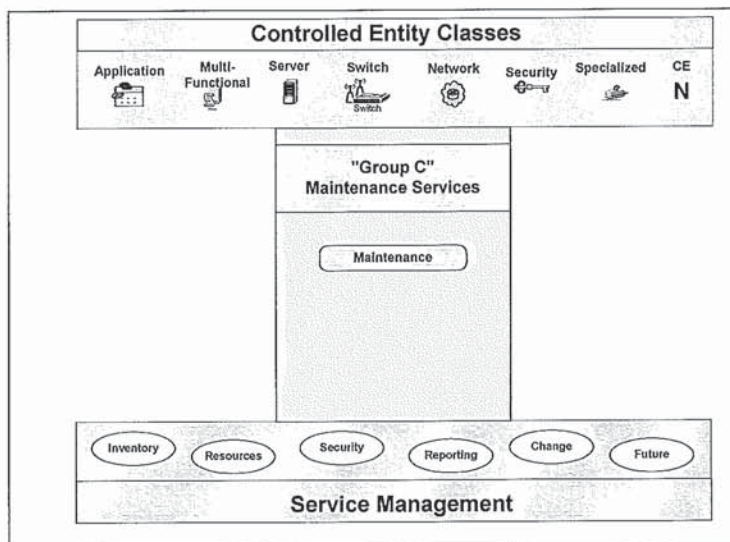


Figure 7: 'P6: Technical Reference' NIMS Architectural Model

4.2.3 Maintenance Plans

4.2.3.1 The Maintenance Plans template, shown in Figure 8, within the P6 - Technical Reference worksheet, provides the Offeror with an overview of each Maintenance level associated with RMP, RMPUW, OMP, OMPUW and DMP.

Maintenance Plans							
Service Plan	Coverage Period (Days x Hours)		Service Level (Hours)				
	5x8	7x24	4	8	NBD	BE	15 Day
RMP-1 / RMPUW-1		X	X				
RMP-2 / RMPUW-2		X		X			
RMP-3 / RMPUW-3	X		X				
RMP-4 / RMPUW-4	X			X			
RMP-5	X				X		
RMP-6	X					X	
OMP-1 / OMPUW-1		X	X				
OMP-2 / OMPUW-2		X		X			
OMP-3 / OMPUW-3	X		X				
OMP-4 / OMPUW-4	X			X			
OMP-5 / OMPUW-5	X				X		
OMP-6 / OMPUW-6	X					X	
DMP-1	X						X

Figure 8 – ‘P6: Technical Reference’ Maintenance Plans

5 Financial Summary

5.1 Appendix P4: Financial Summary

- 5.1.0.1 The 'P4 – Financial Summary' worksheet in Appendix P4: Financial Summary, shown in Figure 9, determines the Group C Evaluation Offer Evaluation Value (OEV) for the Offeror's submission to the NIMS RFSO by applying the percent discount, where applicable, to the TMWP from the NIMS Group C Pricing worksheets for Maintenance and Maintenance Under Warranty Services. The weighted TMWPs are summed to give the OEV.

Financial Summary

Service Summary		Discounted Pricing					
		Business Threshold (\$M)					
Maintenance	Total Monthly Weighted Price	0.5	1	3	5	10	Total
Multifunctional Device	\$0.00	\$0.00	\$0.00	\$0.00	\$0.00	\$0.00	\$0.00
Switch	\$0.00	\$0.00	\$0.00	\$0.00	\$0.00	\$0.00	\$0.00
Network	\$0.00	\$0.00	\$0.00	\$0.00	\$0.00	\$0.00	\$0.00
Security	\$0.00	\$0.00	\$0.00	\$0.00	\$0.00	\$0.00	\$0.00
Specialized	\$0.00	\$0.00	\$0.00	\$0.00	\$0.00	\$0.00	\$0.00
Maintenance Under Warranty	Total Monthly Weighted Price						Total
Multifunctional Device	\$0.00	\$0.00	\$0.00	\$0.00	\$0.00	\$0.00	\$0.00
Switch	\$0.00	\$0.00	\$0.00	\$0.00	\$0.00	\$0.00	\$0.00
Network	\$0.00	\$0.00	\$0.00	\$0.00	\$0.00	\$0.00	\$0.00
Security	\$0.00	\$0.00	\$0.00	\$0.00	\$0.00	\$0.00	\$0.00
Specialized	\$0.00	\$0.00	\$0.00	\$0.00	\$0.00	\$0.00	\$0.00
NGCPW Offer Evaluation Value (OEV)							\$0.00

Figure 9 – 'P4: Financial Summary' worksheet

- 5.1.0.2 The 'Service Summary' columns of the Appendix P4 worksheet summarize the TMWPs from Appendix P1 and Appendix P2.
- 5.1.0.3 The 'Business Threshold (\$M)' columns of the Appendix P4 worksheet apply the percentage discount, based on business thresholds, as provided by the Offeror. In the case where the Offeror does not opt to provide a discount, this number will be the same as the TMWP, as applicable.
- 5.1.0.4 The 'Total' column of the Appendix P4 worksheet totals the Offeror's discounted Offer value at each business threshold with the TMWP.
- 5.1.0.5 The 'NGCPW Offer Evaluated Value (OEV)' row of the Appendix P4 worksheet is the sum total of the Total Weighted Price column. It is this value that is used for evaluation purposes.



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

PART A - CONTRACT INFORMATION / PARTIE A - INFORMATION CONTRACTUELLE

1. Originating Government Department or Organization Ministère ou organisme gouvernemental d'origine PWGSC		2. Branch or Directorate / Direction générale ou Direction ITSB	
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 Network Management and Maintenance			
5. a) Will the supplier require access to Controlled Goods? Le fournisseur aura-t-il accès à des marchandises contrôlées?		<input checked="" type="checkbox"/> No Non <input type="checkbox"/> Yes Oui	
5. b) Will the supplier require access to unclassified military technical data subject to the provisions of the Technical Data Control Regulations? Le fournisseur aura-t-il accès à des données techniques militaires non classifiées qui sont assujetties aux dispositions du Règlement sur le contrôle des données techniques?		<input checked="" type="checkbox"/> No Non <input type="checkbox"/> Yes Oui	
6. Indicate the type of access required - Indiquer le type d'accès requis			
6. a) Will the supplier and its employees require access to PROTECTED and/or CLASSIFIED information or assets? Le fournisseur ainsi que les employés auront-ils accès à des renseignements ou à des biens PROTÉGÉS et/ou CLASSIFIÉS? (Specify the level of access using the chart in Question 7. c) (Préciser le niveau d'accès en utilisant le tableau qui se trouve à la question 7. c)		<input type="checkbox"/> No Non <input checked="" type="checkbox"/> Yes Oui	
6. b) Will the supplier and its employees (e.g. cleaners, maintenance personnel) require access to restricted access areas? No access to PROTECTED and/or CLASSIFIED information or assets is permitted. Le fournisseur et ses employés (p.ex. nettoyeurs, personnel d'entretien) auront-ils accès à des zones d'accès restreintes? L'accès à des renseignements ou à des biens PROTÉGÉS et/ou CLASSIFIÉS n'est pas autorisé.		<input checked="" type="checkbox"/> No Non <input type="checkbox"/> Yes Oui	
6. c) Is this a commercial courier or delivery requirement with no overnight storage? S'agit-il d'un contrat de messagerie ou de livraison commerciales 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:	
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 B PROTÉGÉ B <input type="checkbox"/>		NATO RESTRICTED NATO DIFFUSION RESTREINTE <input type="checkbox"/>	
PROTECTED C PROTÉGÉ C <input type="checkbox"/>		NATO CONFIDENTIAL NATO CONFIDENTIEL <input type="checkbox"/>	
CONFIDENTIAL CONFIDENTIEL <input type="checkbox"/>		NATO SECRET NATO SECRET <input type="checkbox"/>	
SECRET SECRET <input checked="" type="checkbox"/>		COSMIC TOP SECRET COSMIC TRÈS SECRET <input type="checkbox"/>	
TOP SECRET TRÈS SECRET <input type="checkbox"/>			
TOP SECRET (SIGINT) TRÈS SECRET (SIGINT) <input type="checkbox"/>			
		PROTECTED A PROTÉGÉ A <input type="checkbox"/>	
		PROTECTED B PROTÉGÉ B <input type="checkbox"/>	
		PROTECTED C PROTÉGÉ C <input type="checkbox"/>	
		CONFIDENTIAL CONFIDENTIEL <input type="checkbox"/>	
		SECRET SECRET <input type="checkbox"/>	
		TOP SECRET TRÈS SECRET <input type="checkbox"/>	
		TOP SECRET (SIGINT) TRÈS SECRET (SIGINT) <input type="checkbox"/>	

Security Classification / Classification de sécurité



PART C (continued) / PARTIE C (suite)

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

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

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

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

SUMMARY CHART / TABLEAU RÉCAPITULATIF

Category Catégorie	PROTECTED PROTÉGÉ			CLASSIFIED CLASSIFIÉ			NATO				COMSEC					
	A	B	C	Confidential Confidentiel	Secret	Top Secret Très Secret	NATO Restricted NATO Diffusion Restreinte	NATO Confidential NATO Confidentiel	NATO Secret	COSMIC Top Secret COSMIC Très Secret	Protected Protégé			Confidential Confidentiel	Secret	Top Secret Très Secret
											A	B	C			
Information / Assets Renseignements / Biens																
Production																
IT Media Support TI																
IT Link Lien électronique																

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

☒ No
Non ☐ Yes
Oui

If Yes, classify this form by annotating the top and bottom in the area entitled "Security Classification".
Dans l'affirmative, classifiez le présent formulaire en indiquant le niveau de sécurité dans la case intitulée.

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

☒ No
Non ☐ Yes
Oui

If Yes, classify this form by annotating the top and bottom in the area entitled "Security Classification" and indicate with attachments (e.g. SECRET with Attachments).
Dans l'affirmative, classifiez le présent formulaire en indiquant le niveau de sécurité dans la case intitulée « Classification de sécurité » au haut et au bas du formulaire et indiquer qu'il y a des pièces jointes (p. ex. SECRET avec des pièces jointes).



PART A (continued) / PARTIE A (suite)

8. Will the supplier require access to PROTECTED and/or CLASSIFIED COMSEC information or assets?
Le fournisseur aura-t-il accès à des renseignements ou à des biens COMSEC désignés PROTÉGÉS et/ou CLASSIFIÉS?
If Yes, indicate the level of sensitivity:
Dans l'affirmative, indiquer le niveau de sensibilité : Protected A ☐ No Non ☒ Yes Oui
9. Will the supplier require access to extremely sensitive INFOSEC information or assets:
Le fournisseur aura-t-il accès à des renseignements ou à des biens INFOSEC de nature extrêmement délicate?
Short Title(s) of material / Titre(s) abrégé(s) du matériel :
Document Number / Numéro du document : ☒ No Non ☐ Yes Oui

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

10. a) Personnel security screening level required / Niveau de contrôle de la sécurité du personnel requis
- | | | | |
|--|---|--|--|
| <input type="checkbox"/> RELIABILITY STATUS
COTE DE FIABILITÉ | <input type="checkbox"/> CONFIDENTIAL
CONFIDENTIEL | <input checked="" type="checkbox"/> SECRET
SECRET | <input type="checkbox"/> TOP SECRET
TRÈS SECRET |
| <input type="checkbox"/> TOP SECRET - SIGINT
TRÈS SECRET - SIGINT | <input type="checkbox"/> NATO CONFIDENTIAL
NATO CONFIDENTIEL | <input type="checkbox"/> NATO SECRET
NATO SECRET | <input type="checkbox"/> COSMIC TOP SECRET
COSMIC TRÈS SECRET |
| <input type="checkbox"/> SITE ACCESS
ACCÈS AUX EMPLACEMENTS | | | |
- Special comments: Network Component Information (Product types and IP Addressing)
Commentaires spéciaux :
- NOTE: If multiple levels of screening are identified, a Security Classification Guide must be provided.
REMARQUE : Si plusieurs niveaux de contrôle de sécurité sont requis, un guide de classification de la sécurité doit être fourni.

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

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

INFORMATION / ASSETS / RENSEIGNEMENTS / BIENS

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

PRODUCTION

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

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

11. d) Will the supplier be required to use its IT systems to electronically process, produce or store PROTECTED and/or CLASSIFIED information or data?
Le fournisseur sera-t-il tenu d'utiliser ses propres systèmes informatiques pour traiter, produire ou stocker électroniquement des renseignements ou des données PROTÉGÉS et/ou CLASSIFIÉS? ☒ No Non ☐ Yes Oui
11. e) Will there be an electronic link between the supplier's IT systems and the government department or agency?
Disposera-t-on d'un lien électronique entre le système informatique du fournisseur et celui du ministère ou de l'agence gouvernementale? ☒ No Non ☐ Yes Oui