

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

**Bid Receiving - PWGSC / Réception des
soumissions - TPSGC**
Place du Portage, Phase III
Core 0A1/Noyau 0A1
11 Laurier St./11, rue Laurier
Gatineau
Québec
K1A 0S5
Bid Fax: (819) 997-9776

**REQUEST FOR PROPOSAL
DEMANDE DE PROPOSITION**

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

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

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

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

Comments - Commentaires

Title - Sujet SUPPLY SPECIALIST	
Solicitation No. - N° de l'invitation 21120-102299/C	Date 2012-07-27
Client Reference No. - N° de référence du client 21120-102299	
GETS Reference No. - N° de référence de SEAG PW-\$\$XL-112-24673	
File No. - N° de dossier 112x1.21120-102299	CCC No./N° CCC - FMS No./N° VME
Solicitation Closes - L'invitation prend fin at - à 02:00 PM on - le 2012-09-10	
Time Zone Fuseau horaire Eastern Daylight Saving Time EDT	
F.O.B. - F.A.B. Plant-Usine: <input type="checkbox"/> Destination: <input type="checkbox"/> Other-Autre: <input type="checkbox"/>	
Address Enquiries to: - Adresser toutes questions à: Sanford, Phil	Buyer Id - Id de l'acheteur 112x1
Telephone No. - N° de téléphone (819) 956-3882 ()	FAX No. - N° de FAX (819) 953-3703
Destination - of Goods, Services, and Construction: Destination - des biens, services et construction: CORRECTIONAL SERVICE OF CANADA 340 LAURIER AVE W. ATTENTION: DONNA TOWNSEND OTTAWA Ontario K1A0P9 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

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

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
TECHNICAL SERVICES INFORMATION MANAGEMENT SYSTEM
(TSIMS)
FOR
CORRECTIONAL SERVICES CANADA**

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21120-102299/C

Amd. No. - N° de la modif.

Buyer ID - Id de l'acheteur

112x1

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

21120-102299

File No. - N° du dossier

112x121120-102299

CCC No./N° CCC - FMS No/ N° VME

List of Annexes to the Resulting Contract:

Annex A Statement of Requirements
Annex B Pricing Tables
Annex C Delivery Schedule
Annex D Definitions
Annex E Task Authorization Form

Forms:

Form A - Bid Submission Form
Form B - Substantiation of Technical Compliance Form
Form C - Software Publisher Certification Form
Form D - Software Publisher Authorization Form
Form E - List of Proposed Software
Form F - OEM Certification Form
Form G - List of Proposed Hardware
Form H - Client Reference Sheet
Form I - Consent to a Criminal Record Verification

**BID SOLICITATION FOR
TECHNICAL SERVICES INFORMATION MANAGEMENT SYSTEM
(TSIMS)
FOR
CORRECTIONAL SERVICES CANADA**

PART 1 - GENERAL INFORMATION

1.1 Introduction

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

- Part 1 General Information: provides a general description of the requirement;
- Part 2 Bidder Instructions: provides the instructions, clauses and conditions applicable to the bid solicitation 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 Requirements, the Pricing Tables and any other annexes.

1.2 Summary

This bid solicitation is a re-tender of the requirement described in bid solicitation number 21120-102299/B dated 2011-12-22 with a bid closing date of 2012-02-07 at 2:00 PM Eastern Standard Time (EST); this document replaces the previous version entirely.

[Note to Bidders:

The previous version was entitled Food Services Information Management System (FSIMS). However, this solicitation has been entitled Technical Services Information Management System to reflect that the system will be used for both Food Services and Institutional Services products.]

This bid solicitation is being issued to satisfy the requirement of Correctional Services Canada (the "Client") for a commercially available Technical Services Information Management System (TSIMS) to improve the efficiency of Food Services and Institutional Services delivery at various Institutions across

Canada, facilitate reporting on a national level, and reduce the number of legacy systems currently in use. Combined, Food Services and Institutional Services form CSC's Technical Services.

This bid solicitation is intended to result in the award of a contract for 1 year, plus 6 one-year irrevocable options allowing Canada to extend the term of the contract.

The scope of the bid solicitation includes:

1. The delivery of, and the licensing of, Commercial -Off-the-Shelf (COTS) software (hereinafter referred to as the Licensed Software, and where the context requires, as TSIMS), meeting all the requirements as stated in Annex A - Statement of Requirements (SOR), with an initial license for use on 50 Devices, including irrevocable options, during the initial Contract Period and any extension thereof, for Canada to extend the license for use on additional Devices. The licensed software must be available to the Users 24 hours a day, 7 days a week, 365 days a year, in English and French, and operate at all times in accordance with the Statement of Requirements in the Client's operational environment described in the bid solicitation;
2. Upon acceptance of the Licensed Software by Canada for use on 50 Devices, a 12 month Warranty, and provision of ongoing Software Maintenance and Support Services during the initial Contract Period and any extension thereof, including irrevocable options, during the initial Contract Period and any extension thereof, to acquire Software Maintenance and Support Services for any of the additional Users, acquired by Canada;
3. The delivery of all Software Documentation in conjunction with the Licensed Software, during the initial Contract Period and any extension thereof;
4. The provision of purchased hardware, including mobile inventory scanners, thermal barcode printers, POS scanners, POS weigh scales, and POS receipt printers;
5. Upon acceptance of the hardware by Canada, a 36-month Warranty for the mobile inventory scanners and a 12-month warranty for the thermal barcode printers, POS scanners, POS weigh scales, and POS receipt printers;
6. The delivery of all hardware documentation in conjunction with the hardware;
7. The services of an Implementation Manager, an Application Technical Specialist, an Application/Interface Developer, a Report Writer and a Trainer, meeting the requirements as detailed in Annex A - Statement of Requirements (SOR), to be provided on an "as and when" requested basis, during the initial Contract Period and any extension thereof.

This bid solicitation does not preclude Canada from using another method of supply for entities of the Government of Canada with the same or similar needs.

Pursuant to Section 01 of Standard Instructions 2003, a Consent to a Criminal Record Verification form, must be submitted with the bid, by the bid solicitation closing date, for each individual who is currently on the Bidder's Board of Directors.

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

1.3 Communications Notification

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

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112x121120-102299

Buyer ID - Id de l'acheteur

112x1

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

21120-102299

CCC No./N° CCC - FMS No./N° VME

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 (2012-07-11) Standard Instructions - Goods or Services - Competitive Requirements are incorporated by reference into and form part of the bid solicitation. If there is a conflict between the provisions of 2003 and this document, this document prevails.
- (d) Subsection 4.4 of Standard Instructions - Goods or Services - Competitive Requirements 2003 is amended as follows:
 - (i) Delete: sixty (60) days
 - (ii) Insert: one hundred eighty (180) days
- (e) Subsection 17 of Standard Instructions - Goods or Services - Competitive Requirements 2003 is amended by adding the following:
 - (i) For the purposes of Section 11 (Vendor Performance), the term "Bidder" means the joint venture and each of its members;
 - (ii) If the joint venture does not have its own procurement business number, the procurement business number of the representative member of the joint venture will be used for any contract awarded;
 - (iii) Each member of the joint venture must meet any requirements relating to employment equity and the former public servant certification requirement described in Part 5;
 - (iv) For any requirements in the bid solicitation relating to security clearance and/or controlled goods, each of the members of the joint venture must meet the requirements; and
 - (v) For any requirements in the bid solicitation relating to insurance, at least one member of the joint venture must meet the requirements.

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.
- (c) However, PWGSC will consider revisions, via facsimile, to a bid that has been already delivered to the Bid Receiving Unit (e.g., revisions to prices and technical modification(s)). These revisions will only be accepted if they are provided to the Bid Receiving Unit prior to the closing date and time of the solicitation. Revisions must be clearly marked as such and must indicate which specific provisions or portions of the bid are being revised.

2.3 Enquiries - Bid Solicitation

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

2.4 Applicable Laws

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

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 (5 hard copies and 2 soft copies on CD or DVD)
- (ii) Section II: Financial Bid (2 hard copies and 2 soft copies on CD or DVD)
- (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) The Bidder may submit more than one bid. If an alternate bid is submitted, it must be a physically separate document, clearly marked as an alternate bid. Each bid will be evaluated independently, without regard to the other bids submitted by the Bidder. As a result, every bid must be complete on its own. Even though material submitted in one bid will not be used to supplement another bid submitted by the same bidder, where inconsistencies are noted among multiple bids submitted by the same bidder, Canada may take those inconsistencies into account in evaluating the multiple bids. If the Bidder submits multiple bids and wishes to withdraw one or more of those bids, Canada may require that the Bidder withdraw either all its bids, or none of them.

3.2 Section I: Technical Bid

(a) In their technical bid, bidders must demonstrate their understanding of the requirements contained in the bid solicitation and explain how they will meet these requirements. Bidders must demonstrate their capability in a thorough, concise and clear manner for carrying out the work. The technical bid must address clearly and in sufficient depth the points that are subject to the evaluation criteria against which the bid will be evaluated. Simply repeating the statement contained in the bid solicitation is not sufficient. In order to facilitate the evaluation of the bid, Canada requests that bidders address and present topics in the order of the evaluation criteria under the same headings. To avoid duplication, bidders may refer to different sections of their bids by identifying the specific paragraph and page number where the subject topic has already been addressed.

(b) 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) **Substantiation of Technical Compliance Form:** The technical bid must substantiate the compliance of the Bidder and its proposed solution with the specific articles of Annex A - Statement of Requirements identified in the Substantiation of Technical Compliance Form, which is the requested format for providing the substantiation. The Substantiation of Technical Compliance Form is not required to address any parts of this bid solicitation not referenced in the form. The substantiation must not simply be a repetition of the requirement(s), but must explain and demonstrate how the Bidder will meet the requirements and carry out the required Work. Simply stating that the Bidder or its proposed solution or product complies is not sufficient. Where Canada determines that the substantiation is not complete, the Bidder will be considered non-responsive and disqualified. The substantiation may refer to additional documentation submitted with the bid - this information can be referenced in the "Reference" column of the Substantiation of Technical Compliance Form, where bidders are requested to indicate where in the bid the reference material can be found, including the title of the document, and the page and paragraph numbers; where the reference is not sufficiently precise, Canada may request that the Bidder direct Canada to the appropriate location in the documentation.

Below is a description of the columns of the Substantiation of Technical Compliance Form:

Column Heading	Column Description
Article of Statement of Requirements (SOR) that Requires Substantiation by the Bidder	Sequential numbering prefaced by the letter M if the requirement is a Mandatory requirement or by the letter R if the requirement is a Rated requirement.
Bidder Substantiation	The Bidder must explain and demonstrate how they will meet the requirements and carry out the required Work. Simply stating that the Bidder or its proposed solution or product complies is not sufficient.
Reference to Additional Substantiating Materials Included in Bid	The Bidder may refer to additional documentation submitted with the bid that substantiates the Bidder's compliance with the requirement, such as user guides, installation/configuration manuals, training materials, screen shots, etc.

- (iii) **List of Proposed Software:** The Bidder must include a complete list identifying both the name and the version number of each component of the Licensed Software required for the proposed Software Solution. The Bidder is requested to provide the list of proposed software using Form E - List of Proposed Software.
- (iv) **List of Proposed Hardware:** The Bidder must include a complete list identifying the name, model number and description of each proposed Hardware component. The Bidder is requested to provide the list of proposed hardware using Form G - List of Proposed Hardware.

3.3 Section II: Financial Bid

- (a) **Pricing:** Bidders must submit their financial bid in accordance with Annex B - Pricing Tables. The total amount of Goods and Services Tax or Harmonized Sales Tax must be shown separately, if applicable. Unless otherwise indicated, bidders must include a single, firm, all-inclusive price quoted in Canadian dollars in each cell requiring an entry in the pricing tables.
- (b) **All 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 software required to meet the requirements of the bid solicitation and the associated costs of these items is the sole responsibility of the Bidder.
- (c) **Blank Prices:** Bidders are requested to insert "\$0.00" for any item for which it does not intend to charge or for items that are already included in other prices set out in the tables. If the Bidder leaves any price blank, Canada will treat the price as "\$0.00" for evaluation purposes and may request that the Bidder confirm that the price is, in fact, \$0.00. No bidder will be permitted to add or change a price as part of this confirmation. Any bidder who does not confirm that the price for a blank item is \$0.00 will be declared non-responsive.

3.4 Section III: Certifications

Bidders must submit the certifications required under Part 5.

PART 4 - EVALUATION PROCEDURES AND BASIS OF SELECTION

4.1 Evaluation Procedures

- (a) Bids will be assessed in accordance with the entire requirement of the bid solicitation including the technical and financial evaluation criteria. There are several steps in the evaluation process, which are described below. Even though the evaluation and selection will be conducted in steps, the fact that Canada has proceeded to a later step does not mean that Canada has conclusively determined that the Bidder has successfully passed all the previous steps. Canada may conduct steps of the evaluation in parallel.
- (b) An evaluation team composed of representatives of the Client and PWGSC will evaluate the bids on behalf of Canada. Canada may hire any independent consultant, or use any Government resources, to evaluate any bid. Not all members of the evaluation team will necessarily participate in all aspects of the evaluation.
- (c) In addition to any other time periods established in the bid solicitation:
- (i) **Requests for Clarifications:** If Canada seeks clarification or verification from the Bidder about its bid, the Bidder will have 2 working days (or a longer period if specified in writing by the Contracting Authority) to provide the necessary information to Canada. Failure to meet this deadline will result in the bid being declared non-responsive.
 - (ii) **Extension of Time:** If additional time is required by the Bidder, the Contracting Authority may grant an extension at his or her sole discretion.

4.2 Technical Evaluation

(a) **Mandatory Technical Criteria:**

- (i) Each bid will be reviewed for compliance with the mandatory requirements of the bid solicitation. All elements of the bid solicitation that are mandatory requirements are identified specifically with the words "must" or "mandatory". Bids that do not comply with each and every mandatory requirement will be considered non-responsive and be disqualified.
- (ii) The mandatory requirements are described in Annex A - Statement of Requirements.

(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 requirements are described in Annex A - Statement of Requirements.

A **Total Technical Score (TTS)** will be determined in accordance with the specific evaluation criteria set out in Annex A - Statement of Requirements. There are a maximum of **1182** points available for rated criteria in the Technical Bid. In all calculations, the TTS will be rounded to two decimal places.

(c) **Proof of Proposal Test for Top-Ranked Bid:**

- (i) Through the Proof of Proposal (PoP) test, Canada will test the solution proposed in the top-ranked bid (identified after the financial evaluation) to confirm both that it will function as described in the bid and that it meets the technical functionality requirements described in Annex A - Statement of Requirements. The PoP test will take place at a site in the National Capital Region provided by Canada that recreates the technical environment described in Annex A - Statement of Requirements, or the PoP test may take place at a location in Canada

selected by the top-ranked Bidder, if that location is agreed to by the Contracting Authority and if the Bidder assumes all responsibility for recreating the technical environment described in Annex A - Statement of Requirements. Canada will pay its own travel and salary costs associated with any PoP test.

- (ii) After being notified by the Contracting Authority, the Bidder will be given a maximum of 5 working days to start the installation of the proposed solution. The installation must be completed and functional within 3 working days of the start of the installation (7.5 hrs/day).
- (iii) If, during the initial installation of the software for the PoP test, the Bidder discovers that there are missing and/or corrupt files for software components identified in the technical bid, the Bidder must cease the installation process and inform the Contracting Authority. If the Contracting Authority determines that the missing and/or corrupt files are for components identified in the technical bid, the Bidder may be permitted to submit to the Contracting Authority the missing files and/or replacements for the corrupt files on electronic media or by referring to a web site where the files can be downloaded. These files must have been commercially released to the public before the bid closing date. Upon receiving the files on electronic media or downloading them from a corporate web site, the Contracting Authority will verify that (i) the files were commercially released to the public before the bid closing date; (ii) the files do not include new releases or versions of the software; (iii) the files belong to software components identified in the technical bid; and (iv) the software will not need to be recompiled to make use of the files. The Contracting Authority will have the sole discretion to decide if the additional files may be installed for the PoP test. Under no circumstances will files required to correct flaws in the software programming or code be permitted. This process can be used only during the initial installation of the software for the PoP test.
- (iv) Canada will then conduct the PoP test. At least 1 representative of the Bidder must be present during the PoP test to provide technical support and to demonstrate to evaluators the capabilities of the proposed solution. Up to 3 representatives of the Bidder may be present during the PoP test. Once the PoP test has begun, it must be completed within 5 working days.
- (v) For requirements that would be difficult or impractical to test (in the Contracting Authority's opinion), Canada may, as part of the PoP test, require that the Bidder demonstrate any features, functionality and capabilities described in this bid solicitation or in its bid, in order to verify compliance with the requirements of this bid solicitation. Canada will provide the Bidder with PoP test scripts a minimum of 5 working days in advance of the PoP test, detailing test conditions and expected outcomes, as applicable.
- (vi) Canada will document the results of the PoP Test. Despite the written bid, if Canada determines during the PoP test that the Bidder's proposed solution does not meet the mandatory requirements of this bid solicitation, the bid will be declared non-responsive. Canada may, as a result of the PoP test, reduce the score of the Bidder on any rated requirement, if the PoP test indicates that the score provided to the Bidder on the basis of its written bid is not validated by the PoP test. The Bidder's score will not be increased as a result of any PoP test.
- (vii) In connection with the PoP testing, the Bidder grants to Canada a limited license to use the Bidder's proposed software solution for testing and evaluation purposes.

4.3 Financial Evaluation

- (a) The financial evaluation will be conducted by calculating the **Total Bid Price (TBP)** using the Pricing Tables completed by the bidders. Each bid will be reviewed for compliance with the mandatory financial requirements of the bid solicitation.
- (b) For the purposes of bid evaluation only, the TBP will be the total of the Bidder's proposed prices in each of the following tables:
- (i) Annex B - Table 1 - Initial Software Requirement;
 - (ii) Annex B - Table 2 - Initial Hardware Requirements
 - (iii) Annex B - Table 3 - Optional Goods - Additional Software Licenses;
 - (iv) Annex B - Table 4 - Optional Goods - Software Maintenance and Support for Initial Software Licenses;
 - (v) Annex B - Table 5 - Optional Goods - Software Maintenance and Support on Additional Software Licenses;
 - (vi) Annex B - Table 6 - Optional Goods - Hardware; and
 - (vii) Annex B - Table 7 - Professional Services.
- (c) To complete this calculation the following formula is used:

Total Bid Price (TBP) = Table 1 Total + Table 2 Total + Table 3 Total + Table 4 Total + Table 5 Total + Table 6 Total + Table 7 Total

[Note to Bidders: Table Totals will be calculated using the formulae that follow each table in Annex B.]

(d) Formulae in Pricing Tables

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

(e) 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). Examples of price support that Canada would consider satisfactory include:

- (i) documentation (such as billing records) that shows that the Bidder has recently provided and invoiced another customer (with whom the Bidder deals at arm's length) for services similar to the services that would be provided by the relevant resource category, where those services were provided for at least one month and the fees charged are equal to or less than the rate offered to Canada (to protect the privacy of the customer, the Bidder may black out the customer's name and personal information on the invoice submitted to Canada);
- (ii) a signed contract between the Bidder and an individual qualified (based on the qualifications described in this bid solicitation) to provide services under the relevant resource category, where the amount payable under that contract by the Bidder to the resource is equal to or less than the rate bid for that resource category;
- (iii) a signed contract with a subcontractor who will perform the work under any resulting contract, which provides that the required services will be provided at a rate that is equal

to or less than the rate bid for the relevant resource category (and where the resource meets all the qualifications described in this bid solicitation); or

- (iv) details regarding the salary paid to and benefits provided to the individuals employed by the Bidder qualified (based on the qualifications described in this bid solicitation) to provide services under the relevant resource category, where the amount of compensation, when converted to a per diem or hourly rate (as applicable), is equal to or less than the rate bid for that resource category.

Once Canada requests substantiation of the rates bid for any resource category, it is the sole responsibility of the Bidder to submit information (either the information described in the examples above, or other information that demonstrates that it will be able to recover its own costs based on the rates it has proposed) that will allow Canada to determine whether it can rely, with confidence, on the Bidder's ability to provide the required services at the rates bid, while, at a minimum, recovering its own costs. Where Canada determines that the information provided by the Bidder does not demonstrate the Bidder's ability to recover its own costs in providing the relevant resource, Canada may declare the bid non-compliant, if the rate bid is at least 20% lower than the median price bid by compliant bidders for the first year of the resulting contract for the relevant resource(s).

4.4 Basis of Selection

- (a) To be declared responsive, a bid must:
 - (i) comply with all the requirements of the bid solicitation;
 - (ii) meet all mandatory criteria.
- (b) Bids not meeting (i) and (ii) will be declared non-responsive.
- (c) The top-ranked responsive bid will be determined based on the bid which offers the highest **Total Evaluation Score (TES)**, calculated as follows:
 - (i) A **Total Evaluation Score (TES)** for each bid will be calculated based on a combined rating of technical merit and price. The ratio will be 70% for the technical merit and 30% for the price.
 - (ii) To establish the pricing score, the responsive bid with the lowest Total Bid Price (**TBP**) is given full price points, while other proposals receive a pro-rated score based on the ratio of the lowest cost proposal to their total cost, as follows:

$$\frac{\text{Lowest Responsive TBP}}{\text{TBP of the Bidder}} \times 30 = (\text{Pricing Score})$$

- (iii) To establish the technical merit score, the overall technical score for each responsive bid will be determined as follows:

$$\frac{\text{TTS of the Bidder}}{700} \times 70 = (\text{Technical Merit Score})$$

- (iv) For each responsive bid, the technical merit score and the pricing score will be added to determine its combined rating, as follows:

$$\text{Pricing Score} + \text{Technical Merit Score} = \text{Total Evaluation Score (TES)}$$

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- (d) In the event of an exact tie in the TES, the responsive bid with the higher TTS will be deemed to be the top-ranked responsive bid and will be recommended for the Proof of Proposal Test.
 - (e) The top-ranked responsive bid, following successful completion of the Proof of Proposal test, will be recommended for award of a contract.
 - (f) 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.

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 Code of Conduct Certifications - Consent to a Criminal Record Verification

Bidders must submit with their bid, by the bid solicitation closing date:

- (a) a complete list of names of all individuals who are currently directors of the Bidder;
- (b) a properly completed and signed form Consent to a Criminal Record Verification (PWGSC-TPSGC 229), for each individual named in the list.

5.2 Certifications Precedent to Contract Award

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

5.3 Federal Contractors Program - Certification

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

- (i) not subject to FCP, having a workforce of fewer than 100 permanent full or part-time permanent employees, or temporary employees having worked 12 weeks or more in Canada;
 - (ii) not subject to FCP, being a regulated employer under the *Employment Equity Act*, S.C. 1995, c. 44;
 - (iii) subject to the requirements of FCP, because it has a workforce of 100 or more permanent full or part-time permanent employees, or temporary employees having worked 12 weeks or more in Canada, but it has not previously obtained a certificate number from HRSD (because it has not bid before on requirements of \$200,000 or more), in which case a duly signed certificate of commitment is required from the Bidder; or
 - (iv) subject to FCP, and has a valid certification number (i.e., has not been declared an ineligible contractor by HRSDC).
- (e) Further information on the FCP is available on the following HRSDC Website:
<http://www.hrsdc.gc.ca/en/gateways/topics/wzp-gxr.shtml>.

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

5.4 Former Public Servant Certification

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

Continuation Act, 1970, c. R-10, and the Royal Canadian Mounted Police Superannuation Act, R.S., 1985, c. R-11, the Members of Parliament Retiring Allowances Act, R.S., 1985, c. M-5, and that portion of pension payable to the Canadian Pension Plan Act, R.S., 1985, c. C-8.

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

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

5.5 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.

5.6 Education and Experience

- (a) SACC Manual Clause A3010T (2010-08-16) Education and Experience

5.7 Bidder Certifies that All Equipment and Software is “Off-the-Shelf”

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

5.8 OEM Certification

- (a) Any Bidder that is not the Original Equipment Manufacturer (OEM) for every item of hardware proposed as part of its bid is required to submit the OEM's certification regarding the Bidder's authority to provide and maintain the OEM's hardware, which must be signed by the OEM (not the Bidder). No Contract will be awarded to a Bidder who is not the OEM of the hardware it proposes to supply to Canada, unless the OEM certification has been provided to Canada. Bidders are requested to use the OEM Certification Form included with the bid solicitation. Although all the contents of the OEM Certification Form are required, using the form itself to provide this information is not mandatory. For Bidders/OEMs who use an alternate form, it is in Canada's sole discretion to determine whether all the required information has been provided.
- (b) If the hardware proposed by the Bidder originates with multiple OEMs, a separate OEM certification is required from each OEM.
- (c) For the purposes of this bid solicitation, OEM means the manufacturer of the hardware, as evidenced by the name appearing on the hardware and on all accompanying documentation.

5.9 Software Publisher Certification and Software Publisher Authorization

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

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form, it is in Canada's sole discretion to determine whether all the required information has been provided.

- (c) In this bid solicitation, "Software Publisher" means the owner of the copyright in any software included in the bid, who has the right to license (and authorize others to license/sub-license) its software products.

PART 6 - SECURITY, FINANCIAL AND OTHER REQUIREMENTS

6.1 Security Requirement

- (a) No security requirements apply to this bid solicitation.

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. Except where specifically set out in the bid solicitation, acceptance by the Bidder of all the clauses is a mandatory requirement of the bid solicitation. No modification or other terms and conditions included in a bid will apply to any resulting Contract even if the bid is incorporated into that Contract. Any bid that contains statements implying that the bid is conditional on modification of these clauses, or containing terms and conditions that purport to supersede these clauses, will be considered non-responsive. Bidders with concerns about these clauses should raise their concerns in accordance with the Enquiries provision of this bid solicitation.

7.1 Requirement

- (a) _____ (the "**Contractor**") agrees to supply to the Client the goods and services described in the Contract, including the Statement of Requirements, in accordance with, and at the prices set out in, the Contract. This includes:
- (i) granting the license to use the Licensed Software described in the Contract;
 - (ii) providing the Software Documentation;
 - (iii) providing maintenance and support for the Licensed Software during the Software Maintenance and Support Period;
 - (iv) providing the purchased Hardware;
 - (v) providing the Hardware Documentation;
 - (vi) providing professional services, as and when requested by Canada;
- (b) **Client:** Under the Contract, the "**Client**" is Correctional Services Canada.
- (c) **Reorganization of Client:** The Contractor's obligation to perform the Work will not be affected by (and no additional fees will be payable as a result of) the renaming, reorganization, reconfiguration, or restructuring of any Client. The reorganization, reconfiguration and restructuring of the Client includes the privatization of the Client, its merger with another entity, or its dissolution, where that dissolution is followed by the creation of another entity or entities with mandates similar to the original Client.
- (d) **Defined Terms:** Words and expressions defined in the General Conditions or Supplemental General Conditions and used in the Contract have the meanings given to them in the General Conditions or Supplemental General Conditions. Also, the following words and expressions have the following meanings:
- (i) any reference to a "**deliverable**" or "**deliverables**" includes the Hardware, the license to use the Licensed Software (the Licensed Software itself is not a deliverable, because the Licensed Software is only being licensed under the Contract, not sold or transferred).

7.2 Licensed Software

With respect to the provisions of Supplemental General Conditions 4003:

- (a) **Licensed Software:** The Licensed Software which is defined in 4003 includes all the software products offered by the Contractor in its bid, and any other software code required for those software products to function in accordance with the Software Documentation and the Statement of Requirements, including without limitation the following products:

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

The Contractor hereby agrees that the Licensed Software includes anything required to enable the Client to use all the features and functionality of the Licensed Software meeting the Statement of Requirements and providing the functionality as proposed by the Contractor in its bid response, including but not limited to providing any and all agents, host agents, access licenses, drivers, application program interfaces, adapters, connectors, plug-ins, software development tool kits and management console.

(b) Type of License being Granted: Device License;

(c) Initial Requirement: 50 Device Licenses;

(d) Grant of Licenses: In addition to the obligations set out in Section 02 (License Grant) of 4003 - Licensed Software, the Contractor grants to Canada a license to use the Licensed Software in accordance with the Contract. This license is non-exclusive, perpetual, irrevocable, world-wide, fully paid and without royalties. The license cannot be restricted, modified or revised in any way by the Contractor.

This license includes the right for Canada to install, copy, deploy and use the Licensed Software, which includes the rights:

- (i) to deploy, in whole or in part, any or all of the software products that form part of the Licensed Software, together or separately, and in as many installations and locations (off-site workplaces or work environments "in the field", and in-home work environments for the Client's business purposes) as the Client sees fit, within the scope of the Client's license;
- (ii) to create or process an unlimited number of documents, transactions, data and events;
- (iii) to use English and French versions (if available, these must be the "Canadian English" and "Canadian French" versions);
- (iv) to run the Licensed Software on multiple computing platforms and devices; under the Contract, "devices" are defined as mainframes, servers, desktops, workstations, notebooks, laptops, personal digit assistant(s) and networking equipment and peripheral equipment such as switches, routers, hubs, bridges, phones and Gateways, and any other equipment that has a central processor unit(s), mass storage device(s), input output device(s) and operating system;
- (v) to grant access through a browser using Internet, intranet and extranet environments or any other connections to anyone (Canadians and non-Canadians and employees and contractors of Canada) who uses the services and programs provided by Canada (regardless of their location) to access, view, enter, search, exchange and read information held and created by the Client using the Licensed Software;
- (vi) to make this use by way of a network, the Internet, an intranet, an extranet, a virtual private network (VPN), an inter-network, or such other means as may become possible from time to time so that users have "universal access rights" (i.e., a right to access the Licensed Software by any means from any location as may become possible from time to time), whether their means of access is secure, wireless, mobile or by any other means available from time to time;
- (vii) to make this use regardless of the operating systems, software applications and Application Programming Interface(s) (API) that the Client may be using from time to time; however, Canada acknowledges that the Contractor is not granting any license rights to software other than the Licensed Software;

- (viii) to receive the Licensed Software from the Contractor on Canada's choice(s) of the media on which the Contractor makes the Licensed Software available to customers (including CD-ROM, Internet download, and such other media that the Contractor uses to distribute the Licensed Software at any given time);
- (ix) to distribute the Licensed Software to individual Client Users on Canada's choice(s) of media; and
- (x) to continue to use the Licensed Software regardless of any changes made at any given time, including but not limited to changes in the operating system, other applications, hardware, peripherals or devices with which the Licensed Software operates; however, the Contractor is not required to deliver a new or different version of the Licensed Software to enable the Client Users to continue to use the Licensed Software in a different environment than the one(s) described in the Contract (unless expressly required to do so as part of the warranty or software maintenance for the Licensed Software described in the Contract).

all without affecting the pricing in the Contract and without requiring the Client to obtain additional licences or accept amended licence terms for the Licensed Software. The "**Licensed Software**" includes all the software listed in Annex A.

- (e) **Optional Goods - Additional Software Licenses:** The Contractor grants to Canada the irrevocable option(s) to purchase additional device licenses at the prices set out in Annex B - Pricing Tables, on the same terms and conditions granted under the Contract. The option(s) may be exercised at any time during the Contract Period, as many times as Canada chooses. The option(s) may only be exercised by the Contracting Authority by notice in writing and will be evidenced, for administrative purposes only, by a contract amendment.

7.3 Licensed Software Warranty, Software Maintenance and Support

- (a) **Licensed Software Warranty:** Despite Section 15 (Warranty) of 4003 or anything else to the contrary in this Contract, the "**Warranty Period**" begins on the date the Licensed Software and the deliverables are accepted in accordance with the terms of this Contract and continues for 12 months.
- (b) **Software Maintenance (See Annex C for definitions):** In addition to the obligations set out in Section 15 (Warranty) of 4003 - Licensed Software, and the Contractor's obligations under 4004 - Software Maintenance and Support Services for Licensed Software, the Contractor must provide the following services as part of the "Software Maintenance" throughout the "**Software Maintenance and Support Period**", which is identified in Annex B - Pricing Tables, plus any period(s) for which Canada has exercised its option(s) under the Contract to extend the Software Maintenance: The Contractor must provide the Client with the most recent release(s) and version(s) of the Licensed Software during the period of the Software Maintenance, as soon as they are available.
- (i) The Contractor must keep track of software releases for the purpose of configuration control.
 - (ii) In addition to the Contractor's obligations under Section 3 (Maintenance Releases) of 4004 - Software Maintenance and Support Services on Licensed Software, the Contractor must deliver the following software code as part of the Software Maintenance:
 - (A) all Bug Fixes, Software Patches, and all other Enhancements;
 - (B) all Upgrades, updates, major and minor New Releases, and Renames;

- (C) all Extensions and other modifications, including but not limited to drivers, service packs, and Service Releases;
- (D) all application programming interfaces (APIs), plug-ins, applets and adapters;
- (E) all rewrites, including in other programming language(s), where the original version(s) is no longer being maintained by the Software Publisher; and
- (F) on request, all backgrades or downgrades; however, if these backgrades or downgrades are versions predating the version of the Licensed Software acquired from the Contractor, the backgrade or downgrade version is provided without warranty and the Contractor will have no obligation to provide Software Maintenance or Support Services for the backgrade or downgrade version of the Licensed Software,

which will be made available by the Software Publisher during the Software Maintenance Period.

- (iii) The Contractor must continue to maintain the version of the Licensed Software (i.e., the version or "build" originally licensed under the Contract) as a commercial product (i.e. the Contractor or the software publisher must be continuing to develop new code in respect of the Licensed Software to maintain its functionality, enhance it, and deal with Software Errors) for at least 2 years from the date this Contract is issued. After that time, if the Contractor or the software publisher decides to discontinue or no longer maintain the then-current version or "build" of the Licensed Software and, instead, decides to provide Upgrades to the Licensed Software as part of the Software Maintenance, the Contractor must provide written notice to Canada at least 12 months in advance of the discontinuation.

- (c) **Software Support:** In addition to the obligations set out in Supplemental General Conditions 4004, the Contractor must provide the following as part of the "**Software Support**" throughout the "**Software Maintenance and Support Period**", which is identified in Annex B - Pricing Tables, plus any period(s) for which Canada has exercised its option(s) under the Contract to extend the Software Support. The Software Support includes the following Technical Hotline Support and Web Support services:

- (i) **Technical Hotline Support:** In addition to the requirements of Supplemental General Conditions 4004, the Contractor must provide the Technical Hotline Support through the Contractor's hotline at _____, during CSC's core business hours, from 6:00 A.M. to 10:00 P.M. Eastern Time, Monday to Friday (excluding statutory holidays observed by the federal government in the province from which the call is made). The Contractor must have a service availability target of 99.9% and have no planned service outages inside of CSC's core business hours. The Contractor must answer or return all calls (with a live service agent) in accordance with the severity of the incident, as detailed in subsection (ii) below. The severity will be reasonably determined by Canada, and communicated to the Contractor, based on the following definitions:

Urgent: indicates total inability to use the Licensed Software at multiple CSC locations, resulting in a critical impact on user objectives;

High: indicates ability to use the Licensed Software, but access is limited, performance is impacted or user operation is restricted at multiple CSC locations;

Medium: indicates total or partial inability to use the Licensed Software at a CSC specific location;

Low: indicates that the problem has been by-passed or temporarily corrected and is not affecting user operations, or only one User is affected.

- (ii) The Contractor must use reasonable efforts to respond to the report of an incident as follows:

Urgent: Within 1 hour of the time of the Client or User's initial call
High: Within 4 hours of the time of the Client or User's initial call
Medium: Within 24 hours of the time of the Client or User's initial call
Low: Within 24 hours of the time of the Client or User's initial call

The Contractor's personnel must be qualified and able to respond to the Client's and any Client User's questions and, to the extent possible, be able to resolve user problems over the telephone and provide advice regarding configuration problems relating to the Licensed Software.

- (iii) Once the Contractor has responded to the report of an incident, the Contractor must use reasonable efforts to resolve incident as follows:

Urgent: Within 6 business hours
High: Within 8 business hours
Medium: Within 24 business hours
Low: Within 96 business hours

- (iv) **Language of Software Support:** The Software Support must be provided in both English and French, based on the choice of the User requesting support.
- (v) **Web Support:** The Contractor must provide Canada with technical web support services through a website that must include, as a minimum, frequently asked questions and on-line software diagnostic routines, support tools, and services. The Contractor's website must provide support in English. The Contractor's website must be available to Canada's users 24 hours a day, 365 days a year, and must be available 99% of the time. The Contractor's website address is _____.

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

- (d) **Optional Goods - Extend Software Maintenance and Support Period:** The Contractor grants to Canada the irrevocable option(s) to extend the Software Maintenance and Support Period by 6 additional 1-year periods. The Contractor agrees that, during the entire Software Maintenance and Support Period, the prices will be those set out in Annex B - Pricing Tables. The option(s) may be exercised at any time during the Contract Period. The option(s) may only be exercised by the Contracting Authority by notice in writing and will be evidenced, for administrative purposes only, by a contract amendment.
- (e) **Optional Goods - Software Maintenance and Support on Additional Licenses:** The Contractor grants to Canada the irrevocable option(s) to purchase Software Maintenance and Support on the additional licenses. If Canada exercises its option for this additional Software Maintenance and Support of the Licensed Software, Canada will pay the Contractor the prices set out in the Annex B - Pricing Tables. The option(s) may be exercised at any time during the Contract Period, as many times as Canada chooses. The option(s) may only be exercised by the Contracting Authority by notice in writing and will be evidenced, for administrative purposes only, by a contract amendment.

7.4 Hardware

- (a) With respect to the provisions of Supplemental General Conditions 4001:

Part III of 4001 applies to the Contract (Additional Conditions: Purchase)	Yes
Part IV of 4001 applies to the Contract (Additional Conditions: Lease)	No
Part V of 4001 applies to the Contract (Additional Conditions: Maintenance)	Yes
Delivery Location	Hardware must be delivered to: 250 Montée Saint-François City of Laval, Quebec H7C 1S5
Delivery Date	In accordance with Annex C - Delivery Schedule
Contractor must deliver Hardware Documentation	Yes
Contractor must update Hardware Documentation throughout Contract Period	No
Hardware Documentation must include maintenance documentation	No
Language of Hardware Documentation	The Hardware Documentation must be delivered in English. If the documentation is available in French, the Contractor must deliver the documentation in both English and French.
Contractor must Install Hardware at time of Delivery	No
Hardware is part of a System	Yes
Availability-level Testing will be performed before Acceptance	No
Hardware Warranty Period	Despite 4001, the Hardware Warranty Period under Part V is 36 months for the mobile inventory scanners and 12 months for the thermal barcode printers, POS scanners, POS weigh scales, and POS receipt printers.
Class of Maintenance Service	Return-to-Depot Maintenance Service
Toll-free Telephone Number for Maintenance Service	[to be completed with information from the Contractor at the time of award]
Website for Maintenance Service	[to be completed with information from the Contractor at the time of award]

(b)

(c)

Optional Goods - Hardware: The Contractor grants to Canada the irrevocable option(s) to purchase additional units of hardware at the prices set out in Annex B - Pricing Tables, on the same terms and conditions granted under the Contract. The option(s) may be exercised at any time during the Contract Period, as many times as Canada chooses. The option(s) may only be exercised by the Contracting Authority by notice in writing and will be evidenced, for administrative purposes only, by a contract amendment.

7.5 Deliverable Substitutions for Hardware

(a)

The Contractor may propose a substitution for an existing Hardware product listed in the Contract, as long as the proposed substitute meets or exceeds the specification(s) of the existing product being substituted and the price for the substitute product does not exceed:

- (i) the firm price (or ceiling price, if applicable) for the product originally offered in the Contractor's bid that resulted in the award of the Contract;
- (ii) the current published list price of the substitute product, minus any applicable Government discount; or
- (iii) the price at which the substitute product is generally available for purchase,

whichever is the lowest.

- (b) The substitute item must not be shipped until formally authorized by the Contracting Authority after the Technical Authority determines the substitution is acceptable. Whether or not to accept or reject a proposed substitution is entirely within the discretion of Canada. If Canada does not accept a proposed substitution, the Contractor must continue to deliver the original product when ordered. If accepted, the substitution will be documented for the administrative purposes of Canada by a contract amendment, by removing the existing product and including the substitution instead.
- (c) The ability to propose a substitution does not relieve the Contractor of its obligation to make delivery by the Delivery Date, regardless of whether or when the proposed substitution is approved.

7.6 Training

(a) Providing Training:

- (i) The Contractor must provide classroom training on the software and hardware products that form part of the Technical Services Information Management System, in accordance with Annex A - Statement of Requirements.
- (ii) Thereafter, the Contractor must provide classroom training on the software products that form part of TSIMS on an "as-and-when-requested" basis during the Contract Period and any extension thereof when a Task Authorization for training is issued in accordance with the Contract.
 - A. This training must be provided in the National Capital Region (NCR).
 - B. This training must be available within 10 working days of the Task Authorization being issued.
 - C. This training, including both the instruction and the course materials, must be provided in English and French, as detailed in the Statement of Requirements.
 - D. Before providing this training, at least 5 working days in advance of the first training session, the Contractor must submit the course syllabus and schedule, the training materials, and the names and qualifications of the instructors to the Technical Authority for approval.

7.7 Professional Services

- (a) The Contractor must provide, as and when requested by Canada using a Task Authorization, professional services relating to the implementation and post-implementation activities described in Annex A - Statement of Requirements.
- (b) In order to be able to provide these professional services on request, the Contractor must have available a team of experts, including individuals in all of the following categories:
 - (i) Implementation Manager;
 - (ii) Application Technical Specialist;
 - (iii) Application/Interface Developer;
 - (iv) Report Writer; and
 - (v) Trainer.
- (c) Once a requirement for a resource is identified by Canada (including any resources required under the Contract to be available immediately following award or once a task authorization is issued), the Contractor must make the resource available to Canada within 10 working days. If an individual resource is named in this Contract with respect to any portion of the Work, the Contractor must

provide that resource, except to the extent that a replacement is permitted under the General Conditions (in which case the replacement must be provided within the time period described above). This obligation applies despite any changes that Canada may have made to any hardware, software or any other aspect of the Client's operating environment. If the Contractor does not make the resource available to perform the Work during that period, Canada may immediately terminate the Contract for default.

- (d) If there must be a change in a resource performing work under the Contract (which must in any case comply with the requirements in the section of the General Conditions entitled "Replacement of Personnel"), the Contractor must make the replacement available for work within 10 working days of the departure of the existing resource (or, if Canada has requested the replacement, within 15 working days of Canada's notice of the requirement for a replacement).
- (e) 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.
- (f) If the Contractor fails to meet any of its obligations under this Article, or fails to deliver any deliverable or complete any task described in the Contract on time, in addition to any other rights or remedies available to Canada under the Contract or the law, Canada may notify the Contractor of the deficiency, in which case the Contractor must submit a written plan to the 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.

7.8 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:** If a requirement for a specific task is identified, a draft "statement of task" will be prepared by the Technical Authority and sent to the Contractor. Once it receives the statement of task, the Contractor must submit a quotation to the authority identified in the TA detailing the cost and time to complete the task. The Contractor's quotation must be based on the rates set out in the Contract. The Contractor will not be paid for providing the quotation or for providing other information required to prepare and issue the TA. The Contractor must provide any information requested by Canada in relation to the preparation of a TA within 10 working days of the request.
- (c) **Approval Process:** If Canada approves the Contractor's task quotation, Canada (by its authorized representative, as described in this Article) will issue the TA by forwarding a signed copy of the final TA form to the Contractor. Whether or not to approve or issue a TA is entirely within Canada's discretion.
- (d) **Authority to Issue a TA:** Any TA with a value less than or equal to \$75,000.00 (excluding GST/HST) may be issued by the Technical Authority. Any TA with a value greater than this amount must be issued directly by the Contracting Authority. By providing written notice to the Contractor, the Contracting Authority may suspend the Technical Authority's authority to issue TAs at any time.
- (e) **Contents of a TA:** A Task Authorization must contain the following information, if applicable:
 - (i) a task number;
 - (ii) the details of any financial coding to be used;
 - (iii) the number of resources in each category required;

-
- (iv) a brief statement of work for the task outlining the activities to be performed and identifying any deliverables;
 - (v) the interval during which the task is to be carried out (beginning and end dates);
 - (vi) milestone dates for deliverables and payments (if applicable);
 - (vii) the number of person-days of effort required;
 - (viii) the specific work location;
 - (ix) the price payable to the Contractor for performing the task, with an indication of whether it is a firm price or a maximum TA price (and, for maximum price task authorizations, the TA must indicate how the final amount payable will be determined; where the TA does not indicate how the final amount payable will be determined, the amount payable is the amount, up to the maximum, that the Contractor demonstrates was actually worked on the project, by submitting time sheets filled in at the time of the work by the individual resources to support the charges); and
 - (x) any other constraints that might affect the completion of the task.
- (f) **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.
- (g) **Consolidation of TAs for Administrative Purposes:** The Contract may be amended from time to time to reflect all Task Authorizations issued and approved by the Contracting Authority to date, to document the Work performed under those TAs for administrative purposes.

7.9 Standard Clauses and Conditions

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

(a) **General Conditions:**

- (i) 2030 (2012-07-16), General Conditions - Higher Complexity - Goods, apply to and form part of the Contract.

(b) **Supplemental General Conditions:**

The following Supplemental General Conditions:

- (i) 4001 (2010-08-16), Supplemental General Conditions - Hardware Purchase, Lease and Maintenance;
- (ii) 4003 (2010-08-16), Supplemental General Conditions - Licensed Software;
- (iii) 4004 (2010-08-16), Supplemental General Conditions - Maintenance and Support Services for Licensed Software;

7.10 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:

Solicitation No. - N° de l'invitation
21120-102299/C

Amd. No. - N° de la modif.

Buyer ID - Id de l'acheteur
112x1

Client Ref. No. - N° de réf. du client
21120-102299

File No. - N° du dossier
112x121120-102299

CCC No./N° CCC - FMS No./N° VME

- (i) The "**Initial Contract Period**", which begins on the date the Contract is awarded and ends 1 year 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 6 additional 1-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 any time 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.

7.11 Delivery Date

All the deliverables must be received in accordance with Annex C - Delivery Schedule.

7.12 Authorities

(a) Contracting Authority

The Contracting Authority for the Contract is:

Name: Phil Sanford
Title: Supply Officer
Organization: Public Works and Government Services Canada
Address: Place Du Portage, Phase III, 4C1
11 Laurier Street
Gatineau, Quebec
K1A0S5
Telephone: 819-956-3882
Facsimile: 819-953-3703
E-mail address: phil.sanford@pwgsc-tpsgc.gc.ca

The Contracting Authority must receive a copy of the Invoice for Canada's record and to ensure the Invoice is in accordance with the Contract prior to payment by the Client.

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

Note to Bidders: Information will be completed prior to Contract award.

The Technical Authority for the Contract is:

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

Solicitation No. - N° de l'invitation
21120-102299/C

Amd. No. - N° de la modif.

Buyer ID - Id de l'acheteur
112x1

Client Ref. No. - N° de réf. du client
21120-102299

File No. - N° du dossier
112x121120-102299

CCC No./N° CCC - FMS No./N° VME

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) Client Administrative Authority

Note to Bidders: Information will be completed prior to Contract award.

The Client Administrative Authority for the Contract is:

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

The Client Administrative Authority must receive a copy of the Invoice. All inquiries for request for payment must be made to the Client Administrative Authority.

(d) Contractor's Representative

Note to Bidders: Information will be completed prior to Contract award.

The Contractor's Representative for the Contract is:

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

7.13 Payment

(a) Basis of Payment

(i) Initial Licensed Software: For the license to use the Licensed Software (including delivery, warranty and the Licensed Documentation), all as detailed in the Contract, Canada will pay the Contractor the firm price(s) set out in Annex B - Table 1, FOB destination, including all customs duties, GST/HST extra.

Estimated Cost: \$ _____

(ii) Software Maintenance and Support for the Licensed Software for the Initial Contract Period: For the Software Maintenance and Support, as detailed in this Contract, Canada will pay the Contractor, the firm annual price(s) set out in Annex B - Table 1, payable in advance, FOB destination, including all customs duties, GST/HST extra.

Estimated Cost: \$ _____

- (iii) **Initial Purchased Hardware:** For providing the Hardware in accordance with the Contract, Canada will pay the Contractor the firm price(s) set out in Annex B - Table 2, FOB destination, including all customs duties, GST/HST extra.

Estimated Cost: \$ _____

- (iii) **Optional Goods - Additional Software Licenses:** For additional licenses to use the Licensed Software, if Canada exercises its option(s), Canada will pay the Contractor the firm price(s) set out in Annex B - Table 3, FOB destination, including all customs duties, GST/HST extra.

Estimated Cost: \$ _____

- (iv) **Optional Goods - Software Maintenance and Support for Initial Software Licenses:** For optional Software Maintenance and Support, if Canada exercises its option(s) for Software Maintenance of the Licensed Software, Canada will pay the Contractor the firm annual price(s) set out in Annex B - Table 4, payable in advance, FOB destination, including all customs duties, GST/HST extra.

Estimated Cost: \$ _____

- (v) **Optional Goods - Software Maintenance and Support on Additional Software Licenses:** For optional Software Maintenance and Support on Additional Licenses, if Canada exercises its option(s) for Software Maintenance and Support of the Licensed Software, Canada will pay the Contractor the firm annual price(s) set out in Annex B - Table 5, payable in advance, FOB destination, including all customs duties, GST/HST extra.

In order to provide for a common termination date for the Software Maintenance and Support Services, Canada will pay an amount based on the firm annual price divided by 365 days and then multiplied by the number of days to the common Maintenance and Support termination date. In any subsequent year in which Canada exercises its option to obtain Maintenance and Support, the full amount will apply on the existing Licensed Software.

Estimated Cost: \$ _____

- (vii) **Optional Goods - Purchased Hardware:** For providing the Hardware in accordance with the Contract, Canada will pay the Contractor the firm price(s) set out in Annex B - Table 6, FOB destination, including all customs duties, GST/HST extra.

Estimated Cost: \$ _____

- (viii) **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 -, Table 7, GST/HST extra. Partial days will be prorated based on actual hours worked based on a 7.5-hour workday.

Estimated Cost: \$ _____

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

Estimated Cost: \$ _____

- (ix) **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.

- (x) **Travel and Living Expenses:** Canada will not pay any travel or living expenses associated with performing the Work in the National Capital Region (NCR). Canada will not pay for any travel time.
- (xi) **Professional Services Rates:** In Canada's experience, bidders from time to time propose rates at the time of bidding for one or more categories of resources that they later refuse to honour, on the basis that these rates do not allow them to recover their own costs and/or make a profit. This denies Canada of the benefit of the awarded contract. If the Contractor refuses, or is unable, to provide an individual with the qualifications described in the Contract within the time described in the Contract (or proposes instead to provide someone from an alternate category at a different rate), whether or not Canada terminates the Contract as a whole, Canada may impose sanctions or take other measures in accordance with the PWGSC Vendor Performance Policy (or equivalent) then in effect, which may include prohibiting the Contractor from bidding on future requirements that include any professional services, or rejecting the Contractor's other bids for professional services requirements on the basis that the Contractor's performance on this or other contracts is sufficiently poor to jeopardize the successful completion of other requirements.
- (xii) **Purpose of Estimates:** All estimated costs contained in the Contract are included solely for the administrative purposes of Canada and do not represent a commitment on the part of Canada to purchase goods or services in these amounts. Any commitment to purchase specific amounts or values of goods or services are described elsewhere in the Contract.

(b) Limitation of Expenditure

- (i) Canada's total liability to the Contractor under the Contract must not exceed the amount set out on page 1 of the Contract. Customs duties included and Goods and Services Tax or Harmonized Sales Tax is extra, 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 exceed before obtaining the written approval of the Contracting Authority. The Contractor must notify the Contracting Authority in writing as to the adequacy of this sum when:
 - (A) it is 75 percent committed, or
 - (B) 4 months before the Contract expiry date, or
 - (C) as soon as the Contractor considers that the contract funds provided are inadequate for the completion of the Work,whichever comes first.
- (iii) If the notification is for inadequate contract funds, the Contractor must provide to the Contracting Authority a written estimate for the additional funds required. Providing this information does not increase Canada's liability.

(c) Method of Payment for Licensed Software

Canada will pay the Contractor within 30 days following acceptance or within 30 days of receiving a complete invoice (and any required substantiating documentation), whichever is later. If Canada disputes an invoice for any reason, Canada will pay the Contractor the undisputed portion of the invoice, as long as the undisputed items are separate line items on the invoice and are owing. In the case of disputed invoices, the invoice will only be considered to have been received for the purposes of the section of the General Conditions entitled "Interest on Overdue Accounts" once the dispute is resolved.

(d) Method of Payment for Hardware

Canada will pay the Contractor within 30 days following acceptance or within 30 days of receiving a complete invoice (and any required substantiating documentation), whichever is later. If Canada disputes an invoice for any reason, Canada will pay the Contractor the undisputed portion of the invoice, as long as the undisputed items are separate line items on the invoice and are owing. In the case of disputed invoices, the invoice will only be considered to have been received for the purposes of the section of the General Conditions entitled "Interest on Overdue Accounts" once the dispute is resolved.

(e) Method of Payment for Software Maintenance and Support

Canada will make the advance payment to the Contractor for Software Maintenance and Support within 30 days after receiving a complete invoice (and any required substantiating documentation), or within 30 days of any date specified in the Contract for making that advance payment, whichever is later.

If Canada disputes an invoice for any reason, Canada will pay the Contractor the undisputed portion of the invoice, as long as the undisputed items are separate line items on the invoice and are owing. In the case of disputed invoices, the invoice will only be considered to have been received for the purposes of the section of the General Conditions entitled "Interest on Overdue Accounts" once the dispute is resolved.

The Contractor acknowledges that this is an advance payment and that, despite anything to the contrary in the Contract, Canada will perform acceptance procedures for the services only after the services have been performed, regardless of whether the payment has already been made. The Contractor agrees that any advance payments authorized and paid under the terms of the Contract are not considered acceptance of the services for which the payment is made. Also, payment in advance does not prevent Canada from exercising any or all potential remedies in relation to this payment or any of the Work, if the Work performed later proves to be unacceptable.

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

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

(g) 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.

7.14 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 Technical Authority, and a copy to the Contracting Authority.

7.15 Certifications

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

7.16 Applicable Laws

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

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

7.17 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) 4003 (2010-08-16);

- (ii) 4004 (2010-08-16);
- (c) general conditions 2030 (2012-07-16);
- (d) Annex A, Statement of Requirements;
- (e) Annex B, Pricing Tables;
- (f) Annex C, Delivery Schedule;
- (g) Annex D, Definitions;
- (h) the Contractor's bid dated _____, as amended _____ (*if applicable*), not including any software publisher license terms and conditions that may be included in the bid, not including any provisions in the bid with respect to limitations on liability, and not including any terms and conditions incorporated by reference (including by way of a web link) in the bid.

7.18 Foreign Nationals (Canadian Contractor)

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

7.19 Foreign Nationals (Foreign Contractor)

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

7.20 Insurance Requirements

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

7.21 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 section, 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 Article of the General Conditions entitled "Intellectual Property Infringement and Royalties";
 - (B) physical injury, including death.
- (ii) The Contractor is liable for all direct damages caused by the Contractor's performance or failure to perform the Contract affecting real or tangible personal property owned, possessed, or occupied by Canada.

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

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

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

(c) Third Party Claims:

- (i) Regardless of whether a third party makes its claim against Canada or the Contractor, each Party agrees that it is liable for any damages that it causes to any third party in connection with the Contract as set out in a settlement agreement or as finally determined by a court of competent jurisdiction, where the court determines that the Parties are jointly and severally liable or that one Party is solely and directly liable to the third party. The amount of the liability will be the amount set out in the settlement agreement or determined by the court to have been the Party's portion of the damages to the third party. No settlement agreement is binding on a Party unless its authorized representative has approved the agreement in writing.
- (ii) If Canada is required, as a result of joint and several liability, to pay a third party in respect of damages caused by the Contractor, the Contractor must reimburse Canada by the amount finally determined by a court of competent jurisdiction to be the Contractor's portion of the damages to the third party. However, despite subparagraph (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 paragraph (c).

7.22 Joint Venture Contractor

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

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

7.23 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.

7.24 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

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that the Contractor (and any resources or subcontractors it uses) has previously performed similar services for other customers.

7.25 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.

7.26 Termination for Convenience for Software Maintenance and Support Services

Notwithstanding the Termination for Convenience provisions contained at Section 32 of 2030 - General Conditions - Higher Complexity - Goods, the parties agree that in the event of termination of services for the convenience of Canada for which an advance payment has been made, charges up to the date of termination will be calculated on a prorata basis of a twelve month year and a thirty day month. The Contractor shall immediately refund to Canada the unliquidated portion of the advance payment and pay to Canada interest thereon, from the date of the advance payment to the date of the refund, at the discount rate of interest per annum set by the Bank of Canada and prevailing on the date of the advance payment, plus 1 ¼ percent per annum.

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ANNEX A

STATEMENT OF REQUIREMENTS

(see attachment)

ANNEX B**PRICING TABLES**

[Note to Bidder: The Bidder must provide with its Technical Bid a complete list of all software programs forming part of the Licensed Software, indicating as applicable, product/module name, version numbers, descriptions, etc. (see Form E - List of Proposed Software)]

Table 1 - Initial Software Requirement			
Item No.	Description	Unit of Issue	Firm Lot Price
Licensed Software			
1	Licensed Software for use on 50 Devices, meeting all the software requirements as detailed in the Statement of Requirements (SOR), including Software Documentation and Warranty.	Lot	
Software Maintenance and Support			
2	Software Maintenance and Support for the Licensed Software for 50 Devices, in accordance with the requirements of the Contract, for Year 1 of the Initial Contract Period	Lot	
3	Software Maintenance and Support for the Licensed Software for 50 Devices, in accordance with the requirements of the Contract, for Year 2 of the Initial Contract Period	Lot	

[Note to Bidders: For the purposes of bid evaluation only, the Table 1 Total will be: the lot price for Item 1 + the lot price for Item 2 + the lot price for Item 3]

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[Note to Bidder: The Bidder must provide with its Technical Bid a complete list of proposed hardware components, indicating as applicable, OEM, model number, descriptions, etc. (see Form G - List of Proposed Hardware)]

Table 2 - Initial Hardware Requirement				
Item No.	Description	Unit of Issue	Quantity Required	Firm Unit Price
1	Mobile Inventory Scanner and Docking Station, meeting all the requirements as detailed in the Statement of Requirements (SOR), including Documentation and Warranty.	Each	10	
2	Thermal Barcode Printer, meeting all the requirements as detailed in the Statement of Requirements (SOR), including Documentation and Warranty.	Each	10	
3	POS Scanner, meeting all the requirements as detailed in the Statement of Requirements (SOR), including Documentation and Warranty.	Each	10	
4	POS Weigh Scale, meeting all the requirements as detailed in the Statement of Requirements (SOR), including Documentation and Warranty.	Each	10	
5	POS Thermal Receipt Printer, meeting all the requirements as detailed in the Statement of Requirements (SOR), including Documentation and Warranty.	Each	10	

[Note to Bidders: For the purposes of bid evaluation only, the Table 2 Total will be: (Item 1 Estimated Quantity Required x Item 1 Firm Unit Price) + (Item 2 Estimated Quantity Required x Item 2 Firm Unit Price) + (Item 3 Estimated Quantity Required x Item 3 Firm Unit Price) + (Item 4 Estimated Quantity Required x Item 4 Firm Unit Price) + (Item 5 Estimated Quantity Required x Item 5 Firm Unit Price)]

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Table 3				
Optional Goods - Additional Software Licenses				
Item No.	Description	Unit of Issue	Cumulative Quantity	Firm Unit Price
1	Licensed Software for use on additional Devices, meeting all the software requirements as detailed in the Statement of Requirements (SOR), including Software Documentation and Warranty.	Per Device	51-100	
2	Licensed Software for use on additional Devices, meeting all the software requirements as detailed in the Statement of Requirements (SOR), including Software Documentation and Warranty.	Per Device	101-200	
3	Licensed Software for use on additional Devices, meeting all the software requirements as detailed in the Statement of Requirements (SOR), including Software Documentation and Warranty.	Per Device	201-300	
4	Licensed Software for use on additional Devices, meeting all the software requirements as detailed in the Statement of Requirements (SOR), including Software Documentation and Warranty.	Per Device	301-400	
5	Licensed Software for use on additional Devices, meeting all the software requirements as detailed in the Statement of Requirements (SOR), including Software Documentation and Warranty.	Per Device	401-500	
6	Licensed Software for use on additional Devices, meeting all the software requirements as detailed in the Statement of Requirements (SOR), including Software Documentation and Warranty.	Per Device	Over 500	

[Note to Bidders: For the purposes of bid evaluation only, the Table 3 Total will be: $400 \times (\text{Item 1 Firm Unit Price} + \text{Item 2 Firm Unit Price} + \text{Item 3 Firm Unit Price} + \text{Item 4 Firm Unit Price} + \text{Item 5 Firm Unit Price} + \text{Item 6 Firm Unit Price}) / 6]$

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Table 4			
Optional Goods - Software Maintenance and Support for Initial Software Licenses			
Item No.	Description	Unit of Issue	Firm Lot Price
1	Option Year 1 - Extend Software Maintenance and Support Period for the Licensed Software for 50 Devices, in accordance with the Contract	Lot	
2	Option Year 2 - Extend Software Maintenance and Support Period for the Licensed Software for 50 Devices, in accordance with the Contract	Lot	
3	Option Year 3 - Extend Software Maintenance and Support Period for the Licensed Software for 50 Devices, in accordance with the Contract	Lot	
4	Option Year 4 - Extend Software Maintenance and Support Period for the Licensed Software for 50 Devices, in accordance with the Contract	Lot	
5	Option Year 5 - Extend Software Maintenance and Support Period for the Licensed Software for 50 Devices, in accordance with the Contract	Lot	
6	Option Year 6 - Extend Software Maintenance and Support Period for the Licensed Software for 50 Devices, in accordance with the Contract	Lot	

[Note to Bidders: For the purposes of bid evaluation only, the Table 4 Total will be: Item 1 Firm Lot Price + Item 2 Firm Lot Price + Item 3 Firm Lot Price + Item 4 Firm Lot Price + Item 5 Firm Lot Price + Item 6 Firm Lot Price]

Table 5			
Optional Goods - Software Maintenance and Support on Additional Software Licenses			
Item No.	Description	Unit of Issue	Firm Unit Price
1	Optional Software Maintenance and Support on Additional Software Licenses for the Initial Contract Period, in accordance with the Contract	Per Device	
2	Optional Software Maintenance and Support on Additional Software Licenses for Option Year 1, in accordance with the Contract	Per Device	
3	Optional Software Maintenance and Support on Additional Software Licenses for Option Year 2, in accordance with the Contract	Per Device	
4	Optional Software Maintenance and Support on Additional Software Licenses for Option Year 3, in accordance with the Contract	Per Device	
5	Optional Software Maintenance and Support on Additional Software Licenses for Option Year 4, in accordance with the Contract	Per Device	
6	Optional Software Maintenance and Support on Additional Software Licenses for Option Year 5, in accordance with the Contract	Per Device	
7	Optional Software Maintenance and Support on Additional Software Licenses for Option Year 6, in accordance with the Contract	Per Device	

[Note to Bidders: For the purposes of bid evaluation only, the Table 5 Total will be: 400 x (Item 1 Firm Unit Price + Item 2 Firm Unit Price + Item 3 Firm Unit Price + Item 4 Firm Unit Price + Item 5 Firm Unit Price + Item 6 Firm Unit Price + Item 7 Firm Unit Price)]

Table 6 Optional Goods - Hardware				
Item No.	Description	Unit of Issue	Estimated Quantity Required	Firm Unit Price
1	Mobile Inventory Scanner and Docking Station, meeting all the requirements as detailed in the Statement of Requirements (SOR), including Documentation and Warranty.	Each	130	
2	Thermal Barcode Printer, meeting all the requirements as detailed in the Statement of Requirements (SOR), including Documentation and Warranty.	Each	130	
3	POS Scanner, meeting all the requirements as detailed in the Statement of Requirements (SOR), including Documentation and Warranty.	Each	105	
4	POS Weigh Scale, meeting all the requirements as detailed in the Statement of Requirements (SOR), including Documentation and Warranty.	Each	55	
5	POSThermal Receipt Printer, meeting all the requirements as detailed in the Statement of Requirements (SOR), including Documentation and Warranty.	Each	105	

[Note to Bidders: For the purposes of bid evaluation only, the Table 6 Total will be: (Item 1 Estimated Quantity Required x Item 1 Firm Unit Price) + (Item 2 Estimated Quantity Required x Item 2 Firm Unit Price) + (Item 3 Estimated Quantity Required x Item 3 Firm Unit Price) + (Item 4 Estimated Quantity Required x Item 4 Firm Unit Price) + (Item 5 Estimated Quantity Required x Item 5 Firm Unit Price)]

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Table 7 Professional Services								
Item No.	Resource	Ceiling Per Diem Rate						
		Initial Contract Period	Option Year 1	Option Year 2	Option Year 3	Option Year 4	Option Year 5	Option Year 6
1	Implementation Manager							
2	Application Technical Specialist							
3	Application/Interface Developer							
4	Report Writer							
5	Trainer							

[Note to Bidders: For the purposes of bid evaluation only, the Table 7 Total will be: Implementation Manager Total + Application Technical Specialist Total + Application/Interface Developer Total + Report Writer Total + Trainer Total

Implementation Manager Total:

Implementation Level of Effort Estimate of 120 x Item 1 Ceiling Per Diem Rate for Initial Contract Period + Post-Implementation Level of Effort Estimate of (14 x the Sum of all Item 1 Ceiling Per Diem Rates for Option Years 1 to 6)

Application Technical Specialist Total:

Implementation Level of Effort Estimate of 90 x Item 2 Ceiling Per Diem Rate for Initial Contract Period + Post-Implementation Level of Effort Estimate of (21 x the Sum of all Item 2 Ceiling Per Diem Rates for Option Years 1 to 6)

Application/Interface Developer Total:

Implementation Level of Effort Estimate of 100 x Item 3 Ceiling Per Diem Rate for Initial Contract Period + Post-Implementation Level of Effort Estimate of (18 x the Sum of all Item 3 Ceiling Per Diem Rates for Option Years 1 to 6)

Report Writer Total:

Implementation Level of Effort Estimate of 80 x Item 4 Ceiling Per Diem Rate for Initial Contract Period + Post-Implementation Level of Effort Estimate of (16 x the Sum of all Item 4 Ceiling Per Diem Rates for Option Years 1 to 6)

Trainer Total:

Implementation Level of Effort Estimate of 50 x Item 5 Ceiling Per Diem Rate for Initial Contract Period + Post-Implementation Level of Effort Estimate of (2 x the Sum of all Item 5 Ceiling Per Diem Rates for Option Years 1 to 6)]

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ANNEX C

DELIVERY SCHEDULE

Deliverable	Description	Delivery Date
1	Delivery of the Licensed Software for use on 50 devices, including all components listed in Form E	Within 10 working days of the Contract Award date
2	Delivery of Initial Software Maintenance and Support	During the Software Maintenance and Support Period
3	Delivery of the purchased hardware, including all components listed in Form G	Within 1 month of the Contract Award Date

ANNEX D

DEFINITIONS

"COTS Software Configuration" means implementing change(s) to a COTS Software application, using the configuration functions within the COTS Software application. Software configuration does not negatively impact the ability for Users to upgrade the Software application to later versions of the COTS Software.

"COTS Software Customization" means implementing change(s) to a COTS Software application, such as a change to the source code and or COTS Software application, that is unique to a single user's requirements. COTS Software customization will impact the ability for the User to upgrade to later versions of the COTS Software. In the event that there is COTS Software Customization it will be the responsibility of the supplier to ensure that the User is able to continue to upgrade the COTS Software including customizing the upgraded COTS Software in order to continue meeting the requirements of the contract.

"Renames" means an upgrade to the Licensed Software where the product name is changed, but the new software product has similar features and functionality as the Licensed Software, regardless of whether the Contractor refers to it as a "rename".

"Bug Fixes" means a temporary work-around, patch, or bypass to update the program code to correct errors or defects.

"Error" means any software instructions or statement contained in (or absent from) the Licensed Program that, by its presence or absence, prevents the Licensed Software from operating in accordance with the Specifications.

"Enhancement" also often referred to as an **"interim release"** means an interim release version of the Licensed Software, which is often documented by adding a further decimal and digit to the version or release number (e.g., V.X.X.2 would be the next enhancement after V.X.X.1).

"Upgrades (minor)" means an update to the Licensed Software to add, extend, enhance and/or improve the existing features, functionality and/or performance of the program code, which is documented by a version or build number change to the right of the first decimal (e.g., Product X Version 1.0 changes to Product X Version 1.1 or Product X Version 1.0.0 changes to Product X Version 1.0.1), regardless of whether the Contractor refers to it as a "minor upgrade".

"Upgrades (major)" means an update to the Licensed Software to add, extend, enhance and/or improve the existing features, functionality and/or performance of the program code, which is documented by a version or build number change to the left of the first decimal (e.g., Product X Version 1.3 changes to Product 2.0 or Product X Version 1.1.5 changes to Product X Version 2.0.0), regardless of whether the Contractor refers to it as a "major upgrade".

"New Release" means a system release, a version release, and interim release of the Licensed Software, regardless of whether the Contractor refers to it as a "new release".

"Extensions" means an update to the Licensed Software that extends the features, functionality or performance of the Licensed Software program code, regardless of whether the Contractor refers to it as an "extension".

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"Software Patches" means an engineering fix to a problem that may be incorporated into a new release to update the Licensed Software in order to improve or correct errors or defects in the program code.

"Service Releases" means a release of the Software which is designed to operate on designated combinations of computer hardware and operating systems. A new System Release typically will be indicated by the addition of one (1) to the first digit of the release number (e.g. v.2.X.X would be the next System Release after v.1.X.X).

"Technical Support Organization" ('TSO') means those Contractor product specialists who make available technical support to Contractor's Clients who have contracted for and are current under Contractor's Maintenance Services.

"Version Release" means a release often involving a limited number of new or enhanced features or functionality or features and error corrections, which is often documented by adding a second digit after the release number (e.g., V.X.2.X would be the next version release after V.X.1.X).

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ANNEX E

TASK AUTHORIZATION FORM

(see attachment)

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BIDDER FORMS**FORM A - BID SUBMISSION FORM**

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

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<p>Federal Contractors Program for Employment Equity (FCP EE) Certification:</p> <p>If the bidder is exempt, please indicate the basis for the exemption to the right. If the bidder does not fall within the exceptions enumerated to the right, the Program requirements do apply and the bidder is required either to:</p> <p>(a) submit to the Department of HRSD form LAB 1168, Certificate of Commitment to Implement Employment Equity, DULY SIGNED; or</p> <p>(b) submit a valid Certificate number confirming its adherence to the FCP-EE.</p> <p>Bidders are requested to include their FCP EE Certification or signed LAB 1168 with their bid; if this information is not provided in the bid, it must be provided upon request by the Contracting Authority during evaluation.</p> <p>For joint ventures, be sure to provide this information for each of the members of the joint venture.</p>	<p>On behalf of the bidder, by signing below, I also confirm that the bidder <i>[check the box that applies]</i>:</p>	
	<p>(a) is not subject to Federal Contractors Program for Employment Equity (FCP-EE), because it has a workforce of less than 100 permanent full or part-time employees in Canada;</p>	
	<p>(b) is not subject to FCP-EE, because it is a regulated employer under the <i>Employment Equity Act</i>;</p>	
	<p>(c) is subject to the requirements of FCP-EE, because it has a workforce of 100 or more permanent full or part-time employees in Canada, but has not previously obtained a certificate number from the Department of Human Resources and Skills Development (HRSD) (having not bid on requirements of \$200,000 or more), in which case a duly signed certificate of commitment is attached; OR</p>	
	<p>(d) is subject to FCP-EE, and has a valid certification number as follows: _____ (and has not been declared an Ineligible Contractor by HRSD).</p>	
<p>Number of FTEs [Bidders are requested to indicate, the total number of full-time-equivalent positions that would be created and maintained by the bidder if it were awarded the Contract. This information is for information purposes only and will not be evaluated.]</p>		
<p>On behalf of the bidder, by signing below, I confirm that I have read the entire bid solicitation including the documents incorporated by reference into the bid solicitation and I certify that:</p> <ol style="list-style-type: none"> 1. The bidder considers itself and its products able to meet all the mandatory requirements described in the bid solicitation; 2. This bid is valid for the period requested in the bid solicitation; 3. All the information provided in the bid is complete, true and accurate; and 4. If the bidder is awarded a contract, it will accept all the terms and conditions set out in the resulting contract clauses included in the bid solicitation. 		
<p>Signature of Authorized Representative of Bidder</p>		

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FORM B

Substantiation of Technical Compliance Form

Article of Statement of Requirements (SOR) that Requires Substantiation by the Bidder	Bidder Substantiation	Reference to Additional Substantiating Materials Included in Bid
M-1		
M-2		
M-3		
M-4		
M-5		
M-6		
M-7		
M-8		
M-9		
M-10		
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FORM C

Software Publisher Certification Form

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

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

[bidders should add or remove lines as needed]

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FORM D

Software Publisher Authorization Form

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

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

This authorization applies to the following software products:

[bidders should add or remove lines as needed]

Name of Software Publisher (SP) _____

Signature of authorized signatory of SP _____

Print Name of authorized signatory of SP _____

Print Title of authorized signatory of SP _____

Address for authorized signatory of SP _____

Telephone no. for authorized signatory of SP _____

Fax no. for authorized signatory of SP _____

Date signed _____

Solicitation Number _____

Name of Bidder _____

Solicitation No. - N° de l'invitation

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FORM E - LIST OF PROPOSED SOFTWARE

Item No.	Name of Proposed Software	Description	Version Number

[bidders should add or remove lines as needed]

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Form F

OEM Certification Form

This confirms that the original equipment manufacturer (OEM) identified below has authorized the Bidder named below to provide and maintain its products under any contract resulting from the bid solicitation identified below.

Name of OEM _____

Signature of authorized signatory of OEM _____

Print Name of authorized signatory of OEM _____

Print Title of authorized signatory of OEM _____

Address for authorized signatory of OEM _____

Telephone no. for authorized signatory of OEM _____

Fax no. for authorized signatory of OEM _____

Date signed _____

Solicitation Number _____

Name of Bidder _____

Solicitation No. - N° de l'invitation

21120-102299/C

Amd. No. - N° de la modif.

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FORM G - LIST OF PROPOSED HARDWARE

Component	Original Equipment Manufacturer (OEM)	Model	Description
Mobile Inventory Scanner			
Thermal Barcode Printer			
POS Scanner			
POS Weigh Scale			
POS Receipt Printer			

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CCC No./N° CCC - FMS No./N° VME

FORM H

Client Reference Sheet

Bidder/Resource Name:

Criterion #:

Client Reference # ___ of ___

Client Organization:

Project Name:

Start Date:

Duration:

Value:

Scope and Description of Work:

In this Section, the Bidder must provide a detailed description of the client requirement and a delineation of the similarity to the requirement of this RFP.

How Bidder satisfied this criterion:

In this Section, the Bidder must provide:

- 1. A detailed description of the work or the solution provided by the Bidder to satisfy the client requirement in relation to the criterion being addressed, including the approaches, methodologies, and activities applied.*
- 2. The level of success of the implementation project in meeting time and budget constraints.*
- 3. A description of the quality of the product and service provided and the result.*
- 4. A description of the technical environment and the ability to integrate into the Client's technical environment.*
- 5. A description of the quality of the post-implementation maintenance and support provided and the result.*

Project Authority or Authorized Representative:

Name: _____

Title: _____

Phone # _____

e-mail: _____

Signature: _____

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Buyer ID - Id de l'acheteur

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Form I

Consent to a Criminal Record Verification

(see attachment)

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1 REQUIREMENT

Correctional Service Canada (CSC) has a requirement to acquire a commercial off-the-shelf (COTS) system to support the delivery of Food Services and Institutional Services for Federal Offenders and Staff Members within its various Institutions across Canada. The desired Technical Services Information Management System (TSIMS) will provide inventory control, point of sale, menu/recipe management, and production scheduling and control capabilities to CSC's institutions. The System should be complete and deliver all of the requirements as detailed in this Statement of Requirements (SOR). More specifically, CSC requires:

1. An enterprise level COTS software product;
2. COTS licenses;
3. COTS hardware;
4. Professional services for implementation;
5. Training;
6. Documentation;
7. Maintenance and support; and
8. Professional Services for post-implementation enhancements.

CSC will be responsible for the deployment of the new COTS system once it has been piloted in both English and French. This national deployment will take approximately 12 months. COTS licences and COTS hardware will be required from the contractor on an as-and-when requested basis as the system is rolled out through this deployment period.

2 BACKGROUND

2.1 Correctional Service of Canada Overview

Correctional Service Canada (CSC) is an agency within the portfolio of Public Safety. The portfolio brings together key federal government organizations involved in public safety, including the Royal Canadian Mounted Police (RCMP), the Parole Board of Canada (PBC), the Canada Border Services Agency (CBSA), the Canadian Security Intelligence Service (CSIS), and three review bodies.

CSC contributes to public safety through the custody and reintegration of offenders. More specifically, CSC is responsible for administering court-imposed sentences for offenders sentenced to two years or more. This includes both the custodial and community supervision of offenders with Long-Term Supervised Offenders (LTSOs) for periods of up to 10 years. CSC is currently responsible for approximately 14,700 federal offenders.

The Agency has a presence from coast to coast, in large urban centres with increasingly diverse populations, to more remote Inuit communities across the North. CSC manages institutions, treatment centres, four Aboriginal healing lodges, community correctional centres and parole offices. In addition, CSC has five regional headquarters that provide management and

administrative support and serve as the delivery arm of CSC's programs and services. CSC also manages an addictions research centre, a correctional management learning centre, regional staff colleges and national headquarters.

2.2 Technical Services

As part of the Corporate Services Sector, the Technical Services Branch contributes to the mission of the CSC by providing administrative and support services in the most effective and economical means possible. These services include engineering services, food services for offenders and staff members, and clothing for inmates and staff, institutional maintenance, fleet management, accommodations and telecommunications, environmental protection and sustainable development, fire safety protection and security electronics.

2.2.1 The Food Services Division of CSC

The Food Services Division within Technical Services provides food services and food-related activities to approximately 14,700 offenders in its care. Day-to-day Food Service activities include:

- Inventory Management;
- Menu and Recipe planning;
- Dietary Management; and
- Food Production Control and Scheduling.

Food Services are not currently managed by a national food and beverage system. There are several existing systems that currently manage some of the above activities but they vary from site-to-site in terms of their underlying technology and degree of capability and functionality.

These legacy systems were designed, and continue to operate, as standalone technologies that are not integrated with CSC's Integrated Financial and Material Management System (IFMMS). As a result, the methods of operation and data collection with respect to inventory management, procurement, production control, and recipe & menu management are inconsistent and the measurement, analysis, and monitoring of the delivery of Food Services to institutions are not as efficient as CSC requires.

CSC manages 48 distinct Food Service Operations which provide food services and related activities for 57 institutions, across five regions, nationally. CSC's annual Food Services capital budget is \$30M, and operating and maintenance (O&M) budget is \$6M. Food Services are made available through the following four (4) meal distribution methods:

1. Cafeteria tray feeding;
2. In-cell tray feeding;
3. Bulk cart feeding to satellite locations within an institution; and
4. Small Group Meal Preparation (SGMP) units in twenty-three (23) institutions.

The following table identifies the four (4) meal distribution methods and their distribution across the inmate population.

Region	Total Institutions	Cafeteria Feeding	Tray Feeding	Bulk Cart	SGMP
Atlantic	5	1,008			370
Quebec	12	1,460	205	1,425	288
Ontario	11	1,534	1,167	460	1,073
Prairies	14	2,059	1,016		665
Pacific	8	903	708		335
TOTAL	50	6,964	3,096	1,885	2,731

Table 1 – Food Service Distributions

The procurement of food items is performed on a site-by-site basis using IFMMS. Each institution manages its own budget with all procurement transactions initiated and completed via IFMMS.

The Food Services Operations are currently supplied by a multitude of vendors and each institution purchases its own items locally, in a decentralized manner. The procurement of food and food-related products can be accomplished through any of the following list of defined Purchase Agreements:

- The most common method for procurement is through an SOA. An SOA has clearly defined items and set prices that have been pre-negotiated with vendors by PWGSC.
- The second most common method is to create a Local Purchase Order (LPO) from an authorised vendor with the order not exceeding an authorized purchase amount.
- Finally the third most common procurement method is by Government of Canada Acquisition Card (GAC). This type of ordering is the equivalent of a petty cash purchase.

The SOAs and Contracts are established from a pool of qualified Vendors of Record (VORs) who serve individual Sites, Regions, and some on a National level. At each level, SOAs and Contracts are in place with VORs to provide a listing of the products available to a particular site and the associated costs for those products. The legal relationship surrounding the SOAs and the costing elements of the VOR's product offering is managed by IFMMS. The SOAs are frequently updated and revised and this information is critical to the regular operations of the Food Services efforts at each institution. The ability to update and maintain the SOAs in TSIMS is an area where efficiency is paramount.

For SGMP units, the Inmates are housed within independent living units of typically five to ten Inmates per unit who prepare their own meals. While food supplies are distributed through point of sale (grocery store) processes, Inmates are responsible for their own meal plans, cooking,

nutrition, sanitation, and cleaning. The Food Services Operations are currently supplied by a multitude of vendors and each institution purchases its own items locally, in a decentralized manner.

2.2.2 The Institutional Services Division of CSC

The Institutional Services Division of CSC is responsible for the management of the Inmate Clothing, Employee Clothing, Security Equipment, Occupational Clothing, Linens, Bedding and Personal Hygiene Products. It delivers these products and the related services to approximately 14,700 offenders and 8,700 correctional officers. Day-to-day Institutional Services activities include:

- Inventory Management;
- Automated Order replenishment; and
- Issuance of products to sites, inmates and officers.

These activities are not currently managed using a national system. There are several systems that do exist to manage some of the above activities but they vary from site-to-site in terms of their underlying technology and degree of capability and functionality.

Some Institutional Service products are warehoused in the National Depot. These goods are distributed to the individual sites and staff colleges. Institutions and colleges manage their inventory with spreadsheets and a non-supported inventory system. As a result, the methods of operation and data collection with regard to inventory management, procurement and issuance are inconsistent and the measurement, analysis, and monitoring of the delivery are not as efficient as CSC requires.

Institutional Services manages the provision of many deliverables across 52 institutions and 5 staff colleges across 8 provinces and in 5 geographic areas. CSC’s Institutional Services budget for the clothing program is \$10.5M

The following table identifies the number of institutions and staff colleges within the various regions for Institutional Services:

Region	Total Institutions	Total Staff colleges
Atlantic	5	1
Quebec	12	1
Ontario	12	1
Prairies	14	1
Pacific	9	1
TOTAL	52	5

Table 2 – Institutional Service Distributions

Like Food Services, Institutional Services uses the Integrated Financial and Material Management System (IFMMS), Standing Offer Agreements (SOAs), Contracts, Local Purchase Orders (LPOs), and Government Acquisition Cards (GACs) to procure products from a multitude of vendors. Institutional Services also uses Special Supply Arrangements (SSAs). An SSA operates in exactly the same manner as a Standing Offer, except it is with an internal government supplier, specifically CORCAN.

3 PROJECT SCOPE

The Technical Services Information Management System (TSIMS) is intended to allow CSC to realize the benefits associated with the standardization and rationalization of Food Services and Institutional Services nationally. The TSIMS project will standardize the software and related components in use, provide improved monitoring, reporting, integration, and consistency in its operations. As depicted in the diagram below, TSIMS will be comprised of the following four (4) system components:

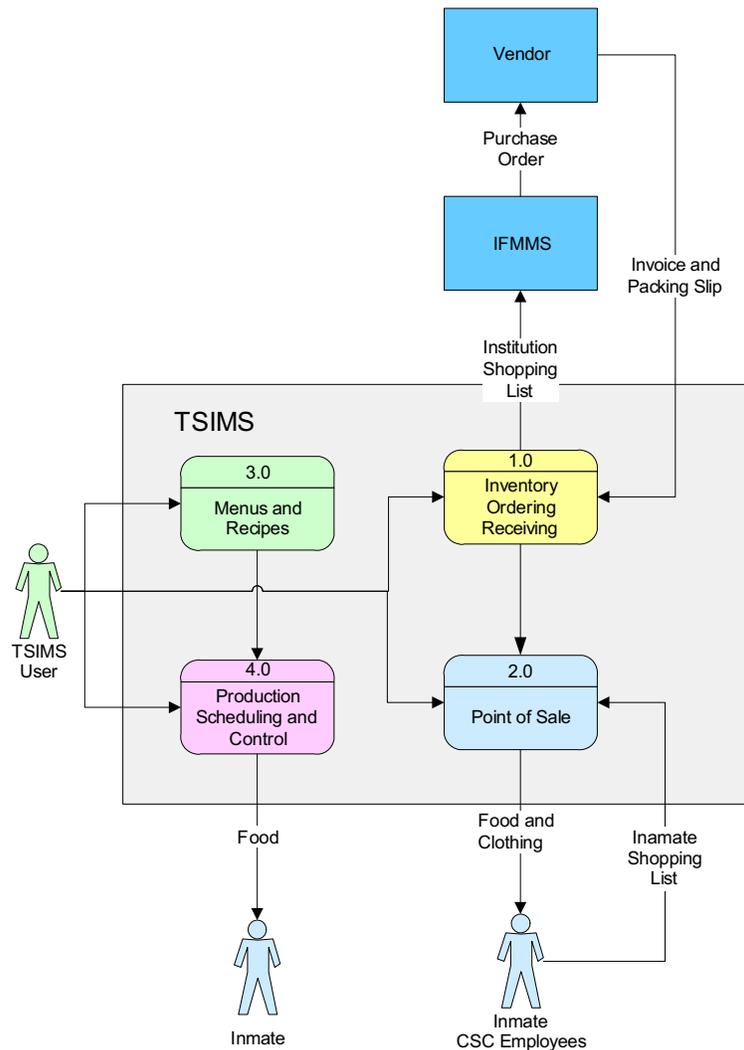


Figure 3-1 - System Components

CSC intends to acquire and implement a commercial-off-the-shelf (COTS) solution which will be comprised of:

1. An **Inventory Component** to manage stock levels, ordering, and the receipt of food, food-related and non-food related materials throughout CSC's institutions;
2. A **Point-Of-Sale (POS) Component** for the distribution of food by Food Services and clothing/hygiene products by Institutional Services;
3. A **Menu and Recipe Management Component** to catalogue the various menus and recipes across the nation and to bring efficiencies to the ordering and distribution of food and food-related material to CSC's institutions; and
4. A **Production Scheduling and Control Component** to allow Food services to schedule production of meals for each site and thereby forecast the inventory required to produce the scheduled meals.

These four components will integrate with each other and CSC's IFMMS system to provide CSC with an improved and streamlined approach for managing Food Services and Institutional Services to inmates under CSC's care.

In order to improve the likelihood of success, the TSIMS project will be implemented in two phases:

Phase I will include inventory management, ordering, receiving, and a point-of-sale (POS) component to manage the issuance of Food Services for the Small Group Meal Plan (SGMP) program and the issuance of Institutional Services products to inmates and CSC employees.

Phase II will add Recipe and Menu Management functionality, including costing and nutritional analysis and Production Scheduling and Control and Management of Institutional Cycle Menus for sites with central meal production.

4 PROJECT OBJECTIVES

The TSIMS project is intended to achieve the following objectives:

1. Improve efficiency in the delivery of Food Services and Institutional Services nationwide by:
 - a. Implementing consistent and rationalized methods for the procurement and delivery of food and non food-related services.
 - b. Improving consistency at a program level, thus increasing Food Services’ ability to demonstrate compliance with the nutritional and special diet requirements (e.g. religious) requirements.
 - c. Consolidating and standardizing Technical Services Stock-Keeping Units (SKUs).
 - d. Leveraging industry best practices through the purchase of a COTS product.
2. Implement a national information system to facilitate and report on the performance of Food and Institutional Services at the institutional and national level by:
 - a. Providing a national system for all institutions that supports all of the required business functions locally and a reporting structure that provides Regional and National “roll-up” reports.
 - b. Integrating TSIMS with CSC’s Integrated Financial and Material Management System (IFMMS).
3. Reduce the number of legacy systems that currently perform the delivery of Technical Services by:
 - a. Replacing the various systems in use now at the institutional level with a national information system which will standardize the form and nature of information throughout the organization.
 - b. Eliminating some support-level applications that served several now obsolete systems.

The System is intended to provide CSC with a more comprehensive (less manual) and accurate method of managing the inventory of goods pertinent to nationwide inmate care. The following business outcomes are anticipated:

1. Cost savings of 5% to 10% as a result of rationalized inventory and procurement methods;
2. Accessibility of program level data to support the reporting and analysis of Technical Services operations;
3. Consistent and rationalized method of procuring Tech Services products; and
4. Consistent methods of inventory control (ordering, distribution, and inventory reporting) supporting the delivery of Food Services and Institutional Services.

By standardizing and automating systems, business processes, and methods across CSC's 52 institutions and 5 Colleges, the project will establish a national system that provides:

1. Improved efficiency in the delivery of Technical Services using industry's best practices;
2. A reduction in the number of IT systems in use by Technical Services;
3. A reduction in redundant information;
4. Improved consistency at a program level, thus increasing Technical Services ability to control and report on inventory usage, levels, and distribution requirements;
5. Consolidation and standardization of Stock Keeping Units (SKUs);
6. Efficiencies gained in the ability of CSC Information Management Services (IMS) to support the IT systems in service;
7. Reduced software licensing and maintenance costs;
8. Improved consistency and quality of Technical Services performance-related information;
9. Improved efficiencies in the ability to adopt changes to the system;
10. Standardization of training; and
11. Increased efficiencies to related services, of inventory management and distribution such as tracking inventory items.

5 ASSUMPTIONS AND CONSTRAINTS

Planning for the TSIMS project is based on the following assumptions:

1. TSIMS components will be installed within CSC's IT facilities and leverage the existing IT infrastructure wherever possible (e.g. desktops, terminal services, networking, facilities, shared services);
2. TSIMS will be based on a centralized system architecture, e.g. servers will not be required within the regions or the institutions;
3. The Contractor will be responsible for the delivery of the COTS products into CSC's development environment. CSC will be responsible for setting up and installing the QA, performance testing, UAT, training, and production environments;
4. The COTS system will be configured to meet CSC's requirements, and no customization (e.g. programming) will be required;
5. The Contractor will configure the system for the initial implementation. Configuration training will be provided by the Contractor, and CSC will configure the system for enhancements post project implementation;
6. CLF2 and Web 2.0 compliance are NOT required in that TSIMS is an internal CSC system and is not public facing; and
7. Data conversion from the existing food services systems and spread sheets will be by conducting a physical inventory.

The TSIMS project will be constrained by the following:

1. The TSIMS project is to be delivered in a Phased approach, with the project completion no later than July 2014;
2. The TSIMS project scope does NOT include Technical Services Business Process Reengineering, but will require the adoption of industry best practices and refinement of the business processes used in the regions;
3. The COTS products being procured and implemented must comply with CSC's technical and security standards; and
4. TSIMS must be bilingual; English and French.

6 PROJECT REQUIREMENTS

6.1 System Requirements

The successful Bidder (hereinafter referred to as “the Contractor”) must provide CSC with a complete System to allow CSC to meet the objectives listed in Section 3.0.

The System can be defined as:

1. An integrated COTS product that:
 - a. Provides the functional requirements to the CSC Food Services and Institutional Services processes as described in Section 7.0 of this Annex; and
 - b. Can be integrated to the existing CSC technical environment as defined and described in Appendix ‘B’ – CSC Technical Environment.
2. Should a proposed System require any third-party software for provision of ancillary capabilities (e.g. reporting, POS, etc.), the Contractor must integrate the software to its System. CSC will not enter into or manage a contract with a third party. It is the responsibility of the Contractor to acquire, install/implement, manage and maintain that third-party software as part of its offering.
3. The Contractor must implement the COTS product into CSC’s development environment as described in Section 6.2 – Implementation Requirements.
4. Maintenance and Support as described in Section 6.4 – Maintenance and Support.
5. Hardware for scanning and printing inventory bar codes and POS hardware for scanning, printing receipts, and weighing scales for products as described in Section 6.5 – Hardware Requirements.
6. Training and documentation required to allow CSC personnel to use, manage, and maintain the System on an ongoing basis (see Section 6.6 – Training and Section 6.6 – Documentation).

6.2 Implementation Requirements

Under the direction of the CSC Project Sponsor, the Contractor must perform the following tasks:

1. Supply the System with all necessary software and security patches in place and tested.
2. Implement the COTS hardware and software products in CSC’s Development environment, ensuring that a full and transparent transfer of knowledge to CSC’s team during these activities must enable the CSC team to make the product operational and carry on unassisted once the System is in place.
3. Implement all infrastructure-related application software (e.g. database software and Web-access related software) in basic mode with all application software and patches installed and tested.

4. Support the COTS system during CSC's testing activities.
5. Support deployment to the pilot sites (English and French).

6.3 License Requirements

The Contractor must provide a perpetual software licence for the System enabling CSC to allow all of the relevant personnel to access the System as and when required. The total number of anticipated device/desktop licenses is approximately 450 for Food Services and Institutional Services. CSC intends to purchase 50 licences at contract award. The balance will be purchased on an as-and-when requested basis over a 12 month time period as the new system is deployed nationally to the institutions.

6.4 Maintenance and Support Requirements

To support TSIMS, CSC will engage its National IT Service Desk to receive calls for incidents reported by the field. If these calls cannot be resolved by the IT Service Desk, they will be forwarded to CSC's COTS support and maintenance team. Where necessary, these calls will be transferred to the Contractor's 1-800 Maintenance and Support Service line. The Contractor will provide telephone and/or on-line assistance for incident resolution. For availability and response time requirements associated with this software support, refer to section 7.3 (c) of the RFP. Additionally, it is the Contractor's responsibility to provide upgrades to the System to maintain version currency.

6.5 Hardware Requirements

To facilitate inventory management and distribution of items to inmates and staff members, the Contractor must provide the hardware components required to support the scanning of inventory items and point-of-sale (POS) activities. These are defined in Section 7.2.4 – Hardware Requirements. Hardware is required on an as-and-when requested basis. A small quantity of hardware is required to test the system. Additional hardware will then be required for piloting of the system, and the balance will be required over a 12 month deployment period.

6.6 Training Requirements

A critical component of this project is the transfer of knowledge from the Contractor to the CSC personnel tasked with its implementation, use and support. To that end, the training of CSC personnel by Contractor representatives is of the highest importance.

CSC requires the following four (4) separate categories of training that must be delivered by the Contractor to the relevant CSC personnel in order to ensure that the requisite comfort and technical capability is present.

6.6.1 Orientation Training

At the project start, the Contractor must conduct orientation training on the Contractor’s proposed products for up to twenty (20) CSC personnel who will be involved in the project. The intent of this product orientation training is to provide the team members with a good overview of the products and functionality.

CSC personnel who will be trained for product configuration, implementation and maintenance will attend this orientation, as well as project personnel who will be working on this initiative. The Contractor must provide the orientation in the National Capital Region and the training must be conducted in English and French.

6.6.2 Technical Team Training

The Contractor must provide training for CSC’s Technical Team (maximum ten (10) participants) at CSC’s Headquarters in the National Capital Region (NCR). The objective of this training will be to ensure that the Technical Team members have sufficient knowledge of the proposed System and the expertise to be capable of configuration, technical support, troubleshooting, and maintenance of the System, as well as performance of future modifications to the System as needed.

This training seminar must be hands-on training in the use of the proposed System. CSC will provide the training facility, in the National Capital Region, and computer systems with the appropriate software installed for use by the participants during the training seminar.

6.6.3 System Administrator Training

One (1) training seminar in English and one (1) in French will be provided for the System administrators (maximum five (5) participants), who will be responsible for system administration of the System. The intent is to make these people as self-sufficient as possible. These seminars will take place in the National Capital Region.

6.6.4 Train-the-Trainer Training

The Contractor will prepare end user training materials in support of a “train-the-trainer” strategy. The Contractor will train designated CSC trainers in order to allow CSC personnel to familiarize the end users with the product and its use. One (1) training seminar in English and one (1) in French (maximum twenty (20) participant’s total) will take place in the National Capital Region.

It should be noted that all of the above training session provided by the Contractor will be subject to evaluation by the participants. Sign-off and acceptance of the Knowledge Transfer by the CSC Project Sponsor will be based on these evaluations.

6.7 Documentation Requirements

To effectively support the Knowledge Transfer to CSC, the Contractor will provide the following documentation:

- End user documentation – to assist CSC personnel in their use of the System. A French version and an English version of the documentation must be delivered.
- System administration and technical documentation – comprehensive out-of-the-box tutorials and documentation for system administrators on system configuration, technical support, and troubleshooting.

In addition, the Contractor must also supply, in good condition, all documentation (including third party documentation) required for the use and support of TSIMS.

6.8 Professional Services Requirements

CSC requires professional service resources from the contractor for implementation and for post implementation enhancement of the system. These resources will be acquired on a task authorization basis as-and-when requested basis. Professional service resource categories required from the contractor include:

- 1) Implementation Manager;
- 2) Application Technical Specialist;
- 3) Application / Interface Developer;
- 4) Report Writer; and
- 5) Trainer.

Samples of typical activities and minimum qualifications for each of the categories appear following as Sections 6.8.1.1 to 6.8.1.5. These are provided to assist the Contractor in developing their response to this solicitation. More specific and / or additional tasks and qualifications may be outlined in Task Authorizations at time of issue.

6.8.1 Implementation Manager

Typical activities

The Implementation Manager may be engaged to:

- Manage and coordinate contractor resources;
- Provision regular updates to the Project Manager to monitor and report on the progress of his / her assigned duties;
- Assist with the day-to-day activities of the implementation;
- Provide cost estimates for work required; and
- Post-implementation follow up and review.

Minimum Qualifications

The Implementation Manager must have:

- Two (2) years of experience within the last five (5) years implementing the proposed Contractor product in an organization of at least 100 employees where the project dollar value was in excess of CAD \$1M;
- Successfully completed a post-secondary degree/diploma in Computer Science, Systems Engineering or related field, from a recognized academic institution; and
- Knowledge in the use and application of PMI / PMBOK methods.

6.8.2 Application Technical Specialist:

Typical activities

The Application Technical Specialist may be engaged to:

- Set up and configure the Contractor product and requirements regarding the operating environment (i.e. Server OS, Security (including networking), Desktop, ancillary systems);
- Provide hands-on assistance and mentoring to CSC technical staff in regard to the detailed setup and configuration of the system; and
- Provide technical expertise re: the Contractor's's supplied system and equipment.

Minimum Qualifications

The Application Technical Specialist must have:

- Two (2) years of experience within the last five (5) years implementing the proposed Contractor product;

- Successfully completed a post-secondary degree / diploma in Computer Science, Systems Engineering or related field, from a recognized academic institution; and
- Five (5) years of experience as an IT Technical Specialist;

6.8.3 Application / Interface Developer

Typical activities

The Application / Interfacing Developer may be engaged to:

- Configure the COTS product to satisfy CSC's requirements;
- Develop interfaces from the Contractors COTS product to CSC's systems; and
- Provide expertise with conventional interfacing methods including ETL, XML, and API's

Minimum Qualifications

The Application Developer / Interfacing Developer must have:

- Two (2) years of experience within the last five (5) years configuring and developing application interfaces to the proposed Contractor product;
- Successfully completed a post-secondary degree/diploma in Computer Science, Systems Engineering or related field, from a recognized academic institution; and
- Five (5) years of experience as an IT Application / Interface Developer.

6.8.4 Report Writer

Typical activities

The Report Writer may be engaged to:

- Design, configure/develop, test and provide implementation assistance to TSIMS specialized reports; and
- Provide technical assistance and mentoring in regard to the configuration and/or development of business and technical reports.

Minimum Qualifications

The Report Writer must have:

- Two (2) years of experience within the last five (5) years developing specialized reports generated by the proposed Contractor product;
- Successfully completed a post-secondary degree/diploma in Computer Science, Systems Engineering or related field, from a recognized academic institution; and
- Five (5) years of experience as a Report Writer

6.8.5 Trainer

Typical activities

The Trainer may be engaged to:

- Develop end user training materials in support of a “train-the-trainer” approach;
- Train CSC staff; and
- Mentor CSC staff in “train-the-trainer” methods.

Minimum Qualifications

The Trainer must have:

- Two (2) years of experience within the last five (5) in delivering customized training for the Contractors COTS product; and
- Five (5) years of experience as a Trainer

6.9 Post Implementation Enhancement Requirements

Professional Services may be required from the contractor to support CSC with minor system maintenance and/or enhancements, and major system releases post implementation and over the option years of the contract. The following average average yearly level of effort estimates are being provided to allow Contractors to effectively price these professional services in their Financial Bid. CSC views these as optional services that may or may not be used.

Resource Category	Average Yearly Level of Effort (Work Days)
Implementation Manager	14
Application Technical Specialist	21
Application / Interface Developer	16
Report Writer	8
Trainer	2

Table 2 – Level of Effort Estimates

6.10 Technical Environment Requirements

As is the case for all new software applications, the System must integrate with CSC’s existing roster of hardware and software commitments in order to ensure its usefulness and efficacy in achieving CSC’s intended business outcomes. Therefore, these elements of CSC’s technical environment are considered to be the critical factors for the System’s compatibility with the CSC IT infrastructure and are described in Appendix ‘B’ – CSC Technical Environment hereto.

In order to fulfill the objectives of the TSIMS Project, CSC will provide the following Technical Elements:

1. An isolated and physically secure network infrastructure from workstation terminals and POS stations at each of the institutions to the System’s data centre at National Headquarters;
2. All hardware elements of the System’s data centre including, but not limited to: server systems, required power, racking, appliances, HVAC, LAN/WAN, cabling, and backup and restore facilities;
3. The requisite hardware elements for all System workstation terminals and POS stations, including standard PC peripherals (e.g. mouse, keyboard, monitor, etc.); and
4. The firmware and software required to meet the current profile defined in Appendix ‘B’ – CSC Technical Environment and updates to such elements as necessary to remain current with revisions and upgrades to the CSC Technical Infrastructure profile (e.g. software licences, drivers, operating systems, application suites, and programs).

The Contractor, as part of its System, will be responsible for providing the following Technical Infrastructure Elements:

1. All System COTS software application(s), including the latest patches, upgrades, and fixes to ensure that the System functions in the most effective way possible to meet the requirements defined in this solicitation throughout the life of the contract;
2. Any Technical Infrastructure elements of the System that, though they are not identified in this solicitation, would enhance the System’s ability to meet or exceed the requirements defined herein and ensure conformity to industry best practices;
3. All hardware and software associated with the complete COTS solution (i.e., inventory scanner, POS scanner, thermal printers and POS weigh scales); and
4. Contractor will be responsible for installing and configuring the COTS solution in CSC’s Development environment. Contractor must provide the complete documentation in both official languages to CSC for CSC technician to install the system in QA/UAT, Training and Production environments. The Contractor must provide professional services to assist when required and ensure the installation and configuration is successful.

The Contractor must provide telephone support in both English and French in all Regions of the country as per section 6.4 of this SOR.

6.13 Location of Work Requirements

Work locations for the project are as follows:

- Planning, management, and oversight administrative activities requiring CSC involvement will be conducted at CSC sites throughout the National Capital Region (NCR), in consultation with affected CSC parties;
- The requirements definition, gap analysis and high-level design activities will take place with CSC Technical Services/IMS personnel in the NCR;
- System configuration and development activities will be conducted at the Contractor’s site;
- Installation, configuration, implementation, and testing activities requiring access to the CSC Technical Infrastructure will take place in NCR;
- Contractor based training will occur in the NCR; and
- Deployment efforts at various institutions and sites throughout the nation will be conducted by CSC technical staff.

6.14 Project Management Requirements

6.14.1 Project Governance

The TSIMS project will be governed via a Project Steering Committee, which in turn reports to a Project Executive Committee.

The governance of this project will be directed by the CSC Project Executive. Ultimate authority over the project will vest within the position of the Business Executive. The Project Executive will keep the Project Steering Committee abreast of the Project’s status and progress on an ongoing basis using timings and reporting structure as defined in the Project Initiation stage. In turn, CSC’s TSIMS Project Manager, working closely with the Contractor’s Implementation Manager and the TSIMS Project Sponsor, will keep the Project Executive abreast of the Project’s status and progress on an ongoing basis.

Quarterly contract meetings will be conducted to ensure that the project is executing within the contract boundaries. Monthly management meetings will be conducted to ensure that the project is advancing as planned. Regularly scheduled team meetings will be conducted as required to ensure that all member of the team are delivering in accordance with planned project activities and tasks.

6.14.2 Project Team

The TSIMS project, although originating from the Technical Services Branch, is one that involves several organizations within CSC and a variety of stakeholders and portfolios of differing aspect.

6.14.2.1 CSC Responsibilities

The overall management of the TSIMS project will be the responsibility of the CSC Project Manager (PM). The PM will manage all aspects of liaison with CSC stakeholders and subject matter experts in terms of functionality clarification, issue management, information technology service requests and act as the focal point for all CSC personnel-related interfaces.

It is the PM that will be tasked with the management of the project integration, scope, timelines, costs, quality, personnel, and risks. CSC will assign technical specialists and subject matter experts sufficient to perform all of the tasks required to assist in the installation, testing, and deployment of the system to all CSC institutions throughout Canada.

6.14.2.2 Contractor Responsibilities

The Contractor will assign to the project an Implementation Manager who will be the focal point for all communication with CSC. The Implementation Manager will work closely with the CSC PM, coordinating all Contractor activities and deliverables and will act on behalf of the Contractor regarding any issue resolution, change management, project timeline management, and other delivery matter.

To ensure that CSC’s project team personnel will have the familiarity, and specific knowledge of, the Contractor’s COTS software product, the Contractor will provide in-depth “train-the-trainer” and “on-the-job” instruction to identified CSC personnel who will then act as trainers for the rest of the project team members. The Contractor will also prepare End User training material and guides (see Section 6.5 – Training).

The Contractor will ensure, where possible, that all materials employed and work methods utilized by both the Contractor and its deployed resources and Sub-contractors must accommodate the CSC’s commitment to the Government of Canada’s Green Procurement Strategy. The following website provides a link to the Green Procurement Policy:

<http://www.tpsgc-pwgsc.gc.ca/ecologisation-greening/achats-procurement/politique-policy-eng.html>

6.14.3 Project and Deliverable Acceptance

A TSIMS project will not be considered complete until it meets a set of acceptance criteria as defined by CSC. The purpose of the product acceptance plan is to specifically define and document what constitutes completion and how it will be measured. Acceptance processes entail, but are not limited to, code reviews / walkthroughs, user acceptance testing, validation against standards, product demonstrations, and parallel testing. Objective criteria for determining

acceptability of the project deliverables will be formally defined by the CSC during the implementation planning phase.

Formal acceptance of documentation based deliverables is broken down into the following three-step process:

Step 1 - Deliverable Preparation and Contractor Review:

A project deliverable prepared by the Contractor should be subject to the quality review and quality assurance processes of the Contractor. CSC expects that all deliverables will be high quality from the outset.

Step 2 – CSC Engagement

Every attempt should be made to involve CSC resources in the design and development of deliverables. This involvement promotes teamwork and communication and results in deliverable improvements that simplify the formal approval process and accommodates CSC input to the deliverable.

Step 3 - Formal Approval by the CSC:

Project deliverables, accompanied by a Request for Review and Approval of a Deliverable form, must be forwarded to the PM for approval:

- The PM has up to ten (10) working days from receipt, unless otherwise specified and agreed upon by both the Contractor and CSC, to approve or reject the project deliverable. Should the allotted time pass without a response, the deliverable is deemed approved by default and any further requests for modification must be submitted through the formal change management process;
- If the project deliverable is rejected, the PM (or designate) documents the reason for rejection and returns the deliverable to the contractor for correction; and
- Once a project deliverable is approved by CSC, it will be considered “baselined”, at which point any future modifications will require the formal Change Request process to be followed.

6.14.4 Project Change Procedures

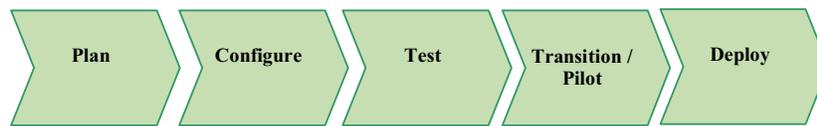
As part of the submission, in response to criterion M5, the Bidder will provide a Change Management Methodology, including a Change Request process for governing the handling and adoption of ongoing changes to the contents of the proposed system.

Changes to the TSIMS project will be governed by the TSIMS Project Change Management process. The implementation of changes to the CSC IT operational environments will be governed by the CSC in-house Change and Release Management Process which would include the implementation of the TSIMS system. The actual process that will govern Change Requests on this project may be a hybrid of the Bidder’s proposed process and that currently in use at

CSC. The hybrid would be created by the Contractor’s Implementation Manager and the CSC TSIMS Project Manager during the implementation planning phase.

6.14.5 Project Implementation

This section describes the work that will be done by the Contractor to implement the COTS product within CSC post contract award. Implementation will be conducted for each project phase, e.g. Phase I Inventory and POS, and Phase II for Recipe / Menu Management and Production Scheduling and Control. Within each project phase, implementation will be organized into sub-phases as depicted in the following diagram:



Each of these implementation sub-phases is further described below.

6.14.5.1 Plan

The goal of the Plan phase is to lay the foundation to ensure that the project starts on the right track. The major contractor activities of the Plan phase include:

- Participating in a project implementation kickoff;
- Working with the CSC Project Manager to update the Project Management Plan;
- Finalizing the Contractor’s project work plan and integrating this into the overall integrated project plan;
- Providing orientation training key CSC stakeholders to ensure they have the ability to make informed decisions; and
- Participating in the review and update of the quality assurance, training, and deployment strategies and plans;

6.14.5.2 Configure

The goal of the Configure phase is to configure the selected COTS product to meet CSC’s requirements. The major Contractor activities of the Configure phase include:

- Participating in requirements workshops and mapping these requirements against the contractors COTS product to define the related gap;
- Developing a System Design Specification (SDS) describing the various components of the System to be delivered and how they integrate with each other.
- Configuring the COTS product to satisfy CSC’s requirements;
- Configuring the COTS product to integrate with CSC’s IFMMS system;

- Developing operating documentation; and
- Installing the system into CSC's development environment.

6.14.5.3 Test

The objective of the Test phase is to ensure that the COTS product meets CSC requirements. The major Contractor activities of the Test phase include:

- Participating in system and integration testing;
- Participating in user acceptance and performance testing; and
- Resolving testing defects.

6.14.5.4 Transition / Pilot

The objective of the Transition/Pilot phase is to prepare the new system for deployment to the pilot site, stabilize issues, transition the project to operations and support, and obtain final approval of the project. The major contractor activities of the Transition/Pilot phase include:

- Training the CSC trainers, system administrators, and CSC support staff as per Section 6.6 of the SOR;
- Participating in an operations readiness review;
- Participating in the Go Live meeting;
- Delivering the final versions of all project documentation; and
- Supporting the system through the pilot implementations.

6.14.5.5 Deploy

The objective of the deployment phase is to deploy the new system nationally to CSC's institutions. Deployment will be a CSC responsibility and will be conducted by CSC trainers and staff. The Contractor will provide maintenance and support of the system through this deployment phase.

6.14.5.6 Deliverables

The deliverables associated with project implementation are listed below. These are provided in a logical sequence based on the implementation phase.

Implementation Phase	Deliverable	Type	Prime
Plan	Project Management Plan (PMP)	Document	CSC
	Project Work Plan	MS Project	Joint
	QA Strategy / Plan	Document	CSC
	Security Test and Evaluation Plan	Document	CSC
	Training Strategy / Plan	Document	CSC
	Deployment Strategy / Plan	Document	CSC
Configure	Functional, Non Functional, and Data Requirements	Document	CSC
	Functional Security Requirements	Document	CSC
	System Design Specification (SDS)		
	User roles and privileges	Document	Contractor
	Application design	Document	Contractor
	Interface design	Document	Joint
	Reporting design	Document	Contractor
	Performance design	Document	Contractor
	System Architecture	Document	Contractor
	Development Environment	Infrastructure	CSC
	Application Software – Constructed	Software	Contractor
	Operating Documentation		
	Licensing Evidence	Document	Contractor
	Monitoring & Auditing Plan	Document	Contractor
	Installation Guide	Document	Contractor
	Troubleshooting Guide	Document	Contractor
	System Hardening Plan	Document	CSC
IT Continuity Plan	Document	CSC	
Backup and Restore Procedures	Document	CSC	
Test	QA / UAT Environment	Infrastructure	CSC
	Test Cases	Document	CSC
	Test Logs / Reports	Document	CSC
	Threat and Risk Assessment	Document	CSC
	IT Security Review	Document	CSC
	Vulnerability Assessment Report	Document	CSC
	Certification & Accreditation Report	Document	CSC
	Application Software – Tested	Software	Contractor
Transition / Pilot	Training Environment	Infrastructure	CSC
	Training Courseware / Materials		
	Orientation Training	Document	Contractor

Implementation Phase	Deliverable	Type	Prime
	Systems Admin Training	Document	Contractor
	COTS Support Training	Document	Contractor
	Train the Trainer Training	Document	Contractor
	End User Training	Document	CSC
	Production Environment	Infrastructure	CSC

Table 3 - Project Deliverables

CSC will be responsible for developing deliverables for which they are identified as the “Prime” in Table 3 and reviewing them with the Contractor for understanding. The Contractor will be responsible for developing deliverables for which they are identified as “Prime” in Table 3 and reviewing them with CSC for understanding. CSC will be responsible for the approval of all deliverables created by the Contractor as per section 6.14.3 above. For deliverables where joint primacy is assigned, they will be developed by both CSC and the Contractor to ensure complete understanding and alignment.

7 MANDATORY REQUIREMENTS

7.1 Corporate Criteria Table

- Note 1: For each project proposed, the services provided must reflect those listed in Section 4.0 – Project Scope and described in Section 6.0 – Project Requirements.*
- Note 2: Each project must have begun within or have provided maintenance services during the past ten (10) years from the closing date of this solicitation.*
- Note 3: For each project proposed against a mandatory criterion, the Bidder must provide a completed copy (signed by the referenced client's Project Authority or authorized representative) of the Client Reference Sheet (Form B)*
Each Client Reference Sheet should be no longer than three (3) pages.
- Note 4: A single project may be evaluated against more than one of the Mandatory Criteria provided the Client Reference Sheet for that project demonstrates qualification against each of the Criteria against which it is proposed for evaluation.*
- Note 5: The Bidder must submit their response for the Mandatory Corporate Criteria with the following table headings:*
- 1. Reference Number;*
 - 2. Criterion Details;*
 - 3. Proposal Page Reference.*

#	CORPORATE MANDATORY EVALUATION CRITERIA
a) TECHNICAL PROPOSAL CRITERIA	
i) CORPORATE PROFILE AND EXPERIENCE	
M1	<p>The Bidder must provide:</p> <ol style="list-style-type: none"> 1. A brief description of its/their corporate structure(s) and organization(s), including ownership and control 2. The number of years the Bidder has been providing products and services similar to those described in Section 6.0 – Project Requirements 3. The name and address of any partners/suppliers the Bidder is proposing.
M2	<p>The Bidder must provide references for three (3) successfully completed projects to which the Bidder has provided services similar in size, scope and nature to this requirement</p> <p>The Bidder must provide a completed copy (signed by the referenced client’s Project Authority or authorized representative) of the Client Reference Sheet (Form F) for each of the referenced projects.</p> <p>The following characteristics must be applied to the referenced projects:</p> <ol style="list-style-type: none"> 1. One of the referenced projects must have been implemented within the last twelve (12) months and the other two (2) within the last five years. 2. The three (3) referenced projects must have been implemented within the last five (5) years, one of which must have been implemented within the last twelve (12) months. 3. The projects, combined, must reflect the scope of all four (4) compent types (Inventory Management component, Point-Of-Sale (POS) component, Menu and Recipe Management component and Production Scheduling and Control component).
M3	<p>The Bidder must provide details of the Project Organization proposed as that to be applied to this requirement, including, at a minimum:</p> <ol style="list-style-type: none"> 1. The roles, responsibilities, and proposed location of the Implementation Manager and other key staff. 2. The proposed approach for integrating the Bidder’s project team and the CSC project team to form an integrated project team. 3. The process for handling any change in key Bidder project personnel during the course of the project. 4. The functions of the key personnel proposed, including the roles and responsibilities of the named partner/supplier. 5. The level of effort of key personnel proposed (i.e. the percentage of their available working time and effort which will be assigned to this project).
M4	<p>The Bidder must assign an Implementation Manager, who will work closely with the CSC Project Manager and assume responsibility for the management of the TSIMS and its implementation. A résumé for the Implementation Manager must be provided and must reflect a successful history of experience as an Implementation Manager for initiatives similar to that described in Section 6.0 – Project Requirements.</p> <p>In addition, using the Client Reference Sheet provided in Form F, the Bidder must provide one (1) client references that demonstrate successful management of the project by the proposed Implementation Manager.</p>
ii) CORPORATE METHODOLOGIES AND APPROACHES	

#	CORPORATE MANDATORY EVALUATION CRITERIA
M5	<p>The Bidder must provide details of the Project Management Methodology proposed as that to be applied to this requirement that addresses the following elements:</p> <ol style="list-style-type: none"> 1. Project Planning: Defining the processes, procedures, and mechanisms to be applied to project planning, coordination, change, and status control. 2. Project Delivery: Defining the management tools, techniques and processes to be used in delivering the System and the implementation processes and procedures proposed. 3. Project Monitoring and Controlling: Defining the monitoring tools, techniques and processes to be used to control the progress and status of the project on an ongoing basis, including the performance metrics tools proposed to be applied to the initiative (samples should be provided). 4. Project Closing: Defining the proposed approval and closing processes and tools to be applied.
M6	<p>The Bidder must provide details of the COTS Development Methodology proposed as that to be applied to this requirement including, at a minimum, the tools, techniques, and processes for:</p> <ol style="list-style-type: none"> 1. Fit Gap Analysis between CSC’s requirements and the proposed COTS system 2. System Configuration into CSC’s Technical Environment 3. Application Configuration (vs. Customization) 4. Conversion and Interface Development 5. Cycle & Integration Testing 6. Production System Build 7. Stress & Volume Testing 8. System Issue Resolution 9. Vendor Patch Application 10. Software Upgrade Planning
M7	<p>The Bidder must include in its proposal a draft project plan identifying, at a minimum:</p> <ol style="list-style-type: none"> 1. Work activities that are aligned with section 6.14.5 Implementation Phase or the SOR; 2. The deliverables identified in Section 6.14.5.6 of the SOR; 3. A decomposition of work activities and deliverables into specific tasks to be completed; 4. Resources required for the completion of the project tasks ; 5. Milestones; 6. Dependencies; 7. Project schedule; and 8. Any assumptions and guidelines used to create the Project Plan.
M8	<p>The Bidder must include in its proposal a Transition Management methodology designed to recognize, define, and mitigate issues and problems that may arise throughout the course of the project. The proposed strategy must define management processes which include:</p> <ol style="list-style-type: none"> 1. Testing and a Quality Assurance 2. Defect Management 3. Software Release Management

#	CORPORATE MANDATORY EVALUATION CRITERIA
M9	<p>The Bidder must provide details of its approach, processes, mechanisms and tools for providing the necessary documentation that will allow CSC personnel to manage and maintain the system on an ongoing basis, including, at a minimum:</p> <ol style="list-style-type: none"> 1. Installation and technical documentation 2. Internal user documentation 3. Online help
M10	<p>The Bidder must provide details of its approach, processes mechanisms and tools for providing the necessary training (as described in Section 6.5) to ensure that CSC TSIMS System administrators, Technical team and users can successfully manage and use the system on an ongoing basis.</p>
iii) SYSTEM TECHNICAL QUALIFICATIONS	
M11	<p>The Bidder must provide details on how this solution will integrate into the CSC's technical infrastructure as described in APPENDIX 'B' – CSC Technical Environment.</p>

7.2 Technical Requirements

The tables described in this section define functional and technical criteria that reflect the capabilities that users require to facilitate the management and control of the services delivered at CSCs’ institutions. The *Delivery* column identifies the timeframe (e.g. at contract award or at the conclusion of the implementation phases of configuration, test, and transition as described in section 6.14.5 above) in which the associated mandatory requirement must be delivered.

7.2.1 General Requirements

The TSIMS project is intended to allow CSC to realize the benefits associated with the standardization and rationalization of how Food and Institutional Services are being delivered nationally. The TSIMS project will standardize the software and related components in use to provide improved monitoring, reporting, integration, and consistency.

#	Criterion	Mandatory	Delivery
M12	The System must allow Canada to achieve the objectives as stated in Section 4.0 of this SOR.	Mandatory	Transition
M13	The System must allow Canada to achieve the scope and direction as stated in Section 3.0 of this SOR.	Mandatory	Transition
M14	The Solution must work, be complete and be compliant with the requirements of the RFP as per Section 7.0 of this SOR.	Mandatory	Configuration
M15	The proposed System must be comprised of the following:		
	1. A software system that meets the non-functional requirements.	Mandatory	Configuration
	2. A Management System that comprises of four (4) components,:		
	a. An Inventory Management System to enhance, standardize and unify the management of Food and Non Food-related services throughout CSC’s institutions.	Mandatory	Configuration
	b. A software interface with a Point-Of-Sale (POS) System to overhaul and standardize the POS systems of those institutions to provide better management of the “sales” – the Small Group Meal Preparation Inventory Distribution System (SGMP) – component of Technical Services delivery for CSC and the inmates.	Mandatory	Configuration
c. A Menu and Recipe Management System to catalogue the various menus and recipes across the nation and to bring efficiencies to the ordering and distribution of food and food-related material to CSC’s institutions.	Mandatory	Configuration	

#	Criterion	Mandatory	Delivery
	d. A Production Scheduling and Control capability that allows CSC to forecast inventory requirements to facilitate inventory acquisition.	Mandatory	Configuration
	3. Hardware peripherals including Mobile Inventory Scanners, POS Scanners, Thermal Barcode Printer, POS Weigh Scales, and POS receipt printer.	Mandatory	Contract Award
M16	The System must allow the searching of inventory, shopping list, pick list, packing list, inmate and employee accounts, menus, recipes, and institution account.	Mandatory	Configuration
M17	The System must allow for the management (search, create, edit) of institutions by region.	Mandatory	Configuration
M18	The system must allow for the management of inventory by institution	Mandatory	Configuration
M19	The system must allow for the transfer of inventory items between institutions	Mandatory	Configuration

7.2.2 Non-Functional Requirements

7.2.2.1 Usability Requirements

#	Criterion	Mandatory	Delivery
M20	The System must provide online help.	Mandatory	Contract Award

7.2.2.2 Operability

#	Criterion	Mandatory	Delivery
M21	The System must be available to End-Users from 6:00 AM to 6:00 PM regardless of End-User time zones.	Mandatory	Configuration
M22	The System must deliver a response time within 3 seconds to the End User input, 95 % of the time.	Mandatory	Test
M23	The System must support up to 250 concurrent users with no degradation in response time.	Mandatory	Test

7.2.2.3 Compatibility

#	Criterion	Mandatory	Delivery
M24	The System must allow users to work with various input devices including but not limited to: <ol style="list-style-type: none"> 1. mobile inventory scanner; and 2. POS scanner 	Mandatory	Contract Award
M25	The System must allow users to work with various output devices and methods including but not limited to: <ol style="list-style-type: none"> 1. printer (networked and local), 2. POS receipt printer, 3. thermal barcode printer; and 4. Electronic file transfer. 	Mandatory	Contract Award
M26	The System must allow users to import and export with various formats including but not limited to: <ol style="list-style-type: none"> 1. Microsoft Excel (tab delimited); and 2. CSV files. 	Mandatory	Contract Award

7.2.2.4 Account and Privilege Management

Specific user profiles within CSC are required to support Inventory and Procurement Management moving forward. The implemented solution will require the capability to create and manage the following profiles:

- System Administrator – Manage accounts/profiles and data correction (where applicable)
- Data Administrator – Manage data, make corrections and adjust table entries
- Super User – Access National and Regional/Site information
- General User – Access specific Regional/Site information

#	Criterion	Mandatory	Delivery
M27	The system must deliver, enable and support account and privilege management functionality that supports standards-based secure password-based authentication; an authorization function that supports Role Based Access Controls (RBAC); and accounting that records events such as authentication and authorization failures and user actions on records.	Mandatory	Contract Award

#	Criterion	Mandatory	Delivery
M28	<p>The system must deliver Role Based Access Controls (RBAC) that supports:</p> <ol style="list-style-type: none">1. Role assignment - A user can exercise a permission only if the user has been assigned a role.2. Role authorization - A user can take on only roles for which they are authorized.3. Permission authorization - A users can exercise only permissions for which they are authorized.4. Management of role, groups and users such that roles can be defined; roles can be added to/removed from groups; and users add to/removed from groups.	Mandatory	Contract Award

7.2.2.5 Security

#	Criterion	Mandatory	Delivery
M29	The System must provide account and privilege management facilities that allow CSC to create the initial password and force the user to update upon first login.	Mandatory	Configuration
M30	The system must allow passwords to expire automatically after a maximum timeframe (ex: 90 days) and to prompt the user to change the password upon logon.	Mandatory	Configuration
M31	The passwords used in the system must meet (or be configurable to meet) the following requirements: <ol style="list-style-type: none"> 1. Password complexity to include the ability to specify: <ul style="list-style-type: none"> • A minimum password length of eight (8) characters. • A minimum of one numeric or special character (e.g. #@\$~) along with at least one character in both upper and lower case. 2. The ability to limit the number of failed attempts to a specified number, e.g. three (3), with an automatic lock out of the account after the specified number of failed login attempt is exceeded. 3. The ability to specify the number of previous user passwords that will be kept as password history such that these passwords are not available for reuse. 4. The ability to restrict users from changing newly created password more than once within a 24-hour period. 5. The ability for users to change their password on their own. 	Mandatory	Configuration
M32	The System must store and transfer passwords in an encrypted format.	Mandatory	Configuration
M33	The System must be able to prohibit physical deletion of any data stored in the database and file system. A data inactivation and restoration mechanism must be used.	Mandatory	Configuration

7.2.2.6 Language

#	Criterion	Mandatory	Delivery
M34	The System must provide complete and identical functionality in both English and French, including but not limited to: application functionality, business rules, and normal user messages, code table descriptions and help on all workstations. When performing queries from the graphical user interface (GUI), the same search request, whether it is performed in French or in English, must return the exact same results.	Mandatory	Contract Award
M35	The System must return the exact same results when performing queries from the graphical user interface (GUI) in either English or French	Mandatory	Contract Award
M36	The System must deliver, enable and support both English and French GUIs. This includes but is not limited to: <ol style="list-style-type: none"> 1. Screen Titles; 2. Screen Labels; 3. Help Text; 4. Pull-down Lists; 5. Screen Tool Bars; and 6. Action Buttons. 	Mandatory	Contract Award
M37	The System must deliver, enable and support an online help function in both English and French, including instructions on how to use the features within the TSIMS.	Mandatory	Contract Award
M38	The System must deliver, enable and support keyboard input, database storage and query retrieval using upper and lower case French accented characters.	Mandatory	Contract Award
M39	The System’s results from keyboard queries or output printed on reports that are presented in alphabetical order (ascending or descending) must group French accented characters.	Mandatory	Contract Award
M40	All of The System’s user manuals, training materials and related documentation must be available in English and French.	Mandatory	Contract Award

7.2.2.7 Transaction Auditing

#	Criterion	Mandatory	Delivery
M41	The System must audit changes to information (using activity logs and time stamps). The following information must be captured for each user action (creation, modification, deletion, etc.): <ol style="list-style-type: none">1. Action (creation, modification, deletion, count, list, report etc.)2. Date and time of action3. Action source (User, System)4. Authentication successes/failures	Mandatory	Contract Award

7.2.2.8 Date and Time

#	Criterion	Mandatory	Delivery
M42	The System must not allow users to enter invalid times or calendar dates.	Mandatory	Contract Award

7.2.3 Functional Requirements

7.2.3.1 Recording and Managing Inventory

Inventory requirements are dictated by the needs of both Inmates and Staff Members within Institutions managed by CSC. Inventory is currently managed individually by each Institution through manual processes which often require “double-checks”. The provision of a National Inventory List will allow for a unified and more consistent approach for inventory management across all Institutions and will facilitate more reporting accuracy.

#	Criterion	Mandatory	Delivery
M43	The System must allow users to create, modify (edit and adjust, delete), and view inventory item information.	Mandatory	Contract Award
M44	The System must allow users to create/assign a unique identifier (e.g. Stock Keeping Unit (SKU) for each inventory item.	Mandatory	Contract Award
M45	The System must support the use of a “Thermal Printer” for printing barcode labels for the SKU’s.	Mandatory	Contract Award
M46	The System must allow users to associate a vendor with an inventory item at a specific site.	Mandatory	Contract Award
M47	The System must allow users to track inventory information (create, edit, view, and de-activate).	Mandatory	Contract Award
M48	The System must allow users to view when, and by whom, inventory adjustments were made.	Mandatory	Contract Award
M49	The System must allow users to conduct a physical inventory by auditing, commenting, freezing and reporting on the inventory.	Mandatory	Contract Award
M50	The System must allow users to monitor site-specific inventory levels to facilitate forecasting and fulfilling future inventory requirements. That ability must include the capability of establishing thresholds triggering reorder notifications for each inventory item, based on: <ol style="list-style-type: none"> 1. the “Stock Minimum” and “Stock Maximum” recorded or 2. predictive ordering based on production schedule, recipes, open purchase orders, planned deliveries and planned shortages. 	Mandatory	Contract Award
M51	The System must allow users to monitor site-specific inventory levels to facilitate forecasting and fulfilling future inventory requirements. That ability must include the capability of notifying the personnel responsible for purchasing inventory.	Mandatory	Contract Award
M52	The System must allow users to monitor site-specific inventory levels to facilitate forecasting and fulfilling future inventory requirements. That ability must include the capability of acknowledging the notification and	Mandatory	Contract Award

#	Criterion	Mandatory	Delivery
	recording the subsequent satisfaction of the shortfall		

7.2.3.2 Ordering and Receiving of Inventory Items

Food Services Department replenishes inventory by creating an Institutional Shopping List. This shopping list is forwarded CSC’s Integrated Financial and Material Management System (IFMMS) where a Purchase Order Requisition is created for the procurement of the identified items. All orders must be entered in the corporate system to encumber funds from the budget and ensure that available funds are coded to the appropriate operating budget.

Institutional Services Department replenish inventory using the same methods as Food Services but has one additional method called the Internal Purchase Order. Institutional Services can also create an Internal Purchase Order Requisition to be fulfilled by the National Depot who operates as an internal “vendor”.

#	Criterion	Mandatory	Delivery
M53	The System must allow users to create-modify-cancel Institutional Shopping Lists to accommodate ordering prior to IFMMS upload and approval.	Mandatory	Contract Award
M54	The System must support the approval of Institutional Shopping Lists prior to ordering.	Mandatory	Contract Award
M55	The System must maintain a history of all Institutional Shopping Lists.	Mandatory	Contract Award

Receiving of inventory is an important function that will update the cost of goods in the system on a moving cost average basis and update the inventory quantities. Once received, the items are entered into IFMMS to initiate the accounts payable function.

#	Criterion	Mandatory	Delivery
M56	The System must support the receipt of goods from Vendors or from the National Depot.	Mandatory	Contract Award
M57	The System must allow the scanning of products via a “mobile handheld scanner” at time of receipt.	Mandatory	Contract Award
M58	The System must allow the receiving of products to be approved before the uploading of data to the Corporate Accounting System IFMMS.	Mandatory	Contract Award
M59	The System must cost goods on a moving cost average basis.	Mandatory	Configuration

7.2.3.3 Point of Sale

The Point of Sale system will be used by the Food Service Department running the Small Group Meal Preparation (SGMP) program and by the Institutional Services Department to manage clothing and other supplies for inmates and staff members. The purpose of the POS system is to authorise and track the movement of inventory items from the shelf to offenders and staff members.

As the POS system will be in an inmate occupied area, it is important that it operate on an offline mode, with no connectivity to the corporate network to safeguard and minimise unauthorised access to the network by inmates in CSC’s care. To ensure security, the POS must limit user access permissions and the ability to lock down the software when the POS terminal is unattended.

Two POS systems are required within an institution, one for the Institutional Services and one for the SGMP program. Every Institution will have an Institutional Services POS, but not every institution will have an SGMP program POS.

#	Criterion	Mandatory	Delivery
M60	The Point of Sale (POS) component must allow users to be “offline” and allow for data to be transferred / synchronized with the inventory component of the system at a later time.	Mandatory	Contract Award
M61	The System must allow users to Log in.	Mandatory	Contract Award
M62	The System must allow users to Log out.	Mandatory	Contract Award
M63	The System must allow for user-initiated POS Terminal “Lock” and “Unlock”.	Mandatory	Contract Award

The POS system will need to manage inmate and staff accounts across all sites where they are implemented for both Food Service Operations and Institutional Services. These individual accounts and profiles are only viewable at the site in which the inmate is incarcerated and are not viewable or editable across institutions.

The SGMP program for Food Services operates as a small grocery store within the institution providing grocery items to inmates living in small groups for the preparation of their own meals.

The POS system must be able to track individual inmate accounts as well as their living unit accounts in order to track the volume of products issued. The POS system must also be able to limit what is issued based on a dollar value that is allocated on a weekly basis.

#	Criterion	Mandatory	Delivery
M64	The system must allow users to create, view, modify, deactivate or re-activate Inmate and Staff Accounts and	Mandatory	Contract Award

#	Criterion	Mandatory	Delivery
	Profiles.		

Inmates who participate in the SGMP program are given a daily budget or per diem (in virtual dollars) for their grocery budget which is rolled up their group account. This budget is then tracked and maintained in the POS system to ensure that only items allowed to be purchased and within the account credit balance can be issued. This budget is for food items only and not for Institutional Services items. Institutional Services items are managed out of separate accounts and separate locations within an institution.

When an inmate is part of a small group all their funding will roll up to the group account. Inmates cannot get groceries issued to them as an individual. There are, however, instances when an inmate who is not part of a small group gets a budget for groceries that they manage independently.

The System must be capable of maintaining different prices for the same items for different accounts for a variety of reasons, for example: Therapeutic or Religious diets

#	Criterion	Mandatory	Delivery
M65	The System must facilitate ordering and pricing of inventory for Inmates or Staff Members	Mandatory	Contract Award
M66	The System must deliver, enable and support the functionality for users to create, modify (edit and adjust, delete), and view Fund Allocation and quantities on Inmates and Staff Member Accounts.	Mandatory	Configuration
M67	The System must deliver, enable and support the functionality for users to associate individual profile information to a group profile and consolidate funds where required (e.g. pooled credits within a Group).	Mandatory	Configuration
M68	The System must deliver, enable and support the functionality for users to report a balance of available funds and quantities by Inmates, Staff Members and by Group Profile.	Mandatory	Configuration
M69	The System must support multiple prices for a given inventory item.	Mandatory	Configuration

To facilitate ordering, the POS system must be able to generate a printed catalogue of items for SGMP or institution supplies that will be used as an order form for goods by individuals or groups.

These forms will be filled out by the account holder and presented to the SGMP manager or Institutional Supply manager for fulfillment. These orders will be entered into the POS system as a work order or shopping list to calculate availability of goods, budget and to order more inventory to fulfill orders.

#	Criterion	Mandatory	Delivery
M70	The System must be able to generate blank Inmate Shopping List forms.	Mandatory	Configuration
M71	The System must allow users to input completed Inmate Shopping Lists.	Mandatory	Configuration

The POS system must be capable having several input methods to ensure accurate recording of transactions and to provide a proof of the transaction. All items will be scanned into the System through a POS scanner, selected off a list on the screen or weighed on a scale as is appropriate to the item.

The POS will track the account balance on file, the total expended, and the person initiating the transaction in the system; and print the transaction on a receipt using a receipt printer. The account will be managed as a credit account and cannot go negative. If there is no funding left in the account the system cannot accept the transaction.

#	Criterion	Mandatory	Delivery
M72	The System must record sales that: 1. Updates the Inventory to reflect the depletion of stock on hand 2. Updates the relevant Fund Allocation Account(s) and quantities to reflect the expenditure and reduction of Account Balance(s).	Mandatory	Contract Award
M73	The System must support the use of a “POS Scanner” (See Section 7.2.4.3 for mandatory requirements).	Mandatory	Contract Award
M74	The System must support the use of a “POS Receipt Printer” to provide Inmates and Staff with a receipt.	Mandatory	Contract Award
M75	The System must provide “Cancellation of Transaction/Order” functionality to allow users to Cancel a transaction or Order.	Mandatory	Contract Award
M76	The System must provide “Refund” functionality to refund to an Individual account (i.e. Inmate, Staff, and Group).	Mandatory	Contract Award
M77	The System must provide “Error Correct” functionality to allow users to cancel the immediately preceding line item entered in a transaction (with proper authority)	Mandatory	Contract Award
M78	The System must provide “Void Functionality” functionality to allow users to cancel any previous line item entered in a transaction	Mandatory	Contract Award

Although the system is National in scope, the pricing of goods and inventory items is managed at the local level. The local site will need to set the “selling” price for each item, discounts and set limits of quantities or dollars expended in a specific period of time.

There are no currencies in use for the transactions although every item has a dollar value to help develop a budget and to limit the amount that can be issued to an inmate or staff member. All transactions can be aggregated and reported on Regionally and Nationally while still allowing a granular reporting ability at the local level.

#	Criterion	Mandatory	Delivery
M79	The System must provide the ability to set limits on the total value of any transaction.	Mandatory	Contract Award
M80	The System must provide the ability for prices to be set and edited in accordance with defined Purchase Agreements.	Mandatory	Contract Award
M81	The System must provide the ability for Institutions to set and edit discount for single or multiple items	Mandatory	Contract Award
M82	The system must provide functionality for Individual accounts (i.e. Inmate, Staff, Group) returns of all sales item(s)	Mandatory	Contract Award
M83	The System must allow users to view the History of Accounts	Mandatory	Contract Award
M84	The System must integrate with inventory components of TSIMS.	Mandatory	Configuration

7.2.3.4 Recipe and Menu Management

7.2.3.4.1 Recipe Creation and Management

The Food Services Division (FSD) of CSC provides Food Services and food-related activities to approximately 14,700 offenders in its care. As part of this mandate, each Institution currently maintains a local recipe database. Occasionally, new recipes are reviewed, tested, approved for local use and added to the database or modifications are made to existing ones. Moving forward, the plan is to develop a National Recipe Database (NRD) to provide consistent and efficient delivery of food services across all Institutions.

#	Criterion	Mandatory	Delivery
M85	The System must support a centralized Recipe Database and allow users to create edit, view and de-activate recipes.	Mandatory	Contract Award
M86	The System must allow users to create-edit-view recipe portions.	Mandatory	Contract Award
M87	The System must allow users to create-edit-view recipe preparation methods	Mandatory	Contract Award
M88	The System must allow users to create-edit-view recipe cooking instructions.	Mandatory	Contract Award
M89	The System must allow users to create-edit-view recipe	Mandatory	Contract Award

#	Criterion	Mandatory	Delivery
	ingredients.		
M90	The System must allow users to create-edit-view nutritional values for each ingredient.	Mandatory	Contract Award
M91	The system must allow nutritional files to be imported. The file to be imported is the Canadian Nutrient File available from Health Canada at http://www.hc-sc.gc.ca/fn-an/nutrition/fiche-nutri-data/cnf_downloads-telechargement_fcen-eng.php .	Mandatory	Configuration
M92	The system must allow users to associate an inventory SKU item to an ingredient in the Canadian Nutrient File. If a suitable item does not exist in the Canadian Nutrient File users should have the ability to create a user defined product with nutrient information to associate to an inventory SKU item.	Mandatory	Contract Award
M93	The System must allow users to enter-edit-view nutrition profiles for a generic client (Inmate) or specific clients. This information will be used to bench mark nutrition analysis reports against a specific client profile.	Mandatory	Contract Award
M94	The System must calculate Nutritional Analysis. (e.g., calorie or protein content per ingredient, recipe or menu).	Mandatory	Configuration
M95	The System must calculate and report the Nutritional values for recipe portions and menu day and compare against the Inmate nutrient profiles.	Mandatory	Configuration
M96	The System must store and display all units of measurement using the metric system	Mandatory	Contract Award

7.2.3.4.2 Menu Creation and Management

Menus are developed based on approved recipes from the National Recipe Database (NRD). The defined menu cycle is currently set at 28 days (4 weeks). That is, a series of menus is developed for the 28 day cycle and repeated over the subsequent 28 days. This type of delivery facilitates the planning and replenishment of ingredients.

#	Criterion	Mandatory	Delivery
M97	The System must support a centralized Menu Database and allow users to create edit, view and de-activate menus.	Mandatory	Contract Award
M98	The system must allow users to create-edit-view, Menu Meal Days	Mandatory	Contract Award
M99	The system must allow users to create-edit-view Meal(s).	Mandatory	Contract Award

7.2.3.5 Production Scheduling and Control

Production Scheduling and Control pertains primarily to Food Services and is based on the menu cycle, recipes, Institutional count, production and distribution areas, and equipment needed to produce food for the menu cycle day. Scheduling involves creating the 28 day menu cycle within TSIMS along with the designated recipes for each given cycle day. Production Scheduling involves assigning work orders for work areas, employees, equipment required, etc., to ensure that foods are prepared in a timely fashion.

#	Criterion	Mandatory	Delivery
M100	The System must allow users to monitor site-specific inventory levels to facilitate forecasting and fulfilling future inventory requirements.	Mandatory	Contract Award
M101	The system must allow users to create-view-edit food production schedules.	Mandatory	Contract Award

7.2.3.6 Reporting Requirements

7.2.3.6.1 Report Generator

As is the case with most systems, the ability to generate management, audit and operational reports is required.

#	Criterion	Mandatory	Delivery
M102	The System must allow users to create, modify, delete, deactivate and generate reports.	Mandatory	Contract Award
M103	The System must allow users to filter reports based on the data elements within the report.	Mandatory	Contract Award
M104	The System must allow users to generate reports in the following ways: <ol style="list-style-type: none"> 1. As viewable on the screen; 2. Printable in a portable document format (PDF); and 3. Exportable in a comma delimited format (Windows CSV). 	Mandatory	Contract Award

#	Criterion	Mandatory	Delivery
M105	All of the System reports must have the following information (at a minimum): <ol style="list-style-type: none"> 1. Date and time generated; 2. Generated by (user Id); 3. Time frame referenced for data (start date and end date); 4. The source system (TSIMS); and 5. Format. 	Mandatory	Contract Award
M106	The System's report generation functions must: <ol style="list-style-type: none"> 1. Allow for the creation of aggregate statistical data; 2. Perform mathematical calculations; and 3. Maintain a log of reports generated. 	Mandatory	Contract Award
M107	The System must allow users to print documents, generated forms, letters and reports in both French and English	Mandatory	Contract Award
M108	All of the System's pre-configured reports must allow for role-based access controls. The RBAC must allow users to only access the reports and information associated with their site and/or regions.	Mandatory	Contract Award

7.2.3.6.2 Preconfigured Reports

#	Criterion	Mandatory	Delivery
M109	The System must include a preconfigured report of inventory items on a National, Regional and Site level.	Mandatory	Configuration
M910	The System must include a preconfigured report for Site Inventory Adjustment – a list of the site/region specific Inventory Items with adjustments for a given period	Mandatory	Configuration
M111	The System must include a preconfigured report for Inventory Item Order – a list of the site/region specific Inventory Items with purchase orders associated.	Mandatory	Configuration
M112	The System must include a preconfigured report for Inventory Item Pricing – a list of the site/region specific Inventory Items with associated purchase order pricing.	Mandatory	Configuration
M113	The System must include a preconfigured report for Inventory Item Order Status – a list of the site/region specific Inventory Items with associated purchase order status.	Mandatory	Configuration
M114	The System must include a preconfigured report for Purchase Agreements – a list of the Site-, Region-, and/or National-specific agreements available.	Mandatory	Configuration

#	Criterion	Mandatory	Delivery
M115	The System must include a preconfigured report for Individual and Group Profiles	Mandatory	Configuration
M116	The System must include a preconfigured report for Account Balance – a list of the Individual and/or Groups within a site with associated Account Balances.	Mandatory	Configuration
M117	The System must include a preconfigured report for Transactions – a list of the SGMP transactions associated to Inmates and/or Groups within a site	Mandatory	Configuration
M118	The System must include a preconfigured report for Month End Budget/Actuals – a financial Report and Performance of the Institutional Services Department and Food Service Department and calculate cost per inmate per day for food and O&M categories, including calculation for Total Cost of Operation and Variance compared to set target. All expenses calculated based on Invoice Date and Summed by Calendar Month. Report by the Month, Quarter and YTD.	Mandatory	Configuration
M119	The System must include a preconfigured report for Meal Day Costs – a financial Report and Performance of the Food Service Department and calculate cost per meal based on local costs	Mandatory	Configuration
M120	The System must include a preconfigured report for Special Diet Costs – a financial Report and Performance of the Food Service Department and calculate cost per religious/therapeutic meals based on local costs	Mandatory	Configuration
M121	The System must include a preconfigured report for Recoverable Costs – the total in dollars of all the goods issued out of Inventory in a month. Determine if they are absorbed in the total cost of operation (unrecoverable food costs) or the costs are to be recovered through a Journal Voucher. (e.g.: Hospitality, Special Events, Medical Administration, etc.)	Mandatory	Configuration
M122	The System must include a preconfigured report for Inventory Summary – a list of the inventory levels of the site/region specific and values based on local costs	Mandatory	Configuration
M123	The System must include a preconfigured report for Inventory Details – a list by each Inventory Item of the site/region specific of the inventory levels and values based on local costs	Mandatory	Configuration
M124	The System must include a preconfigured report for Events – a report to assist in determining purchase requirements and to ensure special events are considered	Mandatory	Configuration

#	Criterion	Mandatory	Delivery
M125	The System must include a preconfigured report for Event Costs – a list of expenses for Events, such as Private Family Visits (PFV) and Special Events to generate a Journal Voucher (JV) to finance for full recovery of funds based on local costs and to follow up on completion of the refund to Food Services	Mandatory	Configuration
M126	The System must include a preconfigured report for Inventory Count Sheets – a list of active inventory items that have not been counted in the last number of days (configurable by CSC)	Mandatory	Configuration
M127	The System must include a preconfigured report for Menu Production Summary – a report to develop a budget of expenses based on local costs for the upcoming purchase cycle	Mandatory	Configuration
M128	The System must include a preconfigured report for Menu Production Details – a list of inventory items that do not have enough qty on hand	Mandatory	Configuration
M129	The System must include a preconfigured report for Diet Distribution – a report (down to the ingredient) of all active diets to give out on a certain day or a certain week.	Mandatory	Configuration
M130	The System must include a preconfigured report for Inventory Velocity – a report to identify items that should be discontinued from the standard inventory list for operational purposes.	Mandatory	Configuration
M131	The System must include a preconfigured report for House Balance – a report to allow the manager a global view of the account balances and determine any areas that require attention	Mandatory	Configuration
M132	The System must include a preconfigured report for Account Transaction – a report for an account holder to see a summary of account transactions and running balances over a specified period of time	Mandatory	Configuration

7.2.3.7 TSIMS/IFMMS Interface Requirements

The primary interface for TSIMS will be CSC's Integrated Financial and Material Management System (IFMMS) as depicted below. The diagram is intended to provide the anticipated flow of information between stakeholders for informational purposes.

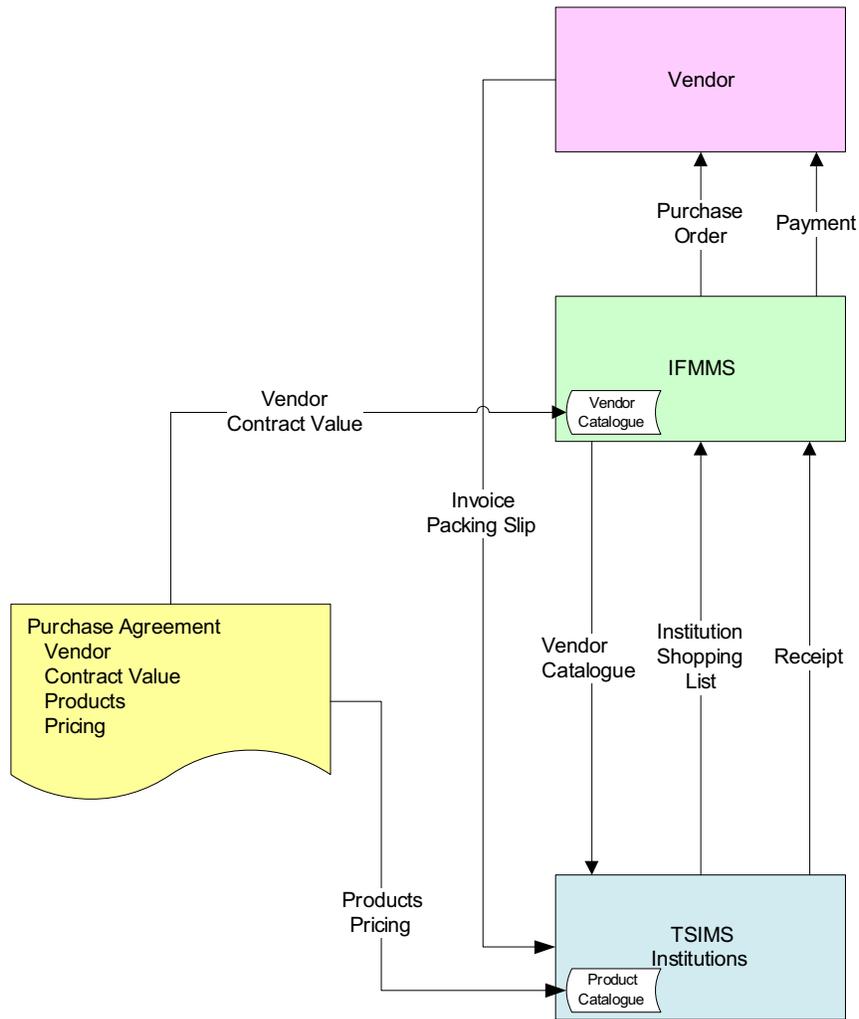


Figure 7-1: TSIMS / IFMMS Interface

The mandatory requirements relating to this interface are as follows:

#	Criterion	Mandatory	Delivery
M133	The System must interface with CSC’s Integrated Financial and Materiel Management System (IFMMS) using an Application Programming Interface (API).	Mandatory	Configuration
M134	The TSIMS System must be able to accept Vendor and Contract information from IFMMS. This information is sourced from CSC Purchase Agreements.	Mandatory	Configuration
M135	The solution must allow users to enter Product and Pricing information into TSIMS. This information is sourced from CSC Purchase Agreements.	Mandatory	Configuration
M136	The System must allow users to associate Vendor information with Products entered into TSIMS with the information accepted from IFMMS.	Mandatory	Configuration
M137	The System must be able to send Shopping Lists created in TSIMS to IFMMS.	Mandatory	Configuration
M 138	The System must indicate a Maximum Order Call Up and Maximum Value for a Purchase Agreement or Contract when generating shopping lists.	Mandatory	Configuration
M 139	The System must allow IFMMS to send Purchase Order Numbers to TSIMS.	Mandatory	Configuration
M140	The System must be able to accept invoices and/or packing slips when receiving goods and generate an ‘receipt’ notification for IFMMS.	Mandatory	Configuration
M141	The System must allow IFMMS to return Receipt Number and Invoice Number to TSIMS .	Mandatory	Configuration

7.2.4 Hardware Requirements

The COTS solution must include the delivery of five (5) key hardware components: a mobile inventory scanner and docking station, a table-top point-of-sale scanner, a thermal barcode printer, a POS receipt printer, and a point-of-sale weigh scale.

Mobile Inventory Scanner: The inventory scanner is an intelligent mobile computer capable of scanning barcodes of various sizes and lengths from varying distances. This device also allows the user to enter data manually (e.g., quantities of an inventory item) during scanning operations.

Thermal Barcode Printer: The thermal barcode printer uses heat to print the barcode onto the label, eliminating the need for ink or ribbons.

POS Scanner: The table-top POS scanner is a less intelligent version of inventory scanner. This device is used to scan barcodes during point-of-sale transactions. This type of scanner should be capable of scanning barcodes of varying sizes.

POS Receipt Printer: The POS receipt printer uses heat to print sales transactions onto the printer paper.

POS Weigh Scale: The POS weigh scale is standalone scale that is required to package variable weight items similar to grocery stores.

The following table identifies the quantity required for each hardware component. The totals are based on the number of institutions and the types of institutional and food services being provided at each one. The hardware at contract award will be used for testing and piloting of the system and should be delivered to CSC’s NHQ in Ottawa. The balance of the hardware should be delivered to CSC’s National Depot in Laval Quebec on an annual basis, and will be shipped from there to the institutions as and when required.

Hardware	Contract Award	2013	2014	Total
Mobile Scanner	10	120	10	140
Thermal Barcode Printer	10	120	10	140
POS Scanner	10	95	10	115
POS Weigh Scale	10	45	10	65
POS Receipt Printer	10	95	10	115
Total	50	475	50	575

7.2.4.1 Mobile Inventory Scanner

#	Criterion	Mandatory	Delivery
M142	The mobile inventory scanner must integrate with the proposed COTS solution.	Mandatory	Contract Award

#	Criterion	Mandatory	Delivery
M143	The mobile inventory scanner must integrate with CSC’s desktop environment as defined in Appendix B: CSC’S Technical Environment.	Mandatory	Contract Award
M144	The hand held scanner must be capable of reading the following barcode formats: <ul style="list-style-type: none"> • 1D barcodes • 2D barcodes 	Mandatory	Contract Award
M145	The mobile inventory scanner must be capable of acknowledging a positive barcode read.	Mandatory	Contract Award
M146	The mobile inventory scanner must be mobile with no wireless connectivity.	Mandatory	Contract Award
M147	The hand held scanner must include a touch display.	Mandatory	Contract Award
M148	The mobile inventory scanner must allow users to enter data (including alpha-numeric characters) manually using a keyboard during scanning operations.	Mandatory	Contract Award
M149	The hand held scanner must be capable of operating in “offline” mode where data is captured and uploaded to the system at a later time through a docking station.	Mandatory	Contract Award
M150	The mobile inventory scanner must include a docking/charging station or base.	Mandatory	Contract Award
M151	The mobile inventory scanner must be capable of synchronizing collected data with the COTS solution through a docking station with a USB cable.	Mandatory	Contract Award
M1552	The mobile inventory scanner should operate on Windows Mobile Operating System.	Mandatory	Contract Award
M153	The mobile inventory scanner must be ruggedized.	Mandatory	Contract Award

7.2.4.2 Thermal Barcode Printer

#	Criterion	Mandatory	Delivery
M154	The thermal printer must integrate with the proposed COTS solution.	Mandatory	Contract Award
M155	The thermal printer must integrate with CSC’s desktop environment as defined in Appendix B: CSC’S Technical Environment.	Mandatory	Contract Award
M156	The thermal printer must be capable of printing barcodes.	Mandatory	Contract Award
M157	The thermal printer must support direct thermal printing.	Mandatory	Contract Award

#	Criterion	Mandatory	Delivery
M158	The thermal printer must be configurable to support the printing of labels up to 4" wide with variable length.	Mandatory	Contract Award
M159	The thermal printer must have a USB port.	Mandatory	Contract Award

7.2.4.3 POS Scanner

#	Criterion	Mandatory	Delivery
M160	The POS Scanner must integrate with the proposed COTS solution.	Mandatory	Contract Award
M161	The POS Scanner must integrate with CSC’s desktop environment as defined in Appendix B: CSC’S Technical Environment.	Mandatory	Contract Award
M162	The Scanner must scan multiple barcode formats, including codabar.	Mandatory	Contract Award
M163	The POS scanner must have the ability to be hand held.	Mandatory	Contract Award

7.2.4.4 POS Weigh Scale

#	Criterion	Mandatory	Delivery
M164	The POS weigh scale must be “Legal for Trade”.	Mandatory	Contract Award
M165	The POS weigh scale must be capable of weighing products in metric measurements up to a minimum capacity of 7 kilograms.	Mandatory	Contract Award
M166	The POS weigh scale must be capable of weighing in increments of 0.005kilogram	Mandatory	Contract Award
M167	The POS weigh scale must have a Stainless Steel platform (top)	Mandatory	Contract Award

7.2.4.5 POS Receipt Printer

#	Criterion	Mandatory	Delivery
M168	The POS Receipt Printer must integrate with the proposed COTS system.	Mandatory	Contract Award
M169	The POS Receipt Printer must integrate with CSC’s desktop environment as defined in Appendix B: CSC’S Technical Environment.	Mandatory	Contract Award
M170	The POS Receipt Printer must connect to the POS computer using a USB cable.	Mandatory	Contract Award
M171	The POS Receipt Printer must support “Drop in and print” paper loading	Mandatory	Contract Award

8 POINT-RATED REQUIREMENTS

8.1 Corporate Criteria Table

- Note 1: For each project proposed, the services provided must reflect those listed in Section 7.2 – Technical Requirements.*
- Note 2: Each project must have begun within or have provided maintenance services during the past ten (10) years from the closing date of this solicitation.*
- Note 3: For each project proposed against a point-rated criterion, the Bidder must provide a project description that demonstrates all of the requirements described in the criterion*
- Note 4: A single project may be evaluated against more than one of the Point-rated Criteria provided the project description for that project demonstrates qualification against each of the Criteria against which it is proposed for evaluation.*
- Note 5: The Bidder must submit their response for the Point-Rated Corporate Criteria with the following table headings:*
- 1. Reference Number;*
 - 2. Criterion Details;*
 - 3. Proposal Page Reference.*

#	CORPORATE POINT-RATED EVALUATION CRITERIA	RATING SCALE	
a) TECHNICAL PROPOSAL CRITERIA			
i) CORPORATE PROFILE AND EXPERIENCE			
R1	The Bidder should provide project descriptions that the Bidder has partnered with the Partner/Supplier identified in M1. The project descriptions must describe the Partner/Supplier’s capacity and experience in this area, including describing successfully completed projects similar in size, scope and nature to CSC’s requirements to which the Partner/Supplier has provided services The Bidder must also identify which projects the Bidder has previously partnered with the named Partner/Supplier. Maximum points available: 80	80 pts	<i>The Bidder is the sole provider or the Bidder has partnered with the named Partner/Supplier on successful instances of providing similar services to similar relevant requirements</i>
		40 pts	<i>The Bidder has not partnered with the named Partner/Supplier but the Partner/Supplier has supplied products/services on successful instances of providing similar services to similar relevant requirements</i>
		0 pts	<i>The Bidder has not partnered with the named Partner/Supplier and the Partner/Supplier has not supplied products/services on successful instances of providing similar services to similar relevant requirements</i>

#	CORPORATE POINT-RATED EVALUATION CRITERIA	RATING SCALE	
R2	<p>The Bidder should provide project descriptions, in addition to those proposed against criterion M2 for up to four (4) successfully completed projects to which the Bidder has provided services similar in size, scope and nature to this requirement.</p> <p>Maximum points available: 80</p>	<p>80 pts</p> <p>60 pts</p> <p>40 pts</p> <p>20 pts</p>	<p><i>The Contractor has four (4) additional successful instances of providing similar services to similar relevant requirements</i></p> <p><i>The Contractor has three (3) additional successful instances of providing similar services to similar relevant requirements</i></p> <p><i>The Contractor has two (2) additional successful instances of providing similar services to similar relevant requirements</i></p> <p><i>The Contractor has one (1) additional successful instance of providing similar services to similar relevant requirements</i></p>
R3	<p>The Bidder’s Project Organization proposed against M3 will be rated on maturity and depth of the organization, approach and the processes involved in the Project Organization and how well they are deemed able to ensure the quality of the delivery to the requirements of this RFP.</p> <p>Maximum points available: 80</p>	<p>For each of the five (5) elements:</p> <p>80 pts</p> <p>40 pts</p> <p>0 pts</p>	<p><i>The organization and processes completely address the element in a manner designed to successfully deliver to all requirements of the SOR.</i></p> <p><i>The organization and processes address the element in a manner designed to successfully deliver to a majority of the requirements of the SOR</i></p> <p><i>The organization and processes fail to address the element in a manner designed to successfully deliver to the requirements of the SOR</i></p>
R4	<p>The Bidder’s Implementation Manager, proposed against M4 will be rated on the level of his/her successful experience in a position similar to that required for this contract as reflected in the supplied résumé.</p> <p>Maximum points available: 80</p>	<p>80 pts</p> <p>60 pts</p> <p>40 pts</p> <p>20 pts</p>	<p><i>The Implementation Manager has six (6) or more successful projects, providing similar services to similar relevant requirements</i></p> <p><i>The Implementation Manager has five (5) successful projects, providing similar services to similar relevant requirements</i></p> <p><i>The Implementation Manager has four (4) successful projects, providing similar services to similar relevant requirements</i></p> <p><i>The Implementation Manager has three (3) successful projects, providing similar services to similar relevant requirements</i></p>
ii) CORPORATE METHODOLOGIES AND APPROACHES			

#	CORPORATE POINT-RATED EVALUATION CRITERIA	RATING SCALE
R5	<p>The Bidder’s Project Management Methodology proposed against M5 will be rated, based on how well it addressed the delivery of the requirements of the SOR</p> <p>Maximum points available: 80</p>	<p>For each of the elements listed:</p> <p>80 pts <i>The Project Management Methodology completely address the element in a manner designed to successfully deliver to all the requirements of the SOR</i></p> <p>40 pts <i>The Project Management Methodology address the element in a manner designed to successfully deliver to a majority of the requirements of the SOR</i></p> <p>0 pts <i>The Project Management Methodology fail to address the element in a manner designed to successfully deliver to the requirements of the SOR</i></p>
R6	<p>The Bidder’s COTS Development Methodology proposed in M6, will be rated on how well it addressed the element designed to successfully deliver to all the requirements of the SOR</p> <p>Maximum points available: 80</p>	<p>For each of the elements listed:</p> <p>80 pts <i>The COTS Development Methodology completely address the element in a manner designed to successfully deliver to all the requirements of the SOR</i></p> <p>40 pts <i>The COTS Development Methodology address the element in a manner designed to successfully deliver to a majority of the requirements of the SOR</i></p> <p>0 pts <i>The COTS Development Methodology fail to address the element in a manner designed to successfully deliver to the requirements of the SOR</i></p>
R7	<p>The Bidder’s Project Plan, proposed against M7, on the quality of each of the elements listed ensuring that the Project Plan meets the objectives and deliverables of this initiative.</p> <p>Maximum points available: 80</p>	<p>80 pts <i>The elements of the plan are addressed completely and in line with the objectives of the initiative and reflect successful delivery of each deliverable on-time and on budget</i></p> <p>60 pts <i>The elements of the plan are addressed completely and in line with the objectives of the initiative and reflect successful delivery of most deliverables on-time and on budget</i></p> <p>40 pts <i>The elements of the plan are addressed completely and in line with the objectives of the initiative and reflect successful delivery of some deliverables on-time and on budget</i></p> <p>20 pts <i>The elements of the plan are addressed incompletely or fail to reflect delivery of some deliverables on-time and on budget</i></p>

#	CORPORATE POINT-RATED EVALUATION CRITERIA	RATING SCALE
R8	<p>The Bidder’s details of its approach, processes, mechanisms and tools proposed against M9 for documentation will be rated on complete, clear, concise and accurate information</p> <p>Maximum points available: 30</p>	<p>The following rating scale will be applied to each of the elements listed:</p> <p><i>30 pts The proposed documentation is complete, clear, concise and accurate, so as to allow CSC personnel to easily manage and maintain the system on an ongoing basis</i></p> <p><i>15 pts The proposed documentation is complete, somewhat clear, concise and accurate, so as to allow CSC personnel to manage and maintain the system on an ongoing basis</i></p> <p><i>0 pts The proposed documentation is not complete or not clear, concise and accurate, and is unlikely to allow CSC personnel to manage and maintain the system on an ongoing basis</i></p>
R9	<p>The Bidder’s approach, processes mechanisms and tools for providing the necessary training proposed against M10 will be rated on timely, relevant and comprehensive information</p> <p>Maximum points available: 80</p>	<p><i>80 pts The proposed training is timely, relevant, and comprehensive</i></p> <p><i>40 pts The proposed training is somewhat timely, relevant, and comprehensive</i></p> <p><i>20 pts The proposed training is inadequate to allow CSC personnel to easily manage, maintain, and use the system on an ongoing basis</i></p>
iii) SYSTEM TECHNICAL QUALIFICATIONS		
R10	<p>The Bidder’s details of its proposed system’s ability to integrate into the CSC’s technical infrastructure proposed against M11 will be rated</p> <p>The Bidder should provide references for two (2) successfully completed projects to which the Bidder has provided integrated into Client’s infrastructure similar in size, scope and nature to this requirement.</p> <p>The Bidder will provide a completed copy (signed by the referenced client’s Project Authority or authorized representative) of the Client Reference Sheet (Form B of this RFP) for each of the referenced projects.</p> <p>This qualification will be rated on the proposed system’s ability to be compliant with the CSC technical infrastructure as described in APPENDIX ‘B’ – CSC Technical Environment.</p> <p>Maximum points available: 40</p>	<p><i>40 pts The proposed system reflects an ability to integrate seamlessly into CSC’s technical infrastructure</i></p> <p><i>20 pts The proposed system reflects an ability to integrate, with some modification, into CSC’s technical infrastructure</i></p> <p><i>0 pts The proposed system suggests significant difficulty in integrating into CSC’s technical infrastructure</i></p>

8.2 Technical Requirements

The following tables describe and define the technical criteria, reflecting the capabilities that the CSC user requires to facilitate the management and control of Technical services at CSC institutions. These criteria are divided into four (4) sections, namely:

1. General Requirements, subdivided into:
 - a. System Requirements, describing the systems that may be included in the proposed System, including requirements for System components,
 - b. Non-Functional Requirements, describing the System and system capabilities that allow the CSC user to interact with the System components, including requirements for:
 - i. Usability
 - ii. Operability
 - iii. Compatibility
 - iv. Account and Privilege Management
 - v. Security
 - vi. Language
 - vii. Auditing of Transactions
 - viii. Date and Time
 - ix. Green Procurement and Services
 - x. Configuration
2. Functional Requirements, comprising five (5) components:
 - a. Individual / Group Accounts and Shopping Lists;
 - b. Inventory and Procurement Management;
 - c. Menu and Recipe Management;
 - d. Point-of-Sale;
 - e. Production Scheduling and Control.
3. Reporting Requirements
4. Hardware Requirements

For point-rated criteria, CSC is looking for the Bidder to meet the functionality of those data elements or equivalent listed.

The Bidder must submit their response for the Point-Rated Technical Requirements with the following table headings:

1. Reference Number;
2. Criterion Details;
3. Proposal Page Reference.

Points will be fully awarded if the Bidder’s response provides sufficient information to indicate that the System completely satisfies the requirement. Zero (0) points will be awarded if the Bidder’s response does not provide sufficient information to indicate that the System completely satisfies the requirement.

8.2.1 Non-Functional Requirements

The grey cells in the Points column indicate the maximum number of points for that particular requirement.

8.2.1.1 Usability

#	Criterion	Points
R11	The System should provide an online help document. This document should have the following characteristics:	Max. 5 pts
	1. Navigable across an entire set of information.	1
	2. Searchable across a user-designated scope.	1
	3. Readable topics.	1
	4. Printable by topic or topic clusters.	1
	5. Invoked from within the context of the application — in other words, context-sensitivity.	1

8.2.1.2 Operability

#	Criterion	Points
R12	The System should support the following number of concurrent users with no degradation in response times:	Max. 5 pts.
	1. 351-400	5
	2. 301-350	3
	3. 251-300	1
	4. < 250	0

8.2.1.3 Compatibility

#	Criterion	Points
R13	The System should allow users to use various input devices, including : 1. biometric reader, and 2. PDA devices.	5

8.2.1.4 Account and Privilege Management

#	Criterion	Points
R14	The System should be configurable for the maximum number of login attempts before disabling the account.	5
R15	The System should allow for system/application timeout after CSC configurable minutes of inactivity	5

8.2.1.5 Auditing of Transactions

#	Criterion	Points
R16	The System should provide an automated monitoring function, configurable by CSC, that reports or alerts a system administrator of specified events or actions.	5

8.2.1.6 Date and Time

#	Criterion	Points
R17	The System should provide a calendar for user to pick a date and input to a date field.	5
R18	The System displayed date format should be: yyyy-mm-dd.	5
R19	The System displayed time format should be: hh:mm	5

8.2.1.7 Green Procurement and Services

#	Criterion	Points
R20	<p>The Contractor should ensure, where possible, that all materials employed and work methods utilized by both the Contractor and its deployed resources and Sub-contractors should accommodate the CSC's commitment to the Government of Canada's Green Procurement Strategy.</p> <p>The following website provides a link to the Green Procurement Policy: http://www.tpsgc-pwgsc.gc.ca/ecologisation-greening/achats-procurement/politique-policy-eng.html</p>	5

8.2.1.8 Configuration

#	Criterion	Points
R21	The System should support COTS Software Configuration of records into the data model. Refer to Annex E - Definitions of the RFP for a definition of COTS Software Configuration.	5
R22	The System should support COTS Software Configuration of fields into records within the data model. Refer to Annex E - Definitions of the RFP for a definition of COTS Software Configuration.	5
R23	The System should support COTS Software Configuration of users interface. Refer to Annex E - Definitions of the RFP for a definition of COTS Software Configuration.	5
R24	The System should support COTS Software Configuration of business rules. Refer to Annex E - Definitions of the RFP for a definition of COTS Software Configuration.	5
R25	The System should support COTS Software Configuration of work flows. Refer to Annex E - Definitions of the RFP for a definition of COTS Software Configuration.	5
R26	The System should support COTS Software Configuration of application interfaces. Refer to Annex E - Definitions of the RFP for a definition of COTS Software Configuration.	5
R27	The System should support COTS Software Configuration of reports. Refer to Annex E - Definitions of the RFP for a definition of COTS Software Configuration.	5

8.2.2 Functional Requirements

Note: The grey cells in the Points column below indicate the maximum number of points for that particular requirement where there are multiple inventory fields.

8.2.2.1 Recording and Managing Inventory

#	Criterion	Points
R28	The system should allow users to enter the following inventory fields:	Max. 14 pts.
	1. Item Name	1
	2. Item description – English	1
	3. Item description – French	1
	4. Item Status (active/inactive)	1
	5. Inventory Category (Dairy, Egg, Poultry, etc.)	1
	6. CSC Line Object Code (Financial Budgetary)	1
	7. Product Cost	1
	8. Stock Minimums	1
	9. Stock Maximums	1
	10. Location	1
	11. Quantity on Hand	1
	12. Order lead Time	1
	13. Pack Configuration	1
14. Issue Unit of Measure	1	
R29	The System should allow Standardized Inventory Listing files to be imported. The import of Standardized Inventory Listing files should include:	Max. 10 pts.
	1. Category	1
	2. Sub category ID#	1
	3. Category name	1
	4. Generic Description	1
	5. Product	1
	6. Package	1
	7. Units	1
	8. Unit size	1
	9. Unit of measure	1
10. Active	1	
R30	The System should allow information related to a product to be capture as follows:	Max. 13 pts.
	1. Vendor Number	1

#	Criterion	Points
	2. Vendor Description	1
	3. Vendor Product Code	1
	4. Vendor Product Description	1
	5. Vendor Product Pack Configuration	1
	6. Cost of Pack Configuration	1
	7. Contract Start Date	1
	8. Contract End Date	1
	9. Vendor Catalogue Product	1
	10. Pack Configuration Pack Size	1
	11. Pack Configuration Unit	1
	12. Pack Configuration Unit Size	1
	13. Pack Configuration Unit of Measure (pulled from a table of measure – kg, ml, L)	1
R31	The System should allow users to enter inventory transactions that result in a negative inventory. The negative inventory would allow the system to accept transactions that are entered out of sequence (i.e., issue ingredients prior to receiving).	10 pts.

8.2.2.2 Ordering and Receiving Inventory Items

#	Criterion	Points
R32	To facilitate ordering of Inventory Items, the System should allow users to record, associate, report on and edit the Order Type for Group order-related information:	1
R33	To facilitate ordering of Inventory Items, the System should allow users to record, associate, report on and edit the following purchase order-related information:	Max. 12 pts.
	1. Sub-Location	1
	2. Order List Number (s)	1
	3. Vendor Product Code(s)	1
	4. Inventory Item(s)	1
	5. Quantity Ordered	1
	6. Location	1
	7. Ordered Price	1
	8. Delivery Point	1
	9. Expected Delivery Date	1

#	Criterion	Points
	10. IFMMS Purchase Order Number (Imported back from IFMMS to match with Order sheet)	1
	11. Purchase order status	1
	12. IFMMS receipt number(s) (Imported back from IFMMS to match with Order Sheet)	1
R34	To facilitate ordering of Inventory Items, the System should contain the following receiving-related information:	Max. 15 pts.
	1. Shipping Charge	1
	2. Quantity Refused	1
	3. Reason for Refusal	1
	4. Accepted with Conditions	1
	5. Condition Reason	1
	6. Vendor Product Code(s)	1
	7. Inventory Item(s)	1
	8. Quantity Ordered	1
	9. Location	1
	10. Ordered Price	1
	11. Delivery Point	1
	12. Expected Delivery Date	1
	13. IFMMS Purchase Order Number (Imported back from IFMMS to match with Order sheet)	1
	14. Purchase order status	1
	15. IFMMS receipt number(s) (Imported back from IFMMS to match with Order Sheet)	1

8.2.2.3 Point of Sale

#	Criterion	Points
R35	To Facilitate ordering and costing, users should be able to create, modify and de-activate Inmate/Staff profiles. Each profile, should include the following:	Max. 13 pts.
	1. Active as of Date	1
	2. Inactive as of Date	1
	3. Restricted Items	1
	4. Restricted Items Description	1
	5. One or more Account Type(s)	1
	6. Comment	1
	7. Entitled Allocation	1
	8. Personal Identifier (assigned by the system)	1
	9. Name	1
	10. Status (active, outside, released, transferred) with default	1
	11. One or more Diet Consideration	1
	12. One or more Allergens	1
	13. Location	1
R36	Inmates are often associated with a group for feeding purposes. Each Account should include the following:	Max. 4 pts.
	1. Fund Allocation	1
	2. Active as of Date	1
	3. De-activate as of Date	1
	4. Comment	1
R37	Inmates are often associated with a group for feeding purposes. Each Group should include the following:	Max. 6 pts.
	1. Group Account Type	1
	2. Group Identifier Type	1
	3. Group Identifier	1
	4. Group Name	1
	5. Group Description	1
	6. Group Members (Inmate’s Identifier included)	1
R38	Users may be able to report a balance of available funds by Inmate, Staff and by Group Profile. The following Fund Allocation information should be recorded:	Max. 10 pts.
	1. Date Required	1
	2. Date Modified	1

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#	Criterion	Points
	3. Modified	1
	4. Funds Available as of	1
	5. Fund Source (internal memo account, Inmate trust fund)	1
	6. Fund Allocation period start	1
	7. Fund Allocation Duration	1
	8. Fund Allocation period end	1
	9. Carry over from previous period	1
	10. Max expenditure allowed	1
R39	To accommodate and facilitate ordering, the System should include:	Max. 8 pts.
	1. Shopping List Type	1
	2. Activity Cost Centre	1
	3. Shopping list Modified Date	1
	4. Shopping List Modified By	1
	5. Purchase period start date	1
	6. Purchase period duration	1
	7. Purchase period end date	1
	8. Order Status (submitted, Accepted, Approval)	1
R40	The Point of Sale Component should include:	Max. 14 pts.
	1. Transaction Number	1
	2. List of Items	1
	3. Shopping list items Quantity Received	1
	4. Shopping list item Received Price	1
	5. Total Cost	1
	6. Adjustment	1
	7. Adjustment Date	1
	8. Adjustment Reason	1
	9. Total Amount	1
	10. Funds Required from Group Identifier	1
	11. Transaction Date	1
	12. Taxes	1
	13. Discount Percentage	1
	14. Discount Reason	1
R41	Inventory Control/Packing Slips, modular should include:	Max. 31 pts
	1. Packing Slip identifier	1

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#	Criterion	Points
	2. Packing Slip description	1
	3. Institution Number	1
	4. Institution Name	1
	5. Expedition Number	1
	6. Inventory Item Number	1
	7. Inventory Item Description	1
	8. Unit of Measure	1
	9. Requested Quantity	1
	10. Picked Quantity	1
	11. Shipped Quantity	1
	12. Issued Quantity	1
	13. Date Packed	1
	14. Date Created	1
	15. Created By	1
	16. Date Modified	1
	17. Modified By	1
	18. Originator DIV	1
	19. Shipping Number	1
	20. Number of boxes	1
	21. Pieces	1
	22. Weight	1
	23. Carrier	1
	24. Waybill	1
	25. Initials	1
	26. Received Date	1
	27. Received By	1
	28. Shipped To	1
	29. Client Number	1
	30. Client Name	1
	31. Notes	1
R42	The System should allow account information to be transferred between sites	4 pts.

8.2.2.4 Recipe and Menu Management

8.2.2.4.1 Recipe Creation and Management

#	Criterion	Points
R43	The System should have recipes that reflect/include:	Max. 6 pts.
	1. Recipe Identifier	1
	2. Recipe Description	1
	3. Recipe Portion	1
	4. One or More Main Ingredient Category	1
	5. One or more Diet Consideration	1
	6. Recipe Ethnicity Category	1
R44	The System should have recipe portions that reflect:	Max. 9 pts
	1. Yield	1
	2. Recipe Preparation Methods	1
	3. Recipe Cooking Instructions	1
	4. Recipe Ingredient	1
	5. Portion Unit of Measure	1
	6. Cost per Portion (calculated at the local level)	1
	7. Nutrient Type	1
	8. Nutrition Unit of Measure	1
9. Nutritional Analysis (value)	1	
R45	The System should have recipe Preparation Methods that should include :	Max. 7 pts.
	1. Preparation Method Name	1
	2. Preparation Method Description	1
	3. Production Area	1
	4. Critical Control point Indicator	1
	5. Critical Control point Description	1
	6. Preparation Lead Time	1
7. Preparation time required	1	
R46	The system should have Recipe Cooking Instructions that should include:	Max. 12 pts.
	1. Cooking Instruction Identifier	1
	2. Cooking Instruction’s Name	1
	3. Cooking Instruction Description	1
	4. Production Area	1
	5. Critical Control Point Indicator	1

#	Criterion	Points
	6. Critical Control point Description	1
	7. Cooking Temperature	1
	8. Cooking Time	1
	9. Cooking time required	1
	10. Storage Temperature	1
	11. Chill/Storage Temperature	1
	12. Serving Temperature	1
R47	The system should have Recipe Cooking Equipment. Recipe Cooking Equipment that include:	Max. 3 pts.
	1. Cooking Equipment identifier	1
	2. Cooking Equipment Name	1
	3. Cooking Equipment Description	1
R48	The system should have Recipe Serving Utensils that include:	Max. 3 pts.
	1. Serving Utensil Name	1
	2. Serving Utensil Description	1
	3. Serving Utensil Size	1
R49	The system should have Recipe Ingredients that include:	Max. 5 pts.
	1. Ingredient identifier	1
	2. Ingredient Name	1
	3. Ingredient Description	1
	4. Nutrient Types	1
	5. Nutrient Value	1
R50	The System should have the following Nutritional Values	Max. 4 pts.
	1. Nutrient Identifier	1
	2. Nutrient Types	1
	3. Nutrient Measure	1
	4. Nutrient Amount	1
R51	The System should list the following in its Nutritional Analysis:	Max. 4 pts.
	1. Nutrient Identifier	1
	2. Nutrition Type	1
	3. Nutrient Unit of Measure	1
	4. Nutrient Amount	1
R52	The system should have Recipe Serving Methods that include:	Max. 6 pts.
	1. Serving Method identifier	1
	2. Serving Method Name	1

#	Criterion	Points
	3. Serving Method Description	1
	4. Serving Time Required	1
	5. Critical Control point Indicator	1
	6. Critical Control point Description	1
R53	The system should have Recipe Testing that include:	Max. 4 pts.
	1. Test Result Description	1
	2. Test Site	1
	3. Test Date	1
	4. Test Region	1
R54	The System should allow for the addition of digital images with recipes.	1 pt.

8.2.2.4.2 Menu Creation and Management

#	Criterion	Points
R55	The Centralized Menu Database should include the following:	Max. 8 pts.
	1. Menu Name	1
	2. Menu Description	1
	3. Date Created	1
	4. Created By	1
	5. Menu Identifier	1
	6. Menu Profile Type	1
	7. Menu Meal Day	1
	8. Menu Start Date	1
R56	Menu Meal Days should include the following:	Max. 8 pts.
	1. Date created	1
	2. Date Modified	1
	3. Menu Meal identifier	1
	4. One or More Meal(s)	1
	5. Menu Meal Name	1
	6. Menu Meal description	1
	7. Menu meal day	1
	8. Menu meal date	1
R57	The System should have menus that include:	Max. 2 pts.

#	Criterion	Points
	1. Population Profile	1
	2. Menu Duration	1
R58	The system should have Meals that include:	Max. 4 pts.
	1. Meal Identifier	1
	2. Meal Name	1
	3. Meal Description	1
	4. Meal Type Category	1

8.2.2.5 Production Scheduling and Control

#	Criterion	Points
R59	Food Production Scheduling modular should include:	Max. 10 pts.
	1. Menu Identifier	1
	2. Institutional Count	1
	3. Servings/Portions Prepared	1
	4. Serving/Portions Served	1
	5. Adjustment Date	1
	6. Adjustment Reason	1
	7. Date Created	1
	8. Created By	1
	9. Date Modified	1
	10. Modified By	1
R60	The Production Control modular should include:	Max. 14 pts.
	1. Schedule Identifier	1
	2. Schedule Description	1
	3. Work Location	1
	4. Adjustment	1
	5. Adjustment Date	1
	6. Adjustment Reason	1
	7. Schedule Start date	1
	8. Schedule Start Time	1
	9. Standard Hours	1
	10. Standard Details	1

#	Criterion	Points
	11. Date Created	1
	12. Created By	1
	13. Date Modified	1
	14. Modified By	1
R61	Inventory Control/Pick List, modular should include:	Max. 16 pts.
	1. Pick List identifier	1
	2. Pick List description	1
	3. Adjustment	1
	4. Adjustment Date	1
	5. Adjustment Reason	1
	6. Quantity Picked	1
	7. Inventory Item Number	1
	8. Inventory Item Description	1
	9. Unit of Measure Picked	1
	10. Pack Configuration Picked	1
	11. Schedule Date to be picked	1
	12. Date Picked	1
	13. Date Created	1
	14. Created By	1
	15. Date Modified	1
	16. Modified By	1

8.2.2.6 Reporting Requirements

#	Criterion	Points
R62	The System should include a Report for Menu Production Oven Space - a report to review if there is a scheduling conflict of oven space with other events.	4
R63	The System should allow users to select the language of the report, independently of the system language they are using.	4
R64	The System should include a Report for Production Forms - reports to plan work load for the day and identify upcoming requirements during the week or weekend.	4
R65	The System should include a Report for Inmate Diets - a report of all active diets with pictures of inmates. Automatic withdrawal of a diet from the list when end date is reached. Reminders of Upcoming Diet List Expiration to notify the inmate.	4

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#	Criterion	Points
R66	The System should include a Report for all types of Shopping List Completed - a report of completed Shopping Lists to be approved prior to ordering/picking.	4
R67	The System should include a Report for Production Schedule – a report listing menus, special diets and special events by date for a given date range.	4
R68	The System should include a Report for Ingredient Requirements Planning – a report listing recipes and ingredients required by date for a given date range.	4
R69	The System should include a Report for Pick List – a report identifying which items and associated quantities/UOM and/or Pack Configuration are to be picked by date.	4
R70	The System should include a Report for Shortage List – a report by Inventory Item listing ingredients not picked due to inventory outage, back order, spoilage, etc.	4
R71	The System should include a Report for Surplus/Inactive Inventory – a report identifying Inventory Items in stock surplus or not required for a given date range.	4
R72	The System should include a Report for Min/Max – a report by Inventory Item identifying the minimum and maximum quantity to be held in inventory.	4
R73	The System should include a Report for Min/Max Order Point – a report by Inventory Item identifying the quantity to be ordered when the stock on-hand reaches the minimum quantity.	4
R74	The System should allow users to configure the generation of reports on a specific pre-determined future date, for a pre-determined future time period	4
R75	The System should allow users to configure the generation of reports on a specific pre-determined future date, for a pre-determined future time period on a recurring basis.	4

8.2.3 Hardware Requirements

8.2.3.1 Mobile Inventory Scanner

The following table identifies the point-rated requirements for the mobile inventory scanner.

#	Criterion	Points
R76	The mobile inventory scanner should have, as a minimum, a 3.5" display as is currently used by CSC.	5
R77	The mobile inventory scanner should have a user upgradable memory slot to allow for the storage of additional scanned data when the scanner is out of range of the docking/base station.	5
R78	The mobile inventory scanner should operate for 8 hours without requiring recharge.	5
R79	The mobile inventory scanner should fully recharge in less than 6 hours.	5
R80	The docking station should have battery charger capability.	5
R81	The mobile inventory scanner should scan a 3" barcode from a minimum distance of 5 ft.	5
R82	The mobile inventory scanner should be certified for ruggedness by a recognized body.	5
R83	The mobile inventory scanner should have a QWERTY Keyboard.	5

8.2.3.2 Thermal Printer

The following table identifies the point-rated requirements for the thermal printer.

#	Criterion	Points
R84	The thermal printer should support 203 DPI printing or better	1

8.2.3.3 POS Receipt Printer

The following table identifies the point-rated requirements for the stand-alone POS Receipt Printer.

#	Criterion	Points
R85	The POS Receipt Printer should support 2 3/4"wide x 3"diameter paper at a minimum.	1
R86	The POS Receipt Printer should support – 95 Alphanumeric – 37 international characters & 128 x8 Graphics.	1
R87	The POS Receipt Printer should include an auto-cutter.	1

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#	Criterion	Points
R88	The POS Receipt Printer should up to 4 lines per second or better.	1

APPENDIX 'A': GLOSSARY OF ACRONYMS

Acronym	Description
BE	Business Executive
CAD	Canadian Dollars
CNF	Canadian Nutrient File
COTS	Commercial-off-the-shelf
CSC	Correctional Service Canada
CSV	Comma-Separated Values
DHCP	Dynamic Host Configuration Protocol
DNS	Domain Name System
ERP	Enterprise Resource Planning
ETL	Extract, transform and load
GFE	Government Furnished Equipment
GoC	Government of Canada
GUI	Graphical User Interface
HACCP	Hazard Analysis and Critical Control Point
HC	Health Canada
HP-UX	Hewlett-Packard UniX
HVAC	Heating, ventilation, and air conditioning
IFMMS	Integrated Financial and Material Management System
IM/IT	Information Management/ Information Technology
IMS	Information Management Services
ISO	Infrastructure Services and Operations
IT	Information Technology
JV	Journal Voucher
LAN	Local Area Network
LDAP	Lightweight Directory Access Protocol
LTSO	Long Term Supervision
NCR	National Capital Region

Acronym	Description
NHQ	National Headquarters
O&M	Operations and Maintenance
OS	Operating System
PDA	Personal Digital Assistant
PDF	Portable Document Format
PL	Project Leader
PM	Project Manager
PMBOK	Project Management Body of Knowledge
PMI	Project Management Institute
PFV	Private Family Visits
PO	Purchase Order
POS	Point-of-Sale
PWGSC	Public Works and Government Services Canada
RBAC	Role-Based Access Controls
RFI	Request for Information
RFP	Request for Proposals
QA	Quality Assurance
SAN	Storage Area Network
SCSI	Small Computer System Interface
SGF	Small Group Feeding
SGMP	Small Group Meal Preparation
SKU	Stock-Keeping Unit
SOA	Standing Offer Agreements
SOR	Statement of Requirements
SRS	System Requirements Specification
TA	Task Authorization
TCP/IP	Transmission Control Protocol (TCP) and the Internet Protocol (IP)
TSD	Technical Services Division
TSIMS	Food Services Information Management System
UAT	User Acceptance Testing

Acronym	Description
UOM	Unit of Measure
USB	Universal Serial Bus
VOR	Vendors of Record
WAN	Wide Area Network
WINS	Windows Internet Name Service
XML	Extensible Mark-up Language

APPENDIX 'B': CSC TECHNICAL ENVIRONMENT

This Appendix is offered to educate the Bidder on the environment into which its proposed Solution must integrate. The information is offered in four Sections:

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

Part I Environment Overview

CSC, PBC and their partners rely heavily on IT to achieve their objectives. Virtually every business process transacted daily throughout CSC and PBC requires a viable infrastructure of hardware, software, and telecommunications to enable it or support it.

Shared Services Canada (SSC) is responsible for maintaining and operating the computing infrastructure that host a variety of corporate and mission-critical applications for CSC and PBC. These applications support the operational mandate of the Department and the necessary administrative support for the organization. This includes over 1000 servers (application servers and LAN servers) and data communications links.

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

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

The environment also includes workstations that are primarily PCs running Windows XP (with a terminal emulator as required). This workstation environment is owned by CSC and operated by IMS. TCP/IP is the standard communications protocols. A variety of system management utilities are used to monitor and enhance user access. Some are generic (used on all platforms) and some are specific to the particular operating system.

A Disaster Recovery site has been established in Laval, Quebec. In the event of a disaster, resources will be required to go to this site to provide the required service until such time as functionality can be returned to NHQ.

A Disaster Recovery site has been established in Laval, Quebec. In case of a disruption to a mission critical service, SSC contacts CSC and they are jointly responsible to identify if it is a disaster or an outage. If it is declared as a disaster, SSC will execute the DR plan for mission critical services and start working to meet the RTO and RPO requirements, set by CSC. And when the conditions are right, SSC will start the Business Resumption Plan to get the services back to normalcy at the NHQ, while keeping CSC fully informed of their progress.

Servers

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

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

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

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

Disk Subsystems

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

Layered Products and Applications

CSC relies on over 500 applications and services to meet its business needs. This includes the mission critical applications, such as :

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

In addition, the following tools are also used in the environment

- a) SMS (System Management Server),
- b) IIS (Internet Information Service),
- c) Apache,

- d) Tuxedo,
- e) Citrix,
- f) HP Openview, and
- g) HP Insight Manager.

Part II Technical Elements

Desktop Environment

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

Database Environments

- Oracle RDBMS
- Microsoft SQL Server v.2000 SP4 and v.2005 SP2 and v.2008

Platform Environments

- OpenVMS v7.3-2
- HP-UX11iv3
- Windows Server 2003 SP2
- Windows Server 2008
- VMWare 3.5 ESX

Network

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

Application Server Platforms

- Internet Business Intelligence (BI) Tools
 - Crystal Reports XI
 - Crystal Enterprise/Reports 10
 - Oracle XML Publisher
 - Oracle OLAP 10.2
 - Oracle Discoverer 10.1.2
 - Oracle OAS 10.1.3.4
 - Oracle WebCache
 - Oracle Report Server 10.1.2

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

Part III Functional Elements

System Availability

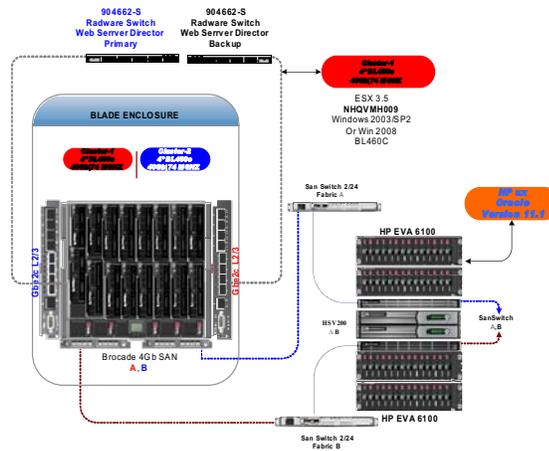
- 24 hours a day, 7 days a week, 365 days a year
- Available 99.9% of the time
- Monday to Friday from 7:00 AM to 5:00 PM - (Core hours local)
- Downtime due to scheduled maintenance:
 - Wednesday 8:00 PM to Midnight - (Maintenance Window),
 - Thursday 00:01 AM to 06:00 AM – (Maintenance Window),
 - Friday 8:00 PM to Sunday 08:00 AM - As required by operational and support issues, twice a month scheduled release window: one for offender-based systems and one for non-offender-based systems.

Current Security Implementation

- Desktop Security
 - Login to a Microsoft Windows Domain
 - Local administrative privileges have been removed from the users
- Client/Server-Based Applications
 - MS-Exchange and other applications authentication are tied-in and synchronized to the workstation's login (Microsoft domain login – Active Directory)
- Web-Based Applications
 - Some usage of the Microsoft Domain credential is applied
 - Protected “A” data uses Secure Socket Layer (SSL3) encryption with RC4.
 - Protected “B” data requires the implementation of a Public Key Infrastructure (PKI)
 - Evaluations of data sensitivities are ongoing

Part IV Technical Architecture

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



Task Authorization Autorisation de tâche

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

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

Contract Number

Enter the PWGSC contract number.

Numéro du contrat

Inscrire le numéro du contrat de TPSGC.

Contractor's Name and Address

Enter the applicable information

Nom et adresse de l'entrepreneur

Inscrire les informations pertinentes

Security Requirements

Enter the applicable requirements

Exigences relatives à la sécurité

Inscrire les exigences pertinentes

Total estimated cost of Task (GST/HST extra)

Enter the amount

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

Inscrire le montant

For revision only

Aux fins de révision seulement

TA Revision Number

Enter the revision number to the task, if applicable.

Numéro de la révision de l'AT

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

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

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

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

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

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

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

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

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

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

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

A. Task Description of the Work required:

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

A. Description de tâche des travaux requis :

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

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

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

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

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

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

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

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

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

B. Basis of Payment:

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

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

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

Option 2:

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

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

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

B. Base de paiement :

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

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

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

Option 2 :

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

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

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

2. Authorization(s):

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

3. Contractor's Signature

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

2. Autorisation(s) :

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

3. Signature de l'entrepreneur

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



Task Authorization Autorisation de tâche

Contract Number - Numéro du contrat

Contractor's Name and Address - Nom et l'adresse de l'entrepreneur	Task Authorization (TA) No. - N° de l'autorisation de tâche (AT)
	Title of the task, if applicable - Titre de la tâche, s'il y a lieu
	Total Estimated Cost of Task (GST/HST extra) Coût total estimatif de la tâche (TPS/TVH en sus) \$

Security Requirements: This task includes security requirements
Exigences relatives à la sécurité : Cette tâche comprend des exigences relatives à la sécurité

No - Non Yes - Oui If YES, refer to the Security Requirements Checklist (SCRL) included in the Contract
Si OUI, voir la Liste de vérification des exigences relative à la sécurité (LVERS) dans le contrat



For Revision only - Aux fins de révision seulement

TA Revision Number, if applicable Numéro de révision de l'AT, s'il y a lieu	Total Estimated Cost of Task (GST/HST Extra) before the revision Coût total estimatif de la tâche (TPS/TVH en sus) avant la révision \$	Increase or Decrease (GST/HST Extra), as applicable Augmentation ou réduction (TPS/TVH en sus), s'il y a lieu \$
--	---	--

Start of the Work for a TA : Work cannot commence until a TA has been authorized in accordance with the conditions of the contract.

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

1. Required Work: - Travaux requis :

A. Task Description of the Work required - Description de tâche des travaux requis	See Attached - Ci-joint <input type="checkbox"/>
B. Basis of Payment - Base de paiement	See Attached - Ci-joint <input type="checkbox"/>
C. Cost of Task - Coût de la tâche	See Attached - Ci-joint <input type="checkbox"/>
D. Method of Payment - Méthode de paiement	See Attached - Ci-joint <input type="checkbox"/>

Contract Number - Numéro du contrat

2. Authorization(s) - Autorisation(s)

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

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

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

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

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

Signature

Date

PWGSC Contracting Authority - Autorité contractante de TPSGC

Signature

Date

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

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

Signature

Date



FOR GOVERNMENT USE ONLY POUR USAGE DU GOUVERNEMENT SEULEMENT	
Special Investigations Directorate File No. N° de dossier de la Direction des enquêtes spéciales	Date Received (Y-A M D-J) Date de réception

CONSENT TO A CRIMINAL RECORD VERIFICATION CONSENTEMENT À LA VÉRIFICATION DE L'EXISTENCE D'UN CASIER JUDICIAIRE

**This form must be completed and signed by each individual who is currently on the Board of Directors of the Bidder/Offeror/Supplier and provided with the Bid/Offer/Arrangement.
Le présent formulaire doit être rempli et signé par chaque membre du conseil d'administration du soumissionnaire/ de l'offrant/du fournisseur et fourni avec la soumission/l'offre/l'arrangement.**

A	PRIVACY ACT STATEMENT ÉNONCÉ CONCERNANT LA LOI SUR LA PROTECTION DES RENSEIGNEMENTS PERSONNELS
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The personal information requested on this form is collected under the authority of subsection 750(3) of the *Criminal Code*, paragraph 42(1(c)) of the *Financial Administration Act*, and sections 7 and 21 of the *Department of Public Works and Government Services Act*. The information will be used for validating the criminal conviction certifications necessary for obtaining or maintaining a procurement instrument. It may be shared with other government departments, agencies, as well as provincial, territorial, and federal courts, within the limits of what is required to conduct the criminal conviction verification.

Les renseignements personnels demandés dans le présent formulaire sont recueillis en vertu du paragraphe 750(3) du *Code criminel*, du paragraphe 42(1(c)) de la *Loi sur la gestion des finances publiques* et des articles 7 et 21 de la *Loi sur le ministère des Travaux publics et des Services gouvernementaux*. Ces renseignements seront utilisés pour valider les attestations de condamnation au criminel nécessaires pour obtenir ou conserver un instrument d'approvisionnement. Les renseignements peuvent être diffusés à d'autres ministères et organismes fédéraux, ainsi qu'à des tribunaux provinciaux, territoriaux et fédéraux, dans les limites de ce qui est requis pour la vérification des condamnations au criminel.

A refusal to provide information will result in the bid/offer/arrangement being rejected or the contract terminated, the standing offer being set-aside or the supply arrangement being cancelled, as applicable.

À défaut de fournir les renseignements demandés, la soumission/l'offre/l'arrangement sera rejeté ou le contrat résilié, l'offre à commandes sera mise de côté ou l'arrangement en matière d'approvisionnement sera annulé, selon le cas.

The personal information is described in personal information bank PWGSC PPU 184 - Integrity Assessment Program. Individuals have a right of access to, correction of and protection of their information in accordance with the *Privacy Act*.

Les renseignements personnels sont décrits dans les fichiers de renseignement personnels n° TPSGC PPU 184 - Programme de l'évaluation de l'intégrité. Les personnes ont le droit d'accéder aux renseignements personnels qui les concernent, ainsi que de les faire corriger ou protéger, conformément à la *Loi sur la protection des renseignements personnels*.

B	BIOGRAPHICAL INFORMATION - Must be completed by the individual RENSEIGNEMENTS BIOGRAPHIQUES - À remplir par l'individu
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Family Name (Last Name) - Nom (de famille)	Family Name at Birth - Nom de famille à la naissance
Full Given Names (No initials) - Prénoms au complet (aucune initiale)	
All other previously used names (i.e. maiden name, previously married names, legal name change, nicknames) Tout autre nom utilisé (tel que nom de jeune fille, noms maritaux précédents, changement de nom légaux, sobriquets)	
Gender - Sexe <input type="checkbox"/> Male Masculin <input type="checkbox"/> Female Féminin	Date of Birth - Date de naissance (Y-A M D-J)

**Current Residential Information
Information résidentielle actuelle**

Apartment No. - N° d'appartement	Street No. - N° civique	Street Name - Nom de la rue
City - Ville	Province	Postal Code - Code postal

C	CONSENT - Must be signed by the individual CONSENTEMENT - Doit être signé par l'individu
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I, the undersigned, confirm that I have read and understand the above *Privacy Act* statement and that I consent to the collection and use of my personal information as described therein.

Je, soussigné, confirme avoir pris connaissance de l'Énoncé concernant la *Loi sur la protection des renseignements personnels* et consens à la collecte et à l'utilisation des renseignements personnels fournis aux présentes.

Signature	
Print Name - Nom en lettres moulées	Date (Y-A M D-J)

D	ADMINISTRATIVE INFORMATION - Internal Government Use Only RENSEIGNEMENTS ADMINISTRATIFS - Pour usage interne du gouvernement seulement
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Requesting Branch/Sector/Directorate/Division - Direction générale/Secteur/Direction/Division requérante

Solicitation/Proposed Contract No. - N° de la demande de soumission/N° du contrat	Date of Request (Y-A M D-J) Date de la demande
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Requesting Contact Person - Personne-ressource requérante	Contact Person Tel. No. - N° de tél. de la personne-ressource
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