

**RETURN BIDS TO:**  
**RETOURNER LES SOUMISSIONS À:**  
Bid Receiving - PWGSC / Réception des soumissions  
- TPSGC  
11 Laurier St. / 11, rue Laurier  
Place du Portage, Phase III  
Core 0A1 / Noyau 0A1  
Gatineau  
Quebec  
K1A 0S5  
Bid Fax: (819) 997-9776

**Revision to a Request for Supply  
Arrangement - Révision à une demande  
pour un arrangement en matière  
d'approvisionnement**

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

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

**Comments - Commentaires**

**Vendor/Firm Name and Address**  
**Raison sociale et adresse du**  
**fournisseur/de l'entrepreneur**

**Issuing Office - Bureau de distribution**

Systems Software Procurement Division / Division des  
achats des logiciels d'exploitation  
11 Laurier St. / 11 rue, Laurier  
4C1, Place du Portage, Phase III  
Gatineau  
Quebec  
K1A 0S5

<b>Title - Sujet</b> RFSA FOR THE PROVISION OF SOFTWARE		
<b>Solicitation No. - N° de l'invitation</b> EN578-100808/D		<b>Date</b> 2013-07-02
<b>Client Reference No. - N° de référence du client</b> EN578-100808		<b>Amendment No. - N° modif.</b> 009
<b>File No. - N° de dossier</b> 015ee.EN578-100808	<b>CCC No./N° CCC - FMS No./N° VME</b>	
<b>GETS Reference No. - N° de référence de SEAG</b> PW-\$EE-015-22221		
<b>Date of Original Request for Supply Arrangement</b> <b>Date de demande pour un arrangement en matière d'app. originale</b>		2011-01-31
<b>Solicitation Closes - L'invitation prend fin</b> <b>at - à 02:00 PM</b> <b>on - le 2014-12-31</b>		<b>Time Zone</b> <b>Fuseau horaire</b> Eastern Standard Time EST
<b>Address Enquiries to: - Adresser toutes questions à:</b> Franco (ee div), Emilio		<b>Buyer Id - Id de l'acheteur</b> 015ee
<b>Telephone No. - N° de téléphone</b> (819) 956-9136 ( )	<b>FAX No. - N° de FAX</b> (819) 953-3703	
<b>Delivery Required - Livraison exigée</b>		
<b>Destination - of Goods, Services, and Construction:</b> <b>Destination - des biens, services et construction:</b>		
<b>Security - Sécurité</b> This revision does not change the security requirements of the solicitation. Cette révision ne change pas les besoins en matière de sécurité de l'invitation.		

**Instructions: See Herein**

**Instructions: Voir aux présentes**

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

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**The purpose of this amendment 009 is to:**

- Modify the enquiries contact for the RFSA,
- Add a new sub category to Annex G Software Categories & Descriptions, and
- Transfer the RFSA solicitation to the new Government Electronic Tendering Service website.

**SUMMARY OF REVISIONS****1. Modify the enquiries contact for the RFSA:****Delete:**

Emilio Franco  
and  
819-956-1184

**Add:**

Gabriele Mathieu Monger  
and  
819-956-9136

**2. At Annex G - Software Categories & Descriptions add:****200 Information Management Software****230 Incident and Field Resource Management Software**

Incident and Field Resource Management Software provides response management of incidents and resources for resolution in emergency and non-emergency environments. Incident and Field Management Software also provides policy and procedural functions and features, reporting capabilities, as well as alerting, messaging and group communications functions and performance elements.

**3. All of the documents associated to the RFSA (the solicitation, amendments, forms etc.) previously posted have been attached to this amendment for administrative purposes regarding the transition to the new Government Electronic Tendering Service website.**

**4. All previous revisions as indicated in Solicitation EN578-100808 Amendments 001, 002, 003, 004, 005 and 006, 007 and 008 remain in effect.**

**Bid Fax: (819) 997-9776**

## Comments - Commentaires

fournisseur/de l'entrepreneur

## K1A 0S5

**Instructions: Voir aux présentes**

**Vendor/Firm Name and Address**  
**Raison sociale et adresse du fournisseur/de l'entrepreneur**

Telephone No. - N° de téléphone

Facsimile No. - N° de télécopieur

Name and title of person authorized to sign on behalf of Vendor/Firm  
(type or print)

Nom et titre de la personne autorisée à signer au nom du fournisseur/  
de l'entrepreneur (taper ou écrire en caractères d'imprimerie)

**Signature**

Date \_\_\_\_\_

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**REQUEST**

**FOR**

**SUPPLY ARRANGEMENT (RFSA)**

**FOR**

**SOFTWARE LICENSING**

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#### **Forms:**

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## **PART 1 - GENERAL INFORMATION**

### **1.1 Introduction**

The Request for Supply Arrangements (RFSA) is divided into six parts:

- Part 1: **General Information** - provides a general description of the requirement
- Part 2: **Supplier Instructions** - provides the instructions applicable to the clauses and conditions of the RFSA and states that the Supplier agrees to be bound by the clauses and conditions contained in all parts of the RFSA
- Part 3: **Arrangement Preparation Instructions** - provides suppliers with instructions on how to prepare their arrangement
- Part 4: **Evaluation Procedures and Basis of Selection** - indicates how the evaluation will be conducted, the evaluation criteria which must be addressed in the arrangement, and the basis of selection
- Part 5: **Certifications** - includes the certifications to be provided
- Part 6: **Supply Arrangement and Resulting Contract Clauses**
- Section 6A: **Resulting Supply Arrangement Clauses** - includes the clauses and conditions that will apply to any resulting Supply Arrangement (SA)
- Section 6B: **Software Licensing Supply Arrangement (SLSA) Catalogue** - includes the instructions for the bid solicitation, contracting process, and authorities within the scope of the SA
- Section 6C: **Resulting Contract Clauses** - includes the clauses and conditions that will apply to any resulting contract entered into pursuant to any requirements issued against the SA

The Annexes include: Annex A - Key Terms, Annex B - Contract Template, Annex C - Security Requirements Check List, Annex D - Product List and Ceiling Prices, Annex E - Software Usage and Software Maintenance and Support - Terms and Conditions, Annex F - Program Terms and Conditions, Annex G - Software Categories & Descriptions, Annex H - List of Approved Resellers, Annex I - List of Approved PWGSC and Client Authorities, Annex J - Supply Arrangement Quarterly Reports Template, Annex K - Software Licensing Supply Arrangement Bid Solicitation Template, and Annex L - Software Licensing Supply Arrangement Request for Quote Template

### **1.2 Summary**

- (a) Public Works and Government Services Canada (PWGSC), on behalf of Canada, is implementing this procurement vehicle for the delivery of various commercial software licenses and related commercial software maintenance and support, as required by Canada, in support of its various programs, operational needs and projects. It should be noted that this procurement vehicle is one of a number of vehicles that may be used to acquire such goods.
- (b) The RFSA is being issued to satisfy the requirement of Canada to establish Supply Arrangements, including a Catalogue (hereinafter referred to as the Software Licensing Supply Arrangement (SLSA) Catalogue) for commercial software licenses and related software



maintenance and support.

- (c) The RFSA is also being used to establish SAs with Aboriginal firms as defined under the Procurement Strategy for Aboriginal Business (PSAB) to allow for the possibility of Clients setting aside their requirements
- (d) Any resulting SAs may be used to acquire Goods for any Government Department, Departmental Corporation or Agency, or other Crown entity described in the Financial Administration Act (as amended from time to time), and any other party for which the Department of Public Works and Government Services may be authorized to act from time to time under section 16 of the Department of Public Works and Government Services Act (each a "Client").
- (e) All Arrangements will be effective from the date of issuance up to and including December 31st, 2015, or until such time as Canada no longer considers it to be advantageous to do so.
- (f) A Notice and the RFSA will be posted continuously on the Government Electronic Tendering Service (GETS) to allow suppliers to become qualified at any given time. The Notice will contain information on which Software Category will be processed and the date when arrangements should be submitted.
- (g) All firms, including Aboriginal firms, are invited to submit arrangements under this RFSA. On the basis of the selection criteria specified in the RFSA, SAs with Suppliers under both open and Aboriginal streams will be recommended for issuance.  
  
Those fully compliant arrangements that meet the PSAB eligibility criteria, will be recommended for issuance of Aboriginal SAs, which may be used by Clients at their discretion.
- (h) Once a Supplier qualifies for an arrangement they will not be required to qualify again for additional categories. Canada will amend the existing arrangement for these Suppliers, at its sole discretion, to include one or more additional software categories at the Supplier's request, provided the required certifications are met.
- (i) The order of evaluation of Arrangements will be at Canada's sole discretion. The intent is to evaluate Arrangements on a first in first out basis however this may change, as required, to meet Canada's operational requirements.
- (j) Canada will not award a Supplier a SA or delay award of contract(s) to other Suppliers if a Supplier has not submitted completed documentation in its response or has submitted documentation that deviates from the terms of the RFSA.
- (k) There is no security requirement associated with the issuance of a SA. The goods to be procured under this SA may however be subject to security requirements.
- (l) The requirements may be subject to the provisions of the World Trade Organization - Agreement on Government Procurement (WTO-AGP) and/or the North American Free Trade Agreement (NAFTA), and/or the Agreement on Internal Trade (AIT). Requirements under PSAB are not subject to the international trade agreements and AIT does not apply to a procurement that is restricted to Aboriginal businesses under PSAB.

### 1.3 Communications Notification

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- (a) As a courtesy, Canada requests that successful Suppliers notify the Supply Arrangement Authority in advance of their intention to make public an announcement related to the issuance of a SA or the award of a contract resulting from the SA.

#### **1.4 Debriefings**

- (a) Suppliers may request a debriefing upon receipt of notification that their arrangement was unsuccessful. The debriefing may be provided in writing, by telephone or in person.

#### **1.5 Key Terms**

- (a) Key terms are defined in Annex A - Key Terms.

## **PART 2 - SUPPLIER INSTRUCTIONS**

### **2.1 Standard Instructions, Clauses and Conditions**

- (a) All instructions, clauses and conditions identified in the RFSA by number, date and title are set out in the Standard Acquisition Clauses and Conditions (SACC) Manual <http://sacc.pwgsc.gc.ca/sacc/index-e.jsp> issued by Public Works and Government Services Canada.
- (b) Suppliers who submit an arrangement agree to be bound by the instructions, clauses and conditions of the RFSA and accept the clauses and conditions of the SA and resulting contracts.
- (c) The 2008 (2010-10-07) Standard Instructions - Request for Supply Arrangements - Goods or Services, are incorporated by reference into and form part of the RFSA.
- (d) The following SACC Manual Clauses are incorporated by reference into and form part of the RFSA:
  - (i) S0005T (2007-11-30) Disclosure of Pricing
  - (ii) S0030T (2010-08-16) Financial Capability

### **2.2 Submission of Arrangements**

- (a) Arrangements must be submitted only to Public Works and Government Services Canada (PWGSC) Bid Receiving Unit at the place indicated on Page 1 of the Request for Supply Arrangements.
- (b) Due to the nature of the Request for Supply Arrangements, transmission of arrangements by facsimile or by electronic mail to PWGSC will not be accepted.

### **2.3 Enquiries - Request for Supply Arrangements**

- (a) All enquiries must be submitted in writing to the Supply Arrangement Authority.
- (b) Suppliers should reference as accurately as possible the numbered item of the RFSA to which the enquiry relates. Care should be taken 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 suppliers do so, so that the proprietary nature of the question is eliminated, and the enquiry can be answered with copies to all suppliers. It is at the sole discretion of Canada whether or not to distribute the information based on the nature of enquiry.

### **2.4 Applicable Laws**

- (a) The SA and any contract awarded under the SA must be interpreted and governed, and the relations between the parties determined, by the laws in force in the province of Ontario (Canada).

- (b) Suppliers may, at their discretion, substitute the applicable laws of a Canadian province or Canadian territory of their choice without affecting the validity of the arrangement, by deleting the name of the Canadian province or Canadian territory specified and inserting the name of the Canadian province or Canadian territory of their choice. If no change is made, it acknowledges that the applicable laws specified are acceptable to the suppliers.

## 2.5 Resellers

- (a) The SA allows Suppliers to supply commercial software products and software maintenance and support to Canada through or using the services of Resellers. A Reseller is a third party involved in the supply of deliverables under a SA at the request of a Supplier .
- (b) If a Software Publisher is entering into a SA and will be supplying through a Reseller(s), that Reseller must be listed under Annex H - List of Approved Resellers. The Supplier remains responsible for ensuring that its Resellers comply with the terms and conditions of the SA. The Supplier's use of Resellers to supply deliverables pursuant to the SA does not relieve the Supplier from meeting its obligations to Canada pursuant to the SA and the Supplier acknowledges that it is the party that is contractually obligated for all performance under a SA, regardless of whether a Reseller is utilized or not.
- (c) Resellers must be classified as either:
- (i) **Class 1 Reseller** - appointed by the Supplier for the purposes of responding to Request for Quotations and Bid Solicitations on behalf of the Supplier, receiving and fulfilling contracts, and for the purposes of receiving payment; or
  - (ii) **Class 2 Reseller** - appointed by the Supplier for the purposes of fulfilling Contracts and for the purposes of receiving payment.
- (d) A Supplier's Resellers must be approved by the Supply Arrangement Authority and specified in Annex H - List of Approved Resellers before being entitled to supply the Supplier's software products to Canada.
- (e) Section 6A.20 of the SA contains provisions relating to the removal or changing of Resellers and the suspension of a Supplier's right to use Resellers.
- (f) A Supplier must ensure that any Resellers supplies only software products or software maintenance and support in accordance with the terms of the SA. Resellers are not entitled to either:
- (i) Vary from the terms and conditions of the Suppliers' SA or any resulting contract; or
  - (ii) Supply a product beyond those listed in the Supplier's Annex D - Product List and Ceiling Prices.
- (g) The Supplier agrees and understands that it shall be the responsibility of the Supplier to ensure that its Resellers conform to the terms and conditions of the SA and any resulting contract.

## 2.6 Resellers as Suppliers

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(a) Entities other than Software Publishers are permitted to submit an arrangement and qualify as a Supplier in their own right and need not be specified as a Reseller under a Software Publisher's SA, regardless if such SA is in place. An entity other than a Software Publisher directly contracting with Canada must submit the certification from a Software Publisher(s) in accordance with Part 5, Section 5.4(b).

(b) In such case, SACC Manual 4003-02.1 License Grant is amended to the following:

The Contractor or the Software Publisher, as the case may be, grants to Canada a non-exclusive license to use and reproduce the Licensed Software in accordance with the conditions of the Contract.

(c) In such case, SACC Manual 4003-13.1 Right to License is amended to the following:

The Contractor or the Software Publisher, as the case may be, guarantees that it has the right to license the Licensed Software and full power and authority to grant to Canada all the rights granted under the Contract. The Contractor also guarantees that all necessary consents to that grant have been obtained. Canada agrees that its only remedy and the Contractor's entire obligations in relation to a breach of this guarantee are the remedies and obligations set out in the section entitled "Intellectual Property Infringement and Royalties" contained in the General Conditions or in the Articles of Agreement, as the case may be.

## **PART 3 - ARRANGEMENT PREPARATION INSTRUCTIONS**

### **3.1 Arrangement Preparation Instructions**

- (a) Canada requests that suppliers provide the arrangement in separately bound sections as follows:
- (i) Section I: (a) Technical, and (b) Financial Arrangement (1 hard copy and 2 soft copies on CD, DVD, or USB);
  - (ii) Section II: 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.
- (b) Canada requests that suppliers follow the format instructions described below in the preparation of the arrangement:
- (i) use 8.5 x 11 inch (216 mm x 279 mm) paper;
  - (ii) use a numbering system that corresponds to that of the RFSA.

### **3.2 Section I (a): Technical Arrangement**

In the technical arrangement, the Suppliers must demonstrate that they comply with each requirement contained in the RFSA and provide all documents and information that is requested. The technical arrangement should address clearly and in sufficient depth the points that are subject to the evaluation criteria against which the arrangement will be evaluated. Canada requests that the suppliers address and present topics and information in the format outlined in each annex.

The technical arrangement consists of:

- (a) **Arrangement Submission Form:** The Arrangement Submission Form must accompany the arrangements. It provides a common form in which Suppliers can provide information required, such as a contact name, the Supplier's Procurement Business Number, the Suppliers status under the Federal Contractors Program for Employment Equity, etc. If Canada determines that the information required by the Arrangement Submission Form is incomplete or requires correction, Canada will provide the Supplier with an opportunity to do so.
- (b) **Product List and Ceiling Prices:** Suppliers are requested to provide the following information in the format outlined in Annex D - Product List and Ceiling Prices:
- (i) **Manufacturer's Part No.:** Supplier must provide the part number that the Software Publisher uses to identify the product commercially;
  - (ii) **Manufacturer's Product Name:** Supplier must provide the commercial product name that the Software Publisher used to identify the product;
  - (iii) **Manufacturer's Name:** Supplier must provide the name of the Software Publisher that produces the product;
  - (iv) **License Type:** Supplier must enter the license type such as "per user", "per CPU", "per device", etc.) under which the software will be licensed to Canada;
  - (v) **Software Category:** the Supplier must enter the applicable software category of the product. The software category must correspond with the category descriptions under Annex G - Software Categories & Descriptions.
  - (vi) **Language(s) available:** The Supplier must provide the language(s) under which the software is available such as English, French and/or other.

- (vii) **Product Information:** The Supplier may provide product information and/or web site URL containing product information.
- (viii) **Warranty Period:** The Supplier should provide the Warranty Period for the software (ex: 90 days, one year, etc.).
- (ix) **Operating System:** The Supplier must provide the platform(s) on which the software can operate (ex: Windows, Linux, Unix).

The Product List and Ceiling Prices must only include Software and Software Maintenance and Support. No professional services or appliance solutions may be included.

- (c) **Software Usage and Software Maintenance and Support - Terms and Conditions:** Suppliers may submit Software Usage and Software Maintenance and Support Services - Terms and Conditions, to be included in Annex E - Software Usage and Software Maintenance and Support - Terms and Conditions. The Supplier acknowledges and agrees that by submitting a supply arrangement the resulting contract clauses will, in the event of conflict, supersede the terms contained in the Supplier's Software Usage and Software Maintenance and Support - Terms and Conditions, notwithstanding any language to the contrary.

- (i) **Software Usage:** Terms and Conditions that apply to Canada's use of the software may consist of a single document which applies to all software products or may consist of multiple product specific documents. Should a Supplier submit multiple product specific software usage terms, the Supplier must clearly outline which product(s) listed in Annex D - Product List and Ceiling Prices the terms apply to.

The following should be addressed in the Supplier's software usage terms and conditions:

- (A) license type (e.g. Device, User, etc.) ;
- (B) model (e.g. Perpetual, Term, etc.);
- (C) metric (how the usage is measured);
- (D) rights to use; and
- (E) limitations of use.

- (ii) **Maintenance and Support:** Terms and Conditions that outline the Supplier's maintenance and support offering may consist of a single document which applies to all software products or may consist of multiple product specific documents. Should a Supplier submit multiple product specific software maintenance and support terms, the Supplier must clearly outline which products listed in Annex D - Product List and Ceiling Prices, the terms apply to. If software maintenance and support terms are already specified in the Software Usage Terms and Conditions, duplicate terms need not be provided.

The following should be addressed in the Supplier's Maintenance Support terms and conditions:

- (A) period during which the Supplier will support the Licensed Software;
- (B) hours of support;
- (C) contact and procedure information for accessing Support;
- (D) procedures for resolution of problems;

- 
- (E) response times;
  - (F) procedures on how and when all telephone, fax or email communications will be responded to; and
  - (G) support web site availability to Canada's users (ex: 24 hours a day, 365 days a year, and 99% of the time).
- (i) **Electronic copies:** soft copies of Software Usage and Software Maintenance and Support Terms and Conditions must be provided in PDF format.
- (d) **Program Terms and Conditions:** Suppliers may submit Program Terms and Conditions, to be included in Annex F - Program Terms and Conditions. The Supplier acknowledges and agrees that by submitting a supply arrangement the resulting contract clauses will supersede the terms contained in the Supplier's Program Terms and Conditions, notwithstanding any language to the contrary.
- (i) **Program:** Terms and Conditions that apply to Canada as a major Customer of a manufacturer's products. For the purpose of Supplier's Programs, Canada must be treated as a single Entity. Programs targeting specific Client(s) are not permitted.
- Examples of Programs include enterprise programs, volume based programs, and business level agreements.
- The following could be addressed in the terms:
- (A) Additional grants, rights, or entitlements;
  - (B) Volume discount programs
- (ii) **Electronic copies:** soft copies of Program Terms and Conditions must be provided in PDF format.
- (e) **List of Approved Resellers:** Suppliers may submit a list of Resellers in accordance with Article 2.5 and Annex H - List of Approved Resellers.
- (i)

### 3.3 Section I (b): Financial Arrangement

Suppliers must submit the financial arrangement by completing the column related to price in the table in Annex D - Product List and Ceiling Prices.

- (e) Suppliers must submit prices for all items proposed in Annex D - Product List and Ceiling Prices. The prices must be:
  - (i) Ceiling unit price;
  - (ii) in Canadian dollars;
  - (iii) exclusive of Goods and Services Tax or Harmonized Sales tax; and
  - (iv) for a period no greater than one year.

### 3.4 Section II: Certifications

- (a) Suppliers must submit the certifications required under Part 5 - Certifications.



## **PART 4 - EVALUATION PROCEDURES AND BASIS OF SELECTION**

### **4.1 Evaluation Procedures**

- (a) Arrangements will be assessed in accordance with the entire requirement of the Request for Supply Arrangements including the technical and financial evaluation criteria.
- (b) An evaluation team composed of representatives of Canada will evaluate the arrangements.
- (c) **Requests for Clarifications:** If Canada seeks clarification or verification from the Supplier about its arrangement, the Supplier will have 2 working days (or a longer period if specified in writing by the Supply Arrangement Authority) to provide the necessary information to Canada. Failure to meet any deadline will render the arrangement non-responsive, on "hold", or will create delay in processing a Supplier's SA.
- (f) **Right of Canada:**
  - (i) Canada reserves the right to reject any of the products proposed by a Supplier and enter into negotiation related to any ceiling prices under Annex D - Product List and Ceiling Prices;
  - (ii) Canada reserves the right to reject or negotiate any of the terms and conditions proposed by a Supplier and submitted under Annex E - Software Usage and Software Maintenance and Support - Terms and Conditions. No Supply Arrangement will be awarded unless and until Canada has approved all such terms and conditions;
  - (iii) Canada reserves the right to reject or negotiate the terms proposed by a Supplier and submitted under Annex F - Program Terms and Conditions. No Supply Arrangement will be awarded unless and until Canada has approved all such terms and conditions;
  - (iv) Canada reserves the right to reject proposed products under a specific Software Category or to request that a Supplier reclassify the products which it deems to not correspond with the category definitions under Annex G - Software Categories & Descriptions.

### **4.2 Technical and Financial Evaluation**

- (a) The arrangement will be reviewed to determine whether it meets the mandatory requirements of the RFSA. All elements of the RFSA that are mandatory requirements are identified specifically with the words "must" or "mandatory". Arrangements that do not comply with each and every mandatory requirement will be considered non-responsive and be disqualified.
- (b) The mandatory requirements are as follows:
  - (i) Arrangement Submission Form as per Article 3.2 (a);
  - (ii) Product List and Ceiling Prices as per Article 3.2 (b);
  - (iii) Confirmation of Reseller Status as per Article 3.2(e), if applicable;
  - (iv) Prices per Article 3.3;
  - (v) Certifications as per Article 3.4; and,
  - (vi) Financial capability as per SACC S0030T.

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#### **4.3 Basis of Selection**

- (a) An arrangement must comply with the requirements of the Request for Supply Arrangements and meet all mandatory technical evaluation criteria and financial evaluation criteria to be declared responsive.

## **PART 5 - CERTIFICATIONS**

- (a) Suppliers must provide the required certifications to be issued a SA. Canada will declare an arrangement non-responsive if the required certifications are not completed and submitted as requested.
- (b) Compliance with the certifications suppliers provide to Canada is subject to verification by Canada during the arrangement evaluation period (before issuance of a SA) and after issuance of a SA. The Supply Arrangement Authority will have the right to ask for additional information to verify suppliers' compliance with the certifications before issuance of a SA. The arrangement will be declared non-responsive if any certification made by the Supplier is untrue, whether made knowingly or unknowingly. Failure to comply with the certifications or to comply with the request of the Supply Arrangement Authority for additional information will also render the arrangement non-responsive.

### **5.1 Certifications Precedent to Issuance of a Supply Arrangement**

- (a) The certifications listed below must be completed and submitted with the arrangement. If any of these required certifications is not completed and submitted as requested, the Supply Arrangement Authority will so inform the Supplier and provide the Supplier with a time frame within which to meet the requirement. Failure to comply with the request of the Supply Arrangement Authority and meet the requirements within that time period will render the arrangement non-responsive, on "hold", or will create delay in processing a Supplier's SA.

### **5.2 Federal Contractors Program - \$200,000 or more**

- (a) The Federal Contractors Program (FCP) requires that some suppliers, including a supplier who is a member of a joint venture, bidding for federal government contracts, valued at \$200,000 or more (including all applicable taxes), make a formal commitment to implement employment equity. This is a condition precedent to contract award. If the Supplier, or, if the Supplier is a joint venture and if any member of the joint venture, is subject to the FCP, evidence of its commitment must be provided before the award of the Contract.

Suppliers who have been declared ineligible contractors by Human Resources and Skills Development Canada (HRSDC) are no longer eligible to receive government contracts over the threshold for solicitation of bids as set out in the Government Contracts Regulations. Suppliers may be declared ineligible contractors either as a result of a finding of non-compliance by HRSDC, or following their voluntary withdrawal from the FCP for a reason other than the reduction of their workforce to less than 100 employees. Any bids from ineligible contractors, including a bid from a joint venture that has a member who is an ineligible contractor, will be declared non-responsive.

- (b) If the Supplier does not fall within the exceptions enumerated in (i) or (ii) below, or does not have a valid certificate number confirming its adherence to the FCP, the Supplier must fax (819-953-8768) a copy of the signed form LAB 1168, Certificate of Commitment to Implement Employment Equity <http://www1.servicecanada.gc.ca/cgi-bin/search/eforms/index.cgi?app=profile&form=lab1168&dept=sc&lang=e>, to the Labour Branch of HRSDC.
- (c) The Supplier, or, if the Supplier is a joint venture the member of the joint venture, certifies its status with the FCP, as follows:

The Supplier or the member of the joint venture

- (i) ( ) is not subject to the FCP, having a workforce of less than 100 full-time or part-time permanent employees, or temporary employees having worked 12 weeks or more in Canada;
- (ii) ( ) is not subject to the FCP, being a regulated employer under the Employment Equity Act, S.C. 1995, c. 44;
- (iii) ( ) is subject to the requirements of the FCP, having a workforce of 100 or more full-time or part-time permanent employees, or temporary employees having worked 12 weeks or more in Canada, but has not previously obtained a certificate number from HRSDC (having not bid on requirements of \$200,000 or more), in which case a duly signed certificate of commitment is attached;
- (iv) ( ) is subject to the FCP, and has a valid certificate number as follows: \_\_\_\_\_ (e.g. has not been declared an ineligible contractor by HRSDC.)

Further information on the FCP is available on the following HRSDC Web site:

<http://www.hrsdc.gc.ca/en/labour/equality/fcp/index.shtml>.

### 5.3 Identification of Green Suppliers

Suppliers are requested to identify if they meet the "Green Company" Guidelines below. A supplier that meets the criteria may be identified in SLSA Catalogue as a "Green Company".

Green Company:

A "green" company is defined as a company having an Environmental Management System (EMS) in place at a production facility. Manufacturers must operate with an EMS certified by a qualified registrar as complying with the ISO 14001 standard

### 5.4 Set Aside under the Procurement Strategy for Aboriginal Business (PSAB)

Aboriginal Suppliers must complete the "Certification Requirements for the Set-Aside Program for Aboriginal Business" form included with the RFSA. It is a precondition to the submission of a valid Set-Aside Arrangement that this certification be accurately completed. Failure to complete, and submit the Certification with the Arrangement shall render the offer non-compliant under the Set-Aside stream of this RFSA.

By executing the certification the Supplier:

- (a) certifies that it meets, and will continue to meet through out the duration of the Supply Arrangement, the requirements described in the Annex 9.4 (Procurement Strategy for Aboriginal Business) of the Supply Manual  
<http://www.tpsgc-pwgsc.gc.ca/app-acq/ga-sm/chapitre09-chapter09-eng.html#sa9-4>.
- (b) agrees that any subcontractors it engages under the Arrangement must satisfy the requirements described in the above mentioned annex.
- (c) agrees to provide to Canada, immediately upon request, evidence supporting any subcontractor's compliance with the requirements described in the above-mentioned annex.

## 5.5 Owner/Employee Certification - Set-aside for Aboriginal Business

If requested by the Supply Arrangement Authority, the Supplier must provide the following certification for each owner and employee who is Aboriginal:

1. I am \_\_\_\_\_ (insert "an owner" and/or "a full-time employee") of \_\_\_\_\_ (insert name of business), and an Aboriginal person, as defined in Annex 9.4 of the Supply Manual, entitled "Requirements for the Set-aside Program for Aboriginal Business" .

2. I certify that the above statement is true and consent to its verification upon request by Canada.

\_\_\_\_\_  
 \_\_\_\_\_  
 \_\_\_\_\_

Printed name of owner and/or employee  
 Signature of owner and/or employee  
 Date

## 5.6 Supplier Certifies that All Software is "Off-the-Shelf"

- (a) All proposed software and software maintenance and support in response to this RFSA must be "Off-the-Shelf", meaning that each software component 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 software proposed is a fully compatible extension of a field-proven product line, it must have been publicly announced on or before the date that the arrangement is submitted. By submitting an arrangement, the Supplier is certifying that all the software proposed is off-the-shelf.

## 5.7 Software Publisher Certification, Software Publisher Authorization, and Open Source Software Certification

- (a) **Software Publisher Certification:** If the Supplier is the Software Publisher for any of the proprietary software component(s) it proposes, Canada requires that the Supplier must confirm in writing that it is the Software Publisher. Suppliers are requested to use the Software Publisher Certification Form included with the RFSA.
- (b) **Software Publisher Authorization:** Any Supplier that is not the Software Publisher of all the proprietary software products or components proposed as part of its arrangement must submit proof of the Software Publisher's authorization, which must be signed by the Software Publisher (not the Supplier). No Supply Arrangement will be awarded to a Supplier 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 Supplier originates with multiple Software Publishers, authorization is required from each Software Publisher. Suppliers are requested to use the Software Publisher Authorization Form included with the RFSA.
- (c) **Open Source Product(s) Certification:** For any non-proprietary (open source) products, the Supplier must provide certification that the Supplier has the rights to licence the products in accordance with the terms and conditions of the SA. Suppliers are requested to use the Open Source Product(s) Certification Form included with the RFSA.

## **PART 6 - SUPPLY ARRANGEMENT AND RESULTING CONTRACT CLAUSES**

### **SECTION 6A - RESULTING SUPPLY ARRANGEMENT CLAUSES**

#### **6A.1 Arrangement**

- (a) The Supply Arrangement (SA) is issued to allow Canada to set up a competitive procurement vehicle to acquire Goods through a software product catalogue that will amalgamate the product lists under all issued SAs. Goods are listed by each Supplier under Annex D - Product List and Ceiling Prices and fall under one or more of the commercial software categories listed in Annex G - Software Categories & Descriptions.

#### **6A.2 Security Requirement**

- (a) There are no security requirements required specific to the SA. The goods to be procured under this SA may, however, be subject to security requirements.

#### **6A.3 Standard Clauses and Conditions**

All clauses and conditions identified in the SA and resulting contract(s) by number, date and title are set out in the Standard Acquisition Clauses and Conditions Manual (<http://sacc.pwgsc.gc.ca/sacc/index-e.jsp>) issued by Public Works and Government Services Canada.

##### **(a) General Conditions**

2020 (2010-01-11) General Conditions - Supply Arrangement - Goods or Services, apply to and form part of the SA.

##### **(b) SACC Manual Clauses:**

The SACC Manual Clause S0030T (2010-08-16) Financial Capability is incorporated by reference into and form part of the SA:

#### **6A.4 Supply Arrangement Reporting**

- (a) The Supplier must compile and maintain data records on its provision of goods to Canada that are acquired through contracts resulting from the SA.
- (b) The Report must be in the format provided in Annex J - Supply Arrangement Quarterly Reports Template. If information is not available the reason for omission must be indicated. If no goods are provided during a specific period the Supplier must provide a "NIL" report.
- (c) The Reports must be submitted on a quarterly basis to the Supply Arrangement Authority. The quarterly reporting periods and due dates for submission are:

<b>Quarter</b>	<b>Period</b>	<b>Due Date</b>
1	April 1 to June 30	August 31 of the same year
2	July 1 to September 30	November 30 of the same year
3	October 1 to December 31	February 28 of the following year
4	January 1 to March 31	May 31 of the same year

- (d) An electronic version of the form in .csv spreadsheet format is available to the Supplier electronically by request to the Supply Arrangement Authority.
- (e) Failure to provide fully completed reports in accordance with the above instructions may result in the withdrawal by Canada from the SA, the removal of the Supplier from the list of qualified Suppliers and the application of a vendor performance corrective measure.

#### **6A.5 Disclosure and Publication of Supply Arrangement**

- (a) It is a condition of the SA that Canada has the right to publicly disclose and publish the entire contents of the SA, including ceiling price information, on 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 there could be "universal access rights" 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.
- (b) The Supplier further agrees that it will have no right of claim against Canada, the Minister, Clients, their employees, agents or servants, or any of them, in relation to disclosure of the information contained in the SA as a result of establishing a catalogue (herein after referred to as the SLSA Catalogue), and will indemnify Canada, the Minister, Clients, their employees, agents or servants, and any of them, against any action, suit, demand, right or claim asserted by anyone as a result of such disclosure.
- (d) Canada will not be liable for any errors, inconsistencies or omissions in any such published information. If the Supplier identifies any errors, inconsistencies or omissions, the Supplier agrees to notify the Supply Arrangement Authority immediately.

#### **6A.6 Authorities**

##### **(a) Supply Arrangement Authority**

The Supply Arrangement Authority is:

*(to be provided at the time of issuance of the SA)*

Name: \_\_\_\_\_

Title: \_\_\_\_\_

Public Works and Government Services Canada  
Acquisitions Branch  
Software and Shared Systems Procurement Directorate  
Place du Portage, Phase III, 4C1  
11 Laurier Street,  
Gatineau, Quebec K1A 0S5

Telephone: \_\_\_\_\_

Facsimile: 819-953-3703

E-mail address: \_\_\_\_\_@tpsgc-pwgsc.gc.ca

The Supply Arrangement Authority is the PWGSC representative responsible for the issuance of the Supply Arrangement, its administration and its revision, if applicable.

##### **(b) Supplier's Representative**

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Buyer ID - Id de l'acheteur

015ee

CCC No./N° CCC - FMS No/ N° VME

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Name: \_\_\_\_\_

Title: \_\_\_\_\_

Address: \_\_\_\_\_

Telephone: \_\_\_\_\_

Facsimile: \_\_\_\_\_

E-mail address: \_\_\_\_\_

#### 6A.7 Identified Clients

- (a) This SA may be used to acquire goods by any Government Department, Departmental Corporation or Agency, or other body of Canada (including those described in the *Financial Administration Act* (as amended from time to time), and any other party for which the Department of Public Works and Government Services has been authorized to act from time to time under section 16 of the Department of Public Works and Government Services Act (each a "Client").

#### 6A.8 Condition to Remain a Qualified Supplier

- (a) The Supplier acknowledges that it is a condition of this SA that:
- (i) the Supplier (and its Resellers, as applicable) must continue to meet all the qualification requirements described in the RFSA during the Supply Arrangement Period;
  - (ii) the Supplier (and its Resellers, as applicable) will not publish or make available any promotional or marketing literature associated in any way with this SA without the prior approval of the Supply Arrangement Authority;
  - (iii) all certifications made in the Supplier's response to the SA must be true at the time of the submission and must remain true throughout the Supply Arrangement Period. The Supplier acknowledges that Canada is entitled to verify these certifications throughout the Supply Arrangement Period;
  - (iv) the Supplier must obtain and maintain all permits, licenses and certificates of approval required by any applicable federal, provincial or municipal legislation that are required to perform any resulting Contracts and pay any charges imposed by such legislation or regulations. Upon request, the Supplier must provide a copy of any such permit, license, or certificate to the Supply Arrangement Authority;
- (b) Canada may verify compliance with these conditions at any time during the Supply Arrangement Period and failure to meet any of these conditions constitutes grounds for the suspension of this SA.
- (c) Canada may require a Supplier to validate its qualification at any time. For example, the Supply Arrangement Authority may require a Supplier to provide evidence that:
- (i) it continues to have the financial capability; or,
  - (ii) the Joint Venture membership (if applicable) remains as stated in the SA.
- (d) The Supplier must immediately notify the SA Authority if it no longer meets any of the mandatory qualification requirements of this SA.
- (e) Where the Supplier no longer meets any of the individual requirements for qualification, Canada may, at its option:



- (i) suspend a Supplier's authority to use the SA in its entirety until the Supplier has demonstrated that it meets the requirements in respect of which it has been found deficient, during which time the Supplier will not be eligible for solicitations issued under this procurement vehicle;
- (ii) cancel the SA in its entirety in which case the Supplier may submit a new arrangement at any time; or ,
- (iii) cancel the Supplier qualification under specific software categories.

#### 6A.9 Priority of Documents

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

- (a) the Supply Arrangement and Resulting Contract Clauses;
- (b) the general conditions 2020 (2010-01-11), General Conditions - Supply Arrangement - Goods or Services
- (c) 4003 (2010-08-16) Supplemental General Conditions - Licensed Software (excluding articles 4, 5, 6, 9.2, 9.4, 14, 15 and 17);
- (d) 2010A (2010-08-16) General Conditions - Medium Complexity Goods (excluding articles 9, 16 and 18);
- (e) Annex D - Product List and Ceiling Prices
- (f) Annex E - Software Usage and Software Maintenance and Support - Terms and Conditions
- (g) Annex F - Program Terms and Conditions
- (h) the Supplier's arrangement dated \_\_\_\_\_ (insert date of arrangement) (if the arrangement was clarified or amended, insert at the time of issuance of the arrangement:) "as clarified on \_\_\_\_\_" or "as amended \_\_\_\_\_".

#### 6A.10 Certifications

- (a) Compliance with the certification requirements is a condition of the SA and subject to verification by Canada during the term of the SA and of any resulting contract. If the Supplier does not comply with any certification or it is determined that any certification made by the Supplier in the arrangement is untrue, whether made knowingly or unknowingly, Canada has the right to terminate any resulting contract for default and suspend or cancel the SA.

#### 6A.11 Applicable Laws

- (a) The SA and any Contract resulting from the SA must be interpreted and governed, and the relations between the parties determined, by the laws in force in the province of \_\_\_\_\_ (Canada). ( *insert the name of the Canadian province or Canadian territory as specified by the Supplier in the RFSA proposal, if applicable.* )

#### 6A.12 Use of Electronic Purchasing Tool

- (a) During the existence of the SA, Canada may begin using an electronic purchasing tool or other electronic tools to acquire the Goods. Canada reserves the right to make the use of the new electronic purchasing tool mandatory or optional, at its sole discretion. For all purchases for which the use of any such electronic purchasing tool is mandatory, if the Supplier chooses not to

propose their products through the electronic tool, it will be assumed that the Supplier has chosen to withdraw from the procurement vehicle.

- (b) Canada agrees to provide Suppliers with no less than three months notice to allow for the migration to any electronic purchasing tool prior to making use of the tool mandatory to all suppliers.

#### **6A.13 Updating Annex D - Product List and Ceiling Prices**

- (a) The Supplier may be permitted to update Annex D - Product List and Ceiling Prices on the first business day of each calendar month. In order to be processed, the Supply Arrangement Authority must receive the modification request thirty calendar days in advance of the scheduled update.
- (b) The Supplier's modification request must clearly highlight all proposed changes to the Product List and Ceiling Prices. Canada reserves the right to reject or negotiate the requested change prior to processing.
- (c) The Supplier must submit with the modification request, if required as a result of the modifications, any additional certifications. If any of these required certifications are not completed and submitted as requested, the Supply Arrangement Authority will so inform the Supplier and provide the Supplier with a time frame within which to meet the requirement. Failure to comply with the request of the Supply Arrangement Authority and meet the requirements within that time period will void the modification request or create delay in processing Supplier's request(s).
- (d) The Product List and Ceiling Prices must only include Software and Software Maintenance and Support. No professional services or appliance solutions may be sold under this SA.

#### **6A.14 Updating Annex E - Software Usage and Software Maintenance and Support - Terms and Conditions**

- (a) The Supplier may be permitted to update their Software Usage and Software Maintenance and Support - Terms and Conditions, on the first business day of each quarter, as defined in 6A.4. To be processed, the Supply Arrangement Authority must receive the modification request, at least thirty calendar days in advance of the scheduled update.
- (b) The Supplier's modification request must clearly highlight all proposed changes to the existing Software Usage and Software Maintenance and Support - Terms and Conditions. Canada reserves the right to reject or negotiate any requested change.
- (c) The Supplier's modification request must not result in Canada being required by the Supplier to pay any additional license fees for any owned licenses already accepted and paid for by Canada and/or as part of irrevocable options under existing Contract(s).
- (d) Only terms which are presented in full and directly included in Annex E - Software Usage and Software Maintenance and Support - Terms and Conditions will form part of any resulting Contract. Any terms or conditions that are purported to be incorporated by reference through URLs, read me files or otherwise, shall not form part of the SA.
- (e) Canada is not bound by and does not accept any "shrink-wrap" or "click-wrap" conditions or any other conditions, express or implied, that are contained in or on the software packaging or

conditions that may accompany the software in any manner, regardless of any notification to the contrary and regardless that Client has signed such agreements.

#### **6A.15 Updating Annex F - Program Terms and Conditions**

- (a) The Supplier may be permitted to update Annex F - Program Terms and Conditions on the first business day of each quarter. To be processed, the Supply Arrangement Authority must receive the modification request, at least thirty calendar days in advance of the scheduled update.
- (b) The Supplier's modification request must clearly highlight all proposed changes to Program Terms and Conditions. Canada reserves the right to reject or negotiate the requested change.
- (c) The Supplier's modification request must not result in Canada being required by the Supplier to pay any additional license fees for any owned licenses already accepted and paid for by Canada and/or as part of irrevocable options under existing Contract(s).
- (d) Only terms which are presented in full and directly included in Annex F - Program - Terms and Conditions will form part of any resulting contract. Any terms or conditions that are purported to be incorporated by reference through URLs, read me files or otherwise shall not form part of the SA.
- (e) Canada is not bound by and does not accept any "shrink-wrap" or "click-wrap" conditions or any other conditions, express or implied, that are contained in or on the software packaging or conditions that may accompany the software in any manner, regardless of any notification to the contrary and regardless of whether the Client has signed such agreements.

#### **6A.16 Effect of updated terms on additional quantities**

- (a) It is a condition of the SA that if Canada purchases additional quantities of existing licenses from a Supplier for a specific Client and the additional quantities are subject to updated usage terms with specific use rights that are more restrictive than those that applied to existing licenses, Canada may use copies of those additional licenses for that specific Client without being subject to those certain more restrictive use rights. This does not apply to usage terms changes the Supplier is required by law to make. In that case, the more restrictive usage terms applicable to the additional licenses will apply.

#### **6A.17 Authority to issue Contracts**

- (a) The Supplier agrees to execute Contracts only when issued by authorized representatives of Canada in accordance with Annex I - List of Approved PWGSC and Client Authorities.
- (b) The Supplier acknowledges that Clients do not have the authority to issue Contracts that exceed the applicable Contract Limitation as per Section 6B.2.

#### **6A.18 No Exclusions to Supplier's Obligations**

- (a) Any "notwithstanding" provisions and any disclaimers, limitations or exclusions in Annex E - Software Usage and Software Maintenance and Support - Terms and Conditions or Annex F - Program Terms and Conditions do not apply to, or override, Supplier's obligations or Canada's rights under the terms and conditions of the Resulting Contract issued in accordance with Part 6C - Resulting Contract Clauses with respect to the Licensed Software as a whole. For example, and without limiting the Supplier's obligations, the Supplier's intellectual property right

infringement obligations under Part 6C - Resulting Contract Clauses applies to all portions of the Licensed Software even if the infringement claim is in relation a third party portion of the Licensed Software provided.

#### **6A.19 Suspension or Cancellation of a Supply Arrangement**

Canada, at its sole discretion, may suspend or cancel the SA if:

- (b) Late deliveries occur;
- (c) Complete and accurate Quarterly Usage Reports are not submitted within the required time frames;
- (d) Contracts are accepted from unauthorized parties (those not listed under Annex I - List of Approved PWGSC and Client Authorities)
- (e) The product list includes unauthorized good (such as appliances) or services (such as professional services)
- (f) Violations of any of the specific terms and conditions detailed in the SA occur;
- (f) Contract(s) awarded against the SA have been terminated for default;
- (g) Canada has imposed measures on the Supplier under the PWGSC Vendor Performance Policy (or such similar policy as may be in place from time to time);
- (h) Canada has documented at least three instances of contract poor performance. An instance of poor performance may include, but is not limited to late or failed delivery of reports or goods, lack of timely notification given to the Supply Arrangement Authority of changes in the Supplier's Authorized Representative, insurance coverage or security status, and non-compliance with invoicing procedures.
- (i) Information is provided to Clients by the Supplier that conflicts with any aspect of the terms and conditions, pricing, or availability of systems currently listed in this SA.

Removal or Suspension of a Supplier's SA does not affect the right of Canada to pursue other remedies or measures that may be available.

The Supplier acknowledges that Canada has the right to publish information regarding the status of the Supplier's SA, including information related to the suspension, cancellation or withdrawal of the Reseller(s), if applicable.

#### **6A. 20 Terms Applicable to the Use of Resellers**

##### **(a) Supply Through Reseller(s)**

- (i) The Supplier may supply software products and related software maintenance and support to Canada under the SA through Reseller(s).
- (ii) The Supplier must ensure that the named Reseller(s) supply the software products and software maintenance and support only in accordance with the terms of this SA. Supplier's Resellers are not entitled to modify or vary from the terms of this SA in any way.
- (iii) The Supplier is responsible for its obligations under the SA, regardless of the acts or omissions of its Reseller(s) or any employee or agent of its Reseller(s) in carrying out or purported carrying out of the Supplier's obligations under any resulting Contract(s). The

Supplier agrees and understands that it shall be the responsibility of the Supplier to ensure that its named Reseller(s) comply with the terms and conditions of the SA.

- (iv) Subject to sub-clause 6A.20(a)(iii), where the Supplier intends to supply Goods through a Reseller(s), any of the Supplier's obligations regarding the fulfillment of that Contract may be performed by its Reseller(s).
- (v) Receipt of payment by Reseller(s) for Goods acquired through a Contract against the SA shall be deemed to be receipt of payment by the Supplier.
- (vi) Reseller(s) must be approved by the Supply Arrangement Authority and specified in Annex H - List of Approved Resellers before being entitled to supply any of the Supplier's software products to Canada.
- (vii) If during the term of the SA, there is a change of status in the Reseller(s) named in Annex H - List of Approved Resellers, the Supplier shall inform the Supply Arrangement Authority immediately in writing.
- (viii) It is the Supplier's responsibility to provide information on the content of its SA and any revision to it to its Reseller(s).

**(b) Modification by the Supplier to the List of Approved Resellers**

- (i) The Supplier must send a written notice to the Supply Arrangement Authority to request to withdraw from or to add one or more Reseller(s) to the List of Approved Resellers. Such notice shall include the date from which the change should be in effect and shall be no less than ten business days from the date of receipt of the notice. The Supplier must provide information on the reason of the withdrawal if requested to do so by the Supply Arrangement Authority.
- (ii) The Supplier agrees and understands that any removal from the List of Approved Resellers will not obligate Canada to amend awarded contracts

**(c) Suspension of the right to use a Reseller**

- (i) Canada, at its sole discretion, upon finding a Reseller not adhering to the terms of the SA, may suspend a Reseller under a SA by giving a written notice to the Supplier. The Reseller's suspension will apply to all SAs under which the Reseller is listed. Canada is not required to forward a copy of such written notice to the Reseller;
- (ii) A Reseller's suspension under the SA will take effect on the date of receipt of the written notice or at the expiration of a cure period specified in the notice, if the Supplier has not cured the default to the satisfaction of Canada within that cure period;
- (iii) Canada may, at its sole discretion, extend or impose a suspension period or remove the Reseller permanently from the List of Approved Resellers if there is a reoccurrence of the offence(s) which the notice has been based on.

**6A. 21 Status of Contractor** (only include if offeror is a qualified Aboriginal business under PSAB)

This SA is being put in place as an Aboriginal Set-Aside under PSAB. The Supplier's status as a qualified Aboriginal Set-Aside Offeror is based on the certification made with the Arrangement.

Solicitation No. - N° de l'invitation

EN578-100808/D

Amd. No. - N° de la modif.

File No. - N° du dossier

Buyer ID - Id de l'acheteur

015ee

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

EN578-100808

CCC No./N° CCC - FMS No/ N° VME

015eeEN578-100808

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Should a verification by the Minister disclose a breach of such certifications, or change in the status of the Offeror during the period of this SA, the Minister has the right to disqualify the Arrangement as an Aboriginal Set-Aside and to treat any contract under this SA as being in default, rendering the Supplier subject to the remedies set out in the certification and this Supply Arrangement.

## SECTION 6B - CONTRACTOR SELECTION METHODOLOGY

### 6B.1 General

The Supplier hereby acknowledges and agrees to provide the Goods listed in Annex D - Product List and Ceiling Prices in accordance with the procedures described below.

Canada shall acquire Goods listed in the SLSA Catalogue by:

- (a) directing a Contract to a specific Supplier; or,
- (b) issuing a Contract to the selected Supplier following the issuance of a Request for Quotations (RFQ) or bid solicitation.

Suppliers will be bound by instructions contained in the 2003 (2010-08-16) Standard Instructions - Goods or Services - Competitive Requirements which are incorporated by reference into and will form part of each Request for Quote or Bid Solicitation. If there is a conflict between the provisions of 2003 and Part 6B, Part 6B prevails.

### 6B.2 Authorities to issue Contracts

Clients and PWGSC officers who have been given the authority by PWGSC to use the SLSA are listed in Annex I - List of Approved PWGSC and Client Authorities. Suppliers are responsible to verify and confirm that the requester is an approved Authority and has not exceeded the contracting limitation for the given requirement. Canada may, at any time, modify Annex I - List of Approved PWGSC and Client Authorities.

#### (a) Client Authority Contracting Limits:

##### (i) Sole Source:

Approved Client Authorities are authorized to direct and award resulting contracts against SAs for requirements valued below \$25,000.00 CAD (GST/HST included).

##### (ii) Request For Quotations:

Subject to 6B3 below, Approved Client Authorities are authorized to issue RFQs and award resulting contracts against SAs based on the number of Sources of Supply, as determined in accordance with the guidelines detailed below. A Source of Supply is defined as a Supplier with the required manufacturer part number in its Annex D - Product List and Ceiling Prices, or a Class 1 Reseller listed under a Supplier's Annex H - List of Approved Resellers. When a Supplier has Class 1 Resellers listed in Annex H - List of Approved Resellers, only the Class 1 Resellers shall count towards the number of sources of supply.

- (A) Approved Client Authorities may issue RFQs and award resulting contracts against SAs for requirements below \$25,000.00 CAD (GST/HST included)
- (B) When two Sources of Supply exist for a given requirement, Approved Client Authorities may issue RFQs and award resulting contracts against SAs for requirements below \$40,000.00 CAD (GST/HST included)
- (C) When three to five Sources of Supply exist for a given requirement, Approved Client Authorities may issue RFQs and award resulting contracts against SAs for requirements below \$75,000.00 CAD (GST/HST included)

- (D) When six or more Sources of Supply exist for a given requirement, Approved Client Authorities may issue RFQs and award resulting contracts against SAs for requirements below \$100,000.00 CAD (GST/HST included)
- (E) Approved Client Authorities must issue RFQs to all Sources of Supply of the requirement.

(iii) **Bid Solicitations:**

Approved Client Authorities are authorized to issue bid solicitations and award resulting contracts against SAs for requirements valued below \$100,000.00 CAD (GST/HST included).

(b) **PWGSC Contracting Authority**

All procurements in excess of a Client's authority will be initiated and managed by PWGSC, on behalf of the Client. PWGSC may also manage requirements that are within a Client's authority.

**6B.3 Contractor Selection**

(a) **Requirements valued at less than \$25,000.00 CAD (GST/HST included)**

For requirements under \$25,000.00 CAD (GST/HST included), Canada may choose, at its sole discretion, to direct contracts to a Supplier or, to issue contracts following RFQs.

- (i) If only one Source of Supply exists for the required software products or related software maintenance and support, Canada may request that the Supplier submit price support prior to any Contract award. Canada reserves the right to negotiate with the Supplier if it is determined that the prices being offered do not represent good value to Canada.

(b) **Requirements valued at \$25,000.00 CAD (GST/HST included) or greater**

- (i) **Request for Quote (RFQ) Process:** For requirements when only one product or combination of products can meet Canada's technical requirements, Canada will issue a Request for Quotation (RFQ) by posting a notice on GETS and/or sending a RFQ directly to all Sources of Supply.

- (ii) **Bid Solicitation Process:** If multiple software products are available from the SLSA Catalogue that can meet Canada's technical requirements, Canada may issue bid solicitations. When possible, Canada will identify the software category(ies) that apply to the requirements. If Canada determines that there is no sufficient capability under the SLSA Catalogue or it is a complex and/or specialized requirement, Canada may acquire the Goods outside this SLSA Catalogue and extend the competition to all firms by posting a formal bid solicitation document on GETS.

(c) **Set-Aside / Aboriginal Business**

At the discretion of each Client, some solicitations against the resulting SAs may be set-aside for Aboriginal Business under the federal government's PSAB.

In the event that Canada wishes to issue a contract under the PSAB, Canada may do so by utilizing the list of Aboriginal Suppliers. All the terms and conditions as stated in this SA apply to the Aboriginal Set-Aside Suppliers.



**6B.4 Request for Quotations - Procedures**

- (a) For requirements in which only one product or combination of products can meet Canada's technical requirements, Canada will issue a Request for Quotation (RFQ) by posting a notice on GETS and/or sending a RFQ directly to all Sources of Supply of the requirement. Suppliers will have 5 working days to respond to Canada or as specified by the Approved Authority, whichever is longer.
- (b) For RFQs, Annex L - Software Licensing Supply Arrangement Request for Quote Template will be used.
- (c) For RFQs which are sent directly to Suppliers, Canada will send the RFQ to all Sources of Supply to the email addresses specified in the SAs. It is the Supplier's responsibility to ensure the accuracy of contact information for itself and its Resellers. Canada's sole responsibility is to forward the RFQ to the email address(es) specified by the Supplier.
- (d) Suppliers may only accept and respond to RFQs originating from Approved Authorities (see Annex I - List of Approved PWGSC and Client Authorities). RFQs may be sent directly to eligible Suppliers and Class 1 Resellers (if applicable) or posted on GETS at the sole discretion of Canada.
- (e) Each RFQ must contain the minimum following information:
  - (i) Bid closing date and time;
  - (ii) Address and contact information for submission of bids;
  - (iii) Security provisions (if applicable);
  - (iv) Requisition Number or Client Reference Number;
  - (v) Information related to GST and HST (as applicable);
  - (vi) Manufacturer's Part Number & Product Name as listed in the SLSA Catalogue;
  - (vii) Period of software maintenance and support (if applicable);
  - (viii) Quantity for each item;
  - (ix) Licensing metric for each item;
  - (x) Quantity for each optional item (if applicable);
  - (xi) The number of years of maintenance and support services required (if applicable);  
and
  - (xii) Approved Authority's contact name, phone number and e-mail address.
- (f) Response to RFQ: Only responses to RFQs that include the following will be considered by Canada:
  - (i) Supplier's SA number;
  - (ii) The name of the Reseller and address (if applicable) on each page of the response;

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- (iii) Unit Price for each of the Manufacturer's Part Number & Product Name. The Manufacturer's Part Number & Product Name must be identical to those listed in the issued RFQ and must be contained in the Supplier SA's Annex D – Product List and Ceiling Prices at the time of RFQ's closing date;
  - (iv) Prices in Canadian dollars;
  - (v) A firm price initial requirement that does not exceed the applicable ceiling prices in the Supplier's SA at the RFQ closing date; and
  - (vi) Ceiling prices for any irrevocable options or for any additional maintenance and support periods.
- (g) **Total Bid Price (TBP):** The financial evaluation will be conducted by calculating the TBP using the Pricing Tables completed by bidders. 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. The financial evaluation process will be as follow:
- (i) The price of the bid will be evaluated in Canadian dollars, the Goods and Services Tax or the Harmonized Sales Tax excluded, FOB destination, Canadian customs duties and excise taxes included.
  - (ii) The TBP is the arithmetic sum of the prices for the Software during the Initial Contract Period including Option Periods (if requested) including the total price of the software maintenance and support (if requested) during the Initial Contract Period and Option Periods (if requested) as provided in the bidder's financial bid and as verified by the Approved Authority.
- (h) **Enquiries:** All enquiries must be submitted in writing to the Approved Authority. Bidders should reference as accurately as possible the numbered item 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.
- (i) **Submission of Bids:** Bids must be submitted to the location specified and by the date, time and place indicated in the RFQ. It is the Bidder's responsibility to ensure that the bid has been received by Canada.
- (j) **Basis of Selection:** If there are two or more compliant bids, the contract will be awarded to the bidder with the lowest total bid price. If more than one bidder is ranked first because of identical overall price, then the Supply Arrangement Authority will be notified in writing and the RFQ will be re-tendered to the first ranked bidders.
- (k) **Only One Bid Received in Response to a RFQ:** If only one response that meets the requirements is received, Canada has the right to request that the bidder submit price support prior to contract award. If Canada determines that the prices being bid do not represent good value to Canada, Canada reserves the right to reject the offer or negotiate with that Bidder.
- (l) **Cancellation of RFQ:** Canada has the right to cancel a RFQ at any time and to re-issue the same or a similar RFQ at a later date.

## 6B.5 Bid Solicitations - Procedures

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- (a) For software solutions that exceed \$25,000.00 CAD (GST/HST included) and when there is more than one Source of Supply and there is more than one specific Manufacturer's Part Number & Product Name available to meet the requirement through the SLSA Catalogue, Canada, at its own discretion, will issue bid solicitations documents to all SLSA Suppliers through GETS. Suppliers will have a minimum of 15 calendar days to respond to Canada or as specified by the Approved Authority, whichever is longer.
- (b) For Bid Solicitations, Annex K - Software Licensing Supply Arrangement Bid Solicitation Template will be used.
- (c) Suppliers must only accept and respond to bid solicitations from an Approved Authority (see Annex I - List of Approved PWGSC and Client Authorities).
- (d) Each bid solicitation must contain the minimum following information:
- (i) Bid closing date and time;
  - (ii) Address and contact information for submission of bids;
  - (iii) The applicable trade agreement(s);
  - (iv) Security provisions (if applicable);
  - (v) Requisition Number or Client Reference Number;
  - (vi) Statement of Requirement (i.e. what the software must do) including interoperability requirements;
  - (vii) Evaluation Criteria (i.e. the methodology on how each of the rated criteria, if any, will be evaluated by Canada);
  - (viii) Initial scope of the requirement (i.e. number of users, devices, locations, as applicable) as well as optional growth to address the complete requirement and the type of license model required being sought;
  - (ix) Maintenance and support, if applicable, and the number of option periods, if applicable;
  - (x) Delivery date and delivery location(s);
  - (xi) Chosen Evaluation Selection Methodology;
  - (xii) Approved Authority's contact name, phone number and e-mail address; and
  - (xiii) Any additional terms or conditions that Canada deems necessary.
- (e) **Enquiries:** All enquiries must be submitted in writing to the Approved Authority. Bidders should reference as accurately as possible the numbered item 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.
- (f) **Submission of Bids:** Bids must be submitted to the location specified and by the date, time and place indicated by the Approved Authority.

- (g) **Cancellation of Bid Solicitation:** Canada has the right to cancel a Bid Solicitation at any time and to reissue the same or a similar Bid Solicitation at a later date.

#### 6B.6 Bid Solicitations - Statement of Requirement

Canada's Statement of Requirement (SOR) will describe the operational and technical requirements that the Software must meet at bid closing date, in order for the bidder to qualify within the competitive process. Requirement Specification will contain at a minimum:

- (i) A relevant title for the Software (also referred to as "Software Solution" or "Solution");
- (ii) Introduction or Preamble;
- (iii) Purpose, Objectives and Goals - provides the overall long-term purpose and goals and provide details on the problem(s) that need to be solved;
- (iv) Scope and future growth expected by Canada;
- (v) Computing Environment - description of the technical environment within which the Software is required to work, run, install and deploy and interoperate with (interoperability);
- (vi) Assumption, constraints, dependencies, relevant facts and perspectives;
- (vii) Description of the software maintenance and support requirements;
- (viii) A list of mandatory criteria and rated criteria (as applicable);
- (ix) Evaluation criteria for each of the rated criteria;
- (x) Any other information that Canada believes is pertinent to the requirement.

#### 6B.7 Bid Solicitations - Evaluation and Contractor Selection Methodology

- (a) **Evaluation Methodology:** Canada will evaluate Bidders on one or both of the following methods:
- (i) **Mandatory Technical Criteria:** Each bid will be reviewed for compliance with the mandatory requirements. 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. Claims in a bid that a future upgrade or release of any of product included in the bid will meet the mandatory requirements of the bid solicitation, where the upgrade or release is not available at bid closing, will not be considered; and/or
  - (ii) **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.
- (b) **Selection Methodology:** Canada will select the successful bidder based on one of the following methods. Suppliers 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 Supplier 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.
- (i) **Lowest priced compliant bid:** A bid must comply with the requirements of the bid solicitation, meet all mandatory evaluation criteria, and be successful on the PoB (if requested or conducted) . Bids not meeting those will be declared non-responsive. The

responsive bid which offers the lowest Total Bid Price will be recommended for award of a contract

If there are multiple bids with identical lowest total bid price, then the bid with the lowest total price for the software maintenance and support will be recommended for contract award; or

- (ii) **Lowest Price-Per-Point:** A bid must comply with the requirements of the bid solicitation, meet all mandatory evaluation criteria, obtain the minimum passing score or higher of the points for the evaluation criteria for the Technical Bid which are subject to point rating, and be successful on the PoB (if requested or conducted). Bids not meeting those will be declared non-responsive. The responsive bid which offer the Lowest Price-Per-Point as calculated below will be recommended for award of a contract.

$$\frac{\text{Total Bid Price}}{\text{Total Points Achieved}} = \text{Price-Per-Point}$$

If there are multiple bids with identical Price-per-Point outcomes, then the bid with the lowest total bid price will be recommended for contract award; or

- (iii) **Best Overall Solution (60% technical and 40% Price):** A bid must comply with the requirements of the bid solicitation; meet all mandatory evaluation criteria; obtains 60% or higher of the points which are subject to point rating; and be successful on the PoB (if requested or conducted). The responsive bid with the Highest Combined Rating of Technical Merit (60%) and Price (40%) as calculated below will be recommended for award of a contract.

Price is given a rating value which is included in the total calculation of the bid. 60% of the points will be awarded to the technical bid and 40% of the points will be awarded to the financial bid.

To complete this calculation the following formula is used:

$$\frac{\text{Score on the rated requirements of the bid}}{\text{Maximum score possible}} \times 60\% = \text{Total 1}$$

$$\frac{\text{Lowest Total Assessed Price}}{\text{Total Assessed Price of the bid}} \times 40\% = \text{Total 2}$$

$$(\text{Total 1}) + (\text{Total 2}) = \text{Combined Rating of Technical Merit and Price}$$

If there are multiple bids with identical outcomes, then the bid with the lowest total bid price highest technical points will be recommended for contract award.

- (c) **Total Bid Price (TBP):** The financial evaluation will be conducted by calculating the TBP using the Pricing Tables completed by bidders. 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.

The financial evaluation process will be as follow:

- (i) The price of the bid will be evaluated in Canadian dollars, the Goods and Services Tax or the Harmonized Sales Tax excluded, FOB destination, Canadian customs duties and excise taxes included.
- (ii) The TBP is the arithmetic sum of the prices for the Software during the Initial Contract Period including Option Periods (if requested) including the total price of the software maintenance and support (if requested) during the Initial Contract Period and Option Periods (if requested) as provided in the Bidder's financial bid and as verified by the Approved Authority.
- (d) **Only one responsive response to bid solicitation:** If only one responsive bid is received in response to the bid solicitation, Canada reserves the right to request that the bidder submit price support prior to contract award. If Canada determines that the prices being offered by do not represent good value to Canada. Canada reserves the right to reject the offer and negotiate with that Bidder or to reissue the bid solicitation document.

#### 6B.8 Bid Solicitations - Proof of Bid (PoB) Testing Top Ranked Responsive Bid

- (a) Canada may require that the top-ranked responsive Bidder (identified after the financial evaluation) to conduct a Proof of Bid (PoB). Through the PoB test, Canada will test the Software proposed in the top-ranked bid to confirm both that it will function as described in the bid and that it meets the technical functionality requirements described in the Statement of Requirement. The PoB test will take place at a location determined by Canada that recreates the technical environment described in the Statement of Requirement, or the PoB test may take place at a location in Canada selected by the top-ranked Bidder, if that location is agreed to by Canada and if the Bidder assumes all responsibility for recreating the technical environment described in the Statement of Requirement (it is within the Canada's sole discretion to determine whether the Bidder has accurately recreated this environment for the test). Canada will pay its own travel and salary costs associated with any PoB test.
- (b) After being notified by Canada, the Bidder will be given a maximum of 7 working days to start the installation of the proposed Software. The installation must be completed and functional within 3 working days of the Bidder starting the installation (7.5 hrs/day). Canada will then conduct the PoB test. Up to 4 representatives of the Bidder may be present during the PoB test. The representative(s) named in the bid to provide technical support during the PoB test should be available by telephone for technical advice and clarification during the PoB test; however, Canada is not required to delay the PoB test if an individual is unavailable. Once the PoB test has begun, it must be completed within 2 working days (7.5 hours per day).
- (c) Canada will document the results of the PoB Test. If Canada determines that the proposed Software does not meet any mandatory requirement of the bid solicitation, the bid will fail the PoB Test and the bid will be disqualified and Canada will then proceed with the next ranked responsive bid.
- (d) If, during the initial installation of the Software for the PoB 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 Approved Authority named in the bid solicitation. If Canada determines that the missing and/or corrupt files are for components identified in the technical bid, Canada will permit that the Bidder submits the missing files and/or replacements for the corrupt files on electronic media or 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, Canada 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. Canada will have the sole discretion to decide if the

additional files may be installed for the PoB test. Under no circumstances will files required to correct flaws in the software programming or code be permitted.

- (e) In connection with the PoB testing, the Bidder grants to Canada a limited license to use the Bidder's proposed Software for testing and evaluation purposes.

## **6B.9 Bid Solicitations - Submission of Bid Response - Instructions**

Should a Bid Solicitation process be utilized, the following bid submission requirements apply:

- (a) Bidders must provide copies of their bid and in separately bound sections as follows:
- (i) Section I: Technical Bid ( 1 hard copy *and 1 soft copy* on CD, DVD, or USB)
  - (ii) Section II: Financial Bid ( 1 hard copy *and 1 soft copy* on CD, DVD, or USB)
- If there is a discrepancy between the wording of the soft copy and the hard copy, the wording of the hard copy will have priority over the wording of the soft copy.
- Prices must appear in the financial bid only. No prices must be indicated in any other section of the bid.
- Canada reserves the right to increase the number of hard and soft copies required for evaluation purpose within the bid solicitation at its sole discretion.
- (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) Bids in response to bid solicitations must include:

### **Technical Bid:**

- (i) 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. All proposed software product(s) must be listed in the Supplier SA's Annex D – Product List and Ceiling Prices at bid closing date;
- (ii) The proposed license model (if requested). The proposed model must meet or exceed the requirement.
- (iii) The proposed maintenance and support model (if requested). The proposed model must meet or exceed the requirement.
- (iv) The technical bid must substantiate the compliance of the Bidder and its proposed products with each criteria identified in the Statement of Requirement (if applicable). The substantiation must not simply be a repetition of the requirement(s), but must explain and demonstrate how the software products being bid will meet the requirements. 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.



## Financial Bid

- (i) Bidders must submit their financial bid strictly in accordance with the Basis of Payment and Pricing Tables included in the bid solicitation without any conditions, assumptions, restrictions or otherwise and there must be no obligation for Canada to pay software maintenance and support more than one year in advance. Any financial proposal that purports to restrict the way in which Canada acquires goods or services under resulting contracts, with the exception of those limitations that are expressly set out in bid solicitation, will be treated as being non-responsive and the Bidder's proposal will be given no further consideration. The total amount of Goods and Services Tax or Harmonized Sales Tax must be shown separately, if applicable. All prices must be all inclusive firm prices or all inclusive firm per diem rates in accordance with the Basis of Payment. Unless otherwise indicated, bidders must include a single, firm or ceiling (as applicable), all-inclusive price quoted in Canadian dollars in each cell requiring an entry in the pricing tables.
- (ii) The Supplier's financial bid is not bound by the ceiling prices listed in the Supplier's Annex D - Product List and Ceiling Prices
- (iii) The financial bid must include all costs for the requirement described in the Bid Solicitation for the entire Contract Period, including any option years.
- (iv) 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.

## 6B.10 Notification of Bid Results

- (a) All bidders who respond to an RFQ or a Bid Solicitation will be notified in writing regarding the outcome of the bid within two working days of contract award. This notice will include the following information:
  - (i) The RFQ or bid solicitation number;
  - (ii) The full legal name of the successful bidder;
  - (iii) The bid's total bid price of the successful bidder;
  - (iv) The value of the awarded contract including GST/HST Included;
  - (v) The number of bid responses received; and,
  - (vi) The bid's total bid price of the bidder to whom the notification is being sent to.

## 6B.11 Contract Against a Supply Arrangement - Procedures

- (a) A Contract against the SA can be issued provided that such Contract is in accordance with the terms set out herein.
- (b) A Contract against the SA may only be issued provided that such Contract is in accordance with the terms set out herein and does not purport to revise or modify such terms or extend (or provide



Canada with the option to extend) the term of the Contract without the prior written agreement of the Supplier.

- (b) Contracts shall be issued using Annex B - Contract Template.
- (d) Only Contracts that have been signed by an Approved Authority listed in Annex I - List of Approved PWGSC and Client Authorities in the "Approved for the Minister" field are valid. Signed Contracts from personnel not listed in the Annex I - List of Approved PWGSC and Client Authorities will render these Contracts not valid and must not be accepted. It is the responsibility of the Supplier to verify and validate that all Contracts originate from Approved Authorities.
- (e) Resulting Contracts must be awarded to Suppliers who hold the SA and must not be directed to Resellers. In cases where Suppliers use the services of Resellers (see Annex H - List of Approved Resellers) to fulfill specific requirements, the selected Reseller's name and address (if any) should be included in the resulting Contract. If Canada has not selected a Reseller, the Supplier is responsible for assigning a Reseller, if applicable.
- (f) Annex B must include:
  - (i) Ship to delivery address and contact where the goods will be delivered;
  - (ii) "Supplier" name in full and the address and PBN number;
  - (iii) Security Provisions (if applicable);
  - (iv) Invoicing Instructions;
  - (v) Client's financial codes;
  - (vi) Supplier's SA number;
  - (vii) Requisition Number or Client Reference Number;
  - (viii) Information related to GST or HST (as applicable);
  - (ix) Manufacturer's Part Number & Product Name as listed in the SLSA Catalogue;
  - (x) Unit of Measure i.e. License Model (for software);
  - (xi) Type of software maintenance and support being requested (if applicable
  - (xii) Quantity;
  - (xiii) Unit Price;
  - (xiv) Extended Price; and
  - (xv) Signature of Approved Authority from the Annex I - List of Approved PWGSC and Client Authorities at the signature block in the bottom right corner on behalf of the Minister.
- (g) Upon receipt of a signed Contract, the Supplier must:
  - (xvi) Acknowledge receipt;
  - (xvii) Validate that the Contract was signed by an authority listed in Annex I- List of Approved PWGSC and Client Authorities;
  - (xviii) Verify accuracy of the part number(s), product name, description and prices; and,
  - (xix) Confirm delivery of the contracted products..
- (h) If there are any errors in the submitted Contract, the Supplier must inform the sender within three business days of receipt of the Contract.

Solicitation No. - N° de l'invitation

EN578-100808/D

Amd. No. - N° de la modif.

File No. - N° du dossier

Buyer ID - Id de l'acheteur

015ee

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

EN578-100808

015eeEN578-100808

CCC No./N° CCC - FMS No/ N° VME

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- (i) If the Contract was signed by an unauthorized personnel, the Supplier must:
  - (i) inform the individual that the Contract cannot be processed; and
  - (ii) inform the Supply Arrangement Authority.

## SECTION 6C - RESULTING CONTRACT CLAUSES

- (a) It is a condition of the SA, that the following clauses apply and are incorporated in each and every Contract issued under the SA. For administrative purpose, Annex B - Contract Template will be used for all contracts awarded under this SA.

### 6C.1 Reorganization of Client

- (a) The Contractor's obligation to provide the deliverables will not be affected by (and no additional fees will be payable as a result of) the renaming, reorganization, reconfiguration, or restructuring of the 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.
- (b) In addition to SACC 4003-08 Licensed Software - Transfer, the license is freely transferable without charge, cost, fees, penalties or otherwise except that licenses may not be transferred on a temporary basis (90 days or less).

**6C.2 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. In addition to the words defined in Annex A - Key Terms, the following words and expressions have the following meanings:

- (a) any reference to a "**deliverable**" or "**deliverables**" includes the license to use the Licensed Software
- (b) any reference to "Goods" means the software products and or the related software maintenance and support acquired by Canada under the SA;
- (c) any reference to Client means the Department, Crown Corporation, Agency, or other body of the Government of Canada for whom the Goods are being requested;
- (d) any reference to the Request for Supply Arrangement (RFSA) means the RFSA under which the SA has been issued against, as last amended, regardless of the issued date of the Supplier's SA;
- (e) any reference to "Software Licensing Supply Arrangement Catalogue" or "SLSA Catalogue" means the amalgamation of all the contents of all Supplier's SA issued against the Request for Supply Arrangement;
- (f) if the term is not specifically defined in the Supplier's Annex E - Software Usage and Software Maintenance and Support - Terms and Conditions, any reference to "Upgrade" means all commercially available enhancements, extensions, improvements, updates, releases, versions, renames, rewrites, cross-grades, components and back grades or other modifications to the Licensed Software developed or published by the Contractor or its licensor;
- (g) any reference to "Support" means the technical hotline support, web support, diagnostic tools and any other means that the Supplier uses in connection to the software but does not include the services of on-site specialists

### 6C.3 Optional Goods

- (a) If requested by Canada, the Contractor shall grant to Canada the irrevocable option to acquire the software products and/or maintenance and support listed in Table 2 - List of Optional Deliverables under the same terms and conditions as the initial requirement and at the ceiling prices listed in the issued Contract or those listed in the SA at the time of the irrevocable option is being exercised, whichever is the lowest. The option may only be exercised by the Contracting

Authority by notice in writing and will be evidenced, for administrative purposes only, through a Contract amendment.

- (b) The Contracting Authority may exercise the option at any time before the expiry of the Contract by sending a written notice to the Contractor.
- (c) All irrevocable options contained in Contracts are included solely for the administrative purposes of Canada and do not represent a commitment on the part of Canada to purchase such Goods in these amounts.
- (d) Prior to exercising any irrevocable option under an existing Contract, Canada will validate the prices against the Supplier's SA and the lower price will prevail.

#### 6C.4 Standard Clauses and Conditions

All clauses and conditions identified in the Contract by number, date and title are set out in the Standard Acquisition Clauses and Conditions Manual <http://sacc.pwgsc.gc.ca/sacc/index-e.jsp> issued by Public Works and Government Services Canada.

(a) **General Conditions:**

- (i) 2010A (2010-08-16), General Conditions - Medium Complexity - Goods (excluding articles 9 and 18) apply to and form part of the Contract.

(b) **Supplemental General Conditions:**

The following Supplemental General Conditions:

- (i) 4003 (2010-08-16), Supplemental General Conditions - Licensed Software (excluding Articles 4, 5, 6, 9.2, 9.4, 14, 15 and 17) apply and form part of the Contract.

#### 6C.5 Security Requirement

If requested by Canada in the Contract, the Contractor must refer to the Security Requirement Check List that will be attached as an annex to the contract.

#### 6C.6 Contract Period

- (a) **Contract Period:** The "Contract Period" is the entire period of time during which the Contractor is obliged to perform the Work, which:
  - (i) begins on the date the Contract is awarded; and
  - (ii) ends 1 year later, or on the day that the Software Maintenance and Support Period for the most recently purchased product expires, whichever is later.
- (b) **Option to Extend the Contract:**
  - (i) If requested by Canada, the Contractor grants to Canada the irrevocable option to extend the term of the Contract by the number of additional periods specified by Canada in Table 2 - List of Optional Deliverables of the issued contract, under the same terms and conditions. The Contractor agrees that, during the extended period of the Contract, it will be paid in accordance with the applicable provisions set out in the Basis of Payment.
  - (ii) Canada may exercise this option at any time by sending a written notice to the Contractor at least one calendar day 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.

**6C.7 Authorities****(a) Contracting Authority**

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

**(b) Technical Authority**

The Technical Authority is the representative of the Client for whom the Goods are being acquired for under the Contract and is responsible for all matters concerning the technical content of the deliverables under the Contract. Technical matters may be discussed with the Technical Authority; however, the Technical Authority has no authority to modify the deliverables under the Contract. Changes in the deliverables can only be made through an amendment issued by the Contracting Authority.

**6C.8 Inspection and Acceptance**

Notwithstanding SACC 4003-12, inspection and acceptance testing of the Licensed Software will be done at each destination to the satisfaction of the Technical Authority within 30 days of receipt of the software. Inspection and acceptance of the Licensed Software shall be deemed to be completed upon written notice from the Contracting Authority or by receipt of payment for the goods hereunder.

**6C.9 Payment****(a) Basis of Payment**

- (i) **License(s):** For the license(s) to use the software products (the "Licensed Software") including delivery, and the Software Documentation in accordance with the Contract, Canada will pay the Contractor the firm price(s) set out in the Contract, FOB destination, including all customs duties, GST/HST extra. The firm prices include the warranty during the Software Warranty Period.
- (ii) **Software Maintenance and/or Support for Licensed Software:** For Software Maintenance and/or Support throughout the Software Support Period, in accordance with the Contract, Canada will pay the Contractor, the firm price(s) set out in the Contract, FOB destination, including all customs duties, GST/HST extra.
- (iii) **Irrevocable option for additional licenses:** For additional licenses to use the Licensed Software, if Canada exercises its option, Canada will pay the Contractor the firm price(s) set out in the Contract, FOB destination, including all customs duties, GST/HST extra.

If additional licenses are requested during the Software Support Period, Canada will pay the applicable price for the Software Maintenance and Support of that number of licenses divided by the total number of days in the Software Support Period, then multiplied by the number of days remaining in the Software Support Period (in order to reflect the fact that Software Maintenance and Support will only be provided for that portion of the determined period and to establish a common expiry date).

- (iv) **Irrevocable option for additional Software Maintenance and Support:** If Canada exercises its option to extend the Software Maintenance and Support Period, Canada will

pay the Contractor the firm annual price set out in the Contract, FOB destination, including all customs duties, GST/HST extra.

**(b) Limitation of Expenditure**

Canada's total amount of fees owed to the Contractor under the Contract must not exceed the amount set out in each issued Contract. Customs duties are excluded and Goods and Services Tax or Harmonized Sales Tax is extra, if applicable. Any provisions for additional expenses or costs beyond the commitments to purchase the specific amounts or values of Goods outlined in the Contract do not apply. This limitation is exclusive of remedies for violations of intellectual property rights or violations of the agreement.

**(c) No Automatic Renewal**

Any provisions for automatic or deemed renewals that may be found in Annex E -Software Usage and Software Maintenance and Support - Terms and Conditions or Annex F - Program Terms and Conditions do not apply.

**(d) Method of Payment - 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.

**(e) Method of Payment - Software Maintenance and/or Support**

Canada will make an advance payment to the Contractor for Software Maintenance and/or 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 15 of the 2010A - General Conditions entitled "Interest on Overdue Accounts" once the dispute is resolved.

The Contractor acknowledges that this is an advance payment. Payment in advance does not prevent Canada from exercising any or all potential remedies in relation to the non-performance of Software Maintenance and/or Support, if such Software Maintenance and Support provided later is not provided in accordance with or to the extent required by the terms and conditions of the Contract.

**(f) Reseller (If applicable)**

The Reseller, if applicable, is named in the Contract and is designated as the Reseller for the purposes of receiving and fulfilling this Contract and for the purposes of receiving payment.

**6C.10 Invoicing Instructions**

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- (a) The Contractor or the designated Reseller, as the case may be, must submit invoices in accordance with Section 10 of 2010A - General Conditions.
  - (b) The invoice must include a separate line item for each subparagraph in the applicable Basis of Payment.
  - (c) By submitting invoices, the Contractor or the designated Reseller, as the case may be, is certifying that the Goods 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 or the designated Reseller, as the case may be, must provide the original of each invoice to the Technical Authority and a copy to the Contracting Authority.

#### 6C.11 Applicable Laws

The Contract must be interpreted and governed, and the relations between the parties determined, by the laws in force in the province specified in Part 6A - Supply Arrangement of the Supplier's SA.

#### 6C.12 Priority of Documents

If there is a discrepancy between the wording of any documents that appear on the following list, the wording of the document that first appears on the list has priority over the wording of any document that appears later on the list. *If there are any discrepancies between the Supplier's Program Terms and Conditions and/or Software Usage and Software Maintenance and Support - Terms and Conditions and those in the body of the RFSA and Resulting Contract clauses, the terms and conditions of the RFSA shall prevail as per this Priority of Documents:*

- (a) Current Part 6C - Resulting Contract Clauses of the RFSA # EN578-100808/D at the issued date of the contract;
- (b) 4003 (2010-08-16) Supplemental General Conditions - Licensed Software (excluding articles 4, 5, 6, 9.2, 9.4, 14, 15 and 17);
- (c) 2010A (2010-08-16) General Conditions - Medium Complexity Goods (excluding articles 9, 16 and 18);
- (d) Issued contract against Supply Arrangement ;
- (e) Bid solicitation or Request for Quote (if applicable).
- (f) Annex F - Program Terms and Conditions (if applicable);
- (g) Annex E - Software Usage and Software Maintenance and Support - Terms and Conditions (if applicable); and
- (h) Annex C - Security Requirements Checklist (if applicable);

#### 6C.13 Insurance Requirements

The Contractor is responsible for deciding if insurance coverage is necessary to fulfill its obligation under the Contract and to ensure compliance with any applicable law. Any insurance acquired or maintained by the Contractor is at its own expense and for its own benefit and protection. It does not release the Contractor from or reduce its liability under the Contract.

#### 6C.14 Limitation of Liability - Information Management/Information Technology

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- (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 section 6C.15 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.
 

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  - (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.
 

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  - (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
 

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  - (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
 

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    - (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 (v)(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 block titled "Total Estimated Cost" or shown on each call-up, purchase order or other document used to order goods or services under this instrument), or \$1,000,000.



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

- (d) The Contractor agrees that any clauses in Annex E - Software Usage and Software Maintenance and Support - Terms and Conditions or Annex F - Program Terms and Conditions which obligate Canada to indemnify or hold the Contractor or any other party harmless or any license terms that purport to impose any such obligations are without any force or effect.

## 6C.15 Intellectual Property Infringement and Royalties

- (a) If a third party claims that equipment or software that the Contractor provides under the Contract infringes any intellectual property right, the Contractor, if requested to do so by Canada, will defend Canada against the claim at the Contractor's expense. In this regard, the Contractor will pay all costs, damages and legal fees that a court finally awards, provided that Canada:
  - (i) promptly notifies the Contractor in writing of the claim; and

- (ii) co-operates with the Contractor in, and allows the Contractor full participation in, the defence and related settlement negotiations; and
- (iii) obtains the Contractor's prior approval to any agreement resulting from settlement negotiations held with the third party.

The Contractor shall participate in any claims, action or proceeding arising under subsection (b) and no such claim, action or proceeding shall be settled without the prior written approval of the Contractor and Canada.

- (b) If such a claim is made or appears likely to be made, Canada agrees to permit the Contractor to enable Canada at the Contractor's expense, to continue to use the equipment or software or to modify or replace it with equipment or software which has published specifications equal or superior to the equipment or software being replaced. If the Contractor determines that none of these alternatives is reasonably available, Canada may elect, at the Contractor's expense, to independently secure the right to continue to use the equipment or software, or Canada may require the Contractor to accept the return of the equipment or software and to refund all monies paid to the Contractor under the Contract for the equipment and software, as well as all amounts paid for services and license and development fees.
- (c) The provisions of subsections (b) and (c) do not apply in situations where the Contractor was instructed by Canada to purchase a specific item of equipment or software from a specific source on behalf of Canada. In this case, the Contractor shall ensure that its subcontract for the equipment or software states that:

*"If a third party claims that equipment or software that the subcontractor supplies under the Contract infringes any intellectual property right, the subcontractor, if requested to do so by either the Contractor or Canada, will defend the Contractor and Canada against that claim at the subcontractor's expense and will pay all costs, damages and legal fees that a court finally awards."*

In the event that the Contractor is unable to incorporate this into its subcontract, then it shall advise Canada of the situation and not proceed with the subcontract without receiving written notice from Canada that the level of intellectual property right infringement protection is acceptable.

- (d) Without prejudice to Canada's right to terminate the Contract for default prior to completion of the Work, the above represents the Contractor's entire obligation to Canada regarding any claim of infringement.
- (e) The Contractor has no obligation regarding any claim based on any of the following:
  - (i) Canada's unauthorized modification of the equipment or software, or Canada's unauthorized use of the equipment or software in other than its published specified operating environment;
  - (ii) the combination, operation or use of the equipment or software with any product, data or apparatus that the Contractor did not provide under the Contract, or which combination, operation or use the Contractor did not authorize or approve in advance, if infringement would not have occurred but for such combination, operation or use;

#### 6C.16 Licensed Software (if applicable)

- (f) **Licensed Software:** The Licensed Software includes all the products listed in the issued Contract, and any other software code forming part of those products as identified in the Software Documentation and the Specifications.

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- (g) **License Grant:** In addition to SACC 4003-02 License Grant, the Supplier or the Software Publisher, as the case may be, grants Canada a license to use the Licensed Software in accordance with the contract.
  - (h) With the exception of 6C.16(d) and unless specified otherwise in this Contract, the Contractor's standard commercial warranty as referenced in Annex E- Software Usage and Software Maintenance and Support - Terms and Conditions will apply to this Contract.
  - (i) **Warranty:** Contractor warrants that the Licensed Software will work in accordance with the Software Publisher's Specifications for the thirty day period following receipt of the Software.
  - (j) **Irrevocable License:** Canada's license under this Contract is irrevocable. With the exception of the provisions of 4003 Article 11.2, the Contractor may not revoke, shut down, terminate, or suspend Canada's license without expressed agreement by the Contracting Authority.
  - (k) **On-going Maintenance of Software Code:** 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 1 year from the date the Contract is awarded. 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 Support, the Contractor must provide written notice to Canada at least 12 months in advance of the discontinuation.

#### 6C.17 Software Maintenance and/or Support (if applicable)

- (a) **Software Maintenance and/or Support:** The Software Maintenance and/or Support, as requested in the Contract, will be delivered in accordance with Supplier's standard commercial offering, as detailed in Annex E - Software Usage and Software Maintenance and Support - Terms and Conditions.
- (b) **Error Correction:** If provided in the Contract, Canada may report to the Contractor any failure of the Licensed Programs to operate in accordance with the Software Specifications during the Software Support Period. Upon receipt of a report of a failure from Canada, unless provided otherwise in the Contract, the Contractor must use all reasonable commercial efforts to provide Canada with a correction of the Software Error which caused the failure. Any such software correction must cause the Licensed Programs to meet the Software Documentation or, if applicable, the Specifications during the Software Support Period. All Software Error corrections will become part of the Licensed Software and will be subject to the conditions of Canada's license with respect to the Licensed Software.
- (c) **No Mandatory Updates:** The failure by Canada to install a patch, update or upgrade of a licensed software does not relieve the Supplier of its obligations under the SA unless the supplier has indicated in writing that failure to install such patch, update or upgrade would place the supplier in breach or prevent them from otherwise meeting their obligations under the SA.

#### 6C.18 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 delivered electronic media used are found to contain computer viruses or other coding intended to cause malfunctions.

- (b) If 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.

#### **6C.19 Access to Canada's Property and Facilities**

- (a) 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.

#### **6C.20 Confidentiality**

- (a) The Contractor must keep confidential all information provided to the Contractor by or on behalf of Canada in connection with the Work, including any information that is confidential or proprietary to third parties, and all information conceived, developed or produced by the Contractor as part of the Work when copyright or any other intellectual property rights in such information belongs to Canada under the Contract. The Contractor must not disclose any such information without the written permission of Canada. The Contractor may disclose to a subcontractor any information necessary to perform the subcontract as long as the subcontractor agrees to keep the information confidential and that it will be used only to perform the subcontract.
- (b) The Contractor agrees to use any information provided to the Contractor by or on behalf of Canada only for the purpose of the Contract. The Contractor acknowledges that all this information remains the property of Canada or the third party, as the case may be. Unless provided otherwise in the Contract, the Contractor must deliver to Canada all such information, together with every copy, draft, working paper and note that contains such information, upon completion or termination of the Contract or at such earlier time as Canada may require.
- (c) Subject to the Access to Information Act, R.S.C. 1985, c. A-1, and to any right of Canada under the Contract to release or disclose, Canada must not release or disclose outside the Government of Canada any information delivered to Canada under the Contract that is proprietary to the Contractor or a subcontractor.
- (d) The obligations of the Parties set out in this section do not apply to any information if the information:
- (i) is publicly available from a source other than the other Party; or
  - (ii) is or becomes known to a Party from a source other than the other Party, except any source that is known to be under an obligation to the other Party not to disclose the information; or
  - (iii) is developed by a Party without use of the information of the other Party.
- (e) Wherever possible, the Contractor must mark or identify any proprietary information delivered to Canada under the Contract as "Property of (Contractor's name), permitted Government uses defined under Public Works and Government Services (PWGSC) Contract No. (fill in Contract

Number)". Canada will not be liable for any unauthorized use or disclosure of information that could have been so marked or identified and was not.

- (f) If the Contract, the Work, or any information referred to in subsection 1 is identified as TOP SECRET, SECRET, CONFIDENTIAL, or PROTECTED by Canada, the Contractor must at all times take all measures reasonably necessary for the safeguarding of the material so identified, including those set out in the PWGSC Industrial Security Manual and its supplements and any other instructions issued by Canada.
- (g) If the Contract, the Work, or any information referred to in subsection 1 is identified as TOP SECRET, SECRET, CONFIDENTIAL, or PROTECTED, by Canada, representatives of Canada are entitled to inspect the Contractor's premises and the premises of a subcontractor at any tier for security purposes at any time during the term of the Contract. The Contractor must comply with, and ensure that any subcontractor complies with, all written instructions issued by Canada dealing with the material so identified, including any requirement that employees of the Contractor or of any subcontractor execute and deliver declarations relating to reliability screenings, security clearances and other procedures.

#### **6C.21 Termination for Convenience for Software Maintenance and Support**

Notwithstanding the Termination for Convenience provisions contained at Section 23 of 2010A - General Conditions - Medium Complexity - Goods, the parties agree that in the event of termination of software maintenance and support 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.

#### **6C.22 Audit**

- (a) Client shall keep all usual and proper records relating to its reproduction, distribution and use of the Licensed Software.
- (b) No more than once per year, upon request by the Contractor to the Supply Arrangement Authority, Canada shall furnish the vendor with a written certification, signed by a senior officer of the Client, certifying that it has complied with, and is not in default of, the terms and conditions of the contract within thirty days of such request.
- (c) If any of the above reveals that Client is using the Licensed Software in excess of the license acquired under the Contract ("Excess Usage"), the Contractor will invoice Client for such underpaid fees for such Excess Usage, not to exceed the ceiling price in Annex D - Product List and Ceiling Prices in effect at the time the certification is completed. Upon receipt of such payment, Contractor grants additional licenses as required to remedy the Excess Usage on the terms of the resulting contract and fully and finally releases Client from all claims arising from such excess usage.
- (d) These provisions shall constitute Client's sole obligation in terms of demonstrating compliance and license sufficiency in respect of Client's use of the software, regardless of anything else contained in the contract or Annex "E" or "F".

#### **6C.22 Defence Contract (for Defence Production Act contracts, if applicable,)**

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

## ANNEX A

## KEY TERMS

<b>Authorized Client Authorities</b>	Clients who have been given the authority by PWGSC to use the SA are listed in Annex I - List of Approved PWGSC and Client Authorities. Only Authorized Client Authorities have the right to award Contracts under this SA. Contracts must be in accordance with the terms and conditions of the SA.
<b>Bidder</b>	The person or entity (or, in the case of a joint venture, the persons or entities) submitting a bid to perform a contract for goods, services or both. It does not include the parent, subsidiaries or other affiliates of the Bidder, or its subcontractors.
<b>Class 1 Reseller</b>	Appointed by the Supplier for the purposes of responding to RFQs and RFPs, receiving and fulfilling contracts, and for the purposes of receiving payment on their behalf.
<b>Class 2 Reseller</b>	Appointed by the Supplier for the purposes of fulfilling contracts and for the purposes of issuing invoices and receiving payment.
<b>Client</b>	See Client Department definition.
<b>Client Department</b>	Any Government Department, Departmental Corporation or Agency, or other body of the Government of Canada, including those described in the Financial Administration Act (as amended from time to time), and any other party for which the Department of Public Works and Government Services has been authorized to act from time to time under section 16 of the Department of Public Works and Government Services Act, is each a "Client".
<b>Competitor</b>	Any individual or organization, other than the Bidder, whether or not affiliated with the Bidder, who has been requested to submit a bid in response to a solicitation or who could potentially submit a bid in response to the solicitation based on their qualifications, abilities or experience
<b>Contract</b>	The Articles of Agreement, the general conditions, any Supplemental general conditions, annexes and any other document specified or referred to as forming part of the Contract, all as amended by agreement of the Parties from time to time.
<b>Contracting Authority</b>	The authority named in the contract who is responsible on behalf of the Minister for the management of the Contract and any changes to the Contract must be authorized in writing by the Contracting Authority.
<b>Contractor</b>	The Supplier, as defined in SACC 2008-04 Definition of Supplier
<b>Deliverables</b>	Includes the license to use the Licensed Software and the maintenance and support services. Licensed software itself is not a deliverable, because the Licensed software is only being licensed under the Contract, not sold or transferred.
<b>Goods</b>	The software products and or the related software maintenance and support acquired by Canada under the SA.
<b>Initial Contract Period</b>	The initial period, during which the Contractor must deliver, maintain and support the Licenses Software..
<b>"Off-the-shelf"</b>	Each software component 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 software proposed is a fully compatible extension of a field-proven product line, it must have been publicly announced on or before the date that the arrangement is submitted.
<b>Party</b>	Canada, the Contractor, or any other signatory to the Contract. ("Parties", includes all of them.)
<b>Proof of Performance Test (POP)</b>	A test to confirm that the solution proposed in the top-ranked bid (identified after the financial evaluation) will function as described in the bid and will meet the technical functionality requirements described in the applicable bid solicitation.
<b>Reseller</b>	A third party involved in the supply of deliverables under a SA .
<b>Software Publisher</b>	The entity or person who is the owner of the copyright in any Software product included in the arrangement and who has the right to the license and has the right to authorize others to license its software products and any underlying components
<b>Sources of Supply</b>	The number of Suppliers with the requirement's manufacturer part number included in their Annex D - Product List and Ceiling Prices, or as the number of Class 1 Resellers listed under the requirement's suppliers Annex H - List of Approved Resellers
<b>Supplier</b>	Also the Contractor, means the person or entity whose name appears on the Supply Arrangement and who has become a pre-qualified supplier and been issued a Supply Arrangement.
<b>Supply Arrangement</b>	The Supply Arrangement (SA) resulting from the supplier's arrangement submitted in response to the RFSA.
<b>Supply Arrangement Authority</b>	The person designated as such in the Supply Arrangement, or by notice to the Supplier, to act as the representative of Canada in the management of the Supply Arrangement
<b>Support</b>	The technical hotline support, web support, diagnostic tools and any other means that the Supplier uses in connection to the software, but does not include the services of on-site specialist.
<b>Technical Authority</b>	The representative of the Client 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.
<b>Upgrade</b>	Includes all commercially available enhancements, extensions, improvements, updates, releases, versions, renames, rewrites, cross-grades, components and back grades or other modifications to the Licensed Software developed or published by the Contractor or its licensor if the term is not specifically defined in the Supplier's Software Usage and Software Maintenance and Support - Terms and Conditions.
<b>Work</b>	All of the activities, services, goods, equipment, matters and things required to be done, delivered or performed by the Contractor under the Contract.

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## ANNEX B

### CONTRACT TEMPLATE

#### **CONTRACT AGAINST SUPPLY ARRANGEMENT** [Insert supply arrangement #] **FOR THE DEPARTMENT OF** [Insert name of client]

##### 1. **GENERAL**

This Contract is issued in accordance with Supply Arrangement (SA) [Insert SA #].  
The Terms and Conditions set out in the SA form part of this Contract.

##### 2. **CLIENT**

Under the Contract, the "Client" is [Insert name of client department/agency].

##### 3. **REQUIREMENT**

As detailed in Table 1 - List of Deliverables and Table 2 - List of Optional Deliverables if applicable.

##### 4. **SECURITY REQUIREMENTS** *(if applicable)*

[Security provisions per the SRCL, if applicable, shall be detailed in this section.]

##### 5. **AUTHORITIES**

###### **(a) Contracting Authority**

The Contracting Authority for the Contract is:

Name: \_\_\_\_\_  
Title: \_\_\_\_\_  
Organization: \_\_\_\_\_  
Address: \_\_\_\_\_  
Telephone: \_\_\_\_\_  
Facsimile: \_\_\_\_\_  
E-mail address: \_\_\_\_\_

###### **(b) Technical Authority**

The Technical Authority for the Contract is:

Name: \_\_\_\_\_  
Title: \_\_\_\_\_  
Organization: \_\_\_\_\_  
Address: \_\_\_\_\_  
Telephone: \_\_\_\_\_  
Facsimile: \_\_\_\_\_  
E-mail address: \_\_\_\_\_



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**6. OPTION TO EXTEND THE CONTRACT**

As detailed in the referenced SA.

**7. RESELLER NAME** *(if applicable)*

The approved Reseller for the Contract is:

Name: \_\_\_\_\_  
Title: \_\_\_\_\_  
Organization: \_\_\_\_\_  
Address: \_\_\_\_\_  
Telephone: \_\_\_\_\_  
Facsimile: \_\_\_\_\_  
E-mail address: \_\_\_\_\_

**8. SPECIAL INSTRUCTIONS** *(if applicable)*

The following Special Instructions form part of this Contract.

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**9. TABLE 1 - LIST OF INITIAL DELIVERABLES**

Table 1 - List of Initial Deliverables							
Item No.	Manufacturer's Product Name (Per SLSA Catalogue)	Manufacturer's Part No. (Per SLSA Catalogue)	Media Type (Internet Download, unless otherwise specified)	Maintenance and Support Period (If applicable)	Qty (unit of measure)	Unit Price	Extended Price
1							
...							
Sub-Total:							\$0.00
GST/HST, if applicable :							\$0.00
<b>TOTALCAD :</b>							<b>\$0.00</b>

**10. TABLE 2 - LIST OF OPTIONAL DELIVERABLES (if applicable)**

Table 2 - List of Optional Deliverables						
Item No.	Manufacturer's Product Name (If required, per Annex D or per supplier's bid)	Manufacturer's Part No. (If required, per Annex D or per supplier's bid)	Maintenance and Support Period (If applicable)	Qty (unit of measure)	Ceiling Unit Price	Extended Price
1						
...						
Sub-Total:						\$0.00
GST/HST, if applicable :						\$0.00
<b>TOTALCAD :</b>						<b>\$0.00</b>

**11. STATEMENT OF REQUIREMENTS (if applicable)**

The following Statement of Requirements forms part of this Contract.

**ALL OTHER TERMS AND CONDITIONS ARE PER THE SUPPLY ARRANGEMENT**

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## ANNEX C

### SECURITY REQUIREMENTS CHECK LIST

Note to Supplier: Security requirement, if applicable, will be added to individual contracts prior to award.

ANNEX D

PRODUCT LIST AND CEILING PRICES

Note to Supplier: This form must be completed and submitted as part of the Supplier's response to the RFSA. An electronic copy of this form can be obtained from the Supply Arrangement Authority.

PRODUCT LIST									
Item NO.	Manufacturer's Part No.	Manufacturer's Product Name	Manufacturer's Name	Ceiling Price per License	License Type	Software Category	Language	Product Information	Platform
1	(enter the Part Number that the Software Publisher uses to identify the product)	(enter the name that the Software Publisher uses to identify the product)	(enter the name of the Software Publisher that produces the product)	(enter ceiling price per license in Canadian Dollars)	(enter the license type such as "per user", "per CPU", "per device", etc.)	(enter the applicable category per Annex G - Software Categories & Descriptions)	(enter the language of the software such as English, and French)	(enter product information and/or web site URL containing product information)	enter the platform on which the software can operate such as Windows, Linux, Unix)
2									
3									

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ANNEX E

SOFTWARE USAGE AND SOFTWARE MAINTENANCE AND SUPPORT -  
TERMS AND CONDITIONS

(MUST BE COMPLETED WITH SUPPLIER'S RESPONSE TO THE RFSA AND CAN BE UPDATED ON  
A QUARTERLY BASIS THEREAFTER)

Only terms which are presented in full and directly included in Annex E - Software Usage and Software Maintenance and Support - Terms and Conditions form part of the Supply Arrangement. Any terms or conditions that are purported to be incorporated by reference through URLs, read me files or otherwise form no part of the Supply Arrangement unless such terms are presented in full and included at Annex E - Software Usage and Software Maintenance and Support - Terms and Conditions.

**Note to Suppliers:**

*The Supplier may submit Terms and Conditions that apply to the use of the software as well as the software maintenance and support. However, if there are any discrepancies between the Supplier's Terms and Conditions and those in the body of the RFSA and Resulting Contract clauses, the Terms and Conditions of the RFSA shall prevail .*

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## ANNEX F

### PROGRAM TERMS AND CONDITIONS

(MUST BE COMPLETED WITH SUPPLIER'S RESPONSE TO THE RFSA AND CAN BE UPDATED ON A QUARTERLY BASIS THEREAFTER)

The terms of this Licensing Program may replace or modify the terms under Annex E - Software Usage and Software Maintenance and Support - Terms and Conditions. In the event of conflict, the terms of Annex F - Program Terms and Conditions supersede the terms of Annex E - Software Usage and Software Maintenance and Support - Terms and Conditions. *However, if there are any discrepancies between the Supplier's Licensing Program Terms and Conditions and those in the body of the RFSA and Resulting Contract clauses, the Terms and Conditions of the RFSA shall prevail .*

Only terms which are presented in full and directly included in Annex F - Program Terms and Conditions form part of the Supply Arrangement. Any terms or conditions that are purported to be incorporated by reference through URLs, read me files or otherwise form no part of the Supply Arrangement unless such terms are presented in full and included at Annex F - Program Terms and Conditions.

**Note to Suppliers:**

*The Supplier may submit the Licensing Program Terms and Conditions that apply to the Crown as a major client of a manufacturer's products. For the purpose of programs, the Crown must be treated as a single entity. Department specific programs are not permitted. Examples of programs include enterprise programs, volume based programs, and business level agreements.*

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## ANNEX G

## SOFTWARE CATEGORIES &amp; DESCRIPTIONS

Category ID	Category	Subcategory	Description
800	Virtualization Software		Virtualization Software delivers, enables and supports virtual environments, processors and applications by isolating system resources from underlying computing or application services. Virtualization provides the components, functions and features including host and or guest systems, machines or types.
805	Virtualization Software	Application Virtualization Software	Application Virtualization Software allows for the creation of application packages independent of any operating system. The application package can be installed and isolated from the host operating system but is still able to interact with the host and other applications. Virtual applications can be freely installed or removed without disrupting the host.
810	Virtualization Software	Desktop Virtualization Software	Desktop Virtualization Software allows for the creation and modification of an operating system independent from the hardware. The virtual desktop should be able to run on multiple different hardware platforms and move freely from one to another when required without modifications.
815	Virtualization Software	Server Virtualization Software	Server Virtualization Software allows for the creation of multiple guest operating systems (Guest OS/V/M) within a server host operating system (Host OS). It allows for unmodified guest operating systems to run in isolation while using the same instruction set as the Host OS. These environments utilize some resource sharing and process isolation.
820	Virtualization Software	Storage Virtualization Software	Storage Virtualization Software allows for the separation of logical storage from the physical storage or for the elimination of dependencies between data access and location of physical data. Storage virtualization systems can provide either block-accessed storage or file accessed storage.
825	Virtualization Software	Virtualization Backup & Recovery Software	Virtualization Backup and Recovery Software provides recovery techniques with virtualized servers to improve system up time and recovery time objectives as well as recovery point objectives. This software also ensures the integrity of the data to retrieve.
830	Virtualization Software	Virtualization Management Software	Virtualization Management Software provides complete management tools to manage and optimize a virtualized environment.
835	Virtualization Software	Virtualization Monitoring Tools Software	Virtualization Monitoring Tools Software provides complete monitoring tools to monitor and set host configuration standards, infrastructure capacity, application performance and workload ownership of a virtualized environment.
840	Virtualization Software	Virtualization Security Software	Virtualization Security Software is security software specific to virtualized systems and includes software such as anti-virus, firewall, or network security.

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## ANNEX H

### LIST OF APPROVED RESELLERS

#### CLASS 1 RESELLERS

<u>Reseller Name</u>	<u>Address</u>	<u>City</u>	<u>Province Code</u>	<u>Country</u>	<u>Postal Code</u>	<u>Telephone</u>	<u>Contact Name</u>	<u>Web site</u>

#### CLASS 2 RESELLERS

<u>Reseller</u>	<u>Address</u>	<u>City</u>	<u>Province Code</u>	<u>Country</u>	<u>Postal Code</u>	<u>Telephone</u>	<u>Contact Name</u>	<u>Web site</u>

Supplier confirms that:

1. The entities outlined above have been selected as Resellers of the Supplier for the performance of the Arrangement.
2. The Resellers are aware of the relevant contractual terms and conditions of the Supply Arrangement between the Supplier and Canada and has entered into an agreement with the Supplier on terms that will not be inconsistent with the Arrangement.
3. The Resellers are in good standing and there are no reasons of which the Supplier is aware that would prevent the Reseller from performing in a manner that would allow for the satisfactory and timely performance of the Supplier's obligations under the SA.



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## ANNEX I

## LIST OF APPROVED PWGSC AND CLIENT AUTHORITIES

**Only employees of the Federal Government can be authorized to issue contracts against the Software Licensing Supply Arrangement**

This Appendix "I" will be updated on a regular basis.

Department	Limit per Contract
Approved PWGSC, Acquisition Branch Contracting Officers	Unlimited*

*\*Authorized PWGSC Contracting Authorities within Acquisitions Branch listed herein must exercise approval and signing authorities in accordance with the levels established by Treasury Board (TB) and the internal levels established by PWGSC for their position when issuing contracts.*

**PWGSC - Acquisition Branch**

PWGSC - Acquisition Branch - National Capital Region

Central Allocations Unit 0A1 Place Du Portage, Phase III 11 Laurier Street

Hull QC, K1A 0S5

Tel: 819-956-5156

Fax: 819-956-5175

Email: [RCNAttributionsCentralisees.NCRCentralAllocations@tpsgc-pwgsc.gc.ca](mailto:RCNAttributionsCentralisees.NCRCentralAllocations@tpsgc-pwgsc.gc.ca)

Officer	Phone	E-Mail
Andrea Riopel	819-956-1332	<a href="mailto:andrea.riopel@tpsgc-pwgsc.gc.ca">andrea.riopel@tpsgc-pwgsc.gc.ca</a>
Annick Pelletier	819-956-2802	<a href="mailto:annick.pelletier@tpsgc-pwgsc.gc.ca">annick.pelletier@tpsgc-pwgsc.gc.ca</a>
Annie Yang	819-956-1560	<a href="mailto:annie.yang@tpsgc-pwgsc.gc.ca">annie.yang@tpsgc-pwgsc.gc.ca</a>
Antonella DeAngelis	819-956-4917	<a href="mailto:antonella.deangelis@tpsgc-pwgsc.gc.ca">antonella.deangelis@tpsgc-pwgsc.gc.ca</a>
Audace Niyonambaza	819-956-5017	<a href="mailto:audace.niyonambaza@tpsgc-pwgsc.gc.ca">audace.niyonambaza@tpsgc-pwgsc.gc.ca</a>
Betty-Jane Horton	819-956-1360	<a href="mailto:betty-jane.horton@tpsgc-pwgsc.gc.ca">betty-jane.horton@tpsgc-pwgsc.gc.ca</a>
Carl Leblanc	819-956-4874	<a href="mailto:carl.leblanc@tpsgc-pwgsc.gc.ca">carl.leblanc@tpsgc-pwgsc.gc.ca</a>
David Tomei	819-956-1318	<a href="mailto:david.tomei@tpsgc-pwgsc.gc.ca">david.tomei@tpsgc-pwgsc.gc.ca</a>
Denise Jalbert	819-956-1083	<a href="mailto:denise.jalbert@tpsgc-pwgsc.gc.ca">denise.jalbert@tpsgc-pwgsc.gc.ca</a>
Elizabeth Quenville	819-934-1959	<a href="mailto:elizabeth.quenville@tpsgc-pwgsc.gc.ca">elizabeth.quenville@tpsgc-pwgsc.gc.ca</a>
Emilio Franco	819-956-1184	<a href="mailto:Emilio.Franco@tpsgc-pwgsc.gc.ca">Emilio.Franco@tpsgc-pwgsc.gc.ca</a>
Emily Dolan	819-956-1205	<a href="mailto:Emily.Dolan@tpsgc-pwgsc.gc.ca">Emily.Dolan@tpsgc-pwgsc.gc.ca</a>
Fanny Mambwe	819-956-5963	<a href="mailto:fanny.mambwe@tpsgc-pwgsc.gc.ca">fanny.mambwe@tpsgc-pwgsc.gc.ca</a>
Felix Chui	819-956-9024	<a href="mailto:Felix.Chui@tpsgc-pwgsc.gc.ca">Felix.Chui@tpsgc-pwgsc.gc.ca</a>
Francine Beauparlant	819-956-1144	<a href="mailto:francine.beauparlant@tpsgc-pwgsc.gc.ca">francine.beauparlant@tpsgc-pwgsc.gc.ca</a>
Gabriele Mathieu Monger	819-956-9136	<a href="mailto:Gabriele.MathieuMonger@tpsgc-pwgsc.gc.ca">Gabriele.MathieuMonger@tpsgc-pwgsc.gc.ca</a>
Glenn McIlroy	819-956-0974	<a href="mailto:glenn.mcilroy@tpsgc-pwgsc.gc.ca">glenn.mcilroy@tpsgc-pwgsc.gc.ca</a>
Hellas Uddin	819-956-1646	<a href="mailto:hellas.uddin@tpsgc-pwgsc.gc.ca">hellas.uddin@tpsgc-pwgsc.gc.ca</a>
Hong Xu	819-956-6125	<a href="mailto:hong.xu@tpsgc-pwgsc.gc.ca">hong.xu@tpsgc-pwgsc.gc.ca</a>
Jean D. Gasake	819-956-1435	<a href="mailto:jean.gasake@tpsgc-pwgsc.gc.ca">jean.gasake@tpsgc-pwgsc.gc.ca</a>
Joanne Yakabuskie	819-956-1112	<a href="mailto:joanne.yakabuskie@tpsgc-pwgsc.gc.ca">joanne.yakabuskie@tpsgc-pwgsc.gc.ca</a>
Jocelyne Gagnon	819-956-3769	<a href="mailto:jocelyne.c.gagnon@tpsgc-pwgsc.gc.ca">jocelyne.c.gagnon@tpsgc-pwgsc.gc.ca</a>
John McKay	819-956-5839	<a href="mailto:john.mckay@tpsgc-pwgsc.gc.ca">john.mckay@tpsgc-pwgsc.gc.ca</a>
Johnson Wong	819-956-1161	<a href="mailto:Johnson.Wong@tpsgc-pwgsc.gc.ca">Johnson.Wong@tpsgc-pwgsc.gc.ca</a>

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Jonathan Vinet	819-956-2802	<a href="mailto:jonathan.vinet@tpsgc-pwgsc.gc.ca">jonathan.vinet@tpsgc-pwgsc.gc.ca</a>
Lloyd Chabot	819-956-8231	<a href="mailto:lloyd.e.chabot@tpsgc-pwgsc.gc.ca">lloyd.e.chabot@tpsgc-pwgsc.gc.ca</a>
Long Pan	819-956-1190	<a href="mailto:long.pan@tpsgc-pwgsc.gc.ca">long.pan@tpsgc-pwgsc.gc.ca</a>
Manon Rondeau	819-956-3492	<a href="mailto:manon.rondeau@tpsgc-pwgsc.gc.ca">manon.rondeau@tpsgc-pwgsc.gc.ca</a>
Marco Pelchat	819-956-1121	<a href="mailto:marco.pelchat@tpsgc-pwgsc.gc.ca">marco.pelchat@tpsgc-pwgsc.gc.ca</a>
Margo Conn-Harbinson	819-956-1114	<a href="mailto:margo.conn-harbinson@tpsgc-pwgsc.gc.ca">margo.conn-harbinson@tpsgc-pwgsc.gc.ca</a>
Maria Rodrigues	819-956-1191	<a href="mailto:maria.rodrigues@tpsgc-pwgsc.gc.ca">maria.rodrigues@tpsgc-pwgsc.gc.ca</a>
Mario Dicaire	819-956-1654	<a href="mailto:mario.dicaire@tpsgc-pwgsc.gc.ca">mario.dicaire@tpsgc-pwgsc.gc.ca</a>
Mario Godard	819-956-1918	<a href="mailto:mario.a.godard@tpsgc-pwgsc.gc.ca">mario.a.godard@tpsgc-pwgsc.gc.ca</a>
Martine Seguin	819-956-0528	<a href="mailto:martine.seguin@tpsgc-pwgsc.gc.ca">martine.seguin@tpsgc-pwgsc.gc.ca</a>
Meghan Roos	819-956-1434	<a href="mailto:meghan.roos@tpsgc-pwgsc.gc.ca">meghan.roos@tpsgc-pwgsc.gc.ca</a>
Michael Beaudoin	819-956-0995	<a href="mailto:michael.beaudoin@tpsgc-pwgsc.gc.ca">michael.beaudoin@tpsgc-pwgsc.gc.ca</a>
Natalie Cayer	819-956-7897	<a href="mailto:natalie.cayer@tpsgc-pwgsc.gc.ca">natalie.cayer@tpsgc-pwgsc.gc.ca</a>
Nicole Papineau	819-956-1121	<a href="mailto:nicole.papineau@tpsgc-pwgsc.gc.ca">nicole.papineau@tpsgc-pwgsc.gc.ca</a>
Pascal Alicandro	819-956-1530	<a href="mailto:pascal.alicandro@tpsgc-pwgsc.gc.ca">pascal.alicandro@tpsgc-pwgsc.gc.ca</a>
Peter Gabriel	819-956-9739	<a href="mailto:peter.gabriel@tpsgc-pwgsc.gc.ca">peter.gabriel@tpsgc-pwgsc.gc.ca</a>
Peter Lessard	819-956-5846	<a href="mailto:Peter.Lessard@tpsgc-pwgsc.gc.ca">Peter.Lessard@tpsgc-pwgsc.gc.ca</a>
Pierre Menard	819-956-1194	<a href="mailto:pierre.menard@tpsgc-pwgsc.gc.ca">pierre.menard@tpsgc-pwgsc.gc.ca</a>
Robert Dube	819-956-0473	<a href="mailto:robert.dube@tpsgc-pwgsc.gc.ca">robert.dube@tpsgc-pwgsc.gc.ca</a>
Robinah Matende	819-956-4816	<a href="mailto:Robinah.Matende@tpsgc-pwgsc.gc.ca">Robinah.Matende@tpsgc-pwgsc.gc.ca</a>
Roxane Baker	819-956-1105	<a href="mailto:roxane.baker@tpsgc-pwgsc.gc.ca">roxane.baker@tpsgc-pwgsc.gc.ca</a>
Russell McHugh	819-956-1248	<a href="mailto:russell.mchugh@tpsgc-pwgsc.gc.ca">russell.mchugh@tpsgc-pwgsc.gc.ca</a>
Scott McRae	819-956-5879	<a href="mailto:scott.mcrae@tpsgc-pwgsc.gc.ca">scott.mcrae@tpsgc-pwgsc.gc.ca</a>
Scott Soucy	819-956-1138	<a href="mailto:scott.soucy@tpsgc-pwgsc.gc.ca">scott.soucy@tpsgc-pwgsc.gc.ca</a>
Shannon MacCuaig	819-956-2625	<a href="mailto:shannon.maccuaig@tpsgc-pwgsc.gc.ca">shannon.maccuaig@tpsgc-pwgsc.gc.ca</a>
Sheila Buckle	819-956-1190	<a href="mailto:sheila.buckle@tpsgc-pwgsc.gc.ca">sheila.buckle@tpsgc-pwgsc.gc.ca</a>
Sultan Uddin Ahmed	819-956-9205	<a href="mailto:sultanuddin.ahmed@tpsgc-pwgsc.gc.ca">sultanuddin.ahmed@tpsgc-pwgsc.gc.ca</a>
Vicki Ghabban	819-956-1420	<a href="mailto:vicki.ghabban@tpsgc-pwgsc.gc.ca">vicki.ghabban@tpsgc-pwgsc.gc.ca</a>
Vidyawatti Brijmohan	819-956-1212	<a href="mailto:vidyawatti.brijmohan@tpsgc-pwgsc.gc.ca">vidyawatti.brijmohan@tpsgc-pwgsc.gc.ca</a>

For software requirements that you wish to have PWGSC, Software and Shared Systems Procurement Directorate to process please forward your requirement (on a PWGSC 9200 Requisition for Goods and Services form) to

**Central Allocations:**

Tel: 819-956-5156

Fax: 819-956-5175

Email: [RCNAtributionsCentralisees.NCRCentralAllocations@tpsgc-pwgsc.gc.ca](mailto:RCNAtributionsCentralisees.NCRCentralAllocations@tpsgc-pwgsc.gc.ca)

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ANNEX J

SUPPLY ARRANGEMENT QUARTERLY REPORTS TEMPLATE

No.	Contract No.	Contract Amd. No.	Contract or Contract Amd. Award Date	Contract Expiry Date	Client Organization Name	Part No.	Product Name	Qty	Unit Price	Total Price	Contracting Authority	Reseller
1												
2												
3												

**Definitions / Instructions:**

**No.:** Suppliers are required to report each Line Item separately

**Requisition No.:** The requisition number is unique to each contract and is listed on page 1 of each contract

**Contract Amd. No.:** The number of the contract amendment, if applicable

**Contract or Contract Amd. Award Date:** Enter the date on page one of either the contract or the contract amendment as applicable

**Contract Expiry Date:** Enter the contract expiry date, found in the terms and conditions of the contract, not including optional periods.

**Client Organization Name:** Enter the name of the client organization (such as Department of National Defence or Public Works and Government Services )

**Part No.:** Enter the Manufacturer's Part Number from Annex D - Product List and Ceiling Prices

**Product Name:** Enter the Product Name from the issued contract

**Qty:** Enter the quantity for each item

**Unit Price:** Enter the Unit Price, not including GST/HST

**Total Price:** Enter the Total Price, not including GST/HST

**Contracting Authority:** Enter the name of the Contracting Authority (i.e. name of the person who issued the contract)

**Reseller:** Enter the Reseller assigned to fulfill the contract, if applicable

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## ANNEX K

### SOFTWARE LICENSING SUPPLY ARRANGEMENT BID SOLICITATION TEMPLATE

#### **Bid Solicitation** **Under Software Licensing Supply Arrangement**

<b>Bid Solicitation No.</b>	<b>[enter #]</b>
<b>Closing Date: 2:00 p.m.</b>	<b>[enter date and time zone]</b>
<b>Delivery Location(s):</b>	<b>[enter location(s)]</b>
<b>Required Delivery Date of Initial Deliverables:</b>	<b>[enter date]</b>

#### 1. **Software Licensing Supply Arrangement Requirement**

This Bid Solicitation is issued against the Software Licensing Supply Arrangement (the "SA") PWGSC file number #. All terms and conditions of the SA apply to and form part of this Bid Solicitation and any Resulting Contract.

#### 2. **Summary**

[Initial scope of the requirement (i.e. number of users, devices, locations, as applicable) as well as potential growth to address the complete requirement and the type of license model required ]

#### 3. **Bid Solicitation**

Canada requests that the Suppliers and Class 1 Resellers review and respond, in accordance with Part 6 Section B of the SA, with its best and final offer regarding the particular requirement described herein.

#### 4. **Bid Preparation**

In addition to the number of copies required in Section 6B.9 Bid Preparation Instructions , Canada requests that bidders provide additional copies of their bid as follows:

Section I: Technical Bid ( [Insert number of copies] hard copy(ies) and [Insert number of copies] soft copy(ies) on CD, DVD or USB)

Section II: Financial Bid ( [Insert number of copies] hard copy(ies) and [Insert number of copies] soft copy(ies) on CD, DVD or USB)

#### 5. **Evaluation and Contractor Selection Methodology**

Canada will select the successful bidder based the following method as described in 6B.7 of the SA: [select one methodology]

- (i) Lowest priced compliant bid; or
- (ii) Lowest Price-Per-Point; or

(iii) Best Overall Solution (60% technical and 40% Price).

## 6. Contracting Authority

Name: \_\_\_\_\_  
 Title: \_\_\_\_\_  
 Address: \_\_\_\_\_  
 Telephone: \_\_\_\_\_  
 Facsimile: \_\_\_\_\_  
 E-mail: \_\_\_\_\_

## 7. Independent Bid

- i. By submitting a bid, the Bidder certifies that they have arrived at the accompanying bid independently from, and without consultation, communication, agreement or arrangement with, any Competitor.
- ii. If the Bidder has entered into consultations, communications, agreements or arrangements with one or more Competitors regarding this Bid Solicitation, the Bidder must disclose, in an attached document, complete details thereof, including the names of the Competitors and the nature of, and reasons for, such consultations, communications, agreements or arrangements
- iii. In particular, without limiting the generality of paragraphs 7.(a) or 7.(b) above, there has been no consultation, communication, agreement or arrangement with any competitor regarding:
  - a. Prices;
  - b. methods, factors or formulas used to calculate prices;
  - c. the intention or decision to submit, or not to submit, a bid; or
  - d. the submission of a bid which does not meet the specifications of the call for bids; except as specifically disclosed pursuant to paragraph 7.(b) above;
- iv. in addition, there has been no consultation, communication, agreement or arrangement with any competitor regarding the quality, quantity, specifications or delivery particulars of the products or services to which this call for bids relates, except as specifically authorized by the Contracting Authority or as specifically disclosed pursuant to paragraph 7.(b) above;
- v. the terms of the accompanying bid have not been, and will not be, knowingly disclosed by the Bidder, directly or indirectly, to any competitor, prior to the date and time of the official bid opening, or of the awarding of the contract, whichever comes first, unless otherwise required by law or as specifically disclosed pursuant to paragraph 7.(b) above.
- vi. The bidder understands that the accompanying bid will be disqualified if this section is found not to be true and complete in every respect

## 8. Security Provisions (if applicable)

[Security provisions per the SRCL, if applicable, shall be detailed in the bid solicitation here]

## 9. Statement of Requirement:

[The Statement of Requirement, as described in 6B.6 of the SA, shall be detailed here]

## 10. Further terms and conditions may be added as the Crown deems necessary.

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## ANNEX L

SOFTWARE LICENSING SUPPLY ARRANGEMENT  
REQUEST FOR QUOTE TEMPLATE

From:	[enter name of contracting authority] [enter title] Phone : Fax: E-mail:	[address]
To:	<b>Suppliers and Resellers of [enter Manufacturer's Products]</b>	
Date:	January 24, 2011	Pages: [enter #] (including this one)

REQUEST FOR QUOTE (RFQ)  
Under Software Licensing Supply Arrangement

RFQ Requisition No.	[enter #]
Closing Date: 2:00 p.m.	[enter date]
Delivery Location(s):	[enter location(s)]
Required Delivery Date of Initial Deliverables:	[enter date]

## 1. Software Licensing Supply Arrangement Requirement

This Request for Quote is issued against the Software Licensing Supply Arrangement (the "SA") PWGSC file number #. All terms and conditions of the SA apply to and form part of Request for Quote and any Resulting Contract.

## 2. Summary

[Enter department] (the "Client") has a requirement for the supply and delivery of the products identified in Table 1 - Initial Deliverables. There is also an option for purchase of the additional Products and/or maintenance and support specified under Table 2 - Optional Deliverables.

## 3. Request for Quotation

Canada requests that the Suppliers and Class 1 Resellers review and respond, in accordance with Part 6 Section B of the SA, with their best and final offer regarding the particular requirement described in the tables herein. Canada requests that the prices reflect the savings associated with the purchase of the volumes described herein.

#### 4. Independent Bid

- i. By submitting a bid, the Bidder certifies that they have arrived at the accompanying bid independently from, and without consultation, communication, agreement or arrangement with, any Competitor.
- ii. If the Bidder has entered into consultations, communications, agreements or arrangements with one or more Competitors regarding this Request for Quote, the Bidder must disclose, in an attached document, complete details thereof, including the names of the Competitors and the nature of, and reasons for, such consultations, communications, agreements or arrangements
- iii. In particular, without limiting the generality of paragraphs 7.(a) or 7.(b) above, there has been no consultation, communication, agreement or arrangement with any competitor regarding:
  - a. Prices;
  - b. methods, factors or formulas used to calculate prices;
  - c. the intention or decision to submit, or not to submit, a bid; or
  - d. the submission of a bid which does not meet the specifications of the call for bids; except as specifically disclosed pursuant to paragraph 7.(b) above;
- iv. in addition, there has been no consultation, communication, agreement or arrangement with any competitor regarding the quality, quantity, specifications or delivery particulars of the products or services to which this call for bids relates, except as specifically authorized by the Contracting Authority or as specifically disclosed pursuant to paragraph 7.(b) above;
- v. the terms of the accompanying bid have not been, and will not be, knowingly disclosed by the Bidder, directly or indirectly, to any competitor, prior to the date and time of the official bid opening, or of the awarding of the contract, whichever comes first, unless otherwise required by law or as specifically disclosed pursuant to paragraph 7.(b) above.

5. The bidder understands that the accompanying bid will be disqualified if this section is found not to be true and complete in every respect

#### 6. Security Provisions (if applicable)

[Security provisions per the SRCL, if applicable, shall be detailed in the RFQ]

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7. Initial Deliverables

Table 1 - List of Initial Deliverables							
Item No.	Manufacturer's Product Name (Per SLSA Catalogue)	Manufacturer's Part No. (Per SLSA Catalogue)	Media Type (Internet Download, unless otherwise specified)	Maintenance and Support Period (If applicable)	Qty (unit of measure)	Unit Price	Extended Price
1							
2							
...							
TOTAL CAD :							

8. Optional Deliverables

Table 2 - List of Optional Deliverables						
Item No.	Manufacturer's Product Name (If required, per Annex D - Product List and Ceiling Prices or per supplier's bid)	Manufacturer's Part No. (If required, per Annex D - Product List and Ceiling Prices or per supplier's bid)	Maintenance and Support Period (If applicable)	Qty (unit of measure)	Ceiling Unit Price	Extended Price
1						
2						
...						
TOTAL CAD :						



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## 9. Total Bid Price

Table 3 - Total Bid Price		
Item No.		Price
1	Total (CAD) of Initial Deliverables	
2	Total (CAD) of Optional Deliverables (if applicable)	
TOTAL BID PRICE:		\$0.00

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## FORMS

FORM 1 - ARRANGEMENT SUBMISSION FORM		
<b>Supplier's full legal name</b>		
<b>Authorized Representative of Supplier for evaluation purposes (e.g., clarifications)</b>	Name	
	Title	
	Address	
	Telephone #	
	Fax #	
	Email	
<b>Supplier's Procurement Business Number (PBN)</b> [see the Standard Instructions 2008]		
<b>Jurisdiction of Contract:</b> Province in Canada the Supplier wishes to be the legal jurisdiction applicable to the Supply Arrangement and to any resulting contracts (if other than the province of Ontario (Canada))		
<b>Federal Contractors Program for Employment Equity (FCP EE) Certification:</b>  If the Supplier is exempt, please indicate the basis for the exemption to the right. If the Supplier does not fall within the exceptions enumerated to the right, the Program requirements do apply and the Supplier is required either to:  (a) submit to the Department of HRSD form LAB 1168, Certificate of Commitment to Implement Employment Equity, DULY SIGNED; or (b) submit a valid Certificate number confirming its adherence to the FCP-EE.  Suppliers are requested to include their FCP EE Certification or signed LAB 1168 with their bid; if this information is not provided in the bid, it must be provided upon request by the Contracting Authority during evaluation.  For joint ventures, be sure to provide this information for each of the members of the joint venture.	On behalf of the Supplier, by signing below, I also confirm that the Supplier [ <i>check the box that applies</i> ]:	
	(a) is not subject to Federal Contractors Program for Employment Equity (FCP-EE), because it has a workforce of less than 100 permanent full or part-time employees in Canada;	
	(b) is not subject to FCP-EE, because it is a regulated employer under the <i>Employment Equity Act</i> ;	
	(c) is subject to the requirements of FCP-EE, because it has a workforce of 100 or more permanent full or part-time employees in Canada, but has not previously obtained a certificate number from the Department of Human Resources and Skills Development (HRSD) (having not bid on requirements of \$200,000 or more), in which case a duly signed certificate of commitment is attached; OR	
	(d) is subject to FCP-EE, and has a valid certification number as follows: _____ (and has not been declared an Ineligible Contractor by HRSD).	

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<b>Number of FTEs</b> [Suppliers are requested to indicate, the total number of full-time-equivalent positions that would be created and maintained by the Supplier as a result of its participation within this procurement vehicle. This information is for information purposes only and will not be evaluated.]	
<b>Security Clearance Level of Supplier and its Resellers</b> <i>[include both the level and the date it was granted]</i>	
<b>Aboriginal Businesses</b> <i>[Suppliers are requested to indicated if they meet the requirements as outlined in Set-Asides Program for Aboriginal Businesses (SPAB)]</i>	
<b>Canadian Small and Medium Enterprises (CSME)</b> <i>[Suppliers are requested to indicated if they meet the definition of a Canadian Small and Medium Enterprise (OSME indicated: 100 to 500 Employees = Medium; 10 to 100 = Small; 1 to 10 = Micro)]</i>	
<b>Canadian Enterprise</b> <i>[Suppliers are requested to indicated if they are Canadian Suppliers]</i>	
<b>Green Procurement</b> <i>[Suppliers are requested to identify if they meet the "Green Company" Guidelines. Suppliers must commit to providing delivery of all goods in an environmentally friendly manner]</i>	
<p>On behalf of the Supplier, by signing below, I confirm that I have read the entire Request for Supply Arrangements including the documents incorporated by reference and I certify that:</p> <p>1. The Supplier considers itself and its products able to meet all the mandatory requirements described in the RFSA;</p> <p>3. All the information provided in response to the RFSA is complete, true and accurate; and</p> <p>4. If the Supplier enters into an arrangement with Canada and if it is awarded contracts, it will accept all the terms and conditions set out in the resulting contract clauses included in Part 6C of the RFSA..</p>	
<b>Signature of Authorized Representative of Supplier</b>	

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## Form 2

### Software Publisher Certification Form

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

The Supplier 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 in accordance with the terms and conditions of the SA (and any non-proprietary sub-components incorporated into the software) on a royalty-free basis to Canada:

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[Suppliers should add or remove lines as needed, or attach the product list as an appendix]

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

---

Email for authorized signatory of SP

---

Date signed

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RFSA Number

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### Form 3

#### Software Publisher Authorization Form

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

This confirms that the Software Publisher identified below understands and acknowledges that the Supplier named below has submitted a arrangement in response to the Request for Supply Arrangement dated \_\_\_\_\_, reference number \_\_\_\_\_ issued by PWGSC. The Software Publisher hereby confirms that

- (i) The Supplier named below is authorized to supply the Software Publisher's products, listed below or attached, through its SA;
- (ii) The Software Publisher agrees to grant all licenses to be acquired under the SA in accordance with the resulting contract's terms and conditions set out in the SA; and
- (iii) The Supplier may appoint, as it deems fit, Resellers to fulfill the obligations of the SA

The Software Publisher acknowledges that the reseller has proposed to the Crown, in response to the RFSA, the following Software and other proprietary products of the Corporation.

*[Identify all of the Licensing Entities' proprietary products that are proposed by the reseller]*

\_\_\_\_\_  
\_\_\_\_\_

*[Suppliers should add or remove lines as needed, or attach the product list as an appendix]*

Name of Supplier \_\_\_\_\_

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 \_\_\_\_\_

Email for authorized signatory of SP \_\_\_\_\_

Date signed \_\_\_\_\_

RFSA Number \_\_\_\_\_

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#### Form 4

### Open Source Product(s) Certification Form

The Supplier certifies that all the following software products and components are non-proprietary software (Open Source Software Products) and that it has all the rights necessary to license them (and any non-proprietary sub-components incorporated into the software) to Canada in accordance with the terms and conditions set out in the SA:

---

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*(Suppliers should add or remove lines as needed, or attach the product list as an appendix)*

Name of Supplier 

---

Signature of authorized signatory of Supplier 

---

Print Name of authorized signatory of Supplier 

---

Print Title of authorized signatory of Supplier 

---

Address for authorized signatory of Supplier 

---

Email for authorized signatory of Supplier 

---

Date signed 

---

RFSA Number 

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## Form 5

### Certification Requirements for the Set-Aside Program for Aboriginal Business

The Supplier:

- (i) certifies that it meets, and will continue to meet throughout the duration of the Arrangement, the requirements described in the above-mentioned annex.
- (ii) agrees that any subcontractor it engages under the Arrangement must satisfy the requirements described in the above-mentioned annex.
- (iii) agrees to provide to Canada, immediately upon request, evidence supporting any subcontractor's compliance with the requirements described in the above-mentioned annex.

The Supplier must check the applicable box below:

☐ The Supplier is an Aboriginal business that is a sole proprietorship, band, limited company, co-operative, partnership or not-for-profit organization.

OR

☐ The Supplier is either a joint venture consisting of two or more Aboriginal businesses or a joint venture between an Aboriginal business and a non-Aboriginal business.\*

The Supplier must check the applicable box below:

☐ The Aboriginal business has fewer than six full-time employees.

OR

☐ The Aboriginal business has six or more full-time employees.

The Supplier must, upon request by Canada, provide all information and evidence supporting this certification. The Supplier must ensure that this evidence will be available for audit during normal business hours by a representative of Canada, who may make copies and take extracts from the evidence. The Supplier must provide all reasonably required facilities for any audits.

By submitting an arrangement, the Supplier certifies that the information submitted by the Supplier in response to the above requirements is accurate and complete.

Name of Supplier

Signature of authorized signatory of Supplier

Print Name of authorized signatory of Supplier

Print Title of authorized signatory of Supplier

Address for authorized signatory of Supplier

Email for authorized signatory of Supplier

Date signed

RFSA Number

\* **Aboriginal Joint Venture:** a joint venture consisting of two or more Aboriginal businesses or Aboriginal business(es) and a non-Aboriginal business(es), provided that the Aboriginal business(es) has at least 51 percent ownership and control of the joint venture. The joint venture has to respect the Aboriginal content requirement of 33% of the value of the work under a contract has to be performed by the Aboriginal business(es).

**RETURN BIDS TO:**  
**RETOURNER LES SOUMISSIONS À:**  
Bid Receiving - PWGSC / Réception des soumissions -  
TPSGC  
11 Laurier St. / 11, rue Laurier  
Place du Portage, Phase III  
Core 0A1 / Noyau 0A1  
Gatineau  
Quebec  
K1A 0S5  
Bid Fax: (819) 997-9776

**Revision to a Request for Supply  
Arrangement - Révision à une demande  
pour un arrangement en matière  
d'approvisionnement**

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

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

**Comments - Commentaires**

**Vendor/Firm Name and Address**  
**Raison sociale et adresse du**  
**fournisseur/de l'entrepreneur**

**Issuing Office - Bureau de distribution**  
Systems Software Procurement Division / Division  
des achats des logiciels d'exploitation  
11 Laurier St. / 11 rue, Laurier  
4C1, Place du Portage, Phase III  
Gatineau  
Quebec  
K1A 0S5

<b>Title - Sujet</b> RFSA FOR THE PROVISION OF SOFTWARE	
<b>Solicitation No. - N° de l'invitation</b> EN578-100808/D	<b>Date</b> 2011-02-10
<b>Client Reference No. - N° de référence du client</b> EN578-100808	<b>Amendment No. - N° modif.</b> 001
<b>File No. - N° de dossier</b> 015ee.EN578-100808	<b>CCC No./N° CCC - FMS No./N° VME</b>
<b>GETS Reference No. - N° de référence de SEAG</b> PW-\$SEE-015-22221	
<b>Date of Original Request for Supply Arrangement</b> 2011-01-31 <b>Date de demande pour un arrangement en matière d'app. originale</b>	
<b>Solicitation Closes - L'invitation prend fin</b> <b>at - à 02:00 PM</b> <b>on - le 2014-12-31</b>	<b>Time Zone</b> <b>Fuseau horaire</b> Eastern Standard Time EST
<b>Address Enquiries to: - Adresser toutes questions à:</b> Franco (ee div), Emilio	<b>Buyer Id - Id de l'acheteur</b> 015ee
<b>Telephone No. - N° de téléphone</b> (819) 956-1184 ( )	<b>FAX No. - N° de FAX</b> (819) 953-3703
<b>Delivery Required - Livraison exigée</b>	
<b>Destination - of Goods, Services, and Construction:</b> <b>Destination - des biens, services et construction:</b>	
<b>Security - Sécurité</b> This revision does not change the security requirements of the solicitation. Cette révision ne change pas les besoins en matière de sécurité de l'invitation.	

**Instructions: See Herein**

**Instructions: Voir aux présentes**

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



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**The purpose of this amendment is:**

- **To answer bidder questions**

**THE FOLLOWING SHALL FORM PART OF THE SOLICITATION:****1. Question 1**

**Question:** As the RFSA is being rolled out on a category by category basis and solicitation EN578-100808/D currently addresses virtualization requirements; can Suppliers offering other types of products submit an arrangement prior to the roll out of their respective category(ies)?

**Answer:** The Crown will only consider arrangements offering software which meets the specified categories under Annex G. Suppliers must wait until their specific category is rolled out prior to submitting their arrangement in response to the Request For Supply Arrangement (Solicitation EN578-100808/D).

Once a Supply Arrangement is in place, Suppliers may request to amend their product list to add products as additional categories are included in Annex G..

**2. Question 2**

**Question:** The RFSA requires ceiling prices be set, how is a Supplier to determine this price (SRP pricing, current DISO pricing etc.)?

**Answer:** Ceiling prices are the maximum prices that can be charged for a product.

Price proposals are at the discretion of the bidder. However, Suppliers should note that the Crown will make use of available resources such as available DISO pricing, GSA pricing or any other published price list to ensure the price proposal is fair and reasonable.

**3. Question 3**

**Question:** What are the respective arrangement submission deadlines for Solicitation EN578-100808/D?

**Answer:** There is no deadline to submit an Arrangement to the Crown as the RFSA is continuously posted on MERX.

The Crown anticipates to begin awarding SAs as of March 7th 2011. To be considered for award at this date arrangements should be submitted by February 21st 2011.

Arrangements submitted after February 21st 2011 will be evaluated in an order at Canada's sole discretion. The Crown's intent is to evaluate Arrangements on a first in first out basis. However, this may change as required to meet Canada's operational requirements.

#### 4. Question 4

**Question:** Can the Supply Arrangement Authority provide an electronic copy of Annex D or provide the file format expected?

**Answer:** The Crown will make electronic copies (.doc / .xls) of all of the tables and forms in the RFSA available on MERX.

#### 5. Question 5

**Question:** Many Publisher part numbers include features that may be applicable to multiple categories. Can the Crown clarify if bidders may list multiple categories per part number, provided each included feature is substantiated to comply with multiple categories in Section 1 (a) Technical Arrangement?

**Answer:** The Crown intends to allow Suppliers to list products under multiple categories. The Crown requests that the Supplier name the primary category and its multiple secondary categories (if applicable). If requested by PWGSC, a Supplier will have to substantiate the categorization of its products.

Please note the categorization in the SLSA is solely for the purpose administrating the SLSA and organizing the SLSA Catalogue. Solicitations will not be based on the given categories.

**6. Question 6**

**Question:** Many virtualization software components are provided as virtual appliances. Virtual appliances are one or more virtual machines pre-configured and optimized to provide management and security functions. Virtual appliances are software only solutions. Can the Crown confirm that the exclusion references to appliances in the RFSA are intended for appliances that include hardware elements and not virtual appliances?

**Answer:** This is correct, the Crown's intention is to exclude appliances that have hardware elements and not virtual appliances that are software only solutions.

**7. Question 7**

**Question:** Can an Aboriginal Business be listed as a Class 1 Reseller for a Bidder or is the Aboriginal Business required to be a Bidder?

**Answer:** Aboriginal Businesses may be listed as Class 1 or Class 2 Resellers. However to qualify for PSAB requirements the Aboriginal firm must be the Supplier (Supply Arrangement Holder).

**8. Question 8**

**Question:** There appears to be different Priority of Documents between the RFSA (6A.9) and resulting contract clauses (6C.12). Can the Crown clarify and the difference in priority between the two sections stated above?

**Answer:** The Priority of Documents found at 6A.9 is the priority of documents for the vendor's supply arrangement. 6C.12 is the priority of documents for the resulting contracts.

**ALL OTHER TERMS AND CONDITIONS OF THE SOLICITATION SHALL REMAIN UNCHANGED.**

**RETURN BIDS TO:**  
**RETOURNER LES SOUMISSIONS À:**  
Bid Receiving - PWGSC / Réception des soumissions -  
TPSGC  
11 Laurier St. / 11, rue Laurier  
Place du Portage, Phase III  
Core 0A1 / Noyau 0A1  
Gatineau  
Quebec  
K1A 0S5  
Bid Fax: (819) 997-9776

**Revision to a Request for Supply  
Arrangement - Révision à une demande  
pour un arrangement en matière  
d'approvisionnement**

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

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

**Comments - Commentaires**

**Vendor/Firm Name and Address**  
**Raison sociale et adresse du**  
**fournisseur/de l'entrepreneur**

**Issuing Office - Bureau de distribution**  
Systems Software Procurement Division / Division  
des achats des logiciels d'exploitation  
11 Laurier St. / 11 rue, Laurier  
4C1, Place du Portage, Phase III  
Gatineau  
Quebec  
K1A 0S5

<b>Title - Sujet</b> RFSA FOR THE PROVISION OF SOFTWARE		
<b>Solicitation No. - N° de l'invitation</b> EN578-100808/D		<b>Date</b> 2011-02-17
<b>Client Reference No. - N° de référence du client</b> EN578-100808		<b>Amendment No. - N° modif.</b> 002
<b>File No. - N° de dossier</b> 015ee.EN578-100808	<b>CCC No./N° CCC - FMS No./N° VME</b>	
<b>GETS Reference No. - N° de référence de SEAG</b> PW-\$SEE-015-22221		
<b>Date of Original Request for Supply Arrangement</b> <b>Date de demande pour un arrangement en matière d'app. originale</b>		2011-01-31
<b>Solicitation Closes - L'invitation prend fin</b> <b>at - à 02:00 PM</b> <b>on - le 2014-12-31</b>		<b>Time Zone</b> <b>Fuseau horaire</b> Eastern Standard Time EST
<b>Address Enquiries to: - Adresser toutes questions à:</b> Franco (ee div), Emilio		<b>Buyer Id - Id de l'acheteur</b> 015ee
<b>Telephone No. - N° de téléphone</b> (819) 956-1184 ( )	<b>FAX No. - N° de FAX</b> (819) 953-3703	
<b>Delivery Required - Livraison exigée</b>		
<b>Destination - of Goods, Services, and Construction:</b> <b>Destination - des biens, services et construction:</b>		
<b>Security - Sécurité</b> This revision does not change the security requirements of the solicitation. Cette révision ne change pas les besoins en matière de sécurité de l'invitation.		

**Instructions: See Herein**

**Instructions: Voir aux présentes**

<b>Acknowledgement copy required</b>	<b>Yes - Oui</b>	<b>No - Non</b>
<b>Accusé de réception requis</b>	<input type="checkbox"/>	<input type="checkbox"/>
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Name and title of person authorized to sign on behalf of offeror. (type or print) Nom et titre de la personne autorisée à signer au nom du proposant. (taper ou écrire en caractères d'imprimerie)		
<b>For the Minister - Pour le Ministre</b>		

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015ee  
CCC No./N° CCC - FMS No/ N° VME

**The purpose of this amendment is:**

- **To answer bidder questions**
- **To revise the solicitation**

**THE FOLLOWING SHALL FORM PART OF THE SOLICITATION:**

**1. Question 9**

**Question:** Given that Monday February 21st is Family Day, as well as the volume of material to prepare, we respectfully request a 4 day extension to the initial submission date (February 25rd, 2:00PM) so as to allow proponents enough time to finalize, print and deliver the submission.

**Answer:** The date of Monday February 21st is provided as a target date for initial submission. As the solicitation is continuously posted, Suppliers may submit arrangements any time before or after the target date. As such, no extension is required.

**2. Question 10**

**Question:** Sections 2.5(g) and 6A.20(a) state that the Supplier must ensure that its Resellers conform to the terms and conditions of the SA and any resulting contract. As Resellers are independent businesses, the Supplier cannot have sufficient control to "ensure" that the Resellers conform to the SA terms and conditions. Can this term be revised to say that it is the responsibility of the Supplier to "advise" its Resellers of their obligation to conform to the terms and conditions of the SA?

**Answer:** The Supplier is responsible for all its obligations under the SA. While Resellers may be independent businesses, the Supplier is obligated to ensure that it is supplying in accordance with the terms of the SA.

**3. Question 11**

**Question:** Would the Crown confirm that it will use this Supply Arrangement exclusively to procure all of the products listed in Annex G, regardless of any existing DISOs that are in effect with vendors at the time of the acquisition?

**Answer:** The Crown reserves the right to make use of any method of supply available for a given requirement. The DISOs are scheduled to expire December 31st, 2011 and the Crown may continue to exercise procurements through these vehicles until such time that they are no longer available.

**4. Question 12**

**Question:** Section 6C.15 Intellectual Property Infringement and Royalties In subsection (c) would the Crown please correct the reference to subsections (b) and c) with subsections (a) and (b).

**Answer:** The Crown will correct the reference as outlined above.

5. **At Section 6C.15(c)**

**Delete:** The provisions of subsections (b) and (c) do not apply in situations where the Contractor was instructed by Canada to purchase a specific item of equipment or software from a specific source on behalf of Canada

**Replace With:** The provisions of subsections (a) and (b) do not apply in situations where the Contractor was instructed by Canada to purchase a specific item of equipment or software from a specific source on behalf of Canada

6. **Question 13**

**Question:** Section 6C.9 (a)(iii) provides for the prorating of maintenance and support charges to align with a common anniversary date. It is the industry standard for software vendors to include 12 months of maintenance and support at no extra charge with the initial license acquisition. In this case, there is no maintenance charge to prorate, although the maintenance coverage period will be for a full year. If maintenance is included at no charge with a license acquisition, would the Crown please confirm that the prorated coverage period can be the period immediately following the first 12 months of support that is included with the license acquisition ?

**Answer:** If maintenance and/or support is included at no charge with the additional license acquisition, the Crown may apply the prorated balance to the following period's renewal if such a renewal is exercised.

7. **Question 14**

**Question:** Should not the reference at the end of the paragraph Section 2.6 (a) "Resellers as Suppliers" be Part 5, Section 5.7 (b) rather than Part 5, Section 5.4 (b)?

**Answer:** The Crown will correct the reference as outlined above.

8. **At Section 2.6(a)**

**Delete:** An entity other than a Software Publisher directly contracting with Canada must submit the certification from a Software Publisher(s) in accordance with Part 5, Section 5.4(b).

**Replace With:** An entity other than a Software Publisher directly contracting with Canada must submit the certification from a Software Publisher(s) in accordance with Part 5, Section 5.7(b).

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**9. Question 15**

**Question:** Section 3.2 (b) (viii) Warranty Period, says that the Supplier should provide the Warranty Period for the Software (ex. 90 days, one year, etc.) However, there is no such column in Annex D in either the WORD document provided or the EXCEL document provided.

**Answer:** The Crown's intent is to request Suppliers include details regarding their product warranty in Annex E - Software Usage and Software Maintenance and Support - Terms and Conditions and not in Annex D - Product List and Ceiling Prices. The Crown will correct the RFSA to clarify.

**10. At Section 3.2(b)**

**Delete:** Section 3.2(b)(viii)

**11. At Section 3.2(c)(i)**

**Insert:** (F) Warranty

**ALL OTHER TERMS AND CONDITIONS OF THE SOLICITATION SHALL REMAIN UNCHANGED.**

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**RETOURNER LES SOUMISSIONS À:**  
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K1A 0S5

<b>Title - Sujet</b> RFSA FOR THE PROVISION OF SOFTWARE	
<b>Solicitation No. - N° de l'invitation</b> EN578-100808/D	<b>Date</b> 2011-03-04
<b>Client Reference No. - N° de référence du client</b> EN578-100808	<b>Amendment No. - N° modif.</b> 003
<b>File No. - N° de dossier</b> 015ee.EN578-100808	<b>CCC No./N° CCC - FMS No./N° VME</b>
<b>GETS Reference No. - N° de référence de SEAG</b> PW-\$SEE-015-22221	
<b>Date of Original Request for Supply Arrangement</b> 2011-01-31 <b>Date de demande pour un arrangement en matière d'app. originale</b>	
<b>Solicitation Closes - L'invitation prend fin</b> <b>at - à 02:00 PM</b> <b>on - le 2014-12-31</b>	<b>Time Zone</b> <b>Fuseau horaire</b> Eastern Standard Time EST
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<b>Security - Sécurité</b> This revision does not change the security requirements of the solicitation. Cette révision ne change pas les besoins en matière de sécurité de l'invitation.	

**Instructions: See Herein**

**Instructions: Voir aux présentes**

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**The purpose of this amendment 003 is:**

- **To refresh the solicitation**

**SUMMARY OF REVISIONS**

**1. Section 1.2 - Summary, Added:**

1.2(d) Any requirement for delivery to a destination in a land claims area will be handled by as a separate requisition outside of the SAs.

**2. Section 2.1(d)(ii) is revised to:**

S0030T (2010-08-16) Financial Viability

**3. Section 3.2 (b), final paragraph is revised to:**

The Product List and Ceiling Prices must only include Licensed Software and Software Maintenance and Support. No professional service, "as a service", hardware or appliance solutions may be included.

**4. Section 4.2(b)(vi) is revised to:**

Financial Viability as per SACC S0030T.

**5. Section 6A.3(b) is revised to:**

The SACC Manual Clause S0030T (2010-08-16) Financial Viability is incorporated by reference into and form part of the SA.

**6. Section 6A.13 (d) is revised to:**

The Product List and Ceiling Prices must only include Licensed Software and Software Maintenance and Support. No professional service, "as a service", hardware or appliance solutions may be sold under this SA.

**7. Section 6B.1 - General:**

SACC Clause 2003 is updated to (2010-10-07)

**8. Section 6C.9 - Payment, Added:**

**(f) Credit Cards**

The acceptance of credit cards for the purpose of payment is at the discretion of the Contractor.

**9. Annex D - Product List Table, Product Information column is revised to:**

enter a web site URL containing product information

**\*Note:** For the purposes of simplicity, only web site URLs linking to product information will be

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---

accepted.

**10. Annex E - Software Usage and Software Maintenance and Support - Terms and Conditions, Added**

No terms purporting to abridge or extend the time to commence an action for breach, tort, or other action are of any effect.

**11. Annex K - Bid Solicitation Template, Deleted:**

**Section 7. Independent Bid**

**12. Annex L - Request for Quote Template, Deleted:**

**Section 4. Independent Bid**

**13. Form 1 - Arrangement Submission Form, Added**

**Green Company**

*[Suppliers are requested to identify if their facilities operate with an Environmental Management System (EMS) certified by a qualified registrar as complying with the ISO 14001 standard]*

**\*Note:** This revision is to clearly delineate the identification as a "Green Company" (in accordance with Section 5.3) from the Green Procurement commitment to delivery of goods in an environmentally friendly manner.

**14. All previous revisions as indicated in Solicitation Amendments 001 AND 002**

**SOLICITATION EN578-100808/D IS HEREBY DELETED IN ITS ENTIRETY AND REPLACED WITH THE FOLLOWING:**

Solicitation No. - N° de l'invitation

EN578-100808/D

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EN578-100808

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---

**REQUEST**

**FOR**

**SUPPLY ARRANGEMENT (RFSA)**

**FOR**

**SOFTWARE LICENSING**

Solicitation No. - N° de l'invitation

EN578-100808/D

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Form 3	Software Publisher Authorization Form
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## **PART 1 - GENERAL INFORMATION**

### **1.1 Introduction**

The Request for Supply Arrangements (RFSA) is divided into six parts:

- Part 1: **General Information** - provides a general description of the requirement
- Part 2: **Supplier Instructions** - provides the instructions applicable to the clauses and conditions of the RFSA and states that the Supplier agrees to be bound by the clauses and conditions contained in all parts of the RFSA
- Part 3: **Arrangement Preparation Instructions** - provides suppliers with instructions on how to prepare their arrangement
- Part 4: **Evaluation Procedures and Basis of Selection** - indicates how the evaluation will be conducted, the evaluation criteria which must be addressed in the arrangement, and the basis of selection
- Part 5: **Certifications** - includes the certifications to be provided
- Part 6: **Supply Arrangement and Resulting Contract Clauses**
- Section 6A: **Resulting Supply Arrangement Clauses** - includes the clauses and conditions that will apply to any resulting Supply Arrangement (SA)
- Section 6B: **Software Licensing Supply Arrangement (SLSA) Catalogue** - includes the instructions for the bid solicitation, contracting process, and authorities within the scope of the SA
- Section 6C: **Resulting Contract Clauses** - includes the clauses and conditions that will apply to any resulting contract entered into pursuant to any requirements issued against the SA

The Annexes include: Annex A - Key Terms, Annex B - Contract Template, Annex C - Security Requirements Check List, Annex D - Product List and Ceiling Prices, Annex E - Software Usage and Software Maintenance and Support - Terms and Conditions, Annex F - Program Terms and Conditions, Annex G - Software Categories & Descriptions, Annex H - List of Approved Resellers, Annex I - List of Approved PWGSC and Client Authorities, Annex J - Supply Arrangement Quarterly Reports Template, Annex K - Software Licensing Supply Arrangement Bid Solicitation Template, and Annex L - Software Licensing Supply Arrangement Request for Quote Template

### **1.2 Summary**

- (a) Public Works and Government Services Canada (PWGSC), on behalf of Canada, is implementing this procurement vehicle for the delivery of various commercial software licenses and related commercial software maintenance and support, as required by Canada, in support of its various programs, operational needs and projects. It should be noted that this procurement vehicle is one of a number of vehicles that may be used to acquire such goods.
- (b) The RFSA is being issued to satisfy the requirement of Canada to establish Supply Arrangements, including a Catalogue (hereinafter referred to as the Software Licensing Supply Arrangement (SLSA) Catalogue) for commercial software licenses and related software

maintenance and support.

- (c) The RFSA is also being used to establish SAs with Aboriginal firms as defined under the Procurement Strategy for Aboriginal Business (PSAB) to allow for the possibility of Clients setting aside their requirements
- (d) Any requirement for delivery to a destination in a land claims area will be handled by PWGSC as a separate requisition outside of the SAs.
- (e) Any resulting SAs may be used to acquire Goods for any Government Department, Departmental Corporation or Agency, or other Crown entity described in the Financial Administration Act (as amended from time to time), and any other party for which the Department of Public Works and Government Services may be authorized to act from time to time under section 16 of the Department of Public Works and Government Services Act (each a "Client").
- (f) All Arrangements will be effective from the date of issuance up to and including December 31st, 2014, or until such time as Canada no longer considers it to be advantageous to do so.
- (g) A Notice and the RFSA will be posted continuously on the Government Electronic Tendering Service (GETS) to allow suppliers to become qualified at any given time. The Notice will contain information on which Software Category will be processed and the date when arrangements should be submitted.
- (h) All firms, including Aboriginal firms, are invited to submit arrangements under this RFSA. On the basis of the selection criteria specified in the RFSA, SAs with Suppliers under both open and Aboriginal streams will be recommended for issuance.  
  
Those fully compliant arrangements that meet the PSAB eligibility criteria, will be recommended for issuance of Aboriginal SAs, which may be used by Clients at their discretion.
- (i) Once a Supplier qualifies for an arrangement they will not be required to qualify again for additional categories. Canada will amend the existing arrangement for these Suppliers, at its sole discretion, to include one or more additional software categories at the Supplier's request, provided the required certifications are met.
- (j) The order of evaluation of Arrangements will be at Canada's sole discretion. The intent is to evaluate Arrangements on a first in first out basis however this may change, as required, to meet Canada's operational requirements.
- (k) Canada will not award a Supplier a SA or delay award of contract(s) to other Suppliers if a Supplier has not submitted completed documentation in its response or has submitted documentation that deviates from the terms of the RFSA.
- (l) There is no security requirement associated with the issuance of a SA. The goods to be procured under this SA may however be subject to security requirements.
- (m) The requirements may be subject to the provisions of the World Trade Organization - Agreement on Government Procurement (WTO-AGP) and/or the North American Free Trade Agreement (NAFTA), and/or the Agreement on Internal Trade (AIT). Requirements under PSAB are not



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subject to the international trade agreements and AIT does not apply to a procurement that is restricted to Aboriginal businesses under PSAB.

### **1.3 Communications Notification**

- (a) As a courtesy, Canada requests that successful Suppliers notify the Supply Arrangement Authority in advance of their intention to make public an announcement related to the issuance of a SA or the award of a contract resulting from the SA.

### **1.4 Debriefings**

- (a) Suppliers may request a debriefing upon receipt of notification that their arrangement was unsuccessful. The debriefing may be provided in writing, by telephone or in person.

### **1.5 Key Terms**

- (a) Key terms are defined in Annex A - Key Terms.

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## **PART 2 - SUPPLIER INSTRUCTIONS**

### **2.1 Standard Instructions, Clauses and Conditions**

- (a) All instructions, clauses and conditions identified in the RFSA by number, date and title are set out in the Standard Acquisition Clauses and Conditions (SACC) Manual <http://sacc.pwgsc.gc.ca/sacc/index-e.jsp> issued by Public Works and Government Services Canada.
- (b) Suppliers who submit an arrangement agree to be bound by the instructions, clauses and conditions of the RFSA and accept the clauses and conditions of the SA and resulting contracts.
- (c) The 2008 (2010-10-07) Standard Instructions - Request for Supply Arrangements - Goods or Services, are incorporated by reference into and form part of the RFSA.
- (d) The following SACC Manual Clauses are incorporated by reference into and form part of the RFSA:
  - (i) S0005T (2007-11-30) Disclosure of Pricing
  - (ii) S0030T (2010-08-16) Financial Viability

### **2.2 Submission of Arrangements**

- (a) Arrangements must be submitted only to Public Works and Government Services Canada (PWGSC) Bid Receiving Unit at the place indicated on Page 1 of the Request for Supply Arrangements.
- (b) Due to the nature of the Request for Supply Arrangements, transmission of arrangements by facsimile or by electronic mail to PWGSC will not be accepted.

### **2.3 Enquiries - Request for Supply Arrangements**

- (a) All enquiries must be submitted in writing to the Supply Arrangement Authority.
- (b) Suppliers should reference as accurately as possible the numbered item of the RFSA to which the enquiry relates. Care should be taken 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 suppliers do so, so that the proprietary nature of the question is eliminated, and the enquiry can be answered with copies to all suppliers. It is at the sole discretion of Canada whether or not to distribute the information based on the nature of enquiry.

### **2.4 Applicable Laws**

- (a) The SA and any contract awarded under the SA must be interpreted and governed, and the relations between the parties determined, by the laws in force in the province of Ontario (Canada).

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- (b) Suppliers may, at their discretion, substitute the applicable laws of a Canadian province or Canadian territory of their choice without affecting the validity of the arrangement, by deleting the name of the Canadian province or Canadian territory specified and inserting the name of the Canadian province or Canadian territory of their choice. If no change is made, it acknowledges that the applicable laws specified are acceptable to the suppliers.

## 2.5 Resellers

- (a) The SA allows Suppliers to supply commercial software products and software maintenance and support to Canada through or using the services of Resellers. A Reseller is a third party involved in the supply of deliverables under a SA at the request of a Supplier .
- (b) If a Software Publisher is entering into a SA and will be supplying through a Reseller(s), that Reseller must be listed under Annex H - List of Approved Resellers. The Supplier remains responsible for ensuring that its Resellers comply with the terms and conditions of the SA. The Supplier's use of Resellers to supply deliverables pursuant to the SA does not relieve the Supplier from meeting its obligations to Canada pursuant to the SA and the Supplier acknowledges that it is the party that is contractually obligated for all performance under a SA, regardless of whether a Reseller is utilized or not.
- (c) Resellers must be classified as either:
- (i) **Class 1 Reseller** - appointed by the Supplier for the purposes of responding to Request for Quotations and Bid Solicitations on behalf of the Supplier, receiving and fulfilling contracts, and for the purposes of receiving payment; or
  - (ii) **Class 2 Reseller** - appointed by the Supplier for the purposes of fulfilling Contracts and for the purposes of receiving payment.
- (d) A Supplier's Resellers must be approved by the Supply Arrangement Authority and specified in Annex H - List of Approved Resellers before being entitled to supply the Supplier's software products to Canada.
- (e) Section 6A.20 of the SA contains provisions relating to the removal or changing of Resellers and the suspension of a Supplier's right to use Resellers.
- (f) A Supplier must ensure that any Resellers supplies only software products or software maintenance and support in accordance with the terms of the SA. Resellers are not entitled to either:
- (i) Vary from the terms and conditions of the Suppliers' SA or any resulting contract; or
  - (ii) Supply a product beyond those listed in the Supplier's Annex D - Product List and Ceiling Prices.
- (g) The Supplier agrees and understands that it shall be the responsibility of the Supplier to ensure that its Resellers conform to the terms and conditions of the SA and any resulting contract.

## 2.6 Resellers as Suppliers

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(a) Entities other than Software Publishers are permitted to submit an arrangement and qualify as a Supplier in their own right and need not be specified as a Reseller under a Software Publisher's SA, regardless if such SA is in place. An entity other than a Software Publisher directly contracting with Canada must submit the certification from a Software Publisher(s) in accordance with Part 5, Section 5.7(b).

(b) In such case, SACC Manual 4003-02.1 License Grant is amended to the following:

The Contractor or the Software Publisher, as the case may be, grants to Canada a non-exclusive license to use and reproduce the Licensed Software in accordance with the conditions of the Contract.

(c) In such case, SACC Manual 4003-13.1 Right to License is amended to the following:

The Contractor or the Software Publisher, as the case may be, guarantees that it has the right to license the Licensed Software and full power and authority to grant to Canada all the rights granted under the Contract. The Contractor also guarantees that all necessary consents to that grant have been obtained. Canada agrees that its only remedy and the Contractor's entire obligations in relation to a breach of this guarantee are the remedies and obligations set out in the section entitled "Intellectual Property Infringement and Royalties" contained in the General Conditions or in the Articles of Agreement, as the case may be.

## **PART 3 - ARRANGEMENT PREPARATION INSTRUCTIONS**

### **3.1 Arrangement Preparation Instructions**

- (a) Canada requests that suppliers provide the arrangement in separately bound sections as follows:

- (i) Section I: (a) Technical, and (b) Financial Arrangement (1 hard copy and 2 soft copies on CD, DVD, or USB);
- (ii) Section II: 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.

- (b) Canada requests that suppliers follow the format instructions described below in the preparation of the arrangement:

- (i) use 8.5 x 11 inch (216 mm x 279 mm) paper;
- (ii) use a numbering system that corresponds to that of the RFSA.

### **3.2 Section I (a): Technical Arrangement**

In the technical arrangement, the Suppliers must demonstrate that they comply with each requirement contained in the RFSA and provide all documents and information that is requested. The technical arrangement should address clearly and in sufficient depth the points that are subject to the evaluation criteria against which the arrangement will be evaluated. Canada requests that the suppliers address and present topics and information in the format outlined in each annex.

The technical arrangement consists of:

- (a) **Arrangement Submission Form:** The Arrangement Submission Form must accompany the arrangements. It provides a common form in which Suppliers can provide information required, such as a contact name, the Supplier's Procurement Business Number, the Suppliers status under the Federal Contractors Program for Employment Equity, etc. If Canada determines that the information required by the Arrangement Submission Form is incomplete or requires correction, Canada will provide the Supplier with an opportunity to do so.
- (b) **Product List and Ceiling Prices:** Suppliers are requested to provide the following information in the format outlined in Annex D - Product List and Ceiling Prices:
  - (i) **Manufacturer's Part No.:** Supplier must provide the part number that the Software Publisher uses to identify the product commercially;
  - (ii) **Manufacturer's Product Name:** Supplier must provide the commercial product name that the Software Publisher used to identify the product;
  - (iii) **Manufacturer's Name:** Supplier must provide the name of the Software Publisher that produces the product;
  - (iv) **License Type:** Supplier must enter the license type such as "per user", "per CPU", "per device", etc.) under which the software will be licensed to Canada;
  - (v) **Software Category:** the Supplier must enter the applicable software category of the product. The software category must correspond with the category descriptions under Annex G - Software Categories & Descriptions.
  - (vi) **Language(s) available:** The Supplier must provide the language(s) under which the software is available such as English, French and/or other.

(vii) **Product Information:** The Supplier may provide a web site URL containing product information.

(viii) **Operating System:** The Supplier must provide the platform(s) on which the software can operate (ex: Windows, Linux, Unix).

The Product List and Ceiling Prices must only include Licensed Software and Software Maintenance and Support. No professional service, "as a service", hardware or appliance solutions may be included.

(c) **Software Usage and Software Maintenance and Support - Terms and Conditions:** Suppliers may submit Software Usage and Software Maintenance and Support Services - Terms and Conditions, to be included in Annex E - Software Usage and Software Maintenance and Support - Terms and Conditions. The Supplier acknowledges and agrees that by submitting a supply arrangement the resulting contract clauses will, in the event of conflict, supersede the terms contained in the Supplier's Software Usage and Software Maintenance and Support - Terms and Conditions, notwithstanding any language to the contrary.

(i) **Software Usage:** Terms and Conditions that apply to Canada's use of the software may consist of a single document which applies to all software products or may consist of multiple product specific documents. Should a Supplier submit multiple product specific software usage terms, the Supplier must clearly outline which product(s) listed in Annex D - Product List and Ceiling Prices the terms apply to.

The following should be addressed in the Supplier's software usage terms and conditions:

- (A) license type (e.g. Device, User, etc.) ;
- (B) model (e.g. Perpetual, Term, etc.);
- (C) metric (how the usage is measured);
- (D) rights to use;
- (E) limitations of use; and
- (F) Warranty.

(ii) **Maintenance and Support:** Terms and Conditions that outline the Supplier's maintenance and support offering may consist of a single document which applies to all software products or may consist of multiple product specific documents. Should a Supplier submit multiple product specific software maintenance and support terms, the Supplier must clearly outline which products listed in Annex D - Product List and Ceiling Prices, the terms apply to. If software maintenance and support terms are already specified in the Software Usage Terms and Conditions, duplicate terms need not be provided.

The following should be addressed in the Supplier's Maintenance Support terms and conditions:

- (A) period during which the Supplier will support the Licensed Software;
- (B) hours of support;
- (C) contact and procedure information for accessing Support;
- (D) procedures for resolution of problems;

- 
- (E) response times;
  - (F) procedures on how and when all telephone, fax or email communications will be responded to; and
  - (G) support web site availability to Canada's users (ex: 24 hours a day, 365 days a year, and 99% of the time).
- (i) **Electronic copies:** soft copies of Software Usage and Software Maintenance and Support Terms and Conditions must be provided in PDF format.
- (d) **Program Terms and Conditions:** Suppliers may submit Program Terms and Conditions, to be included in Annex F - Program Terms and Conditions. The Supplier acknowledges and agrees that by submitting a supply arrangement the resulting contract clauses will supersede the terms contained in the Supplier's Program Terms and Conditions, notwithstanding any language to the contrary.
- (i) **Program:** Terms and Conditions that apply to Canada as a major Customer of a manufacturer's products. For the purpose of Supplier's Programs, Canada must be treated as a single Entity. Programs targeting specific Client(s) are not permitted.
- Examples of Programs include enterprise programs, volume based programs, and business level agreements.
- The following could be addressed in the terms:
- (A) Additional grants, rights, or entitlements;
  - (B) Volume discount programs
- (ii) **Electronic copies:** soft copies of Program Terms and Conditions must be provided in PDF format.
- (e) **List of Approved Resellers:** Suppliers may submit a list of Resellers in accordance with Article 2.5 and Annex H - List of Approved Resellers.

### 3.3 Section I (b): Financial Arrangement

Suppliers must submit the financial arrangement by completing the column related to price in the table in Annex D - Product List and Ceiling Prices.

- (e) Suppliers must submit prices for all items proposed in Annex D - Product List and Ceiling Prices. The prices must be:
  - (i) Ceiling unit price;
  - (ii) in Canadian dollars;
  - (iii) exclusive of Goods and Services Tax or Harmonized Sales tax; and
  - (iv) for a period no greater than one year.

### 3.4 Section II: Certifications

- (a) Suppliers must submit the certifications required under Part 5 - Certifications.

## **PART 4 - EVALUATION PROCEDURES AND BASIS OF SELECTION**

### **4.1 Evaluation Procedures**

- (a) Arrangements will be assessed in accordance with the entire requirement of the Request for Supply Arrangements including the technical and financial evaluation criteria.
- (b) An evaluation team composed of representatives of Canada will evaluate the arrangements.
- (c) **Requests for Clarifications:** If Canada seeks clarification or verification from the Supplier about its arrangement, the Supplier will have 2 working days (or a longer period if specified in writing by the Supply Arrangement Authority) to provide the necessary information to Canada. Failure to meet any deadline will render the arrangement non-responsive, on "hold", or will create delay in processing a Supplier's SA.
- (f) **Right of Canada:**
  - (i) Canada reserves the right to reject any of the products proposed by a Supplier and enter into negotiation related to any ceiling prices under Annex D - Product List and Ceiling Prices;
  - (ii) Canada reserves the right to reject or negotiate any of the terms and conditions proposed by a Supplier and submitted under Annex E - Software Usage and Software Maintenance and Support - Terms and Conditions. No Supply Arrangement will be awarded unless and until Canada has approved all such terms and conditions;
  - (iii) Canada reserves the right to reject or negotiate the terms proposed by a Supplier and submitted under Annex F - Program Terms and Conditions. No Supply Arrangement will be awarded unless and until Canada has approved all such terms and conditions;
  - (iv) Canada reserves the right to reject proposed products under a specific Software Category or to request that a Supplier reclassify the products which it deems to not correspond with the category definitions under Annex G - Software Categories & Descriptions.

### **4.2 Technical and Financial Evaluation**

- (a) The arrangement will be reviewed to determine whether it meets the mandatory requirements of the RFSA. All elements of the RFSA that are mandatory requirements are identified specifically with the words "must" or "mandatory". Arrangements that do not comply with each and every mandatory requirement will be considered non-responsive and be disqualified.
- (b) The mandatory requirements are as follows:
  - (i) Arrangement Submission Form as per Article 3.2 (a);
  - (ii) Product List and Ceiling Prices as per Article 3.2 (b);
  - (iii) Confirmation of Reseller Status as per Article 3.2(e), if applicable;
  - (iv) Prices per Article 3.3;
  - (v) Certifications as per Article 3.4; and,
  - (vi) Financial Viability as per SACC S0030T.



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#### **4.3 Basis of Selection**

- (a) An arrangement must comply with the requirements of the Request for Supply Arrangements and meet all mandatory technical evaluation criteria and financial evaluation criteria to be declared responsive.

## **PART 5 - CERTIFICATIONS**

- (a) Suppliers must provide the required certifications to be issued a SA. Canada will declare an arrangement non-responsive if the required certifications are not completed and submitted as requested.
- (b) Compliance with the certifications suppliers provide to Canada is subject to verification by Canada during the arrangement evaluation period (before issuance of a SA) and after issuance of a SA. The Supply Arrangement Authority will have the right to ask for additional information to verify suppliers' compliance with the certifications before issuance of a SA. The arrangement will be declared non-responsive if any certification made by the Supplier is untrue, whether made knowingly or unknowingly. Failure to comply with the certifications or to comply with the request of the Supply Arrangement Authority for additional information will also render the arrangement non-responsive.

### **5.1 Certifications Precedent to Issuance of a Supply Arrangement**

- (a) The certifications listed below must be completed and submitted with the arrangement. If any of these required certifications is not completed and submitted as requested, the Supply Arrangement Authority will so inform the Supplier and provide the Supplier with a time frame within which to meet the requirement. Failure to comply with the request of the Supply Arrangement Authority and meet the requirements within that time period will render the arrangement non-responsive, on "hold", or will create delay in processing a Supplier's SA.

### **5.2 Federal Contractors Program - \$200,000 or more**

- (a) The Federal Contractors Program (FCP) requires that some suppliers, including a supplier who is a member of a joint venture, bidding for federal government contracts, valued at \$200,000 or more (including all applicable taxes), make a formal commitment to implement employment equity. This is a condition precedent to contract award. If the Supplier, or, if the Supplier is a joint venture and if any member of the joint venture, is subject to the FCP, evidence of its commitment must be provided before the award of the Contract.

Suppliers who have been declared ineligible contractors by Human Resources and Skills Development Canada (HRSDC) are no longer eligible to receive government contracts over the threshold for solicitation of bids as set out in the Government Contracts Regulations. Suppliers may be declared ineligible contractors either as a result of a finding of non-compliance by HRSDC, or following their voluntary withdrawal from the FCP for a reason other than the reduction of their workforce to less than 100 employees. Any bids from ineligible contractors, including a bid from a joint venture that has a member who is an ineligible contractor, will be declared non-responsive.

- (b) If the Supplier does not fall within the exceptions enumerated in (i) or (ii) below, or does not have a valid certificate number confirming its adherence to the FCP, the Supplier must fax (819-953-8768) a copy of the signed form LAB 1168, Certificate of Commitment to Implement Employment Equity <http://www1.servicecanada.gc.ca/cgi-bin/search/eforms/index.cgi?app=profile&form=lab1168&dept=sc&lang=e>, to the Labour Branch of HRSDC.
- (c) The Supplier, or, if the Supplier is a joint venture the member of the joint venture, certifies its status with the FCP, as follows:

The Supplier or the member of the joint venture

- (i) ( ) is not subject to the FCP, having a workforce of less than 100 full-time or part-time permanent employees, or temporary employees having worked 12 weeks or more in Canada;
- (ii) ( ) is not subject to the FCP, being a regulated employer under the Employment Equity Act, S.C. 1995, c. 44;
- (iii) ( ) is subject to the requirements of the FCP, having a workforce of 100 or more full-time or part-time permanent employees, or temporary employees having worked 12 weeks or more in Canada, but has not previously obtained a certificate number from HRSDC (having not bid on requirements of \$200,000 or more), in which case a duly signed certificate of commitment is attached;
- (iv) ( ) is subject to the FCP, and has a valid certificate number as follows: \_\_\_\_\_ (e.g. has not been declared an ineligible contractor by HRSDC.)

Further information on the FCP is available on the following HRSDC Web site:

<http://www.hrsdc.gc.ca/en/labour/equality/fcp/index.shtml>.

### 5.3 Identification of Green Suppliers

Suppliers are requested to identify if they meet the "Green Company" Guidelines below. A supplier that meets the criteria may be identified in SLSA Catalogue as a "Green Company".

Green Company:

A "green" company is defined as a company having an Environmental Management System (EMS) in place at a production facility. Manufacturers must operate with an EMS certified by a qualified registrar as complying with the ISO 14001 standard

### 5.4 Set Aside under the Procurement Strategy for Aboriginal Business (PSAB)

Aboriginal Suppliers must complete the "Certification Requirements for the Set-Aside Program for Aboriginal Business" form included with the RFSA. It is a precondition to the submission of a valid Set-Aside Arrangement that this certification be accurately completed. Failure to complete, and submit the Certification with the Arrangement shall render the offer non-compliant under the Set-Aside stream of this RFSA.

By executing the certification the Supplier:

- (a) certifies that it meets, and will continue to meet through out the duration of the Supply Arrangement, the requirements described in the Annex 9.4 (Procurement Strategy for Aboriginal Business) of the Supply Manual  
<http://www.tpsgc-pwgsc.gc.ca/app-acq/ga-sm/chapitre09-chapter09-eng.html#sa9-4>.
- (b) agrees that any subcontractors it engages under the Arrangement must satisfy the requirements described in the above mentioned annex.
- (c) agrees to provide to Canada, immediately upon request, evidence supporting any subcontractor's compliance with the requirements described in the above-mentioned annex.

## 5.5 Owner/Employee Certification - Set-aside for Aboriginal Business

If requested by the Supply Arrangement Authority, the Supplier must provide the following certification for each owner and employee who is Aboriginal:

1. I am \_\_\_\_\_ (insert "an owner" and/or "a full-time employee") of \_\_\_\_\_ (insert name of business), and an Aboriginal person, as defined in Annex 9.4 of the Supply Manual, entitled "Requirements for the Set-aside Program for Aboriginal Business" .

2. I certify that the above statement is true and consent to its verification upon request by Canada.

\_\_\_\_\_  
 \_\_\_\_\_  
 \_\_\_\_\_

Printed name of owner and/or employee  
 Signature of owner and/or employee  
 Date

## 5.6 Supplier Certifies that All Software is "Off-the-Shelf"

- (a) All proposed software and software maintenance and support in response to this RFSA must be "Off-the-Shelf", meaning that each software component 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 software proposed is a fully compatible extension of a field-proven product line, it must have been publicly announced on or before the date that the arrangement is submitted. By submitting an arrangement, the Supplier is certifying that all the software proposed is off-the-shelf.

## 5.7 Software Publisher Certification, Software Publisher Authorization, and Open Source Software Certification

- (a) **Software Publisher Certification:** If the Supplier is the Software Publisher for any of the proprietary software component(s) it proposes, Canada requires that the Supplier must confirm in writing that it is the Software Publisher. Suppliers are requested to use the Software Publisher Certification Form included with the RFSA.
- (b) **Software Publisher Authorization:** Any Supplier that is not the Software Publisher of all the proprietary software products or components proposed as part of its arrangement must submit proof of the Software Publisher's authorization, which must be signed by the Software Publisher (not the Supplier). No Supply Arrangement will be awarded to a Supplier 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 Supplier originates with multiple Software Publishers, authorization is required from each Software Publisher. Suppliers are requested to use the Software Publisher Authorization Form included with the RFSA.
- (c) **Open Source Product(s) Certification:** For any non-proprietary (open source) products, the Supplier must provide certification that the Supplier has the rights to licence the products in accordance with the terms and conditions of the SA. Suppliers are requested to use the Open Source Product(s) Certification Form included with the RFSA.

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## **PART 6 - SUPPLY ARRANGEMENT AND RESULTING CONTRACT CLAUSES**

### **SECTION 6A - RESULTING SUPPLY ARRANGEMENT CLAUSES**

#### **6A.1 Arrangement**

- (a) The Supply Arrangement (SA) is issued to allow Canada to set up a competitive procurement vehicle to acquire Goods through a software product catalogue that will amalgamate the product lists under all issued SAs. Goods are listed by each Supplier under Annex D - Product List and Ceiling Prices and fall under one or more of the commercial software categories listed in Annex G - Software Categories & Descriptions.

#### **6A.2 Security Requirement**

- (a) There are no security requirements required specific to the SA. The goods to be procured under this SA may, however, be subject to security requirements.

#### **6A.3 Standard Clauses and Conditions**

All clauses and conditions identified in the SA and resulting contract(s) by number, date and title are set out in the Standard Acquisition Clauses and Conditions Manual (<http://sacc.pwgscc.gc.ca/sacc/index-e.jsp>) issued by Public Works and Government Services Canada.

##### **(a) General Conditions**

2020 (2010-01-11) General Conditions - Supply Arrangement - Goods or Services, apply to and form part of the SA.

##### **(b) SACC Manual Clauses:**

The SACC Manual Clause S0030T (2010-08-16) Financial Viability is incorporated by reference into and form part of the SA.

#### **6A.4 Supply Arrangement Reporting**

- (a) The Supplier must compile and maintain data records on its provision of goods to Canada that are acquired through contracts resulting from the SA.
- (b) The Report must be in the format provided in Annex J - Supply Arrangement Quarterly Reports Template. If information is not available the reason for omission must be indicated. If no goods are provided during a specific period the Supplier must provide a "NIL" report.
- (c) The Reports must be submitted on a quarterly basis to the Supply Arrangement Authority. The quarterly reporting periods and due dates for submission are:

Quarter	Period	Due Date
1	April 1 to June 30	August 31 of the same year
2	July 1 to September 30	November 30 of the same year
3	October 1 to December 31	February 28 of the following year
4	January 1 to March 31	May 31 of the same year

- (d) An electronic version of the form in .csv spreadsheet format is available to the Supplier electronically by request to the Supply Arrangement Authority.
- (e) Failure to provide fully completed reports in accordance with the above instructions may result in the withdrawal by Canada from the SA, the removal of the Supplier from the list of qualified Suppliers and the application of a vendor performance corrective measure.

#### 6A.5 Disclosure and Publication of Supply Arrangement

- (a) It is a condition of the SA that Canada has the right to publicly disclose and publish the entire contents of the SA, including ceiling price information, on 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 there could be "universal access rights" 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.
- (b) The Supplier further agrees that it will have no right of claim against Canada, the Minister, Clients, their employees, agents or servants, or any of them, in relation to disclosure of the information contained in the SA as a result of establishing a catalogue (herein after referred to as the SLSA Catalogue), and will indemnify Canada, the Minister, Clients, their employees, agents or servants, and any of them, against any action, suit, demand, right or claim asserted by anyone as a result of such disclosure.
- (d) Canada will not be liable for any errors, inconsistencies or omissions in any such published information. If the Supplier identifies any errors, inconsistencies or omissions, the Supplier agrees to notify the Supply Arrangement Authority immediately.

#### 6A.6 Authorities

##### (a) Supply Arrangement Authority

The Supply Arrangement Authority is:

*(to be provided at the time of issuance of the SA)*

Name: \_\_\_\_\_

Title: \_\_\_\_\_

Public Works and Government Services Canada  
Acquisitions Branch  
Software and Shared Systems Procurement Directorate  
Place du Portage, Phase III, 4C1  
11 Laurier Street,  
Gatineau, Quebec K1A 0S5

Telephone: \_\_\_\_\_

Facsimile: 819-953-3703

E-mail address: \_\_\_\_\_@tpsgc-pwgsc.gc.ca

The Supply Arrangement Authority is the PWGSC representative responsible for the issuance of the Supply Arrangement, its administration and its revision, if applicable.

##### (b) Supplier's Representative

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CCC No./N° CCC - FMS No/ N° VME

Name: \_\_\_\_\_  
Title: \_\_\_\_\_  
Address: \_\_\_\_\_  
  
Telephone: \_\_\_\_\_  
Facsimile: \_\_\_\_\_  
E-mail address: \_\_\_\_\_

#### 6A.7 Identified Clients

- (a) This SA may be used to acquire goods by any Government Department, Departmental Corporation or Agency, or other body of Canada (including those described in the *Financial Administration Act* (as amended from time to time), and any other party for which the Department of Public Works and Government Services has been authorized to act from time to time under section 16 of the Department of Public Works and Government Services Act (each a "Client").

#### 6A.8 Condition to Remain a Qualified Supplier

- (a) The Supplier acknowledges that it is a condition of this SA that:
- (i) the Supplier (and its Resellers, as applicable) must continue to meet all the qualification requirements described in the RFSA during the Supply Arrangement Period;
  - (ii) the Supplier (and its Resellers, as applicable) will not publish or make available any promotional or marketing literature associated in any way with this SA without the prior approval of the Supply Arrangement Authority;
  - (iii) all certifications made in the Supplier's response to the SA must be true at the time of the submission and must remain true throughout the Supply Arrangement Period. The Supplier acknowledges that Canada is entitled to verify these certifications throughout the Supply Arrangement Period;
  - (iv) the Supplier must obtain and maintain all permits, licenses and certificates of approval required by any applicable federal, provincial or municipal legislation that are required to perform any resulting Contracts and pay any charges imposed by such legislation or regulations. Upon request, the Supplier must provide a copy of any such permit, license, or certificate to the Supply Arrangement Authority;
- (b) Canada may verify compliance with these conditions at any time during the Supply Arrangement Period and failure to meet any of these conditions constitutes grounds for the suspension of this SA.
- (c) Canada may require a Supplier to validate its qualification at any time. For example, the Supply Arrangement Authority may require a Supplier to provide evidence that:
- (i) it continues to have the financial capability; or,
  - (ii) the Joint Venture membership (if applicable) remains as stated in the SA.
- (d) The Supplier must immediately notify the SA Authority if it no longer meets any of the mandatory qualification requirements of this SA.
- (e) Where the Supplier no longer meets any of the individual requirements for qualification, Canada may, at its option:

- (i) suspend a Supplier's authority to use the SA in its entirety until the Supplier has demonstrated that it meets the requirements in respect of which it has been found deficient, during which time the Supplier will not be eligible for solicitations issued under this procurement vehicle;
- (ii) cancel the SA in its entirety in which case the Supplier may submit a new arrangement at any time; or ,
- (iii) cancel the Supplier qualification under specific software categories.

#### 6A.9 Priority of Documents

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

- (a) the Supply Arrangement and Resulting Contract Clauses;
- (b) the general conditions 2020 (2010-01-11), General Conditions - Supply Arrangement - Goods or Services
- (c) 4003 (2010-08-16) Supplemental General Conditions - Licensed Software (excluding articles 4, 5, 6, 9.2, 9.4, 14, 15 and 17);
- (d) 2010A (2010-08-16) General Conditions - Medium Complexity Goods (excluding articles 9, 16 and 18);
- (e) Annex D - Product List and Ceiling Prices
- (f) Annex E - Software Usage and Software Maintenance and Support - Terms and Conditions
- (g) Annex F - Program Terms and Conditions
- (h) the Supplier's arrangement dated \_\_\_\_\_ (insert date of arrangement) (if the arrangement was clarified or amended, insert at the time of issuance of the arrangement:) "as clarified on \_\_\_\_\_" or "as amended \_\_\_\_\_".

#### 6A.10 Certifications

- (a) Compliance with the certification requirements is a condition of the SA and subject to verification by Canada during the term of the SA and of any resulting contract. If the Supplier does not comply with any certification or it is determined that any certification made by the Supplier in the arrangement is untrue, whether made knowingly or unknowingly, Canada has the right to terminate any resulting contract for default and suspend or cancel the SA.

#### 6A.11 Applicable Laws

- (a) The SA and any Contract resulting from the SA must be interpreted and governed, and the relations between the parties determined, by the laws in force in the province of \_\_\_\_\_ (Canada). ( *insert the name of the Canadian province or Canadian territory as specified by the Supplier in the RFSA proposal, if applicable.* )

#### 6A.12 Use of Electronic Purchasing Tool

- (a) During the existence of the SA, Canada may begin using an electronic purchasing tool or other electronic tools to acquire the Goods. Canada reserves the right to make the use of the new electronic purchasing tool mandatory or optional, at its sole discretion. For all purchases for which the use of any such electronic purchasing tool is mandatory, if the Supplier chooses not to



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propose their products through the electronic tool, it will be assumed that the Supplier has chosen to withdraw from the procurement vehicle.

- (b) Canada agrees to provide Suppliers with no less than three months notice to allow for the migration to any electronic purchasing tool prior to making use of the tool mandatory to all suppliers.

#### **6A.13 Updating Annex D - Product List and Ceiling Prices**

- (a) The Supplier may be permitted to update Annex D - Product List and Ceiling Prices on the first business day of each calendar month. In order to be processed, the Supply Arrangement Authority must receive the modification request thirty calendar days in advance of the scheduled update.
- (b) The Supplier's modification request must clearly highlight all proposed changes to the Product List and Ceiling Prices. Canada reserves the right to reject or negotiate the requested change prior to processing.
- (c) The Supplier must submit with the modification request, if required as a result of the modifications, any additional certifications. If any of these required certifications are not completed and submitted as requested, the Supply Arrangement Authority will so inform the Supplier and provide the Supplier with a time frame within which to meet the requirement. Failure to comply with the request of the Supply Arrangement Authority and meet the requirements within that time period will void the modification request or create delay in processing Supplier's request(s).
- (d) The Product List and Ceiling Prices must only include Licensed Software and Software Maintenance and Support. No professional service, "as a service", hardware or appliance solutions may be sold under this SA.

#### **6A.14 Updating Annex E - Software Usage and Software Maintenance and Support - Terms and Conditions**

- (a) The Supplier may be permitted to update their Software Usage and Software Maintenance and Support - Terms and Conditions, on the first business day of each quarter, as defined in 6A.4. To be processed, the Supply Arrangement Authority must receive the modification request, at least thirty calendar days in advance of the scheduled update.
- (b) The Supplier's modification request must clearly highlight all proposed changes to the existing Software Usage and Software Maintenance and Support - Terms and Conditions. Canada reserves the right to reject or negotiate any requested change.
- (c) The Supplier's modification request must not result in Canada being required by the Supplier to pay any additional license fees for any owned licenses already accepted and paid for by Canada and/or as part of irrevocable options under existing Contract(s).
- (d) Only terms which are presented in full and directly included in Annex E - Software Usage and Software Maintenance and Support - Terms and Conditions will form part of any resulting Contract. Any terms or conditions that are purported to be incorporated by reference through URLs, read me files or otherwise, shall not form part of the SA.
- (e) Canada is not bound by and does not accept any "shrink-wrap" or "click-wrap" conditions or any other conditions, express or implied, that are contained in or on the software packaging or

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conditions that may accompany the software in any manner, regardless of any notification to the contrary and regardless that Client has signed such agreements.

#### **6A.15 Updating Annex F - Program Terms and Conditions**

- (a) The Supplier may be permitted to update Annex F - Program Terms and Conditions on the first business day of each quarter. To be processed, the Supply Arrangement Authority must receive the modification request, at least thirty calendar days in advance of the scheduled update.
- (b) The Supplier's modification request must clearly highlight all proposed changes to Program Terms and Conditions. Canada reserves the right to reject or negotiate the requested change.
- (c) The Supplier's modification request must not result in Canada being required by the Supplier to pay any additional license fees for any owned licenses already accepted and paid for by Canada and/or as part of irrevocable options under existing Contract(s).
- (d) Only terms which are presented in full and directly included in Annex F - Program - Terms and Conditions will form part of any resulting contract. Any terms or conditions that are purported to be incorporated by reference through URLs, read me files or otherwise shall not form part of the SA.
- (e) Canada is not bound by and does not accept any "shrink-wrap" or "click-wrap" conditions or any other conditions, express or implied, that are contained in or on the software packaging or conditions that may accompany the software in any manner, regardless of any notification to the contrary and regardless of whether the Client has signed such agreements.

#### **6A.16 Effect of updated terms on additional quantities**

- (a) It is a condition of the SA that if Canada purchases additional quantities of existing licenses from a Supplier for a specific Client and the additional quantities are subject to updated usage terms with specific use rights that are more restrictive than those that applied to existing licenses, Canada may use copies of those additional licenses for that specific Client without being subject to those certain more restrictive use rights. This does not apply to usage terms changes the Supplier is required by law to make. In that case, the more restrictive usage terms applicable to the additional licenses will apply.

#### **6A.17 Authority to issue Contracts**

- (a) The Supplier agrees to execute Contracts only when issued by authorized representatives of Canada in accordance with Annex I - List of Approved PWGSC and Client Authorities.
- (b) The Supplier acknowledges that Clients do not have the authority to issue Contracts that exceed the applicable Contract Limitation as per Section 6B.2.

#### **6A.18 No Exclusions to Supplier's Obligations**

- (a) Any "notwithstanding" provisions and any disclaimers, limitations or exclusions in Annex E - Software Usage and Software Maintenance and Support - Terms and Conditions or Annex F - Program Terms and Conditions do not apply to, or override, Supplier's obligations or Canada's rights under the terms and conditions of the Resulting Contract issued in accordance with Part 6C - Resulting Contract Clauses with respect to the Licensed Software as a whole. For example, and without limiting the Supplier's obligations, the Supplier's intellectual property right

infringement obligations under Part 6C - Resulting Contract Clauses applies to all portions of the Licensed Software even if the infringement claim is in relation a third party portion of the Licensed Software provided.

#### **6A.19 Suspension or Cancellation of a Supply Arrangement**

Canada, at its sole discretion, may suspend or cancel the SA if:

- (b) Late deliveries occur;
- (c) Complete and accurate Quarterly Usage Reports are not submitted within the required time frames;
- (d) Contracts are accepted from unauthorized parties (those not listed under Annex I - List of Approved PWGSC and Client Authorities)
- (e) The product list includes unauthorized good (such as appliances) or services (such as professional services)
- (f) Violations of any of the specific terms and conditions detailed in the SA occur;
- (f) Contract(s) awarded against the SA have been terminated for default;
- (g) Canada has imposed measures on the Supplier under the PWGSC Vendor Performance Policy (or such similar policy as may be in place from time to time);
- (h) Canada has documented at least three instances of contract poor performance. An instance of poor performance may include, but is not limited to late or failed delivery of reports or goods, lack of timely notification given to the Supply Arrangement Authority of changes in the Supplier's Authorized Representative, insurance coverage or security status, and non-compliance with invoicing procedures.
- (i) Information is provided to Clients by the Supplier that conflicts with any aspect of the terms and conditions, pricing, or availability of systems currently listed in this SA.

Removal or Suspension of a Supplier's SA does not affect the right of Canada to pursue other remedies or measures that may be available.

The Supplier acknowledges that Canada has the right to publish information regarding the status of the Supplier's SA, including information related to the suspension, cancellation or withdrawal of the Reseller(s), if applicable.

#### **6A. 20 Terms Applicable to the Use of Resellers**

##### **(a) Supply Through Reseller(s)**

- (i) The Supplier may supply software products and related software maintenance and support to Canada under the SA through Reseller(s).
- (ii) The Supplier must ensure that the named Reseller(s) supply the software products and software maintenance and support only in accordance with the terms of this SA. Supplier's Resellers are not entitled to modify or vary from the terms of this SA in any way.
- (iii) The Supplier is responsible for its obligations under the SA, regardless of the acts or omissions of its Reseller(s) or any employee or agent of its Reseller(s) in carrying out or purported carrying out of the Supplier's obligations under any resulting Contract(s). The

Supplier agrees and understands that it shall be the responsibility of the Supplier to ensure that its named Reseller(s) comply with the terms and conditions of the SA.

- (iv) Subject to sub-clause 6A.20(a)(iii), where the Supplier intends to supply Goods through a Reseller(s), any of the Supplier's obligations regarding the fulfillment of that Contract may be performed by its Reseller(s).
- (v) Receipt of payment by Reseller(s) for Goods acquired through a Contract against the SA shall be deemed to be receipt of payment by the Supplier.
- (vi) Reseller(s) must be approved by the Supply Arrangement Authority and specified in Annex H - List of Approved Resellers before being entitled to supply any of the Supplier's software products to Canada.
- (vii) If during the term of the SA, there is a change of status in the Reseller(s) named in Annex H - List of Approved Resellers, the Supplier shall inform the Supply Arrangement Authority immediately in writing.
- (viii) It is the Supplier's responsibility to provide information on the content of its SA and any revision to it to its Reseller(s).

**(b) Modification by the Supplier to the List of Approved Resellers**

- (i) The Supplier must send a written notice to the Supply Arrangement Authority to request to withdraw from or to add one or more Reseller(s) to the List of Approved Resellers. Such notice shall include the date from which the change should be in effect and shall be no less than ten business days from the date of receipt of the notice. The Supplier must provide information on the reason of the withdrawal if requested to do so by the Supply Arrangement Authority.
- (ii) The Supplier agrees and understands that any removal from the List of Approved Resellers will not obligate Canada to amend awarded contracts

**(c) Suspension of the right to use a Reseller**

- (i) Canada, at its sole discretion, upon finding a Reseller not adhering to the terms of the SA, may suspend a Reseller under a SA by giving a written notice to the Supplier. The Reseller's suspension will apply to all SAs under which the Reseller is listed. Canada is not required to forward a copy of such written notice to the Reseller;
- (ii) A Reseller's suspension under the SA will take effect on the date of receipt of the written notice or at the expiration of a cure period specified in the notice, if the Supplier has not cured the default to the satisfaction of Canada within that cure period;
- (iii) Canada may, at its sole discretion, extend or impose a suspension period or remove the Reseller permanently from the List of Approved Resellers if there is a reoccurrence of the offence(s) which the notice has been based on.

**6A. 21 Status of Contractor** (only include if offeror is a qualified Aboriginal business under PSAB)

This SA is being put in place as an Aboriginal Set-Aside under PSAB. The Supplier's status as a

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qualified Aboriginal Set-Aside Offeror is based on the certification made with the Arrangement. Should a verification by the Minister disclose a breach of such certifications, or change in the status of the Offeror during the period of this SA, the Minister has the right to disqualify the Arrangement as an Aboriginal Set-Aside and to treat any contract under this SA as being in default, rendering the Supplier subject to the remedies set out in the certification and this Supply Arrangement.

## SECTION 6B - CONTRACTOR SELECTION METHODOLOGY

### 6B.1 General

The Supplier hereby acknowledges and agrees to provide the Goods listed in Annex D - Product List and Ceiling Prices in accordance with the procedures described below.

Canada shall acquire Goods listed in the SLSA Catalogue by:

- (a) directing a Contract to a specific Supplier; or,
- (b) issuing a Contract to the selected Supplier following the issuance of a Request for Quotations (RFQ) or bid solicitation.

Suppliers will be bound by instructions contained in the 2003 (2010-10-07) Standard Instructions - Goods or Services - Competitive Requirements which are incorporated by reference into and will form part of each Request for Quote or Bid Solicitation. If there is a conflict between the provisions of 2003 and Part 6B, Part 6B prevails.

### 6B.2 Authorities to issue Contracts

Clients and PWGSC officers who have been given the authority by PWGSC to use the SLSA are listed in Annex I - List of Approved PWGSC and Client Authorities. Suppliers are responsible to verify and confirm that the requester is an approved Authority and has not exceeded the contracting limitation for the given requirement. Canada may, at any time, modify Annex I - List of Approved PWGSC and Client Authorities.

#### (a) Client Authority Contracting Limits:

##### (i) Sole Source:

Approved Client Authorities are authorized to direct and award resulting contracts against SAs for requirements valued below \$25,000.00 CAD (GST/HST included).

##### (ii) Request For Quotations:

Subject to 6B3 below, Approved Client Authorities are authorized to issue RFQs and award resulting contracts against SAs based on the number of Sources of Supply, as determined in accordance with the guidelines detailed below. A Source of Supply is defined as a Supplier with the required manufacturer part number in its Annex D - Product List and Ceiling Prices, or a Class 1 Reseller listed under a Supplier's Annex H - List of Approved Resellers. When a Supplier has Class 1 Resellers listed in Annex H - List of Approved Resellers, only the Class 1 Resellers shall count towards the number of sources of supply.

- (A) Approved Client Authorities may issue RFQs and award resulting contracts against SAs for requirements below \$25,000.00 CAD (GST/HST included)
- (B) When two Sources of Supply exist for a given requirement, Approved Client Authorities may issue RFQs and award resulting contracts against SAs for requirements below \$40,000.00 CAD (GST/HST included)
- (C) When three to five Sources of Supply exist for a given requirement, Approved Client Authorities may issue RFQs and award resulting contracts against SAs for requirements below \$75,000.00 CAD (GST/HST included)

- (D) When six or more Sources of Supply exist for a given requirement, Approved Client Authorities may issue RFQs and award resulting contracts against SAs for requirements below \$100,000.00 CAD (GST/HST included)
- (E) Approved Client Authorities must issue RFQs to all Sources of Supply of the requirement.

(iii) **Bid Solicitations:**

Approved Client Authorities are authorized to issue bid solicitations and award resulting contracts against SAs for requirements valued below \$100,000.00 CAD (GST/HST included).

(b) **PWGSC Contracting Authority**

All procurements in excess of a Client's authority will be initiated and managed by PWGSC, on behalf of the Client. PWGSC may also manage requirements that are within a Client's authority.

**6B.3 Contractor Selection**

(a) **Requirements valued at less than \$25,000.00 CAD (GST/HST included)**

For requirements under \$25,000.00 CAD (GST/HST included), Canada may choose, at its sole discretion, to direct contracts to a Supplier or, to issue contracts following RFQs.

- (i) If only one Source of Supply exists for the required software products or related software maintenance and support, Canada may request that the Supplier submit price support prior to any Contract award. Canada reserves the right to negotiate with the Supplier if it is determined that the prices being offered do not represent good value to Canada.

(b) **Requirements valued at \$25,000.00 CAD (GST/HST included) or greater**

- (i) **Request for Quote (RFQ) Process:** For requirements when only one product or combination of products can meet Canada's technical requirements, Canada will issue a Request for Quotation (RFQ) by posting a notice on GETS and/or sending a RFQ directly to all Sources of Supply.

- (ii) **Bid Solicitation Process:** If multiple software products are available from the SLSA Catalogue that can meet Canada's technical requirements, Canada may issue bid solicitations. When possible, Canada will identify the software category(ies) that apply to the requirements. If Canada determines that there is no sufficient capability under the SLSA Catalogue or it is a complex and/or specialized requirement, Canada may acquire the Goods outside this SLSA Catalogue and extend the competition to all firms by posting a formal bid solicitation document on GETS.

(c) **Set-Aside / Aboriginal Business**

At the discretion of each Client, some solicitations against the resulting SAs may be set-aside for Aboriginal Business under the federal government's PSAB.

In the event that Canada wishes to issue a contract under the PSAB, Canada may do so by utilizing the list of Aboriginal Suppliers. All the terms and conditions as stated in this SA apply to the Aboriginal Set-Aside Suppliers.

#### 6B.4 Request for Quotations - Procedures

- (a) For requirements in which only one product or combination of products can meet Canada's technical requirements, Canada will issue a Request for Quotation (RFQ) by posting a notice on GETS and/or sending a RFQ directly to all Sources of Supply of the requirement. Suppliers will have 5 working days to respond to Canada or as specified by the Approved Authority, whichever is longer.
- (b) For RFQs, Annex L - Software Licensing Supply Arrangement Request for Quote Template will be used.
- (c) For RFQs which are sent directly to Suppliers, Canada will send the RFQ to all Sources of Supply to the email addresses specified in the SAs. It is the Supplier's responsibility to ensure the accuracy of contact information for itself and its Resellers. Canada's sole responsibility is to forward the RFQ to the email address(es) specified by the Supplier.
- (d) Suppliers may only accept and respond to RFQs originating from Approved Authorities (see Annex I - List of Approved PWGSC and Client Authorities). RFQs may be sent directly to eligible Suppliers and Class 1 Resellers (if applicable) or posted on GETS at the sole discretion of Canada.
- (e) Each RFQ must contain the minimum following information:
  - (i) Bid closing date and time;
  - (ii) Address and contact information for submission of bids;
  - (iii) Security provisions (if applicable);
  - (iv) Requisition Number or Client Reference Number;
  - (v) Information related to GST and HST (as applicable);
  - (vi) Manufacturer's Part Number & Product Name as listed in the SLSA Catalogue;
  - (vii) Period of software maintenance and support (if applicable);
  - (viii) Quantity for each item;
  - (ix) Licensing metric for each item;
  - (x) Quantity for each optional item (if applicable);
  - (xi) The number of years of maintenance and support services required (if applicable);  
and
  - (xii) Approved Authority's contact name, phone number and e-mail address.
- (f) Response to RFQ: Only responses to RFQs that include the following will be considered by Canada:
  - (i) Supplier's SA number;
  - (ii) The name of the Reseller and address (if applicable) on each page of the response;
  - (iii) Unit Price for each of the Manufacturer's Part Number & Product Name. The Manufacturer's Part Number & Product Name must be identical to those listed in the issued



RFQ and must be contained in the Supplier SA's Annex D – Product List and Ceiling Prices at the time of RFQ's closing date;

- (iv) Prices in Canadian dollars;
  - (v) A firm price initial requirement that does not exceed the applicable ceiling prices in the Supplier's SA at the RFQ closing date; and
  - (vi) Ceiling prices for any irrevocable options or for any additional maintenance and support periods.
- (g) **Total Bid Price (TBP):** The financial evaluation will be conducted by calculating the TBP using the Pricing Tables completed by bidders. 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. The financial evaluation process will be as follow:
- (i) The price of the bid will be evaluated in Canadian dollars, the Goods and Services Tax or the Harmonized Sales Tax excluded, FOB destination, Canadian customs duties and excise taxes included.
  - (ii) The TBP is the arithmetic sum of the prices for the Software during the Initial Contract Period including Option Periods (if requested) including the total price of the software maintenance and support (if requested) during the Initial Contract Period and Option Periods (if requested) as provided in the bidder's financial bid and as verified by the Approved Authority.
- (h) **Enquiries:** All enquiries must be submitted in writing to the Approved Authority. Bidders should reference as accurately as possible the numbered item 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.
- (i) **Submission of Bids:** Bids must be submitted to the location specified and by the date, time and place indicated in the RFQ. It is the Bidder's responsibility to ensure that the bid has been received by Canada.
- (j) **Basis of Selection:** If there are two or more compliant bids, the contract will be awarded to the bidder with the lowest total bid price. If more than one bidder is ranked first because of identical overall price, then the Supply Arrangement Authority will be notified in writing and the RFQ will be re-tendered to the first ranked bidders.
- (k) **Only One Bid Received in Response to a RFQ:** If only one response that meets the requirements is received, Canada has the right to request that the bidder submit price support prior to contract award. If Canada determines that the prices being bid do not represent good value to Canada, Canada reserves the right to reject the offer or negotiate with that Bidder.
- (l) **Cancellation of RFQ:** Canada has the right to cancel a RFQ at any time and to re-issue the same or a similar RFQ at a later date.

## 6B.5 Bid Solicitations - Procedures

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- (a) For software solutions that exceed \$25,000.00 CAD (GST/HST included) and when there is more than one Source of Supply and there is more than one specific Manufacturer's Part Number & Product Name available to meet the requirement through the SLSA Catalogue, Canada, at its own discretion, will issue bid solicitations documents to all SLSA Suppliers through GETS. Suppliers will have a minimum of 15 calendar days to respond to Canada or as specified by the Approved Authority, whichever is longer.
- (b) For Bid Solicitations, Annex K - Software Licensing Supply Arrangement Bid Solicitation Template will be used.
- (c) Suppliers must only accept and respond to bid solicitations from an Approved Authority (see Annex I - List of Approved PWGSC and Client Authorities).
- (d) Each bid solicitation must contain the minimum following information:
- (i) Bid closing date and time;
  - (ii) Address and contact information for submission of bids;
  - (iii) The applicable trade agreement(s);
  - (iv) Security provisions (if applicable);
  - (v) Requisition Number or Client Reference Number;
  - (vi) Statement of Requirement (i.e. what the software must do) including interoperability requirements;
  - (vii) Evaluation Criteria (i.e. the methodology on how each of the rated criteria, if any, will be evaluated by Canada);
  - (viii) Initial scope of the requirement (i.e. number of users, devices, locations, as applicable) as well as optional growth to address the complete requirement and the type of license model required being sought;
  - (ix) Maintenance and support, if applicable, and the number of option periods, if applicable;
  - (x) Delivery date and delivery location(s);
  - (xi) Chosen Evaluation Selection Methodology;
  - (xii) Approved Authority's contact name, phone number and e-mail address; and
  - (xiii) Any additional terms or conditions that Canada deems necessary.
- (e) **Enquiries:** All enquiries must be submitted in writing to the Approved Authority. Bidders should reference as accurately as possible the numbered item 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.
- (f) **Submission of Bids:** Bids must be submitted to the location specified and by the date, time and place indicated by the Approved Authority.

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- (g) **Cancellation of Bid Solicitation:** Canada has the right to cancel a Bid Solicitation at any time and to reissue the same or a similar Bid Solicitation at a later date.

#### 6B.6 Bid Solicitations - Statement of Requirement

Canada's Statement of Requirement (SOR) will describe the operational and technical requirements that the Software must meet at bid closing date, in order for the bidder to qualify within the competitive process. Requirement Specification will contain at a minimum:

- (i) A relevant title for the Software (also referred to as "Software Solution" or "Solution");
- (ii) Introduction or Preamble;
- (iii) Purpose, Objectives and Goals - provides the overall long-term purpose and goals and provide details on the problem(s) that need to be solved;
- (iv) Scope and future growth expected by Canada;
- (v) Computing Environment - description of the technical environment within which the Software is required to work, run, install and deploy and interoperate with (interoperability);
- (vi) Assumption, constraints, dependencies, relevant facts and perspectives;
- (vii) Description of the software maintenance and support requirements;
- (viii) A list of mandatory criteria and rated criteria (as applicable);
- (ix) Evaluation criteria for each of the rated criteria;
- (x) Any other information that Canada believes is pertinent to the requirement.

#### 6B.7 Bid Solicitations - Evaluation and Contractor Selection Methodology

- (a) **Evaluation Methodology:** Canada will evaluate Bidders on one or both of the following methods:
- (i) **Mandatory Technical Criteria:** Each bid will be reviewed for compliance with the mandatory requirements. 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. Claims in a bid that a future upgrade or release of any of product included in the bid will meet the mandatory requirements of the bid solicitation, where the upgrade or release is not available at bid closing, will not be considered; and/or
  - (ii) **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.
- (b) **Selection Methodology:** Canada will select the successful bidder based on one of the following methods. Suppliers 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 Supplier 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.
- (i) **Lowest priced compliant bid:** A bid must comply with the requirements of the bid solicitation, meet all mandatory evaluation criteria, and be successful on the PoB (if requested or conducted) . Bids not meeting those will be declared non-responsive. The

responsive bid which offers the lowest Total Bid Price will be recommended for award of a contract

If there are multiple bids with identical lowest total bid price, then the bid with the lowest total price for the software maintenance and support will be recommended for contract award; or

- (ii) **Lowest Price-Per-Point:** A bid must comply with the requirements of the bid solicitation, meet all mandatory evaluation criteria, obtain the minimum passing score or higher of the points for the evaluation criteria for the Technical Bid which are subject to point rating, and be successful on the PoB (if requested or conducted). Bids not meeting those will be declared non-responsive. The responsive bid which offer the Lowest Price-Per-Point as calculated below will be recommended for award of a contract.

$$\frac{\text{Total Bid Price}}{\text{Total Points Achieved}} = \text{Price-Per-Point}$$

If there are multiple bids with identical Price-per-Point outcomes, then the bid with the lowest total bid price will be recommended for contract award; or

- (iii) **Best Overall Solution (60% technical and 40% Price):** A bid must comply with the requirements of the bid solicitation; meet all mandatory evaluation criteria; obtains 60% or higher of the points which are subject to point rating; and be successful on the PoB (if requested or conducted). The responsive bid with the Highest Combined Rating of Technical Merit (60%) and Price (40%) as calculated below will be recommended for award of a contract.

Price is given a rating value which is included in the total calculation of the bid. 60% of the points will be awarded to the technical bid and 40% of the points will be awarded to the financial bid.

To complete this calculation the following formula is used:

$$\frac{\text{Score on the rated requirements of the bid}}{\text{Maximum score possible}} \times 60\% = \text{Total 1}$$

$$\frac{\text{Lowest Total Assessed Price}}{\text{Total Assessed Price of the bid}} \times 40\% = \text{Total 2}$$

$$(\text{Total 1}) + (\text{Total 2}) = \text{Combined Rating of Technical Merit and Price}$$

If there are multiple bids with identical outcomes, then the bid with the lowest total bid price highest technical points will be recommended for contract award.

- (c) **Total Bid Price (TBP):** The financial evaluation will be conducted by calculating the TBP using the Pricing Tables completed by bidders. 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.

The financial evaluation process will be as follow:

- (i) The price of the bid will be evaluated in Canadian dollars, the Goods and Services Tax or the Harmonized Sales Tax excluded, FOB destination, Canadian customs duties and excise taxes included.
  - (ii) The TBP is the arithmetic sum of the prices for the Software during the Initial Contract Period including Option Periods (if requested) including the total price of the software maintenance and support (if requested) during the Initial Contract Period and Option Periods (if requested) as provided in the Bidder's financial bid and as verified by the Approved Authority.
- (d) **Only one responsive response to bid solicitation:** If only one responsive bid is received in response to the bid solicitation, Canada reserves the right to request that the bidder submit price support prior to contract award. If Canada determines that the prices being offered by do not represent good value to Canada. Canada reserves the right to reject the offer and negotiate with that Bidder or to reissue the bid solicitation document.

#### 6B.8 Bid Solicitations - Proof of Bid (PoB) Testing Top Ranked Responsive Bid

- (a) Canada may require that the top-ranked responsive Bidder (identified after the financial evaluation) to conduct a Proof of Bid (PoB). Through the PoB test, Canada will test the Software proposed in the top-ranked bid to confirm both that it will function as described in the bid and that it meets the technical functionality requirements described in the Statement of Requirement. The PoB test will take place at a location determined by Canada that recreates the technical environment described in the Statement of Requirement, or the PoB test may take place at a location in Canada selected by the top-ranked Bidder, if that location is agreed to by Canada and if the Bidder assumes all responsibility for recreating the technical environment described in the Statement of Requirement (it is within the Canada's sole discretion to determine whether the Bidder has accurately recreated this environment for the test). Canada will pay its own travel and salary costs associated with any PoB test.
- (b) After being notified by Canada, the Bidder will be given a maximum of 7 working days to start the installation of the proposed Software. The installation must be completed and functional within 3 working days of the Bidder starting the installation (7.5 hrs/day). Canada will then conduct the PoB test. Up to 4 representatives of the Bidder may be present during the PoB test. The representative(s) named in the bid to provide technical support during the PoB test should be available by telephone for technical advice and clarification during the PoB test; however, Canada is not required to delay the PoB test if an individual is unavailable. Once the PoB test has begun, it must be completed within 2 working days (7.5 hours per day).
- (c) Canada will document the results of the PoB Test. If Canada determines that the proposed Software does not meet any mandatory requirement of the bid solicitation, the bid will fail the PoB Test and the bid will be disqualified and Canada will then proceed with the next ranked responsive bid.
- (d) If, during the initial installation of the Software for the PoB 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 Approved Authority named in the bid solicitation. If Canada determines that the missing and/or corrupt files are for components identified in the technical bid, Canada will permit that the Bidder submits the missing files and/or replacements for the corrupt files on electronic media or 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, Canada 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. Canada will have the sole discretion to decide if the

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additional files may be installed for the PoB test. Under no circumstances will files required to correct flaws in the software programming or code be permitted.

- (e) In connection with the PoB testing, the Bidder grants to Canada a limited license to use the Bidder's proposed Software for testing and evaluation purposes.

#### **6B.9 Bid Solicitations - Submission of Bid Response - Instructions**

Should a Bid Solicitation process be utilized, the following bid submission requirements apply:

- (a) Bidders must provide copies of their bid and in separately bound sections as follows:
- (i) Section I: Technical Bid ( 1 hard copy *and 1 soft copy* on CD, DVD, or USB)
  - (ii) Section II: Financial Bid ( 1 hard copy *and 1 soft copy* on CD, DVD, or USB)
- If there is a discrepancy between the wording of the soft copy and the hard copy, the wording of the hard copy will have priority over the wording of the soft copy.
- Prices must appear in the financial bid only. No prices must be indicated in any other section of the bid.
- Canada reserves the right to increase the number of hard and soft copies required for evaluation purpose within the bid solicitation at its sole discretion.
- (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) Bids in response to bid solicitations must include:

##### **Technical Bid:**

- (i) 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. All proposed software product(s) must be listed in the Supplier SA's Annex D – Product List and Ceiling Prices at bid closing date;
- (ii) The proposed license model (if requested). The proposed model must meet or exceed the requirement.
- (iii) The proposed maintenance and support model (if requested). The proposed model must meet or exceed the requirement.
- (iv) The technical bid must substantiate the compliance of the Bidder and its proposed products with each criteria identified in the Statement of Requirement (if applicable). The substantiation must not simply be a repetition of the requirement(s), but must explain and demonstrate how the software products being bid will meet the requirements. 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.



## Financial Bid

- (i) Bidders must submit their financial bid strictly in accordance with the Basis of Payment and Pricing Tables included in the bid solicitation without any conditions, assumptions, restrictions or otherwise and there must be no obligation for Canada to pay software maintenance and support more than one year in advance. Any financial proposal that purports to restrict the way in which Canada acquires goods or services under resulting contracts, with the exception of those limitations that are expressly set out in bid solicitation, will be treated as being non-responsive and the Bidder's proposal will be given no further consideration. The total amount of Goods and Services Tax or Harmonized Sales Tax must be shown separately, if applicable. All prices must be all inclusive firm prices or all inclusive firm per diem rates in accordance with the Basis of Payment. Unless otherwise indicated, bidders must include a single, firm or ceiling (as applicable), all-inclusive price quoted in Canadian dollars in each cell requiring an entry in the pricing tables.
- (ii) The Supplier's financial bid is not bound by the ceiling prices listed in the Supplier's Annex D - Product List and Ceiling Prices
- (iii) The financial bid must include all costs for the requirement described in the Bid Solicitation for the entire Contract Period, including any option years.
- (iv) 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.

## 6B.10 Notification of Bid Results

- (a) All bidders who respond to an RFQ or a Bid Solicitation will be notified in writing regarding the outcome of the bid within two working days of contract award. This notice will include the following information:
  - (i) The RFQ or bid solicitation number;
  - (ii) The full legal name of the successful bidder;
  - (iii) The bid's total bid price of the successful bidder;
  - (iv) The value of the awarded contract including GST/HST Included;
  - (v) The number of bid responses received; and,
  - (vi) The bid's total bid price of the bidder to whom the notification is being sent to.

## 6B.11 Contract Against a Supply Arrangement - Procedures

- (a) A Contract against the SA can be issued provided that such Contract is in accordance with the terms set out herein.
- (b) A Contract against the SA may only be issued provided that such Contract is in accordance with the terms set out herein and does not purport to revise or modify such terms or extend (or provide

Canada with the option to extend) the term of the Contract without the prior written agreement of the Supplier.

- (b) Contracts shall be issued using Annex B - Contract Template.
- (d) Only Contracts that have been signed by an Approved Authority listed in Annex I - List of Approved PWGSC and Client Authorities in the "Approved for the Minister" field are valid. Signed Contracts from personnel not listed in the Annex I - List of Approved PWGSC and Client Authorities will render these Contracts not valid and must not be accepted. It is the responsibility of the Supplier to verify and validate that all Contracts originate from Approved Authorities.
- (e) Resulting Contracts must be awarded to Suppliers who hold the SA and must not be directed to Resellers. In cases where Suppliers use the services of Resellers (see Annex H - List of Approved Resellers) to fulfill specific requirements, the selected Reseller's name and address (if any) should be included in the resulting Contract. If Canada has not selected a Reseller, the Supplier is responsible for assigning a Reseller, if applicable.
- (f) Annex B must include:
  - (i) Ship to delivery address and contact where the goods will be delivered;
  - (ii) "Supplier" name in full and the address and PBN number;
  - (iii) Security Provisions (if applicable);
  - (iv) Invoicing Instructions;
  - (v) Client's financial codes;
  - (vi) Supplier's SA number;
  - (vii) Requisition Number or Client Reference Number;
  - (viii) Information related to GST or HST (as applicable);
  - (ix) Manufacturer's Part Number & Product Name as listed in the SLSA Catalogue;
  - (x) Unit of Measure i.e. License Model (for software);
  - (xi) Type of software maintenance and support being requested (if applicable
  - (xii) Quantity;
  - (xiii) Unit Price;
  - (xiv) Extended Price; and
  - (xv) Signature of Approved Authority from the Annex I - List of Approved PWGSC and Client Authorities at the signature block in the bottom right corner on behalf of the Minister.
- (g) Upon receipt of a signed Contract, the Supplier must:
  - (xvi) Acknowledge receipt;
  - (xvii) Validate that the Contract was signed by an authority listed in Annex I- List of Approved PWGSC and Client Authorities;
  - (xviii) Verify accuracy of the part number(s), product name, description and prices; and,
  - (xix) Confirm delivery of the contracted products..
- (h) If there are any errors in the submitted Contract, the Supplier must inform the sender within three business days of receipt of the Contract.



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- (i) If the Contract was signed by an unauthorized personnel, the Supplier must:
- (i) inform the individual that the Contract cannot be processed; and
  - (ii) inform the Supply Arrangement Authority.

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## SECTION 6C - RESULTING CONTRACT CLAUSES

- (a) It is a condition of the SA, that the following clauses apply and are incorporated in each and every Contract issued under the SA. For administrative purpose, Annex B - Contract Template will be used for all contracts awarded under this SA.

### 6C.1 Reorganization of Client

- (a) The Contractor's obligation to provide the deliverables will not be affected by (and no additional fees will be payable as a result of) the renaming, reorganization, reconfiguration, or restructuring of the 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.
- (b) In addition to SACC 4003-08 Licensed Software - Transfer, the license is freely transferable without charge, cost, fees, penalties or otherwise except that licenses may not be transferred on a temporary basis (90 days or less).

**6C.2 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. In addition to the words defined in Annex A - Key Terms, the following words and expressions have the following meanings:

- (a) any reference to a "**deliverable**" or "**deliverables**" includes the license to use the Licensed Software
- (b) any reference to "Goods" means the software products and or the related software maintenance and support acquired by Canada under the SA;
- (c) any reference to Client means the Department, Crown Corporation, Agency, or other body of the Government of Canada for whom the Goods are being requested;
- (d) any reference to the Request for Supply Arrangement (RFSA) means the RFSA under which the SA has been issued against, as last amended, regardless of the issued date of the Supplier's SA;
- (e) any reference to "Software Licensing Supply Arrangement Catalogue" or "SLSA Catalogue" means the amalgamation of all the contents of all Supplier's SA issued against the Request for Supply Arrangement;
- (f) if the term is not specifically defined in the Supplier's Annex E - Software Usage and Software Maintenance and Support - Terms and Conditions, any reference to "Upgrade" means all commercially available enhancements, extensions, improvements, updates, releases, versions, renames, rewrites, cross-grades, components and back grades or other modifications to the Licensed Software developed or published by the Contractor or its licensor;
- (g) any reference to "Support" means the technical hotline support, web support, diagnostic tools and any other means that the Supplier uses in connection to the software but does not include the services of on-site specialists

### 6C.3 Optional Goods

- (a) If requested by Canada, the Contractor shall grant to Canada the irrevocable option to acquire the software products and/or maintenance and support listed in Table 2 - List of Optional Deliverables under the same terms and conditions as the initial requirement and at the ceiling prices listed in the issued Contract or those listed in the SA at the time of the irrevocable option is being exercised, whichever is the lowest. The option may only be exercised by the Contracting

Authority by notice in writing and will be evidenced, for administrative purposes only, through a Contract amendment.

- (b) The Contracting Authority may exercise the option at any time before the expiry of the Contract by sending a written notice to the Contractor.
- (c) All irrevocable options contained in Contracts are included solely for the administrative purposes of Canada and do not represent a commitment on the part of Canada to purchase such Goods in these amounts.
- (d) Prior to exercising any irrevocable option under an existing Contract, Canada will validate the prices against the Supplier's SA and the lower price will prevail.

#### 6C.4 Standard Clauses and Conditions

All clauses and conditions identified in the Contract by number, date and title are set out in the Standard Acquisition Clauses and Conditions Manual <http://sacc.pwgsc.gc.ca/sacc/index-e.jsp> issued by Public Works and Government Services Canada.

(a) **General Conditions:**

- (i) 2010A (2010-08-16), General Conditions - Medium Complexity - Goods (excluding articles 9 and 18) apply to and form part of the Contract.

(b) **Supplemental General Conditions:**

The following Supplemental General Conditions:

- (i) 4003 (2010-08-16), Supplemental General Conditions - Licensed Software (excluding Articles 4, 5, 6, 9.2, 9.4, 14, 15 and 17) apply and form part of the Contract.

#### 6C.5 Security Requirement

If requested by Canada in the Contract, the Contractor must refer to the Security Requirement Check List that will be attached as an annex to the contract.

#### 6C.6 Contract Period

- (a) **Contract Period:** The "Contract Period" is the entire period of time during which the Contractor is obliged to perform the Work, which:
  - (i) begins on the date the Contract is awarded; and
  - (ii) ends 1 year later, or on the day that the Software Maintenance and Support Period for the most recently purchased product expires, whichever is later.
- (b) **Option to Extend the Contract:**
  - (i) If requested by Canada, the Contractor grants to Canada the irrevocable option to extend the term of the Contract by the number of additional periods specified by Canada in Table 2 - List of Optional Deliverables of the issued contract, under the same terms and conditions. The Contractor agrees that, during the extended period of the Contract, it will be paid in accordance with the applicable provisions set out in the Basis of Payment.
  - (ii) Canada may exercise this option at any time by sending a written notice to the Contractor at least one calendar day 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.

## 6C.7 Authorities

### (a) Contracting Authority

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

### (b) Technical Authority

The Technical Authority is the representative of the Client for whom the Goods are being acquired for under the Contract and is responsible for all matters concerning the technical content of the deliverables under the Contract. Technical matters may be discussed with the Technical Authority; however, the Technical Authority has no authority to modify the deliverables under the Contract. Changes in the deliverables can only be made through an amendment issued by the Contracting Authority.

## 6C.8 Inspection and Acceptance

Notwithstanding SACC 4003-12, inspection and acceptance testing of the Licensed Software will be done at each destination to the satisfaction of the Technical Authority within 30 days of receipt of the software. Inspection and acceptance of the Licensed Software shall be deemed to be completed upon written notice from the Contracting Authority or by receipt of payment for the goods hereunder.

## 6C.9 Payment

### (a) Basis of Payment

- (i) **License(s):** For the license(s) to use the software products (the "Licensed Software") including delivery, and the Software Documentation in accordance with the Contract, Canada will pay the Contractor the firm price(s) set out in the Contract, FOB destination, including all customs duties, GST/HST extra. The firm prices include the warranty during the Software Warranty Period.
- (ii) **Software Maintenance and/or Support for Licensed Software:** For Software Maintenance and/or Support throughout the Software Support Period, in accordance with the Contract, Canada will pay the Contractor, the firm price(s) set out in the Contract, FOB destination, including all customs duties, GST/HST extra.
- (iii) **Irrevocable option for additional licenses:** For additional licenses to use the Licensed Software, if Canada exercises its option, Canada will pay the Contractor the firm price(s) set out in the Contract, FOB destination, including all customs duties, GST/HST extra.

If additional licenses are requested during the Software Support Period, Canada will pay the applicable price for the Software Maintenance and Support of that number of licenses divided by the total number of days in the Software Support Period, then multiplied by the number of days remaining in the Software Support Period (in order to reflect the fact that Software Maintenance and Support will only be provided for that portion of the determined period and to establish a common expiry date).

- (iv) **Irrevocable option for additional Software Maintenance and Support:** If Canada exercises its option to extend the Software Maintenance and Support Period, Canada will

pay the Contractor the firm annual price set out in the Contract, FOB destination, including all customs duties, GST/HST extra.

(b) **Limitation of Expenditure**

Canada's total amount of fees owed to the Contractor under the Contract must not exceed the amount set out in each issued Contract. Customs duties are excluded and Goods and Services Tax or Harmonized Sales Tax is extra, if applicable. Any provisions for additional expenses or costs beyond the commitments to purchase the specific amounts or values of Goods outlined in the Contract do not apply. This limitation is exclusive of remedies for violations of intellectual property rights or violations of the agreement.

(c) **No Automatic Renewal**

Any provisions for automatic or deemed renewals that may be found in Annex E -Software Usage and Software Maintenance and Support - Terms and Conditions or Annex F - Program Terms and Conditions do not apply.

(d) **Method of Payment - 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.

(e) **Method of Payment - Software Maintenance and/or Support**

Canada will make an advance payment to the Contractor for Software Maintenance and/or 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 15 of the 2010A - General Conditions entitled "Interest on Overdue Accounts" once the dispute is resolved.

The Contractor acknowledges that this is an advance payment. Payment in advance does not prevent Canada from exercising any or all potential remedies in relation to the non-performance of Software Maintenance and/or Support, if such Software Maintenance and Support provided later is not provided in accordance with or to the extent required by the terms and conditions of the Contract.

(f) **Credit Cards**

The acceptance of credit cards for the purpose of payment is at the discretion of the Contractor.

(g) **Reseller (If applicable)**

The Reseller, if applicable, is named in the Contract and is designated as the Reseller for the purposes of receiving and fulfilling this Contract and for the purposes of receiving payment.

#### 6C.10 Invoicing Instructions

- (a) The Contractor or the designated Reseller, as the case may be, must submit invoices in accordance with Section 10 of 2010A - General Conditions.
- (b) The invoice must include a separate line item for each subparagraph in the applicable Basis of Payment.
- (c) By submitting invoices, the Contractor or the designated Reseller, as the case may be, is certifying that the Goods 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 or the designated Reseller, as the case may be, must provide the original of each invoice to the Technical Authority and a copy to the Contracting Authority.

#### 6C.11 Applicable Laws

The Contract must be interpreted and governed, and the relations between the parties determined, by the laws in force in the province specified in Part 6A - Supply Arrangement of the Supplier's SA.

#### 6C.12 Priority of Documents

If there is a discrepancy between the wording of any documents that appear on the following list, the wording of the document that first appears on the list has priority over the wording of any document that appears later on the list. *If there are any discrepancies between the Supplier's Program Terms and Conditions and/or Software Usage and Software Maintenance and Support - Terms and Conditions and those in the body of the RFSA and Resulting Contract clauses, the terms and conditions of the RFSA shall prevail as per this Priority of Documents:*

- (a) Current Part 6C - Resulting Contract Clauses of the RFSA # EN578-100808/D at the issued date of the contract;
- (b) 4003 (2010-08-16) Supplemental General Conditions - Licensed Software (excluding articles 4, 5, 6, 9.2, 9.4, 14, 15 and 17);
- (c) 2010A (2010-08-16) General Conditions - Medium Complexity Goods (excluding articles 9, 16 and 18);
- (d) Issued contract against Supply Arrangement ;
- (e) Bid solicitation or Request for Quote (if applicable).
- (f) Annex F - Program Terms and Conditions (if applicable);
- (g) Annex E - Software Usage and Software Maintenance and Support - Terms and Conditions (if applicable); and
- (h) Annex C - Security Requirements Checklist (if applicable);

#### 6C.13 Insurance Requirements

The Contractor is responsible for deciding if insurance coverage is necessary to fulfill its obligation under the Contract and to ensure compliance with any applicable law. Any insurance acquired or

maintained by the Contractor is at its own expense and for its own benefit and protection. It does not release the Contractor from or reduce its liability under the Contract.

#### **6C.14 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 section 6C.15 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 (v)(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 block titled "Total Estimated Cost" or shown on each call-up, purchase order or other document used to order goods or services under this instrument), or \$1,000,000.

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

- (d) The Contractor agrees that any clauses in Annex E - Software Usage and Software Maintenance and Support - Terms and Conditions or Annex F - Program Terms and Conditions which obligate Canada to indemnify or hold the Contractor or any other party harmless or any license terms that purport to impose any such obligations are without any force or effect.

## 6C.15 Intellectual Property Infringement and Royalties

- (a) If a third party claims that equipment or software that the Contractor provides under the Contract infringes any intellectual property right, the Contractor, if requested to do so by Canada, will



defend Canada against the claim at the Contractor's expense. In this regard, the Contractor will pay all costs, damages and legal fees that a court finally awards, provided that Canada:

- (i) promptly notifies the Contractor in writing of the claim; and
- (ii) co-operates with the Contractor in, and allows the Contractor full participation in, the defence and related settlement negotiations; and
- (iii) obtains the Contractor's prior approval to any agreement resulting from settlement negotiations held with the third party.

The Contractor shall participate in any claims, action or proceeding arising under subsection (b) and no such claim, action or proceeding shall be settled without the prior written approval of the Contractor and Canada.

- (b) If such a claim is made or appears likely to be made, Canada agrees to permit the Contractor to enable Canada at the Contractor's expense, to continue to use the equipment or software or to modify or replace it with equipment or software which has published specifications equal or superior to the equipment or software being replaced. If the Contractor determines that none of these alternatives is reasonably available, Canada may elect, at the Contractor's expense, to independently secure the right to continue to use the equipment or software, or Canada may require the Contractor to accept the return of the equipment or software and to refund all monies paid to the Contractor under the Contract for the equipment and software, as well as all amounts paid for services and license and development fees.
- (c) The provisions of subsections (a) and (b) do not apply in situations where the Contractor was instructed by Canada to purchase a specific item of equipment or software from a specific source on behalf of Canada. In this case, the Contractor shall ensure that its subcontract for the equipment or software states that:

*"If a third party claims that equipment or software that the subcontractor supplies under the Contract infringes any intellectual property right, the subcontractor, if requested to do so by either the Contractor or Canada, will defend the Contractor and Canada against that claim at the subcontractor's expense and will pay all costs, damages and legal fees that a court finally awards."*

In the event that the Contractor is unable to incorporate this into its subcontract, then it shall advise Canada of the situation and not proceed with the subcontract without receiving written notice from Canada that the level of intellectual property right infringement protection is acceptable.

- (d) Without prejudice to Canada's right to terminate the Contract for default prior to completion of the Work, the above represents the Contractor's entire obligation to Canada regarding any claim of infringement.
- (e) The Contractor has no obligation regarding any claim based on any of the following:
  - (i) Canada's unauthorized modification of the equipment or software, or Canada's unauthorized use of the equipment or software in other than its published specified operating environment;
  - (ii) the combination, operation or use of the equipment or software with any product, data or apparatus that the Contractor did not provide under the Contract, or which combination, operation or use the Contractor did not authorize or approve in advance, if infringement would not have occurred but for such combination, operation or use;

#### 6C.16 Licensed Software (if applicable)

- (f) **Licensed Software:** The Licensed Software includes all the products listed in the issued Contract, and any other software code forming part of those products as identified in the Software Documentation and the Specifications.
- (g) **License Grant:** In addition to SACC 4003-02 License Grant, the Supplier or the Software Publisher, as the case may be, grants Canada a license to use the Licensed Software in accordance with the contract.
- (h) With the exception of 6C.16(d) and unless specified otherwise in this Contract, the Contractor's standard commercial warranty as referenced in Annex E- Software Usage and Software Maintenance and Support - Terms and Conditions will apply to this Contract.
- (i) **Warranty:** Contractor warrants that the Licensed Software will work in accordance with the Software Publisher's Specifications for the thirty day period following receipt of the Software.
- (j) **Irrevocable License:** Canada's license under this Contract is irrevocable. With the exception of the provisions of 4003 Article 11.2, the Contractor may not revoke, shut down, terminate, or suspend Canada's license without expressed agreement by the Contracting Authority.
- (k) **On-going Maintenance of Software Code:** 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 1 year from the date the Contract is awarded. 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 Support, the Contractor must provide written notice to Canada at least 12 months in advance of the discontinuation.

#### 6C.17 Software Maintenance and/or Support (if applicable)

- (a) **Software Maintenance and/or Support:** The Software Maintenance and/or Support, as requested in the Contract, will be delivered in accordance with Supplier's standard commercial offering, as detailed in Annex E - Software Usage and Software Maintenance and Support - Terms and Conditions.
- (b) **Error Correction:** If provided in the Contract, Canada may report to the Contractor any failure of the Licensed Programs to operate in accordance with the Software Specifications during the Software Support Period. Upon receipt of a report of a failure from Canada, unless provided otherwise in the Contract, the Contractor must use all reasonable commercial efforts to provide Canada with a correction of the Software Error which caused the failure. Any such software correction must cause the Licensed Programs to meet the Software Documentation or, if applicable, the Specifications during the Software Support Period. All Software Error corrections will become part of the Licensed Software and will be subject to the conditions of Canada's license with respect to the Licensed Software.
- (c) **No Mandatory Updates:** The failure by Canada to install a patch, update or upgrade of a licensed software does not relieve the Supplier of its obligations under the SA unless the supplier

has indicated in writing that failure to install such patch, update or upgrade would place the supplier in breach or prevent them from otherwise meeting their obligations under the SA.

#### **6C.18 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 delivered electronic media used are found to contain computer viruses or other coding intended to cause malfunctions.
- (b) If 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.

#### **6C.19 Access to Canada's Property and Facilities**

- (a) 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.

#### **6C.20 Confidentiality**

- (a) The Contractor must keep confidential all information provided to the Contractor by or on behalf of Canada in connection with the Work, including any information that is confidential or proprietary to third parties, and all information conceived, developed or produced by the Contractor as part of the Work when copyright or any other intellectual property rights in such information belongs to Canada under the Contract. The Contractor must not disclose any such information without the written permission of Canada. The Contractor may disclose to a subcontractor any information necessary to perform the subcontract as long as the subcontractor agrees to keep the information confidential and that it will be used only to perform the subcontract.
- (b) The Contractor agrees to use any information provided to the Contractor by or on behalf of Canada only for the purpose of the Contract. The Contractor acknowledges that all this information remains the property of Canada or the third party, as the case may be. Unless provided otherwise in the Contract, the Contractor must deliver to Canada all such information, together with every copy, draft, working paper and note that contains such information, upon completion or termination of the Contract or at such earlier time as Canada may require.
- (c) Subject to the Access to Information Act, R.S.C. 1985, c. A-1, and to any right of Canada under the Contract to release or disclose, Canada must not release or disclose outside the Government of Canada any information delivered to Canada under the Contract that is proprietary to the Contractor or a subcontractor.
- (d) The obligations of the Parties set out in this section do not apply to any information if the information:
  - (i) is publicly available from a source other than the other Party; or

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- (ii) is or becomes known to a Party from a source other than the other Party, except any source that is known to be under an obligation to the other Party not to disclose the information; or
- (iii) is developed by a Party without use of the information of the other Party.
- (e) Wherever possible, the Contractor must mark or identify any proprietary information delivered to Canada under the Contract as "Property of (Contractor's name), permitted Government uses defined under Public Works and Government Services (PWGSC) Contract No. (fill in Contract Number)". Canada will not be liable for any unauthorized use or disclosure of information that could have been so marked or identified and was not.
- (f) If the Contract, the Work, or any information referred to in subsection 1 is identified as TOP SECRET, SECRET, CONFIDENTIAL, or PROTECTED by Canada, the Contractor must at all times take all measures reasonably necessary for the safeguarding of the material so identified, including those set out in the PWGSC Industrial Security Manual and its supplements and any other instructions issued by Canada.
- (g) If the Contract, the Work, or any information referred to in subsection 1 is identified as TOP SECRET, SECRET, CONFIDENTIAL, or PROTECTED, by Canada, representatives of Canada are entitled to inspect the Contractor's premises and the premises of a subcontractor at any tier for security purposes at any time during the term of the Contract. The Contractor must comply with, and ensure that any subcontractor complies with, all written instructions issued by Canada dealing with the material so identified, including any requirement that employees of the Contractor or of any subcontractor execute and deliver declarations relating to reliability screenings, security clearances and other procedures.

#### **6C.21 Termination for Convenience for Software Maintenance and Support**

Notwithstanding the Termination for Convenience provisions contained at Section 23 of 2010A - General Conditions - Medium Complexity - Goods, the parties agree that in the event of termination of software maintenance and support 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.

#### **6C.22 Audit**

- (a) Client shall keep all usual and proper records relating to its reproduction, distribution and use of the Licensed Software.
- (b) No more than once per year, upon request by the Contractor to the Supply Arrangement Authority, Canada shall furnish the vendor with a written certification, signed by a senior officer of the Client, certifying that it has complied with, and is not in default of, the terms and conditions of the contract within thirty days of such request.
- (c) If any of the above reveals that Client is using the Licensed Software in excess of the license acquired under the Contract ("Excess Usage"), the Contractor will invoice Client for such underpaid fees for such Excess Usage, not to exceed the ceiling price in Annex D - Product List and Ceiling Prices in effect at the time the certification is completed. Upon receipt of such payment, Contractor grants additional licenses as required to remedy the Excess Usage on the terms of the resulting contract and fully and finally releases Client from all claims arising from such excess usage.

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- (d) These provisions shall constitute Client's sole obligation in terms of demonstrating compliance and license sufficiency in respect of Client's use of the software, regardless of anything else contained in the contract or Annex "E" or "F".

**6C.22 Defence Contract (for Defence Production Act contracts, if applicable,)**

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

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## ANNEX A

### KEY TERMS

<b>Authorized Client Authorities</b>	Clients who have been given the authority by PWGSC to use the SA are listed in Annex I - List of Approved PWGSC and Client Authorities. Only Authorized Client Authorities have the right to award Contracts under this SA. Contracts must be in accordance with the terms and conditions of the SA.
<b>Bidder</b>	The person or entity (or, in the case of a joint venture, the persons or entities) submitting a bid to perform a contract for goods, services or both. It does not include the parent, subsidiaries or other affiliates of the Bidder, or its subcontractors.
<b>Class 1 Reseller</b>	Appointed by the Supplier for the purposes of responding to RFQs and RFPs, receiving and fulfilling contracts, and for the purposes of receiving payment on their behalf.
<b>Class 2 Reseller</b>	Appointed by the Supplier for the purposes of fulfilling contracts and for the purposes of issuing invoices and receiving payment.
<b>Client</b>	See Client Department definition.
<b>Client Department</b>	Any Government Department, Departmental Corporation or Agency, or other body of the Government of Canada, including those described in the Financial Administration Act (as amended from time to time), and any other party for which the Department of Public Works and Government Services has been authorized to act from time to time under section 16 of the Department of Public Works and Government Services Act, is each a "Client".
<b>Competitor</b>	Any individual or organization, other than the Bidder, whether or not affiliated with the Bidder, who has been requested to submit a bid in response to a solicitation or who could potentially submit a bid in response to the solicitation based on their qualifications, abilities or experience
<b>Contract</b>	The Articles of Agreement, the general conditions, any Supplemental general conditions, annexes and any other document specified or referred to as forming part of the Contract, all as amended by agreement of the Parties from time to time.
<b>Contracting Authority</b>	The authority named in the contract who is responsible on behalf of the Minister for the management of the Contract and any changes to the Contract must be authorized in writing by the Contracting Authority.
<b>Contractor</b>	The Supplier, as defined in SACC 2008-04 Definition of Supplier
<b>Deliverables</b>	Includes the license to use the Licensed Software and the maintenance and support services. Licensed software itself is not a deliverable, because the Licensed software is only being licensed under the Contract, not sold or transferred.
<b>Goods</b>	The software products and or the related software maintenance and support acquired by Canada under the SA.
<b>Initial Contract Period</b>	The initial period, during which the Contractor must deliver, maintain and support the Licenses Software..
<b>"Off-the-shelf"</b>	Each software component 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

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	not simply been tested in a laboratory or experimental environment). If any of the software proposed is a fully compatible extension of a field-proven product line, it must have been publicly announced on or before the date that the arrangement is submitted.
<b>Party</b>	Canada, the Contractor, or any other signatory to the Contract. ("Parties", includes all of them.)
<b>Proof of Performance Test (POP)</b>	A test to confirm that the solution proposed in the top-ranked bid (identified after the financial evaluation) will function as described in the bid and will meet the technical functionality requirements described in the applicable bid solicitation.
<b>Reseller</b>	A third party involved in the supply of deliverables under a SA .
<b>Software Publisher</b>	The entity or person who is the owner of the copyright in any Software product included in the arrangement and who has the right to the license and has the right to authorize others to license its software products and any underlying components
<b>Sources of Supply</b>	The number of Suppliers with the requirement's manufacturer part number included in their Annex D - Product List and Ceiling Prices, or as the number of Class 1 Resellers listed under the requirement's suppliers Annex H - List of Approved Resellers
<b>Supplier</b>	Also the Contractor, means the person or entity whose name appears on the Supply Arrangement and who has become a pre-qualified supplier and been issued a Supply Arrangement.
<b>Supply Arrangement</b>	The Supply Arrangement (SA) resulting from the supplier's arrangement submitted in response to the RFSA.
<b>Supply Arrangement Authority</b>	The person designated as such in the Supply Arrangement, or by notice to the Supplier, to act as the representative of Canada in the management of the Supply Arrangement
<b>Support</b>	The technical hotline support, web support, diagnostic tools and any other means that the Supplier uses in connection to the software, but does not include the services of on-site specialist.
<b>Technical Authority</b>	The representative of the Client 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.
<b>Upgrade</b>	Includes all commercially available enhancements, extensions, improvements, updates, releases, versions, renames, rewrites, cross-grades, components and back grades or other modifications to the Licensed Software developed or published by the Contractor or its licensor if the term is not specifically defined in the Supplier's Software Usage and Software Maintenance and Support - Terms and Conditions.
<b>Work</b>	All of the activities, services, goods, equipment, matters and things required to be done, delivered or performed by the Contractor under the Contract.

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## ANNEX B

### CONTRACT TEMPLATE

#### **CONTRACT AGAINST SUPPLY ARRANGEMENT** [Insert supply arrangement #] **FOR THE DEPARTMENT OF** [Insert name of client]

##### 1. **GENERAL**

This Contract is issued in accordance with Supply Arrangement (SA) [Insert SA #].  
The Terms and Conditions set out in the SA form part of this Contract.

##### 2. **CLIENT**

Under the Contract, the "Client" is [Insert name of client department/agency].

##### 3. **REQUIREMENT**

As detailed in Table 1 - List of Deliverables and Table 2 - List of Optional Deliverables if applicable.

##### 4. **SECURITY REQUIREMENTS** *(if applicable)*

[Security provisions per the SRCL, if applicable, shall be detailed in this section.]

##### 5. **AUTHORITIES**

###### **(a) Contracting Authority**

The Contracting Authority for the Contract is:

Name: \_\_\_\_\_  
Title: \_\_\_\_\_  
Organization: \_\_\_\_\_  
Address: \_\_\_\_\_  
Telephone: \_\_\_\_\_  
Facsimile: \_\_\_\_\_  
E-mail address: \_\_\_\_\_

###### **(b) Technical Authority**

The Technical Authority for the Contract is:

Name: \_\_\_\_\_  
Title: \_\_\_\_\_  
Organization: \_\_\_\_\_  
Address: \_\_\_\_\_  
Telephone: \_\_\_\_\_  
Facsimile: \_\_\_\_\_  
E-mail address: \_\_\_\_\_



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**6. OPTION TO EXTEND THE CONTRACT**

As detailed in the referenced SA.

**7. RESELLER NAME** *(if applicable)*

The approved Reseller for the Contract is:

Name: \_\_\_\_\_  
Title: \_\_\_\_\_  
Organization: \_\_\_\_\_  
Address: \_\_\_\_\_  
Telephone: \_\_\_\_\_  
Facsimile: \_\_\_\_\_  
E-mail address: \_\_\_\_\_

**8. SPECIAL INSTRUCTIONS** *(if applicable)*

The following Special Instructions form part of this Contract.

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9. **TABLE 1 - LIST OF INITIAL DELIVERABLES**

Table 1 - List of Initial Deliverables							
Item No.	Manufacturer's Product Name (Per SLISA Catalogue)	Manufacturer's Part No. (Per SLISA Catalogue)	Media Type (Internet Download, unless otherwise specified)	Maintenance and Support Period (If applicable)	Qty (unit of measure)	Unit Price	Extended Price
1							
...							
Sub-Total:							\$0.00
GST/HST, if applicable :							\$0.00
TOTALCAD :							\$0.00

10. **TABLE 2 - LIST OF OPTIONAL DELIVERABLES** *(if applicable)*

Table 2 - List of Optional Deliverables						
Item No.	Manufacturer's Product Name (If required, per Annex D or per supplier's bid)	Manufacturer's Part No. (If required, per Annex D or per supplier's bid)	Maintenance and Support Period (If applicable)	Qty (unit of measure)	Ceiling Unit Price	Extended Price
1						
...						
Sub-Total:						\$0.00
GST/HST, if applicable :						\$0.00
TOTALCAD :						\$0.00

11. **STATEMENT OF REQUIREMENTS** *(if applicable)*

The following Statement of Requirements forms part of this Contract.

**ALL OTHER TERMS AND CONDITIONS ARE PER THE SUPPLY ARRANGEMENT**

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## ANNEX C

### SECURITY REQUIREMENTS CHECK LIST

Note to Supplier: Security requirement, if applicable, will be added to individual contracts prior to award.

ANNEX D

PRODUCT LIST AND CEILING PRICES

Note to Supplier: This form must be completed and submitted as part of the Supplier's response to the RFSA. An electronic copy of this form can be obtained from the Supply Arrangement Authority.

PRODUCT LIST									
Item NO.	Manufacturer's Part No.	Manufacturer's Product Name	Manufacturer's Name	Ceiling Price per License	License Type	Software Category	Language	Product Information	Platform
1	(enter the Part Number that the Software Publisher uses to identify the product)	(enter the name that the Software Publisher uses to identify the product)	(enter the name of the Software Publisher that produces the product)	(enter ceiling price per license in Canadian Dollars)	(enter the license type such as "per user", "per CPU", "per device", etc.)	(enter the applicable category per Annex G - Software Categories & Descriptions)	(enter the language of the software such as English, and French)	(enter a web site URL containing product information)	enter the platform on which the software can operate such as Windows, Linux, Unix)
2									
3									

---

ANNEX E

SOFTWARE USAGE AND SOFTWARE MAINTENANCE AND SUPPORT -  
TERMS AND CONDITIONS

(MUST BE COMPLETED WITH SUPPLIER'S RESPONSE TO THE RFSA AND CAN BE UPDATED ON  
A QUARTERLY BASIS THEREAFTER)

Only terms which are presented in full and directly included in Annex E - Software Usage and Software Maintenance and Support - Terms and Conditions form part of the Supply Arrangement. Any terms or conditions that are purported to be incorporated by reference through URLs, read me files or otherwise form no part of the Supply Arrangement unless such terms are presented in full and included at Annex E - Software Usage and Software Maintenance and Support - Terms and Conditions.

No terms purporting to abridge or extend the time to commence an action for breach, tort, or other action are of any effect.

**Note to Suppliers:**

*The Supplier may submit Terms and Conditions that apply to the use of the software as well as the software maintenance and support. However, if there are any discrepancies between the Supplier's Terms and Conditions and those in the body of the RFSA and Resulting Contract clauses, the Terms and Conditions of the RFSA shall prevail .*

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## ANNEX F

### PROGRAM TERMS AND CONDITIONS

(MUST BE COMPLETED WITH SUPPLIER'S RESPONSE TO THE RFSA AND CAN BE UPDATED ON A QUARTERLY BASIS THEREAFTER)

The terms of this Licensing Program may replace or modify the terms under Annex E - Software Usage and Software Maintenance and Support - Terms and Conditions. In the event of conflict, the terms of Annex F - Program Terms and Conditions supersede the terms of Annex E - Software Usage and Software Maintenance and Support - Terms and Conditions. *However, if there are any discrepancies between the Supplier's Licensing Program Terms and Conditions and those in the body of the RFSA and Resulting Contract clauses, the Terms and Conditions of the RFSA shall prevail .*

Only terms which are presented in full and directly included in Annex F - Program Terms and Conditions form part of the Supply Arrangement. Any terms or conditions that are purported to be incorporated by reference through URLs, read me files or otherwise form no part of the Supply Arrangement unless such terms are presented in full and included at Annex F - Program Terms and Conditions.

**Note to Suppliers:**

*The Supplier may submit the Licensing Program Terms and Conditions that apply to the Crown as a major client of a manufacturer's products. For the purpose of programs, the Crown must be treated as a single entity. Department specific programs are not permitted. Examples of programs include enterprise programs, volume based programs, and business level agreements.*

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## ANNEX G

## SOFTWARE CATEGORIES &amp; DESCRIPTIONS

Category ID	Category	Subcategory	Description
800	Virtualization Software		Virtualization Software delivers, enables and supports virtual environments, processors and applications by isolating system resources from underlying computing or application services. Virtualization provides the components, functions and features including host and or guest systems, machines or types.
805	Virtualization Software	Application Virtualization Software	Application Virtualization Software allows for the creation of application packages independent of any operating system. The application package can be installed and isolated from the host operating system but is still able to interact with the host and other applications. Virtual applications can be freely installed or removed without disrupting the host.
810	Virtualization Software	Desktop Virtualization Software	Desktop Virtualization Software allows for the creation and modification of an operating system independent from the hardware. The virtual desktop should be able to run on multiple different hardware platforms and move freely from one to another when required without modifications.
815	Virtualization Software	Server Virtualization Software	Server Virtualization Software allows for the creation of multiple guest operating systems (Guest OS/V/M) within a server host operating system (Host OS). It allows for unmodified guest operating systems to run in isolation while using the same instruction set as the Host OS. These environments utilize some resource sharing and process isolation.
820	Virtualization Software	Storage Virtualization Software	Storage Virtualization Software allows for the separation of logical storage from the physical storage or for the elimination of dependencies between data access and location of physical data. Storage virtualization systems can provide either block-accessed storage or file accessed storage.
825	Virtualization Software	Virtualization Backup & Recovery Software	Virtualization Backup and Recovery Software provides recovery techniques with virtualized servers to improve system up time and recovery time objectives as well as recovery point objectives. This software also ensures the integrity of the data to retrieve.
830	Virtualization Software	Virtualization Management Software	Virtualization Management Software provides complete management tools to manage and optimize a virtualized environment.
835	Virtualization Software	Virtualization Monitoring Tools Software	Virtualization Monitoring Tools Software provides complete monitoring tools to monitor and set host configuration standards, infrastructure capacity, application performance and workload ownership of a virtualized environment.
840	Virtualization Software	Virtualization Security Software	Virtualization Security Software is security software specific to virtualized systems and includes software such as anti-virus, firewall, or network security.

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ANNEX H

LIST OF APPROVED RESELLERS

CLASS 1 RESELLERS

<u>Reseller Name</u>	<u>Address</u>	<u>City</u>	<u>Province Code</u>	<u>Country</u>	<u>Postal Code</u>	<u>Telephone</u>	<u>Contact Name</u>	<u>Email Address</u>	<u>Web site</u>

CLASS 2 RESELLERS

<u>Reseller Name</u>	<u>Address</u>	<u>City</u>	<u>Province Code</u>	<u>Country</u>	<u>Postal Code</u>	<u>Telephone</u>	<u>Contact Name</u>	<u>Email Address</u>	<u>Web site</u>

Supplier confirms that:

1. The entities outlined above have been selected as Resellers of the Supplier for the performance of the Arrangement.
2. The Resellers are aware of the relevant contractual terms and conditions of the Supply Arrangement between the Supplier and Canada and has entered into an agreement with the Supplier on terms that will not be inconsistent with the Arrangement.
3. The Resellers are in good standing and there are no reasons of which the Supplier is aware that would prevent the Reseller from performing in a manner that would allow for the satisfactory and timely performance of the Supplier's obligations under the SA.



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## ANNEX I

## LIST OF APPROVED PWGSC AND CLIENT AUTHORITIES

**Only employees of the Federal Government can be authorized to issue contracts against the Software Licensing Supply Arrangement**

This Appendix "I" will be updated on a regular basis.

Department	Limit per Contract
Approved PWGSC, Acquisition Branch Contracting Officers	Unlimited*

*\*Authorized PWGSC Contracting Authorities within Acquisitions Branch listed herein must exercise approval and signing authorities in accordance with the levels established by Treasury Board (TB) and the internal levels established by PWGSC for their position when issuing contracts.*

**PWGSC - Acquisition Branch**

PWGSC - Acquisition Branch - National Capital Region

Central Allocations Unit 0A1 Place Du Portage, Phase III 11 Laurier Street

Hull QC, K1A 0S5

Tel: 819-956-5156

Fax: 819-956-5175

Email: [RCNAattributionsCentralisees.NCRCentralAllocations@tpsgc-pwgsc.gc.ca](mailto:RCNAattributionsCentralisees.NCRCentralAllocations@tpsgc-pwgsc.gc.ca)

Officer	Phone	E-Mail
Andrea Riopel	819-956-1332	<a href="mailto:andrea.riopel@tpsgc-pwgsc.gc.ca">andrea.riopel@tpsgc-pwgsc.gc.ca</a>
Annick Pelletier	819-956-2802	<a href="mailto:annick.pelletier@tpsgc-pwgsc.gc.ca">annick.pelletier@tpsgc-pwgsc.gc.ca</a>
Annie Yang	819-956-1560	<a href="mailto:annie.yang@tpsgc-pwgsc.gc.ca">annie.yang@tpsgc-pwgsc.gc.ca</a>
Antonella DeAngelis	819-956-4917	<a href="mailto:antonella.deangelis@tpsgc-pwgsc.gc.ca">antonella.deangelis@tpsgc-pwgsc.gc.ca</a>
Audace Niyonambaza	819-956-5017	<a href="mailto:audace.niyonambaza@tpsgc-pwgsc.gc.ca">audace.niyonambaza@tpsgc-pwgsc.gc.ca</a>
Betty-Jane Horton	819-956-1360	<a href="mailto:betty-jane.horton@tpsgc-pwgsc.gc.ca">betty-jane.horton@tpsgc-pwgsc.gc.ca</a>
Carl Leblanc	819-956-4874	<a href="mailto:carl.leblanc@tpsgc-pwgsc.gc.ca">carl.leblanc@tpsgc-pwgsc.gc.ca</a>
David Tomei	819-956-1318	<a href="mailto:david.tomei@tpsgc-pwgsc.gc.ca">david.tomei@tpsgc-pwgsc.gc.ca</a>
Denise Jalbert	819-956-1083	<a href="mailto:denise.jalbert@tpsgc-pwgsc.gc.ca">denise.jalbert@tpsgc-pwgsc.gc.ca</a>
Elizabeth Quenville	819-934-1959	<a href="mailto:elizabeth.quenville@tpsgc-pwgsc.gc.ca">elizabeth.quenville@tpsgc-pwgsc.gc.ca</a>
Emilio Franco	819-956-1184	<a href="mailto:Emilio.Franco@tpsgc-pwgsc.gc.ca">Emilio.Franco@tpsgc-pwgsc.gc.ca</a>
Emily Dolan	819-956-1205	<a href="mailto:Emily.Dolan@tpsgc-pwgsc.gc.ca">Emily.Dolan@tpsgc-pwgsc.gc.ca</a>
Fanny Mambwe	819-956-5963	<a href="mailto:fanny.mambwe@tpsgc-pwgsc.gc.ca">fanny.mambwe@tpsgc-pwgsc.gc.ca</a>
Felix Chui	819-956-9024	<a href="mailto:Felix.Chui@tpsgc-pwgsc.gc.ca">Felix.Chui@tpsgc-pwgsc.gc.ca</a>
Francine Beauparlant	819-956-1144	<a href="mailto:francine.beauparlant@tpsgc-pwgsc.gc.ca">francine.beauparlant@tpsgc-pwgsc.gc.ca</a>
Gabriele Mathieu Monger	819-956-9136	<a href="mailto:Gabriele.MathieuMonger@tpsgc-pwgsc.gc.ca">Gabriele.MathieuMonger@tpsgc-pwgsc.gc.ca</a>
Glenn McIlroy	819-956-0974	<a href="mailto:glenn.mcilroy@tpsgc-pwgsc.gc.ca">glenn.mcilroy@tpsgc-pwgsc.gc.ca</a>
Hellas Uddin	819-956-1646	<a href="mailto:hellas.uddin@tpsgc-pwgsc.gc.ca">hellas.uddin@tpsgc-pwgsc.gc.ca</a>
Hong Xu	819-956-6125	<a href="mailto:hong.xu@tpsgc-pwgsc.gc.ca">hong.xu@tpsgc-pwgsc.gc.ca</a>
Jean D. Gasake	819-956-1435	<a href="mailto:jean.gasake@tpsgc-pwgsc.gc.ca">jean.gasake@tpsgc-pwgsc.gc.ca</a>
Joanne Yakabuskie	819-956-1112	<a href="mailto:joanne.yakabuskie@tpsgc-pwgsc.gc.ca">joanne.yakabuskie@tpsgc-pwgsc.gc.ca</a>
Jocelyne Gagnon	819-956-3769	<a href="mailto:jocelyne.c.gagnon@tpsgc-pwgsc.gc.ca">jocelyne.c.gagnon@tpsgc-pwgsc.gc.ca</a>
John McKay	819-956-5839	<a href="mailto:john.mckay@tpsgc-pwgsc.gc.ca">john.mckay@tpsgc-pwgsc.gc.ca</a>
Johnson Wong	819-956-1161	<a href="mailto:Johnson.Wong@tpsgc-pwgsc.gc.ca">Johnson.Wong@tpsgc-pwgsc.gc.ca</a>

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Jonathan Vinet	819-956-2802	<a href="mailto:jonathan.vinet@tpsgc-pwgsc.gc.ca">jonathan.vinet@tpsgc-pwgsc.gc.ca</a>
Lloyd Chabot	819-956-8231	<a href="mailto:lloyd.e.chabot@tpsgc-pwgsc.gc.ca">lloyd.e.chabot@tpsgc-pwgsc.gc.ca</a>
Long Pan	819-956-1190	<a href="mailto:long.pan@tpsgc-pwgsc.gc.ca">long.pan@tpsgc-pwgsc.gc.ca</a>
Manon Rondeau	819-956-3492	<a href="mailto:manon.rondeau@tpsgc-pwgsc.gc.ca">manon.rondeau@tpsgc-pwgsc.gc.ca</a>
Marco Pelchat	819-956-1121	<a href="mailto:marco.pelchat@tpsgc-pwgsc.gc.ca">marco.pelchat@tpsgc-pwgsc.gc.ca</a>
Margo Conn-Harbinson	819-956-1114	<a href="mailto:margo.conn-harbinson@tpsgc-pwgsc.gc.ca">margo.conn-harbinson@tpsgc-pwgsc.gc.ca</a>
Maria Rodrigues	819-956-1191	<a href="mailto:maria.rodrigues@tpsgc-pwgsc.gc.ca">maria.rodrigues@tpsgc-pwgsc.gc.ca</a>
Mario Dicaire	819-956-1654	<a href="mailto:mario.dicaire@tpsgc-pwgsc.gc.ca">mario.dicaire@tpsgc-pwgsc.gc.ca</a>
Mario Godard	819-956-1918	<a href="mailto:mario.a.godard@tpsgc-pwgsc.gc.ca">mario.a.godard@tpsgc-pwgsc.gc.ca</a>
Martine Seguin	819-956-0528	<a href="mailto:martine.seguin@tpsgc-pwgsc.gc.ca">martine.seguin@tpsgc-pwgsc.gc.ca</a>
Meghan Roos	819-956-1434	<a href="mailto:meghan.roos@tpsgc-pwgsc.gc.ca">meghan.roos@tpsgc-pwgsc.gc.ca</a>
Michael Beaudoin	819-956-0995	<a href="mailto:michael.beaudoin@tpsgc-pwgsc.gc.ca">michael.beaudoin@tpsgc-pwgsc.gc.ca</a>
Natalie Cayer	819-956-7897	<a href="mailto:natalie.cayer@tpsgc-pwgsc.gc.ca">natalie.cayer@tpsgc-pwgsc.gc.ca</a>
Nicole Papineau	819-956-1121	<a href="mailto:nicole.papineau@tpsgc-pwgsc.gc.ca">nicole.papineau@tpsgc-pwgsc.gc.ca</a>
Pascal Alicandro	819-956-1530	<a href="mailto:pascal.alicandro@tpsgc-pwgsc.gc.ca">pascal.alicandro@tpsgc-pwgsc.gc.ca</a>
Peter Gabriel	819-956-9739	<a href="mailto:peter.gabriel@tpsgc-pwgsc.gc.ca">peter.gabriel@tpsgc-pwgsc.gc.ca</a>
Peter Lessard	819-956-5846	<a href="mailto:Peter.Lessard@tpsgc-pwgsc.gc.ca">Peter.Lessard@tpsgc-pwgsc.gc.ca</a>
Pierre Menard	819-956-1194	<a href="mailto:pierre.menard@tpsgc-pwgsc.gc.ca">pierre.menard@tpsgc-pwgsc.gc.ca</a>
Robert Dube	819-956-0473	<a href="mailto:robert.dube@tpsgc-pwgsc.gc.ca">robert.dube@tpsgc-pwgsc.gc.ca</a>
Robinah Matende	819-956-4816	<a href="mailto:Robinah.Matende@tpsgc-pwgsc.gc.ca">Robinah.Matende@tpsgc-pwgsc.gc.ca</a>
Roxane Baker	819-956-1105	<a href="mailto:roxane.baker@tpsgc-pwgsc.gc.ca">roxane.baker@tpsgc-pwgsc.gc.ca</a>
Russell McHugh	819-956-1248	<a href="mailto:russell.mchugh@tpsgc-pwgsc.gc.ca">russell.mchugh@tpsgc-pwgsc.gc.ca</a>
Scott McRae	819-956-5879	<a href="mailto:scott.mcrae@tpsgc-pwgsc.gc.ca">scott.mcrae@tpsgc-pwgsc.gc.ca</a>
Scott Soucy	819-956-1138	<a href="mailto:scott.soucy@tpsgc-pwgsc.gc.ca">scott.soucy@tpsgc-pwgsc.gc.ca</a>
Shannon MacCuaig	819-956-2625	<a href="mailto:shannon.maccuaig@tpsgc-pwgsc.gc.ca">shannon.maccuaig@tpsgc-pwgsc.gc.ca</a>
Sheila Buckle	819-956-1190	<a href="mailto:sheila.buckle@tpsgc-pwgsc.gc.ca">sheila.buckle@tpsgc-pwgsc.gc.ca</a>
Sultan Uddin Ahmed	819-956-9205	<a href="mailto:sultanuddin.ahmed@tpsgc-pwgsc.gc.ca">sultanuddin.ahmed@tpsgc-pwgsc.gc.ca</a>
Vicki Ghabban	819-956-1420	<a href="mailto:vicki.ghabban@tpsgc-pwgsc.gc.ca">vicki.ghabban@tpsgc-pwgsc.gc.ca</a>
Vidyawatti Brijmohan	819-956-1212	<a href="mailto:vidyawatti.brijmohan@tpsgc-pwgsc.gc.ca">vidyawatti.brijmohan@tpsgc-pwgsc.gc.ca</a>

For software requirements that you wish to have PWGSC, Software and Shared Systems Procurement Directorate to process please forward your requirement (on a PWGSC 9200 Requisition for Goods and Services form) to

**Central Allocations:**

Tel: 819-956-5156

Fax: 819-956-5175

Email: [RCNAttributionsCentralisees.NCRCentralAllocations@tpsgc-pwgsc.gc.ca](mailto:RCNAttributionsCentralisees.NCRCentralAllocations@tpsgc-pwgsc.gc.ca)

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ANNEX J

SUPPLY ARRANGEMENT QUARTERLY REPORTS TEMPLATE

No.	Contract No.	Contract Amd. No.	Contract or Contract Amd. Award Date	Contract Expiry Date	Client Organization Name	Part No.	Product Name	Qty	Unit Price	Total Price	Contracting Authority	Reseller
1												
2												
3												

Definitions / Instructions:

**No.:** Suppliers are required to report each Line Item separately

**Requisition No.:** The requisition number is unique to each contract and is listed on page 1 of each contract

**Contract Amd. No.:** The number of the contract amendment, if applicable

**Contract or Contract Amd. Award Date:** Enter the date on page one of either the contract or the contract amendment as applicable

**Contract Expiry Date:** Enter the contract expiry date, found in the terms and conditions of the contract, not including optional periods.

**Client Organization Name:** Enter the name of the client organization (such as Department of National Defence or Public Works and Government Services )

**Part No.:** Enter the Manufacturer's Part Number from Annex D - Product List and Ceiling Prices

**Product Name:** Enter the Product Name from the issued contract

**Qty:** Enter the quantity for each item

**Unit Price:** Enter the Unit Price, not including GST/HST

**Total Price:** Enter the Total Price, not including GST/HST

**Contracting Authority:** Enter the name of the Contracting Authority (i.e. name of the person who issued the contract)

**Reseller:** Enter the Reseller assigned to fulfill the contract, if applicable

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## ANNEX K

### SOFTWARE LICENSING SUPPLY ARRANGEMENT BID SOLICITATION TEMPLATE

#### **Bid Solicitation** **Under Software Licensing Supply Arrangement**

<b>Bid Solicitation No.</b>	<b>[enter #]</b>
<b>Closing Date: 2:00 p.m.</b>	<b>[enter date and time zone]</b>
<b>Delivery Location(s):</b>	<b>[enter location(s)]</b>
<b>Required Delivery Date of Initial Deliverables:</b>	<b>[enter date]</b>

#### 1. **Software Licensing Supply Arrangement Requirement**

This Bid Solicitation is issued against the Software Licensing Supply Arrangement (the "SA") PWGSC file number #. All terms and conditions of the SA apply to and form part of this Bid Solicitation and any Resulting Contract.

#### 2. **Summary**

[Initial scope of the requirement (i.e. number of users, devices, locations, as applicable) as well as potential growth to address the complete requirement and the type of license model required ]

#### 3. **Bid Solicitation**

Canada requests that the Suppliers and Class 1 Resellers review and respond, in accordance with Part 6 Section B of the SA, with its best and final offer regarding the particular requirement described herein.

#### 4. **Bid Preparation**

In addition to the number of copies required in Section 6B.9 Bid Preparation Instructions , Canada requests that bidders provide additional copies of their bid as follows:

Section I: Technical Bid ( [Insert number of copies] hard copy(ies) and [Insert number of copies] soft copy(ies) on CD, DVD or USB)

Section II: Financial Bid ( [Insert number of copies] hard copy(ies) and [Insert number of copies] soft copy(ies) on CD, DVD or USB)

#### 5. **Evaluation and Contractor Selection Methodology**

Canada will select the successful bidder based the following method as described in 6B.7 of the SA: [select one methodology]

- (i) Lowest priced compliant bid; or
- (ii) Lowest Price-Per-Point; or

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(iii) Best Overall Solution (60% technical and 40% Price).

**6. Contracting Authority**

Name: \_\_\_\_\_  
Title: \_\_\_\_\_  
Address: \_\_\_\_\_  
Telephone: \_\_\_\_\_  
Facsimile: \_\_\_\_\_  
E-mail: \_\_\_\_\_

**7. Security Provisions (if applicable)**

[Security provisions per the SRCL, if applicable, shall be detailed in the bid solicitation here]

**8. Statement of Requirement:**

[The Statement of Requirement, as described in 6B.6 of the SA, shall be detailed here]

**9. Further terms and conditions may be added as the Crown deems necessary.**

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## ANNEX L

SOFTWARE LICENSING SUPPLY ARRANGEMENT  
REQUEST FOR QUOTE TEMPLATE

From:	[enter name of contracting authority] [enter title] Phone : Fax: E-mail:	[address]
To:	<b>Suppliers and Resellers of [enter Manufacturer's Products]</b>	
Date:	March 4, 2011	Pages: [enter #] (including this one)

REQUEST FOR QUOTE (RFQ)  
Under Software Licensing Supply Arrangement

RFQ Requisition No.	[enter #]
Closing Date: 2:00 p.m.	[enter date]
Delivery Location(s):	[enter location(s)]
Required Delivery Date of Initial Deliverables:	[enter date]

**1. Software Licensing Supply Arrangement Requirement**

This Request for Quote is issued against the Software Licensing Supply Arrangement (the "SA") PWGSC file number #. All terms and conditions of the SA apply to and form part of Request for Quote and any Resulting Contract.

**2. Summary**

[Enter department] (the "Client") has a requirement for the supply and delivery of the products identified in Table 1 - Initial Deliverables. There is also an option for purchase of the additional Products and/or maintenance and support specified under Table 2 - Optional Deliverables.

**3. Request for Quotation**

Canada requests that the Suppliers and Class 1 Resellers review and respond, in accordance with Part 6 Section B of the SA, with their best and final offer regarding the particular requirement described in the tables herein. Canada requests that the prices reflect the savings associated with the purchase of the volumes described herein.

**4. Security Provisions (if applicable)**

[Security provisions per the SRCL, if applicable, shall be detailed in the RFQ]

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5. Initial Deliverables

Table 1 - List of Initial Deliverables							
Item No.	Manufacturer's Product Name (Per SLSA Catalogue)	Manufacturer's Part No. (Per SLSA Catalogue)	Media Type (Internet Download, unless otherwise specified)	Maintenance and Support Period (If applicable)	Qty (unit of measure)	Unit Price	Extended Price
1							
2							
...							
TOTAL CAD :							

6. Optional Deliverables

Table 2 - List of Optional Deliverables						
Item No.	Manufacturer's Product Name (If required, per Annex D - Product List and Ceiling Prices or per supplier's bid)	Manufacturer's Part No. (If required, per Annex D - Product List and Ceiling Prices or per supplier's bid)	Maintenance and Support Period (If applicable)	Qty (unit of measure)	Ceiling Unit Price	Extended Price
1						
2						
...						
						TOTAL CAD :

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## 7. Total Bid Price

Table 3 - Total Bid Price		
Item No.		Price
1	Total (CAD) of Initial Deliverables	
2	Total (CAD) of Optional Deliverables (if applicable)	
TOTAL BID PRICE:		\$0.00



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## FORMS

FORM 1 - ARRANGEMENT SUBMISSION FORM		
<b>Supplier's full legal name</b>		
<b>Authorized Representative of Supplier for evaluation purposes (e.g., clarifications)</b>	Name	
	Title	
	Address	
	Telephone #	
	Fax #	
	Email	
<b>Supplier's Procurement Business Number (PBN)</b> [see the Standard Instructions 2008]		
<b>Jurisdiction of Contract:</b> Province in Canada the Supplier wishes to be the legal jurisdiction applicable to the Supply Arrangement and to any resulting contracts (if other than the province of Ontario (Canada))		
<b>Federal Contractors Program for Employment Equity (FCP EE) Certification:</b>		
<p>If the Supplier is exempt, please indicate the basis for the exemption to the right. If the Supplier does not fall within the exceptions enumerated to the right, the Program requirements do apply and the Supplier 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>Suppliers 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>	On behalf of the Supplier, by signing below, I also confirm that the Supplier [ <i>check the box that applies</i> ]:	
	(a) is not subject to Federal Contractors Program for Employment Equity (FCP-EE), because it has a workforce of less than 100 permanent full or part-time employees in Canada;	
	(b) is not subject to FCP-EE, because it is a regulated employer under the <i>Employment Equity Act</i> ;	
	(c) is subject to the requirements of FCP-EE, because it has a workforce of 100 or more permanent full or part-time employees in Canada, but has not previously obtained a certificate number from the Department of Human Resources and Skills Development (HRSD) (having not bid on requirements of \$200,000 or more), in which case a duly signed certificate of commitment is attached; OR	
	(d) is subject to FCP-EE, and has a valid certification number as follows: _____ (and has not been declared an Ineligible Contractor by HRSD).	

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<b>Number of FTEs</b> [Suppliers are requested to indicate, the total number of full-time-equivalent positions that would be created and maintained by the Supplier as a result of its participation within this procurement vehicle. This information is for information purposes only and will not be evaluated.]	
<b>Security Clearance Level of Supplier and its Resellers</b> <i>[include both the level and the date it was granted]</i>	
<b>Aboriginal Businesses</b> <i>[Suppliers are requested to indicated if they meet the requirements as outlined in Set-Asides Program for Aboriginal Businesses (SPAB)]</i>	
<b>Canadian Small and Medium Enterprises (CSME)</b> <i>[Suppliers are requested to indicated if they meet the definition of a Canadian Small and Medium Enterprise (OSME indicated: 100 to 500 Employees = Medium; 10 to 100 = Small; 1 to 10 = Micro)]</i>	
<b>Canadian Enterprise</b> <i>[Suppliers are requested to indicated if they are Canadian Suppliers]</i>	
<b>Green Procurement</b> <i>[Suppliers must commit to providing delivery of all goods in an environmentally friendly manner]</i>	
<b>Green Company</b> <i>[Suppliers are requested to identify if their facilities operate with an Environmental Management System (EMS) certified by a qualified registrar as complying with the ISO 14001 standard]</i>	
<p>On behalf of the Supplier, by signing below, I confirm that I have read the entire Request for Supply Arrangements including the documents incorporated by reference and I certify that:</p> <p>1. The Supplier considers itself and its products able to meet all the mandatory requirements described in the RFSA;</p> <p>3. All the information provided in response to the RFSA is complete, true and accurate; and</p> <p>4. If the Supplier enters into an arrangement with Canada and if it is awarded contracts, it will accept all the terms and conditions set out in the resulting contract clauses included in Part 6C of the RFSA..</p>	
<b>Signature of Authorized Representative of Supplier</b>	

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## Form 2

### Software Publisher Certification Form

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

The Supplier 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 in accordance with the terms and conditions of the SA (and any non-proprietary sub-components incorporated into the software) on a royalty-free basis to Canada:

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[Suppliers should add or remove lines as needed, or attach the product list as an appendix]

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

---

Email for authorized signatory of SP

---

Date signed

---

RFSA Number

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### Form 3

#### Software Publisher Authorization Form

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

This confirms that the Software Publisher identified below understands and acknowledges that the Supplier named below has submitted a arrangement in response to the Request for Supply Arrangement dated \_\_\_\_\_, reference number \_\_\_\_\_ issued by PWGSC. The Software Publisher hereby confirms that

- (i) The Supplier named below is authorized to supply the Software Publisher's products, listed below or attached, through its SA;
- (ii) The Software Publisher agrees to grant all licenses to be acquired under the SA in accordance with the resulting contract's terms and conditions set out in the SA; and
- (iii) The Supplier may appoint, as it deems fit, Resellers to fulfill the obligations of the SA

The Software Publisher acknowledges that the reseller has proposed to the Crown, in response to the RFSA, the following Software and other proprietary products of the Corporation.

*[Identify all of the Licensing Entities' proprietary products that are proposed by the reseller]*

\_\_\_\_\_  
\_\_\_\_\_

*[Suppliers should add or remove lines as needed, or attach the product list as an appendix]*

Name of Supplier \_\_\_\_\_

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 \_\_\_\_\_

Email for authorized signatory of SP \_\_\_\_\_

Date signed \_\_\_\_\_

RFSA Number \_\_\_\_\_

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#### Form 4

### Open Source Product(s) Certification Form

The Supplier certifies that all the following software products and components are non-proprietary software (Open Source Software Products) and that it has all the rights necessary to license them (and any non-proprietary sub-components incorporated into the software) to Canada in accordance with the terms and conditions set out in the SA:

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*(Suppliers should add or remove lines as needed, or attach the product list as an appendix)*

Name of Supplier \_\_\_\_\_

Signature of authorized signatory of Supplier \_\_\_\_\_

Print Name of authorized signatory of Supplier \_\_\_\_\_

Print Title of authorized signatory of Supplier \_\_\_\_\_

Address for authorized signatory of Supplier \_\_\_\_\_

Email for authorized signatory of Supplier \_\_\_\_\_

Date signed \_\_\_\_\_

RFSA Number \_\_\_\_\_

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## Form 5

### Certification Requirements for the Set-Aside Program for Aboriginal Business

The Supplier:

- (i) certifies that it meets, and will continue to meet throughout the duration of the Arrangement, the requirements described in the above-mentioned annex.
- (ii) agrees that any subcontractor it engages under the Arrangement must satisfy the requirements described in the above-mentioned annex.
- (iii) agrees to provide to Canada, immediately upon request, evidence supporting any subcontractor's compliance with the requirements described in the above-mentioned annex.

The Supplier must check the applicable box below:

☐ The Supplier is an Aboriginal business that is a sole proprietorship, band, limited company, co-operative, partnership or not-for-profit organization.

OR

☐ The Supplier is either a joint venture consisting of two or more Aboriginal businesses or a joint venture between an Aboriginal business and a non-Aboriginal business.\*

The Supplier must check the applicable box below:

☐ The Aboriginal business has fewer than six full-time employees.

OR

☐ The Aboriginal business has six or more full-time employees.

The Supplier must, upon request by Canada, provide all information and evidence supporting this certification. The Supplier must ensure that this evidence will be available for audit during normal business hours by a representative of Canada, who may make copies and take extracts from the evidence. The Supplier must provide all reasonably required facilities for any audits.

By submitting an arrangement, the Supplier certifies that the information submitted by the Supplier in response to the above requirements is accurate and complete.

Name of Supplier

Signature of authorized signatory of Supplier

Print Name of authorized signatory of Supplier

Print Title of authorized signatory of Supplier

Address for authorized signatory of Supplier

Email for authorized signatory of Supplier

Date signed

RFSA Number

\* **Aboriginal Joint Venture:** a joint venture consisting of two or more Aboriginal businesses or Aboriginal business(es) and a non-Aboriginal business(es), provided that the Aboriginal business(es) has at least 51 percent ownership and control of the joint venture. The joint venture has to respect the Aboriginal content requirement of 33% of the value of the work under a contract has to be performed by the Aboriginal business(es).



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

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

11 Laurier St. / 11, rue Laurier  
Place du Portage, Phase III  
Core 0A1 / Noyau 0A1  
Gatineau  
Quebec  
K1A 0S5  
Bid Fax: (819) 997-9776

**Revision to a Request for Supply  
Arrangement - Révision à une demande  
pour un arrangement en matière  
d'approvisionnement**

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

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

**Comments - Commentaires**

**Vendor/Firm Name and Address**

**Raison sociale et adresse du  
fournisseur/de l'entrepreneur**

**Issuing Office - Bureau de distribution**

Systems Software Procurement Division / Division des  
achats des logiciels d'exploitation  
11 Laurier St. / 11 rue, Laurier  
4C1, Place du Portage, Phase III  
Gatineau  
Quebec  
K1A 0S5

<b>Title - Sujet</b> RFSA FOR THE PROVISION OF SOFTWARE	
<b>Solicitation No. - N° de l'invitation</b> EN578-100808/D	<b>Date</b> 2011-07-20
<b>Client Reference No. - N° de référence du client</b> EN578-100808	<b>Amendment No. - N° modif.</b> 004
<b>File No. - N° de dossier</b> 015ee.EN578-100808	<b>CCC No./N° CCC - FMS No./N° VME</b>
<b>GETS Reference No. - N° de référence de SEAG</b> PW-\$\$\$E-015-22221	
<b>Date of Original Request for Supply Arrangement</b> 2011-01-31 <b>Date de demande pour un arrangement en matière d'app. originale</b>	
<b>Solicitation Closes - L'invitation prend fin at - à 02:00 PM on - le 2014-12-31</b>	
<b>Time Zone Fuseau horaire</b> Eastern Standard Time EST	
<b>Address Enquiries to: - Adresser toutes questions à:</b> Franco (ee div), Emilio	<b>Buyer Id - Id de l'acheteur</b> 015ee
<b>Telephone No. - N° de téléphone</b> (819) 956-1184 ( )	<b>FAX No. - N° de FAX</b> (819) 953-3703
<b>Delivery Required - Livraison exigée</b>	
<b>Destination - of Goods, Services, and Construction:</b> <b>Destination - des biens, services et construction:</b>	
<b>Security - Sécurité</b> This revision does not change the security requirements of the solicitation. Cette révision ne change pas les besoins en matière de sécurité de l'invitation.	

**Instructions: See Herein**

**Instructions: Voir aux présentes**

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

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**The purpose of this amendment 004 is:**

- **To refresh the solicitation**
- **To add Security Operations Software and Development Environments Software to the list of Software Categories**

## **SUMMARY OF REVISIONS**

### **1. Throughout The RFSA:**

Maintenance and Support has been clarified to Maintenance and/or Support

References to Section 6A.20 are revised to 6A.19

Minor grammatical edits

### **2. Section 2.5(b) Resellers is revised to delete:**

The Supplier remains responsible for ensuring that its Resellers comply with the terms and conditions of the SA.

### **3. Section 2.5(f) Resellers is revised to delete:**

A Supplier must ensure that any Resellers supplies only software products or software maintenance and support in accordance with the terms of the SA. Resellers are not entitled to either:

- (i) Vary from the terms and conditions of the Suppliers' SA or any resulting contract; or
- (ii) Supply a product beyond those listed in the Supplier's Annex D - Product List and Ceiling Prices.

### **4. Section 2.5(g) Resellers is deleted:**

### **5. Section 3.2(b)(viii) Technical Arrangement is revised to:**

**Platform:** The Supplier must provide the platform(s) on which the software can operate (ex: Windows, Linux, Unix).

### **6. Section 6A.9 Priority of documents is revised to move Annex F - Program Terms and Conditions above Annex E - Software Usage and Software Maintenance and Support - Terms and Condition.**

### **7. Section 6A.13 Updating Annex D - Product List and Ceiling Prices is revised to add:**

(c) If Canada and the Supplier cannot reach an agreement regarding the requested modifications, the Supplier may elect to remove such products from Annex D - Product List and Ceiling Prices.

### **8. Section 6A.16 Effect of Updated terms on additional quantities is deleted**



**9. Section 6A.18 No Exclusions to Supplier's Obligations is revised to:**

Any "notwithstanding" provisions and any disclaimers, limitations or exclusions in Annex E - Software Usage and Software Maintenance and Support - Terms and Conditions or Annex F - Program Terms and Conditions do not apply to, or override, Supplier's obligations or Canada's rights under the terms and conditions of the Resulting Contract as set out in Part 6C - Resulting Contract Clauses with respect to the Licensed Software as a whole. For example, and without limiting the Supplier's obligations, the Supplier's intellectual property right infringement and liability obligations under Part 6C - Resulting Contract Clauses apply to all portions of the Licensed Software even if the infringement claim is in relation to a third party portion of the Licensed Software provided. The Contractor agrees that its obligations, as clarified by this section, apply to all components of the licensed software, including components of the Licensed Software that may be licensed to Canada directly by a third party.

**10. Section 6A.20(a) Supply Through Reseller(s) is revised to delete:**

(ii) The Supplier must ensure that the named Reseller(s) supply the software products and software maintenance and support only in accordance with the terms of this SA. Supplier's Resellers are not entitled to modify or vary from the terms of this SA in any way.

**11. Section 6A.20(a)(iii) Supply Through Reseller(s) is revised to:**

The Supplier is responsible for its obligations under the SA, regardless of the acts or omissions of its Reseller(s) or any employee or agent of its Reseller(s) in carrying out or purported carrying out of the Supplier's obligations under any resulting Contract(s). The Supplier agrees and understands that it shall be the responsibility of the Supplier to remedy any breach of the terms and conditions of the SA resulting from a Reseller's fulfilment of the contract.

**12. Section 6C.1(b) Reorganization of Client is revised to**

In addition to SACC 4003-08 Licensed Software - Transfer, the license is freely transferable without charge, cost, fees, penalties or otherwise except that licenses may not be transferred on a temporary basis (90 days or less). Canada will make best efforts to inform the Contractor of the transfer thirty (30) days in advance of the transfer occurring.

**13. Section 6C.8 Inspection and Acceptance is revised to:**

Notwithstanding SACC 4003-12 and unless other acceptance procedures are outline in a Bid Solicitation, inspection and acceptance of the Licensed Software will be done at each destination to the satisfaction of the Technical Authority. Acceptance will consist of receiving delivery of the software free from any damage or defects related to the shipment and of verification that the goods supplied and prices charged are in accordance with the contract

**14. Section 6C.9(a) Basis of Payment is revised to add:****(iii) Multiple Payments (if applicable)**

If the supply of Licenses, Maintenance and/or Support contemplates multiple periods or multiple years, then during each period, as detailed in this Contract and not to exceed one year per period, the Contractor shall be paid the firm, prorated price(s) applicable to such period as set out in the

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Contract, FOB destination, including all customs duties, GST/HST extra.

**15. Section 6C.21 Termination for Convenience for Software Maintenance and/or Support is revised to:**

Notwithstanding the Termination for Convenience provisions contained at Section 23 of 2010A - General Conditions - Medium Complexity - Goods, the parties agree that in the event of termination of software maintenance and/or support for the convenience of Canada for which an advance payment has been made, charges, calculated on a prorata basis of a twelve month year and a thirty day month, will be up to the last date of the monthly period in which the termination occurred. The Contractor shall immediately refund to Canada the unliquidated portion of the advance payment.

**16. Annex A - Key Terms, Authorized Client Authorities is revised to**

**Approved Client Authorities**

Clients who have been given the authority by PWGSC to use the SA are listed in Annex I - List of Approved PWGSC and Client Authorities. Only Approved Client Authorities have the right to award Contracts under this SA. Contracts must be in accordance with the terms and conditions of the SA.

**17. Annex A - Key Terms, Competitor is deleted (Term no longer referenced in RFSA)**

**18. Annex A - Key Terms, Contract is deleted (already defined in SACC 2010)**

**19. Annex A - Key Terms, Proof of Performance Test is revised to "Proof of Bid Test"**

**20. Annex A - Key Terms, Quote is added**

**Quote**

An offer submitted in response to a Request for Quotation from a Contracting Authority

**21. Annex A - Key Terms, Work is deleted (already defined in SACC 2010)**

**22. Annex G - Software Categories & Descriptions, added Software categories and descriptions for Security Operations Software and Development Environments Software**

**23. Annex I - List of Approved PWGSC and Client Authorities is deleted and replaced with**

ANNEX I - LIST OF APPROVED PWGSC AND CLIENT AUTHORITIES

Please see SLISA Information Section of the Software Acquisition Reference Centre  
<http://software.pwgsc.gc.ca/> for the most current list.

**24. Annex K - Bid Solicitation Template, added**

**2. Requirement**

The Contractor agrees to supply to the Client the goods described in the Resulting Contract, including the Statement of Requirements, in accordance with, and at the prices set out in, the Resulting Contract. This includes:

[ (Detail as applicable) ]

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- (i) granting the license(s) to use the Licensed Software, as described in the Contract, meeting all the requirements of the Statement of Requirements ;
- (ii) granting the option, as described in the Contract, to acquire additional licenses to use the Licensed Software;
- (iii) providing maintenance and support for the Licensed Software, as described in the Contract, during the Software Maintenance and Support Period; and

granting the option, as described in the Contract, to extend the Software Maintenance and Support Period ]

#### **6. Inspection and Acceptance**

All deliverables rendered under the Resulting Contract of this bid solicitation are subject to inspection by the Technical Authority or representative. Should any deliverable not be in accordance with the requirements of the Statement of Requirements and to the satisfaction of the Technical Authority, as submitted, the Technical Authority will have the right to reject it or require its correction at the sole expense of the Contractor before recommending payment.

[Further acceptance test procedures may be detailed as the Crown deems necessary ]

#### **10. Software Publisher Authorization**

If the bidder is not the Software Publisher of the products included in the proposal, and if the products are not Open Source Software Products, the bidder must provide a letter from the Software Publisher certifying that the Software Publisher understands and acknowledges that the bidder has submitted a proposal in response to this bid solicitation and agrees to grant all licenses to be acquired under this bid solicitation in accordance with the Statement of Requirements and resulting Contract's terms and conditions.

#### **13. Pricing Tables**

[The Pricing Tables, as described in 6B.7(c) of the SA, shall be detailed here. Sample tables are provided below.]

#### **25. All previous revisions as indicated in Solicitation Amendments 001, 002, 003**

**SOLICITATION EN578-100808/D IS HEREBY DELETED IN ITS ENTIRETY AND REPLACED WITH THE FOLLOWING:**

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**REQUEST**

**FOR**

**SUPPLY ARRANGEMENT (RFSA)**

**FOR**

**SOFTWARE LICENSING**

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## **PART 1 - GENERAL INFORMATION**

### **1.1 Introduction**

The Request for Supply Arrangements (RFSA) is divided into six parts:

- Part 1: **General Information** - provides a general description of the requirement
- Part 2: **Supplier Instructions** - provides the instructions applicable to the clauses and conditions of the RFSA and states that the Supplier agrees to be bound by the clauses and conditions contained in all parts of the RFSA
- Part 3: **Arrangement Preparation Instructions** - provides suppliers with instructions on how to prepare their arrangement
- Part 4: **Evaluation Procedures and Basis of Selection** - indicates how the evaluation will be conducted, the evaluation criteria which must be addressed in the arrangement, and the basis of selection
- Part 5: **Certifications** - includes the certifications to be provided
- Part 6: **Supply Arrangement and Resulting Contract Clauses**
- Section 6A: **Resulting Supply Arrangement Clauses** - includes the clauses and conditions that will apply to any resulting Supply Arrangement (SA)
- Section 6B: **Contractor Selection Methodology** - includes the instructions for the solicitations, contracting process, and authorities within the scope of the SA
- Section 6C: **Resulting Contract Clauses** - includes the clauses and conditions that will apply to any resulting Contract entered into pursuant to any requirements issued against the SA

The Annexes include: Annex A - Key Terms, Annex B - Contract Template, Annex C - Security Requirements Check List, Annex D - Product List and Ceiling Prices, Annex E - Software Usage and Software Maintenance and Support - Terms and Conditions, Annex F - Program Terms and Conditions, Annex G - Software Categories & Descriptions, Annex H - List of Approved Resellers, Annex I - List of Approved PWGSC and Client Authorities, Annex J - Supply Arrangement Quarterly Reports Template, Annex K - Software Licensing Supply Arrangement Bid Solicitation Template, and Annex L - Software Licensing Supply Arrangement Request for Quote Template

### **1.2 Summary**

- (a) Public Works and Government Services Canada (PWGSC), on behalf of Canada, is implementing this procurement vehicle for the delivery of various commercial software licenses and related commercial software maintenance and/or support, as required by Canada, in support of its various programs, operational needs and projects. It should be noted that this procurement vehicle is one of a number of vehicles that may be used to acquire such goods.
- (b) The RFSA is being issued to satisfy the requirement of Canada to establish Supply Arrangements, including a Catalogue (hereinafter referred to as the Software Licensing Supply Arrangement (SLSA) Catalogue) for commercial software licenses and related software



maintenance and/or support.

- (c) The RFSA is also being used to establish SAs with Aboriginal firms as defined under the Procurement Strategy for Aboriginal Business (PSAB) to allow for the possibility of Clients setting aside their requirements.
- (d) Any requirement for delivery to a destination in a land claims area will be handled by PWGSC as a separate requisition outside of the SAs.
- (e) Any resulting SAs may be used to acquire Goods for any Government Department, Departmental Corporation or Agency, or other Crown entity described in the Financial Administration Act (as amended from time to time), and any other party for which the Department of Public Works and Government Services may be authorized to act from time to time under section 16 of the Department of Public Works and Government Services Act (each a "Client").
- (f) All Arrangements will be effective from the date of issuance up to and including December 31st, 2014, or until such time as Canada no longer considers it to be advantageous to do so.
- (g) A Notice and the RFSA will be posted continuously on the Government Electronic Tendering Service (GETS) to allow suppliers to become qualified at any given time. The Notice will contain information on which Software Category will be processed and the date when arrangements should be submitted.
- (h) All firms, including Aboriginal firms, are invited to submit arrangements under this RFSA. On the basis of the selection criteria specified in the RFSA, SAs with Suppliers under both open and Aboriginal streams will be recommended for issuance.  
  
Those fully compliant arrangements that meet the PSAB eligibility criteria, will be recommended for issuance of Aboriginal SAs, which may be used by Clients at their discretion.
- (i) Once a Supplier qualifies for an arrangement they will not be required to qualify again for additional categories. Canada will amend the existing arrangement for these Suppliers, at its sole discretion, to include one or more additional software categories at the Supplier's request, provided the required certifications are met.
- (j) The order of evaluation of Arrangements will be at Canada's sole discretion. The intent is to evaluate Arrangements on a first in first out basis however this may change, as required, to meet Canada's operational requirements.
- (k) Canada will not award a Supplier a SA or delay award of Contract(s) to other Suppliers if a Supplier has not submitted completed documentation in its response or has submitted documentation that deviates from the terms of the RFSA.
- (l) There is no security requirement associated with the issuance of a SA. The goods to be procured under this SA may however be subject to security requirements.
- (m) The requirements may be subject to the provisions of the World Trade Organization - Agreement on Government Procurement (WTO-AGP) and/or the North American Free Trade Agreement

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(NAFTA), and/or the Agreement on Internal Trade (AIT). Requirements under PSAB are not subject to the international trade agreements and AIT does not apply to a procurement that is restricted to Aboriginal businesses under PSAB.

### **1.3 Communications Notification**

- (a) As a courtesy, Canada requests that successful Suppliers notify the Supply Arrangement Authority in advance of their intention to make public an announcement related to the issuance of a SA or the award of a Contract resulting from the SA.

### **1.4 Debriefings**

- (a) Suppliers may request a debriefing upon receipt of notification that their arrangement was unsuccessful. The debriefing may be provided in writing, by telephone or in person.

### **1.5 Key Terms**

- (a) Key terms are defined in Annex A - Key Terms.

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## **PART 2 - SUPPLIER INSTRUCTIONS**

### **2.1 Standard Instructions, Clauses and Conditions**

- (a) All instructions, clauses and conditions identified in the RFSA by number, date and title are set out in the Standard Acquisition Clauses and Conditions (SACC) Manual <http://sacc.pwgsc.gc.ca/sacc/index-e.jsp> issued by Public Works and Government Services Canada.
- (b) Suppliers who submit an arrangement agree to be bound by the instructions, clauses and conditions of the RFSA and accept the clauses and conditions of the SA and resulting Contracts.
- (c) The 2008 (2010-10-07) Standard Instructions - Request for Supply Arrangements - Goods or Services, are incorporated by reference into and form part of the RFSA.
- (d) The following SACC Manual Clauses are incorporated by reference into and form part of the RFSA:
  - (i) S0005T (2007-11-30) Disclosure of Pricing
  - (ii) S0030T (2010-08-16) Financial Viability

### **2.2 Submission of Arrangements**

- (a) Arrangements must be submitted only to Public Works and Government Services Canada (PWGSC) Bid Receiving Unit at the place indicated on Page 1 of the Request for Supply Arrangements.
- (b) Due to the nature of the Request for Supply Arrangements, transmission of arrangements by facsimile or by electronic mail to PWGSC will not be accepted.

### **2.3 Enquiries - Request for Supply Arrangements**

- (a) All enquiries must be submitted in writing to the Supply Arrangement Authority.
- (b) Suppliers should reference as accurately as possible the numbered item of the RFSA to which the enquiry relates. Care should be taken 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 suppliers do so, so that the proprietary nature of the question is eliminated, and the enquiry can be answered with copies to all suppliers. It is at the sole discretion of Canada whether or not to distribute the information based on the nature of enquiry.

### **2.4 Applicable Laws**

- (a) The SA and any Contract awarded under the SA must be interpreted and governed, and the relations between the parties determined, by the laws in force in the province of Ontario (Canada).

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- (b) Suppliers may, at their discretion, substitute the applicable laws of a Canadian province or Canadian territory of their choice without affecting the validity of the arrangement, by deleting the name of the Canadian province or Canadian territory specified and inserting the name of the Canadian province or Canadian territory of their choice. If no change is made, it acknowledges that the applicable laws specified are acceptable to the suppliers.

## 2.5 Resellers

- (a) The SA allows Suppliers to supply commercial software products and software maintenance and/or support to Canada through or using the services of Resellers. A Reseller is a third party involved in the supply of deliverables under a SA at the request of a Supplier .
- (b) If a Software Publisher is entering into a SA and will be supplying through a Reseller(s), that Reseller must be listed under Annex H - List of Approved Resellers. The Supplier's use of Resellers to supply deliverables pursuant to the SA does not relieve the Supplier from meeting its obligations to Canada pursuant to the SA and the Supplier acknowledges that it is the party that is contractually obligated for all performance under a SA, regardless of whether a Reseller is utilized or not.
- (c) Resellers must be classified as either:
  - a. **Class 1 Reseller** - appointed by the Supplier for the purposes of responding to Request for Quotations and Bid Solicitations on behalf of the Supplier, receiving and fulfilling Contracts, and for the purposes of receiving payment; or
  - b. **Class 2 Reseller** - appointed by the Supplier for the purposes of fulfilling Contracts and for the purposes of receiving payment.
- (d) A Supplier's Resellers must be approved by the Supply Arrangement Authority and specified in Annex H - List of Approved Resellers before being entitled to supply the Supplier's software products to Canada.
- (e) Section 6A.19 of the SA contains provisions relating to the removal or changing of Resellers and the suspension of a Supplier's right to use Resellers.

## 2.6 Resellers as Suppliers

- (a) Entities other than Software Publishers are permitted to submit an arrangement and qualify as a Supplier in their own right and need not be specified as a Reseller under a Software Publisher's SA, regardless if such SA is in place. An entity other than a Software Publisher directly contracting with Canada must submit the certification from a Software Publisher(s) in accordance with Part 5, Section 5.7(b).
- (b) In such case, SACC Manual 4003-02.1 License Grant is amended to the following:

The Contractor or the Software Publisher, as the case may be, grants to Canada a non-exclusive license to use and reproduce the Licensed Software in accordance with the conditions of the Contract.
- (c) In such case, SACC Manual 4003-13.1 Right to License is amended to the following:

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The Contractor or the Software Publisher, as the case may be, guarantees that it has the right to license the Licensed Software and full power and authority to grant to Canada all the rights granted under the Contract. The Contractor also guarantees that all necessary consents to that grant have been obtained. Canada agrees that its only remedy and the Contractor's entire obligations in relation to a breach of this guarantee are the remedies and obligations set out in the section entitled "Intellectual Property Infringement and Royalties" contained in the General Conditions or in the Articles of Agreement, as the case may be.

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## **PART 3 - ARRANGEMENT PREPARATION INSTRUCTIONS**

### **3.1 Arrangement Preparation Instructions**

- (a) Canada requests that suppliers provide the arrangement in separately bound sections as follows:
- (i) Section I: (a) Technical, and (b) Financial Arrangement (1 hard copy and 2 soft copies on CD, DVD, or USB);
  - (ii) Section II: 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.
- (b) Canada requests that suppliers follow the format instructions described below in the preparation of the arrangement:
- (i) use 8.5 x 11 inch (216 mm x 279 mm) paper;
  - (ii) use a numbering system that corresponds to that of the RFSA.

### **3.2 Section I (a): Technical Arrangement**

In the technical arrangement, the Suppliers must demonstrate that they comply with each requirement contained in the RFSA and provide all documents and information that is requested. The technical arrangement should address clearly and in sufficient depth the points that are subject to the evaluation criteria against which the arrangement will be evaluated. Canada requests that the suppliers address and present topics and information in the format outlined in each annex.

The technical arrangement consists of:

- (a) **Arrangement Submission Form:** The Arrangement Submission Form must accompany the arrangements. It provides a common form in which Suppliers can provide information required, such as a contact name, the Supplier's Procurement Business Number, the Suppliers status under the Federal Contractors Program for Employment Equity, etc. If Canada determines that the information required by the Arrangement Submission Form is incomplete or requires correction, Canada will provide the Supplier with an opportunity to do so.
- (b) **Product List and Ceiling Prices:** Suppliers are requested to provide the following information in the format outlined in Annex D - Product List and Ceiling Prices:
- (i) **Manufacturer's Part No.:** Supplier must provide the part number that the Software Publisher uses to identify the product commercially;
  - (ii) **Manufacturer's Product Name:** Supplier must provide the commercial product name that the Software Publisher used to identify the product;
  - (iii) **Manufacturer's Name:** Supplier must provide the name of the Software Publisher that produces the product;
  - (iv) **License Type:** Supplier must enter the license type such as "per user", "per CPU", "per device", etc.) under which the software will be licensed to Canada;
  - (v) **Software Category:** the Supplier must enter the applicable software category of the product. The software category must correspond with the category descriptions under Annex G - Software Categories & Descriptions;

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- (vi) **Language(s) available:** The Supplier must provide the language(s) under which the software is available such as English, French and/or other;
- (vii) **Product Information:** The Supplier may provide a web site URL containing product information; and
- (viii) **Platform:** The Supplier must provide the platform(s) on which the software can operate (ex: Windows, Linux, Unix).

The Product List and Ceiling Prices must only include Licensed Software and Software Maintenance and/or Support. No professional service, "as a service", hardware or appliance solutions may be included.

- (c) **Software Usage and Software Maintenance and Support - Terms and Conditions:** Suppliers may submit Software Usage and Software Maintenance and Support Services - Terms and Conditions, to be included in Annex E - Software Usage and Software Maintenance and Support - Terms and Conditions. The Supplier acknowledges and agrees that by submitting a Supply Arrangement the resulting Contract clauses will, in the event of conflict, supersede the terms contained in the Supplier's Software Usage and Software Maintenance and Support - Terms and Conditions, notwithstanding any language to the contrary.

- (i) **Software Usage:** Terms and Conditions that apply to Canada's use of the software may consist of a single document which applies to all software products or may consist of multiple product specific documents. Should a Supplier submit multiple product specific software usage terms, the Supplier must clearly outline which product(s) listed in Annex D - Product List and Ceiling Prices the terms apply to.

The following should be addressed in the Supplier's software usage terms and conditions:

- (A) license type (e.g. Device, User, etc.);
- (B) model (e.g. Perpetual, Term, etc.);
- (C) metric (how the usage is measured);
- (D) rights to use;
- (E) limitations of use; and
- (F) warranty.

- (ii) **Maintenance and Support:** Terms and Conditions that outline the Supplier's maintenance and/or support offering may consist of a single document which applies to all software products or may consist of multiple product specific documents. Should a Supplier submit multiple product specific software maintenance and/or support terms, the Supplier must clearly outline which products listed in Annex D - Product List and Ceiling Prices, the terms apply to. If software maintenance and support terms are already specified in the Software Usage Terms and Conditions, duplicate terms need not be provided.

The following should be addressed in the Supplier's Maintenance Support terms and conditions:

- (A) period during which the Supplier will support the Licensed Software;
- (B) hours of support;
- (C) contact and procedure information for accessing Support;

(D) procedures for resolution of problems;

(E) response times;

(F) procedures on how and when all telephone, fax or email communications will be responded to; and

(G) support web site availability to Canada's users (ex: 24 hours a day, 365 days a year, and 99% of the time).

(iii) **Electronic copies:** soft copies of Software Usage and Software Maintenance and Support Terms and Conditions must be provided in PDF format.

(d) **Program Terms and Conditions:** Suppliers may submit Program Terms and Conditions, to be included in Annex F - Program Terms and Conditions. The Supplier acknowledges and agrees that by submitting a Supply Arrangement the resulting Contract clauses will supersede the terms contained in the Supplier's Program Terms and Conditions, notwithstanding any language to the contrary.

(i) **Program:** Terms and Conditions that apply to Canada as a major Customer of a manufacturer's products. For the purpose of Supplier's Programs, Canada must be treated as a single Entity. Programs targeting specific Client(s) are not permitted.

Examples of Programs include enterprise programs, volume based programs, and business level agreements.

The following could be addressed in the terms:

(A) Additional grants, rights, or entitlements;

(B) Volume discount programs.

(ii) **Electronic copies:** soft copies of Program Terms and Conditions must be provided in PDF format.

(e) **List of Approved Resellers:** Suppliers may submit a list of Resellers in accordance with Article 2.5 and Annex H - List of Approved Resellers.

### 3.3 Section I (b): Financial Arrangement

(e) Suppliers must submit the financial arrangement by completing the column related to price in the table in Annex D - Product List and Ceiling Prices.

(f) Suppliers must submit prices for all items proposed in Annex D - Product List and Ceiling Prices. The prices must be:

(i) Ceiling unit price;

(ii) in Canadian dollars;

(iii) exclusive of Goods and Services Tax or Harmonized Sales tax; and

(iv) for a period no greater than one year.

### 3.4 Section II: Certifications

(a) Suppliers must submit the certifications required under Part 5 - Certifications.



## **PART 4 - EVALUATION PROCEDURES AND BASIS OF SELECTION**

### **4.1 Evaluation Procedures**

- (a) Arrangements will be assessed in accordance with the entire requirement of the Request for Supply Arrangements including the technical and financial evaluation criteria.
- (b) An evaluation team composed of representatives of Canada will evaluate the arrangements.
- (c) **Requests for Clarifications:** If Canada seeks clarification or verification from the Supplier about its arrangement, the Supplier will have 2 working days (or a longer period if specified in writing by the Supply Arrangement Authority) to provide the necessary information to Canada. Failure to meet any deadline will render the arrangement non-responsive, on "hold", or will create delay in processing a Supplier's SA.
- (d) **Right of Canada:**
  - (v) Canada reserves the right to reject any of the products proposed by a Supplier and enter into negotiation related to any ceiling prices under Annex D - Product List and Ceiling Prices;
  - (vi) Canada reserves the right to reject or negotiate any of the terms and conditions proposed by a Supplier and submitted under Annex E - Software Usage and Software Maintenance and Support - Terms and Conditions. No Supply Arrangement will be awarded unless and until Canada has approved all such terms and conditions;
  - (vii) Canada reserves the right to reject or negotiate the terms proposed by a Supplier and submitted under Annex F - Program Terms and Conditions. No Supply Arrangement will be awarded unless and until Canada has approved all such terms and conditions;
  - (viii) Canada reserves the right to reject proposed products under a specific Software Category or to request that a Supplier reclassify the products which it deems to not correspond with the category definitions under Annex G - Software Categories & Descriptions.

### **4.2 Technical and Financial Evaluation**

- (a) The arrangement will be reviewed to determine whether it meets the mandatory requirements of the RFSA. All elements of the RFSA that are mandatory requirements are identified specifically with the words "must" or "mandatory". Arrangements that do not comply with each and every mandatory requirement will be considered non-responsive and be disqualified.
- (b) The mandatory requirements are as follows:
  - (i) Arrangement Submission Form as per Article 3.2 (a);
  - (ii) Product List and Ceiling Prices as per Article 3.2 (b);
  - (iii) List of Approved Resellers as per Article 3.2(e), if applicable;
  - (iv) Prices as per Article 3.3;
  - (v) Certifications as per Article 3.4; and,
  - (vi) Financial Viability as per SACC S0030T.

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#### **4.3 Basis of Selection**

- (a) An arrangement must comply with the requirements of the Request for Supply Arrangements and meet all mandatory technical evaluation criteria and financial evaluation criteria to be declared responsive.

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## **PART 5 - CERTIFICATIONS**

- (a) Suppliers must provide the required certifications to be issued a SA. Canada will declare an arrangement non-responsive if the required certifications are not completed and submitted as requested.
- (b) Compliance with the certifications suppliers provide to Canada is subject to verification by Canada during the arrangement evaluation period (before issuance of a SA) and after issuance of a SA. The Supply Arrangement Authority will have the right to ask for additional information to verify suppliers' compliance with the certifications before issuance of a SA. The arrangement will be declared non-responsive if any certification made by the Supplier is untrue, whether made knowingly or unknowingly. Failure to comply with the certifications or to comply with the request of the Supply Arrangement Authority for additional information will also render the arrangement non-responsive.

### **5.1 Certifications Precedent to Issuance of a Supply Arrangement**

- (a) The certifications listed below must be completed and submitted with the arrangement. If any of these required certifications are not completed and submitted as requested, the Supply Arrangement Authority will so inform the Supplier and provide the Supplier with a time frame within which to meet the requirement. Failure to comply with the request of the Supply Arrangement Authority and meet the requirements within that time period will render the arrangement non-responsive, on "hold", or will create delay in processing a Supplier's SA.

### **5.2 Federal Contractors Program - \$200,000 or more**

- (a) The Federal Contractors Program (FCP) requires that some suppliers, including a supplier who is a member of a joint venture, bidding for federal government Contracts, valued at \$200,000 or more (including all applicable taxes), make a formal commitment to implement employment equity. This is a condition precedent to Contract award. If the Supplier, or, if the Supplier is a joint venture and if any member of the joint venture, is subject to the FCP, evidence of its commitment must be provided before the award of the Contract.

Suppliers who have been declared ineligible contractors by Human Resources and Skills Development Canada (HRSDC) are no longer eligible to receive government Contracts over the threshold for solicitation of bids as set out in the Government Contracts Regulations. Suppliers may be declared ineligible Contractors either as a result of a finding of non-compliance by HRSDC, or following their voluntary withdrawal from the FCP for a reason other than the reduction of their workforce to less than 100 employees. Any bids from ineligible contractors, including a bid from a joint venture that has a member who is an ineligible contractor, will be declared non-responsive.

- (b) If the Supplier does not fall within the exceptions enumerated in (i) or (ii) below, or does not have a valid certificate number confirming its adherence to the FCP, the Supplier must fax (819-953-8768) a copy of the signed form LAB 1168, Certificate of Commitment to Implement Employment Equity  
<http://www1.servicecanada.gc.ca/cgi-bin/search/eforms/index.cgi?app=profile&form=lab1168&dept=sc&lang=e> , to the Labour Branch of HRSDC.
- (c) The Supplier, or, if the Supplier is a joint venture the member of the joint venture, certifies its status with the FCP, as follows:

The Supplier or the member of the joint venture

- (i) ( ) is not subject to the FCP, having a workforce of less than 100 full-time or part-time permanent employees, or temporary employees having worked 12 weeks or more in Canada;
- (ii) ( ) is not subject to the FCP, being a regulated employer under the Employment Equity Act, S.C. 1995, c. 44;
- (iii) ( ) is subject to the requirements of the FCP, having a workforce of 100 or more full-time or part-time permanent employees, or temporary employees having worked 12 weeks or more in Canada, but has not previously obtained a certificate number from HRSDC (having not bid on requirements of \$200,000 or more), in which case a duly signed certificate of commitment is attached;
- (iv) ( ) is subject to the FCP, and has a valid certificate number as follows: \_\_\_\_\_ (e.g. has not been declared an ineligible contractor by HRSDC.)

Further information on the FCP is available on the following HRSDC Web site:

<http://www.hrsdc.gc.ca/en/labour/equality/fcp/index.shtml>.

### 5.3 Identification of Green Suppliers

- (a) Suppliers are requested to identify if they meet the "Green Company" Guidelines below. A supplier that meets the criteria may be identified in the SLSA Catalogue as a "Green Company".

Green Company:

A "green" company is defined as a company having an Environmental Management System (EMS) in place at a production facility. Manufacturers must operate with an EMS certified by a qualified registrar as complying with the ISO 14001 standard.

### 5.4 Set Aside under the Procurement Strategy for Aboriginal Business (PSAB)

- (a) Aboriginal Suppliers must complete the "Certification Requirements for the Set-Aside Program for Aboriginal Business" form included with the RFSA. It is a precondition to the submission of a valid Set-Aside Arrangement that this certification be accurately completed. Failure to complete, and submit the Certification with the Arrangement shall render the offer non-compliant under the Set-Aside stream of this RFSA.
- (b) By executing the certification the Supplier:
  - (i) certifies that it meets, and will continue to meet through out the duration of the Supply Arrangement, the requirements described in the Annex 9.4 (Procurement Strategy for Aboriginal Business) of the Supply Manual  
<http://www.tpsgc-pwgsc.gc.ca/app-acq/ga-sm/chapitre09-chapter09-eng.html#sa9-4>.
  - (ii) agrees that any subcontractors it engages under the Arrangement must satisfy the requirements described in the above mentioned annex.
  - (iii) agrees to provide to Canada, immediately upon request, evidence supporting any subcontractor's compliance with the requirements described in the above-mentioned annex.

## 5.5 Owner/Employee Certification - Set-aside for Aboriginal Business

- (a) If requested by the Supply Arrangement Authority, the Supplier must provide the following certification for each owner and employee who is Aboriginal:

1. I am \_\_\_\_\_ (insert "an owner" and/or "a full-time employee") of \_\_\_\_\_ (insert name of business), and an Aboriginal person, as defined in Annex 9.4 of the Supply Manual, entitled "Requirements for the Set-aside Program for Aboriginal Business" .

2. I certify that the above statement is true and consent to its verification upon request by Canada.

\_\_\_\_\_  
 \_\_\_\_\_  
 \_\_\_\_\_  
 Printed name of owner and/or employee  
 Signature of owner and/or employee  
 Date

## 5.6 Supplier Certifies that All Software is "Off-the-Shelf"

- (a) All proposed software and software maintenance and/or support in response to this RFSA must be "Off-the-Shelf", meaning that each software component 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 software proposed is a fully compatible extension of a field-proven product line, it must have been publicly announced on or before the date that the arrangement is submitted. By submitting an arrangement, the Supplier is certifying that all the software proposed is off-the-shelf.

## 5.7 Software Publisher Certification, Software Publisher Authorization, and Open Source Software Certification

- (a) **Software Publisher Certification:** If the Supplier is the Software Publisher for any of the proprietary software component(s) it proposes, Canada requires that the Supplier must confirm in writing that it is the Software Publisher. Suppliers are requested to use the Software Publisher Certification Form included with the RFSA.
- (b) **Software Publisher Authorization:** Any Supplier that is not the Software Publisher of all the proprietary software products or components proposed as part of its arrangement must submit proof of the Software Publisher's authorization, which must be signed by the Software Publisher (not the Supplier). No Supply Arrangement will be awarded to a Supplier 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 Supplier originates with multiple Software Publishers, authorization is required from each Software Publisher. Suppliers are requested to use the Software Publisher Authorization Form included with the RFSA.
- (c) **Open Source Product(s) Certification:** For any non-proprietary (open source) products, the Supplier must provide certification that the Supplier has the rights to licence the products in accordance with the terms and conditions of the SA. Suppliers are requested to use the Open Source Product(s) Certification Form included with the RFSA.

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## **PART 6 - SUPPLY ARRANGEMENT AND RESULTING CONTRACT CLAUSES**

### **SECTION 6A - RESULTING SUPPLY ARRANGEMENT CLAUSES**

#### **6A.1 Arrangement**

- (a) The Supply Arrangement (SA) is issued to allow Canada to set up a competitive procurement vehicle to acquire Goods through a software product catalogue that will amalgamate the product lists under all issued SAs. Goods are listed by each Supplier under Annex D - Product List and Ceiling Prices and fall under one or more of the commercial software categories listed in Annex G - Software Categories & Descriptions.

#### **6A.2 Security Requirement**

- (a) There are no security requirements required specific to the SA. The goods to be procured under this SA may, however, be subject to security requirements.

#### **6A.3 Standard Clauses and Conditions**

All clauses and conditions identified in the SA and resulting Contract(s) by number, date and title are set out in the Standard Acquisition Clauses and Conditions Manual (<http://sacc.pwgscc.gc.ca/sacc/index-e.jsp>) issued by Public Works and Government Services Canada.

(a) **General Conditions**

2020 (2010-01-11) General Conditions - Supply Arrangement - Goods or Services, apply to and form part of the SA.

(b) **SACC Manual Clauses:**

The SACC Manual Clause S0030T (2010-08-16) Financial Viability is incorporated by reference into and form part of the SA.

#### **6A.4 Supply Arrangement Reporting**

- (a) The Supplier must compile and maintain data records on its provision of goods to Canada that are acquired through Contracts resulting from the SA.
- (b) The Report must be in the format provided in Annex J - Supply Arrangement Quarterly Reports Template. If information is not available the reason for omission must be indicated. If no goods are provided during a specific period the Supplier must provide a "NIL" report.
- (c) The Reports must be submitted on a quarterly basis to the Supply Arrangement Authority. The quarterly reporting periods and due dates for submission are:

Quarter	Period	Due Date
1	April 1 to June 30	August 31 of the same year
2	July 1 to September 30	November 30 of the same year
3	October 1 to December 31	February 28 of the following year
4	January 1 to March 31	May 31 of the same year

- (d) An electronic version of the form in .csv spreadsheet format is available to the Supplier electronically by request to the Supply Arrangement Authority.
- (e) Failure to provide fully completed reports in accordance with the above instructions may result in the withdrawal by Canada from the SA, the removal of the Supplier from the list of qualified Suppliers and the application of a vendor performance corrective measure.

#### 6A.5 Disclosure and Publication of Supply Arrangement

- (a) It is a condition of the SA that Canada has the right to publicly disclose and publish the entire contents of the SA, including ceiling price information, on 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 there could be "universal access rights" 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.
- (b) The Supplier further agrees that it will have no right of claim against Canada, the Minister, Clients, their employees, agents or servants, or any of them, in relation to disclosure of the information contained in the SA as a result of establishing a catalogue (herein after referred to as the SLSA Catalogue), and will indemnify Canada, the Minister, Clients, their employees, agents or servants, and any of them, against any action, suit, demand, right or claim asserted by anyone as a result of such disclosure.
- (c) Canada will not be liable for any errors, inconsistencies or omissions in any such published information. If the Supplier identifies any errors, inconsistencies or omissions, the Supplier agrees to notify the Supply Arrangement Authority immediately.

#### 6A.6 Authorities

##### (a) Supply Arrangement Authority

The Supply Arrangement Authority is:

*(to be provided at the time of issuance of the SA)*

Name: \_\_\_\_\_

Title: \_\_\_\_\_

Public Works and Government Services Canada

Acquisitions Branch

Software and Shared Systems Procurement Directorate

Place du Portage, Phase III, 4C1

11 Laurier Street,

Gatineau, Quebec K1A 0S5

Telephone: \_\_\_\_\_ - \_\_\_\_\_ - \_\_\_\_\_

Facsimile: 819-953-3703

E-mail address: \_\_\_\_\_@tpsgc-pwgsc.gc.ca

The Supply Arrangement Authority is the PWGSC representative responsible for the issuance of the Supply Arrangement, its administration and its revision, if applicable.

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(b) **Supplier's Representative**

Name: \_\_\_\_\_  
Title: \_\_\_\_\_  
Address: \_\_\_\_\_  
  
Telephone: \_\_\_\_\_  
Facsimile: \_\_\_\_\_  
E-mail address: \_\_\_\_\_

**6A.7 Identified Clients**

- (a) This SA may be used to acquire goods by any Government Department, Departmental Corporation or Agency, or other body of Canada (including those described in the *Financial Administration Act* (as amended from time to time), and any other party for which the Department of Public Works and Government Services has been authorized to act from time to time under section 16 of the Department of Public Works and Government Services Act (each a "Client").

**6A.8 Condition to Remain a Qualified Supplier**

- (a) The Supplier acknowledges that it is a condition of this SA that:
- (i) the Supplier (and its Resellers, as applicable) must continue to meet all the qualification requirements described in the RFSA during the Supply Arrangement period;
  - (ii) the Supplier (and its Resellers, as applicable) will not publish or make available any promotional or marketing literature associated in any way with this SA without the prior approval of the Supply Arrangement Authority;
  - (iii) all certifications made in the Supplier's response to the RFSA must be true at the time of the submission and must remain true throughout the Supply Arrangement Period. The Supplier acknowledges that Canada is entitled to verify these certifications throughout the Supply Arrangement Period;
  - (iv) the Supplier must obtain and maintain all permits, licenses and certificates of approval required by any applicable federal, provincial or municipal legislation that are required to perform any resulting Contracts and pay any charges imposed by such legislation or regulations. Upon request, the Supplier must provide a copy of any such permit, license, or certificate to the Supply Arrangement Authority;
- (b) Canada may verify compliance with these conditions at any time during the Supply Arrangement Period and failure to meet any of these conditions constitutes grounds for the suspension of this SA.
- (c) Canada may require a Supplier to validate its qualification at any time. For example, the Supply Arrangement Authority may require a Supplier to provide evidence that:
- (i) it continues to have the financial capability; or,
  - (ii) the Joint Venture membership (if applicable) remains as stated in the SA.



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- (d) The Supplier must immediately notify the SA Authority if it no longer meets any of the mandatory qualification requirements of this SA.
- (e) Where the Supplier no longer meets any of the individual requirements for qualification, Canada may, at its option:
  - (i) suspend a Supplier's authority to use the SA in its entirety until the Supplier has demonstrated that it meets the requirements in respect of which it has been found deficient, during which time the Supplier will not be eligible for solicitations issued under this procurement vehicle;
  - (ii) cancel the SA in its entirety in which case the Supplier may submit a new arrangement at any time; or ,
  - (iii) cancel the Supplier qualification under specific software categories.

#### 6A.9 Priority of Documents

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

- (a) the Supply Arrangement and Resulting Contract Clauses;
- (b) the general conditions 2020 (2010-01-11), General Conditions - Supply Arrangement - Goods or Services;
- (c) 4003 (2010-08-16) Supplemental General Conditions - Licensed Software (excluding articles 4, 5, 6, 9.2, 9.4, 14, 15 and 17);
- (d) 2010A (2010-08-16) General Conditions - Medium Complexity Goods (excluding articles 9, 16 and 18);
- (e) Annex D - Product List and Ceiling Prices;
- (f) Annex F - Program Terms and Conditions;
- (g) Annex E - Software Usage and Software Maintenance and Support - Terms and Conditions; and
- (h) the Supplier's arrangement dated \_\_\_\_\_ (insert date of arrangement) (if the arrangement was clarified or amended, insert at the time of issuance of the arrangement:) "as clarified on \_\_\_\_\_" or "as amended \_\_\_\_\_".

#### 6A.10 Certifications

- (a) Compliance with the certification requirements is a condition of the SA and subject to verification by Canada during the term of the SA and of any resulting Contract. If the Supplier does not comply with any certification or it is determined that any certification made by the Supplier in the arrangement is untrue, whether made knowingly or unknowingly, Canada has the right to terminate any resulting Contract for default and suspend or cancel the SA.

#### 6A.11 Applicable Laws

- (a) The SA and any Contract resulting from the SA must be interpreted and governed, and the relations between the parties determined, by the laws in force in the province of \_\_\_\_\_

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(Canada). ( *insert the name of the Canadian province or Canadian territory as specified by the Supplier in the RFSA proposal, if applicable.* )

#### **6A.12 Use of Electronic Purchasing Tool**

- (a) During the existence of the SA, Canada may begin using an electronic purchasing tool or other electronic tools to acquire the Goods. Canada reserves the right to make the use of the new electronic purchasing tool mandatory or optional, at its sole discretion. For all purchases for which the use of any such electronic purchasing tool is mandatory, if the Supplier chooses not to propose their products through the electronic tool, it will be assumed that the Supplier has chosen to withdraw from the procurement vehicle.
- (b) Canada agrees to provide Suppliers with no less than three months notice to allow for the migration to any electronic purchasing tool prior to making use of the tool mandatory to all suppliers.

#### **6A.13 Updating Annex D - Product List and Ceiling Prices**

- (a) The Supplier may be permitted to update Annex D - Product List and Ceiling Prices on the first business day of each calendar month. In order to be processed, the Supply Arrangement Authority must receive the modification request thirty calendar days in advance of the scheduled update.
- (b) The Supplier's modification request must clearly highlight all proposed changes to the Product List and Ceiling Prices. Canada reserves the right to reject or negotiate the requested change prior to processing.
- (c) If Canada and the Supplier cannot reach an agreement regarding the requested modifications, the Supplier may elect to remove such products from Annex D - Product List and Ceiling Prices.
- (d) The Supplier must submit with the modification request, if required as a result of the modifications, any additional certifications. If any of these required certifications are not completed and submitted as requested, the Supply Arrangement Authority will so inform the Supplier and provide the Supplier with a time frame within which to meet the requirement. Failure to comply with the request of the Supply Arrangement Authority and meet the requirements within that time period will void the modification request or create delay in processing Supplier's request(s).
- (e) The Product List and Ceiling Prices must only include Licensed Software and Software Maintenance and/or Support. No professional service, "as a service", hardware or appliance solutions may be sold under this SA.

#### **6A.14 Updating Annex E - Software Usage and Software Maintenance and Support - Terms and Conditions**

- (a) The Supplier may be permitted to update their Software Usage and Software Maintenance and Support - Terms and Conditions, on the first business day of each quarter, as defined in 6A.4. To be processed, the Supply Arrangement Authority must receive the modification request, at least thirty calendar days in advance of the scheduled update.

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- (b) The Supplier's modification request must clearly highlight all proposed changes to the existing Software Usage and Software Maintenance and Support - Terms and Conditions. Canada reserves the right to reject or negotiate any requested change.
  - (c) The Supplier's modification request must not result in Canada being required by the Supplier to pay any additional license fees for any owned licenses already accepted and paid for by Canada and/or as part of irrevocable options under existing Contract(s).
  - (d) Only terms which are presented in full and directly included in Annex E - Software Usage and Software Maintenance and Support - Terms and Conditions will form part of any resulting Contract. Any terms or conditions that are purported to be incorporated by reference through URLs, read me files or otherwise, shall not form part of the SA.
  - (e) Canada is not bound by and does not accept any "shrink-wrap" or "click-wrap" conditions or any other conditions, express or implied, that are contained in or on the software packaging or conditions that may accompany the software in any manner, regardless of any notification to the contrary and regardless that Client has signed such agreements.

#### **6A.15 Updating Annex F - Program Terms and Conditions**

- (a) The Supplier may be permitted to update Annex F - Program Terms and Conditions on the first business day of each quarter. To be processed, the Supply Arrangement Authority must receive the modification request, at least thirty calendar days in advance of the scheduled update.
- (b) The Supplier's modification request must clearly highlight all proposed changes to Program Terms and Conditions. Canada reserves the right to reject or negotiate the requested change.
- (c) The Supplier's modification request must not result in Canada being required by the Supplier to pay any additional license fees for any owned licenses already accepted and paid for by Canada and/or as part of irrevocable options under existing Contract(s).
- (d) Only terms which are presented in full and directly included in Annex F - Program - Terms and Conditions will form part of any resulting CContract. Any terms or conditions that are purported to be incorporated by reference through URLs, read me files or otherwise shall not form part of the SA.
- (e) Canada is not bound by and does not accept any "shrink-wrap" or "click-wrap" conditions or any other conditions, express or implied, that are contained in or on the software packaging or conditions that may accompany the software in any manner, regardless of any notification to the contrary and regardless of whether the Client has signed such agreements.

#### **6A.16 Authority to issue Contracts**

- (a) The Supplier agrees to execute Contracts only when issued by authorized representatives of Canada in accordance with Annex I - List of Approved PWGSC and Client Authorities.
- (b) The Supplier acknowledges that Clients do not have the authority to issue Contracts that exceed the applicable Contract Limitation as per Section 6B.2.

#### **6A.17 No Exclusions to Supplier's Obligations**

- (a) Any "notwithstanding" provisions and any disclaimers, limitations or exclusions in Annex E - Software Usage and Software Maintenance and Support - Terms and Conditions or Annex F - Program Terms and Conditions do not apply to, or override, Supplier's obligations or Canada's rights under the terms and conditions of the Resulting Contract as set out in Part 6C - Resulting Contract Clauses with respect to the Licensed Software as a whole. For example, and without limiting the Supplier's obligations, the Supplier's intellectual property right infringement and liability obligations under Part 6C - Resulting Contract Clauses applies to all portions of the Licensed Software even if the infringement claim is in relation a third party portion of the Licensed Software provided. The Contractor agrees that its obligations, as clarified by this section, apply to all components of the licensed software, including components of the licensed software that may be licensed to Canada directly by a third party.

#### **6A.18 Suspension or Cancellation of a Supply Arrangement**

- (a) Canada, at its sole discretion, may suspend or cancel the SA if:
- a. Late deliveries occur;
  - b. Complete and accurate Quarterly Usage Reports are not submitted within the required time frames;
  - c. Contracts are accepted from unauthorized parties (those not listed under Annex I - List of Approved PWGSC and Client Authorities);
  - d. The product list includes unauthorized goods (such as appliances) or services (such as professional services);
  - e. Violations of any of the specific terms and conditions detailed in the SA occur;
  - f. Contract(s) awarded against the SA have been terminated for default;
  - g. Canada has imposed measures on the Supplier under the PWGSC Vendor Performance Policy (or such similar policy as may be in place from time to time);
  - h. Canada has documented at least three instances of Contract poor performance. An instance of poor performance may include, but is not limited to late or failed delivery of reports or goods, lack of timely notification given to the Supply Arrangement Authority of changes in the Supplier's Authorized Representative, insurance coverage or security status, and non-compliance with invoicing procedures;
  - i. Information is provided to Clients by the Supplier that conflicts with any aspect of the terms and conditions, pricing, or availability of systems currently listed in this SA.
- (b) Removal or Suspension of a Supplier's SA does not affect the right of Canada to pursue other remedies or measures that may be available.
- (c) The Supplier acknowledges that Canada has the right to publish information regarding the status of the Supplier's SA, including information related to the suspension, cancellation or withdrawal of the Reseller(s), if applicable.

#### **6A. 19 Terms Applicable to the Use of Resellers**

##### **(a) Supply Through Reseller(s)**

- (i) The Supplier may supply software products and related software maintenance and/or support to Canada under the SA through Reseller(s).

- (ii) The Supplier is responsible for its obligations under the SA, regardless of the acts or omissions of its Reseller(s) or any employee or agent of its Reseller(s) in carrying out or purported carrying out of the Supplier's obligations under any resulting Contract(s). The Supplier agrees and understands that it shall be the responsibility of the Supplier to remedy any breach of the terms and conditions of the SA resulting from a Reseller's fulfillment of the Contract.
- (iii) Subject to sub-clause 6A.19(a)(ii), where the Supplier intends to supply Goods through a Reseller(s), any of the Supplier's obligations regarding the fulfillment of that Contract may be performed by its Reseller(s).
- (iv) Receipt of payment by Reseller(s) for Goods acquired through a Contract against the SA shall be deemed to be receipt of payment by the Supplier.
- (v) Reseller(s) must be approved by the Supply Arrangement Authority and specified in Annex H - List of Approved Resellers before being entitled to supply any of the Supplier's software products to Canada.
- (vi) If during the term of the SA, there is a change of status in the Reseller(s) named in Annex H - List of Approved Resellers, the Supplier shall inform the Supply Arrangement Authority immediately in writing.
- (vii) It is the Supplier's responsibility to provide information on the content of its SA and any revision to it to its Reseller(s).

**(b) Modification by the Supplier to the List of Approved Resellers**

- (i) The Supplier must send a written notice to the Supply Arrangement Authority to request to withdraw from or to add one or more Reseller(s) to the List of Approved Resellers. Such notice shall include the date from which the change should be in effect and shall be no less than ten business days from the date of receipt of the notice. The Supplier must provide information on the reason of the withdrawal if requested to do so by the Supply Arrangement Authority.
- (ii) The Supplier agrees and understands that any removal from the List of Approved Resellers will not obligate Canada to amend awarded Contracts.

**(c) Suspension of the right to use a Reseller**

- (i) Canada, at its sole discretion, upon finding a Reseller not adhering to the terms of the SA, may suspend a Reseller under a SA by giving a written notice to the Supplier. The Reseller's suspension will apply to all SAs under which the Reseller is listed. Canada is not required to forward a copy of such written notice to the Reseller;
- (ii) A Reseller's suspension under the SA will take effect on the date of receipt of the written notice or at the expiration of a cure period specified in the notice, if the Supplier has not cured the default to the satisfaction of Canada within that cure period;
- (iii) Canada may, at its sole discretion, extend or impose a suspension period or remove the Reseller permanently from Annex H - List of Approved Resellers if there is a reoccurrence of the offence(s) which the notice has been based on.

**6A. 20 Status of Contractor (only include if offeror is a qualified Aboriginal business under PSAB)**

This SA is being put in place as an Aboriginal Set-Aside under PSAB. The Supplier's status as a

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qualified Aboriginal Set-Aside Offeror is based on the certification made with the Arrangement. Should a verification by the Minister disclose a breach of such certifications, or change in the status of the Offeror during the period of this SA, the Minister has the right to disqualify the Arrangement as an Aboriginal Set-Aside and to treat any Contract under this SA as being in default, rendering the Supplier subject to the remedies set out in the certification and this Supply Arrangement.

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## SECTION 6B - CONTRACTOR SELECTION METHODOLOGY

### 6B.1 General

The Supplier hereby acknowledges and agrees to provide the Goods listed in Annex D - Product List and Ceiling Prices in accordance with the procedures described below.

Canada shall acquire Goods listed in the SLSA Catalogue by:

- (a) directing a Contract to a specific Supplier; or,
- (b) issuing a Contract to the selected Supplier following the issuance of a Request for Quotation (RFQ) or bid solicitation.

Suppliers will be bound by instructions contained in the 2003 (2010-10-07) Standard Instructions - Goods or Services - Competitive Requirements which are incorporated by reference into and will form part of each Request for Quote or Bid Solicitation. If there is a conflict between the provisions of 2003 and Part 6B, Part 6B prevails.

### 6B.2 Authorities to issue Contracts

Clients and PWGSC officers who have been given the authority by PWGSC to use the SLSA are listed in Annex I - List of Approved PWGSC and Client Authorities. Suppliers are responsible to verify and confirm that the requester is an approved Authority and has not exceeded the contracting limitation for the given requirement. Canada may, at any time, modify Annex I - List of Approved PWGSC and Client Authorities.

#### (a) Client Authority Contracting Limits:

##### (i) Sole Source:

Approved Client Authorities are authorized to direct and award resulting Contracts against SAs for requirements valued below \$25,000.00 CAD (GST/HST included).

##### (ii) Request For Quotations:

Subject to 6B.3 below, Approved Client Authorities are authorized to issue RFQs and award resulting Contracts against SAs based on the number of Sources of Supply, as determined in accordance with the guidelines detailed below. A Source of Supply is defined as a Supplier with the required manufacturer part number in its Annex D - Product List and Ceiling Prices, or a Class 1 Reseller listed under a Supplier's Annex H - List of Approved Resellers. When a Supplier has Class 1 Resellers listed in Annex H - List of Approved Resellers, only the Class 1 Resellers shall count towards the number of Sources of Supply.

- (A) Approved Client Authorities may issue RFQs and award resulting Contracts against SAs for requirements below \$25,000.00 CAD (GST/HST included)
- (B) When two Sources of Supply exist for a given requirement, Approved Client Authorities may issue RFQs and award resulting Contracts against SAs for requirements below \$40,000.00 CAD (GST/HST included)
- (C) When three to five Sources of Supply exist for a given requirement, Approved Client Authorities may issue RFQs and award resulting Contracts against SAs for requirements below \$75,000.00 CAD (GST/HST included)



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(D) When six or more Sources of Supply exist for a given requirement, Approved Client Authorities may issue RFQs and award resulting Contracts against SAs for requirements below \$100,000.00 CAD (GST/HST included)

(E) Approved Client Authorities must issue RFQs to all Sources of Supply of the requirement.

(iii) **Bid Solicitations:**

Approved Client Authorities are authorized to issue bid solicitations and award resulting Contracts against SAs for requirements valued below \$100,000.00 CAD (GST/HST included).

(b) **PWGSC Contracting Authority**

All procurements in excess of a Client's authority will be initiated and managed by PWGSC, on behalf of the Client. PWGSC may also manage requirements that are within a Client's authority.

**6B.3 Contractor Selection**

(a) **Requirements valued at less than \$25,000.00 CAD (GST/HST included)**

For requirements under \$25,000.00 CAD (GST/HST included), Canada may choose, at its sole discretion, to direct Contracts to a Supplier or, to issue Contracts following RFQs.

(i) If only one Source of Supply exists for the required software products or related software maintenance and/or support, Canada may request that the Supplier submit price support prior to any Contract award. Canada reserves the right to negotiate with the Supplier if it is determined that the prices being offered do not represent good value to Canada.

(b) **Requirements valued at \$25,000.00 CAD (GST/HST included) or greater**

(i) **Request for Quote (RFQ) Process:** For requirements when only one product or combination of products can meet Canada's technical requirements, Canada will issue a Request for Quotation (RFQ) by posting a notice on GETS and/or sending a RFQ directly to all Sources of Supply.

(ii) **Bid Solicitation Process:** If multiple software products are available from the SLSA Catalogue that can meet Canada's technical requirements, Canada may issue bid solicitations. When possible, Canada will identify the software category(ies) that apply to the requirements. If Canada determines that there is no sufficient capability under the SLSA Catalogue or it is a complex and/or specialized requirement, Canada may acquire the Goods outside the SLSA Catalogue and extend the competition to all firms by posting a formal bid solicitation document on GETS.

(c) **Set-Aside / Aboriginal Business**

At the discretion of each Client, some solicitations against the resulting SAs may be set-aside for Aboriginal Business under the federal government's PSAB.

In the event that Canada wishes to issue a Contract under the PSAB, Canada may do so by utilizing the list of Aboriginal Suppliers. All the terms and conditions as stated in this SA apply to the Aboriginal Set-Aside Suppliers.



## 6B.4 Request for Quotations - Procedures

- (a) For requirements in which only one product or combination of products can meet Canada's technical requirements, Canada will issue a Request for Quotation (RFQ) by posting a notice on GETS and/or sending a RFQ directly to all Sources of Supply of the requirement. Suppliers will have 5 working days to respond to Canada or as specified by the Approved Authority, whichever is longer.
- (b) For RFQs, Annex L - Software Licensing Supply Arrangement Request for Quote Template will be used.
- (c) For RFQs which are sent directly to Suppliers, Canada will send the RFQ to all Sources of Supply to the email addresses specified in the SAs. It is the Supplier's responsibility to ensure the accuracy of contact information for itself and its Resellers. Canada's sole responsibility is to forward the RFQ to the email address(es) specified by the Supplier.
- (d) Suppliers may only accept and respond to RFQs originating from Approved Authorities (see Annex I - List of Approved PWGSC and Client Authorities). RFQs may be sent directly to eligible Suppliers and Class 1 Resellers (if applicable) or posted on GETS at the sole discretion of Canada.
- (e) Each RFQ must contain the minimum following information:
  - (i) Bid closing date and time;
  - (ii) Address and contact information for submission of bids;
  - (iii) Security provisions (if applicable);
  - (iv) Requisition Number or Client Reference Number;
  - (v) Information related to GST and HST (as applicable);
  - (vi) Manufacturer's Part Number & Product Name as listed in the SLSA Catalogue;
  - (vii) Period of software maintenance and/or support (if applicable);
  - (viii) Quantity for each item;
  - (ix) Licensing metric for each item;
  - (x) Quantity for each optional item (if applicable);
  - (xi) The number of years of maintenance and/or support services required (if applicable);  
and
  - (xii) Approved Authority's contact name, phone number and e-mail address.
- (f) Response to RFQ: Only responses to RFQs that include the following will be considered by Canada:
  - (i) Supplier's SA number;
  - (ii) The name of the Reseller and address (if applicable) on each page of the response;
  - (iii) Unit Price for each of the Manufacturer's Part Number & Product Name. The Manufacturer's Part Number & Product Name must be identical to those listed in the issued RFQ and must be contained in the Supplier SA's Annex D – Product List and Ceiling Prices at the time of RFQ's closing date;

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- (iv) Prices in Canadian dollars;
  - (v) A firm price initial requirement that does not exceed the applicable ceiling prices in the Supplier's SA at the RFQ closing date; and
  - (vi) Ceiling prices for any irrevocable options or for any additional maintenance and/or support periods.
- (g) **Total Bid Price (TBP):** The financial evaluation will be conducted by calculating the TBP using the Pricing Tables completed by bidders. 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. The financial evaluation process will be as follows:
- (ii) The price of the bid will be evaluated in Canadian dollars, the Goods and Services Tax or the Harmonized Sales Tax excluded, FOB destination, Canadian customs duties and excise taxes included.
  - (iii) The TBP is the arithmetic sum of the prices for the Software during the Initial Contract Period including Option Periods (if requested) including the total price of the software maintenance and/or support (if requested) during the Initial Contract Period and Option Periods (if requested) as provided in the bidder's financial bid and as verified by the Approved Authority.
- (h) **Enquiries:** All enquiries must be submitted in writing to the Approved Authority. Bidders should reference as accurately as possible the numbered item 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.
- (i) **Submission of Bids:** Bids must be submitted to the location specified and by the date, time and place indicated in the RFQ. It is the Bidder's responsibility to ensure that the bid has been received by Canada.
- (j) **Basis of Selection:** If there are two or more compliant bids, the Contract will be awarded to the bidder with the lowest total bid price. If more than one bidder is ranked first because of identical overall price, then the Supply Arrangement Authority will be notified in writing and the RFQ will be re-tendered to the first ranked bidders.
- (k) **Only One Bid Received in Response to a RFQ:** If only one response that meets the requirements is received, Canada has the right to request that the bidder submit price support prior to Contract award. If Canada determines that the prices being bid do not represent good value to Canada, Canada reserves the right to reject the offer or negotiate with that Bidder.
- (l) **Cancellation of RFQ:** Canada has the right to cancel a RFQ at any time and to re-issue the same or a similar RFQ at a later date.

## 6B.5 Bid Solicitations - Procedures

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- (a) For software solutions that exceed \$25,000.00 CAD (GST/HST included) and when there is more than one Source of Supply and there is more than one specific Manufacturer's Part Number & Product Name available to meet the requirement through the SLSA Catalogue, Canada, at its own discretion, will issue bid solicitations documents to all SLSA Suppliers through GETS. Suppliers will have a minimum of 15 calendar days to respond to Canada or as specified by the Approved Authority, whichever is longer.
- (b) For Bid Solicitations, Annex K - Software Licensing Supply Arrangement Bid Solicitation Template will be used.
- (c) Suppliers must only accept and respond to bid solicitations from an Approved Authority (see Annex I - List of Approved PWGSC and Client Authorities).
- (d) Each bid solicitation must contain the minimum following information:
- (i) Bid closing date and time;
  - (ii) Address and contact information for submission of bids;
  - (iii) The applicable trade agreement(s);
  - (iv) Security provisions (if applicable);
  - (v) Requisition Number or Client Reference Number;
  - (vi) Statement of Requirement (i.e. what the software must do) including interoperability requirements;
  - (vii) Evaluation Criteria (i.e. the methodology on how each of the rated criteria, if any, will be evaluated by Canada);
  - (viii) Initial scope of the requirement (i.e. number of users, devices, locations, as applicable) as well as optional growth to address the complete requirement and the type of license model required being sought;
  - (ix) Maintenance and/or support, if applicable, and the number of option periods, if applicable;
  - (x) Delivery date and delivery location(s);
  - (xi) Chosen Evaluation Selection Methodology;
  - (xii) Approved Authority's contact name, phone number and e-mail address; and
  - (xiii) Any additional terms or conditions that Canada deems necessary.
- (e) **Enquiries:** All enquiries must be submitted in writing to the Approved Authority. Bidders should reference as accurately as possible the numbered item 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.
- (f) **Submission of Bids:** Bids must be submitted to the location specified and by the date, time and place indicated by the Approved Authority.

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- (g) **Cancellation of Bid Solicitation:** Canada has the right to cancel a Bid Solicitation at any time and to reissue the same or a similar Bid Solicitation at a later date.

#### 6B.6 Bid Solicitations - Statement of Requirement

Canada's Statement of Requirement (SOR) will describe the operational and technical requirements that the Software must meet at bid closing date, in order for the bidder to qualify within the competitive process. Requirement Specification will contain at a minimum:

- (i) A relevant title for the Software (also referred to as "Software Solution" or "Solution");
- (ii) Introduction or Preamble;
- (iii) Purpose, Objectives and Goals - provides the overall long-term purpose and goals and provide details on the problem(s) that need to be solved;
- (iv) Scope and future growth expected by Canada;
- (v) Computing Environment - description of the technical environment within which the Software is required to work, run, install and deploy and interoperate with (interoperability);
- (vi) Assumption, constraints, dependencies, relevant facts and perspectives;
- (vii) Description of the software maintenance and/or support requirements;
- (viii) A list of mandatory criteria and rated criteria (as applicable);
- (ix) Evaluation criteria for each of the rated criteria;
- (x) Any other information that Canada believes is pertinent to the requirement.

#### 6B.7 Bid Solicitations - Evaluation and Contractor Selection Methodology

- (a) **Evaluation Methodology:** Canada will evaluate Bidders on one or both of the following methods:
- (i) **Mandatory Technical Criteria:** Each bid will be reviewed for compliance with the mandatory requirements. 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. Claims in a bid that a future upgrade or release of any of product included in the bid will meet the mandatory requirements of the bid solicitation, where the upgrade or release is not available at bid closing, will not be considered; and/or
  - (ii) **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.
- (b) **Selection Methodology:** Canada will select the successful bidder based on one of the following methods. Suppliers 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 Supplier 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.

- (i) **Lowest priced compliant bid:** A bid must comply with the requirements of the bid solicitation, meet all mandatory evaluation criteria, and be successful on the PoB (if requested or conducted) . Bids not meeting those will be declared non-responsive. The responsive bid which offers the lowest Total Bid Price will be recommended for award of a Contract.

If there are multiple bids with identical lowest total bid price, then the bid with the lowest total price for the software maintenance and/or support will be recommended for Contract award; or

- (ii) **Lowest Price-Per-Point:** A bid must comply with the requirements of the bid solicitation, meet all mandatory evaluation criteria, obtain the minimum passing score or higher of the points for the evaluation criteria for the Technical Bid which are subject to point rating, and be successful on the PoB (if requested or conducted). Bids not meeting those will be declared non-responsive. The responsive bid which offer the Lowest Price-Per-Point as calculated below will be recommended for award of a Contract.

$$\frac{\text{Total Bid Price}}{\text{Total Points Achieved}} = \text{Price-Per-Point}$$

If there are multiple bids with identical Price-per-Point outcomes, then the bid with the lowest total bid price will be recommended for Contract award; or

- (iii) **Best Overall Solution (60% technical and 40% Price):** A bid must comply with the requirements of the bid solicitation; meet all mandatory evaluation criteria; obtains 60% or higher of the points which are subject to point rating; and be successful on the PoB (if requested or conducted). The responsive bid with the Highest Combined Rating of Technical Merit (60%) and Price (40%) as calculated below will be recommended for award of a Contract.

Price is given a rating value which is included in the total calculation of the bid. 60% of the points will be awarded to the technical bid and 40% of the points will be awarded to the financial bid.

To complete this calculation the following formula is used:

$$\frac{\text{Score on the rated requirements of the bid}}{\text{Maximum score possible}} \times 60\% = \text{Total 1}$$

$$\frac{\text{Lowest Total Assessed Price}}{\text{Total Assessed Price of the bid}} \times 40\% = \text{Total 2}$$

$$(\text{Total 1}) + (\text{Total 2}) = \text{Combined Rating of Technical Merit and Price}$$

If there are multiple bids with identical outcomes, then the bid with the lowest total bid price will be recommended for Contract award.

- (c) **Total Bid Price (TBP):** The financial evaluation will be conducted by calculating the TBP using the Pricing Tables completed by bidders. 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.

The financial evaluation process will be as follows:

- (i) The price of the bid will be evaluated in Canadian dollars, the Goods and Services Tax or the Harmonized Sales Tax excluded, FOB destination, Canadian customs duties and excise taxes included.
- (ii) The TBP is the arithmetic sum of the prices for the Software during the Initial Contract Period including Option Periods (if requested) including the total price of the software maintenance and/or support (if requested) during the Initial Contract Period and Option Periods (if requested) as provided in the Bidder's financial bid and as verified by the Approved Authority.
- (d) **Only one responsive response to bid solicitation:** If only one responsive bid is received in response to the bid solicitation, Canada reserves the right to request that the bidder submit price support prior to Contract award. If Canada determines that the prices being offered do not represent good value to Canada, Canada reserves the right to reject the offer and negotiate with that Bidder or to reissue the bid solicitation document.

#### 6B.8 Bid Solicitations - Proof of Bid (PoB) Testing Top Ranked Responsive Bid

- (a) Canada may require that the top-ranked responsive Bidder (identified after the financial evaluation) to conduct a Proof of Bid (PoB). Through the PoB test, Canada will test the Software proposed in the top-ranked bid to confirm both that it will function as described in the bid and that it meets the technical functionality requirements described in the Statement of Requirement. The PoB test will take place at a location determined by Canada that recreates the technical environment described in the Statement of Requirement, or the PoB test may take place at a location in Canada selected by the top-ranked Bidder, if that location is agreed to by Canada and if the Bidder assumes all responsibility for recreating the technical environment described in the Statement of Requirement (it is within the Canada's sole discretion to determine whether the Bidder has accurately recreated this environment for the test). Canada will pay its own travel and salary costs associated with any PoB test.
- (b) After being notified by Canada, the Bidder will be given a maximum of 7 working days to start the installation of the proposed Software. The installation must be completed and functional within 3 working days of the Bidder starting the installation (7.5 hrs/day). Canada will then conduct the PoB test. Up to 4 representatives of the Bidder may be present during the PoB test. The representative(s) named in the bid to provide technical support during the PoB test should be available by telephone for technical advice and clarification during the PoB test; however, Canada is not required to delay the PoB test if an individual is unavailable. Once the PoB test has begun, it must be completed within 2 working days (7.5 hours per day).
- (c) Canada will document the results of the PoB Test. If Canada determines that the proposed Software does not meet any mandatory requirement of the bid solicitation, the bid will fail the PoB Test and the bid will be disqualified and Canada will then proceed with the next ranked responsive bid.
- (d) If, during the initial installation of the Software for the PoB 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 Approved Authority named in the bid solicitation. If Canada determines that the missing and/or corrupt files are for components identified in the technical bid, Canada will permit that the Bidder submits the missing files and/or replacements for the corrupt files on electronic media or a web site where the files can be downloaded. These files must have been commercially released to the public before the bid

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closing date. Upon receiving the files on electronic media or downloading them from a corporate web site, Canada 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. Canada will have the sole discretion to decide if the additional files may be installed for the PoB test. Under no circumstances will files required to correct flaws in the software programming or code be permitted.

- (e) In connection with the PoB testing, the Bidder grants to Canada a limited license to use the Bidder's proposed Software for testing and evaluation purposes.

### 6B.9 Bid Solicitations - Submission of Bid Response - Instructions

Should a Bid Solicitation process be utilized, the following bid submission requirements apply:

- (a) Bidders must provide copies of their bid and in separately bound sections as follows:
- (i) Section I: Technical Bid ( 1 hard copy *and 1 soft copy* on CD, DVD, or USB)
  - (ii) Section II: Financial Bid ( 1 hard copy *and 1 soft copy* on CD, DVD, or USB)
- If there is a discrepancy between the wording of the soft copy and the hard copy, the wording of the hard copy will have priority over the wording of the soft copy.
- Prices must appear in the financial bid only. No prices must be indicated in any other section of the bid.
- Canada reserves the right to increase the number of hard and soft copies required for evaluation purpose within the bid solicitation at its sole discretion.
- (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) Bids in response to bid solicitations must include:

#### Technical Bid:

- (i) 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. All proposed software product(s) must be listed in the Supplier SA's Annex D – Product List and Ceiling Prices at bid closing date.
- (ii) The proposed license model (if requested). The proposed model must meet or exceed the requirement.
- (iii) The proposed maintenance and/or support model (if requested). The proposed model must meet or exceed the requirement.



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- (iv) The technical bid must substantiate the compliance of the Bidder and its proposed products with each criterion identified in the Statement of Requirement (if applicable). The substantiation must not simply be a repetition of the requirement(s), but must explain and demonstrate how the software products being bid will meet the requirements. 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.

### Financial Bid

- (i) Bidders must submit their financial bid strictly in accordance with the Basis of Payment and Pricing Tables included in the bid solicitation without any conditions, assumptions, restrictions or otherwise and there must be no obligation for Canada to pay software maintenance and/or support more than one year in advance. Any financial proposal that purports to restrict the way in which Canada acquires goods or services under resulting Contracts, with the exception of those limitations that are expressly set out in bid solicitation, will be treated as being non-responsive and the Bidder's proposal will be given no further consideration. The total amount of Goods and Services Tax or Harmonized Sales Tax must be shown separately, if applicable. All prices must be all inclusive firm prices or all inclusive firm per diem rates in accordance with the Basis of Payment. Unless otherwise indicated, bidders must include a single, firm or ceiling (as applicable), all-inclusive price quoted in Canadian dollars in each cell requiring an entry in the pricing tables.
- (ii) The Supplier's financial bid is not bound by the ceiling prices listed in the Supplier's Annex D - Product List and Ceiling Prices.
- (iii) The financial bid must include all costs for the requirement described in the Bid Solicitation for the entire Contract Period, including any option years.
- (iv) 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.

### 6B.10 Notification of Bid Results

- (a) All bidders who respond to an RFQ or a Bid Solicitation will be notified in writing regarding the outcome of the bid within two working days of Contract award. This notice will include the following information:
  - (i) The RFQ or bid solicitation number;
  - (ii) The full legal name of the successful bidder;
  - (iii) The bid's total bid price of the successful bidder;
  - (iv) The value of the awarded Contract including GST/HST Included;
  - (v) The number of bid responses received; and,
  - (vi) The bid's total bid price of the bidder to whom the notification is being sent to.

### 6B.11 Contract Against a Supply Arrangement - Procedures



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- (a) A Contract against the SA can be issued provided that such Contract is in accordance with the terms set out herein.
  - (b) A Contract against the SA may only be issued provided that such Contract is in accordance with the terms set out herein and does not purport to revise or modify such terms or extend (or provide Canada with the option to extend) the term of the Contract without the prior written agreement of the Supplier.
  - (c) Contracts shall be issued using Annex B - Contract Template.
  - (d) Only Contracts that have been signed by an Approved Authority listed in Annex I - List of Approved PWGSC and Client Authorities in the "Approved for the Minister" field are valid. Signed Contracts from personnel not listed in the Annex I - List of Approved PWGSC and Client Authorities will render these Contracts not valid and must not be accepted. It is the responsibility of the Supplier to verify and validate that all Contracts originate from Approved Authorities.
  - (e) Resulting Contracts must be awarded to Suppliers who hold the SA and must not be directed to Resellers. In cases where Suppliers use the services of Resellers (see Annex H - List of Approved Resellers) to fulfill specific requirements, the selected Reseller's name and address (if any) should be included in the resulting Contract. If Canada has not selected a Reseller, the Supplier is responsible for assigning a Reseller, if applicable.
  - (f) Annex B - Contract Template must include:
    - (i) Ship to delivery address and contact where the goods will be delivered;
    - (ii) Supplier's name in full and the address and PBN number;
    - (iii) Security Provisions (if applicable);
    - (iv) Invoicing Instructions;
    - (v) Client's financial codes;
    - (vi) Supplier's SA number;
    - (vii) Requisition Number or Client Reference Number;
    - (viii) Information related to GST or HST (as applicable);
    - (ix) Manufacturer's Part Number & Product Name as listed in the SLSA Catalogue;
    - (x) Unit of Measure i.e. License Model (for software);
    - (xi) Type of software maintenance and/or support being requested (if applicable)
    - (xii) Quantity;
    - (xiii) Unit Price;
    - (xiv) Extended Price; and
    - (xv) Signature of Approved Authority from the Annex I - List of Approved PWGSC and Client Authorities at the signature block in the bottom right corner on behalf of the Minister.
  - (g) Upon receipt of a signed Contract, the Supplier must:
    - (xvi) Acknowledge receipt;

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- 
- (xvii) Validate that the Contract was signed by an authority listed in Annex I- List of Approved PWGSC and Client Authorities;
  - (xviii) Verify accuracy of the part number(s), product name, description and prices; and,
  - (xix) Confirm delivery of the Contracted products.
- (h) If there are any errors in the submitted Contract, the Supplier must inform the sender within three business days of receipt of the Contract.
- (i) If the Contract was signed by an unauthorized personnel, the Supplier must:
- (i) inform the individual that the Contract cannot be processed; and
  - (ii) inform the Supply Arrangement Authority.

## SECTION 6C - RESULTING CONTRACT CLAUSES

- (a) It is a condition of the SA, that the following clauses apply and are incorporated in each and every Contract issued under the SA. For administrative purpose, Annex B - Contract Template will be used for all Contracts awarded under this SA.

### 6C.1 Reorganization of Client

- (a) The Contractor's obligation to provide the deliverables will not be affected by (and no additional fees will be payable as a result of) the renaming, reorganization, reconfiguration, or restructuring of the 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.
- (b) In addition to SACC 4003-08 Licensed Software - Transfer, the license is freely transferable without charge, cost, fees, penalties or otherwise except that licenses may not be transferred on a temporary basis (90 days or less). Canada will make best efforts to inform the Contractor of the transfer thirty (30) days in advance of the transfer occurring.

**6C.2 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. In addition to the words defined in Annex A - Key Terms , the following words and expressions have the following meanings:

- (a) any reference to a "deliverable" or "deliverables" includes the license to use the Licensed Software;
- (b) any reference to "Goods" means the software products and or the related software maintenance and/or support acquired by Canada under the SA;
- (c) any reference to Client means the Department, Crown Corporation, Agency, or other body of the Government of Canada for whom the Goods are being requested;
- (d) any reference to the Request for Supply Arrangement (RFSA) means the RFSA under which the SA has been issued against, as last amended, regardless of the issued date of the Supplier's SA;
- (e) any reference to "Software Licensing Supply Arrangement Catalogue" or "SLSA Catalogue" means the amalgamation of all the contents of all Supplier's SA issued against the Request for Supply Arrangement;
- (f) if the term is not specifically defined in the Supplier's Annex E - Software Usage and Software Maintenance and Support - Terms and Conditions, any reference to "Upgrade" means all commercially available enhancements, extensions, improvements, updates, releases, versions, renames, rewrites, cross-grades, components and back grades or other modifications to the Licensed Software developed or published by the Contractor or its licensor; and
- (g) any reference to "Support" means the technical hotline support, web support, diagnostic tools and any other means that the Supplier uses in connection to the software but does not include the services of on-site specialists.

### 6C.3 Optional Goods

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- (a) If requested by Canada, the Contractor shall grant to Canada the irrevocable option to acquire the software products and/or maintenance and/or support listed in Table 2 - List of Optional Deliverables under the same terms and conditions as the initial requirement and at the ceiling prices listed in the issued Contract or those listed in the SA at the time of the irrevocable option is being exercised, whichever is the lowest. The option may only be exercised by the Contracting Authority by notice in writing and will be evidenced, for administrative purposes only, through a Contract amendment.
- (b) The Contracting Authority may exercise the option at any time before the expiry of the Contract by sending a written notice to the Contractor.
- (c) All irrevocable options contained in Contracts are included solely for the administrative purposes of Canada and do not represent a commitment on the part of Canada to purchase such Goods in these amounts.
- (d) Prior to exercising any irrevocable option under an existing Contract, Canada will validate the prices against the Supplier's SA and the lower price will prevail.

#### 6C.4 Standard Clauses and Conditions

All clauses and conditions identified in the Contract by number, date and title are set out in the Standard Acquisition Clauses and Conditions Manual <http://sacc.pwgsc.gc.ca/sacc/index-e.jsp> issued by Public Works and Government Services Canada.

(a) **General Conditions:**

- (i) 2010A (2010-08-16), General Conditions - Medium Complexity - Goods (excluding articles 9 and 18) apply to and form part of the Contract.

(b) **Supplemental General Conditions:**

The following Supplemental General Conditions:

- (i) 4003 (2010-08-16), Supplemental General Conditions - Licensed Software (excluding Articles 4, 5, 6, 9.2, 9.4, 14, 15 and 17) apply and form part of the Contract.

#### 6C.5 Security Requirement

If requested by Canada in the Contract, the Contractor must refer to the Security Requirement Check List that will be attached as an annex to the Contract.

#### 6C.6 Contract Period

- (a) **Contract Period:** The “**Contract Period**” is the entire period of time during which the Contractor is obliged to perform the Work, which:
  - (i) begins on the date the Contract is awarded; and
  - (ii) ends 1 year later, or on the day that the Software Maintenance and Support Period for the most recently purchased product expires, whichever is later.
- (b) **Option to Extend the Contract:**

- 
- (i) If requested by Canada, the Contractor grants to Canada the irrevocable option to extend the term of the Contract by the number of additional periods specified by Canada in Table 2 - List of Optional Deliverables of the issued Contract, under the same terms and conditions. The Contractor agrees that, during the extended period of the Contract, it will be paid in accordance with the applicable provisions set out in the Basis of Payment.
  - (ii) Canada may exercise this option at any time by sending a written notice to the Contractor at least one calendar day 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.

## 6C.7 Authorities

### (a) Contracting Authority

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

### (b) Technical Authority

The Technical Authority is the representative of the Client for whom the Goods are being acquired for under the Contract and is responsible for all matters concerning the technical content of the deliverables under the Contract. Technical matters may be discussed with the Technical Authority; however, the Technical Authority has no authority to modify the deliverables under the Contract. Changes in the deliverables can only be made through an amendment issued by the Contracting Authority.

## 6C.8 Inspection and Acceptance

- (a) Notwithstanding SACC 4003-12 and unless other acceptance procedures are outlined in a Bid Solicitation, inspection and acceptance of the Licensed Software will be done at each destination to the satisfaction of the Technical Authority. Acceptance will consist of receiving delivery of the software free from any damage or defects related to the shipment and of verification that the goods supplied and prices charged are in accordance with the Contract.

## 6C.9 Payment

### (a) Basis of Payment

- (i) **License(s):** For the license(s) to use the software products (the "Licensed Software") including delivery, and the Software Documentation in accordance with the Contract, Canada will pay the Contractor the firm price(s) set out in the Contract, FOB destination, including all customs duties, GST/HST extra. The firm prices include the warranty during the Software Warranty Period.
- (ii) **Software Maintenance and/or Support for Licensed Software:** For Software Maintenance and/or Support throughout the Software Support Period, in accordance with the Contract, Canada will pay the Contractor, the firm price(s) set out in the Contract, FOB destination, including all customs duties, GST/HST extra.
- (iii) **Multiple Payments (if applicable):** If the supply of Licenses, Maintenance and/or Support contemplates multiple periods or multiple years, then during each period, as

detailed in this Contract and not to exceed one year per period, the Contractor shall be paid the firm, prorated price(s) applicable to such period as set out in the Contract, FOB destination, including all customs duties, GST/HST extra.

- (iv) **Irrevocable option for additional licenses:** For additional licenses to use the Licensed Software, if Canada exercises its option, Canada will pay the Contractor the firm price(s) set out in the Contract, FOB destination, including all customs duties, GST/HST extra.

If additional licenses are requested during the Software Support Period, Canada will pay the applicable price for the Software Maintenance and/or Support of that number of licenses divided by the total number of days in the Software Support Period, then multiplied by the number of days remaining in the Software Support Period (in order to reflect the fact that Software Maintenance and/or Support will only be provided for that portion of the determined period and to establish a common expiry date).

- (v) **Irrevocable option for additional Software Maintenance and/or Support:** If Canada exercises its option to extend the Software Maintenance and Support Period, Canada will pay the Contractor the firm annual price set out in the Contract, FOB destination, including all customs duties, GST/HST extra.

**(b) Limitation of Expenditure**

Canada's total amount of fees owed to the Contractor under the Contract must not exceed the amount set out in each issued Contract. Customs duties are excluded and Goods and Services Tax or Harmonized Sales Tax is extra, if applicable. Any provisions for additional expenses or costs beyond the commitments to purchase the specific amounts or values of Goods outlined in the Contract do not apply. This limitation is exclusive of remedies for violations of intellectual property rights or violations of the agreement.

**(c) No Automatic Renewal**

Any provisions for automatic or deemed renewals that may be found in Annex E -Software Usage and Software Maintenance and Support - Terms and Conditions or Annex F - Program Terms and Conditions do not apply.

**(d) Method of Payment - 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.

**(e) Method of Payment - Software Maintenance and/or Support**

Canada will make an advance payment to the Contractor for Software Maintenance and/or 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

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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 15 of the 2010A - General Conditions entitled "Interest on Overdue Accounts" once the dispute is resolved.

The Contractor acknowledges that this is an advance payment. Payment in advance does not prevent Canada from exercising any or all potential remedies in relation to the non-performance of Software Maintenance and/or Support, if such Software Maintenance and Support provided later is not provided in accordance with or to the extent required by the terms and conditions of the Contract.

**(f) Credit Cards**

The acceptance of credit cards for the purpose of payment is at the discretion of the Contractor.

**(g) Reseller (If applicable)**

The Reseller, if applicable, is named in the Contract and is designated as the Reseller for the purposes of receiving and fulfilling this Contract and for the purposes of receiving payment.

**6C.10 Invoicing Instructions**

- (a) The Contractor or the designated Reseller, as the case may be, must submit invoices in accordance with Section 10 of 2010A - General Conditions.
- (b) The invoice must include a separate line item for each subparagraph in the applicable Basis of Payment.
- (c) By submitting invoices, the Contractor or the designated Reseller, as the case may be, is certifying that the Goods 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 or the designated Reseller, as the case may be, must provide the original of each invoice to the Technical Authority and a copy to the Contracting Authority.

**6C.11 Applicable Laws**

- (a) The Contract must be interpreted and governed, and the relations between the parties determined, by the laws in force in the province specified in Part 6A - Supply Arrangement of the Supplier's SA.

**6C.12 Priority of Documents**

If there is a discrepancy between the wording of any documents that appear on the following list, the wording of the document that first appears on the list has priority over the wording of any document that appears later on the list. If there are any discrepancies between the Supplier's Program Terms and Conditions and/or Software Usage and Software Maintenance and Support - Terms and Conditions and those in the body of the RFSA and Resulting Contract clauses, the terms and conditions of the RFSA shall prevail as per this Priority of Documents:

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- (a) Current Part 6C - Resulting Contract Clauses of the RFSA # EN578-100808/D at the issued date of the Contract;
- (b) 4003 (2010-08-16) Supplemental General Conditions - Licensed Software (excluding articles 4, 5, 6, 9.2, 9.4, 14, 15 and 17);
- (c) 2010A (2010-08-16) General Conditions - Medium Complexity Goods (excluding articles 9, 16 and 18);
- (d) Issued Contract against Supply Arrangement;
- (e) Bid solicitation or Request for Quote (if applicable);
- (f) Annex F - Program Terms and Conditions (if applicable);
- (g) Annex E - Software Usage and Software Maintenance and Support - Terms and Conditions (if applicable); and
- (h) Annex C - Security Requirements Checklist (if applicable).

#### **6C.13 Insurance Requirements**

The Contractor is responsible for deciding if insurance coverage is necessary to fulfill its obligation under the Contract and to ensure compliance with any applicable law. Any insurance acquired or maintained by the Contractor is at its own expense and for its own benefit and protection. It does not release the Contractor from or reduce its liability under the Contract.

#### **6C.14 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 section 6C.15 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 (v)(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 block titled "Total Estimated Cost" or shown on each call-up, purchase order or other document used to order goods or services under this instrument), or \$1,000,000.

In any case, the total liability of the Contractor under paragraph (v) will not exceed the total estimated cost (as defined above) for the Contract or \$1,000,000, 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 paragraph (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).
- (d) The Contractor agrees that any clauses in Annex E - Software Usage and Software Maintenance and Support - Terms and Conditions or Annex F - Program Terms and Conditions which obligate Canada to indemnify or hold the Contractor or any other party harmless or any license terms that purport to impose any such obligations are without any force or effect.

#### 6C.15 Intellectual Property Infringement and Royalties

- (a) If a third party claims that equipment or software that the Contractor provides under the Contract infringes any intellectual property right, the Contractor, if requested to do so by Canada, will defend Canada against the claim at the Contractor's expense. In this regard, the Contractor will pay all costs, damages and legal fees that a court finally awards, provided that Canada:
  - (i) promptly notifies the Contractor in writing of the claim; and
  - (ii) co-operates with the Contractor in, and allows the Contractor full participation in, the defence and related settlement negotiations; and
  - (iii) obtains the Contractor's prior approval to any agreement resulting from settlement negotiations held with the third party.

The Contractor shall participate in any claims, action or proceeding arising under subsection (b) and no such claim, action or proceeding shall be settled without the prior written approval of the Contractor and Canada.

- (b) If such a claim is made or appears likely to be made, Canada agrees to permit the Contractor to enable Canada at the Contractor's expense, to continue to use the equipment or software or to modify or replace it with equipment or software which has published specifications equal or superior to the equipment or software being replaced. If the Contractor determines that none of these alternatives is reasonably available, Canada may elect, at the Contractor's expense, to independently secure the right to continue to use the equipment or software, or Canada may require the Contractor to accept the return of the equipment or software and to refund all monies paid to the Contractor under the Contract for the equipment and software, as well as all amounts paid for services and license and development fees.
- (c) The provisions of subsections (a) and (b) do not apply in situations where the Contractor was instructed by Canada to purchase a specific item of equipment or software from a specific source on behalf of Canada. In this case, the Contractor shall ensure that its subcontract for the equipment or software states that:

*"If a third party claims that equipment or software that the subcontractor supplies under the Contract infringes any intellectual property right, the subcontractor, if requested to do so by either the Contractor or Canada, will defend the Contractor and Canada against that claim at the subcontractor's expense and will pay all costs, damages and legal fees that a court finally awards."*

In the event that the Contractor is unable to incorporate this into its subcontract, then it shall advise Canada of the situation and not proceed with the subcontract without receiving written notice from Canada that the level of intellectual property right infringement protection is acceptable.

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- (d) Without prejudice to Canada's right to terminate the Contract for default prior to completion of the Work, the above represents the Contractor's entire obligation to Canada regarding any claim of infringement.
- (e) The Contractor has no obligation regarding any claim based on any of the following:
  - (i) Canada's unauthorized modification of the equipment or software, or Canada's unauthorized use of the equipment or software in other than its published specified operating environment;
  - (ii) the combination, operation or use of the equipment or software with any product, data or apparatus that the Contractor did not provide under the Contract, or which combination, operation or use the Contractor did not authorize or approve in advance, if infringement would not have occurred but for such combination, operation or use.

#### 6C.16 Licensed Software (if applicable)

- (f) **Licensed Software:** The Licensed Software includes all the products listed in the issued Contract, and any other software code forming part of those products as identified in the Software Documentation and the specifications.
- (g) **License Grant:** In addition to SACC 4003-02 License Grant, the Supplier or the Software Publisher, as the case may be, grants Canada a license to use the Licensed Software in accordance with the Contract.
- (h) With the exception of 6C.16(d) and unless specified otherwise in this Contract, the Contractor's standard commercial warranty as referenced in Annex E - Software Usage and Software Maintenance and Support - Terms and Conditions will apply to this Contract.
- (i) **Warranty:** Contractor warrants that the Licensed Software will work in accordance with the Software Publisher's specifications for the thirty day period following receipt of the Software.
- (j) **Irrevocable License:** Canada's license under this Contract is irrevocable. With the exception of the provisions of 4003 Article 11.2, the Contractor may not revoke, shut down, terminate, or suspend Canada's license without expressed agreement by the Contracting Authority.
- (k) **On-going Maintenance of Software Code:** 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 1 year from the date the Contract is awarded. 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 Support, the Contractor must provide written notice to Canada at least 12 months in advance of the discontinuation.

#### 6C.17 Software Maintenance and/or Support (if applicable)

- (a) **Software Maintenance and/or Support:** The Software Maintenance and/or Support, as requested in the Contract, will be delivered in accordance with Supplier's standard commercial offering, as detailed in Annex E - Software Usage and Software Maintenance and Support - Terms and Conditions.

- (b) **Error Correction:** If provided in the Contract, Canada may report to the Contractor any failure of the Licensed Programs to operate in accordance with the Software Specifications during the Software Support Period. Upon receipt of a report of a failure from Canada, unless provided otherwise in the Contract, the Contractor must use all reasonable commercial efforts to provide Canada with a correction of the software error which caused the failure. Any such software correction must cause the Licensed Programs to meet the Software Documentation or, if applicable, the Specifications during the Software Support Period. All Software Error corrections will become part of the Licensed Software and will be subject to the conditions of Canada's license with respect to the Licensed Software.
- (c) **No Mandatory Updates:** The failure by Canada to install a patch, update or upgrade of a licensed software does not relieve the Supplier of its obligations under the SA unless the supplier has indicated in writing that failure to install such patch, update or upgrade would place the supplier in breach or prevent them from otherwise meeting their obligations under the SA.

#### 6C.18 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 delivered electronic media used are found to contain computer viruses or other coding intended to cause malfunctions.
- (b) If 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.

#### 6C.19 Access to Canada's Property and Facilities

- (a) 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.

#### 6C.20 Confidentiality

- (a) The Contractor must keep confidential all information provided to the Contractor by or on behalf of Canada in connection with the Work, including any information that is confidential or proprietary to third parties, and all information conceived, developed or produced by the Contractor as part of the Work when copyright or any other intellectual property rights in such information belongs to Canada under the Contract. The Contractor must not disclose any such information without the written permission of Canada. The Contractor may disclose to a subcontractor any information necessary to perform the subcontract as long as the subcontractor agrees to keep the information confidential and that it will be used only to perform the subcontract.
- (b) The Contractor agrees to use any information provided to the Contractor by or on behalf of Canada only for the purpose of the Contract. The Contractor acknowledges that all this

information remains the property of Canada or the third party, as the case may be. Unless provided otherwise in the Contract, the Contractor must deliver to Canada all such information, together with every copy, draft, working paper and note that contains such information, upon completion or termination of the Contract or at such earlier time as Canada may require.

- (c) Subject to the Access to Information Act, R.S.C. 1985, c. A-1, and to any right of Canada under the Contract to release or disclose, Canada must not release or disclose outside the Government of Canada any information delivered to Canada under the Contract that is proprietary to the Contractor or a subcontractor.
- (d) The obligations of the Parties set out in this section do not apply to any information if the information:
  - (i) is publicly available from a source other than the other Party; or
  - (ii) is or becomes known to a Party from a source other than the other Party, except any source that is known to be under an obligation to the other Party not to disclose the information; or
  - (iii) is developed by a Party without use of the information of the other Party.
- (e) Wherever possible, the Contractor must mark or identify any proprietary information delivered to Canada under the Contract as "Property of (Contractor's name), permitted Government uses defined under Public Works and Government Services (PWGSC) Contract No. (fill in Contract Number)". Canada will not be liable for any unauthorized use or disclosure of information that could have been so marked or identified and was not.
- (f) If the Contract, the Work, or any information referred to in subsection 1 is identified as TOP SECRET, SECRET, CONFIDENTIAL, or PROTECTED by Canada, the Contractor must at all times take all measures reasonably necessary for the safeguarding of the material so identified, including those set out in the PWGSC Industrial Security Manual and its supplements and any other instructions issued by Canada.
- (g) If the Contract, the Work, or any information referred to in subsection 1 is identified as TOP SECRET, SECRET, CONFIDENTIAL, or PROTECTED, by Canada, representatives of Canada are entitled to inspect the Contractor's premises and the premises of a subcontractor at any tier for security purposes at any time during the term of the Contract. The Contractor must comply with, and ensure that any subcontractor complies with, all written instructions issued by Canada dealing with the material so identified, including any requirement that employees of the Contractor or of any subcontractor execute and deliver declarations relating to reliability screenings, security clearances and other procedures.

#### **6C.21 Termination for Convenience for Software Maintenance and/or Support**

- (a) Notwithstanding the Termination for Convenience provisions contained at Section 23 of 2010A - General Conditions - Medium Complexity - Goods, the parties agree that in the event of termination of software maintenance and/or support for the convenience of Canada for which an advance payment has been made, charges, calculated on a prorata basis of a twelve month year and a thirty day month, will be up to the last date of the monthly period in which the termination occurred. The Contractor shall immediately refund to Canada the unliquidated portion of the advance payment.

#### **6C.22 Audit**

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- 
- (a) Client shall keep all usual and proper records relating to its reproduction, distribution and use of the Licensed Software.
- (b) No more than once per year, upon request by the Contractor to the Supply Arrangement Authority, Canada shall furnish the vendor with a written certification, signed by a senior officer of the Client, certifying that it has complied with, and is not in default of, the terms and conditions of the Contract within thirty days of such request.
- (c) If any of the above reveals that Client is using the Licensed Software in excess of the license acquired under the Contract ("Excess Usage"), the Contractor will invoice Client for such underpaid fees for such Excess Usage, not to exceed the ceiling price in Annex D - Product List and Ceiling Prices in effect at the time the certification is completed. Upon receipt of such payment, Contractor grants additional licenses as required to remedy the Excess Usage on the terms of the resulting Contract and fully and finally releases Client from all claims arising from such excess usage.
- (d) These provisions shall constitute Client's sole obligation in terms of demonstrating compliance and license sufficiency in respect of Client's use of the software, regardless of anything else contained in the Contract or Annex "E" or "F".

**6C.23 Defence Contract (for Defence Production Act Contracts, if applicable)**

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

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## ANNEX A

### KEY TERMS

<b>Approved Client Authorities</b>	Clients who have been given the authority by PWGSC to use the SA are listed in Annex I - List of Approved PWGSC and Client Authorities. Only Approved Client Authorities have the right to award Contracts under this SA. Contracts must be in accordance with the terms and conditions of the SA.
<b>Bidder</b>	The person or entity (or, in the case of a joint venture, the persons or entities) submitting a bid to perform a Contract for goods, services or both. It does not include the parent, subsidiaries or other affiliates of the Bidder, or its subcontractors.
<b>Class 1 Reseller</b>	Appointed by the Supplier for the purposes of responding to RFQs and RFPs, receiving and fulfilling Contracts, and for the purposes of receiving payment on their behalf.
<b>Class 2 Reseller</b>	Appointed by the Supplier for the purposes of fulfilling Contracts and for the purposes of issuing invoices and receiving payment.
<b>Client</b>	See Client Department definition.
<b>Client Department</b>	Any Government Department, Departmental Corporation or Agency, or other body of the Government of Canada, including those described in the Financial Administration Act (as amended from time to time), and any other party for which the Department of Public Works and Government Services has been authorized to act from time to time under section 16 of the Department of Public Works and Government Services Act, is each a "Client".
<b>Contracting Authority</b>	The authority named in the Contract who is responsible on behalf of the Minister for the management of the Contract and any changes to the Contract must be authorized in writing by the Contracting Authority.
<b>Contractor</b>	The Supplier, as defined in SACC 2008-04 Definition of Supplier
<b>Deliverables</b>	Includes the license to use the Licensed Software and the maintenance and/or support services. Licensed software itself is not a deliverable, because the Licensed software is only being licensed under the Contract, not sold or transferred.
<b>Goods</b>	The software products and/or the related software maintenance and/or support acquired by Canada under the SA.
<b>Initial Contract Period</b>	The initial period, during which the Contractor must deliver, maintain and support the Licenses Software.
<b>"Off-the-shelf"</b>	Each software component 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 software proposed is a fully compatible extension of a field-proven product line, it must have been publicly announced on or before the date that the arrangement is submitted.
<b>Party</b>	Canada, the Contractor, or any other signatory to the Contract. ("Parties", includes all of them.)
<b>Proof of Bid Test (POB)</b>	A test to confirm that the solution proposed in the top-ranked bid (identified after the financial evaluation) will function as described



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	in the bid and will meet the technical functionality requirements described in the applicable bid solicitation.
<b>Quote</b>	An offer submitted in response to a Request for Quotation from a Contracting Authority.
<b>Reseller</b>	A third party involved in the supply of deliverables under a SA .
<b>Software Publisher</b>	The entity or person who is the owner of the copyright in any Software product included in the arrangement and who has the right to the license and has the right to authorize others to license its software products and any underlying components.
<b>Sources of Supply</b>	The number of Suppliers with the requirement's manufacturer part number included in their Annex D - Product List and Ceiling Prices, or as the number of Class 1 Resellers listed under the requirement's suppliers Annex H - List of Approved Resellers.
<b>Supplier</b>	Also the Contractor, means the person or entity whose name appears on the Supply Arrangement and who has become a pre-qualified supplier and been issued a Supply Arrangement.
<b>Supply Arrangement</b>	The Supply Arrangement (SA) resulting from the supplier's arrangement submitted in response to the RFSA.
<b>Supply Arrangement Authority</b>	The person designated as such in the Supply Arrangement, or by notice to the Supplier, to act as the representative of Canada in the management of the Supply Arrangement.
<b>Support</b>	The technical hotline support, web support, diagnostic tools and any other means that the Supplier uses in connection to the software, but does not include the services of on-site specialist.
<b>Technical Authority</b>	The representative of the Client 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.
<b>Upgrade</b>	Includes all commercially available enhancements, extensions, improvements, updates, releases, versions, renames, rewrites, cross-grades, components and back grades or other modifications to the Licensed Software developed or published by the Contractor or its licensor if the term is not specifically defined in the Supplier's Software Usage and Software Maintenance and Support - Terms and Conditions.



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## ANNEX B

### CONTRACT TEMPLATE

#### **CONTRACT AGAINST SUPPLY ARRANGEMENT** [Insert Supply Arrangement #] **FOR THE DEPARTMENT OF** [Insert name of client]

##### **1. GENERAL**

This Contract is issued in accordance with Supply Arrangement (SA) [Insert SA #]. The Terms and Conditions set out in the SA form part of this Contract.

##### **2. CLIENT**

Under the Contract, the "Client" is [Insert name of client department/agency].

##### **3. REQUIREMENT**

As detailed in Table 1 - List of Deliverables and Table 2 - List of Optional Deliverables if applicable.

##### **4. SECURITY REQUIREMENTS** (if applicable)

[Security provisions per the SRCL, if applicable, shall be detailed in this section.]

##### **5. AUTHORITIES**

###### **(a) Contracting Authority**

The Contracting Authority for the Contract is:

Name: \_\_\_\_\_  
Title: \_\_\_\_\_  
Organization: \_\_\_\_\_  
Address: \_\_\_\_\_  
Telephone: \_\_\_\_\_  
Facsimile: \_\_\_\_\_  
E-mail address: \_\_\_\_\_

###### **(b) Technical Authority**

The Technical Authority for the Contract is:

Name: \_\_\_\_\_  
Title: \_\_\_\_\_  
Organization: \_\_\_\_\_  
Address: \_\_\_\_\_  
Telephone: \_\_\_\_\_  
Facsimile: \_\_\_\_\_  
E-mail address: \_\_\_\_\_

##### **6. OPTION TO EXTEND THE CONTRACT**

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As detailed in the referenced SA.

7. **RESELLER NAME** *(if applicable)*

The approved Reseller for the Contract is:

Name: \_\_\_\_\_  
Title: \_\_\_\_\_  
Organization: \_\_\_\_\_  
Address: \_\_\_\_\_  
Telephone: \_\_\_\_\_  
Facsimile: \_\_\_\_\_  
E-mail address: \_\_\_\_\_

8. **SPECIAL INSTRUCTIONS** *(if applicable)*

The following Special Instructions form part of this Contract.

9. **TABLE 1 - LIST OF INITIAL DELIVERABLES**

Table 1 - List of Initial Deliverables							
Item No.	Manufacturer's Product Name (Per SLSA Catalogue)	Manufacturer's Part No. (Per SLSA Catalogue)	Media Type (Internet Download, unless otherwise specified)	Maintenance and Support Period (If applicable)	Qty (unit of measure)	Unit Price	Extended Price
1							
...							
Sub-Total:							\$0.00
GST/HST, if applicable :							\$0.00
TOTALCAD :							\$0.00

10. **TABLE 2 - LIST OF OPTIONAL DELIVERABLES** *(if applicable)*

Table 2 - List of Optional Deliverables						
Item No.	Manufacturer's Product Name (If required, per Annex D or per supplier's bid)	Manufacturer's Part No. (If required, per Annex D or per supplier's bid)	Maintenance and Support Period (If applicable)	Qty (unit of measure)	Ceiling Unit Price	Extended Price
1						
...						
Sub-Total:						\$0.00
GST/HST, if applicable :						\$0.00

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TOTALCAD :		\$0.00
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**11. STATEMENT OF REQUIREMENTS** *(if applicable)*

The following Statement of Requirements forms part of this Contract.

**ALL OTHER TERMS AND CONDITIONS ARE PER THE SUPPLY ARRANGEMENT.**

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## ANNEX C

### SECURITY REQUIREMENTS CHECK LIST

Note to Supplier: Security requirement, if applicable, will be added to individual Contracts prior to award.

## ANNEX D

### PRODUCT LIST AND CEILING PRICES

Note to Supplier: This form must be completed and submitted as part of the Supplier's response to the RFSA. An electronic copy of this form can be obtained from the Supply Arrangement Authority.

PRODUCT LIST									
Item NO.	Manufacturer's Part No.	Manufacturer's Product Name	Manufacturer's Name	Ceiling Price per License	License Type	Software Category	Language	Product Information	Platform
1	(enter the Part Number that the Software Publisher uses to identify the product)	(enter the name that the Software Publisher uses to identify the product)	(enter the name of the Software Publisher that produces the product)	(enter ceiling price per license in Canadian Dollars)	(enter the license type such as "per user", "per CPU", "per device", etc.)	(enter the applicable category per Annex G - Software Categories & Descriptions)	(enter the language of the software such as English, and French)	(enter a web site URL containing product information)	(enter the platform on which the software can operate such as Windows, Linux, Unix)
2									
3									

## ANNEX E

### SOFTWARE USAGE AND SOFTWARE MAINTENANCE AND SUPPORT - TERMS AND CONDITIONS

(MUST BE COMPLETED WITH SUPPLIER'S RESPONSE TO THE RFSA AND CAN BE UPDATED ON  
A QUARTERLY BASIS THEREAFTER)

Only terms which are presented in full and directly included in Annex E - Software Usage and Software Maintenance and Support - Terms and Conditions form part of the Supply Arrangement. Any terms or conditions that are purported to be incorporated by reference through URLs, read me files or otherwise form no part of the Supply Arrangement unless such terms are presented in full and included at Annex E - Software Usage and Software Maintenance and Support - Terms and Conditions.

No terms purporting to abridge or extend the time to commence an action for breach, tort, or other action are of any effect.

**Note to Suppliers:**

*The Supplier may submit Terms and Conditions that apply to the use of the software as well as the software maintenance and/or support. However, if there are any discrepancies between the Supplier's Terms and Conditions and those in the body of the RFSA and Resulting Contract clauses, the Terms and Conditions of the RFSA shall prevail.*

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## ANNEX F

### PROGRAM TERMS AND CONDITIONS

(MUST BE COMPLETED WITH SUPPLIER'S RESPONSE TO THE RFSA AND CAN BE UPDATED ON A QUARTERLY BASIS THEREAFTER)

The terms of this Licensing Program may replace or modify the terms under Annex E - Software Usage and Software Maintenance and Support - Terms and Conditions. In the event of conflict, the terms of Annex F - Program Terms and Conditions supersede the terms of Annex E - Software Usage and Software Maintenance and Support - Terms and Conditions. *However, if there are any discrepancies between the Supplier's Licensing Program Terms and Conditions and those in the body of the RFSA and Resulting Contract clauses, the Terms and Conditions of the RFSA shall prevail .*

Only terms which are presented in full and directly included in Annex F - Program Terms and Conditions form part of the Supply Arrangement. Any terms or conditions that are purported to be incorporated by reference through URLs, read me files or otherwise form no part of the Supply Arrangement unless such terms are presented in full and included at Annex F - Program Terms and Conditions.

**Note to Suppliers:**

*The Supplier may submit the Licensing Program Terms and Conditions that apply to the Crown as a major client of a manufacturer's products. For the purpose of programs, the Crown must be treated as a single entity. Department specific programs are not permitted. Examples of programs include enterprise programs, volume based programs, and business level agreements.*

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## ANNEX G

### SOFTWARE CATEGORIES & DESCRIPTIONS

Category ID	Category	Subcategory	Description
400	Development Environment Software		Development Environments Software delivers, enables and supports software development as an operating environment and platform. Software Development Environments Software facilitates the design and creation of software and web applications.
402	Development Environment Software	Application Life-Cycle Management Software	Application Life-Cycle Management (ALM) software manages the life of an application through governance, development and maintenance. It is comprised of tools that facilitate and integrate requirements management, architecture, coding, testing, tracking, and release management.
404	Development Environment Software	Software Development Platform Software	Application Development Software is used to develop software products in a planned and structured process and includes tools in which computer programs are coded.
406	Development Environment Software	Software Testing Software	Software Testing Software assesses the functionality, reliability, security and performance of software in a development environment.
408	Development Environment Software	System Architecture Design Software	Systems Architecture Design Software aids in designing the architecture, components, modules, interfaces, and data for a system.
410	Development Environment Software	Web Development Software	Web Development Software provides tools to assist in developing web sites and applications. This can include web design, web content development, client liaison, client-side/server-side scripting, and e-commerce development.
800	Virtualization Software		Virtualization Software delivers, enables and supports virtual environments, processors and applications by isolating system resources from underlying computing or application services. Virtualization provides the components, functions and features including host and or guest systems, machines or types.
802	Virtualization Software	Application Virtualization Software	Application Virtualization Software allows for the creation of application packages independent of any operating system. The application package can be installed and isolated from the host operating system but is still able to interact with the host and other applications. Virtual applications can be freely installed or removed without disrupting the host.
804	Virtualization Software	Desktop Virtualization Software	Desktop Virtualization Software allows for the creation and modification of an operating system independent from the hardware. The virtual desktop should be able to run on multiple different hardware platforms and move freely from one to another when required without modifications.
806	Virtualization Software	Server Virtualization Software	Server Virtualization Software allows for the creation of multiple guest operating systems (Guest OS/VM) within a server host operating system (Host OS). It allows for unmodified guest operating systems to run in isolation while using the same instruction set as the Host OS. These environments utilize some resource sharing and process isolation.
808	Virtualization Software	Storage Virtualization Software	Storage Virtualization Software allows for the separation of logical storage from the physical storage or for the elimination of dependencies between data access and location of physical data. Storage virtualization systems can provide either block-accessed storage or file accessed storage.
810	Virtualization Software	Virtualization Backup & Recovery Software	Virtualization Backup and Recovery Software provides recovery techniques with virtualized servers to improve system up time and recovery time objectives as well as recovery point objectives. This software also ensures the integrity of the data to retrieve.



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812	Virtualization Software	Virtualization Management Software	Virtualization Management Software provides complete management tools to manage and optimize a virtualized environment.
814	Virtualization Software	Virtualization Monitoring Tools Software	Virtualization Monitoring Tools Software provides complete monitoring tools to monitor and set host configuration standards, infrastructure capacity, application performance and workload ownership of a virtualized environment.
816	Virtualization Software	Virtualization Security Software	Virtualization Security Software is security software specific to virtualized systems and includes software such as anti-virus, firewall, or network security.
1200	Security Operations Software		Security Operations Software delivers enables and supports operational components, functions and features required to secure a computer system, network and environment. Security Operations Software provides the security programs, applications, architectures, policies, practices and procedures to securely manage full life cycle requirements of a secure enterprise.
1202	Security Operations Software	Anti-Malware Software	Anti-Malware Software provides protection against threats from spyware, viruses, worms, spam, etc. attacking hosts, networks or applications by detecting and/or preventing infections or malicious behavior, reporting on malicious events and providing remediation tools to remove or quarantine malicious code.
1204	Security Operations Software	Application White-Listing Software	Application White-Listing Software permits only authorized applications to run on a system
1206	Security Operations Software	Biometric Software	Biometric Software provides the function of uniquely recognizing humans based form of identity for access management, access control, and surveillance. Functions can include face, voice and/or fingerprint recognition. This biometric data and information can be analyzed and processed and then used for computer processing and authentication.
1208	Security Operations Software	Business Continuity Software	Business Continuity Software aids in the prevention and recovery from disruptions of computer systems.
1210	Security Operations Software	Computer Forensics Software	Computer Forensics Software outlines and explains the current state of a digital artifact.
1212	Security Operations Software	Content Classification & Marking Software	Content Classification & Marking Software identifies and marks classified and protected information
1214	Security Operations Software	Data Loss Prevention Software	Data Loss Prevention Software identifies, monitors and protects data in use, data in motion and data at rest through deep content inspection and contextual analysis of transactions.
1216	Security Operations Software	Encryption Software	Encryption Software encrypts and decrypts data, usually in the form of files on (or sectors of) hard drives and removable media, email messages, or network transmissions.
1218	Security Operations Software	Endpoint Security	Endpoint Security Software distributes security applications to end-user devices (endpoints) on a network in a centrally managed fashion.
1220	Security Operations Software	Firewall Software	Firewall Software is designed to prevent unauthorized access to or from a private network by permitting or denying computer applications based upon a set of rules and other criteria. Firewalls typically function as filters, gateways, and/or proxies.
1222	Security Operations Software	Identity Management Software	Identity Management Software identifies individuals in a system and controls access to resources in that system by placing restrictions on the established identities.

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1224	Security Operations Software	Internet Monitoring, Filtering & Access Software	Internet Monitoring, Filtering & Access Control Software is used to monitor, filter and control inappropriate use of the Internet.
1226	Security Operations Software	Intrusion Prevention & Detection Software	Intrusion Prevention and Detection Software inspects inbound and outbound network activity and identifies and prevents suspicious patterns that may indicate a network or system attack attempting to break into or compromise a system.
1228	Security Operations Software	Mobility Security Software	Mobility Security Software provides automatic security controls for mobile users that allow enterprises to deploy wireless tools that maintain security rules. In addition, they provide reporting tools to ensure that users are maximizing and controlling wireless costs.
1230	Security Operations Software	Security Information Event Management Software	Security Information Event Management Software collects, retains and reports on activity log data from anywhere in the IT infrastructure. It provides the tools to track and correlate events across multiple sources ensuring immediate notification of suspicious activity.
1232	Security Operations Software	Privacy Software	Privacy Software protects the privacy of users. This software typically works in conjunction with Internet usage to control or limit the amount of information made available to third-parties. This software can apply encryption or filtering of various kinds to mask information about a user's identity.
1234	Security Operations Software	Public Key Infrastructure (PKI) Software	Public Key Infrastructure Software creates, manages, distributes, uses, stores, and revokes digital certificates. In cryptography, a PKI is an arrangement that binds public keys with respective user identities by means of a certificate authority (CA).
1236	Security Operations Software	Remote Access Software	Remote Access Software facilitates communication with a device from a remote location through a data link. Typically this is performed using a virtual private network (VPN).
1238	Security Operations Software	Security Risk Management and Policy Compliance Software	Security Risk and Policy Compliance Software is used to manage, monitor, report on, and audit both security risks and policies to address those risks. Solutions often include remediation management, compliance and enforcement, policy assessment, vulnerability management, remediation, and reporting towards the objective of sustainable compliance.
1240	Security Operations Software	Unified Threat Management Software	Unified Threat Management Software is an all-inclusive security product that has the ability to perform multiple security functions in a single application including network fire-walling, network intrusion prevention and gateway anti-virus (AV), gateway anti-spam, VPN, content filtering, load balancing and reporting.

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ANNEX H

LIST OF APPROVED RESELLERS

CLASS 1 RESELLERS

<u>Reseller Name</u>	<u>Address</u>	<u>City</u>	<u>Province Code</u>	<u>Country</u>	<u>Postal Code</u>	<u>Telephone</u>	<u>Contact Name</u>	<u>Email Address</u>	<u>Web site</u>

CLASS 2 RESELLERS

<u>Reseller Name</u>	<u>Address</u>	<u>City</u>	<u>Province Code</u>	<u>Country</u>	<u>Postal Code</u>	<u>Telephone</u>	<u>Contact Name</u>	<u>Email Address</u>	<u>Web site</u>

Supplier confirms that:

1. The entities outlined above have been selected as Resellers of the Supplier for the performance of the Arrangement.
2. The Resellers are aware of the relevant contractual terms and conditions of the Supply Arrangement between the Supplier and Canada and has entered into an agreement with the Supplier on terms that will not be inconsistent with the Arrangement.
3. The Resellers are in good standing and there are no reasons of which the Supplier is aware that would prevent the Reseller from performing in a manner that would allow for the satisfactory and timely performance of the Supplier's obligations under the SA.

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## ANNEX I

### LIST OF APPROVED PWGSC AND CLIENT AUTHORITIES

Please see **Software Acquisition Reference Centre** <http://software.pwgsc.gc.ca/> for the most current list.

# ANNEX J

## SUPPLY ARRANGEMENT QUARTERLY REPORTS TEMPLATE

No.	Contract No.	Contract Amd. No.	Contract or Contract Amd. Award Date	Contract Expiry Date	Client Organization Name	Part No.	Product Name	Qty	Unit Price	Total Price	Contracting Authority	Reseller
1												
2												
3												

### Definitions / Instructions:

**No.:** Suppliers are required to report each Line Item separately

**Requisition No.:** The requisition number is unique to each Contract and is listed on page 1 of each Contract

**Contract Amd. No.:** The number of the Contract amendment, if applicable

**Contract or Contract Amd. Award Date:** Enter the date on page one of either the Contract or the Contract amendment as applicable

**Contract Expiry Date:** Enter the Contract expiry date, found in the terms and conditions of the Contract, not including optional periods.

**Client Organization Name:** Enter the name of the client organization (such as Department of National Defence or Public Works and Government Services )

**Part No.:** Enter the Manufacturer's Part Number from Annex D - Product List and Ceiling Prices

**Product Name:** Enter the Product Name from the issued Contract

**Qty:** Enter the quantity for each item

**Unit Price:** Enter the Unit Price, not including GST/HST

**Total Price:** Enter the Total Price, not including GST/HST

**Contracting Authority:** Enter the name of the Contracting Authority (i.e. name of the person who issued the Contract)

**Reseller:** Enter the Reseller assigned to fulfill the Contract, if applicable

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## ANNEX K

### SOFTWARE LICENSING SUPPLY ARRANGEMENT BID SOLICITATION TEMPLATE

#### **Bid Solicitation** **Under Software Licensing Supply Arrangement**

<b>Bid Solicitation No.</b>	<b>[enter #]</b>
<b>Closing Date: 2:00 p.m.</b>	<b>[enter date and time zone]</b>
<b>Return Bids to:</b>	<b>[enter location]</b>
<b>Required Delivery Date of Initial Deliverables:</b>	<b>[enter date]</b>

#### **1. Software Licensing Supply Arrangement Requirement**

This Bid Solicitation is issued against the Software Licensing Supply Arrangement (the "SA") PWGSC file number #EN578-100808/D. All terms and conditions of the SA apply to and form part of this Bid Solicitation and any Resulting Contract.

#### **2. Requirement**

The Contractor agrees to supply to the Client the goods described in the Resulting Contract, including the Statement of Requirements, in accordance with, and at the prices set out in, the Resulting Contract. This includes:

[(Detail as applicable)]

- (i) granting the license(s) to use the Licensed Software, as described in the Contract, meeting all the requirements of the Statement of Requirements ;
- (ii) granting the option, as described in the Contract, to acquire additional licenses to use the Licensed Software;
- (iii) providing maintenance and support for the Licensed Software, as described in the Contract, during the Software Maintenance and Support Period; and
- (iv) granting the option, as described in the Contract, to extend the Software Maintenance and Support Period ]

#### **3. Summary**

[Initial scope of the requirement (i.e. number of users, devices, locations, as applicable) as well as potential growth to address the complete requirement and the type of license model required.]

#### **4. Bid Solicitation**

Canada requests that the Suppliers and Class 1 Resellers review and respond, in accordance with Part 6 Section B of the SA, with its best and final offer regarding the particular requirement described herein.

## 5. Bid Preparation

In addition to the number of copies required in Section 6B.9 Bid Preparation Instructions , Canada requests that bidders provide additional copies of their bid as follows:

Section I: Technical Bid ( [Insert number of copies] hard copy(ies) and [Insert number of copies] soft copy(ies) on CD, DVD or USB)

Section II: Financial Bid ( [Insert number of copies] hard copy(ies) and [Insert number of copies] soft copy(ies) on CD, DVD or USB)

## 6. Evaluation and Contractor Selection Methodology

Canada will select the successful bidder based the following method as described in 6B.7 of the SA:

[select one methodology]

- (v) Lowest priced compliant bid; or
- (vi) Lowest Price-Per-Point; or
- (vii) Best Overall Solution (60% technical and 40% Price).

## 7. Inspection and Acceptance

All deliverables rendered under the Resulting Contract of this bid solicitation are subject to inspection by the Technical Authority or representative. Should any deliverable not be in accordance with the requirements of the Statement of Requirements and to the satisfaction of the Technical Authority, as submitted, the Technical Authority will have the right to reject it or require its correction at the sole expense of the Contractor before recommending payment.

[Further acceptance test procedures may be detailed as the Crown deems necessary ]

## 8. Contracting Authority

Name: \_\_\_\_\_  
 Title: \_\_\_\_\_  
 Address: \_\_\_\_\_  
 Telephone: \_\_\_\_\_  
 Facsimile: \_\_\_\_\_  
 E-mail: \_\_\_\_\_

## 9. Security Provisions (if applicable)

[Security provisions per the SRCL, if applicable, shall be detailed in the bid solicitation here. In such a case, a copy of the completed Annex C - Security Requirements Checklist will be attached to the bid solicitation]

## 10. Software Publisher Authorization

If the bidder is not the Software Publisher of the products included in the proposal, and if the products are not Open Source Software Products, the bidder must provide a letter from the Software Publisher certifying that the Software Publisher understands and acknowledges that the bidder has submitted a proposal in response to this bid solicitation and agrees to grant all licenses

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to be acquired under this bid solicitation in accordance with the Statement of Requirements and resulting Contract's terms and conditions.

11. [Further terms and conditions may be added as the Crown deems necessary.]

12. **Statement of Requirement:**

[The Statement of Requirement, as described in 6B.6 of the SA, shall be detailed here]

13. **Pricing Tables**

[The Pricing Tables, as described in 6B.7(c) of the SA, shall be detailed here. Sample tables are provided below.]

Table 1 - List of Initial Software Deliverables						
Item No.	Manufacturer's Product Name (Per SLSA Catalogue, herein referred to as the Licensed Software)	Manufacturer's Part No. (Per SLSA Catalogue)	Media Type (Internet Download, unless otherwise specified)	Qty (unit of measure)	Unit Price	Extended Price
1						
2						
...						
TOTAL CAD :						

Table 2 - List of Initial Software Maintenance and/or Support						
Item No.	Manufacturer's Product Name (Per SLSA Catalogue)	Manufacturer's Part No. (Per SLSA Catalogue)	Maintenance and Support Period	Qty (unit of measure)	Unit Price	Extended Price
1						
2						
...						
TOTAL CAD :						



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**Table 3 - List of Optional Software Deliverables** *(if applicable)*

Item No.	Manufacturer's Product Name (Per SLSA Catalogue, herein referred to as the Licensed Software)	Manufacturer's Part No. (Per SLSA Catalogue)	Media Type (Internet Download, unless otherwise specified)	Up to Qty (unit of measure)	Unit Price	Extended Price
1						
2						
...						
<b>TOTAL CAD :</b>						

**Table 4 - List of Optional Software Maintenance and/or Support** *(if applicable)*

Item No.	Manufacturer's Product Name (Per SLSA Catalogue)	Manufacturer's Part No. (Per SLSA Catalogue)	Maintenance and Support Period	Up to Qty (unit of measure)	Unit Price	Extended Price
1						
2						
...						
<b>TOTAL CAD :</b>						

**Table 5 - Total Bid Price**

Item No.		Price
1	Total (CAD) of Initial Software Deliverables	
2	Total (CAD) of Initial Software Maintenance and/or Support	
3	Total (CAD) of Optional Software Deliverables <i>(if applicable)</i>	
4	Total (CAD) of Optional Software Maintenance and/or Support <i>(if applicable)</i>	
<b>TOTAL BID PRICE:</b>		<b>\$0.00</b>

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## ANNEX L

SOFTWARE LICENSING SUPPLY ARRANGEMENT  
REQUEST FOR QUOTE TEMPLATE

From:	[enter name of contracting authority] [enter title] Phone : Fax: E-mail:	[address]
To:	<b>Suppliers and Resellers of [enter Manufacturer's Products]</b>	
Date:	July 20, 2011	Pages: [enter #] (including this one)

REQUEST FOR QUOTE (RFQ)  
Under Software Licensing Supply Arrangement

RFQ Requisition No.	[enter #]
Closing Date: 2:00 p.m.	[enter date]
Delivery Location(s):	[enter location(s)]
Required Delivery Date of Initial Deliverables:	[enter date]

## 1. Software Licensing Supply Arrangement Requirement

This Request for Quote is issued against the Software Licensing Supply Arrangement (the "SA") PWGSC file number [Insert SA number]. All terms and conditions of the SA apply to and form part of Request for Quote and any Resulting Contract.

## 2. Summary

[Enter department] (the "Client") has a requirement for the supply and delivery of the products identified in Table 1 - Initial Deliverables. There is also an option for purchase of the additional Products and/or maintenance and support specified under Table 2 - Optional Deliverables.

## 3. Request for Quotation

Canada requests that the Suppliers and Class 1 Resellers review and respond, in accordance with Part 6 Section B of the SA, with their best and final offer regarding the particular requirement described in the tables herein. Canada requests that the prices reflect the savings associated with the purchase of the volumes described herein.

## 4. Security Provisions (if applicable)

[Security provisions per the SRCL, if applicable, shall be detailed in the RFQ]

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5. Initial Deliverables

Table 1 - List of Initial Deliverables							
Item No.	Manufacturer's Product Name (Per SLSA Catalogue)	Manufacturer's Part No. (Per SLSA Catalogue)	Media Type (Internet Download, unless otherwise specified)	Maintenance and Support Period (If applicable)	Qty (unit of measure)	Unit Price	Extended Price
1							
2							
...							
TOTAL CAD :							

6. Optional Deliverables *(if applicable)*

Table 2 - List of Optional Deliverables						
Item No.	Manufacturer's Product Name (If required, per Annex D - Product List and Ceiling Prices or per supplier's bid)	Manufacturer's Part No. (If required, per Annex D - Product List and Ceiling Prices or per supplier's bid)	Maintenance and Support Period (If applicable)	Qty (unit of measure)	Ceiling Unit Price	Extended Price
1						
2						
...						
TOTAL CAD :						

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## 7. Total Bid Price

Table 3 - Total Bid Price		
Item No.		Price
1	Total (CAD) of Initial Deliverables	
2	Total (CAD) of Optional Deliverables <i>(if applicable)</i>	
TOTAL BID PRICE:		

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## FORMS

FORM 1 - ARRANGEMENT SUBMISSION FORM		
<b>Supplier's full legal name</b>		
<b>Authorized Representative of Supplier for evaluation purposes (e.g., clarifications)</b>	Name	
	Title	
	Address	
	Telephone #	
	Fax #	
	Email	
<b>Supplier's Procurement Business Number (PBN)</b> [see the Standard Instructions 2008]		
<b>Jurisdiction of Contract</b> Province in Canada the Supplier wishes to be the legal jurisdiction applicable to the Supply Arrangement and to any resulting Contracts (if other than the province of Ontario (Canada))		
<b>Federal Contractors Program for Employment Equity (FCP EE) Certification</b> If the Supplier is exempt, please indicate the basis for the exemption to the right. If the Supplier does not fall within the exceptions enumerated to the right, the Program requirements do apply and the Supplier is required either to:		
<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>Suppliers 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>		
On behalf of the Supplier, by signing below, I also confirm that the Supplier [ <i>check the box that applies</i> ]:		
(a) is not subject to Federal Contractors Program for Employment Equity (FCP-EE), because it has a workforce of less than 100 permanent full or part-time employees in Canada;		
(b) is not subject to FCP-EE, because it is a regulated employer under the <i>Employment Equity Act</i> ;		
(c) is subject to the requirements of FCP-EE, because it has a workforce of 100 or more permanent full or part-time employees in Canada, but has not previously obtained a certificate number from the Department of Human Resources and Skills Development (HRSD) (having not bid on requirements of \$200,000 or more), in which case a duly signed certificate of commitment is attached; OR		
(d) is subject to FCP-EE, and has a valid certification number as follows: _____ (and has not been declared an Ineligible Contractor by HRSD).		

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<b>Number of FTEs</b> [Suppliers are requested to indicate, the total number of full-time-equivalent positions that would be created and maintained by the Supplier as a result of its participation within this procurement vehicle. This information is for information purposes only and will not be evaluated.]	
<b>Security Clearance Level of Supplier and its Resellers</b> <i>[include both the level and the date it was granted]</i>	
<b>Aboriginal Businesses</b> <i>[Suppliers are requested to indicated if they meet the requirements as outlined in Set-Asides Program for Aboriginal Businesses (SPAB)]</i>	
<b>Canadian Small and Medium Enterprises (CSME)</b> <i>[Suppliers are requested to indicated if they meet the definition of a Canadian Small and Medium Enterprise (OSME indicated: 100 to 500 Employees = Medium; 10 to 100 = Small; 1 to 10 = Micro)]</i>	
<b>Canadian Enterprise</b> <i>[Suppliers are requested to indicated if they are Canadian Suppliers]</i>	
<b>Green Procurement</b> <i>[Suppliers must commit to providing delivery of all goods in an environmentally friendly manner]</i>	
<b>Green Company</b> <i>[Suppliers are requested to identify if their facilities operate with an Environmental Management System (EMS) certified by a qualified registrar as complying with the ISO 14001 standard]</i>	
On behalf of the Supplier, by signing below, I confirm that I have read the entire Request for Supply Arrangements including the documents incorporated by reference and I certify that: 1. The Supplier considers itself and its products able to meet all the mandatory requirements described in the RFSA; 3. All the information provided in response to the RFSA is complete, true and accurate; and 4. If the Supplier enters into an arrangement with Canada and if it is awarded Contracts, it will accept all the terms and conditions set out in the resulting Contract clauses included in Part 6C of the RFSA..	
<b>Signature of Authorized Representative of Supplier</b>	

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## Form 2

### Software Publisher Certification Form

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

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

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*[Suppliers should add or remove lines as needed, or attach the product list as an appendix]*

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

---

Email for authorized signatory of SP

---

Date signed

---

RFSA Number

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### Form 3

#### Software Publisher Authorization Form

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

This confirms that the Software Publisher identified below understands and acknowledges that the Supplier named below has submitted a arrangement in response to the Request for Supply Arrangement dated \_\_\_\_\_, reference number \_\_\_\_\_ issued by PWGSC. The Software Publisher hereby confirms that

- (i) The Supplier named below is authorized to supply the Software Publisher's products, listed below or attached, through its SA;
- (ii) The Software Publisher agrees to grant all licenses to be acquired under the SA in accordance with the resulting Contract's terms and conditions set out in the SA; and
- (iii) The Supplier may appoint, as it deems fit, Resellers to fulfill the obligations of the SA

The Software Publisher acknowledges that the reseller has proposed to the Crown, in response to the RFSA, the following Software and other proprietary products of the Corporation.

*[Identify all of the Licensing Entities' proprietary products that are proposed by the reseller]*

\_\_\_\_\_  
\_\_\_\_\_

*[Suppliers should add or remove lines as needed, or attach the product list as an appendix]*

Name of Supplier \_\_\_\_\_

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 \_\_\_\_\_

Email for authorized signatory of SP \_\_\_\_\_

Date signed \_\_\_\_\_

RFSA Number \_\_\_\_\_



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#### Form 4

##### Open Source Product(s) Certification Form

The Supplier certifies that all the following software products and components are non-proprietary software (Open Source Software Products) and that it has all the rights necessary to license them (and any non-proprietary sub-components incorporated into the software) to Canada in accordance with the terms and conditions set out in the SA:

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*(Suppliers should add or remove lines as needed, or attach the product list as an appendix)*

Name of Supplier \_\_\_\_\_

Signature of authorized signatory of Supplier \_\_\_\_\_

Print Name of authorized signatory of Supplier \_\_\_\_\_

Print Title of authorized signatory of Supplier \_\_\_\_\_

Address for authorized signatory of Supplier \_\_\_\_\_

Email for authorized signatory of Supplier \_\_\_\_\_

Date signed \_\_\_\_\_

RFSA Number \_\_\_\_\_

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## Form 5

### Certification Requirements for the Set-Aside Program for Aboriginal Business

The Supplier:

- (i) certifies that it meets, and will continue to meet throughout the duration of the Arrangement, the requirements described in the above-mentioned annex.
- (ii) agrees that any subcontractor it engages under the Arrangement must satisfy the requirements described in the above-mentioned annex.
- (iii) agrees to provide to Canada, immediately upon request, evidence supporting any subcontractor's compliance with the requirements described in the above-mentioned annex.

The Supplier must check the applicable box below:

☐ The Supplier is an Aboriginal business that is a sole proprietorship, band, limited company, co-operative, partnership or not-for-profit organization.

OR

☐ The Supplier is either a joint venture consisting of two or more Aboriginal businesses or a joint venture between an Aboriginal business and a non-Aboriginal business.\*

The Supplier must check the applicable box below:

☐ The Aboriginal business has fewer than six full-time employees.

OR

☐ The Aboriginal business has six or more full-time employees.

The Supplier must, upon request by Canada, provide all information and evidence supporting this certification. The Supplier must ensure that this evidence will be available for audit during normal business hours by a representative of Canada, who may make copies and take extracts from the evidence. The Supplier must provide all reasonably required facilities for any audits.

By submitting an arrangement, the Supplier certifies that the information submitted by the Supplier in response to the above requirements is accurate and complete.

Name of Supplier \_\_\_\_\_

Signature of authorized signatory of Supplier \_\_\_\_\_

Print Name of authorized signatory of Supplier \_\_\_\_\_

Print Title of authorized signatory of Supplier \_\_\_\_\_

Address for authorized signatory of Supplier \_\_\_\_\_

Email for authorized signatory of Supplier \_\_\_\_\_

Date signed \_\_\_\_\_

RFSA Number \_\_\_\_\_

\* **Aboriginal Joint Venture:** a joint venture consisting of two or more Aboriginal businesses or Aboriginal business(es) and a non-Aboriginal business(es), provided that the Aboriginal business(es) has at least 51 percent ownership and control of the joint venture. The joint venture has to respect the Aboriginal content requirement of 33% of the value of the work under a Contract has to be performed by the Aboriginal business(es).



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

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

**11 Laurier St. / 11, rue Laurier**

**Place du Portage, Phase III**

**Core 0A1 / Noyau 0A1**

**Gatineau**

**Quebec**

**K1A 0S5**

**Bid Fax: (819) 997-9776**

**Revision to a Request for Supply  
Arrangement - Révision à une demande  
pour un arrangement en matière  
d'approvisionnement**

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

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

**Comments - Commentaires**

**Vendor/Firm Name and Address**

**Raison sociale et adresse du  
fournisseur/de l'entrepreneur**

**Issuing Office - Bureau de distribution**

Systems Software Procurement Division / Division  
des achats des logiciels d'exploitation

11 Laurier St. / 11 rue, Laurier

4C1, Place du Portage, Phase III

Gatineau

Quebec

K1A 0S5

<b>Title - Sujet</b> RFSA FOR THE PROVISION OF SOFTWARE		
<b>Solicitation No. - N° de l'invitation</b> EN578-100808/D		<b>Date</b> 2011-08-19
<b>Client Reference No. - N° de référence du client</b> EN578-100808		<b>Amendment No. - N° modif.</b> 005
<b>File No. - N° de dossier</b> 015ee.EN578-100808	<b>CCC No./N° CCC - FMS No./N° VME</b>	
<b>GETS Reference No. - N° de référence de SEAG</b> PW-\$SEE-015-22221		
<b>Date of Original Request for Supply Arrangement</b> <b>Date de demande pour un arrangement en matière d'app. originale</b>		2011-01-31
<b>Solicitation Closes - L'invitation prend fin at - à 02:00 PM on - le 2014-12-31</b>		<b>Time Zone Fuseau horaire</b> Eastern Standard Time EST
<b>Address Enquiries to: - Adresser toutes questions à:</b> Franco (ee div), Emilio		<b>Buyer Id - Id de l'acheteur</b> 015ee
<b>Telephone No. - N° de téléphone</b> (819) 956-1184 ( )	<b>FAX No. - N° de FAX</b> (819) 953-3703	
<b>Delivery Required - Livraison exigée</b>		
<b>Destination - of Goods, Services, and Construction:</b> <b>Destination - des biens, services et construction:</b>		
<b>Security - Sécurité</b> This revision does not change the security requirements of the solicitation. Cette révision ne change pas les besoins en matière de sécurité de l'invitation.		

**Instructions: See Herein**

**Instructions: Voir aux présentes**

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

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**The purpose of this amendment 005 is:**

- To add Operations Management Software, Scientific and Engineering Software and Information Management Software to the list of Software Categories

**THE FOLLOWING SHALL FORM PART OF THE SOLICITATION:**

**1. Delete Annex G - Software Categories & Descriptions in its entirety**

**Replace with:**

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## ANNEX G

### CATEGORIES & DESCRIPTIONS

Category ID	Category	Subcategory	Description
200	Information Management Software		Corporate Information Management Software delivers, enables and supports Information Management as a Corporate Platform. Corporate Information Management provides the management of information resources and services by developing and execution of the architectures, policies, practices and procedures that properly manage the full information life cycle needs at a corporate level.
202	Information Management Software	Case Management Software	Case Management Software is a product group that provides management of case(s) including collaborative communication, assessment, planning, implementation, coordinated work-flow, monitoring, and evaluation functionality and design and integrates/patterns contents from different data sources while tracing (audit trail) the status of ongoing data, information, and decisions.
204	Information Management Software	Content Management Software	Content Management Software provides the collection, taxonomy analysis of information and search and retrieval functionality and design. This software can also automatically scan content according to a predefined set of rules for future cross-referenced retrieval. Additional capabilities include the application of common publishing templates for common look and feel within a work-group or entity wide application.
206	Information Management Software	Digital Asset Management Software	Digital Asset Management Software manages the annotation, cataloguing, storage, retrieval and distribution of digital assets such as audio, video, and other media content.
208	Information Management Software	Document Management Software	Document Management Software provides storage, processing, management and retrieval capabilities for electronic documents and files. Document Management Software often interfaces with word processing, image recognition, text retrieval and database systems and data.
210	Information Management Software	Document Scanning and Image Recognition Software	Document Scanning and Image Recognition Software automates the process of scanning and identifying content in hard-copy documents through optical character recognition processes and procedures.
212	Information Management Software	Electronic Forms Software	Electronic forms software enables users to design and utilize forms electronically and is often used to create data entry systems that interface with data repositories or databases.
214	Information Management Software	Feedback Management Software	Feedback Management Software enables organizations to centrally manage deployment of client surveys while dispersing authoring and analysis throughout an organization. Often used to process client feedback using Internet technologies.
216	Information Management Software	Knowledge Management Software	Knowledge Management Software provides a wide variety of methods that can be used to simulate the performance of the expert with a knowledge base. This software uses some knowledge representation to capture the Subject Matter Expert's (SME) knowledge and a process of gathering that knowledge from the SME and codifying it according to the formalism, which is called knowledge engineering.
218	Information Management Software	Portal Software	Portal Software creates, enables and makes possible Internet, Intranet, Extra-net and or Virtual Private Network(s) containing multiple channel services, processes or methodology to meet electronic organizational demand. Functionality and design integrates multiple platforms and data streams of input into a single dynamic, real time client user environment.

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220	Information Management Software	Records Management Software	Records Management Software offers record management functionality and procedures that process files and records within an organization and typically includes classification, storage and archival or destruction of records.
222	Information Management Software	Search and Information Access Software	Search and Information Access Software provides an entry point for access to information. Information sources can be single repositories or multiple sources of information. Search and Information Access capabilities often include looking up and retrieving information that has multiple dimensions or facets thereby enabling users to explore, locate, organize, and retrieve data and information.
224	Information Management Software	Social Media Software	Social Media Software provides platforms for social communication such as blogs, social networking, etc and often includes collaborative authoring that includes wikis, bookmarking, etc and multimedia such as photo, audio and or video sharing.
226	Information Management Software	Web Content Management Software	Web Content Management Software provides management functionality and features that automate or and or improve the authoring, editing and administration procedures for web content publishing and distribution.
228	Information Management Software	Workflow & Collaboration Software	Workflow and Collaboration Software automates and manages the workflow of a work-group or entity. This software enables information or tasks to be passed from one or more participants and or resources, according to a set of procedural rules.
400	Development Environment Software		Development Environments Software delivers, enables and supports software development as an operating environment and platform. Software Development Environments Software facilitates the design and creation of software and web applications.
402	Development Environment Software	Application Life-Cycle Management Software	Application Life-Cycle Management (ALM) software manages the life of an application through governance, development and maintenance. It is comprised of tools that facilitate and integrate requirements management, architecture, coding, testing, tracking, and release management.
404	Development Environment Software	Software Development Platform Software	Application Development Software is used to develop software products in a planned and structured process and includes tools in which computer programs are coded.
406	Development Environment Software	Software Testing Software	Software Testing Software assesses the functionality, reliability, security and performance of software in a development environment.
408	Development Environment Software	System Architecture Design Software	Systems Architecture Design Software aids in designing the architecture, components, modules, interfaces, and data for a system.
410	Development Environment Software	Web Development Software	Web Development Software provides tools to assist in developing web sites and applications. This can include web design, web content development, client liaison, client-side/server-side scripting, and e-commerce development.
800	Virtualization Software		Virtualization Software delivers, enables and supports virtual environments, processors and applications by isolating system resources from underlying computing or application services. Virtualization provides the components, functions and features including host and or guest systems, machines or types.
802	Virtualization Software	Application Virtualization Software	Application Virtualization Software allows for the creation of application packages independent of any operating system. The application package can be installed and isolated from the host operating system but is still able to interact with the host and other applications. Virtual applications can be freely installed or removed without disrupting the host.

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804	Virtualization Software	Desktop Virtualization Software	Desktop Virtualization Software allows for the creation and modification of an operating system independent from the hardware. The virtual desktop should be able to run on multiple different hardware platforms and move freely from one to another when required without modifications.
806	Virtualization Software	Server Virtualization Software	Server Virtualization Software allows for the creation of multiple guest operating systems (Guest OS/VM) within a server host operating system (Host OS). It allows for unmodified guest operating systems to run in isolation while using the same instruction set as the Host OS. These environments utilize some resource sharing and process isolation.
808	Virtualization Software	Storage Virtualization Software	Storage Virtualization Software allows for the separation of logical storage from the physical storage or for the elimination of dependencies between data access and location of physical data. Storage virtualization systems can provide either block-accessed storage or file accessed storage.
810	Virtualization Software	Virtualization Backup & Recovery Software	Virtualization Backup and Recovery Software provides recovery techniques with virtualized servers to improve system up time and recovery time objectives as well as recovery point objectives. This software also ensures the integrity of the data to retrieve.
812	Virtualization Software	Virtualization Management Software	Virtualization Management Software provides complete management tools to manage and optimize a virtualized environment.
814	Virtualization Software	Virtualization Monitoring Tools Software	Virtualization Monitoring Tools Software provides complete monitoring tools to monitor and set host configuration standards, infrastructure capacity, application performance and workload ownership of a virtualized environment.
816	Virtualization Software	Virtualization Security Software	Virtualization Security Software is security software specific to virtualized systems and includes software such as anti-virus, firewall, or network security.
900	Operations Management Software		Operations Management Software delivers, enables and supports Management Operational components, functions and features. Operations Management provides the tools, utilities and components needed to manage the provisioning, capacity, performance and availability of the computing, networking and application environment.
902	Operations Management Software	Change & Configuration Management Software	Change & Configuration Management Software provides process automation, change control; build management, traceability and reporting.
904	Operations Management Software	Desktop Management Software	Desktop Management Software provides functionality and features to manage the desktop remotely from a central administrative location.
906	Operations Management Software	Help Desk & Call Center Software	Help Desk and Call Centre Software offers service desk support functions, incident management, problem management, change management, improved support staff productivity, administration and reporting functionality, information and management tools. This software may also provides contact management functions, scheduling and calendar functions and supports messaging and group communication functions.
908	Operations Management Software	Network Management Software	Network Management Tools software offers network management functions that provide control of a network, maximize its efficiency and productivity and minimize system errors. Network management functionality typically includes fault, account, configuration, security and performance components.
910	Operations Management Software	Patch Management Software	Patch Management Software manages the deployment of patches in an automated fashion



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912	Operations Management Software	Performance Testing & Analysis Software	Performance Testing & Analysis Software enables testing network and IT systems for performance, interoperability and compliance with standards and functional specifications; simulating users, traffic, and transactions, and other parameters, in order to determine and optimize system availability, capacity, security and other parameters.
914	Operations Management Software	Software Asset Management Software	Software Asset Management Software that manages and optimizes the purchase, deployment, maintenance, utilization, and disposal of software applications within an organization.
916	Operations Management Software	Storage Management Software	Storage Management Software provides centralized visibility and control across physical and virtual heterogeneous storage environments to improve storage utilization, optimizes resources, increases data availability, and reduces capital and operational costs.
1100	Scientific and Engineering Software		Scientific and Engineering Software delivers, enables and supports specialized Scientific and Engineering components, functions and features. Scientific and engineering software provides the scientific or engineering functional resources and services required within a scientific or engineering computing environment.
1102	Scientific and Engineering Software	CAD, CAE & CAM Software	Computer aided design (CAD), engineering (CAE) and manufacturing (CAM) software provides design, engineering, and or manufacturing tools to create, manage and output technical drawings and processes.
1104	Scientific and Engineering Software	Engineering Analysis Software	Engineering Analysis Software has the functionality of separating engineering designs into the mechanisms of operation or failure, analyzing or estimating each component of the operation or failure mechanism in isolation, and re-combining the components according to basic physical principles and natural laws.
1106	Scientific and Engineering Software	Equipment Control Systems Software	Equipment Control Systems Software manages, commands, directs or regulates the behaviour of other devices or systems.
1108	Scientific and Engineering Software	Geographic Information Systems (GIS) Software	Geographic Information System Software captures, stores, analyzes, manages, and presents data that is linked to a location. GIS is the merging of cartography and database technology.
1110	Scientific and Engineering Software	Geo-spatial Software	Geo-spatial Software is software that uses analytical methods with terrestrial or geographic data sets.
1112	Scientific and Engineering Software	Lab & Medical Equipment Software	Lab and medical equipment software interfaces with lab and/or medical equipment to control and/or receive, interpret, and manipulate data output from the device.
1114	Scientific and Engineering Software	Mapping & Cartography Software	Mapping and cartography software offers users the ability to create and work with geographic maps, information or data functions.
1116	Scientific and Engineering Software	Mathematical & Computational Software	Mathematical and computational software is used to model, analyze, or calculate numeric, symbolic, or geometric data.
1118	Scientific and Engineering Software	Statistical Analysis Software	Statistical analysis software is used for data analysis, manipulation, and the planning of the collection of data, in terms of the design of surveys and experiments.
1200	Security Operations Software		Security Operations Software delivers enables and supports operational components, functions and features required to secure a computer system, network and environment. Security Operations Software provides the security programs, applications, architectures, policies, practices and procedures to securely manage full life cycle requirements of a secure enterprise.

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1202	Security Operations Software	Anti-Malware Software	Anti-Malware Software provides protection against threats from spyware, viruses, worms, spam, etc. attacking hosts, networks or applications by detecting and/or preventing infections or malicious behavior, reporting on malicious events and providing remediation tools to remove or quarantine malicious code.
1204	Security Operations Software	Application White-Listing Software	Application White-Listing Software permits only authorized applications to run on a system
1206	Security Operations Software	Biometric Software	Biometric Software provides the function of uniquely recognizing humans based form of identity for access management, access control, and surveillance. Functions can include face, voice and/or fingerprint recognition. This biometric data and information can be analyzed and processed and then used for computer processing and authentication.
1208	Security Operations Software	Business Continuity Software	Business Continuity Software aids in the prevention and recovery from disruptions of computer systems.
1210	Security Operations Software	Computer Forensics Software	Computer Forensics Software outlines and explains the current state of a digital artifact.
1212	Security Operations Software	Content Classification & Marking Software	Content Classification & Marking Software identifies and marks classified and protected information
1214	Security Operations Software	Data Loss Prevention Software	Data Loss Prevention Software identifies, monitors and protects data in use, data in motion and data at rest through deep content inspection and contextual analysis of transactions.
1216	Security Operations Software	Encryption Software	Encryption Software encrypts and decrypts data, usually in the form of files on (or sectors of) hard drives and removable media, email messages, or network transmissions.
1218	Security Operations Software	Endpoint Security	Endpoint Security Software distributes security applications to end-user devices (endpoints) on a network in a centrally managed fashion.
1220	Security Operations Software	Firewall Software	Firewall Software is designed to prevent unauthorized access to or from a private network by permitting or denying computer applications based upon a set of rules and other criteria. Firewalls typically function as filters, gateways, and/or proxies.
1222	Security Operations Software	Identity Management Software	Identity Management Software identifies individuals in a system and controls access to resources in that system by placing restrictions on the established identities.
1224	Security Operations Software	Internet Monitoring, Filtering & Access Software	Internet Monitoring, Filtering & Access Control Software is used to monitor, filter and control inappropriate use of the Internet.
1226	Security Operations Software	Intrusion Prevention & Detection Software	Intrusion Prevention and Detection Software inspects inbound and outbound network activity and identifies and prevents suspicious patterns that may indicate a network or system attack attempting to break into or compromise a system.
1228	Security Operations Software	Mobility Security Software	Mobility Security Software provides automatic security controls for mobile users that allow enterprises to deploy wireless tools that maintain security rules. In addition, they provide reporting tools to ensure that users are maximizing and controlling wireless costs.
1230	Security Operations Software	Security Information Event Management Software	Security Information Event Management Software collects, retains and reports on activity log data from anywhere in the IT infrastructure. It provides the tools to track and correlate events across multiple sources ensuring immediate notification of suspicious activity.

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1232	Security Operations Software	Privacy Software	Privacy Software protects the privacy of users. This software typically works in conjunction with Internet usage to control or limit the amount of information made available to third-parties. This software can apply encryption or filtering of various kinds to mask information about a user's identity.
1234	Security Operations Software	Public Key Infrastructure (PKI) Software	Public Key Infrastructure Software creates, manages, distributes, uses, stores, and revokes digital certificates. In cryptography, a PKI is an arrangement that binds public keys with respective user identities by means of a certificate authority (CA).
1236	Security Operations Software	Remote Access Software	Remote Access Software facilitates communication with a device from a remote location through a data link. Typically this is performed using a virtual private network (VPN).
1238	Security Operations Software	Security Risk Management and Policy Compliance Software	Security Risk and Policy Compliance Software is used to manage, monitor, report on, and audit both security risks and policies to address those risks. Solutions often include remediation management, compliance and enforcement, policy assessment, vulnerability management, remediation, and reporting towards the objective of sustainable compliance.
1240	Security Operations Software	Unified Threat Management Software	Unified Threat Management Software is an all-inclusive security product that has the ability to perform multiple security functions in a single application including network fire-walling, network intrusion prevention and gateway anti-virus (AV), gateway anti-spam, VPN, content filtering, load balancing and reporting.

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

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

11 Laurier St. / 11, rue Laurier

Place du Portage, Phase III

Core 0A1 / Noyau 0A1

Gatineau

Quebec

K1A 0S5

Bid Fax: (819) 997-9776

**Revision to a Request for Supply  
Arrangement - Révision à une demande  
pour un arrangement en matière  
d'approvisionnement**

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

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

**Comments - Commentaires**

**Vendor/Firm Name and Address**

**Raison sociale et adresse du  
fournisseur/de l'entrepreneur**

**Issuing Office - Bureau de distribution**

Systems Software Procurement Division / Division  
des achats des logiciels d'exploitation

11 Laurier St. / 11 rue, Laurier

4C1, Place du Portage, Phase III

Gatineau

Quebec

K1A 0S5

<b>Title - Sujet</b> RFSA FOR THE PROVISION OF SOFTWARE		
<b>Solicitation No. - N° de l'invitation</b> EN578-100808/D		<b>Date</b> 2011-09-30
<b>Client Reference No. - N° de référence du client</b> EN578-100808		<b>Amendment No. - N° modif.</b> 006
<b>File No. - N° de dossier</b> 015ee.EN578-100808	<b>CCC No./N° CCC - FMS No./N° VME</b>	
<b>GETS Reference No. - N° de référence de SEAG</b> PW-\$SEE-015-22221		
<b>Date of Original Request for Supply Arrangement</b> <b>Date de demande pour un arrangement en matière d'app. originale</b>		2011-01-31
<b>Solicitation Closes - L'invitation prend fin at - à 02:00 PM on - le 2014-12-31</b>		<b>Time Zone Fuseau horaire</b> Eastern Standard Time EST
<b>Address Enquiries to: - Adresser toutes questions à:</b> Franco (ee div), Emilio		<b>Buyer Id - Id de l'acheteur</b> 015ee
<b>Telephone No. - N° de téléphone</b> (819) 956-1184 ( )	<b>FAX No. - N° de FAX</b> (819) 953-3703	
<b>Delivery Required - Livraison exigée</b>		
<b>Destination - of Goods, Services, and Construction:</b> <b>Destination - des biens, services et construction:</b>		
<b>Security - Sécurité</b> This revision does not change the security requirements of the solicitation. Cette révision ne change pas les besoins en matière de sécurité de l'invitation.		

**Instructions: See Herein**

**Instructions: Voir aux présentes**

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

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**The purpose of this amendment 006 is:**

- To refresh the solicitation
- To add all remaining software categories to Annex G - Software Categories & Descriptions

**NOTES TO INDUSTRY**

- For the convenience of evaluators, Bidders are requested to include their name on each page of the Quote. The RFQ Template has been revised to include a header location for Bidders to include their name. Alternatively, Bidders may use their corporate letterhead.
- A clarification that It is not mandatory that Bidders respond to RFQs using the RFQ Solicitation document. Bidders may respond to RFQs using alternative formats (such as internally generated quotations), provided that the mandatory information required under Section 6B.4(f) is included in the document.

**SUMMARY OF REVISIONS**

**1. Throughout The RFSA:**

Minor formatting edits

**2. Section 6B.4(c) Request for Quotations - Procedures is corrected to:**

For RFQs which are sent directly to Sources of Supply...

**3. At Section 6B.4(f)(ii) Request for Quotations - Procedures is revised to**

(ii) The name of the Bidder (Bidders are requested to include their name on each page of the response)

**4. Section 6C.4(a)(i) General Conditions is corrected to exclude article 16 of SACC 2010A (2010-08-16)**

**5. Section 6C.16 Licensed Software a numbering issue is corrected**

**6. In Annex B, Annex K and Annex L, the "Maintenance and Support Period" column has been modified to "Period (Software Maintenance, support, subscription or other Period, If applicable)"**

**7. At Annex K, added:**

**6. Enquiries**

All enquiries must be submitted in writing to the Contracting Authority no later than [Insert number of calendar days] calendar days before the bid closing date. Enquiries received after that time may not be answered.

**8. At 6B.5 Bid Solicitation - Procedures, added**

**(f) Certifications:** Bidders must provide the required certifications to be awarded a contract. Canada

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will declare a bid non-responsive if the required certifications are not completed and submitted in accordance with the Bid Solicitation.

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.

**9. At Annex K - 11 Software Publisher Authorization, added**

If this required certification 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.

**10. Annex G - Software Categories & Descriptions is deleted in its entirety and replaced with**

ANNEX G - SOFTWARE CATEGORIES & DESCRIPTIONS

Please see Software Acquisition Reference Centre <http://software.pwgsc.gc.ca/> for the most current list of Software Categories & Descriptions.

**11. All previous revisions as indicated in Solicitation Amendments 001, 002, 003, 004 and 005**

**SOLICITATION EN578-100808/D IS HEREBY DELETED IN ITS ENTIRETY AND REPLACED WITH THE FOLLOWING:**

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**REQUEST**

**FOR**

**SUPPLY ARRANGEMENT (RFSA)**

**FOR**

**SOFTWARE LICENSING**

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6C.21 Termination for Convenience for Software Maintenance and/or Support

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## **PART 1 - GENERAL INFORMATION**

### **1.1 Introduction**

The Request for Supply Arrangements (RFSA) is divided into six parts:

- Part 1: **General Information** - provides a general description of the requirement
- Part 2: **Supplier Instructions** - provides the instructions applicable to the clauses and conditions of the RFSA and states that the Supplier agrees to be bound by the clauses and conditions contained in all parts of the RFSA
- Part 3: **Arrangement Preparation Instructions** - provides suppliers with instructions on how to prepare their arrangement
- Part 4: **Evaluation Procedures and Basis of Selection** - indicates how the evaluation will be conducted, the evaluation criteria which must be addressed in the arrangement, and the basis of selection
- Part 5: **Certifications** - includes the certifications to be provided
- Part 6: **Supply Arrangement and Resulting Contract Clauses**
- Section 6A: **Resulting Supply Arrangement Clauses** - includes the clauses and conditions that will apply to any resulting Supply Arrangement (SA)
- Section 6B: **Contractor Selection Methodology** - includes the instructions for the solicitations, contracting process, and authorities within the scope of the SA
- Section 6C: **Resulting Contract Clauses** - includes the clauses and conditions that will apply to any resulting Contract entered into pursuant to any requirements issued against the SA

The Annexes include: Annex A - Key Terms, Annex B - Contract Template, Annex C - Security Requirements Check List, Annex D - Product List and Ceiling Prices, Annex E - Software Usage and Software Maintenance and Support - Terms and Conditions, Annex F - Program Terms and Conditions, Annex G - Software Categories & Descriptions, Annex H - List of Approved Resellers, Annex I - List of Approved PWGSC and Client Authorities, Annex J - Supply Arrangement Quarterly Reports Template, Annex K - Software Licensing Supply Arrangement Bid Solicitation Template, and Annex L - Software Licensing Supply Arrangement Request for Quote Template

### **1.2 Summary**

- (a) Public Works and Government Services Canada (PWGSC), on behalf of Canada, is implementing this procurement vehicle for the delivery of various commercial software licenses and related commercial software maintenance and/or support, as required by Canada, in support of its various programs, operational needs and projects. It should be noted that this procurement vehicle is one of a number of vehicles that may be used to acquire such goods.
- (b) The RFSA is being issued to satisfy the requirement of Canada to establish Supply Arrangements, including a Catalogue (hereinafter referred to as the Software Licensing Supply Arrangement (SLSA) Catalogue) for commercial software licenses and related software

maintenance and/or support.

- (c) The RFSA is also being used to establish SAs with Aboriginal firms as defined under the Procurement Strategy for Aboriginal Business (PSAB) to allow for the possibility of Clients setting aside their requirements.
- (d) Any requirement for delivery to a destination in a land claims area will be handled by PWGSC as a separate requisition outside of the SAs.
- (e) Any resulting SAs may be used to acquire Goods for any Government Department, Departmental Corporation or Agency, or other Crown entity described in the Financial Administration Act (as amended from time to time), and any other party for which the Department of Public Works and Government Services may be authorized to act from time to time under section 16 of the Department of Public Works and Government Services Act (each a "Client").
- (f) All Arrangements will be effective from the date of issuance up to and including December 31st, 2014, or until such time as Canada no longer considers it to be advantageous to do so.
- (g) A Notice and the RFSA will be posted continuously on the Government Electronic Tendering Service (GETS) to allow suppliers to become qualified at any given time. The Notice will contain information on which Software Category will be processed and the date when arrangements should be submitted.
- (h) All firms, including Aboriginal firms, are invited to submit arrangements under this RFSA. On the basis of the selection criteria specified in the RFSA, SAs with Suppliers under both open and Aboriginal streams will be recommended for issuance.

Those fully compliant arrangements that meet the PSAB eligibility criteria, will be recommended for issuance of Aboriginal SAs, which may be used by Clients at their discretion.

- (i) Once a Supplier qualifies for an arrangement they will not be required to qualify again for additional categories. Canada will amend the existing arrangement for these Suppliers, at its sole discretion, to include one or more additional software categories at the Supplier's request, provided the required certifications are met.
- (j) The order of evaluation of Arrangements will be at Canada's sole discretion. The intent is to evaluate Arrangements on a first in first out basis however this may change, as required, to meet Canada's operational requirements.
- (k) Canada will not award a Supplier a SA or delay award of Contract(s) to other Suppliers if a Supplier has not submitted completed documentation in its response or has submitted documentation that deviates from the terms of the RFSA.
- (l) There is no security requirement associated with the issuance of a SA. The goods to be procured under this SA may however be subject to security requirements.
- (m) The requirements may be subject to the provisions of the World Trade Organization - Agreement on Government Procurement (WTO-AGP) and/or the North American Free Trade Agreement (NAFTA), and/or the Agreement on Internal Trade (AIT). Requirements under PSAB are not subject to the international trade agreements and AIT does not apply to a procurement that is restricted to Aboriginal businesses under PSAB.

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### **1.3 Communications Notification**

- (a) As a courtesy, Canada requests that successful Suppliers notify the Supply Arrangement Authority in advance of their intention to make public an announcement related to the issuance of a SA or the award of a Contract resulting from the SA.

### **1.4 Debriefings**

- (a) Suppliers may request a debriefing upon receipt of notification that their arrangement was unsuccessful. The debriefing may be provided in writing, by telephone or in person.

### **1.5 Key Terms**

- (a) Key terms are defined in Annex A - Key Terms.

## **PART 2 - SUPPLIER INSTRUCTIONS**

### **2.1 Standard Instructions, Clauses and Conditions**

- (a) All instructions, clauses and conditions identified in the RFSA by number, date and title are set out in the Standard Acquisition Clauses and Conditions (SACC) Manual <http://sacc.pwgsc.gc.ca/sacc/index-e.jsp> issued by Public Works and Government Services Canada.
- (b) Suppliers who submit an arrangement agree to be bound by the instructions, clauses and conditions of the RFSA and accept the clauses and conditions of the SA and resulting Contracts.
- (c) The 2008 (2010-10-07) Standard Instructions - Request for Supply Arrangements - Goods or Services, are incorporated by reference into and form part of the RFSA.
- (d) The following SACC Manual Clauses are incorporated by reference into and form part of the RFSA:
  - (i) S0005T (2007-11-30) Disclosure of Pricing
  - (ii) S0030T (2010-08-16) Financial Viability

### **2.2 Submission of Arrangements**

- (a) Arrangements must be submitted only to Public Works and Government Services Canada (PWGSC) Bid Receiving Unit at the place indicated on Page 1 of the Request for Supply Arrangements.
- (b) Due to the nature of the Request for Supply Arrangements, transmission of arrangements by facsimile or by electronic mail to PWGSC will not be accepted.

### **2.3 Enquiries - Request for Supply Arrangements**

- (a) All enquiries must be submitted in writing to the Supply Arrangement Authority.
- (b) Suppliers should reference as accurately as possible the numbered item of the RFSA to which the enquiry relates. Care should be taken 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 suppliers do so, so that the proprietary nature of the question is eliminated, and the enquiry can be answered with copies to all suppliers. It is at the sole discretion of Canada whether or not to distribute the information based on the nature of enquiry.

### **2.4 Applicable Laws**

- (a) The SA and any Contract awarded under the SA must be interpreted and governed, and the relations between the parties determined, by the laws in force in the province of Ontario (Canada).
- (b) Suppliers may, at their discretion, substitute the applicable laws of a Canadian province or Canadian territory of their choice without affecting the validity of the arrangement, by deleting the

name of the Canadian province or Canadian territory specified and inserting the name of the Canadian province or Canadian territory of their choice. If no change is made, it acknowledges that the applicable laws specified are acceptable to the suppliers.

## 2.5 Resellers

- (a) The SA allows Suppliers to supply commercial software products and software maintenance and/or support to Canada through or using the services of Resellers. A Reseller is a third party involved in the supply of deliverables under a SA at the request of a Supplier .
- (b) If a Software Publisher is entering into a SA and will be supplying through a Reseller(s), that Reseller must be listed under Annex H - List of Approved Resellers. The Supplier's use of Resellers to supply deliverables pursuant to the SA does not relieve the Supplier from meeting its obligations to Canada pursuant to the SA and the Supplier acknowledges that it is the party that is contractually obligated for all performance under a SA, regardless of whether a Reseller is utilized or not.
- (c) Resellers must be classified as either:
  - a. **Class 1 Reseller** - appointed by the Supplier for the purposes of responding to Request for Quotations and Bid Solicitations on behalf of the Supplier, receiving and fulfilling Contracts, and for the purposes of receiving payment; or
  - b. **Class 2 Reseller** - appointed by the Supplier for the purposes of fulfilling Contracts and for the purposes of receiving payment.
- (d) A Supplier's Resellers must be approved by the Supply Arrangement Authority and specified in Annex H - List of Approved Resellers before being entitled to supply the Supplier's software products to Canada.
- (e) Section 6A.19 of the SA contains provisions relating to the removal or changing of Resellers and the suspension of a Supplier's right to use Resellers.

## 2.6 Resellers as Suppliers

- (a) Entities other than Software Publishers are permitted to submit an arrangement and qualify as a Supplier in their own right and need not be specified as a Reseller under a Software Publisher's SA, regardless if such SA is in place. An entity other than a Software Publisher directly contracting with Canada must submit the certification from a Software Publisher(s) in accordance with Part 5, Section 5.7(b).
- (b) In such case, SACC Manual 4003-02.1 License Grant is amended to the following:
 

The Contractor or the Software Publisher, as the case may be, grants to Canada a non-exclusive license to use and reproduce the Licensed Software in accordance with the conditions of the Contract.
- (c) In such case, SACC Manual 4003-13.1 Right to License is amended to the following:
 

The Contractor or the Software Publisher, as the case may be, guarantees that it has the right to license the Licensed Software and full power and authority to grant to Canada all the rights granted under the Contract. The Contractor also guarantees that all necessary consents to that grant have been obtained. Canada agrees that its only remedy and the Contractor's entire

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obligations in relation to a breach of this guarantee are the remedies and obligations set out in the section entitled "Intellectual Property Infringement and Royalties" contained in the General Conditions or in the Articles of Agreement, as the case may be.



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## **PART 3 - ARRANGEMENT PREPARATION INSTRUCTIONS**

### **3.1 Arrangement Preparation Instructions**

- (a) Canada requests that suppliers provide the arrangement in separately bound sections as follows:
- (i) Section I: (a) Technical, and (b) Financial Arrangement (1 hard copy and 2 soft copies on CD, DVD, or USB);
  - (ii) Section II: 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.
- (b) Canada requests that suppliers follow the format instructions described below in the preparation of the arrangement:
- (i) use 8.5 x 11 inch (216 mm x 279 mm) paper;
  - (ii) use a numbering system that corresponds to that of the RFSA.

### **3.2 Section I (a): Technical Arrangement**

In the technical arrangement, the Suppliers must demonstrate that they comply with each requirement contained in the RFSA and provide all documents and information that is requested. The technical arrangement should address clearly and in sufficient depth the points that are subject to the evaluation criteria against which the arrangement will be evaluated. Canada requests that the suppliers address and present topics and information in the format outlined in each annex.

The technical arrangement consists of:

- (a) **Arrangement Submission Form:** The Arrangement Submission Form must accompany the arrangements. It provides a common form in which Suppliers can provide information required, such as a contact name, the Supplier's Procurement Business Number, the Suppliers status under the Federal Contractors Program for Employment Equity, etc. If Canada determines that the information required by the Arrangement Submission Form is incomplete or requires correction, Canada will provide the Supplier with an opportunity to do so.
- (b) **Product List and Ceiling Prices:** Suppliers are requested to provide the following information in the format outlined in Annex D - Product List and Ceiling Prices:
- (i) **Manufacturer's Part No.:** Supplier must provide the part number that the Software Publisher uses to identify the product commercially;
  - (ii) **Manufacturer's Product Name:** Supplier must provide the commercial product name that the Software Publisher used to identify the product;
  - (iii) **Manufacturer's Name:** Supplier must provide the name of the Software Publisher that produces the product;
  - (iv) **License Type:** Supplier must enter the license type such as "per user", "per CPU", "per device", etc.) under which the software will be licensed to Canada;
  - (v) **Software Category:** the Supplier must enter the applicable software category of the product. The software category must correspond with the category descriptions under Annex G - Software Categories & Descriptions;

- (vi) **Language(s) available:** The Supplier must provide the language(s) under which the software is available such as English, French and/or other;
- (vii) **Product Information:** The Supplier may provide a web site URL containing product information; and
- (viii) **Platform:** The Supplier must provide the platform(s) on which the software can operate (ex: Windows, Linux, Unix).

The Product List and Ceiling Prices must only include Licensed Software and Software Maintenance and/or Support. No professional service, "as a service", hardware or appliance solutions may be included.

- (c) **Software Usage and Software Maintenance and Support - Terms and Conditions:** Suppliers may submit Software Usage and Software Maintenance and Support Services - Terms and Conditions, to be included in Annex E - Software Usage and Software Maintenance and Support - Terms and Conditions. The Supplier acknowledges and agrees that by submitting a Supply Arrangement the resulting Contract clauses will, in the event of conflict, supersede the terms contained in the Supplier's Software Usage and Software Maintenance and Support - Terms and Conditions, notwithstanding any language to the contrary.

- (i) **Software Usage:** Terms and Conditions that apply to Canada's use of the software may consist of a single document which applies to all software products or may consist of multiple product specific documents. Should a Supplier submit multiple product specific software usage terms, the Supplier must clearly outline which product(s) listed in Annex D - Product List and Ceiling Prices the terms apply to.

The following should be addressed in the Supplier's software usage terms and conditions:

- (A) license type (e.g. Device, User, etc.);
- (B) model (e.g. Perpetual, Term, etc.);
- (C) metric (how the usage is measured);
- (D) rights to use;
- (E) limitations of use; and
- (F) warranty.

- (ii) **Maintenance and Support:** Terms and Conditions that outline the Supplier's maintenance and/or support offering may consist of a single document which applies to all software products or may consist of multiple product specific documents. Should a Supplier submit multiple product specific software maintenance and/or support terms, the Supplier must clearly outline which products listed in Annex D - Product List and Ceiling Prices, the terms apply to. If software maintenance and support terms are already specified in the Software Usage Terms and Conditions, duplicate terms need not be provided.

The following should be addressed in the Supplier's Maintenance Support terms and conditions:

- (A) period during which the Supplier will support the Licensed Software;
- (B) hours of support;
- (C) contact and procedure information for accessing Support;
- (D) procedures for resolution of problems;

(E) response times;

(F) procedures on how and when all telephone, fax or email communications will be responded to; and

(G) support web site availability to Canada's users (ex: 24 hours a day, 365 days a year, and 99% of the time).

(iii) **Electronic copies:** soft copies of Software Usage and Software Maintenance and Support Terms and Conditions must be provided in PDF format.

(d) **Program Terms and Conditions:** Suppliers may submit Program Terms and Conditions, to be included in Annex F - Program Terms and Conditions. The Supplier acknowledges and agrees that by submitting a Supply Arrangement the resulting Contract clauses will supersede the terms contained in the Supplier's Program Terms and Conditions, notwithstanding any language to the contrary.

(i) **Program:** Terms and Conditions that apply to Canada as a major Customer of a manufacturer's products. For the purpose of Supplier's Programs, Canada must be treated as a single Entity. Programs targeting specific Client(s) are not permitted.

Examples of Programs include enterprise programs, volume based programs, and business level agreements.

The following could be addressed in the terms:

(A) Additional grants, rights, or entitlements;

(B) Volume discount programs.

(ii) **Electronic copies:** soft copies of Program Terms and Conditions must be provided in PDF format.

(e) **List of Approved Resellers:** Suppliers may submit a list of Resellers in accordance with Article 2.5 and Annex H - List of Approved Resellers.

### 3.3 Section I (b): Financial Arrangement

(a) Suppliers must submit the financial arrangement by completing the column related to price in the table in Annex D - Product List and Ceiling Prices.

(b) Suppliers must submit prices for all items proposed in Annex D - Product List and Ceiling Prices. The prices must be:

(i) Ceiling unit price;

(ii) in Canadian dollars;

(iii) exclusive of Goods and Services Tax or Harmonized Sales tax; and

(iv) for a period no greater than one year.

### 3.4 Section II: Certifications

(a) Suppliers must submit the certifications required under Part 5 - Certifications.

## **PART 4 - EVALUATION PROCEDURES AND BASIS OF SELECTION**

### **4.1 Evaluation Procedures**

- (a) Arrangements will be assessed in accordance with the entire requirement of the Request for Supply Arrangements including the technical and financial evaluation criteria.
- (b) An evaluation team composed of representatives of Canada will evaluate the arrangements.
- (c) **Requests for Clarifications:** If Canada seeks clarification or verification from the Supplier about its arrangement, the Supplier will have 2 working days (or a longer period if specified in writing by the Supply Arrangement Authority) to provide the necessary information to Canada. Failure to meet any deadline will render the arrangement non-responsive, on "hold", or will create delay in processing a Supplier's SA.
- (d) **Right of Canada:**
  - (v) Canada reserves the right to reject any of the products proposed by a Supplier and enter into negotiation related to any ceiling prices under Annex D - Product List and Ceiling Prices;
  - (vi) Canada reserves the right to reject or negotiate any of the terms and conditions proposed by a Supplier and submitted under Annex E - Software Usage and Software Maintenance and Support - Terms and Conditions. No Supply Arrangement will be awarded unless and until Canada has approved all such terms and conditions;
  - (vii) Canada reserves the right to reject or negotiate the terms proposed by a Supplier and submitted under Annex F - Program Terms and Conditions. No Supply Arrangement will be awarded unless and until Canada has approved all such terms and conditions;
  - (viii) Canada reserves the right to reject proposed products under a specific Software Category or to request that a Supplier reclassify the products which it deems to not correspond with the category definitions under Annex G - Software Categories & Descriptions.

### **4.2 Technical and Financial Evaluation**

- (a) The arrangement will be reviewed to determine whether it meets the mandatory requirements of the RFSA. All elements of the RFSA that are mandatory requirements are identified specifically with the words "must" or "mandatory". Arrangements that do not comply with each and every mandatory requirement will be considered non-responsive and be disqualified.
- (b) The mandatory requirements are as follows:
  - (i) Arrangement Submission Form as per Article 3.2 (a);
  - (ii) Product List and Ceiling Prices as per Article 3.2 (b);
  - (iii) List of Approved Resellers as per Article 3.2(e), if applicable;
  - (iv) Prices as per Article 3.3;
  - (v) Certifications as per Article 3.4; and,
  - (vi) Financial Viability as per SACC S0030T.

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#### **4.3 Basis of Selection**

- (a) An arrangement must comply with the requirements of the Request for Supply Arrangements and meet all mandatory technical evaluation criteria and financial evaluation criteria to be declared responsive.

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## **PART 5 - CERTIFICATIONS**

- (a) Suppliers must provide the required certifications to be issued a SA. Canada will declare an arrangement non-responsive if the required certifications are not completed and submitted as requested.
- (b) Compliance with the certifications suppliers provide to Canada is subject to verification by Canada during the arrangement evaluation period (before issuance of a SA) and after issuance of a SA. The Supply Arrangement Authority will have the right to ask for additional information to verify suppliers' compliance with the certifications before issuance of a SA. The arrangement will be declared non-responsive if any certification made by the Supplier is untrue, whether made knowingly or unknowingly. Failure to comply with the certifications or to comply with the request of the Supply Arrangement Authority for additional information will also render the arrangement non-responsive.

### **5.1 Certifications Precedent to Issuance of a Supply Arrangement**

- (a) The certifications listed below must be completed and submitted with the arrangement. If any of these required certifications are not completed and submitted as requested, the Supply Arrangement Authority will so inform the Supplier and provide the Supplier with a time frame within which to meet the requirement. Failure to comply with the request of the Supply Arrangement Authority and meet the requirements within that time period will render the arrangement non-responsive, on "hold", or will create delay in processing a Supplier's SA.

### **5.2 Federal Contractors Program - \$200,000 or more**

- (a) The Federal Contractors Program (FCP) requires that some suppliers, including a supplier who is a member of a joint venture, bidding for federal government Contracts, valued at \$200,000 or more (including all applicable taxes), make a formal commitment to implement employment equity. This is a condition precedent to Contract award. If the Supplier, or, if the Supplier is a joint venture and if any member of the joint venture, is subject to the FCP, evidence of its commitment must be provided before the award of the Contract.

Suppliers who have been declared ineligible contractors by Human Resources and Skills Development Canada (HRSDC) are no longer eligible to receive government Contracts over the threshold for solicitation of bids as set out in the Government Contracts Regulations. Suppliers may be declared ineligible Contractors either as a result of a finding of non-compliance by HRSDC, or following their voluntary withdrawal from the FCP for a reason other than the reduction of their workforce to less than 100 employees. Any bids from ineligible contractors, including a bid from a joint venture that has a member who is an ineligible contractor, will be declared non-responsive.

- (b) If the Supplier does not fall within the exceptions enumerated in (i) or (ii) below, or does not have a valid certificate number confirming its adherence to the FCP, the Supplier must fax (819-953-8768) a copy of the signed form LAB 1168, Certificate of Commitment to Implement Employment Equity  
<http://www1.servicecanada.gc.ca/cgi-bin/search/eforms/index.cgi?app=profile&form=lab1168&dept=sc&lang=e> , to the Labour Branch of HRSDC.
- (c) The Supplier, or, if the Supplier is a joint venture the member of the joint venture, certifies its status with the FCP, as follows:

The Supplier or the member of the joint venture

- (i) ( ) is not subject to the FCP, having a workforce of less than 100 full-time or part-time permanent employees, or temporary employees having worked 12 weeks or more in Canada;
- (ii) ( ) is not subject to the FCP, being a regulated employer under the Employment Equity Act, S.C. 1995, c. 44;
- (iii) ( ) is subject to the requirements of the FCP, having a workforce of 100 or more full-time or part-time permanent employees, or temporary employees having worked 12 weeks or more in Canada, but has not previously obtained a certificate number from HRSDC (having not bid on requirements of \$200,000 or more), in which case a duly signed certificate of commitment is attached;
- (iv) ( ) is subject to the FCP, and has a valid certificate number as follows: \_\_\_\_\_ (e.g. has not been declared an ineligible contractor by HRSDC.)

Further information on the FCP is available on the following HRSDC Web site:

<http://www.hrsdc.gc.ca/en/labour/equality/fcp/index.shtml>.

### 5.3 Identification of Green Suppliers

- (a) Suppliers are requested to identify if they meet the "Green Company" Guidelines below. A supplier that meets the criteria may be identified in the SLSA Catalogue as a "Green Company".

Green Company:

A "green" company is defined as a company having an Environmental Management System (EMS) in place at a production facility. Manufacturers must operate with an EMS certified by a qualified registrar as complying with the ISO 14001 standard.

### 5.4 Set Aside under the Procurement Strategy for Aboriginal Business (PSAB)

- (a) Aboriginal Suppliers must complete the "Certification Requirements for the Set-Aside Program for Aboriginal Business" form included with the RFSA. It is a precondition to the submission of a valid Set-Aside Arrangement that this certification be accurately completed. Failure to complete, and submit the Certification with the Arrangement shall render the offer non-compliant under the Set-Aside stream of this RFSA.
- (b) By executing the certification the Supplier:
  - (i) certifies that it meets, and will continue to meet through out the duration of the Supply Arrangement, the requirements described in the Annex 9.4 (Procurement Strategy for Aboriginal Business) of the Supply Manual  
<http://www.tpsgc-pwgsc.gc.ca/app-acq/ga-sm/chapitre09-chapter09-eng.html#sa9-4>.
  - (ii) agrees that any subcontractors it engages under the Arrangement must satisfy the requirements described in the above mentioned annex.
  - (iii) agrees to provide to Canada, immediately upon request, evidence supporting any subcontractor's compliance with the requirements described in the above-mentioned annex.

### 5.5 Owner/Employee Certification - Set-aside for Aboriginal Business

- (a) If requested by the Supply Arrangement Authority, the Supplier must provide the following certification for each owner and employee who is Aboriginal:

1. I am \_\_\_\_\_ (insert "an owner" and/or "a full-time employee") of \_\_\_\_\_ (insert name of business), and an Aboriginal person, as defined in Annex 9.4 of the Supply Manual, entitled "Requirements for the Set-aside Program for Aboriginal Business".

2. I certify that the above statement is true and consent to its verification upon request by Canada.

\_\_\_\_\_  
 \_\_\_\_\_ Printed name of owner and/or employee  
 \_\_\_\_\_ Signature of owner and/or employee  
 \_\_\_\_\_ Date

## 5.6 Supplier Certifies that All Software is "Off-the-Shelf"

- (a) All proposed software and software maintenance and/or support in response to this RFSA must be "Off-the-Shelf", meaning that each software component 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 software proposed is a fully compatible extension of a field-proven product line, it must have been publicly announced on or before the date that the arrangement is submitted. By submitting an arrangement, the Supplier is certifying that all the software proposed is off-the-shelf.

## 5.7 Software Publisher Certification, Software Publisher Authorization, and Open Source Software Certification

- (a) **Software Publisher Certification:** If the Supplier is the Software Publisher for any of the proprietary software component(s) it proposes, Canada requires that the Supplier must confirm in writing that it is the Software Publisher. Suppliers are requested to use the Software Publisher Certification Form included with the RFSA.
- (b) **Software Publisher Authorization:** Any Supplier that is not the Software Publisher of all the proprietary software products or components proposed as part of its arrangement must submit proof of the Software Publisher's authorization, which must be signed by the Software Publisher (not the Supplier). No Supply Arrangement will be awarded to a Supplier 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 Supplier originates with multiple Software Publishers, authorization is required from each Software Publisher. Suppliers are requested to use the Software Publisher Authorization Form included with the RFSA.
- (c) **Open Source Product(s) Certification:** For any non-proprietary (open source) products, the Supplier must provide certification that the Supplier has the rights to licence the products in accordance with the terms and conditions of the SA. Suppliers are requested to use the Open Source Product(s) Certification Form included with the RFSA.



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## **PART 6 - SUPPLY ARRANGEMENT AND RESULTING CONTRACT CLAUSES**

### **SECTION 6A - RESULTING SUPPLY ARRANGEMENT CLAUSES**

#### **6A.1 Arrangement**

- (a) The Supply Arrangement (SA) is issued to allow Canada to set up a competitive procurement vehicle to acquire Goods through a software product catalogue that will amalgamate the product lists under all issued SAs. Goods are listed by each Supplier under Annex D - Product List and Ceiling Prices and fall under one or more of the commercial software categories listed in Annex G - Software Categories & Descriptions.

#### **6A.2 Security Requirement**

- (a) There are no security requirements required specific to the SA. The goods to be procured under this SA may, however, be subject to security requirements.

#### **6A.3 Standard Clauses and Conditions**

All clauses and conditions identified in the SA and resulting Contract(s) by number, date and title are set out in the Standard Acquisition Clauses and Conditions Manual (<http://sacc.pwgsc.gc.ca/sacc/index-e.jsp>) issued by Public Works and Government Services Canada.

(a) **General Conditions**

2020 (2010-01-11) General Conditions - Supply Arrangement - Goods or Services, apply to and form part of the SA.

(b) **SACC Manual Clauses:**

The SACC Manual Clause S0030T (2010-08-16) Financial Viability is incorporated by reference into and form part of the SA.

#### **6A.4 Supply Arrangement Reporting**

- (a) The Supplier must compile and maintain data records on its provision of goods to Canada that are acquired through Contracts resulting from the SA.
- (b) The Report must be in the format provided in Annex J - Supply Arrangement Quarterly Reports Template. If information is not available the reason for omission must be indicated. If no goods are provided during a specific period the Supplier must provide a "NIL" report.
- (c) The Reports must be submitted on a quarterly basis to the Supply Arrangement Authority. The quarterly reporting periods and due dates for submission are:

Quarter	Period	Due Date
1	April 1 to June 30	August 31 of the same year
2	July 1 to September 30	November 30 of the same year
3	October 1 to December 31	February 28 of the following year
4	January 1 to March 31	May 31 of the same year

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- (d) An electronic version of the form in .csv spreadsheet format is available to the Supplier electronically by request to the Supply Arrangement Authority.
- (e) Failure to provide fully completed reports in accordance with the above instructions may result in the withdrawal by Canada from the SA, the removal of the Supplier from the list of qualified Suppliers and the application of a vendor performance corrective measure.

#### **6A.5 Disclosure and Publication of Supply Arrangement**

- (a) It is a condition of the SA that Canada has the right to publicly disclose and publish the entire contents of the SA, including ceiling price information, on 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 there could be "universal access rights" 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.
- (b) The Supplier further agrees that it will have no right of claim against Canada, the Minister, Clients, their employees, agents or servants, or any of them, in relation to disclosure of the information contained in the SA as a result of establishing a catalogue (herein after referred to as the SLSA Catalogue), and will indemnify Canada, the Minister, Clients, their employees, agents or servants, and any of them, against any action, suit, demand, right or claim asserted by anyone as a result of such disclosure.
- (c) Canada will not be liable for any errors, inconsistencies or omissions in any such published information. If the Supplier identifies any errors, inconsistencies or omissions, the Supplier agrees to notify the Supply Arrangement Authority immediately.

#### **6A.6 Authorities**

##### **(a) Supply Arrangement Authority**

The Supply Arrangement Authority is:

*(to be provided at the time of issuance of the SA)*

Name: \_\_\_\_\_

Title: \_\_\_\_\_

Public Works and Government Services Canada

Acquisitions Branch

Software and Shared Systems Procurement Directorate

Place du Portage, Phase III, 4C1

11 Laurier Street,

Gatineau, Quebec K1A 0S5

Telephone: \_\_\_\_\_

Facsimile: 819-953-3703

E-mail address: \_\_\_\_\_@tpsgc-pwgsc.gc.ca

The Supply Arrangement Authority is the PWGSC representative responsible for the issuance of the Supply Arrangement, its administration and its revision, if applicable.

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(b) **Supplier's Representative**

Name: \_\_\_\_\_  
Title: \_\_\_\_\_  
Address: \_\_\_\_\_  
  
Telephone: \_\_\_\_\_  
Facsimile: \_\_\_\_\_  
E-mail address: \_\_\_\_\_

**6A.7 Identified Clients**

- (a) This SA may be used to acquire goods by any Government Department, Departmental Corporation or Agency, or other body of Canada (including those described in the *Financial Administration Act* (as amended from time to time), and any other party for which the Department of Public Works and Government Services has been authorized to act from time to time under section 16 of the Department of Public Works and Government Services Act (each a "Client").

**6A.8 Condition to Remain a Qualified Supplier**

- (a) The Supplier acknowledges that it is a condition of this SA that:
- (i) the Supplier (and its Resellers, as applicable) must continue to meet all the qualification requirements described in the RFSA during the Supply Arrangement period;
  - (ii) the Supplier (and its Resellers, as applicable) will not publish or make available any promotional or marketing literature associated in any way with this SA without the prior approval of the Supply Arrangement Authority;
  - (iii) all certifications made in the Supplier's response to the RFSA must be true at the time of the submission and must remain true throughout the Supply Arrangement Period. The Supplier acknowledges that Canada is entitled to verify these certifications throughout the Supply Arrangement Period;
  - (iv) the Supplier must obtain and maintain all permits, licenses and certificates of approval required by any applicable federal, provincial or municipal legislation that are required to perform any resulting Contracts and pay any charges imposed by such legislation or regulations. Upon request, the Supplier must provide a copy of any such permit, license, or certificate to the Supply Arrangement Authority;
- (b) Canada may verify compliance with these conditions at any time during the Supply Arrangement Period and failure to meet any of these conditions constitutes grounds for the suspension of this SA.
- (c) Canada may require a Supplier to validate its qualification at any time. For example, the Supply Arrangement Authority may require a Supplier to provide evidence that:
- (i) it continues to have the financial capability; or,
  - (ii) the Joint Venture membership (if applicable) remains as stated in the SA.
- (d) The Supplier must immediately notify the SA Authority if it no longer meets any of the mandatory qualification requirements of this SA.

- (e) Where the Supplier no longer meets any of the individual requirements for qualification, Canada may, at its option:
- (i) suspend a Supplier's authority to use the SA in its entirety until the Supplier has demonstrated that it meets the requirements in respect of which it has been found deficient, during which time the Supplier will not be eligible for solicitations issued under this procurement vehicle;
  - (ii) cancel the SA in its entirety in which case the Supplier may submit a new arrangement at any time; or ,
  - (iii) cancel the Supplier qualification under specific software categories.

#### 6A.9 Priority of Documents

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

- (a) the Supply Arrangement and Resulting Contract Clauses;
- (b) the general conditions 2020 (2010-01-11), General Conditions - Supply Arrangement - Goods or Services;
- (c) 4003 (2010-08-16) Supplemental General Conditions - Licensed Software (excluding articles 4, 5, 6, 9.2, 9.4, 14, 15 and 17);
- (d) 2010A (2010-08-16) General Conditions - Medium Complexity Goods (excluding articles 9, 16 and 18);
- (e) Annex D - Product List and Ceiling Prices;
- (f) Annex F - Program Terms and Conditions;
- (g) Annex E - Software Usage and Software Maintenance and Support - Terms and Conditions; and
- (h) the Supplier's arrangement dated \_\_\_\_\_ (insert date of arrangement) (if the arrangement was clarified or amended, insert at the time of issuance of the arrangement:) "as clarified on \_\_\_\_\_" or "as amended \_\_\_\_\_".

#### 6A.10 Certifications

- (a) Compliance with the certification requirements is a condition of the SA and subject to verification by Canada during the term of the SA and of any resulting Contract. If the Supplier does not comply with any certification or it is determined that any certification made by the Supplier in the arrangement is untrue, whether made knowingly or unknowingly, Canada has the right to terminate any resulting Contract for default and suspend or cancel the SA.

#### 6A.11 Applicable Laws

- (a) The SA and any Contract resulting from the SA must be interpreted and governed, and the relations between the parties determined, by the laws in force in the province of \_\_\_\_\_ (Canada). ( *insert the name of the Canadian province or Canadian territory as specified by the Supplier in the RFSA proposal, if applicable.*)

#### 6A.12 Use of Electronic Purchasing Tool

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- (a) During the existence of the SA, Canada may begin using an electronic purchasing tool or other electronic tools to acquire the Goods. Canada reserves the right to make the use of the new electronic purchasing tool mandatory or optional, at its sole discretion. For all purchases for which the use of any such electronic purchasing tool is mandatory, if the Supplier chooses not to propose their products through the electronic tool, it will be assumed that the Supplier has chosen to withdraw from the procurement vehicle.
- (b) Canada agrees to provide Suppliers with no less than three months notice to allow for the migration to any electronic purchasing tool prior to making use of the tool mandatory to all suppliers.

#### **6A.13 Updating Annex D - Product List and Ceiling Prices**

- (a) The Supplier may be permitted to update Annex D - Product List and Ceiling Prices on the first business day of each calendar month. In order to be processed, the Supply Arrangement Authority must receive the modification request thirty calendar days in advance of the scheduled update.
- (b) The Supplier's modification request must clearly highlight all proposed changes to the Product List and Ceiling Prices. Canada reserves the right to reject or negotiate the requested change prior to processing.
- (c) If Canada and the Supplier cannot reach an agreement regarding the requested modifications, the Supplier may elect to remove such products from Annex D - Product List and Ceiling Prices.
- (d) The Supplier must submit with the modification request, if required as a result of the modifications, any additional certifications. If any of these required certifications are not completed and submitted as requested, the Supply Arrangement Authority will so inform the Supplier and provide the Supplier with a time frame within which to meet the requirement. Failure to comply with the request of the Supply Arrangement Authority and meet the requirements within that time period will void the modification request or create delay in processing Supplier's request(s).
- (e) The Product List and Ceiling Prices must only include Licensed Software and Software Maintenance and/or Support. No professional service, "as a service", hardware or appliance solutions may be sold under this SA.

#### **6A.14 Updating Annex E - Software Usage and Software Maintenance and Support - Terms and Conditions**

- (a) The Supplier may be permitted to update their Software Usage and Software Maintenance and Support - Terms and Conditions, on the first business day of each quarter, as defined in 6A.4. To be processed, the Supply Arrangement Authority must receive the modification request, at least thirty calendar days in advance of the scheduled update.
- (b) The Supplier's modification request must clearly highlight all proposed changes to the existing Software Usage and Software Maintenance and Support - Terms and Conditions. Canada reserves the right to reject or negotiate any requested change.
- (c) The Supplier's modification request must not result in Canada being required by the Supplier to pay any additional license fees for any owned licenses already accepted and paid for by Canada and/or as part of irrevocable options under existing Contract(s).

- 
- (d) Only terms which are presented in full and directly included in Annex E - Software Usage and Software Maintenance and Support - Terms and Conditions will form part of any resulting Contract. Any terms or conditions that are purported to be incorporated by reference through URLs, read me files or otherwise, shall not form part of the SA.
  - (e) Canada is not bound by and does not accept any "shrink-wrap" or "click-wrap" conditions or any other conditions, express or implied, that are contained in or on the software packaging or conditions that may accompany the software in any manner, regardless of any notification to the contrary and regardless that Client has signed such agreements.

#### **6A.15 Updating Annex F - Program Terms and Conditions**

- (a) The Supplier may be permitted to update Annex F - Program Terms and Conditions on the first business day of each quarter. To be processed, the Supply Arrangement Authority must receive the modification request, at least thirty calendar days in advance of the scheduled update.
- (b) The Supplier's modification request must clearly highlight all proposed changes to Program Terms and Conditions. Canada reserves the right to reject or negotiate the requested change.
- (c) The Supplier's modification request must not result in Canada being required by the Supplier to pay any additional license fees for any owned licenses already accepted and paid for by Canada and/or as part of irrevocable options under existing Contract(s).
- (d) Only terms which are presented in full and directly included in Annex F - Program - Terms and Conditions will form part of any resulting CContract. Any terms or conditions that are purported to be incorporated by reference through URLs, read me files or otherwise shall not form part of the SA.
- (e) Canada is not bound by and does not accept any "shrink-wrap" or "click-wrap" conditions or any other conditions, express or implied, that are contained in or on the software packaging or conditions that may accompany the software in any manner, regardless of any notification to the contrary and regardless of whether the Client has signed such agreements.

#### **6A.16 Authority to issue Contracts**

- (a) The Supplier agrees to execute Contracts only when issued by authorized representatives of Canada in accordance with Annex I - List of Approved PWGSC and Client Authorities.
- (b) The Supplier acknowledges that Clients do not have the authority to issue Contracts that exceed the applicable Contract Limitation as per Section 6B.2.

#### **6A.17 No Exclusions to Supplier's Obligations**

- (a) Any "notwithstanding" provisions and any disclaimers, limitations or exclusions in Annex E - Software Usage and Software Maintenance and Support - Terms and Conditions or Annex F - Program Terms and Conditions do not apply to, or override, Supplier's obligations or Canada's rights under the terms and conditions of the Resulting Contract as set out in Part 6C - Resulting Contract Clauses with respect to the Licensed Software as a whole. For example, and without limiting the Supplier's obligations, the Supplier's intellectual property right infringement and liability obligations under Part 6C - Resulting Contract Clauses applies to all portions of the Licensed Software even if the infringement claim is in relation a third party portion of the Licensed Software provided. The Contractor agrees that its obligations, as clarified by this section, apply to all

components of the licensed software, including components of the licensed software that may be licensed to Canada directly by a third party.

#### **6A.18 Suspension or Cancellation of a Supply Arrangement**

- (a) Canada, at its sole discretion, may suspend or cancel the SA if:
- (i) Late deliveries occur;
  - (ii) Complete and accurate Quarterly Usage Reports are not submitted within the required time frames;
  - (iii) Contracts are accepted from unauthorized parties (those not listed under Annex I - List of Approved PWGSC and Client Authorities);
  - (iv) The product list includes unauthorized goods (such as appliances) or services (such as professional services);
  - (v) Violations of any of the specific terms and conditions detailed in the SA occur;
  - (vi) Contract(s) awarded against the SA have been terminated for default;
  - (vii) Canada has imposed measures on the Supplier under the PWGSC Vendor Performance Policy (or such similar policy as may be in place from time to time);
  - (viii) Canada has documented at least three instances of Contract poor performance. An instance of poor performance may include, but is not limited to late or failed delivery of reports or goods, lack of timely notification given to the Supply Arrangement Authority of changes in the Supplier's Authorized Representative, insurance coverage or security status, and non-compliance with invoicing procedures;
  - (ix) Information is provided to Clients by the Supplier that conflicts with any aspect of the terms and conditions, pricing, or availability of systems currently listed in this SA.
- (b) Removal or Suspension of a Supplier's SA does not affect the right of Canada to pursue other remedies or measures that may be available.
- (c) The Supplier acknowledges that Canada has the right to publish information regarding the status of the Supplier's SA, including information related to the suspension, cancellation or withdrawal of the Reseller(s), if applicable.

#### **6A.19 Terms Applicable to the Use of Resellers**

- (a) **Supply Through Reseller(s)**
- (i) The Supplier may supply software products and related software maintenance and/or support to Canada under the SA through Reseller(s).
  - (ii) The Supplier is responsible for its obligations under the SA, regardless of the acts or omissions of its Reseller(s) or any employee or agent of its Reseller(s) in carrying out or purported carrying out of the Supplier's obligations under any resulting Contract(s). The Supplier agrees and understands that it shall be the responsibility of the Supplier to remedy any breach of the terms and conditions of the SA resulting from a Reseller's fulfillment of the Contract.
  - (iii) Subject to sub-clause 6A.19(a)(ii), where the Supplier intends to supply Goods through a Reseller(s), any of the Supplier's obligations regarding the fulfillment of that Contract may be performed by its Reseller(s).



- (iv) Receipt of payment by Reseller(s) for Goods acquired through a Contract against the SA shall be deemed to be receipt of payment by the Supplier.
- (v) Reseller(s) must be approved by the Supply Arrangement Authority and specified in Annex H - List of Approved Resellers before being entitled to supply any of the Supplier's software products to Canada.
- (vi) If during the term of the SA, there is a change of status in the Reseller(s) named in Annex H - List of Approved Resellers, the Supplier shall inform the Supply Arrangement Authority immediately in writing.
- (vii) It is the Supplier's responsibility to provide information on the content of its SA and any revision to it to its Reseller(s).

**(b) Modification by the Supplier to the List of Approved Resellers**

- (i) The Supplier must send a written notice to the Supply Arrangement Authority to request to withdraw from or to add one or more Reseller(s) to the List of Approved Resellers. Such notice shall include the date from which the change should be in effect and shall be no less than ten business days from the date of receipt of the notice. The Supplier must provide information on the reason of the withdrawal if requested to do so by the Supply Arrangement Authority.
- (ii) The Supplier agrees and understands that any removal from the List of Approved Resellers will not obligate Canada to amend awarded Contracts.

**(c) Suspension of the right to use a Reseller**

- (i) Canada, at its sole discretion, upon finding a Reseller not adhering to the terms of the SA, may suspend a Reseller under a SA by giving a written notice to the Supplier. The Reseller's suspension will apply to all SAs under which the Reseller is listed. Canada is not required to forward a copy of such written notice to the Reseller;
- (ii) A Reseller's suspension under the SA will take effect on the date of receipt of the written notice or at the expiration of a cure period specified in the notice, if the Supplier has not cured the default to the satisfaction of Canada within that cure period;
- (iii) Canada may, at its sole discretion, extend or impose a suspension period or remove the Reseller permanently from Annex H - List of Approved Resellers if there is a reoccurrence of the offence(s) which the notice has been based on.

**6A. 20 Status of Contractor** (only include if offeror is a qualified Aboriginal business under PSAB)

This SA is being put in place as an Aboriginal Set-Aside under PSAB. The Supplier's status as a qualified Aboriginal Set-Aside Offeror is based on the certification made with the Arrangement. Should a verification by the Minister disclose a breach of such certifications, or change in the status of the Offeror during the period of this SA, the Minister has the right to disqualify the Arrangement as an Aboriginal Set-Aside and to treat any Contract under this SA as being in default, rendering the Supplier subject to the remedies set out in the certification and this Supply Arrangement.



## SECTION 6B - CONTRACTOR SELECTION METHODOLOGY

### 6B.1 General

The Supplier hereby acknowledges and agrees to provide the Goods listed in Annex D - Product List and Ceiling Prices in accordance with the procedures described below.

Canada shall acquire Goods listed in the SLISA Catalogue by:

- (a) directing a Contract to a specific Supplier; or,
- (b) issuing a Contract to the selected Supplier following the issuance of a Request for Quotation (RFQ) or bid solicitation.

Suppliers will be bound by instructions contained in the 2003 (2010-10-07) Standard Instructions - Goods or Services - Competitive Requirements which are incorporated by reference into and will form part of each Request for Quote or Bid Solicitation. If there is a conflict between the provisions of 2003 and Part 6B, Part 6B prevails.

### 6B.2 Authorities to issue Contracts

Clients and PWGSC officers who have been given the authority by PWGSC to use the SLISA are listed in Annex I - List of Approved PWGSC and Client Authorities. Suppliers are responsible to verify and confirm that the requester is an approved Authority and has not exceeded the contracting limitation for the given requirement. Canada may, at any time, modify Annex I - List of Approved PWGSC and Client Authorities.

#### (a) Client Authority Contracting Limits:

##### (i) Sole Source:

Approved Client Authorities are authorized to direct and award resulting Contracts against SAs for requirements valued below \$25,000.00 CAD (GST/HST included).

##### (ii) Request For Quotations:

Subject to 6B.3 below, Approved Client Authorities are authorized to issue RFQs and award resulting Contracts against SAs based on the number of Sources of Supply, as determined in accordance with the guidelines detailed below. A Source of Supply is defined as a Supplier with the required manufacturer part number in its Annex D - Product List and Ceiling Prices, or a Class 1 Reseller listed under a Supplier's Annex H - List of Approved Resellers. When a Supplier has Class 1 Resellers listed in Annex H - List of Approved Resellers, only the Class 1 Resellers shall count towards the number of Sources of Supply.

(A) Approved Client Authorities may issue RFQs and award resulting Contracts against SAs for requirements below \$25,000.00 CAD (GST/HST included)

(B) When two Sources of Supply exist for a given requirement, Approved Client Authorities may issue RFQs and award resulting Contracts against SAs for requirements below \$40,000.00 CAD (GST/HST included)

(C) When three to five Sources of Supply exist for a given requirement, Approved Client Authorities may issue RFQs and award resulting Contracts against SAs for requirements below \$75,000.00 CAD (GST/HST included)

(D) When six or more Sources of Supply exist for a given requirement, Approved Client Authorities may issue RFQs and award resulting Contracts against SAs for requirements below \$100,000.00 CAD (GST/HST included)

(E) Approved Client Authorities must issue RFQs to all Sources of Supply of the requirement.

**(iii) Bid Solicitations:**

Approved Client Authorities are authorized to issue bid solicitations and award resulting Contracts against SAs for requirements valued below \$100,000.00 CAD (GST/HST included).

**(b) PWGSC Contracting Authority**

All procurements in excess of a Client's authority will be initiated and managed by PWGSC, on behalf of the Client. PWGSC may also manage requirements that are within a Client's authority.

**6B.3 Contractor Selection**

**(a) Requirements valued at less than \$25,000.00 CAD (GST/HST included)**

For requirements under \$25,000.00 CAD (GST/HST included), Canada may choose, at its sole discretion, to direct Contracts to a Supplier or, to issue Contracts following RFQs.

- (i) If only one Source of Supply exists for the required software products or related software maintenance and/or support, Canada may request that the Supplier submit price support prior to any Contract award. Canada reserves the right to negotiate with the Supplier if it is determined that the prices being offered do not represent good value to Canada.

**(b) Requirements valued at \$25,000.00 CAD (GST/HST included) or greater**

- (i) **Request for Quote (RFQ) Process:** For requirements when only one product or combination of products can meet Canada's technical requirements, Canada will issue a Request for Quotation (RFQ) by posting a notice on GETS and/or sending a RFQ directly to all Sources of Supply.
- (ii) **Bid Solicitation Process:** If multiple software products are available from the SLSA Catalogue that can meet Canada's technical requirements, Canada may issue bid solicitations. When possible, Canada will identify the software category(ies) that apply to the requirements. If Canada determines that there is no sufficient capability under the SLSA Catalogue or it is a complex and/or specialized requirement, Canada may acquire the Goods outside the SLSA Catalogue and extend the competition to all firms by posting a formal bid solicitation document on GETS.

**(c) Set-Aside / Aboriginal Business**

At the discretion of each Client, some solicitations against the resulting SAs may be set-aside for Aboriginal Business under the federal government's PSAB.

In the event that Canada wishes to issue a Contract under the PSAB, Canada may do so by utilizing the list of Aboriginal Suppliers. All the terms and conditions as stated in this SA apply to the Aboriginal Set-Aside Suppliers.

**6B.4 Request for Quotations - Procedures**

- (a) For requirements in which only one product or combination of products can meet Canada's technical requirements, Canada will issue a Request for Quotation (RFQ) by posting a notice on GETS and/or sending a RFQ directly to all Sources of Supply of the requirement. Suppliers will

have 5 working days to respond to Canada or as specified by the Approved Authority, whichever is longer.

- (b) For RFQs, Annex L - Software Licensing Supply Arrangement Request for Quote Template will be used.
- (c) For RFQs which are sent directly to Sources of Supply, Canada will send the RFQ to all Sources of Supply to the email addresses specified in the SAs. It is the Supplier's responsibility to ensure the accuracy of contact information for itself and its Resellers. Canada's sole responsibility is to forward the RFQ to the email address(es) specified by the Supplier.
- (d) Suppliers may only accept and respond to RFQs originating from Approved Authorities (see Annex I - List of Approved PWGSC and Client Authorities). RFQs may be sent directly to eligible Suppliers and Class 1 Resellers (if applicable) or posted on GETS at the sole discretion of Canada.
- (e) Each RFQ must contain the minimum following information:
  - (i) Bid closing date and time;
  - (ii) Address and contact information for submission of bids;
  - (iii) Security provisions (if applicable);
  - (iv) Requisition Number or Client Reference Number;
  - (v) Information related to GST and HST (as applicable);
  - (vi) Manufacturer's Part Number & Product Name as listed in the SLSA Catalogue;
  - (vii) Period of software maintenance and/or support (if applicable);
  - (viii) Quantity for each item;
  - (ix) Licensing metric for each item;
  - (x) Quantity for each optional item (if applicable);
  - (xi) The number of years of maintenance and/or support services required (if applicable);  
and
  - (xii) Approved Authority's contact name, phone number and e-mail address.
- (f) Response to RFQ: Only responses to RFQs that include the following will be considered by Canada:
  - (i) Supplier's SA number;
  - (ii) The name of the Bidder (Bidders are requested to include their name on each page of the response) ;
  - (iii) Unit Price for each of the Manufacturer's Part Number & Product Name. The Manufacturer's Part Number & Product Name must be identical to those listed in the issued RFQ and must be contained in the Supplier SA's Annex D – Product List and Ceiling Prices at the time of RFQ's closing date;
  - (iv) Prices in Canadian dollars;
  - (v) A firm price initial requirement that does not exceed the applicable ceiling prices in the Supplier's SA at the RFQ closing date; and
  - (vi) Ceiling prices for any irrevocable options or for any additional maintenance and/or support periods.

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- (g) **Total Bid Price (TBP):** The financial evaluation will be conducted by calculating the TBP using the Pricing Tables completed by bidders. 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. The financial evaluation process will be as follows:
- (ii) The price of the bid will be evaluated in Canadian dollars, the Goods and Services Tax or the Harmonized Sales Tax excluded, FOB destination, Canadian customs duties and excise taxes included.
  - (iii) The TBP is the arithmetic sum of the prices for the Software during the Initial Contract Period including Option Periods (if requested) including the total price of the software maintenance and/or support (if requested) during the Initial Contract Period and Option Periods (if requested) as provided in the bidder's financial bid and as verified by the Approved Authority.
- (h) **Enquiries:** All enquiries must be submitted in writing to the Approved Authority. Bidders should reference as accurately as possible the numbered item 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.
- (i) **Submission of Bids:** Bids must be submitted to the location specified and by the date, time and place indicated in the RFQ. It is the Bidder's responsibility to ensure that the bid has been received by Canada.
- (j) **Basis of Selection:** If there are two or more compliant bids, the Contract will be awarded to the bidder with the lowest total bid price. If more than one bidder is ranked first because of identical overall price, then the Supply Arrangement Authority will be notified in writing and the RFQ will be re-tendered to the first ranked bidders.
- (k) **Only One Bid Received in Response to a RFQ:** If only one response that meets the requirements is received, Canada has the right to request that the bidder submit price support prior to Contract award. If Canada determines that the prices being bid do not represent good value to Canada, Canada reserves the right to reject the offer or negotiate with that Bidder.
- (l) **Cancellation of RFQ:** Canada has the right to cancel a RFQ at any time and to re-issue the same or a similar RFQ at a later date.

#### 6B.5 Bid Solicitations - Procedures

- (a) For software solutions that exceed \$25,000.00 CAD (GST/HST included) and when there is more than one Source of Supply and there is more than one specific Manufacturer's Part Number & Product Name available to meet the requirement through the SLSA Catalogue, Canada, at its own discretion, will issue bid solicitations documents to all SLSA Suppliers through GETS. Suppliers will have a minimum of 15 calendar days to respond to Canada or as specified by the Approved Authority, whichever is longer.

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- (b) For Bid Solicitations, Annex K - Software Licensing Supply Arrangement Bid Solicitation Template will be used.
- (c) Suppliers must only accept and respond to bid solicitations from an Approved Authority (see Annex I - List of Approved PWGSC and Client Authorities).
- (d) Each bid solicitation must contain the minimum following information:
- (i) Bid closing date and time;
  - (ii) Address and contact information for submission of bids;
  - (iii) The applicable trade agreement(s);
  - (iv) Security provisions (if applicable);
  - (v) Requisition Number or Client Reference Number;
  - (vi) Statement of Requirement (i.e. what the software must do) including interoperability requirements;
  - (vii) Evaluation Criteria (i.e. the methodology on how each of the rated criteria, if any, will be evaluated by Canada);
  - (viii) Initial scope of the requirement (i.e. number of users, devices, locations, as applicable) as well as optional growth to address the complete requirement and the type of license model required being sought;
  - (ix) Maintenance and/or support, if applicable, and the number of option periods, if applicable;
  - (x) Delivery date and delivery location(s);
  - (xi) Chosen Evaluation Selection Methodology;
  - (xii) Approved Authority's contact name, phone number and e-mail address; and
  - (xiii) Any additional terms or conditions that Canada deems necessary.
- (e) **Enquiries:** All enquiries must be submitted in writing to the Approved Authority. Bidders should reference as accurately as possible the numbered item 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.
- (f) **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 Bid Solicitation.

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.

- (g) **Submission of Bids:** Bids must be submitted to the location specified and by the date, time and place indicated by the Approved Authority.
- (h) **Cancellation of Bid Solicitation:** Canada has the right to cancel a Bid Solicitation at any time and to reissue the same or a similar Bid Solicitation at a later date.

#### 6B.6 Bid Solicitations - Statement of Requirement

Canada's Statement of Requirement (SOR) will describe the operational and technical requirements that the Software must meet at bid closing date, in order for the bidder to qualify within the competitive process. The SOR will contain, as applicable:

- (i) A relevant title for the Software (also referred to as "Software Solution" or "Solution");
- (ii) Introduction or Preamble;
- (iii) Purpose, Objectives and Goals - provides the overall long-term purpose and goals and provide details on the problem(s) that need to be solved;
- (iv) Scope and future growth expected by Canada;
- (v) Computing Environment - description of the technical environment within which the Software is required to work, run, install and deploy and interoperate with (interoperability);
- (vi) Assumption, constraints, dependencies, relevant facts and perspectives;
- (vii) Description of the software maintenance and/or support requirements;
- (viii) A list of mandatory criteria and rated criteria (as applicable);
- (ix) Evaluation criteria for each of the rated criteria;
- (x) Any other information that Canada believes is pertinent to the requirement.

#### 6B.7 Bid Solicitations - Evaluation and Contractor Selection Methodology

- (a) **Evaluation Methodology:** Canada will evaluate Bidders on one or both of the following methods:
- (i) **Mandatory Technical Criteria:** Each bid will be reviewed for compliance with the mandatory requirements. 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. Claims in a bid that a future upgrade or release of any of product included in the bid will meet the mandatory requirements of the bid solicitation, where the upgrade or release is not available at bid closing, will not be considered; and/or
  - (ii) **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.
- (b) **Selection Methodology:** Canada will select the successful bidder based on one of the following methods. Suppliers 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 Supplier 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.

- (i) **Lowest priced compliant bid:** A bid must comply with the requirements of the bid solicitation, meet all mandatory evaluation criteria, and be successful on the PoB (if requested or conducted). Bids not meeting those will be declared non-responsive. The responsive bid which offers the lowest Total Bid Price will be recommended for award of a Contract.

If there are multiple bids with identical lowest total bid price, then the bid with the lowest total price for the software maintenance and/or support will be recommended for Contract award; or

- (ii) **Lowest Price-Per-Point:** A bid must comply with the requirements of the bid solicitation, meet all mandatory evaluation criteria, obtain the minimum passing score or higher of the points for the evaluation criteria for the Technical Bid which are subject to point rating, and be successful on the PoB (if requested or conducted). Bids not meeting those will be declared non-responsive. The responsive bid which offer the Lowest Price-Per-Point as calculated below will be recommended for award of a Contract.

$$\frac{\text{Total Bid Price}}{\text{Total Points Achieved}} = \text{Price-Per-Point}$$

If there are multiple bids with identical Price-per-Point outcomes, then the bid with the lowest total bid price will be recommended for Contract award; or

- (iii) **Best Overall Solution (60% technical and 40% Price):** A bid must comply with the requirements of the bid solicitation; meet all mandatory evaluation criteria; obtains 60% or higher of the points which are subject to point rating; and be successful on the PoB (if requested or conducted). The responsive bid with the Highest Combined Rating of Technical Merit (60%) and Price (40%) as calculated below will be recommended for award of a Contract.

Price is given a rating value which is included in the total calculation of the bid. 60% of the points will be awarded to the technical bid and 40% of the points will be awarded to the financial bid.

To complete this calculation the following formula is used:

$$\frac{\text{Score on the rated requirements of the bid}}{\text{Maximum score possible}} \times 60\% = \text{Total 1}$$

$$\frac{\text{Lowest Total Assessed Price}}{\text{Total Assessed Price of the bid}} \times 40\% = \text{Total 2}$$

$$(\text{Total 1}) + (\text{Total 2}) = \text{Combined Rating of Technical Merit and Price}$$

If there are multiple bids with identical outcomes, then the bid with the lowest total bid price will be recommended for Contract award.

- (c) **Total Bid Price (TBP):** The financial evaluation will be conducted by calculating the TBP using the Pricing Tables completed by bidders. 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.

The financial evaluation process will be as follows:

- (i) The price of the bid will be evaluated in Canadian dollars, the Goods and Services Tax or the Harmonized Sales Tax excluded, FOB destination, Canadian customs duties and excise taxes included.
- (ii) The TBP is the arithmetic sum of the prices for the Software during the Initial Contract Period including Option Periods (if requested) including the total price of the software maintenance and/or support (if requested) during the Initial Contract Period and Option Periods (if requested) as provided in the Bidder's financial bid and as verified by the Approved Authority.
- (d) **Only one responsive response to bid solicitation:** If only one responsive bid is received in response to the bid solicitation, Canada reserves the right to request that the bidder submit price support prior to Contract award. If Canada determines that the prices being offered do not represent good value to Canada, Canada reserves the right to reject the offer and negotiate with that Bidder or to reissue the bid solicitation document.

#### **6B.8 Bid Solicitations - Proof of Bid (PoB) Testing Top Ranked Responsive Bid**

- (a) Canada may require that the top-ranked responsive Bidder (identified after the financial evaluation) to conduct a Proof of Bid (PoB). Through the PoB test, Canada will test the Software proposed in the top-ranked bid to confirm both that it will function as described in the bid and that it meets the technical functionality requirements described in the Statement of Requirement. The PoB test will take place at a location determined by Canada that recreates the technical environment described in the Statement of Requirement, or the PoB test may take place at a location in Canada selected by the top-ranked Bidder, if that location is agreed to by Canada and if the Bidder assumes all responsibility for recreating the technical environment described in the Statement of Requirement (it is within the Canada's sole discretion to determine whether the Bidder has accurately recreated this environment for the test). Canada will pay its own travel and salary costs associated with any PoB test.
- (b) After being notified by Canada, the Bidder will be given a maximum of 7 working days to start the installation of the proposed Software. The installation must be completed and functional within 3 working days of the Bidder starting the installation (7.5 hrs/day). Canada will then conduct the PoB test. Up to 4 representatives of the Bidder may be present during the PoB test. The representative(s) named in the bid to provide technical support during the PoB test should be available by telephone for technical advice and clarification during the PoB test; however, Canada is not required to delay the PoB test if an individual is unavailable. Once the PoB test has begun, it must be completed within 2 working days (7.5 hours per day).
- (c) Canada will document the results of the PoB Test. If Canada determines that the proposed Software does not meet any mandatory requirement of the bid solicitation, the bid will fail the PoB Test and the bid will be disqualified and Canada will then proceed with the next ranked responsive bid.
- (d) If, during the initial installation of the Software for the PoB 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 Approved Authority named in the bid solicitation. If Canada determines that the missing and/or corrupt files are for components identified in the technical bid, Canada will permit that the Bidder submits the missing files and/or



replacements for the corrupt files on electronic media or 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, Canada 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. Canada will have the sole discretion to decide if the additional files may be installed for the PoB test. Under no circumstances will files required to correct flaws in the software programming or code be permitted.

- (e) In connection with the PoB testing, the Bidder grants to Canada a limited license to use the Bidder's proposed Software for testing and evaluation purposes.

#### **6B.9 Bid Solicitations - Submission of Bid Response - Instructions**

Should a Bid Solicitation process be utilized, the following bid submission requirements apply:

- (a) Bidders must provide copies of their bid and in separately bound sections as follows:

- (i) Section I: Technical Bid ( 1 hard copy *and 1 soft copy* on CD, DVD, or USB)
- (ii) Section II: Financial Bid ( 1 hard copy *and 1 soft copy* on CD, DVD, or USB)

If there is a discrepancy between the wording of the soft copy and the hard copy, the wording of the hard copy will have priority over the wording of the soft copy.

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

Canada reserves the right to increase the number of hard and soft copies required for evaluation purpose within the bid solicitation at its sole discretion.

- (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) Bids in response to bid solicitations must include:

##### **Technical Bid:**

- (i) 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. All proposed software product(s) must be listed in the Supplier SA's Annex D – Product List and Ceiling Prices at bid closing date.
- (ii) The proposed license model (if requested). The proposed model must meet or exceed the requirement.

- (iii) The proposed maintenance and/or support model (if requested). The proposed model must meet or exceed the requirement.
- (iv) The technical bid must substantiate the compliance of the Bidder and its proposed products with each criterion identified in the Statement of Requirement (if applicable). The substantiation must not simply be a repetition of the requirement(s), but must explain and demonstrate how the software products being bid will meet the requirements. 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.

### Financial Bid

- (i) Bidders must submit their financial bid strictly in accordance with the Basis of Payment and Pricing Tables included in the bid solicitation without any conditions, assumptions, restrictions or otherwise and there must be no obligation for Canada to pay software maintenance and/or support more than one year in advance. Any financial proposal that purports to restrict the way in which Canada acquires goods or services under resulting Contracts, with the exception of those limitations that are expressly set out in bid solicitation, will be treated as being non-responsive and the Bidder's proposal will be given no further consideration. The total amount of Goods and Services Tax or Harmonized Sales Tax must be shown separately, if applicable. All prices must be all inclusive firm prices or all inclusive firm per diem rates in accordance with the Basis of Payment. Unless otherwise indicated, bidders must include a single, firm or ceiling (as applicable), all-inclusive price quoted in Canadian dollars in each cell requiring an entry in the pricing tables.
- (ii) The Supplier's financial bid is not bound by the ceiling prices listed in the Supplier's Annex D - Product List and Ceiling Prices.
- (iii) The financial bid must include all costs for the requirement described in the Bid Solicitation for the entire Contract Period, including any option years.
- (iv) 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.

### 6B.10 Notification of Bid Results

- (a) All bidders who respond to an RFQ or a Bid Solicitation will be notified in writing regarding the outcome of the bid within two working days of Contract award. This notice will include the following information:
  - (i) The RFQ or bid solicitation number;
  - (ii) The full legal name of the successful bidder;
  - (iii) The bid's total bid price of the successful bidder;
  - (iv) The value of the awarded Contract including GST/HST Included;
  - (v) The number of bid responses received; and,
  - (vi) The bid's total bid price of the bidder to whom the notification is being sent to.

## 6B.11 Contract Against a Supply Arrangement - Procedures

- (a) A Contract against the SA can be issued provided that such Contract is in accordance with the terms set out herein.
- (b) A Contract against the SA may only be issued provided that such Contract is in accordance with the terms set out herein and does not purport to revise or modify such terms or extend (or provide Canada with the option to extend) the term of the Contract without the prior written agreement of the Supplier.
- (c) Contracts shall be issued using Annex B - Contract Template.
- (d) Only Contracts that have been signed by an Approved Authority listed in Annex I - List of Approved PWGSC and Client Authorities in the "Approved for the Minister" field are valid. Signed Contracts from personnel not listed in the Annex I - List of Approved PWGSC and Client Authorities will render these Contracts not valid and must not be accepted. It is the responsibility of the Supplier to verify and validate that all Contracts originate from Approved Authorities.
- (e) Resulting Contracts must be awarded to Suppliers who hold the SA and must not be directed to Resellers. In cases where Suppliers use the services of Resellers (see Annex H - List of Approved Resellers) to fulfill specific requirements, the selected Reseller's name and address (if any) should be included in the resulting Contract. If Canada has not selected a Reseller, the Supplier is responsible for assigning a Reseller, if applicable.
- (f) Annex B - Contract Template must include:
  - (i) Ship to delivery address and contact where the goods will be delivered;
  - (ii) Supplier's name in full and the address and PBN number;
  - (iii) Security Provisions (if applicable);
  - (iv) Invoicing Instructions;
  - (v) Client's financial codes;
  - (vi) Supplier's SA number;
  - (vii) Requisition Number or Client Reference Number;
  - (viii) Information related to GST or HST (as applicable);
  - (ix) Manufacturer's Part Number & Product Name as listed in the SLSA Catalogue;
  - (x) Unit of Measure i.e. License Model (for software);
  - (xi) Type of software maintenance and/or support being requested (if applicable)
  - (xii) Quantity;
  - (xiii) Unit Price;
  - (xiv) Extended Price; and
  - (xv) Signature of Approved Authority from the Annex I - List of Approved PWGSC and Client Authorities at the signature block in the bottom right corner on behalf of the Minister.
- (g) Upon receipt of a signed Contract, the Supplier must:
  - (xvi) Acknowledge receipt;

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- (xvii) Validate that the Contract was signed by an authority listed in Annex I- List of Approved PWGSC and Client Authorities;
  - (xviii) Verify accuracy of the part number(s), product name, description and prices; and,
  - (xix) Confirm delivery of the Contracted products.
- (h) If there are any errors in the submitted Contract, the Supplier must inform the sender within three business days of receipt of the Contract.
- (i) If the Contract was signed by an unauthorized personnel, the Supplier must:
- (i) inform the individual that the Contract cannot be processed; and
  - (ii) inform the Supply Arrangement Authority.

## SECTION 6C - RESULTING CONTRACT CLAUSES

- (a) It is a condition of the SA, that the following clauses apply and are incorporated in each and every Contract issued under the SA. For administrative purpose, Annex B - Contract Template will be used for all Contracts awarded under this SA.

### 6C.1 Reorganization of Client

- (a) The Contractor's obligation to provide the deliverables will not be affected by (and no additional fees will be payable as a result of) the renaming, reorganization, reconfiguration, or restructuring of the 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.
- (b) In addition to SACC 4003-08 Licensed Software - Transfer, the license is freely transferable without charge, cost, fees, penalties or otherwise except that licenses may not be transferred on a temporary basis (90 days or less). Canada will make best efforts to inform the Contractor of the transfer thirty (30) days in advance of the transfer occurring.

### 6C.2 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. In addition to the words defined in Annex A - Key Terms , the following words and expressions have the following meanings:

- (a) any reference to a "deliverable" or "deliverables" includes the license to use the Licensed Software;
- (b) any reference to "Goods" means the software products and or the related software maintenance and/or support acquired by Canada under the SA;
- (c) any reference to Client means the Department, Crown Corporation, Agency, or other body of the Government of Canada for whom the Goods are being requested;
- (d) any reference to the Request for Supply Arrangement (RFSA) means the RFSA under which the SA has been issued against, as last amended, regardless of the issued date of the Supplier's SA;
- (e) any reference to "Software Licensing Supply Arrangement Catalogue" or "SLSA Catalogue" means the amalgamation of all the contents of all Supplier's SA issued against the Request for Supply Arrangement;
- (f) if the term is not specifically defined in the Supplier's Annex E - Software Usage and Software Maintenance and Support - Terms and Conditions, any reference to "Upgrade" means all commercially available enhancements, extensions, improvements, updates, releases, versions, renames, rewrites, cross-grades, components and back grades or other modifications to the Licensed Software developed or published by the Contractor or its licensor; and
- (g) any reference to "Support" means the technical hotline support, web support, diagnostic tools and any other means that the Supplier uses in connection to the software but does not include the services of on-site specialists.

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### 6C.3 Optional Goods

- (a) If requested by Canada, the Contractor shall grant to Canada the irrevocable option to acquire the software products and/or maintenance and/or support listed in Table 2 - List of Optional Deliverables under the same terms and conditions as the initial requirement and at the ceiling prices listed in the issued Contract or those listed in the SA at the time of the irrevocable option is being exercised, whichever is the lowest. The option may only be exercised by the Contracting Authority by notice in writing and will be evidenced, for administrative purposes only, through a Contract amendment.
- (b) The Contracting Authority may exercise the option at any time before the expiry of the Contract by sending a written notice to the Contractor.
- (c) All irrevocable options contained in Contracts are included solely for the administrative purposes of Canada and do not represent a commitment on the part of Canada to purchase such Goods in these amounts.
- (d) Prior to exercising any irrevocable option under an existing Contract, Canada will validate the prices against the Supplier's SA and the lower price will prevail.

### 6C.4 Standard Clauses and Conditions

All clauses and conditions identified in the Contract by number, date and title are set out in the Standard Acquisition Clauses and Conditions Manual <http://sacc.pwgsc.gc.ca/sacc/index-e.jsp> issued by Public Works and Government Services Canada.

#### (a) General Conditions:

- (i) 2010A (2010-08-16), General Conditions - Medium Complexity - Goods (excluding articles 9, 16 and 18) apply to and form part of the Contract.

#### (b) Supplemental General Conditions:

The following Supplemental General Conditions:

- (i) 4003 (2010-08-16), Supplemental General Conditions - Licensed Software (excluding Articles 4, 5, 6, 9.2, 9.4, 14, 15 and 17) apply and form part of the Contract.

### 6C.5 Security Requirement

If requested by Canada in the Contract, the Contractor must refer to the Security Requirement Check List that will be attached as an annex to the Contract.

### 6C.6 Contract Period

- (a) **Contract Period:** The "Contract Period" is the entire period of time during which the Contractor is obliged to perform the Work, which:
  - (i) begins on the date the Contract is awarded; and
  - (ii) ends 1 year later, or on the day that the Software Maintenance and Support Period for the most recently purchased product expires, whichever is later.

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

- (i) If requested by Canada, the Contractor grants to Canada the irrevocable option to extend the term of the Contract by the number of additional periods specified by Canada in Table 2 - List of Optional Deliverables of the issued Contract, under the same terms and conditions. The Contractor agrees that, during the extended period of the Contract, it will be paid in accordance with the applicable provisions set out in the Basis of Payment.
- (ii) Canada may exercise this option at any time by sending a written notice to the Contractor at least one calendar day 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.

**6C.7 Authorities****(a) Contracting Authority**

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

**(b) Technical Authority**

The Technical Authority is the representative of the Client for whom the Goods are being acquired for under the Contract and is responsible for all matters concerning the technical content of the deliverables under the Contract. Technical matters may be discussed with the Technical Authority; however, the Technical Authority has no authority to modify the deliverables under the Contract. Changes in the deliverables can only be made through an amendment issued by the Contracting Authority.

**6C.8 Inspection and Acceptance**

- (a) Notwithstanding SACC 4003-12 and unless other acceptance procedures are outlined in a Bid Solicitation, inspection and acceptance of the Licensed Software will be done at each destination to the satisfaction of the Technical Authority. Acceptance will consist of receiving delivery of the software free from any damage or defects related to the shipment and of verification that the goods supplied and prices charged are in accordance with the Contract.

**6C.9 Payment****(a) Basis of Payment**

- (i) **License(s):** For the license(s) to use the software products (the "Licensed Software") including delivery, and the Software Documentation in accordance with the Contract, Canada will pay the Contractor the firm price(s) set out in the Contract, FOB destination, including all customs duties, GST/HST extra. The firm prices include the warranty during the Software Warranty Period.
- (ii) **Software Maintenance and/or Support for Licensed Software:** For Software Maintenance and/or Support throughout the Software Support Period, in accordance with the Contract, Canada will pay the Contractor, the firm price(s) set out in the Contract, FOB destination, including all customs duties, GST/HST extra.
- (iii) **Multiple Payments (if applicable):** If the supply of Licenses, Maintenance and/or Support contemplates multiple periods or multiple years, then during each period, as

detailed in this Contract and not to exceed one year per period, the Contractor shall be paid the firm, prorated price(s) applicable to such period as set out in the Contract, FOB destination, including all customs duties, GST/HST extra.

- (iv) **Irrevocable option for additional licenses:** For additional licenses to use the Licensed Software, if Canada exercises its option, Canada will pay the Contractor the firm price(s) set out in the Contract, FOB destination, including all customs duties, GST/HST extra.

If additional licenses are requested during the Software Support Period, Canada will pay the applicable price for the Software Maintenance and/or Support of that number of licenses divided by the total number of days in the Software Support Period, then multiplied by the number of days remaining in the Software Support Period (in order to reflect the fact that Software Maintenance and/or Support will only be provided for that portion of the determined period and to establish a common expiry date).

- (v) **Irrevocable option for additional Software Maintenance and/or Support:** If Canada exercises its option to extend the Software Maintenance and Support Period, Canada will pay the Contractor the firm annual price set out in the Contract, FOB destination, including all customs duties, GST/HST extra.

(b) **Limitation of Expenditure**

Canada's total amount of fees owed to the Contractor under the Contract must not exceed the amount set out in each issued Contract. Customs duties are excluded and Goods and Services Tax or Harmonized Sales Tax is extra, if applicable. Any provisions for additional expenses or costs beyond the commitments to purchase the specific amounts or values of Goods outlined in the Contract do not apply. This limitation is exclusive of remedies for violations of intellectual property rights or violations of the agreement.

(c) **No Automatic Renewal**

Any provisions for automatic or deemed renewals that may be found in Annex E -Software Usage and Software Maintenance and Support - Terms and Conditions or Annex F - Program Terms and Conditions do not apply.

(d) **Method of Payment - 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.

(e) **Method of Payment - Software Maintenance and/or Support**

Canada will make an advance payment to the Contractor for Software Maintenance and/or 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 15 of the 2010A - General Conditions entitled "Interest on Overdue Accounts" once the dispute is resolved.

The Contractor acknowledges that this is an advance payment. Payment in advance does not prevent Canada from exercising any or all potential remedies in relation to the non-performance of Software Maintenance and/or Support, if such Software Maintenance and Support provided later is not provided in accordance with or to the extent required by the terms and conditions of the Contract.

**(f) Credit Cards**

The acceptance of credit cards for the purpose of payment is at the discretion of the Contractor.

**(g) Reseller (If applicable)**

The Reseller, if applicable, is named in the Contract and is designated as the Reseller for the purposes of receiving and fulfilling this Contract and for the purposes of receiving payment.

**6C.10 Invoicing Instructions**

- (a) The Contractor or the designated Reseller, as the case may be, must submit invoices in accordance with Section 10 of 2010A - General Conditions.
- (b) The invoice must include a separate line item for each subparagraph in the applicable Basis of Payment.
- (c) By submitting invoices, the Contractor or the designated Reseller, as the case may be, is certifying that the Goods 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 or the designated Reseller, as the case may be, must provide the original of each invoice to the Technical Authority and a copy to the Contracting Authority.

**6C.11 Applicable Laws**

- (a) The Contract must be interpreted and governed, and the relations between the parties determined, by the laws in force in the province specified in Part 6A - Supply Arrangement of the Supplier's SA.

**6C.12 Priority of Documents**

If there is a discrepancy between the wording of any documents that appear on the following list, the wording of the document that first appears on the list has priority over the wording of any document that appears later on the list. If there are any discrepancies between the Supplier's Program Terms and Conditions and/or Software Usage and Software Maintenance and Support - Terms and Conditions and those in the body of the RFSA and Resulting Contract clauses, the terms and conditions of the RFSA shall prevail as per this Priority of Documents:

- (a) Current Part 6C - Resulting Contract Clauses of the RFSA # EN578-100808/D at the issued date of the Contract;

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- (b) 4003 (2010-08-16) Supplemental General Conditions - Licensed Software (excluding articles 4, 5, 6, 9.2, 9.4, 14, 15 and 17);
- (c) 2010A (2010-08-16) General Conditions - Medium Complexity Goods (excluding articles 9, 16 and 18);
- (d) Issued Contract against Supply Arrangement;
- (e) Bid solicitation or Request for Quote (if applicable);
- (f) Annex F - Program Terms and Conditions (if applicable);
- (g) Annex E - Software Usage and Software Maintenance and Support - Terms and Conditions (if applicable); and
- (h) Annex C - Security Requirements Checklist (if applicable).

#### **6C.13 Insurance Requirements**

The Contractor is responsible for deciding if insurance coverage is necessary to fulfill its obligation under the Contract and to ensure compliance with any applicable law. Any insurance acquired or maintained by the Contractor is at its own expense and for its own benefit and protection. It does not release the Contractor from or reduce its liability under the Contract.

#### **6C.14 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 section 6C.15 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.

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- (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 (v)(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 block titled "Total Estimated Cost" or shown on each call-up, purchase order or other document used to order goods or services under this instrument), or \$1,000,000.

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

- (d) The Contractor agrees that any clauses in Annex E - Software Usage and Software Maintenance and Support - Terms and Conditions or Annex F - Program Terms and Conditions which obligate Canada to indemnify or hold the Contractor or any other party harmless or any license terms that purport to impose any such obligations are without any force or effect.

#### 6C.15 Intellectual Property Infringement and Royalties

- (a) If a third party claims that equipment or software that the Contractor provides under the Contract infringes any intellectual property right, the Contractor, if requested to do so by Canada, will defend Canada against the claim at the Contractor's expense. In this regard, the Contractor will pay all costs, damages and legal fees that a court finally awards, provided that Canada:
- (i) promptly notifies the Contractor in writing of the claim; and
  - (ii) co-operates with the Contractor in, and allows the Contractor full participation in, the defence and related settlement negotiations; and
  - (iii) obtains the Contractor's prior approval to any agreement resulting from settlement negotiations held with the third party.

The Contractor shall participate in any claims, action or proceeding arising under subsection (b) and no such claim, action or proceeding shall be settled without the prior written approval of the Contractor and Canada.

- (b) If such a claim is made or appears likely to be made, Canada agrees to permit the Contractor to enable Canada at the Contractor's expense, to continue to use the equipment or software or to modify or replace it with equipment or software which has published specifications equal or superior to the equipment or software being replaced. If the Contractor determines that none of these alternatives is reasonably available, Canada may elect, at the Contractor's expense, to independently secure the right to continue to use the equipment or software, or Canada may require the Contractor to accept the return of the equipment or software and to refund all monies paid to the Contractor under the Contract for the equipment and software, as well as all amounts paid for services and license and development fees.
- (c) The provisions of subsections (a) and (b) do not apply in situations where the Contractor was instructed by Canada to purchase a specific item of equipment or software from a specific source on behalf of Canada. In this case, the Contractor shall ensure that its subcontract for the equipment or software states that:

*"If a third party claims that equipment or software that the subcontractor supplies under the Contract infringes any intellectual property right, the subcontractor, if requested to do so by either the Contractor or Canada, will defend the Contractor and Canada against that claim at the subcontractor's expense and will pay all costs, damages and legal fees that a court finally awards."*

In the event that the Contractor is unable to incorporate this into its subcontract, then it shall advise Canada of the situation and not proceed with the subcontract without receiving written notice from Canada that the level of intellectual property right infringement protection is acceptable.

- (d) Without prejudice to Canada's right to terminate the Contract for default prior to completion of the Work, the above represents the Contractor's entire obligation to Canada regarding any claim of infringement.
- (e) The Contractor has no obligation regarding any claim based on any of the following:

- (i) Canada's unauthorized modification of the equipment or software, or Canada's unauthorized use of the equipment or software in other than its published specified operating environment;
- (ii) the combination, operation or use of the equipment or software with any product, data or apparatus that the Contractor did not provide under the Contract, or which combination, operation or use the Contractor did not authorize or approve in advance, if infringement would not have occurred but for such combination, operation or use.

#### 6C.16 Licensed Software (if applicable)

- (a) **Licensed Software:** The Licensed Software includes all the products listed in the issued Contract, and any other software code forming part of those products as identified in the Software Documentation and the specifications.
- (b) **License Grant:** In addition to SACC 4003-02 License Grant, the Supplier or the Software Publisher, as the case may be, grants Canada a license to use the Licensed Software in accordance with the Contract.
- (c) With the exception of 6C.16(d) and unless specified otherwise in this Contract, the Contractor's standard commercial warranty as referenced in Annex E - Software Usage and Software Maintenance and Support - Terms and Conditions will apply to this Contract.
- (d) **Warranty:** Contractor warrants that the Licensed Software will work in accordance with the Software Publisher's specifications for the thirty day period following receipt of the Software.
- (e) **Irrevocable License:** Canada's license under this Contract is irrevocable. With the exception of the provisions of 4003 Article 11.2, the Contractor may not revoke, shut down, terminate, or suspend Canada's license without expressed agreement by the Contracting Authority.
- (f) **On-going Maintenance of Software Code:** 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 1 year from the date the Contract is awarded. 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 Support, the Contractor must provide written notice to Canada at least 12 months in advance of the discontinuation.

#### 6C.17 Software Maintenance and/or Support (if applicable)

- (a) **Software Maintenance and/or Support:** The Software Maintenance and/or Support, as requested in the Contract, will be delivered in accordance with Supplier's standard commercial offering, as detailed in Annex E - Software Usage and Software Maintenance and Support - Terms and Conditions.
- (b) **Error Correction:** If provided in the Contract, Canada may report to the Contractor any failure of the Licensed Programs to operate in accordance with the specifications during the Software Support Period. Upon receipt of a report of a failure from Canada, unless provided otherwise in the Contract, the Contractor must use all reasonable commercial efforts to provide Canada with a correction of the software error which caused the failure. Any such software correction must cause the Licensed Programs to meet the Software Documentation or, if applicable, the

specifications during the Software Support Period. All Software Error corrections will become part of the Licensed Software and will be subject to the conditions of Canada's license with respect to the Licensed Software.

- (c) **No Mandatory Updates:** The failure by Canada to install a patch, update or upgrade of a licensed software does not relieve the Supplier of its obligations under the SA unless the supplier has indicated in writing that failure to install such patch, update or upgrade would place the supplier in breach or prevent them from otherwise meeting their obligations under the SA.

#### 6C.18 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 delivered electronic media used are found to contain computer viruses or other coding intended to cause malfunctions.
- (b) If 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.

#### 6C.19 Access to Canada's Property and Facilities

- (a) 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.

#### 6C.20 Confidentiality

- (a) The Contractor must keep confidential all information provided to the Contractor by or on behalf of Canada in connection with the Work, including any information that is confidential or proprietary to third parties, and all information conceived, developed or produced by the Contractor as part of the Work when copyright or any other intellectual property rights in such information belongs to Canada under the Contract. The Contractor must not disclose any such information without the written permission of Canada. The Contractor may disclose to a subcontractor any information necessary to perform the subcontract as long as the subcontractor agrees to keep the information confidential and that it will be used only to perform the subcontract.
- (b) The Contractor agrees to use any information provided to the Contractor by or on behalf of Canada only for the purpose of the Contract. The Contractor acknowledges that all this information remains the property of Canada or the third party, as the case may be. Unless provided otherwise in the Contract, the Contractor must deliver to Canada all such information, together with every copy, draft, working paper and note that contains such information, upon completion or termination of the Contract or at such earlier time as Canada may require.
- (c) Subject to the Access to Information Act, R.S.C. 1985, c. A-1, and to any right of Canada under the Contract to release or disclose, Canada must not release or disclose outside the Government of Canada any information delivered to Canada under the Contract that is proprietary to the Contractor or a subcontractor.



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- (d) The obligations of the Parties set out in this section do not apply to any information if the information:
- (i) is publicly available from a source other than the other Party; or
  - (ii) is or becomes known to a Party from a source other than the other Party, except any source that is known to be under an obligation to the other Party not to disclose the information; or
  - (iii) is developed by a Party without use of the information of the other Party.
- (e) Wherever possible, the Contractor must mark or identify any proprietary information delivered to Canada under the Contract as "Property of (Contractor's name), permitted Government uses defined under Public Works and Government Services (PWGSC) Contract No. (fill in Contract Number)". Canada will not be liable for any unauthorized use or disclosure of information that could have been so marked or identified and was not.
- (f) If the Contract, the Work, or any information referred to in subsection 1 is identified as TOP SECRET, SECRET, CONFIDENTIAL, or PROTECTED by Canada, the Contractor must at all times take all measures reasonably necessary for the safeguarding of the material so identified, including those set out in the PWGSC Industrial Security Manual and its supplements and any other instructions issued by Canada.
- (g) If the Contract, the Work, or any information referred to in subsection 1 is identified as TOP SECRET, SECRET, CONFIDENTIAL, or PROTECTED, by Canada, representatives of Canada are entitled to inspect the Contractor's premises and the premises of a subcontractor at any tier for security purposes at any time during the term of the Contract. The Contractor must comply with, and ensure that any subcontractor complies with, all written instructions issued by Canada dealing with the material so identified, including any requirement that employees of the Contractor or of any subcontractor execute and deliver declarations relating to reliability screenings, security clearances and other procedures.

#### **6C.21 Termination for Convenience for Software Maintenance and/or Support**

- (a) Notwithstanding the Termination for Convenience provisions contained at Section 23 of 2010A - General Conditions - Medium Complexity - Goods, the parties agree that in the event of termination of software maintenance and/or support for the convenience of Canada for which an advance payment has been made, charges, calculated on a prorata basis of a twelve month year and a thirty day month, will be up to the last date of the monthly period in which the termination occurred. The Contractor shall immediately refund to Canada the unliquidated portion of the advance payment.

#### **6C.22 Audit**

- (a) Client shall keep all usual and proper records relating to its reproduction, distribution and use of the Licensed Software.
- (b) No more than once per year, upon request by the Contractor to the Supply Arrangement Authority, Canada shall furnish the vendor with a written certification, signed by a senior officer of the Client, certifying that it has complied with, and is not in default of, the terms and conditions of the Contract within thirty days of such request.
- (c) If any of the above reveals that Client is using the Licensed Software in excess of the license acquired under the Contract ("Excess Usage"), the Contractor will invoice Client for such

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underpaid fees for such Excess Usage, not to exceed the ceiling price in Annex D - Product List and Ceiling Prices in effect at the time the certification is completed. Upon receipt of such payment, Contractor grants additional licenses as required to remedy the Excess Usage on the terms of the resulting Contract and fully and finally releases Client from all claims arising from such excess usage.

- (d) These provisions shall constitute Client's sole obligation in terms of demonstrating compliance and license sufficiency in respect of Client's use of the software, regardless of anything else contained in the Contract or Annex "E" or "F".

**6C.23 Defence Contract (for Defence Production Act Contracts, if applicable)**

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



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## ANNEX A

### KEY TERMS

<b>Approved Client Authorities</b>	Clients who have been given the authority by PWGSC to use the SA are listed in Annex I - List of Approved PWGSC and Client Authorities. Only Approved Client Authorities have the right to award Contracts under this SA. Contracts must be in accordance with the terms and conditions of the SA.
<b>Bidder</b>	The person or entity (or, in the case of a joint venture, the persons or entities) submitting a bid to perform a Contract for goods, services or both. It does not include the parent, subsidiaries or other affiliates of the Bidder, or its subcontractors.
<b>Class 1 Reseller</b>	Appointed by the Supplier for the purposes of responding to RFQs and RFPs, receiving and fulfilling Contracts, and for the purposes of receiving payment on their behalf.
<b>Class 2 Reseller</b>	Appointed by the Supplier for the purposes of fulfilling Contracts and for the purposes of issuing invoices and receiving payment.
<b>Client</b>	See Client Department definition.
<b>Client Department</b>	Any Government Department, Departmental Corporation or Agency, or other body of the Government of Canada, including those described in the Financial Administration Act (as amended from time to time), and any other party for which the Department of Public Works and Government Services has been authorized to act from time to time under section 16 of the Department of Public Works and Government Services Act, is each a "Client".
<b>Contracting Authority</b>	The authority named in the Contract who is responsible on behalf of the Minister for the management of the Contract and any changes to the Contract must be authorized in writing by the Contracting Authority.
<b>Contractor</b>	The Supplier, as defined in SACC 2008-04 Definition of Supplier
<b>Deliverables</b>	Includes the license to use the Licensed Software and the maintenance and/or support services. Licensed software itself is not a deliverable, because the Licensed software is only being licensed under the Contract, not sold or transferred.
<b>Goods</b>	The software products and/or the related software maintenance and/or support acquired by Canada under the SA.
<b>Initial Contract Period</b>	The initial period, during which the Contractor must deliver, maintain and support the Licenses Software.
<b>"Off-the-shelf"</b>	Each software component 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 software proposed is a fully compatible extension of a field-proven product line, it must have been publicly announced on or before the date that the arrangement is submitted.
<b>Party</b>	Canada, the Contractor, or any other signatory to the Contract. ("Parties", includes all of them.)
<b>Proof of Bid Test (POB)</b>	A test to confirm that the solution proposed in the top-ranked bid (identified after the financial evaluation) will function as described in

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	the bid and will meet the technical functionality requirements described in the applicable bid solicitation.
<b>Quote</b>	An offer submitted in response to a Request for Quotation from a Contracting Authority.
<b>Reseller</b>	A third party involved in the supply of deliverables under a SA .
<b>Software Publisher</b>	The entity or person who is the owner of the copyright in any Software product included in the arrangement and who has the right to the license and has the right to authorize others to license its software products and any underlying components.
<b>Sources of Supply</b>	The number of Suppliers with the requirement's manufacturer part number included in their Annex D - Product List and Ceiling Prices, or as the number of Class 1 Resellers listed under the requirement's suppliers Annex H - List of Approved Resellers.
<b>Supplier</b>	Also the Contractor, means the person or entity whose name appears on the Supply Arrangement and who has become a pre-qualified supplier and been issued a Supply Arrangement.
<b>Supply Arrangement</b>	The Supply Arrangement (SA) resulting from the supplier's arrangement submitted in response to the RFSA.
<b>Supply Arrangement Authority</b>	The person designated as such in the Supply Arrangement, or by notice to the Supplier, to act as the representative of Canada in the management of the Supply Arrangement.
<b>Support</b>	The technical hotline support, web support, diagnostic tools and any other means that the Supplier uses in connection to the software, but does not include the services of on-site specialist.
<b>Technical Authority</b>	The representative of the Client 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.
<b>Upgrade</b>	Includes all commercially available enhancements, extensions, improvements, updates, releases, versions, renames, rewrites, cross-grades, components and back grades or other modifications to the Licensed Software developed or published by the Contractor or its licensor if the term is not specifically defined in the Supplier's Software Usage and Software Maintenance and Support - Terms and Conditions.

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## ANNEX B

### CONTRACT TEMPLATE

#### **CONTRACT AGAINST SUPPLY ARRANGEMENT [Insert Supply Arrangement #] FOR THE DEPARTMENT OF [Insert name of client]**

##### 1. GENERAL

This Contract is issued in accordance with Supply Arrangement (SA) [Insert SA #]. The Terms and Conditions set out in the SA form part of this Contract.

##### 2. CLIENT

Under the Contract, the "Client" is [Insert name of client department/agency].

##### 3. REQUIREMENT

As detailed in Table 1 - List of Deliverables and Table 2 - List of Optional Deliverables if applicable.

##### 4. SECURITY REQUIREMENTS (if applicable)

[Security provisions per the SRCL, if applicable, shall be detailed in this section.]

##### 5. AUTHORITIES

###### (a) Contracting Authority

The Contracting Authority for the Contract is:

Name: \_\_\_\_\_  
Title: \_\_\_\_\_  
Organization: \_\_\_\_\_  
Address: \_\_\_\_\_  
Telephone: \_\_\_\_\_  
Facsimile: \_\_\_\_\_  
E-mail address: \_\_\_\_\_

###### (b) Technical Authority

The Technical Authority for the Contract is:

Name: \_\_\_\_\_  
Title: \_\_\_\_\_  
Organization: \_\_\_\_\_  
Address: \_\_\_\_\_  
Telephone: \_\_\_\_\_  
Facsimile: \_\_\_\_\_  
E-mail address: \_\_\_\_\_

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## 6. OPTION TO EXTEND THE CONTRACT

As detailed in the referenced SA.

## 7. RESELLER NAME *(if applicable)*

The approved Reseller for the Contract is:

Name: \_\_\_\_\_  
Title: \_\_\_\_\_  
Organization: \_\_\_\_\_  
Address: \_\_\_\_\_  
Telephone: \_\_\_\_\_  
Facsimile: \_\_\_\_\_  
E-mail address: \_\_\_\_\_

## 8. SPECIAL INSTRUCTIONS *(if applicable)*

The following Special Instructions form part of this Contract.

## 9. TABLE 1 - LIST OF INITIAL DELIVERABLES

Table 1 - List of Initial Deliverables							
Item No.	Manufacturer's Product Name (Per SLSA Catalogue)	Manufacturer's Part No. (Per SLSA Catalogue)	Media Type (Internet Download, unless otherwise specified)	Period (Software Maintenance, Support, subscription or other Period, If applicable)	Qty (unit of measure)	Unit Price	Extended Price
1							
...							
Sub-Total:							\$0.00
GST/HST, if applicable :							\$0.00
TOTALCAD :							\$0.00

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**10. TABLE 2 - LIST OF OPTIONAL DELIVERABLES** *(if applicable)*

Table 2 - List of Optional Deliverables						
Item No.	Manufacturer's Product Name (If required, per Annex D or per supplier's bid)	Manufacturer's Part No. (If required, per Annex D or per supplier's bid)	Period (Software Maintenance, Support, subscription or other Period, If applicable)	Qty (unit of measure)	Ceiling Unit Price	Extended Price
1						
...						
Sub-Total:						\$0.00
GST/HST, if applicable :						\$0.00
TOTALCAD :						\$0.00

**11. STATEMENT OF REQUIREMENTS** *(if applicable)*

The following Statement of Requirements forms part of this Contract.

**ALL OTHER TERMS AND CONDITIONS ARE PER THE SUPPLY ARRANGEMENT.**

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## ANNEX C

### SECURITY REQUIREMENTS CHECK LIST

Note to Supplier: Security requirement, if applicable, will be added to individual Contracts prior to award.

ANNEX D

PRODUCT LIST AND CEILING PRICES

Note to Supplier: This form must be completed and submitted as part of the Supplier's response to the RFSA. An electronic copy of this form can be obtained from the Supply Arrangement Authority.

PRODUCT LIST									
Item NO.	Manufacturer's Part No.	Manufacturer's Product Name	Manufacturer's Name	Ceiling Price per License	License Type	Software Category	Language	Product Information	Platform
1	(enter the Part Number that the Software Publisher uses to identify the product)	(enter the name that the Software Publisher uses to identify the product)	(enter the name of the Software Publisher that produces the product)	(enter ceiling price per license in Canadian Dollars)	(enter the license type such as "per user", "per CPU", "per device", etc.)	(enter the applicable category per Annex G - Software Categories & Descriptions)	(enter the language of the software such as English, and French)	(enter a web site URL containing product information)	enter the platform on which the software can operate such as Windows, Linux, Unix)
2									
3									

## ANNEX E

### SOFTWARE USAGE AND SOFTWARE MAINTENANCE AND SUPPORT - TERMS AND CONDITIONS

(MUST BE COMPLETED WITH SUPPLIER'S RESPONSE TO THE RFSA AND CAN BE UPDATED ON  
A QUARTERLY BASIS THEREAFTER)

Only terms which are presented in full and directly included in Annex E - Software Usage and Software Maintenance and Support - Terms and Conditions form part of the Supply Arrangement. Any terms or conditions that are purported to be incorporated by reference through URLs, read me files or otherwise form no part of the Supply Arrangement unless such terms are presented in full and included at Annex E - Software Usage and Software Maintenance and Support - Terms and Conditions.

No terms purporting to abridge or extend the time to commence an action for breach, tort, or other action are of any effect.

**Note to Suppliers:**

*The Supplier may submit Terms and Conditions that apply to the use of the software as well as the software maintenance and/or support. However, if there are any discrepancies between the Supplier's Terms and Conditions and those in the body of the RFSA and Resulting Contract clauses, the Terms and Conditions of the RFSA shall prevail.*



## ANNEX F

### PROGRAM TERMS AND CONDITIONS

(MUST BE COMPLETED WITH SUPPLIER'S RESPONSE TO THE RFSA AND CAN BE UPDATED ON A QUARTERLY BASIS THEREAFTER)

The terms of this Licensing Program may replace or modify the terms under Annex E - Software Usage and Software Maintenance and Support - Terms and Conditions. In the event of conflict, the terms of Annex F - Program Terms and Conditions supersede the terms of Annex E - Software Usage and Software Maintenance and Support - Terms and Conditions. *However, if there are any discrepancies between the Supplier's Licensing Program Terms and Conditions and those in the body of the RFSA and Resulting Contract clauses, the Terms and Conditions of the RFSA shall prevail .*

Only terms which are presented in full and directly included in Annex F - Program Terms and Conditions form part of the Supply Arrangement. Any terms or conditions that are purported to be incorporated by reference through URLs, read me files or otherwise form no part of the Supply Arrangement unless such terms are presented in full and included at Annex F - Program Terms and Conditions.

**Note to Suppliers:**

*The Supplier may submit the Licensing Program Terms and Conditions that apply to the Crown as a major client of a manufacturer's products. For the purpose of programs, the Crown must be treated as a single entity. Department specific programs are not permitted. Examples of programs include enterprise programs, volume based programs, and business level agreements.*

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## ANNEX G

### SOFTWARE CATEGORIES & DESCRIPTIONS

Please see Software Acquisition Reference Centre <http://software.pwgsc.gc.ca/> for the most current list of Software Categories & Descriptions.

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ANNEX H

LIST OF APPROVED RESELLERS

CLASS 1 RESELLERS

<u>Reseller Name</u>	<u>Address</u>	<u>City</u>	<u>Province Code</u>	<u>Country</u>	<u>Postal Code</u>	<u>Telephone</u>	<u>Contact Name</u>	<u>Email Address</u>	<u>Web site</u>

CLASS 2 RESELLERS

<u>Reseller Name</u>	<u>Address</u>	<u>City</u>	<u>Province Code</u>	<u>Country</u>	<u>Postal Code</u>	<u>Telephone</u>	<u>Contact Name</u>	<u>Email Address</u>	<u>Web site</u>

Supplier confirms that:

1. The entities outlined above have been selected as Resellers of the Supplier for the performance of the Arrangement.
2. The Resellers are aware of the relevant contractual terms and conditions of the Supply Arrangement between the Supplier and Canada and has entered into an agreement with the Supplier on terms that will not be inconsistent with the Arrangement.
3. The Resellers are in good standing and there are no reasons of which the Supplier is aware that would prevent the Reseller from performing in a manner that would allow for the satisfactory and timely performance of the Supplier's obligations under the SA.

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## ANNEX I

### LIST OF APPROVED PWGSC AND CLIENT AUTHORITIES

Please see **Software Acquisition Reference Centre** <http://software.pwgsc.gc.ca/> for the most current list of approved PWGSC and client authorities.

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ANNEX J

SUPPLY ARRANGEMENT QUARTERLY REPORTS TEMPLATE

No.	Contract No.	Contract Amd. No.	Contract or Contract Amd. Award Date	Contract Expiry Date	Client Organization Name	Part No.	Product Name	Qty	Unit Price	Total Price	Contracting Authority	Reseller
1												
2												
3												

**Definitions / Instructions:**

**No.:** Suppliers are required to report each Line Item separately

**Requisition No.:** The requisition number is unique to each Contract and is listed on page 1 of each Contract

**Contract Amd. No.:** The number of the Contract amendment, if applicable

**Contract or Contract Amd. Award Date:** Enter the date on page one of either the Contract or the Contract amendment as applicable

**Contract Expiry Date:** Enter the Contract expiry date, found in the terms and conditions of the Contract, not including optional periods.

**Client Organization Name:** Enter the name of the client organization (such as Department of National Defence or Public Works and Government Services )

**Part No.:** Enter the Manufacturer's Part Number from Annex D - Product List and Ceiling Prices

**Product Name:** Enter the Product Name from the issued Contract

**Qty:** Enter the quantity for each item

**Unit Price:** Enter the Unit Price, not including GST/HST

**Total Price:** Enter the Total Price, not including GST/HST

**Contracting Authority:** Enter the name of the Contracting Authority (i.e. name of the person who issued the Contract)

**Reseller:** Enter the Reseller assigned to fulfill the Contract, if applicable

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## ANNEX K

### SOFTWARE LICENSING SUPPLY ARRANGEMENT BID SOLICITATION TEMPLATE

#### **Bid Solicitation** **Under Software Licensing Supply Arrangement**

<b>Bid Solicitation No.</b>	<b>[enter #]</b>
<b>Closing Date: 2:00 p.m.</b>	<b>[enter date and time zone]</b>
<b>Return Bids to:</b>	<b>[enter location]</b>
<b>Required Delivery Date of Initial Deliverables:</b>	<b>[enter date]</b>

#### **1. Software Licensing Supply Arrangement Requirement**

This Bid Solicitation is issued against the Software Licensing Supply Arrangement (the "SA") PWGSC file number #EN578-100808/D. All terms and conditions of the SA apply to and form part of this Bid Solicitation and any Resulting Contract.

#### **2. Requirement**

The Contractor agrees to supply to the Client the goods described in the Resulting Contract, including the Statement of Requirements, in accordance with, and at the prices set out in, the Resulting Contract. This includes:

[(Detail as applicable)]

- (i) granting the license(s) to use the Licensed Software, as described in the Contract, meeting all the requirements of the Statement of Requirements ;
- (ii) granting the option, as described in the Contract, to acquire additional licenses to use the Licensed Software;
- (iii) providing maintenance and support for the Licensed Software, as described in the Contract, during the Software Maintenance and Support Period; and
- (iv) granting the option, as described in the Contract, to extend the Software Maintenance and Support Period ]

#### **3. Summary**

[Initial scope of the requirement (i.e. number of users, devices, locations, as applicable) as well as potential growth to address the complete requirement and the type of license model required.]

#### **4. Bid Solicitation**

Canada requests that the Suppliers and Class 1 Resellers review and respond, in accordance with Part 6 Section B of the SA, with its best and final offer regarding the particular requirement described herein.

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## 5. Bid Preparation

In addition to the number of copies required in Section 6B.9 Bid Preparation Instructions , Canada requests that bidders provide additional copies of their bid as follows:

Section I: Technical Bid ( [Insert number of copies] hard copy(ies) and [Insert number of copies] soft copy(ies) on CD, DVD or USB)

Section II: Financial Bid ( [Insert number of copies] hard copy(ies) and [Insert number of copies] soft copy(ies) on CD, DVD or USB)

## 6. Enquiries

All enquiries must be submitted in writing to the Contracting Authority no later than [Insert number of calendar days] calendar days before the bid closing date. Enquiries received after that time may not be answered.

## 7. Evaluation and Contractor Selection Methodology

Canada will select the successful bidder based the following method as described in 6B.7 of the SA: [select one methodology]

- (v) Lowest priced compliant bid; or
- (vi) Lowest Price-Per-Point; or
- (vii) Best Overall Solution (60% technical and 40% Price).

## 8. Inspection and Acceptance

All deliverables rendered under the Resulting Contract of this bid solicitation are subject to inspection by the Technical Authority or representative. Should any deliverable not be in accordance with the requirements of the Statement of Requirements and to the satisfaction of the Technical Authority, as submitted, the Technical Authority will have the right to reject it or require its correction at the sole expense of the Contractor before recommending payment.

[Further acceptance test procedures may be detailed as the Crown deems necessary ]

## 9. Contracting Authority

Name: \_\_\_\_\_  
Title: \_\_\_\_\_  
Address: \_\_\_\_\_  
Telephone: \_\_\_\_\_  
Facsimile: \_\_\_\_\_  
E-mail: \_\_\_\_\_

## 10. Security Provisions (if applicable)

[Security provisions per the SRCL, if applicable, shall be detailed in the bid solicitation here. In such a case, a copy of the completed Annex C - Security Requirements Checklist will be attached to the bid solicitation]

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## 11. Software Publisher Authorization

If the bidder is not the Software Publisher of the products included in the proposal, and if the products are not Open Source Software Products, the bidder must provide a letter from the Software Publisher certifying that the Software Publisher understands and acknowledges that the bidder has submitted a proposal in response to this bid solicitation and agrees to grant all licenses to be acquired under this bid solicitation in accordance with the Statement of Requirements and resulting Contract's terms and conditions. If this required certification 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.

## 12. [Further terms and conditions may be added as the Crown deems necessary.]

## 13. Statement of Requirement:

[The Statement of Requirement, as described in 6B.6 of the SA, shall be detailed here]

## 14. Pricing Tables

[The Pricing Tables, as described in 6B.7(c) of the SA, shall be detailed here. Sample tables are provided below.]

Table 1 - List of Initial Software Deliverables						
Item No.	Manufacturer's Product Name (Per SLSA Catalogue, herein referred to as the Licensed Software)	Manufacturer's Part No. (Per SLSA Catalogue)	Media Type (Internet Download, unless otherwise specified)	Qty (unit of measure)	Unit Price	Extended Price
1						
2						
...						
TOTAL CAD :						

Table 2 - List of Initial Software Maintenance and/or Support						
Item No.	Manufacturer's Product Name (Per SLSA Catalogue)	Manufacturer's Part No. (Per SLSA Catalogue)	Period (Software Maintenance, Support, subscription or other Period, If applicable)	Qty (unit of measure)	Unit Price	Extended Price
1						
2						
...						
TOTAL CAD :						



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**Table 3 - List of Optional Software Deliverables** *(if applicable)*

Item No.	Manufacturer's Product Name (Per SLSA Catalogue, herein referred to as the Licensed Software)	Manufacturer's Part No. (Per SLSA Catalogue)	Media Type (Internet Download, unless otherwise specified)	Up to Qty (unit of measure)	Unit Price	Extended Price
1						
2						
...						
<b>TOTAL CAD :</b>						

**Table 4 - List of Optional Software Maintenance and/or Support** *(if applicable)*

Item No.	Manufacturer's Product Name (Per SLSA Catalogue)	Manufacturer's Part No. (Per SLSA Catalogue)	Period (Software Maintenance, Support, subscription or other Period, If applicable)	Up to Qty (unit of measure)	Unit Price	Extended Price
1						
2						
...						
<b>TOTAL CAD :</b>						

**Table 5 - Total Bid Price**

Item No.		Price
1	Total (CAD) of Initial Software Deliverables	
2	Total (CAD) of Initial Software Maintenance and/or Support	
3	Total (CAD) of Optional Software Deliverables <i>(if applicable)</i>	
4	Total (CAD) of Optional Software Maintenance and/or Support <i>(if applicable)</i>	
<b>TOTAL BID PRICE:</b>		<b>\$0.00</b>

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## ANNEX L

### SOFTWARE LICENSING SUPPLY ARRANGEMENT REQUEST FOR QUOTE TEMPLATE

From:	[enter name of contracting authority] [enter title] Phone : Fax: E-mail:	[address]
To:	<b>Suppliers and Resellers of [enter Manufacturer's Products]</b>	
Date:	[enter date of issue]	Pages: [enter #] (including this one)

### REQUEST FOR QUOTE (RFQ) Under Software Licensing Supply Arrangement

RFQ Requisition No.	[enter #]
Closing Date: 2:00 p.m.	[enter date]
Delivery Location(s):	[enter location(s)]
Required Delivery Date of Initial Deliverables:	[enter date]

#### 1. Software Licensing Supply Arrangement Requirement

This Request for Quote is issued against the Software Licensing Supply Arrangement (the "SA") PWGSC file number [Insert SA number(s)]. All terms and conditions of the SA apply to and form part of Request for Quote and any Resulting Contract.

#### 2. Summary

[Enter department] (the "Client") has a requirement for the supply and delivery of the products identified in Table 1 - Initial Deliverables. There is also an option for purchase of the additional Products and/or maintenance and support specified under Table 2 - Optional Deliverables.

#### 3. Request for Quotation

Canada requests that the Suppliers and Class 1 Resellers review and respond, in accordance with Part 6 Section B of the SA, with their best and final offer regarding the particular requirement described in the tables herein. Canada requests that the prices reflect the savings associated with the purchase of the volumes described herein.

#### 4. Security Provisions (if applicable)

[Security provisions per the SRCL, if applicable, shall be detailed in the RFQ]

5. Initial Deliverables

Table 1 - List of Initial Deliverables							
Item No.	Manufacturer's Product Name (Per SLSA Catalogue)	Manufacturer's Part No. (Per SLSA Catalogue)	Media Type (Internet Download, unless otherwise specified)	Period (Software Maintenance, Support, subscription or other Period, if applicable)	Qty (unit of measure)	Unit Price	Extended Price
1							
2							
...							
TOTAL CAD :							

6. Optional Deliverables (if applicable)

Table 2 - List of Optional Deliverables						
Item No.	Manufacturer's Product Name (If required, per Annex D - Product List and Ceiling Prices or per supplier's bid)	Manufacturer's Part No. (If required, per Annex D - Product List and Ceiling Prices or per supplier's bid)	Period (Software Maintenance, Support, subscription or other Period, if applicable)	Qty (unit of measure)	Ceiling Unit Price	Extended Price
1						
2						
...						
TOTAL CAD :						

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## 7. Total Bid Price

Table 3 - Total Bid Price		
Item No.		Price
1	Total (CAD) of Initial Deliverables	
2	Total (CAD) of Optional Deliverables <i>(if applicable)</i>	
TOTAL BID PRICE:		

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## FORMS

FORM 1 - ARRANGEMENT SUBMISSION FORM		
<b>Supplier's full legal name</b>		
<b>Authorized Representative of Supplier for evaluation purposes (e.g., clarifications)</b>	Name	
	Title	
	Address	
	Telephone #	
	Fax #	
	Email	
<b>Supplier's Procurement Business Number (PBN)</b> [see the Standard Instructions 2008]		
<b>Jurisdiction of Contract</b> Province in Canada the Supplier wishes to be the legal jurisdiction applicable to the Supply Arrangement and to any resulting Contracts (if other than the province of Ontario (Canada))		
<b>Federal Contractors Program for Employment Equity (FCP EE) Certification</b> If the Supplier is exempt, please indicate the basis for the exemption to the right. If the Supplier does not fall within the exceptions enumerated to the right, the Program requirements do apply and the Supplier is required either to:		
(a) submit to the Department of HRSD form LAB 1168, Certificate of Commitment to Implement Employment Equity, DULY SIGNED; or (b) submit a valid Certificate number confirming its adherence to the FCP-EE.  Suppliers are requested to include their FCP EE Certification or signed LAB 1168 with their bid; if this information is not provided in the bid, it must be provided upon request by the Contracting Authority during evaluation.  For joint ventures, be sure to provide this information for each of the members of the joint venture.	On behalf of the Supplier, by signing below, I also confirm that the Supplier [check the box that applies]:	
	(a) is not subject to Federal Contractors Program for Employment Equity (FCP-EE), because it has a workforce of less than 100 permanent full or part-time employees in Canada;	
	(b) is not subject to FCP-EE, because it is a regulated employer under the <i>Employment Equity Act</i> ;	
	(c) is subject to the requirements of FCP-EE, because it has a workforce of 100 or more permanent full or part-time employees in Canada, but has not previously obtained a certificate number from the Department of Human Resources and Skills Development (HRSD) (having not bid on requirements of \$200,000 or more), in which case a duly signed certificate of commitment is attached; OR	
	(d) is subject to FCP-EE, and has a valid certification number as follows: _____ (and has not been declared an Ineligible Contractor by HRSD).	

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<b>Number of FTEs</b> [Suppliers are requested to indicate, the total number of full-time-equivalent positions that would be created and maintained by the Supplier as a result of its participation within this procurement vehicle. This information is for information purposes only and will not be evaluated.]	
<b>Security Clearance Level of Supplier and its Resellers</b> <i>[include both the level and the date it was granted]</i>	
<b>Aboriginal Businesses</b> [Suppliers are requested to indicated if they meet the requirements as outlined in Set-Asides Program for Aboriginal Businesses (SPAB)]	
<b>Canadian Small and Medium Enterprises (CSME)</b> <i>[Suppliers are requested to indicated if they meet the definition of a Canadian Small and Medium Enterprise (OSME indicated: 100 to 500 Employees = Medium; 10 to 100 = Small; 1 to 10 = Micro)]</i>	
<b>Canadian Enterprise</b> <i>[Suppliers are requested to indicated if they are Canadian Suppliers]</i>	
<b>Green Procurement</b> <i>[Suppliers must commit to providing delivery of all goods in an environmentally friendly manner]</i>	
<b>Green Company</b> <i>[Suppliers are requested to identify if their facilities operate with an Environmental Management System (EMS) certified by a qualified registrar as complying with the ISO 14001 standard]</i>	
On behalf of the Supplier, by signing below, I confirm that I have read the entire Request for Supply Arrangements including the documents incorporated by reference and I certify that: 1. The Supplier considers itself and its products able to meet all the mandatory requirements described in the RFSA; 3. All the information provided in response to the RFSA is complete, true and accurate; and 4. If the Supplier enters into an arrangement with Canada and if it is awarded Contracts, it will accept all the terms and conditions set out in the resulting Contract clauses included in Part 6C of the RFSA..	
<b>Signature of Authorized Representative of Supplier</b>	

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## Form 2

### Software Publisher Certification Form

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

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

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[Suppliers should add or remove lines as needed, or attach the product list as an appendix]

Name of Software Publisher (SP)

---

Signature of authorized signatory of SP

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Print Name of authorized signatory of SP

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Print Title of authorized signatory of SP

---

Address for authorized signatory of SP

---

Telephone no. for authorized signatory of SP

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Email for authorized signatory of SP

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Date signed

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RFSA Number

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### Form 3

#### Software Publisher Authorization Form

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

This confirms that the Software Publisher identified below understands and acknowledges that the Supplier named below has submitted a arrangement in response to the Request for Supply Arrangement dated \_\_\_\_\_, reference number \_\_\_\_\_ issued by PWGSC. The Software Publisher hereby confirms that

- (i) The Supplier named below is authorized to supply the Software Publisher's products, listed below or attached, through its SA;
- (ii) The Software Publisher agrees to grant all licenses to be acquired under the SA in accordance with the resulting Contract's terms and conditions set out in the SA; and
- (iii) The Supplier may appoint, as it deems fit, Resellers to fulfill the obligations of the SA

The Software Publisher acknowledges that the reseller has proposed to the Crown, in response to the RFSA, the following Software and other proprietary products of the Corporation.

*[Identify all of the Licensing Entities' proprietary products that are proposed by the reseller]*

\_\_\_\_\_  
\_\_\_\_\_

*[Suppliers should add or remove lines as needed, or attach the product list as an appendix]*

Name of Supplier	_____
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	_____
Email for authorized signatory of SP	_____
Date signed	_____
RFSA Number	_____



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#### Form 4

##### Open Source Product(s) Certification Form

The Supplier certifies that all the following software products and components are non-proprietary software (Open Source Software Products) and that it has all the rights necessary to license them (and any non-proprietary sub-components incorporated into the software) to Canada in accordance with the terms and conditions set out in the SA:

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*(Suppliers should add or remove lines as needed, or attach the product list as an appendix)*

Name of Supplier	<hr/>
Signature of authorized signatory of Supplier	<hr/>
Print Name of authorized signatory of Supplier	<hr/>
Print Title of authorized signatory of Supplier	<hr/>
Address for authorized signatory of Supplier	<hr/>
Email for authorized signatory of Supplier	<hr/>
Date signed	<hr/>
RFSA Number	<hr/>

Solicitation No. - N° de l'invitation

EN578-100808/D

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

EN578-100808

Amd. No. - N° de la modif.

006

File No. - N° du dossier

015eeEN578-100808

Buyer ID - Id de l'acheteur

015ee

CCC No./N° CCC - FMS No/ N° VME

## Form 5

### Certification Requirements for the Set-Aside Program for Aboriginal Business

The Supplier:

- (i) certifies that it meets, and will continue to meet throughout the duration of the Arrangement, the requirements described in the above-mentioned annex.
- (ii) agrees that any subcontractor it engages under the Arrangement must satisfy the requirements described in the above-mentioned annex.
- (iii) agrees to provide to Canada, immediately upon request, evidence supporting any subcontractor's compliance with the requirements described in the above-mentioned annex.

The Supplier must check the applicable box below:

☐ The Supplier is an Aboriginal business that is a sole proprietorship, band, limited company, co-operative, partnership or not-for-profit organization.

OR

☐ The Supplier is either a joint venture consisting of two or more Aboriginal businesses or a joint venture between an Aboriginal business and a non-Aboriginal business.\*

The Supplier must check the applicable box below:

☐ The Aboriginal business has fewer than six full-time employees.

OR

☐ The Aboriginal business has six or more full-time employees.

The Supplier must, upon request by Canada, provide all information and evidence supporting this certification. The Supplier must ensure that this evidence will be available for audit during normal business hours by a representative of Canada, who may make copies and take extracts from the evidence. The Supplier must provide all reasonably required facilities for any audits.

By submitting an arrangement, the Supplier certifies that the information submitted by the Supplier in response to the above requirements is accurate and complete.

Name of Supplier

\_\_\_\_\_

Signature of authorized signatory of Supplier

\_\_\_\_\_

Print Name of authorized signatory of Supplier

\_\_\_\_\_

Print Title of authorized signatory of Supplier

\_\_\_\_\_

Address for authorized signatory of Supplier

\_\_\_\_\_

Email for authorized signatory of Supplier

\_\_\_\_\_

Date signed

\_\_\_\_\_

RFSA Number

\_\_\_\_\_

\* **Aboriginal Joint Venture:** a joint venture consisting of two or more Aboriginal businesses or Aboriginal business(es) and a non-Aboriginal business(es), provided that the Aboriginal business(es) has at least 51 percent ownership and control of the joint venture. The joint venture has to respect the Aboriginal content requirement of 33% of the value of the work under a Contract has to be performed by the Aboriginal business(es).

**RETURN BIDS TO:**  
**RETOURNER LES SOUMISSIONS À:**  
Bid Receiving - PWGSC / Réception des soumissions -  
TPSGC  
11 Laurier St. / 11, rue Laurier  
Place du Portage, Phase III  
Core 0A1 / Noyau 0A1  
Gatineau  
Quebec  
K1A 0S5  
Bid Fax: (819) 997-9776

**Revision to a Request for Supply  
Arrangement - Révision à une demande  
pour un arrangement en matière  
d'approvisionnement**

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

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

**Comments - Commentaires**

**Vendor/Firm Name and Address**  
**Raison sociale et adresse du**  
**fournisseur/de l'entrepreneur**

**Issuing Office - Bureau de distribution**  
Systems Software Procurement Division / Division  
des achats des logiciels d'exploitation  
11 Laurier St. / 11 rue, Laurier  
4C1, Place du Portage, Phase III  
Gatineau  
Quebec  
K1A 0S5

<b>Title - Sujet</b> RFSA FOR THE PROVISION OF SOFTWARE	
<b>Solicitation No. - N° de l'invitation</b> EN578-100808/D	<b>Date</b> 2012-10-25
<b>Client Reference No. - N° de référence du client</b> EN578-100808	<b>Amendment No. - N° modif.</b> 007
<b>File No. - N° de dossier</b> 015ee.EN578-100808	<b>CCC No./N° CCC - FMS No./N° VME</b>
<b>GETS Reference No. - N° de référence de SEAG</b> PW-\$SEE-015-22221	
<b>Date of Original Request for Supply Arrangement</b> 2011-01-31 <b>Date de demande pour un arrangement en matière d'app. originale</b>	
<b>Solicitation Closes - L'invitation prend fin</b> <b>at - à 02:00 PM</b> <b>on - le 2014-12-31</b>	<b>Time Zone</b> <b>Fuseau horaire</b> Eastern Standard Time EST
<b>Address Enquiries to: - Adresser toutes questions à:</b> Franco (ee div), Emilio	<b>Buyer Id - Id de l'acheteur</b> 015ee
<b>Telephone No. - N° de téléphone</b> (819) 956-1184 ( )	<b>FAX No. - N° de FAX</b> (819) 953-3703
<b>Delivery Required - Livraison exigée</b>	
<b>Destination - of Goods, Services, and Construction:</b> <b>Destination - des biens, services et construction:</b>	
<b>Security - Sécurité</b> This revision does not change the security requirements of the solicitation. Cette révision ne change pas les besoins en matière de sécurité de l'invitation.	

**Instructions: See Herein**

**Instructions: Voir aux présentes**

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

Solicitation No. - N° de l'invitation

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

EN578-100808

Amd. No. - N° de la modif.

007

File No. - N° du dossier

015eeEN578-100808

Buyer ID - Id de l'acheteur

015ee

CCC No./N° CCC - FMS No/ N° VME

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**The purpose of this amendment 007:**

- Article 6B.2(a) specifies client authority contracting dollar limitations. The purpose of this amendment is to remove those dollar limitations for the Client Authority Shared Services Canada.

**SUMMARY OF REVISIONS**

**1. At Section 6B.2 add:**

**(b) Shared Services Canada Client Authority**

The contracting dollar limitations set out in 6B.2(a) above do not apply to the Client Authority Shared Services Canada.

**2. Section 6B.2(b) PWGSC Contracting Authority is renumbered to Section 6B.2(c)**

**3. All previous revisions as indicated in Solicitation EN578-100808 Amendments 001, 002, 003, 004, 005 and 006**

**RETURN BIDS TO:**  
**RETOURNER LES SOUMISSIONS À:**  
Bid Receiving - PWGSC / Réception des soumissions - TPSGC  
11 Laurier St. / 11, rue Laurier  
Place du Portage, Phase III  
Core 0A1 / Noyau 0A1  
Gatineau  
Quebec  
K1A 0S5  
Bid Fax: (819) 997-9776

**Revision to a Request for Supply  
Arrangement - Révision à une demande  
pour un arrangement en matière  
d'approvisionnement**

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

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

**Comments - Commentaires**

**Vendor/Firm Name and Address**  
**Raison sociale et adresse du  
fournisseur/de l'entrepreneur**

**Issuing Office - Bureau de distribution**  
Systems Software Procurement Division / Division  
des achats des logiciels d'exploitation  
11 Laurier St. / 11 rue, Laurier  
4C1, Place du Portage, Phase III  
Gatineau  
Quebec  
K1A 0S5

<b>Title - Sujet</b> RFSA FOR THE PROVISION OF SOFTWARE	
<b>Solicitation No. - N° de l'invitation</b> EN578-100808/D	<b>Date</b> 2013-03-28
<b>Client Reference No. - N° de référence du client</b> EN578-100808	<b>Amendment No. - N° modif.</b> 008
<b>File No. - N° de dossier</b> 015ee.EN578-100808	<b>CCC No./N° CCC - FMS No./N° VME</b>
<b>GETS Reference No. - N° de référence de SEAG</b> PW-\$SEE-015-22221	
<b>Date of Original Request for Supply Arrangement</b> 2011-01-31 <b>Date de demande pour un arrangement en matière d'app. originale</b>	
<b>Solicitation Closes - L'invitation prend fin at - à 02:00 PM on - le 2014-12-31</b>	<b>Time Zone Fuseau horaire</b> Eastern Standard Time EST
<b>Address Enquiries to: - Adresser toutes questions à:</b> Franco (ee div), Emilio	<b>Buyer Id - Id de l'acheteur</b> 015ee
<b>Telephone No. - N° de téléphone</b> (819) 956-1184 ( )	<b>FAX No. - N° de FAX</b> (819) 953-3703
<b>Delivery Required - Livraison exigée</b>	
<b>Destination - of Goods, Services, and Construction:</b> <b>Destination - des biens, services et construction:</b>	
<b>Security - Sécurité</b> This revision does not change the security requirements of the solicitation. Cette révision ne change pas les besoins en matière de sécurité de l'invitation.	

**Instructions: See Herein**

**Instructions: Voir aux présentes**

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

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**The purpose of this amendment 008 is to revise the following sections:**

- 6A.17 No Exclusions to Supplier's Obligations,
- 6C.22 Audit,
- 6C. 25 Survival,
- Annex A - Key Terms Software Publisher,
- Form 2 - Software Publisher Certification Form, and
- Form 4 - Open Source Product(s) Certification Form of the RFSA.

**SUMMARY OF REVISIONS**

**1. 6A.17 No Exclusions to Supplier's Obligations is deleted and replaced with:**

**6C.15 No Exclusions to Supplier's Obligations**

Any "notwithstanding" provisions and any disclaimers, limitations or exclusions in Annex E - Software Usage and Software Maintenance and Support - Terms and Conditions or Annex F - Program Terms and Conditions do not apply to, or override, the Supplier's obligations or Canada's rights under the terms and conditions of the Resulting Contract as set out in Part 6C - Resulting Contract Clauses with respect to the Licensed Software as a whole. For example, and without limiting the Supplier's obligations, the Supplier's intellectual property right infringement and liability obligations under Part 6C - Resulting Contract Clauses applies to all portions of the Licensed Software as a whole even if the infringement claim is in relation to a third party portion of the Licensed Software provided. The Contractor agrees that its obligations, as clarified by this section, applies to all components of the licensed software as a whole, including components of the Licensed Software that may be licensed to Canada directly by a third party.

All subsequent sections in 6A (6A.18 through 6A.20) and 6C (6C.15 through 6C.23) are renumbered accordingly.

**2. 6C.22 Audit is deleted and replaced with:**

**6C.22 Compliance Review**

**(a) Record Keeping**

The Client shall keep all usual and proper records relating to its reproduction, distribution and use of the Licensed Software to provide verification that the Client's use of the Licensed Software has been and is in compliance with this Contract.

**(b) Right to Request a Compliance Review**

- (i) No more than once per two years during the term of the license, which may survive the term of the Contract, or more frequently if the Contractor has a substantiated belief that the Client is in default of the terms and conditions of the Contract, upon request by the Contractor to the Supply Arrangement Authority, the Client will perform a compliance review to determine whether it has fully complied with, and is not in default of, the terms and conditions of the Contract (including, without limitation, Annex E and Annex F). By invoking the rights and procedures described herein, the Contractor does not waive its rights to enforce its contractual rights in any contract or to protect its intellectual property by any other means permitted by law.

- (ii) Within 21 days of the Contractor's Notice, a preliminary consultation will be held between the Contractor and the Client to review the contractual license entitlements and to discuss the department's established procedures and method of review and timeframe. The Contracting Authority will be involved as required.
- (iii) The Client should complete the compliance review within 120 days of the request by the Contractor. Should this timeframe be insufficient to complete the compliance review, Client and Contractor shall negotiate and agree in writing on a reasonable timeframe for the completion of the compliance review.

#### **(c) Disclosure of Compliance Data**

- (i) The results of the compliance review, including the data, system tool outputs or other reports collected or produced in the course of the compliance review concerning the use of the Licensed Software and the licenses held by Canada authorizing such use, shall be disclosed to the Contractor by the Client and shall be treated as confidential information. The Compliance Authority responsible for the compliance review shall verify that the data and reports disclosed to the Contractor are complete, true and accurate. Upon receipt of the results of the compliance review from the Client, the Contractor will have the option of requesting a meeting with the Compliance Authority for the purpose of reviewing the compliance review results. For greater clarity, the Compliance Authority is the designated responsible senior officer (for example, the CIO, CFO or CTO), as applicable.
- (ii) The Contractor acknowledges and agrees that the materials to be disclosed to the Contractor by Canada will be limited to information pertaining to the reproduction, distribution and use of the Licensed Software and that Canada may refuse to disclose any data or record subject to exclusions to disclosure of information under the Access to Information Act, the Privacy Act or other applicable laws or written policies, including laws or policies governing classified government information or other confidential or personal information.
- (iii) In the event that the Client refuses to disclose any data or record for such a reason, except to the extent prohibited by applicable law or written policy, it shall:
  - (A) identify the data or record being excluded;
  - (B) provide written reasons for the exclusion, including a copy of any policy that Canada relies on; and
  - (C) withhold only that part of the data or record that cannot be disclosed.

#### **(d) Review Demonstrating Compliance**

- (i) If the compliance review demonstrates compliance with the terms and conditions of the Contract, the Client will provide the Contractor, within the timeframe for completion of the compliance review, a written certification signed by the Compliance Authority certifying that the Client has fully complied with, and is not in default of, the terms and conditions of the Contract.
- (ii) The Contractor's acceptance of the Client's certification is in no way an acknowledgement or agreement by the Contractor that the Client has fully complied with, and is not in default of, the terms and conditions of the Contract except where the Client has obtained a

written confirmation of contract compliance from an authorized representative of the Contractor.

**(e) Review Demonstrating Non-Compliance**

- (i) If the compliance review reveals that the Client has not fully complied with, or is in default of, the terms and conditions of the Contract, the Client will provide the Contractor, within the timeframe for completion of the compliance review, a written certification signed by the Compliance Authority providing full details of the non-compliance. The Client should remedy the non-compliance within 60 days of the receipt of the certification. Should this timeframe be insufficient to remedy the non-compliance, Client and Contractor shall negotiate and agree in writing on a reasonable timeframe for the remedy.
- (ii) In the event that the Client is found to be under licensed, the Client will acquire the additional licenses for the applicable version of the Licensed Software necessary to remedy the under licensing. For each unlicensed copy of the Licensed Software identified, the "applicable version" will be the version of the Licensed Software installed or run as of the date of the compliance review request. To the extent that the licenses for the applicable version were, or are, available under the Supply Arrangement, the price for such licenses will not exceed the ceiling price set out in the last Supply Arrangement Annex D – Product List and Ceiling Prices in which the license for the applicable version was listed.
- (iii) The Client acknowledges that the compliance review may reveal that the Client has not fully complied with, or is in default of, the terms and conditions of software licenses not contemplated under this contract. In such instances, the Client shall remedy the non-compliance separately from this Contract.
- (iv) To the extent the Client has upgraded any copies of unlicensed software or any licenses to be acquired by the Client to remedy under licensing are in respect of copies installed or used together with copies of the Licensed Software which were or are enrolled in maintenance or support, the Client agrees to pay for, as applicable, maintenance and support for those additional licenses for the lesser of the duration of the unlicensed use or two years.
- (v) The Client shall provide the Contractor with a written certification signed by the Compliance Authority certifying that the Client has fully remedied its non-compliance. This certification shall be provided to the Contractor promptly once the non-compliance has been remedied.
- (vi) To the extent that the non-compliance or default cannot be remedied by the Client acquiring additional licenses, the Contractor shall have the right to pursue whatever remedies may be permitted by law and any failure or delay by the Contractor in exercising any such remedy shall not be construed as a waiver thereof or otherwise prevent the Contractor from seeking or obtaining such remedy in the future.

**(f) Use of Third Parties**

- (i) The Client acknowledges and agrees that the Contractor may include in any meetings, deliberations or discussions undertaken with the Client in connection with Section 6C.22 any third party advisors, consultants or other representatives of the Contractor as the Contractor deems to be appropriate to facilitate the compliance review process, including



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File No. - N° du dossier

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Buyer ID - Id de l'acheteur

015ee

CCC No./N° CCC - FMS No/ N° VME

the resolution of any identified issues and may share with any such representatives the results of the compliance review.

- (ii) Prior to the sharing of information with a third party, Canada must be notified and Canada may require the third party to enter into a nondisclosure agreement with Canada, prepared by Canada, acting reasonably.

**(g) Crown Terms Prevail**

- (i) These provisions shall apply in place of any provisions contained in the Contract or Annex "E" or "F" in respect of demonstrating compliance and license sufficiency in respect of Canada's use of the Licensed Software.

**3. Insert clause 6C.25 Survival:**

**6C.25 Survival**

- (a) All the Parties' obligations of confidentiality, representations and warranties set out in the Contract as well as the provisions, which by the nature of the rights or obligations might reasonably be expected to survive, will survive the expiry or termination of the Contract.

**4. Annex A - Key Terms Software Publisher is revised to:**

**DELETE:**

The entity or person who is the owner of the copyright in any Software product included in the arrangement and who has the right to the license and has the right to authorize others to license its software products and any underlying components.

**INSERT:**

The entity or person who has the right to license or to sublicense and full power and authority to grant to Canada all the rights granted under the Contract, for any designated software product included in the arrangement.

**5. Form 2 - Software Publisher Certification Form is revised to replace:**

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

With

The Supplier certifies that it is the Software Publisher of all the following software products and that it has all the rights necessary to license them in accordance with the terms and conditions of the SA to Canada:

**DELETE:**

Form 2 - Software Publisher Certification Form in its entirety.

**INSERT:**

Form 2 - Software Publisher Certification Form; attached.

**6. Form 4 - Open Source Product(s) Certification Form is revised to replace:**

Solicitation No. - N° de l'invitation

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The Supplier certifies that all the following software products and components are non-proprietary software (Open Source Software Products) and that it has all the rights necessary to license them (and any non-proprietary sub-components incorporated into the software) to Canada in accordance with the terms and conditions set out in the SA:

With

The Supplier certifies that all the following software products are non-proprietary software (Open Source Software Products) and that the licenses there from allow for the redistribution of the software under the terms and conditions of the resulting Contract under the Supply Arrangement.

**DELETE:**

Form 4 - Open Source Product(s) Certification Form in its entirety.

**INSERT:**

Form 4 - Open Source Product(s) Certification Form; attached.

**7. All previous revisions as indicated in Solicitation EN578-100808 Amendments 001, 002, 003, 004, 005, 006, 007.**

Solicitation No. - N° de l'invitation

EN578-100808/D

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

EN578-100808

Amd. No. - N° de la modif.

008

File No. - N° du dossier

015eeEN578-100808

Buyer ID - Id de l'acheteur

015ee

CCC No./N° CCC - FMS No/ N° VME

## Form 2

### Software Publisher Certification Form

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

The Supplier certifies that it is the Software Publisher of all the following software products and that it has all the rights necessary to license them in accordance with the terms and conditions of the SA to Canada:

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*[Suppliers should add or remove lines as needed, or attach the product list as an appendix]*

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

---

Email for authorized signatory of SP

---

Date signed

---

RFSA Number

---

Solicitation No. - N° de l'invitation

EN578-100808/D

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

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File No. - N° du dossier

015eeEN578-100808

Buyer ID - Id de l'acheteur

015ee

CCC No./N° CCC - FMS No/ N° VME

#### Form 4

##### Open Source Product(s) Certification Form

The Supplier certifies that all the following software products are non-proprietary software (Open Source Software Products) and that the licenses there from allow for the redistribution of the software under the terms and conditions of the resulting Contract under the Supply Arrangement.

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*(Suppliers should add or remove lines as needed, or attach the product list as an appendix)*

Name of Supplier \_\_\_\_\_

Signature of authorized signatory of Supplier \_\_\_\_\_

Print Name of authorized signatory of Supplier \_\_\_\_\_

Print Title of authorized signatory of Supplier \_\_\_\_\_

Address for authorized signatory of Supplier \_\_\_\_\_

Email for authorized signatory of Supplier \_\_\_\_\_

Date signed \_\_\_\_\_

RFSA Number \_\_\_\_\_