

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

**LETTER OF INTEREST**  
**LETTRE D'INTÉRÊT**

Comments - Commentaires

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

Issuing Office - Bureau de distribution  
Informatics Professional Services Division / Division des  
services professionnels en informatique  
11 Laurier St., / 11, rue Laurier  
3C2, Place du Portage  
Gatineau  
Québec  
K1A 0S5

<b>Title - Sujet</b> RFI - INFORM. SERV. - CONSULT. (S)	
<b>Solicitation No. - N° de l'invitation</b> G7638-130001/B	<b>Date</b> 2013-08-01
<b>Client Reference No. - N° de référence du client</b> G7638-130001	<b>GETS Ref. No. - N° de réf. de SEAG</b> PW-\$\$ZM-610-26304
<b>File No. - N° de dossier</b> 610zm.G7638-130001	<b>CCC No./N° CCC - FMS No./N° VME</b>
<b>Solicitation Closes - L'invitation prend fin</b> <b>at - à 02:00 PM</b> <b>on - le 2013-08-23</b>	
<b>Time Zone</b> <b>Fuseau horaire</b> Eastern Daylight Saving Time EDT	
<b>F.O.B. - F.A.B.</b> <b>Plant-Usine:</b> <input type="checkbox"/> <b>Destination:</b> <input type="checkbox"/> <b>Other-Autre:</b> <input type="checkbox"/>	
<b>Address Enquiries to: - Adresser toutes questions à:</b> Henderson, George	<b>Buyer Id - Id de l'acheteur</b> 610zm
<b>Telephone No. - N° de téléphone</b> (819) 956-6148 ( )	<b>FAX No. - N° de FAX</b> (819) 956-1207
<b>Destination - of Goods, Services, and Construction:</b> <b>Destination - des biens, services et construction:</b> HUMAN RESOURCES AND SKILLS DEVELOPMENT CANADA PHASE IV, 8TH FLOOR 140 PROMENADE DU PORTAGE GATINEAU Quebec K1A0J9 Canada	

Instructions: See Herein

Instructions: Voir aux présentes

<b>Delivery Required - Livraison exigée</b> See Herein	<b>Delivery Offered - Livraison proposée</b>
<b>Vendor/Firm Name and Address</b> <b>Raison sociale et adresse du fournisseur/de l'entrepreneur</b>	
<b>Telephone No. - N° de téléphone</b> <b>Facsimile No. - N° de télécopieur</b>	
<b>Name and title of person authorized to sign on behalf of Vendor/Firm</b> <b>(type or print)</b> <b>Nom et titre de la personne autorisée à signer au nom du fournisseur/</b> <b>de l'entrepreneur (taper ou écrire en caractères d'imprimerie)</b>	
<b>Signature</b>	<b>Date</b>

# DRAFT REQUEST FOR PROPOSAL FOR THE MAINFRAME LEGACY APPLICATION MIGRATION PROJECT FOR HUMAN RESOURCES AND SKILLS DEVELOPMENT CANADA

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# **DRAFT REQUEST FOR PROPOSAL FOR THE MAINFRAME LEGACY APPLICATION MIGRATION PROJECT FOR HUMAN RESOURCES AND SKILLS DEVELOPMENT CANADA**

## **A. 1 Background and Purpose of this Draft Request for Proposal**

In partnership with Shared Services Canada (SSC), Human Resources and Skills Development Canada (HRSDC) will plan and execute a migration strategy that will move multiple applications hosted on the legacy Unisys mainframe platform to a modern, open market and Government of Canada standard platform by the end of 2016.

Public Works and Government Services Canada (PWGSC) will conduct a competitive solicitation on behalf of HRSDC under the Solutions Based Informatics Professional Services (SBIPS) Method of Supply. The procurement process will include the release of a draft Request for Proposal (RFP) prior to soliciting bids for this requirement. A Request for Information (RFI) has already been released and feedback obtained from the industry. Suppliers wishing to take part in this solicitation are required to obtain a Supply Arrangement under the SBIPS Method of Supply, under domain seven, Legacy Support and Transition at the tier two level. For information on how to obtain a Supply Arrangement please contact SBIPS at: <http://www.tpsgc-pwgsc.gc.ca/app-acq/spc-cps/spics-sbips-eng.html>

It is anticipated that the security level for this requirement will be SECRET though this is subject to change. Contractors will require a Facility Security Clearance (FSC) of SECRET and Contractor personnel will require personnel security screening up to the level of SECRET. There may be a requirement for the Contractor to use its IT systems to electronically process, produce or store PROTECTED and/or CLASSIFIED Information and data, for document safeguarding capability, and for the production of classified materials at its premises. Security Clearances must be obtained through the Canadian Industrial Security Division. It is recommended that Suppliers interested in participating in this solicitation obtain their security clearances in advance. For information on how to obtain a security clearance please contact CISD at: <Http://ssi-iss.tpsgc-pwgsc.gc.ca/index-eng.html>

The purpose of the this Draft RFP is to obtain feedback from industry regarding best practices and common strategies employed for projects of this nature in order to execute and deliver the project in as efficient a manner as possible.

A series of questions to industry as well as the draft RFP and its annexes are attached for review and comment.

## **A. 2 Nature of the Draft Request for Proposal**

This is not a bid solicitation. This draft RFP will not result in the award of any contract. As a result, potential suppliers of any goods or services described in this draft RFP should not reserve stock or facilities, nor allocate resources, as a result of any information contained in this draft RFP. Nor will this draft RFP result in the creation of any source list. Therefore, whether or not any potential supplier responds to this draft RFP will not preclude that supplier from participating in any future procurement. Also, the procurement of any of the goods and services described in this draft RFP will not necessarily follow this draft RFP. This draft RFP is simply intended to solicit feedback from industry with respect to the matters described in this draft RFP.

### A. 3 Nature and Format of Responses Requested

Respondents are requested to provide their comments, concerns and, where applicable, alternative recommendations regarding how the requirements or objectives described in this draft RFP could be satisfied. Respondents are also invited to provide comments regarding the content, format and/or organization of any draft documents included in this draft RFP. Respondents should explain any assumptions they make in their responses.

### A. 4 Response Costs

Canada will not reimburse any respondent for expenses incurred in responding to this draft RFP.

### A. 5 Treatment of Responses

- (a) **Use of Responses:** Responses will not be formally evaluated. However, the responses received may be used by Canada to develop or modify procurement strategies or any draft documents contained in this draft RFP. Canada will review all responses received by the draft RFP closing date. Canada may, in its discretion, review responses received after the draft RFP closing date.
- (b) **Review Team:** A review team composed of representatives of the client (where applicable) and PWGSC will review the responses. Canada reserves the right to hire any independent consultant, or use any Government resources that it considers necessary to review any response. Not all members of the review team will necessarily review all responses.
- (c) **Confidentiality:** Respondents should mark any portions of their response that they consider proprietary or confidential. Canada will handle the responses in accordance with the *Access to Information Act*.
- (d) **Follow-up Activity:** Canada may, in its discretion, contact any respondents to follow up with additional questions or for clarification of any aspect of a response.

### A. 6 Contents of this DRAFT RFP

- (a) This draft RFP contains a draft of the solicitation documents under development as well as specific questions addressed to the industry.

### A. 7 Questions to Industry

- (a) Please refer to Annex A.

### A. 8 Volumetric Data

The information being provided to respondents is purely for information purposes. Although it represents the best information currently available to PWGSC, Canada does not guarantee that the data is complete or free from error.

## A. 9 Format of Responses

- (a) **Cover Page:** If the response includes multiple volumes, respondents are requested to indicate on the front cover page of each volume the title of the response, the solicitation number, the volume number and the full legal name of the respondent.
- (b) **Title Page:** The first page of each volume of the response, after the cover page, should be the title page, which should contain:
  - (i) the title of the respondent's response and the volume number;
  - (ii) the name and address of the respondent;
  - (iii) the name, address and telephone number of the respondent's contact;
  - (iv) the date; and
  - (v) the draft RFP number.
- (c) **Numbering System:** Respondents are requested to prepare their response using a numbering system corresponding to the one in this draft RFP. All references to descriptive material, technical manuals and brochures included as part of the response should be referenced accordingly.
- (d) **Number of Copies:** Canada requests that respondents submit one hard copy and one soft copy of their responses.

## A. 10 Enquiries

Because this is not a bid solicitation, Canada will not necessarily respond to enquiries in writing or by circulating answers to all potential suppliers. However, respondents with questions regarding this draft RFP may direct their enquiries to:

Contracting Authority: George Henderson

E-mail Address: George.Henderson@pwgsc-tpgsc.gc.ca

Telephone: (819) 956-6148

## A. 11 Submission of Responses

- (a) **Time and Place for Submission of Responses:** Suppliers interested in providing a response should deliver it to the following location by the time and date indicated on page 1 of this document:  
  
 Department of Public Works and Government Services Bid Receiving Unit  
 Portage III, 0A1  
 11 Laurier Street  
 Gatineau, Quebec K1A 0S5  
  
**Responses should not be sent directly to the Contracting Authority.**
- (b) **Responsibility for Timely Delivery:** Each respondent is solely responsible for ensuring its response is delivered on time to the correct location.
- (c) **Bid Receiving Unit Address Solely for Delivery of Responses:** The above address is only for bid submission. No other communications are to be forwarded to this address.
- (d) **Identification of Response:** Each respondent should ensure that its name and return address, the solicitation number and the closing date appear legibly on the outside of the response.

# ANNEX A – QUESTIONS TO INDUSTRY

## MAINFRAME LEGACY APPLICATION MIGRATION PROJECT (MLAMP)

### Location of Work Related Questions

- Please identify the location where the work may be performed with the least cost and within the security parameters as set out by Canada (i.e.: design, migrate code, migrate data, test, deploy, maintain).
- Given the contract security requirements surrounding the code and the data to be migrated, for each activity (i.e. code migration and data migration) please indicate the factors that will impact availability of appropriate experience, skills and resources and the availability of the resources to perform the work consistent with the personnel security requirements.
- Please identify and clarify any constraints to your ability to meet the facility security requirements at the various locations at which work would be performed.

### Resource Loading Related Questions

- Please indicate level of resources (order of magnitude) required to perform the work in each of the phases of the work (i.e.: design, migrate code, migrate data, test, deploy, maintain), by completing the table below. In each case please identify:
  - the skill set required to perform the work at each phase of work (e.g. system architect, tester, migration specialist)
  - An approximate number of resources required to support each function.

	Design	Migrate Code	Migrate Data	Test	Deploy / Operate	Maintain / Support
Key skill set employed						
Approximate number of resources required						

- Please indicate the availability of resources to perform the work and meet the security requirements:
  - On-site (i.e. with HRSDC and SSC facilities and project teams in the National Capital Region);

- Within close proximity to the National Capital Region – e.g. North American locations with easy access to the NCR to facilitate direct project involvement and engagement
- Remotely – e.g. outside North America.

## Budget and Business Case Related Questions

- Please identify the relative magnitude of costs associated with each of the key phases in the initiative by completing the table below.
- Estimates are required to enable business case and related materials to ensure timely approvals and do not represent any commitments or expectations on the part of respondents or Canada.

	Design	Migrate Code	Migrate Data	Test	Deploy / Operate	Maintain / Support
Cost Contribution						

## Draft Contract Terms and Conditions

- In review of the provided draft contract terms and conditions, please identify :
  - any term or condition that would preclude you from submitting a bid;
  - any term or condition that could be modified to increase the potential for bidding without reducing Canada’s safeguards;
  - any clarifications required with respect to how work is allocated, accepted and payment authorized.

## Draft Statement of Requirements

- In review of the provided draft statement of requirements, please identify and elaborate upon:
  - any requirements that are unclear;
  - is the notional approach as set out in the draft SOR appropriate and reasonable to achieve the required outcomes, if not please identify areas for improvement and reduction in risk and / or cost;
  - any requirements that increase potential cost with relatively little value;
  - any requirements for which the vendor requires more volumetric, performance or related data to enable estimation of an appropriate level of effort (e.g. as may be required to enable pricing and resourcing);
  - any security related requirements that would impact the capability of the vendor to bid;

- any other factors that should be defined in advance of the final RFP.

### **Draft Evaluation Criteria**

- In review of the provided draft evaluation criteria, please identify :
  - any requirements for which the evaluation criteria would preclude the vendor from submitting a response;
  - any requirements for which the requested experience or level of capability could be viewed as unreasonable.

### **Proposed Procurement Process**

- In review of the provided proposed procurement process, please identify :
  - any factors that may impact the ability of the Vendor to participate in the process as set out (i.e. multi-stage process);
  - any factors that may impact the master project schedule as set out in the SOR.



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**BID SOLICITATION (DRAFT)**

**FOR CONTRACTS AGAINST A SUPPLY ARRANGEMENT FOR  
SOLUTIONS - BASED INFORMATICS PROFESSIONAL SERVICES  
(SBIPS)**

**FOR THE**

**MAINFRAME LEGACY APPLICATION MIGRATION PROJECT**

**FOR**

**HUMAN RESOURCES AND SKILLS DEVELOPMENT CANADA**

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### List of Annexes to the Resulting Contract:

Annex A	Statement of Requirements
Annex B	Basis of Payment
Annex C	Security Requirements Check List
Annex D	Evaluation Methodology and Criteria

### List of Attachments:

Attachment 1 to Annex C, Security Requirement Check List **(Not provided with this Draft RFP)**  
Attachment 1 to Annex D, Phase 1 Evaluation Criteria  
Attachment 2 to Annex D, Phase 2 Evaluation Criteria  
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### Forms:

Bid Submission Form  
Task Authorization Form

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# **BID SOLICITATION FOR THE MAINFRAME LEGACY APPLICATION MIGRATION PROJECT FOR HUMAN RESOURCES AND SKILLS DEVELOPMENT CANADA**

## **PART 1 - GENERAL INFORMATION**

### **1.1 Introduction**

The bid solicitation is divided into seven parts plus attachments and annexes, as follows:

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

The annexes include the Statement of Requirements and any other annexes.

### **1.2 Summary**

This bid solicitation is being issued to satisfy the requirement of the Department of Human Resources and Skills Development Canada (the “**Client**”) for the Mainframe Legacy Application Migration Project. It is intended to result in the award of a contract for two years, plus four six-month irrevocable options allowing Canada to extend the term of the contract.

In partnership with Shared Services Canada (SSC), Human Resources and Skills Development Canada (HRSDC) will plan and execute a migration strategy that will move multiple applications hosted on the legacy Unisys mainframe platform to a modern, open market and Government of Canada standard platform by the end of 2016.

The fundamental project objective is to deploy the current portfolio of HRSDC mission critical and other business applications currently delivered using the Unisys mainframe environment to a new computer systems environment based on GC supported common platform services as provided by SSC. This requires that the migration effort maintain HRSDC's current program services and functions while also maintaining performance and levels of service provided to Canadians to ensure uninterrupted service delivery of statutory programs, such as EI benefits.

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The specific objectives of the project are:

1. To deploy and operate the current suite of internally and externally facing applications, data, and associated artefacts from the current Unisys mainframe environment to the target environment. Migrated code shall provide the full range of functionality currently provided through the Unisys mainframe deployment with equal or higher performance on the target platform infrastructure.
2. To ensure that the migrated applications are tested, operational and that full operational cutover from the current Unisys mainframe environment to the target environment is complete prior to December 2016.
3. To deploy the migrated applications on platforms provided by and operated by Shared Services Canada (SSC) where such platforms conform to established SSC standards for Government of Canada (GC) enterprise platform services.
4. To migrate the current, or "as is", code base with minimal (if any) application redesign or development.
5. To ensure that the migrated code is maintainable by HRSDC or by contractors tasked by HRSDC to provide application maintenance services with no dependency on unsupported legacy development tools or environments (e.g. Unisys LINC tools).

In addition, the migrated solution must explicitly address the maintainability of the application software in terms of eliminating dependency on unsupported legacy tools and environments (for which skilled resources are increasingly scarce) and enhancing the maintainability of the code and related artefacts (e.g. through more complete documentation and consistent coding practices across the migrated modules).

There is a security requirement associated with this requirement. For additional information, see Part 6 - Security, Financial and Other Requirements, and Part 7 - Resulting Contract Clauses. Bidders should consult the "Security Requirements on PWGSC Bid Solicitations - Instructions for Bidders" document on the Departmental Standard Procurement Documents (<http://www.pwgsc.gc.ca/acquisitions/text/plain/plain-e.html#top>) Website.

The requirement is subject to the provisions of the World Trade Organization *Agreement on Government Procurement* (WTO-AGP), the *North American Free Trade Agreement* (NAFTA), the *Canada-Chile Free Trade Agreement* (CCFTA), the *Canada-Peru Free Trade Agreement* (CPFTA), the *Canada-Colombia Free Trade Agreement* (CColFTA), the *Canada-Panama Free Trade Agreement* (CPanFTA) if it is in force, and the *Agreement on Internal Trade* (AIT).

### 1.3 Debriefings

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

### 1.4 Conflict of Interest

**Information:** It is anticipated that several small contracts will be issued in support of the development of this requirement and the evaluation of bids. Supplemental to the the Conflict of Interest clause found at article 18 of Standard Instructions 2003, a list of Contractors used for this purpose will be identified in the final solicitation document.

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## PART 2 - BIDDER INSTRUCTIONS

### 2.1 Standard Instructions, Clauses and Conditions

- (a) All instructions, clauses and conditions identified in the bid solicitation by number, date and title are set out in the Standard Acquisition Clauses and Conditions Manual (<https://buyandsell.gc.ca/policy-and-guidelines/standard-acquisition-clauses-and-conditions-manual>) issued by Public Works and Government Services Canada.
- (b) Bidders who submit a bid agree to be bound by the instructions, clauses and conditions of the bid solicitation and accept the clauses and conditions of the resulting contract.
- (c) The 2003 (2013-06-01) Standard Instructions - Goods or Services - Competitive Requirements are incorporated by reference into and form part of the bid solicitation. If there is a conflict between the provisions of 2003 and this document, this document prevails.

The text under Subsection 4 of Section 01 – Code of Conduct and Certifications of 2003 referenced above is replaced by:

Bidders should provide, with their bid or promptly thereafter, a complete list of names of all individuals who are currently directors of the Bidder. If such a list has not been received by the time the evaluation of bids is completed, Canada will inform the Bidder of a time frame within which to provide the information. Failure to provide such a list within the required time frame will render the bid non-responsive. Bidders must always submit the list of directors before contract award.

Canada may, at any time, request that a Bidder provide properly completed and Signed Consent Forms ([Consent to a Criminal Record Verification form - PWGSC-TPSGC 229](#)) for any or all individuals named in the aforementioned list within a specified delay. Failure to provide such Consent Forms within the delay will result in the bid being declared non-responsive.

The text under Subsection 5 of Section 01 – Code of Conduct and Certifications of 2003 referenced above is replaced by:

The Bidder must diligently maintain the list up-to-date by informing Canada in writing of any change occurring during the validity period of the bid, and must also provide Canada, when requested, with the corresponding Consent Forms. The Bidder will also be required to diligently maintain the list and when requested, provide Consent Forms during the period of any contract arising from this bid solicitation.

- (d) Subsection 5(4) of 2003, Standard Instructions - Goods or Services - Competitive Requirements is amended as follows:
  - (i) Delete: sixty (60) days
  - (ii) Insert: two hundred and seventy (270) days

### 2.2 Submission of Bids

- (a) Bids must be submitted only to Public Works and Government Services Canada Bid Receiving Unit by the date, time and place indicated on page 1 of the bid solicitation.
- (b) Due to the nature of the bid solicitation, bids transmitted by facsimile to Public Works and



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Government Services Canada will not be accepted.

## 2.3 Enquiries - Bid Solicitation

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

## 2.4 Applicable Laws

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

**Note to Bidders:** A bidder may, at its discretion, substitute the applicable laws of a Canadian province or territory of their choice without affecting the validity of its bid, by deleting the name of the Canadian province or territory specified and inserting the name of the Canadian province or territory of its choice. If no change is made, it acknowledges that the applicable laws specified are acceptable to the Bidder. *Bidders are requested to indicate the Canadian province or territory they wish to apply to any resulting contract in their Bid Submission Form.*

## 2.5 Improvement of Requirement During Solicitation Period

If bidders consider that the specifications or Statement of Requirements contained in the bid solicitation could be improved technically or technologically, bidders are invited to make suggestions, in writing, to the Contracting Authority named in the bid solicitation. Bidders must clearly outline the suggested improvement as well as the reasons for the suggestion. Suggestions that do not restrict the level of competition nor favour a particular bidder will be given consideration provided they are submitted to the Contracting Authority in accordance with the article entitled "Enquiries - Bid Solicitation". Canada will have the right to accept or reject any or all suggestions.

## 2.6 Basis for Canada's Ownership of Intellectual Property

- (a) Canada has determined that any intellectual property arising from the performance of the Work under the Contract will belong to Canada, on the following grounds:
  - (i) To be identified in the final solicitation document.

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## PART 3 - BID PREPARATION INSTRUCTIONS

### 3.1 Bid Preparation Instructions

- (a) **Copies of Bid:** Canada requests that bidders provide their bid in separately bound sections as follows:

- (i) Section I: Technical Bid ( five hard copies) *and one soft copy on Compact Disc.*
- (ii) Section II: Financial Bid ( one hard copies) *and one soft copy on Compact Disc.*
- (iii) Section III: Certifications ( fivehard copies)

If there is a discrepancy between the wording of the soft copy and the hard copy, the wording of the hard copy will have priority over the wording of the soft copy.

Prices must appear in the financial bid only. No prices must be indicated in any other section of the bid.

- (b) **Format for Bid:** 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) **Canada's Policy on Green Procurement:** In April 2006, Canada issued a policy directing federal departments and agencies to take the necessary steps to incorporate environmental considerations into the procurement process. See the Policy on Green Procurement (<http://www.tpsgc-pwgsc.gc.ca/ecologisation-greening/achats-procurement/politique-policy-eng.html>). To assist Canada in reaching its objectives, bidders are encouraged to:

- (i) use paper containing fibre certified as originating from a sustainably-managed forest and/or containing a minimum of 30% recycled content; and
- (ii) use an environmentally-preferable format including black and white printing instead of colour printing, printing double sided/duplex, and using staples or clips instead of cerlox, duotangs or binders.

- (d) **Submission of Only One Bid from a Bidding Group:**

- (i) The submission of more than one bid from members of the same bidding group is not permitted in response to this bid solicitation. If members of a bidding group participate in more than one bid, Canada will choose in its discretion which bid to consider.
- (ii) For the purposes of this article, "**bidding group**" means all entities (whether those entities include one or more natural persons, corporations, partnerships, limited liability partnerships, etc.) that are related to one another. Regardless of the jurisdiction where any of the entities concerned is incorporated or otherwise formed as a matter of law, entities are considered "**related**" for the purposes of this bid solicitation if:
  - (A) they are the same legal entity (i.e., the same natural person, corporation, partnership, limited liability partnership, etc.);

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- (B) they are "related persons" or "affiliated persons" according to the *Canada Income Tax Act*;
- (C) the entities have now or in the two years before bid closing had a fiduciary relationship with one another (either as a result of an agency arrangement or any other form of fiduciary relationship); or
- (D) the entities otherwise do not deal with one another at arm's length, or each of them does not deal at arm's length with the same third party.

### 3.2 Section I: Technical Bid

- (a) In their technical bid, bidders should demonstrate their understanding of the requirements contained in the bid solicitation and explain how they will meet these requirements. Bidders should demonstrate their capability *and describe their approach* in a thorough, concise and clear manner for carrying out the work. The technical bid should address clearly and in sufficient depth the points that are subject to the evaluation criteria against which the bid will be evaluated. Simply repeating the statement contained in the bid solicitation is not sufficient. In order to facilitate the evaluation of the bid, Canada requests that bidders address and present topics in the order of the evaluation criteria under the same headings. To avoid duplication, bidders may refer to different sections of their bids by identifying the specific paragraph and page number where the subject topic has already been addressed.
- (b) The technical bid consists of the following:
  - (i) **Bid Submission Form:** Bidders are requested to include the Bid Submission Form with their bids. It provides a common form in which bidders can provide information required for evaluation and contract award, such as a contact name, the Bidder's Procurement Business Number, the Bidder's status under the Federal Contractors Program for Employment Equity, etc. Using the form to provide this information is not mandatory, but it is recommended. If Canada determines that the information required by the Bid Submission Form is incomplete or requires correction, Canada will provide the Bidder with an opportunity to do so.
  - (ii) **Résumés for Proposed Resources:** The technical bid must include résumés for the resources identified in the Statement of Requirements of the bid solicitation that demonstrate that each proposed individual meets the qualification requirements described in Annex D (including any educational requirements, work experience requirements, and professional designation or membership requirements). With respect to résumés and resources:
    - (A) Proposed resources may be employees of the Bidder or employees of a subcontractor, or these individuals may be independent contractors to whom the Bidder would subcontract a portion of the Work.
    - (B) For educational requirements for a particular degree, designation or certificate, PWGSC will only consider educational programmes that were successfully completed by the resource by the time of bid closing.
    - (C) For requirements relating to professional designation or membership, the resource must have the required designation or membership by the time of bid closing and must continue, where applicable, to be a member in good standing of the profession's governing body throughout the evaluation and Contract Period.
    - (D) For work experience, PWGSC will not consider experience gained as part of an educational programme, except for experience gained through a formal co-operative programme at a post-secondary institution.
    - (E) For any requirements that specify a particular time period (e.g., 2 years) of work experience, PWGSC will disregard any information about experience if the individual's résumé does not include the relevant dates for the experience claimed (i.e.,

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the start date and end date). Canada will evaluate only the duration that the resource actually worked on a project or projects (from his or her start date to end date), instead of the overall start and end date of a project or a combination of projects in which a resource has participated.

- (F) For work experience to be considered by PWGSC, the résumé must not simply indicate the title of the individual's position, but must demonstrate that the resource has the required work experience by explaining the responsibilities and work performed by the individual while in that position. In situations in which a proposed resource worked at the same time on more than one project, only one project will be counted toward any requirements that relate to the individual's length of experience.

(iii) **Customer Reference Contact Information:**

- (A) The Bidder must provide customer references who must each confirm, if requested by PWGSC, that \_\_\_\_\_

- (B) The form of question to be used to request confirmation from customer references is as follows:

**Note:** the nature of the questions are still under development and not available in this draft RFP.

\_\_\_\_ Yes, the bidder has provided my organization with the services described above.

\_\_\_\_ No, the bidder has not provided my organization with the services described above.

\_\_\_\_ I am unwilling or unable to provide any information about the services described above.]

- (C) For each customer reference, the Bidder must, at a minimum, provide the name and email address for a contact person. Bidders are also requested to include the title of the contact person. It is the sole responsibility of the Bidder to ensure that it provides a contact who is knowledgeable about the services the Bidder has provided to its customer and who is willing to act as a customer reference.
- (D) Crown references will be accepted.

### 3.2 Section II: Financial Bid

- (a) **Pricing:** Bidders must submit their financial bid in accordance with the Basis of Payment in Annex B, Applicable taxes extra. Unless otherwise indicated, bidders must include a single, firm, all-inclusive price quoted in Canadian dollars in each cell requiring an entry in the pricing tables.
- (b) **Variation in Professional Services Resource Rates:** For any given resource category, where the financial tables provided by Canada allow different firm rates to be charged for a resource category during different time periods:
- (i) the rate bid must not increase by more than 5% from one time period to the next, and
  - (ii) the rate bid for the same resource category during any subsequent time period must not be lower than the rate bid for the time period that includes the first month of the Initial Contract Period.
- (c) **All Costs to be Included:** The financial bid must include all costs for the requirement described in the bid solicitation for the entire Contract Period, including any option years. The identification of all necessary equipment, software, peripherals, cabling and components required to meet the requirements of the bid solicitation and the associated costs of these items is the sole responsibility of the Bidder.

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- (d) **Blank Prices:** Bidders are requested to insert "\$0.00" for any item for which it does not intend to charge or for items that are already included in other prices set out in the tables. If the Bidder leaves any price blank, Canada will treat the price as "\$0.00" for evaluation purposes and may request that the Bidder confirm that the price is, in fact, \$0.00. No bidder will be permitted to add or change a price as part of this confirmation. Any bidder who does not confirm that the price for a blank item is \$0.00 will be declared non-responsive.
- (c) **SACC Manual Clauses:**
- (i) C3011T (2010-01-11), Exchange Rate Fluctuation

### 3.3 Section III: Certifications

Bidders must submit the certifications required under Part 5.

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## PART 4 - EVALUATION PROCEDURES AND BASIS OF SELECTION

### 4.1 Evaluation Procedures

- (a) Bids will be assessed in accordance with the entire requirement of the bid solicitation including the evaluation criteria. There are several steps in the evaluation process, which are described below. Even though the evaluation and selection will be conducted in steps, the fact that Canada has proceeded to a later step does not mean that Canada has conclusively determined that the Bidder has successfully passed all the previous steps. Canada may conduct steps of the evaluation in parallel.
- (b) An evaluation team composed of representatives of the Client and PWGSC will evaluate the bids on behalf of Canada. Canada may hire any independent consultant, or use any Government resources, to evaluate any bid. Not all members of the evaluation team will necessarily participate in all aspects of the evaluation.
- (c) PWGSC has engaged \_\_\_\_\_ as a fairness monitor for this procurement. The fairness monitor will not be part of the evaluation team, but will observe the evaluation of the bids with respect to Canada's adherence to the evaluation process described in this bid solicitation.
- (d) In addition to any other time periods established in the bid solicitation:
  - (i) **Requests for Clarifications:** If Canada seeks clarification or verification from the Bidder about its bid, the Bidder will have 2 working days (or a longer period if specified in writing by the Contracting Authority) to provide the necessary information to Canada. Failure to meet this deadline will result in the bid being declared non-responsive.
  - (ii) **Requests for Interviews:** If Canada wishes to interview the Bidder and/or any or all of the resources proposed by the Bidder to fulfill the requirements of the bid solicitation, the Bidder will have three working days following notice by the Contracting Authority to make any necessary arrangements (at the Bidder's sole cost) for the interview to take place at PWGSC in Gatineau, Québec.
  - (iii) **Requests for Survey:** If Canada wishes to survey the Bidder's facilities, the Bidder must make its facilities available for this purpose within three working days of a request by the Contracting Authority.
  - (iv) **Requests for Further Information:** If Canada requires additional information in order to do any of the following pursuant to the Section entitled "Conduct of Evaluation" in 2003, Standard Instructions - Goods or Services - Competitive Requirements:
    - (A) verify any or all information provided by the Bidder in its bid;
    - (B) contact any or all references supplied by the Bidder (e.g., references named in the résumés of individual resources) to verify and validate any information submitted by the Bidder,

the Bidder must provide the information requested by Canada within three working days of a request by the Contracting Authority.
  - (v) **Extension of Time:** If additional time is required by the Bidder, the Contracting Authority may grant an extension in his or her sole discretion.

### 4.2 Technical Evaluation

- (a) **Mandatory Technical Criteria:**

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- (i) Each bid will be reviewed for compliance with the mandatory requirements of the bid solicitation. Any element of the bid solicitation that is identified specifically with the words “must” or “mandatory” is a mandatory requirement. Bids that do not comply with each and every mandatory requirement will be declared non-responsive and be disqualified.
- (ii) The mandatory requirements are described in Annex D.

(b) **Point-Rated Technical Criteria:**

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

(c) **Customer Reference Checks:**

- (i) For reference checks, Canada will conduct the reference check in writing by email. Canada will send all email reference check requests to contacts supplied by all the Bidders using the email address provided in the bid. Canada will not award any points unless the response is received within 5 working days of the date that Canada's email was sent.
- (ii) On the third working day after sending out the reference check request, if Canada has not received a response, Canada will notify the Bidder by email, to allow the Bidder to contact its reference directly to ensure that it responds to Canada within 5 working days. If the individual named by a Bidder is unavailable when required during the evaluation period, the Bidder may provide the name and email address of an alternate contact person from the same customer. Bidders will only be provided with this opportunity once for each customer, and only if the originally named individual is unavailable to respond (i.e., the Bidder will not be provided with an opportunity to submit the name of an alternate contact person if the original contact person indicates that he or she is unwilling or unable to respond). The 5 working days will not be extended to provide additional time for the new contact to respond.
- (iii) Wherever information provided by a reference differs from the information supplied by the Bidder, the information supplied by the reference will be the information evaluated.
- (iv) Points will not be allocated and/or a bidder will not meet the mandatory experience requirement (as applicable) if the reference customer is not a customer of the Bidder itself (for example, the customer cannot be the customer of an affiliate of the Bidder instead of being a customer of the Bidder itself). Nor will points be allocated if the customer is itself an affiliate or other entity that does not deal at arm's length with the Bidder.
- (v) Whether or not to conduct reference checks is discretionary. However, if PWGSC chooses to conduct reference checks for any given rated or mandatory requirement, it will check the references for that requirement for all bidders who have not, at that point, been found non-responsive.

(d) **Proof of Proposal Test:**

- (i) Through the Proof of Proposal (PoP) test, Canada will test the solution proposed by each bidder found responsive to the solicitation to confirm both that it will function as described in the bid and that it meets the technical functionality requirements described in Annex A. The PoP test will take place at a site in the National Capital Region provided by Canada that recreates the technical environment described in Annex A, or the PoP test may take place at a location in Canada selected by the top-ranked Bidder, if that location is agreed to by the Contracting Authority and if the Bidder assumes all responsibility for recreating the technical environment described in (it is within the Contracting



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Authority'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 PoP test.

- (ii) After being notified by the Contracting Authority, the Bidder will be given a maximum of 2 working days to start the installation of the proposed solution. The installation must be completed and functional within 5 working days of the Bidder starting the installation (7.5 hrs/day during normal working hours, to be determined by the Contracting Authority). Canada will then conduct the PoP test. Up to [REDACTED] representatives of the Bidder may be present during the PoP test. The representative(s) named in the bid to provide technical support during the PoP test should be available by telephone for technical advice and clarification during the PoP test; however, Canada is not required to delay the PoP test if an individual is unavailable. Once the PoP test has begun, it must be completed within [REDACTED].
- (iii) Canada will document the results of the PoP Test. If Canada determines that the proposed solution does not meet any mandatory requirement of the bid solicitation, the bid will fail the PoP Test and the bid will be disqualified. Canada may, as a result of the PoP test, reduce the score of the Bidder on any rated requirement, if the PoP test indicates that the score provided to the Bidder on the basis of its written bid is not validated by the PoP test. The Bidder's score will not be increased as a result of the PoP test. If the Bidder's score is reduced as a result of the PoP test, Canada will reassess the ranking of all bidders.
- (iv) In connection with the PoP testing, the Bidder grants to Canada a limited license to use the Bidder's proposed software solution for testing and evaluation purposes.
- (v) If, during the initial installation of the software for the PoP test, the Bidder discovers that there are missing and/or corrupt files for software components identified in the technical bid, the Bidder must cease the installation process and inform the Contracting Authority. If the Contracting Authority determines that the missing and/or corrupt files are for components identified in the technical bid, the Bidder may be permitted to submit to the Contracting Authority the missing files and/or replacements for the corrupt files on electronic media or by referring to a web site where the files can be downloaded. These files must have been commercially released to the public before the bid closing date. Upon receiving the files on electronic media or downloading them from a corporate web site, the Contracting Authority will verify that (i) the files were commercially released to the public before the bid closing date; (ii) the files do not include new releases or versions of the software; (iii) the files belong to software components identified in the technical bid; and (iv) the software will not need to be recompiled to make use of the files. The Contracting Authority will have the sole discretion to decide if the additional files may be installed for the PoP test. Under no circumstances will files required to correct flaws in the software programming or code be permitted. This process can be used only a single time, and only during the initial installation of the software for the PoP test.

#### **4.3 Technical Evaluation**

- (a) The evaluation process for the technical bid is described in Annex D.

#### **4.4 Financial Evaluation**

- (a) The financial evaluation process is described in Annex D.
  - (i) SACC Manual Clause A0220T (2013-04-25), Evaluation of Price

#### **(b) Formulae in Pricing Tables**



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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.

(c) **Substantiation of Professional Services Rates**

In Canada's experience, bidders will from time to time propose rates at the time of bidding for one or more categories of resources that they later refuse to honour, on the basis that these rates do not allow them to recover their own costs and/or make a profit. When evaluating the rates bid for professional services, Canada may, but will have no obligation to, require price support in accordance with this Article. If Canada requests price support, it will be requested from all otherwise responsive bidders who have proposed a rate that is at least 20% lower than the median rate bid by all responsive bidders for the relevant resource category or categories. If Canada requests price support, the following information is required:

- (i) an invoice (referencing a contract serial number or other unique contract identifier) that shows that the Bidder has provided and invoiced a customer (with whom the Bidder deals at arm's length) for services performed for that customer similar to the services that would be provided in the relevant resource category, where those services were provided for at least three months within the twelve months before the bid solicitation closing date, and the fees charged were equal to or less than the rate offered to Canada;
- (ii) in relation to the invoice in (i), evidence from the bidder's customer that the services identified in the invoice include at least 50% of the tasks listed in the Statement of Work for the category of resource being assessed for an unreasonably low rate. This evidence must consist of either a copy of the contract (which must describe the services to be provided and demonstrate that at least 50% of the tasks to be performed are the same as those to be performed under the Statement of Work in this bid solicitation) or the customer's signed certification that the services subject to the charges in the invoice included at least 50% of the same tasks to be performed under the Statement of Work in this bid solicitation);
- (iii) in respect of each contract for which an invoice is submitted as substantiation, a résumé for the resource that provided the services under that contract that demonstrates that, in relation to the resource category for which the rates are being substantiated, the resource would meet the mandatory requirements and achieve any required pass mark for any rated criteria; and
- (iv) the name, telephone number and, if available, email address of a contact person at the customer who received each invoice submitted under (i), so that Canada may verify any information provided by the Bidder.

Once Canada requests substantiation of the rates bid for any resource category, it is the sole responsibility of the Bidder to submit information (as described above and as otherwise may be requested by Canada, including information that would allow Canada to verify information with the resource proposed) that will allow Canada to determine whether it can rely, with confidence, on the Bidder's ability to provide the required services at the rates bid. If Canada determines that the information provided by the Bidder does not adequately substantiate the unreasonably low rates, the bid will be declared non-responsive.

#### 4.5 Basis of Selection

- (a) SACC Clause A0027T Basis of Selection - Highest Combined Rating of Technical Merit (60%) and Price (40%)

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

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## PART 5 - CERTIFICATIONS

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

Compliance with the certifications bidders provide to Canada is subject to verification by Canada during the bid evaluation period (before award of a contract) and after award of a contract. The Contracting Authority will have the right to ask for additional information to verify bidders' compliance with the certifications before award of a contract. The bid will be declared non-responsive if any certification made by the Bidder is untrue, whether made knowingly or unknowingly. Failure to comply with the certifications or to comply with the request of the Contracting Authority for additional information will also render the bid non-responsive.

### 5.1 Certifications Precedent to Contract Award

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

### 5.2 Federal Contractors Program - Certification

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

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case a duly signed certificate of commitment is required from the Bidder; or

- (iv) subject to FCP, and has a valid certification number (i.e., has not been declared an ineligible contractor by HRSDC).
- (e) Further information on the FCP is available on the following HRSDC Website:  
<http://www.hrsdc.gc.ca/en/gateways/topics/wzp-gxr.shtml>.

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

### 5.3 Former Public Servant Certification

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

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

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

#### 5.4 Professional Services Resources

- (a) By submitting a bid, the Bidder certifies that, if it is awarded a contract as a result of the bid solicitation, every individual proposed in its bid will be available to perform the Work as required by Canada's representatives and at the time specified in the bid solicitation or agreed to with Canada's representatives.
- (b) By submitting a bid, the Bidder certifies that all the information provided in the résumés and supporting material submitted with its bid, particularly the information pertaining to education, achievements, experience and work history, has been verified by the Bidder to be true and accurate. Furthermore, the Bidder warrants that every individual proposed by the Bidder for the requirement is capable of performing the Work described in the resulting Contract.
- (c) If the Bidder has proposed any individual who is not an employee of the Bidder, by submitting a bid, the Bidder certifies that it has the permission from that individual to propose his/her services in relation to the Work to be performed and to submit his/her résumé to Canada. The Bidder must, upon request from the Contracting Authority, provide a written confirmation, signed by the individual, of the permission given to the Bidder and of his/her availability. Failure to comply with the request may result in the bid being declared non-responsive.

#### 5.5 Software Publisher Certification and Software Publisher Authorization

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

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a Bidder who is not the Software Publisher of all of the proprietary software it proposes to supply to Canada, unless proof of this authorization has been provided to Canada. If the proprietary software proposed by the Bidder originates with multiple Software Publishers, authorization is required from each Software Publisher. Bidders are requested to use the Software Publisher Authorization Form included with the bid solicitation. Although all the contents of the Software Publisher Authorization Form are required, using the form itself to provide this information is not mandatory. For Bidders/Software Publishers who use an alternate form, it is in Canada's sole discretion to determine whether all the required information has been provided. Alterations to the statements in the form may result in the bid being declared non-responsive.

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

## 5.6 Code of Conduct Certifications - Certifications Required Precedent to Contract Award

Bidders should provide, with their bids or promptly thereafter, a complete list of names of all individuals who are currently directors of the Bidder. If such a list has not been received by the time the evaluation of bids is completed, the Contracting Authority will inform the Bidder of a time frame within which to provide the information. Bidders must submit the list of directors before contract award, failure to provide such a list within the required time frame will render the bid non-responsive.

The Contracting Authority may, at any time, request that a Bidder provide properly completed and Signed Consent Forms ([Consent to a Criminal Record Verification form - PWGSC-TPSGC 229](#)) for any or all individuals named in the aforementioned list within a specified delay. Failure to provide such Consent Forms within the delay will result in the bid being declared non-responsive.

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## PART 6 - SECURITY, FINANCIAL AND OTHER REQUIREMENTS

### 6.1 Security Requirement

- (a) Before award of a contract, the following conditions must be met:
  - (i) the Bidder must hold a valid organization security clearance as indicated in Part 7 - Resulting Contract Clauses;
  - (ii) the Bidder's proposed individuals requiring access to classified or protected information, assets or sensitive work site(s) must meet the security requirement as indicated in Part 7 - Resulting Contract Clauses; and
  - (iii) the Bidder must provide the name of all individuals who will require access to classified or protected information, assets or sensitive work sites.
- (b) Bidders are reminded to obtain the required security clearance promptly. Any delay in the award of a contract to allow the successful bidder to obtain the required clearance will be at the entire discretion of the Contracting Authority.
- (c) For additional information on security requirements, bidders should consult the "Security Requirements for PWGSC Bid Solicitations - Instructions to Bidders" document (<http://tpsgc-pwgsc.gc.ca/app-acq/lc-pl/lc-pl-eng.html#a31>) on the Departmental Standard Procurement Documents Website.
- (d) In the case of a joint venture bidder, each member of the joint venture must meet the security requirements.
- (e) Before Bidders are granted access to the Solution Development Environment during Phase 2 of the solicitation, the following conditions must be met:
  - (i) the Bidder must hold a valid organization security clearance as indicated in the Mandatory Criteria for Phase 1 of the solicitation found at Annex D;
  - (ii) the Bidder's proposed individuals requiring access to the Solution Development Environment must meet the security requirement as indicated in the Mandatory Criteria for Phase 1 of the solicitation found at Annex D; and
  - (iii) the Bidder must provide the name of all individuals who will require access to the Solution Development Environment for Phase 1 of the solicitation.

### 6.2 Financial Capability

- (a) SACC Manual clause A9033T (2012-07-16) Financial Capability applies, except that subsection 3 is deleted and replaced with the following: "If the Bidder is a subsidiary of another company, then any financial information required by the Contracting Authority in 1(a) to (f) must also be provided by each level of parent company, up to and including the ultimate parent company. The financial information of a parent company does not satisfy the requirement for the provision of the financial information of the Bidder; however, if the Bidder is a subsidiary of a company and, in the normal course of business, the required financial information is not generated separately for the subsidiary, the financial information of the parent company must be provided. If Canada determines that the Bidder is not financially capable but the parent company is, or if Canada is unable to perform a separate assessment of the Bidder's financial capability because its financial information has been combined with its parent's, Canada may, in its sole discretion, award the contract to the Bidder on the condition that one or more parent companies grant a performance

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guarantee to Canada.”

- (b) In the case of a joint venture bidder, each member of the joint venture must meet the financial capability requirements.



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## PART 7 - RESULTING CONTRACT CLAUSES

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

### 7.1 Requirement

- (a) \_\_\_\_\_ (the "**Contractor**") agrees to supply to the Client the goods and services described in the Contract, including the Statement of Requirement, in accordance with, and at the prices set out in, the Contract. This includes:
- (i) providing the Software Documentation;
  - (ii) providing maintenance and support for the Licensed Software during the Software Support Period;
  - (iii) providing professional services, as and when requested by Canada;
  - (iv) providing services, at a fixed monthly cost.
- (b) **Client:** Under the Contract, the "**Client**" is the Department of Human Resources and Skills Development Canada.
- (c) **Reorganization of Client:** The Contractor's obligation to perform the Work will not be affected by (and no additional fees will be payable as a result of) the renaming, reorganization, reconfiguration, or restructuring of any Client. The reorganization, reconfiguration and restructuring of the Client includes the privatization of the Client, its merger with another entity, or its dissolution, where that dissolution is followed by the creation of another entity or entities with mandates similar to the original Client. In connection with any form of reorganization, Canada may designate another department or government body as the Contracting Authority or Technical Authority, as required to reflect the new roles and responsibilities associated with the reorganization.
- (d) **Defined Terms:** Words and expressions defined in the General Conditions or Supplemental General Conditions and used in the Contract have the meanings given to them in the General Conditions or Supplemental General Conditions. Also, the following words and expressions have the following meanings:
- (i) any reference to a "**deliverable**" or "**deliverables**" includes the license to use the Licensed Software (the Licensed Software itself is not a deliverable, because the Licensed Software is only being licensed under the Contract, not sold or transferred).

### 7.2 Optional Goods and/or Services

- (a) The Contractor grants to Canada the irrevocable option to acquire the, services described at Annex A of the Contract under the same terms and conditions and at the prices and/or rates stated in the Contract. 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.

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### 7.3 Task Authorization

- (a) **Task Authorizations:** The Work or a portion of the Work to be performed under the Contract will be initiated using a Task Authorization (TA). The Work described in the TA must be in accordance with the scope of the Contract. The Contractor must not commence work until an authorized TA has been received by the Contractor. The Contractor acknowledges that any work performed before an authorized TA has been received will be done at the Contractor's own risk.
- (b) **Form and Content of Task Authorization:**
- (i) The Technical Authority will provide the Contractor with a description of the task using the "Task Authorization" form specified at Form 2 attached.
  - (ii) The Task Authorization will contain the details of the activities to be performed, a description of the deliverables, and a schedule indicating completion dates for the major activities or submission dates for the deliverables. The TA will also include the applicable basis (bases) and methods of payment as specified in the Contract.
  - (iii) A Task Authorization must also contain the following information, if applicable:
    - (A) the task number;
    - (B) The date by which the Contractor's response must be received (which will appear in the draft Task Authorization, but not the issued Task Authorization);
    - (C) the details of any financial coding to be used;
    - (D) the categories of resources and the number required;
    - (E) a description of the work for the task outlining the activities to be performed and identifying any deliverables (such as reports);
    - (F) the start and completion dates;
    - (G) milestone dates for deliverables and payments (if applicable);
    - (H) the number of person-days of effort required;
    - (I) whether the work requires on-site activities and the location;
    - (J) the language profile of the resources required;
    - (K) the level of security clearance required of resources;
    - (L) the price payable to the Contractor for performing the task, with an indication of whether it is a firm price or a maximum TA price (and, for maximum price task authorizations, the TA must indicate how the final amount payable will be determined; where the TA does not indicate how the final amount payable will be determined, the amount payable is the amount, up to the maximum, that the Contractor demonstrates was actually worked on the project, by submitting time sheets filled in at the time of the work by the individual resources to support the charges); and
    - (M) any other constraints that might affect the completion of the task.
- (c) **Contractor's Response to Draft Task Authorization:** The Contractor must provide the Technical Authority, within two working days of receiving the draft Task Authorization (or within any longer time period specified in the draft TA), the proposed total estimated cost for performing the task and a breakdown of that cost, established in accordance with the Basis of Payment specified in the Contract. The Contractor's quotation must be based on the rates set out in the Contract. The Contractor will not be paid for preparing or providing its response or for providing other information required to prepare and issue the TA.

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(d) **Task Authorization Limit and Authorities for Validly Issuing Task Authorizations:**

- (i) The Technical Authority may authorize individual task authorizations up to a limit of \$500,000.00, Applicable Taxes included, inclusive of any revisions.
- (ii) Any task authorization to be issued in excess of that limit must be authorized by the Technical Authority and Contracting Authority before issuance.
- (iii) The Contracting Authority may suspend the ability of the Technical Authority to authorize TAs by sending a notice to the Contractor which is effective upon receipt, in which case all TAs must be authorized by both the Technical Authority and Contracting Authority, regardless of value.
- (iv) The Contractor must not commence work until a TA authorized in accordance with all the provisions of this Article has been received by the Contractor. The Contractor acknowledges that any work performed before a TA has been validly issued will be done at the Contractor's own risk.

(e) **Periodic Usage Reports:**

- (i) The Contractor must compile and maintain records on its provision of services to the federal government under authorized TAs issued under the Contract. The Contractor must provide this data to Canada in accordance with the reporting requirements detailed below. If any required information is not available, the Contractor must indicate the reason. If services are not provided during a given period, the Contractor must still provide a "NIL" report. The Contractor must submit the periodic usage reports on a quarterly basis to the Contracting Authority. From time to time, the Contracting Authority may also require an interim report during a reporting period.
- (ii) The quarterly periods are defined as follows:
  - (A) April 1 to June 30;
  - (B) July 1 to September 30;
  - (C) October 1 to December 31; and
  - (D) January 1 to March 31.

The data must be submitted to the Contracting Authority no later than ten calendar days after the end of the reporting period.
- (iii) Each report must contain the following information for each validly issued TA (as amended)
  - (A) the Task Authorization number and the Task Authorization Revision number(s), if applicable;
  - (B) a title or a brief description of the task;
  - (C) the name, Category of Personnel and level of each resource involved in performing the TA, as applicable;
  - (D) the total estimated cost specified in the TA (applicable taxes extra);
  - (E) the start and completion date; and
  - (F) the active status, as applicable (e.g., indicate whether work is in progress or if Canada has cancelled or suspended the TA, etc.).
- (iv) Each report must also contain the following cumulative information for all the validly issued TAs (as amended):
  - (A) the amount (applicable taxes extra) specified in the contract (as last amended, if applicable) as Canada's total liability to the contractor for all authorized TAs; and

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(B) the total amount, applicable taxes extra, expended to date against all validly issued tasks.

- (f) **Refusal of Task Authorizations:** The Contractor is required to submit a response to every draft TA sent to it by Canada. Canada may immediately, and without further notice, terminate the Contract for default in accordance with the General Conditions if the Contractor has either not responded or has not submitted a valid response when sent a draft TA. A valid response is one that is submitted within the required time period and meets all requirements of the TA issued, including proposing the required number of resources who each meet the minimum experience and other requirements of the categories identified in the TA at pricing not exceeding the rates set out in Annex B.
- (g) **Consolidation of TAs for Administrative Purposes:** The Contract may be amended from time to time to reflect all Task Authorizations issued and approved to date, to document the Work performed under those TAs for administrative purposes.

#### 7.4 Minimum Work Guarantee

- (a) In this clause,
- (i) **"Maximum Contract Value"** means the amount specified in the **"Limitation of Expenditure"** clause set out in the Contract (excluding applicable taxes); and
  - (ii) **"Minimum Contract Value"** means 5% of the Maximum Contract Value on the date the contract is first issued (applicable taxes included).
- (b) Canada's obligation under the Contract is to request Work in the amount of the Minimum Contract Value or, at Canada's option, to pay the Contractor at the end of the Contract in accordance with sub-article (c), subject to sub-article (d). In consideration of such obligation, the Contractor agrees to stand in readiness throughout the Contract Period to perform the Work described in the Contract. Canada's maximum liability for work performed under the Contract must not exceed the Maximum Contract Value, unless an increase is authorized in writing by the Contracting Authority.
- (c) In the event that Canada does not request work in the amount of the Minimum Contract Value during the Contract Period, Canada must pay the Contractor the difference between the Minimum Contract Value and the total cost of the Work requested.
- (d) Canada will have no obligation to the Contractor under this article if Canada terminates the entire Contract
- (i) for default;
  - (ii) for convenience as a result of any decision or recommendation of a tribunal or court that the contract be cancelled, re-tendered or awarded to another supplier; or
  - (iii) for convenience within ten business days of Contract award.

#### 7.5 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://ccua-sacc.pwgsc.gc.ca/pub/acho-eng.jsp>) issued by Public Works and Government Services Canada.

- (a) **General Conditions:**
- (i) 2035 (2013-06-07), General Conditions - Higher Complexity - Services, apply to and form part of the Contract.

The text under Subsection 04 of Section 41 Code of Conduct and Certifications of 2035 referenced above is replaced by:

During the entire period of the Contract, the Contractor must diligently update, by written notice to the Contracting Authority, the list of names of all individuals who are directors of the Contractor whenever there is a change. As well, whenever requested by Canada, the Contractor must provide

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the corresponding Consent Forms.

(b) **Supplemental General Conditions:**

The following Supplemental General Conditions:

- (i) 4002 (2010-08-16), Supplemental General Conditions - Software Development or Modification Services;
- (ii) 4004 (2013-04-05), Supplemental General Conditions - Maintenance and Support Services for Licensed Software;
- (iii) 4007 (2010-08-16), Supplemental General Conditions - Canada to Own Intellectual Property Rights in Foreground Information;
- (iv) 4008 (2008-12-12), Supplemental General Conditions - Personal Information;

apply to and form part of the Contract.

## 7.6 Security Requirement

**This is not a contract security clause. The following is provided for information purposes only as part of this Draft RFP:**

It is anticipated that the security level for this requirement will be SECRET though this is subject to change. Contractors will require organizational screening of SECRET and Contractor personnel will require personnel security screening up to the level of SECRET. There may be a requirement for the Contractor to use its IT systems to electronically process, produce or store PROTECTED and/or CLASSIFIED Information and data, for document safeguarding capability, and for the production of classified materials at its premises. Security Clearances must be obtained through the Canadian Industrial Security Division. It is recommended that Suppliers interested in participating in this solicitation obtain their security clearances in advance. For information on how to obtain a security clearance please contact CISD at: <http://ssi-iss.tpsgc-pwgsc.gc.ca/index-eng.html>

## 7.7 Contract Period

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

- (i) The "Initial Contract Period", which begins on the date the Contract is awarded and ends December 31, 2016; and
- (ii) The period during which the Contract is extended, if Canada chooses to exercise any options set out in the Contract.

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

- (i) The Contractor grants to Canada the irrevocable option to extend the term of the Contract by up to four additional six-month period(s) under the same terms and conditions. The Contractor agrees that, during the extended period of the Contract, it will be paid in accordance with the applicable provisions set out in the Basis of Payment.
- (ii) Canada may exercise this option at any time by sending a written notice to the Contractor before the expiry date of the Contract. The option may only be exercised by the Contracting Authority, and will be evidenced, for administrative purposes only, through a contract amendment.

## 7.8 Authorities

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(a) **Contracting Authority**

The Contracting Authority for the Contract is:

Name: George Henderson  
Title: Supply Team Leader  
Public Works and Government Services Canada  
Acquisitions Branch  
Directorate: STAMS  
Address: 11 Laurier Street, Gatineau Quebec  
Telephone: 819-956-6148  
E-mail address: George.Henderson@tpsgc-pwgsc.gc.ca

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

(b) **Technical Authority**

The Technical Authority for the Contract is: (*Fill in at contract award*)

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

The Technical Authority is the representative of the department or agency for whom the Work is being carried out under the Contract and is responsible for all matters concerning the technical content of the Work under the Contract. Technical matters may be discussed with the Technical Authority; however, the Technical Authority has no authority to authorize changes to the scope of the Work. Changes to the scope of the Work can only be made through a contract amendment issued by the Contracting Authority.

(c) **Contractor's Representative**

(*Fill in at contract award*)

**7.9 Payment**

(a) **Basis of Payment**

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

Estimated Cost: \$ \_\_\_\_\_

- (ii) **Professional Services provided under a Task Authorization with a Firm Price:** For professional services requested by Canada, in accordance with an approved Task Authorization, Canada will pay the Contractor the firm price set out in the Task Authorization (based on the firm, all-inclusive per diem rates set out in Annex B), applicable taxes extra.

Estimated Cost: \$ \_\_\_\_\_

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

Estimated Cost: \$\_\_\_\_\_

- (iv) **Competitive Award:** The Contractor acknowledges that the Contract has been awarded as a result of a competitive process. No additional charges will be allowed to compensate for errors, oversights, misconceptions or underestimates made by the Contractor when bidding for the Contract.
- (v) **Professional Services Rates:** In Canada's experience, bidders from time to time propose rates at the time of bidding for one or more categories of resources that they later refuse to honour, on the basis that these rates do not allow them to recover their own costs and/or make a profit. This denies Canada of the benefit of the awarded contract. If the Contractor does not respond or refuses to provide an individual with the qualifications described in the Contract within the time described in the Contract (or proposes instead to provide someone from an alternate category at a different rate), whether or not Canada terminates the Contract as a whole or in part, Canada may impose sanctions or take other measures in accordance with the PWGSC Vendor Performance Corrective Measure Policy (or equivalent) then in effect, which measures may include an assessment that results in conditions applied against the Contractor to be fulfilled before doing further business with Canada, or full debarment of the Contractor from bidding on future requirements.
- (vi) **Purpose of Estimates:** All estimated costs contained in the Contract are included solely for the administrative purposes of Canada and do not represent a commitment on the part of Canada to purchase goods or services in these amounts. Any commitment to purchase specific amounts or values of goods or services is described elsewhere in the Contract.

(b) **Limitation of Expenditure - Cumulative Total of all Task Authorizations**

- (i) Canada's total liability to the Contractor under the Contract for all authorized Task Authorizations (TAs), inclusive of any revisions, must not exceed the sum of \$ \_\_\_\_\_. Customs duties are *included, as applicable*, applicable taxes are extra.
- (ii) No increase in the total liability of Canada will be authorized or paid to the Contractor unless an increase has been approved, in writing, by the Contracting Authority.
- (iii) The Contractor must notify the Contracting Authority in writing as to the adequacy of this sum:
- (A) when it is 75 percent committed, or
  - (B) 4 months before the contract expiry date, or
  - (C) as soon as the Contractor considers that the sum is inadequate for the completion of the Work required in all authorized TAs, inclusive of any revisions,
- whichever comes first.
- (iv) If the notification is for inadequate contract funds, the Contractor must provide to the Contracting Authority, a written estimate for the additional funds required. Provision of such



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information by the Contractor does not increase Canada's liability.

(c) **Method of Payment - Monthly Payment**

- (i) H1008C (2008-05-12), Monthly Payment

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

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

(e) **Method of Payment for Task Authorizations with a Firm Price - Lump Sum Payment on Completion:**

Canada will pay the Contractor upon completion and delivery of all the Work associated with the Task Authorization in accordance with the payment provisions of the Contract if:

- (i) an accurate and complete invoice and any other documents required by the Contract have been submitted in accordance with the invoicing instructions provided in the Contract;
- (ii) all such documents have been verified by Canada;
- (iii) the Work delivered has been accepted by Canada.

(f) **Method of Payment for Task Authorizations with a Firm Price - Milestone Payments**

- (i) For any task authorization issued under the Contract that includes a schedule of milestone payments to be made once specific portions of the work have been completed and accepted, Canada will make milestone payments in accordance with the schedule of milestones detailed in that TA and the payment provisions of the Contract.
- (A) an accurate and complete claim for milestone payment using form PWGSC-TPSGC 1111(<http://www.tpsgc-pwgsc.gc.ca/app-acq/forms/documents/1111.pdf>) and any other documents required by the Contract have been submitted in accordance with the invoicing instructions provided in the Contract.
- (B) all the certificates appearing on form PWGSC-TPSGC 1111 have been signed by the respective authorized representatives; and
- (C) all work associated with the milestone and any deliverable required have been completed, delivered, and accepted by Canada.
- (ii) The balance of the amount payable will be paid in accordance with the basis of payment provisions of the Contract following delivery and acceptance of the Work for which milestone payments were made.

(g) **Payment Credits**

- (i) **Late Delivery:** If the Contractor does not deliver the deliverables or perform the services within the time specified in the Contract, the Contractor must provide a credit to Canada of \$\_\_\_ for each calendar day of delay up to a maximum of 10 days, subject to the limitation



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that the total amount of liquidated damages will not exceed 10% of the price of the Work delivered late.

- (ii) **Corrective Measures:** If credits are payable under this Article for two consecutive months or for three months in any 12-month period, the Contractor must submit a written action plan describing measures it will implement or actions it will undertake to eliminate the recurrence of the problem. The Contractor will have five working days to deliver the action plan to the Client and the Contracting Authority and 20 working days to rectify the underlying problem.
- (iii) **Termination for Failure to Meet Minimum Availability Level:** In addition to any other rights it has under the Contract, Canada may terminate the Contract for default in accordance with the General Conditions by giving the Contractor three months' written notice of its intent, if any of the following apply:
  - (A) the total amount of credits for a given monthly billing cycle reach a level of 10%; or
  - (B) the corrective measures required of the Contractor described above are not met.

This termination will be effective when the three-month notice period expires, unless the Contractor has sustained the Minimum Availability Level during those months.
- (iv) **Credits Apply during Entire Contract Period:** The Parties agree that the credits apply throughout the Contract Period, including during implementation.
- (v) **Credits represent Liquidated Damages:** The Parties agree that the credits are liquidated damages and represent their best pre-estimate of the loss to Canada in the event of the applicable failure. No credit is intended to be, nor will it be construed as, a penalty.
- (vi) **Canada's Right to Obtain Payment:** The Parties agree that these credits are a liquidated debt. To collect the credits, Canada has the right to hold back, draw back, deduct or set off from and against any money Canada owes to the Contractor from time to time.
- (vii) **Canada's Rights & Remedies not Limited:** The Parties agree that nothing in this Article limits any other rights or remedies to which Canada is entitled under the Contract (including the right to terminate the Contract for default) or under the law generally.
- (viii) **Audit Rights:** The Contractor's calculation of credits under the Contract is subject to verification by government audit, at the Contracting Authority's discretion, before or after payment is made to the Contractor. The Contractor must cooperate fully with Canada during the conduct of any audit by providing Canada with access to any records and systems that Canada considers necessary to ensure that all credits have been accurately credited to Canada in the Contractor's invoices. If an audit demonstrates that past invoices contained errors in the calculation of the credits, the Contractor must pay to Canada the amount the audit reveals was required to be credited to Canada, plus interest, from the date Canada remitted the excess payment until the date of the refund (the interest rate is the Bank of Canada's discount annual rate of interest in effect on the date the credit was first owed to Canada, plus 1.25% per year). If, as a result of conducting an audit, Canada determines that the Contractor's records or systems for identifying, calculating or recording the credits are inadequate, the Contractor must implement any additional measures required by the Contracting Authority.

- (h) **No Responsibility to Pay for Work not performed due to Closure of Government Offices**
  - (i) Where the Contractor, its employees, subcontractors, or agents are providing services on government premises under the Contract and those premises are inaccessible because of the evacuation or closure of government offices, and as a result no work is performed, Canada is not responsible for paying the Contractor for work that otherwise would have been performed if there had been no evacuation or closure.
  - (ii) If, as a result of any strike or lock-out, the Contractor or its employees, subcontractors or

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agents cannot obtain access to government premises and, as a result, no work is performed, Canada is not responsible for paying the Contractor for work that otherwise would have been performed if the Contractor had been able to gain access to the premises.

#### **7.10 Invoicing Instructions**

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

#### **7.11 Certifications**

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

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

- (i) A9122C (2008-05-12), Protection and Security of Data Stored in Databases

1. The Contractor must ensure that all the databases containing any information related to the Work are located in Canada or, if the Contracting Authority has first consented in writing, in another country where:

a.equivalent protections are given to personal information as in Canada under legislation such as the Privacy Act, R.S. 1985, c.P-21, and the Personal Information Protection and Electronic Documents Act, S.C. 2000, c.5, and under any applicable policies of the Government of Canada; and

b.the laws do not allow the government of that country or any other entity or person to seek or obtain the right to view or copy any information relating to the Contract without first obtaining the Contracting Authority's written consent.

In connection with giving its consent to locating a database in another country, the Contracting Authority may, at its option, require the Contractor to provide a legal opinion (from a lawyer qualified in the foreign country) that the laws in that country meet the above requirements, or may require the Contractor to pay for Canada to obtain such a legal opinion. Canada has the right to reject any request to store Canada's data in a country other than Canada if there is any reason to be concerned about the security, privacy, or integrity of Canada's data. Canada may also require that any data sent or processed outside of Canada be encrypted with Canada-approved cryptography and that the private key required to decrypt the data be kept in Canada in accordance with key management and storage processes approved by Canada.

2.The Contractor must control access to all databases on which any data relating to the Contract is stored so that only individuals with the appropriate security clearance are able to access the

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database, either by using a password or other form of access control (such as biometric controls).

3.The Contractor must ensure that all databases on which any data relating to the Contract is stored are physically and logically independent (meaning there is no direct or indirect connection of any kind) from all other databases, unless those databases are located in Canada (or in an another country approved by the Contracting authority under subsection 1) and otherwise meet the requirements of this article.

4.The Contractor must ensure that all data relating to the Contract is processed only in Canada or in another country approved by the Contracting Authority under subsection 1.

5.The Contractor must ensure that all domestic network traffic (meaning traffic or transmissions initiated in one part of Canada to a destination or individual located in another part of Canada) is routed exclusively through Canada, unless the Contracting Authority has first consented in writing to an alternate route. The Contracting Authority will only consider requests to route domestic traffic through another country that meets the requirements of subsection 1.

6.Despite any section of the General Conditions relating to subcontracting, the Contractor must not subcontract (including to an affiliate) any function that involves providing a subcontractor with access to any data relating to the Contract unless the Contracting Authority first consents in writing.

## 7.12 Applicable Laws

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

## 7.13 Priority of Documents

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

- (a) these Articles of Agreement, including any individual SACC clauses incorporated by reference in these Articles of Agreement;
- (b) supplemental general conditions, in the following order:
  - (i) 4002;
  - (ii) 4004;
  - (iii) 4007;
  - (iv) 4008;
- (c) General Conditions 2035 (2013-06-27) Higher Complexity - Services
- (d) Annex A, Statement of Requirement;
- (e) Annex B, Basis of Payment;
- (f) Annex C, Security Requirements Check List;
- (g) the signed Task Authorizations(*including all of their annexes, if any*);
- (h) Form of performance guarantee, a separate agreement to be signed by \_\_\_\_\_ in accordance with the Article entitled "Performance Guarantee";

**Note to Bidders:** A performance guarantee might be required, for example, as a result of the financial capability review of the Bidder. If a performance guarantee is not required, this sub-article will be deleted at the time of contract award. If the bid solicitation makes the performance guarantee a condition precedent to the award of the contract, it does not need to be included as an annex or listed in the order of priority of documents, because it will already

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*have been signed before contract award.*

- (i) the Contractor's bid dated \_\_\_\_\_ (*insert date of bid*), as amended \_\_\_\_\_ (*insert date(s) of amendment(s) if applicable*), not including any software publisher license terms and conditions that may be included in the bid, not including any provisions in the bid with respect to limitations on liability, and not including any terms and conditions incorporated by reference (including by way of a web link) in the bid.

#### **7.14 Foreign Nationals (Canadian Contractor)**

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

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

#### **7.15 Foreign Nationals (Foreign Contractor)**

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

#### **7.16 Insurance Requirements**

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

#### **7.17 Limitation of Liability - Information Management/Information Technology**

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

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to any portion of the Work for which Canada has made any payment. This does not apply to encumbrances or claims relating to intellectual property rights, which are addressed under (i)(A) above.

- (v) The Contractor is also liable for any other direct damages to Canada caused by the Contractor in any way relating to the Contract including:
  - (A) any breach of the warranty obligations under the Contract, up to the total amount paid by Canada (including any applicable taxes) for the goods and services affected by the breach of warranty; and
  - (B) any other direct damages, including all identifiable direct costs to Canada associated with re-procuring the Work from another party if the Contract is terminated by Canada either in whole or in part for default, up to an aggregate maximum for this subparagraph (B) of the greater of 0.75 times the total estimated cost (meaning the dollar amount shown on the first page of the Contract in the cell titled "Total Estimated Cost" or shown on each call-up, purchase order or other document used to order goods or services under this instrument), or \$1,000,000.00.

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

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

(c) **Third Party Claims:**

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

**7.18 Joint Venture Contractor**

- (a) The Contractor confirms that the name of the joint venture is \_\_\_\_\_ and that it is comprised of the following members: *[list all the joint venture members named in the Contractor's original bid]*.
- (b) With respect to the relationship among the members of the joint venture Contractor, each member

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agrees, represents and warrants (as applicable) that:

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

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

#### 7.19 Professional Services - General

- (a) The Contractor must provide professional services relating to the delivery, installation, design, integration, configuration, customization, implementation, and deployment of the Licensed Software. All resources provided by the Contractor must meet the qualifications described in the Contract (including those relating to previous experience, professional designation, education, language proficiency and security clearance) and must be competent to provide the required services by any delivery dates described in the Contract.
- (b) If the Contractor fails to deliver any deliverable or complete any task described in the Contract on time, in addition to any other rights or remedies available to Canada under the Contract or the law, Canada may notify the Contractor of the deficiency, in which case the Contractor must submit a written plan to the Technical Authority within ten working days detailing the actions that the Contractor will undertake to remedy the deficiency. The Contractor must prepare and implement the plan at its own expense.
- (c) In General Conditions 2035, Article 08 is deleted and the following applies instead:
  - (i) If a specific individual is identified in the Contract to perform the Work, the Contractor must provide his or her services within ten working days of the issuance of the Contract or full execution of the Task Authorization (whichever first contains instructions for that individual to commence Work) unless the Contractor is unable to do so due to the sickness, death, extended leave (including parental leave or disability leave), retirement, resignation or dismissal for cause of the individual.
  - (ii) If the Contractor is unable to provide the services of any specific individual identified in the Contract to perform the services, within five working days of the departure of an existing resource (or, if Canada has requested the replacement, within ten working days of Canada’s notice of the requirement for a replacement) the Contractor must provide to the Contracting Authority:
    - (A) the name, qualifications and experience of a proposed replacement immediately available for work; and
    - (B) proof that the proposed replacement has the required security clearance granted by



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Canada, if applicable.

The replacement must have qualifications and experience that meet or exceed the score obtained for the original resource.

- (iii) Where Canada becomes aware that an individual identified under the Contract to provide the services has not been provided or is not performing, the Contracting Authority may elect to:
  - (A) exercise Canada's rights or remedies under the Contract or at law, including terminating the Contract for default, or
  - (B) require the Contractor propose a replacement acceptable to Canada to be rated by the Technical Authority. The replacement must have qualifications and experience that meet or exceed the score obtained for the original resource.
- (iv) The Contractor must not, in any event, allow performance of the Work by unauthorized replacement persons. The Contracting Authority may order that a resource stop performing the Work. In such a case, the Contractor must immediately comply with the order. The fact that the Contracting Authority does not order that a resource stop performing the Work does not relieve the Contractor from its responsibility to meet the requirements of the Contract.
- (v) The obligations in this article apply despite any changes that Canada may have made to the Client's operating environment.

#### 7.20 Safeguarding Electronic Media

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

#### 7.21 Representations and Warranties

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

#### 7.22 Performance Guarantee

It is a condition of the Contract that the Contractor provide to Canada an unconditional and irrevocable guarantee of the performance and fulfillment of each and every obligation of the Contractor under the Contract. This guarantee must be in the form set out in Annex \_\_\_\_ (to be provided at contract award) and be executed under seal (if required by Canada) by \_\_\_\_\_. If the Contractor does not deliver the fully executed guarantee within 10 working days of the Contract being awarded, Canada may immediately terminate the Contract for default and will have no liability to the Contractor for any of the Work performed before that termination. Obtaining and delivering the signed guarantee within the time required is the sole responsibility of the Contractor.

*Note to Bidders: This article will only be included if Canada determines that a performance guarantee*

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*(for example, from a parent company) is required in connection with an evaluation of the Bidder's financial capability. The name of the guarantor will be completed at the time of contract award.*

## 7.23 Termination for Convenience

With respect to Article 30 of General Conditions 2035, if applicable, or Article 32 of 2030, if applicable, subarticle 4 is deleted and replaced with the following subsections 4, 5 and 6:

4. The total of the amounts, to which the Contractor is entitled to be paid under this section, together with any amounts paid, due or becoming due to the Contractor must not exceed the Contract Price.

5. Where the Contracting Authority terminates the entire Contract and the Articles of Agreement include a Minimum Work Guarantee, the total amount to be paid to the Contractor under the Contract will not exceed the greater of

(a) the total amount the Contractor may be paid under this section, together with any amounts paid, becoming due other than payable under the Minimum Revenue Guarantee, or due to the Contractor as of the date of termination, or

(b) the amount payable under the Minimum Work Guarantee, less any amounts paid, due or otherwise becoming due to the Contractor as of the date of termination.

6. The Contractor will have no claim for damages, compensation, loss of profit, allowance arising out of any termination notice given by Canada under this section except to the extent that this section expressly provides. The Contractor agrees to repay immediately to Canada the portion of any advance payment that is unliquidated at the date of the termination.



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## **ANNEX A**

### **STATEMENT OF REQUIREMENT**

Please reference Attachment 1 to ANNEX A, Statement of Requirement, at the end of this document.

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## ANNEX B

### BASIS OF PAYMENT

**Note:** It is anticipated that pricing will be based on per diem rates. The Basis of Payment is under development.

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**ANNEX C**

**SECURITY REQUIREMENTS CHECK LIST**

Not provided at this time.

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## ANNEX D

### Evaluation Methodology and Criteria

#### INTRODUCTION

A Request for Proposal (RFP) will be sent to all qualified Supply Arrangement Holders under Domain 7, Legacy Support and Transition of the SBIPS method of supply. The RFP will contain the entire requirement and the full set of evaluation criteria used at each phase of the solicitation.

The solicitation is structured to take place in two phases:

#### **Phase 1:**

The RFP will be posted and bidders will be required to respond to a series of mandatory requirements on the 20th day of the solicitation posting period. As part of the response required, bidders must demonstrate that they hold the required organizational and personnel security screening required to participate in phase 2 of this solicitation.

The RFP will clearly indicate the date for which submissions must be submitted to the Bid Receiving Unit in response to phase 1. Failure to provide a response by the time and date indicated will result in the bidder being found non-responsive to the solicitation.

Note that a reading room will be made available to bidders on the day the RFP is first posted. The information provided in the reading room will augment the information contained in the Statement of Requirement so that bidders may obtain a more in depth understanding of the technical and business environment.

Phase 1 bid submissions will be evaluated promptly after receipt over an estimated period of five days. All bidders will be notified of the evaluation results and those bidders who have been found responsive to the mandatory criteria associated with phase 1 of the solicitation will be invited to participate in the second phase of the solicitation. Non-responsive bidders will be able to request a debrief at the conclusion of phase 1. Debriefs will be conducted, as applicable, within several days of the evaluation results having been disclosed.

#### **Phase 2:**

The bidders found responsive at the conclusion of phase 1 will be given access to the code base and a representation of the data for the purposes of developing a technical and financial proposal that is specifically tailored to the Mainframe Legacy Application Migration Project. An environment will be set up at HRSDC facilities within the National Capital Region to facilitate this process. In order to participate in phase 2, the Bidder must hold an organizational screening of SECRET and the bidder's resources requiring access to the code base and data will require a personnel security screening of SECRET as issued by the Canadian Industrial Security Directorate. No extensions to the solicitation will be provided to allow bidders an opportunity to obtain the required security clearances.

At the conclusion of phase 2, which coincides with the bid closing date, bidders must submit the second portion of their technical proposal and their financial proposal. The technical proposal submitted at the conclusion of phase 2 will be evaluated against a series of mandatory and point-rated evaluation criteria. All Bidders found responsive to the solicitation will be subject to a mandatory Proof of Proposal (POP) test to validate what they have submitted in their proposal. The POP test may be conducted in parallel with the technical evaluation. The bidder that achieves the Highest Combined Rating of Technical Merit (60%) and Price (40%) will be recommended for contract.

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**Evaluation Criteria Phase 1:** See Attachment 1 to Annex D, Phase 1 Evaluation Criteria.

**Evaluation Criteria Phase 2:** See Attachment 2 to Annex D, Phase 2 Evaluation Criteria.

**Financial Evaluation Phase 2:** See Attachment 3 to Annex D, Phase 2 Financial Evaluation.

Solicitation No. - N° de l'invitation	Amd. No. - N° de la modif.	Buyer ID - Id de l'acheteur
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## BIDDER FORMS

BID SUBMISSION FORM		
<b>Bidder's full legal name</b> <i>[Note to Bidders: Bidders who are part of a corporate group should take care to identify the correct corporation as the Bidder.]</i>		
<b>Authorized Representative of Bidder for evaluation purposes (e.g., clarifications)</b>	Name	
	Title	
	Address	
	Telephone #	
	Fax #	
	Email	
<b>Bidder's Procurement Business Number (PBN)</b> <i>[see the Standard Instructions 2003]</i> <i>[Note to Bidders: Please ensure that the PBN you provide matches the legal name under which you have submitted your bid. If it does not, the Bidder will be determined based on the legal name provided, not based on the PBN, and the Bidder will be required to submit the PBN that matches the legal name of the Bidder.]</i>		
<b>Jurisdiction of Contract:</b> Province in Canada the bidder wishes to be the legal jurisdiction applicable to any resulting contract (if other than as specified in solicitation)		
<b>Former Public Servants</b>  See the Article in Part 5 of the bid solicitation entitled Former Public Servant Certification for a definition of "Former Public Servant".	Is the Bidder a FPS in receipt of a pension as defined in the bid solicitation?  Yes ____ No ____  If yes, provide the information required by the Article in Part 5 entitled "Former Public Servant Certification"	
	Is the Bidder a FPS who received a lump sum payment under the terms of a work force reduction program?  Yes ____ No ____  If yes, provide the information required by the Article in Part 5 entitled "Former Public Servant Certification"	
<b>Canadian Content Certification</b>  As described in the solicitation, bids with at least 80% Canadian content are being given a preference.  <i>[For the definition of Canadian goods and services, consult the PWGSC SACC clause A3050T]</i>	On behalf of the bidder, by signing below, I confirm that <i>[check the box that applies]</i> :	
	At least 80 percent of the bid price consists of Canadian goods and services (as defined in the solicitation)	
	Less than 80 percent of the bid price consists of Canadian goods and services (as defined in the solicitation)	

Solicitation No. - N° de l'invitation	Amd. No. - N° de la modif.	Buyer ID - Id de l'acheteur
Client Ref. No. - N° de réf. du client	File No. - N° du dossier	CCC No./N° CCC - FMS No./N° VME

  

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





# **ATTACHMENT 1 TO ANNEX A**

## **MAINFRAME LEGACY APPLICATION MIGRATION PROJECT (MLAMP)**

### **STATEMENT OF REQUIREMENTS**

#### **DISCLAIMER**

THE MATERIALS PRESENTED IN THIS DOCUMENT ARE FOR THE PURPOSES OF INTERNAL DISCUSSION ONLY AND DO NOT REPRESENT A COMMITMENT OR INTENT, REAL OR IMPLIED, ON THE PART OF CANADA TO PURSUE A SPECIFIC COURSE OF ACTION WITH RESPECT TO THE PROCUREMENT AND CONTRACTING OF SERVICES FOR THE MLAMP.

THE MATERIALS REPRESENT A "SNAPSHOT" IN THE DEVELOPMENT OF THE MLAMP SOR. DETAILED MATERIALS ARE UNDER DEVELOPMENT AND WILL BE PROVIDED IN THE DOCUMENT ROOM AND THROUGH A REVISED SOR AS PUBLISHED IN THE FINAL RFP.

HRSDC MLAMP RFP  
Preliminary SOR Outline For Discussion

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## 1. SCOPE

This document sets out the Statement of Requirements (SOR) associated with the migration, testing, deployment and ongoing support of a portfolio of critical business applications operated by Human Resources and Skills Development Canada (HRSDC) from a current environment supported on Unisys provided mainframe computer systems to a new hardware platform consistent with the Government of Canada's (GC's) longer term strategy for provision of common infrastructure and services – the Mainframe Legacy Applications Migration Project (MLAMP).

The scope of mission critical applications currently supported on the Unisys mainframe platform include but are not limited to those supporting the Employment Insurance program, Integrity Services, HR and Financial Management. In total, there are 79 applications which reside on the mainframe platform, and 56 applications which reside outside the mainframe platform but are dependent on it for processing and/or data (such as My Employment Insurance Information On Line, Canada Student Loans, SIN, SIR, etc.). In addition there are 15 Unisys DMSII databases that will also be migrated (see SOR Section 5 for details).

Migration from the current Unisys environment is necessitated by the expiry of the current Unisys solution contracts and associated expiry of Unisys support in December 2016. Emphasis is on the migration of legacy applications that reside on the mainframe. Additionally, services may be required for modifications to applications which reside outside the mainframe platform but are dependent on it for processing and/or data where such dependent applications require modification to enable effective operation with the migrated mainframe materials.

The migration effort is a transition stage in the evolution of the HRSDC application portfolio from the Unisys mainframe environment to a next generation of HRSDC business solutions that are based on contemporary and supportable technology platforms. The longer term, next-generation HRSDC application solutions are under consideration through another initiative within the department.

The operational business system that are the result of this MLAMP initiative, i.e. the migrated mainframe code and related artefacts, are anticipated to be operational in a production setting until 2020 to enable development and deployment of the successor next generation business solutions. This requirement increases the importance of maintainability of the migrated code and

availability of skilled resources to provide required maintenance and support services.

The goals of the current migration effort are:

1. To deploy and operate the current suite of internally and externally facing applications, data, and associated artefacts as set out in this SOR Section 5 from the current Unisys mainframe environment (as set out in Section 4) to the target environment as set out in Section 6. Migrated code shall provide the full range of functionality currently provided through the Unisys mainframe deployment with equal or higher performance on the target platform infrastructure.
2. To identify and modify as necessary those non-mainframe applications that are necessary for the effective operation of the migrated solution.
3. To ensure that the migrated applications and modified applications (if any) are tested, operational and that full operational cutover from the current Unisys mainframe environment to the target environment is complete prior to December 2016.
4. To deploy the migrated applications on platforms provided by and operated by Shared Services Canada (SSC) where such platforms conform to established SSC standards for Government of Canada (GC) enterprise platform services.
5. To migrate the current, or “as is”, code base with minimal (if any) application redesign or development.
6. To ensure that the migrated code is maintainable by HRSDC or by contractors tasked by HRSDC to provide application maintenance services with no dependency on unsupported legacy development tools or environments (e.g. Unisys LINC tools).

The current Unisys-based mainframe environment is described in this SOR Section 4: Current Environment.

The scope of the programs and associated data, configuration management, documentation and related materials that are required to be migrated to a new operating environment are as set out in this SOR Section 5: Scope of Code, Data, Testing, Configuration Management and Other Materials Required to be Migrated. Details of individual code, data, testing and related artefacts are as set out in this SOR, its appendices and in the referenced artefacts as provided in the MLAMP Artefact Repository as described further in Appendix H: MLAMP Artefact Repository.

The requirements associated with the new hardware platform consistent with the Government of Canada’s (GC’s) longer term strategy for provision of common infrastructure and services is as set out in this SOR Section 6: Notional Target Environment. Shared Services Canada (SSC) will be responsible for providing the new hardware platform under a separate agreement with HRSDC based on

established forms of agreement between SSC and partner departments. For clarity, the provision of the new hardware platforms is out of scope of the agreements resulting from this RFP.

Section 6: Notional Target Environment, further sets out the requirements for the operational production environment in which the migrated business systems will be deployed, operated, supported and maintained.

The notional approach for the overall migration, testing, deployment and ongoing support of the migrated materials is as set out in this SOR Section 7: Notional Migration, Implementation and Deployment Approach.

The services required to perform the migration of the programs and associated data, documentation and related materials that are required to be migrated are as set out in this SOR Section 8: Migration Services Requirements where such required migration services include but are not limited to pre-migration assessment, planning, configuration and design (based on GC provided Notional Target Environment materials for deployment, disaster recovery and production scenarios), code and data migration and related reporting and documentation related services.

The services required to perform the testing of the migrated programs and associated data and related materials are as set out in this SOR Section 9: Testing Services Requirements where such required testing services include but are not limited to unit test, integration test, performance test and user acceptance test related services.

The services required to perform the deployment of the migrated and tested programs and associated data and related materials to be deployed are as set out in this SOR Section 10: Deployment Services Requirements. These deployment services include but are not limited to staging of migrated and tested materials on SSC provisioned platforms, integration of operational processes and procedures associated with the application environment as deployed on SSC provided platform environments, application operating environment management services and application management services, coexistence and cutover planning and implementation related services.

The services required to perform the ongoing maintenance and support of the migrated programs and associated data and related materials following acceptance by Canada of the deployed materials are as set out in this SOR Section 11: Required Application Maintenance and Support Services where such required application maintenance and support services include but are not limited to remediation of defects and provision of minor enhancements to production systems.

The services required to provide training associated with the operation and use of the migrated programs and associated data and related materials following acceptance by Canada of the deployed materials are as set out in this SOR Section 12: Required Training Services where such required training services include but are not limited to development of operational personnel training materials, train the trainer related services and materials and revisions to existing training materials.

The services required to provide revised documentation associated with the maintenance, operation and use of the migrated programs and associated data and related materials following acceptance by Canada of the deployed materials are as set out in this SOR Section 13: Required Documentation Services where such required documentation services include but are not limited to development of revised technical materials related to the migrated code, build books and related operational procedures materials.

Canada recognizes the requirement for a managed flexibility in how migration and related services are used. The Notional Operating Model as set out in this SOR Section 14: Notional Operating Model incorporates a Task Authorization (TA) based approach to allocating and authorizing tasks. This proven model used by the Federal Government provides flexibility in managing the work within the administrative processes required by the Government.

## 2. PROJECT OVERVIEW

### 2.1 Introduction and Background

The mission of HRSDC is to build a stronger, more competitive Canada, to support Canadians in making choices that help them live productive and rewarding lives, and to improve Canadians' quality of life. To achieve this, almost 95 percent of the department's expenditures go directly to benefit Canadians in one way or another. The Department provides over \$100B of benefits and services to Canadians each year. Information technology is important to the delivery of these benefits and services.

Since 1968, HRSDC has made use of the Unisys MCP platform (previously Burroughs Corporation) to run mission critical applications. These applications are coded in Unisys LINC and COBOL; data is in Unisys proprietary database and file formats – i.e. there are significant dependencies on the Unisys mainframe platform.



Human Resources and Skills Development Canada (HRSDC) in partnership with Shared Services Canada (SSC) and in concert with the Contractor selected through this MLAMP procurement process, will plan and execute a strategy that will migrate those applications hosted on the Unisys mainframe platform to a modern, open market and Government of Canada standard platform by July of 2016.

SSC will be responsible for providing the hardware platform under a separate agreement with HRSDC based on established forms of agreement between SSC and partner departments.

## 2.2 Project Objectives

The fundamental project objective is to deploy the current portfolio of HRSDC mission critical and other business applications currently delivered using Unisys mainframe environment to a new computer systems environment based on GC supported common platform services as provided by SSC. This requires that the migration effort maintain HRSDC's current program services and functions while also maintaining performance and levels of service provided to Canadians to ensure uninterrupted service delivery of statutory programs, such as EI benefits.

As a result of the migration process:

1. Service to Canadians and to internal staff currently provided on the Unisys mainframe platform must be provided on the target platform both in terms of available service functionality and in terms of accessibility, availability and performance of the services provided. For clarity, the migrated solution must deliver the current services and performance with minimal (i.e. no) visible disruption to services.
2. All relevant data, in-flight transaction and reporting materials must be migrated to ensure seamless transition from the current environment to the target model.
3. The migrated solution must require minimal (i.e. no) retraining of current users.

In addition, the migrated solution must explicitly address the maintainability of the application software in terms of eliminating dependency on unsupported legacy tools and environments (for which skilled resources are increasingly scarce) and enhancing the maintainability of the code and related artefacts (e.g. through

more complete documentation and consistent coding practices across the migrated modules).

As outlined in Section 1, the goals of the Mainframe Legacy Application Migration Project are:

1. To eliminate HRSDC's reliance on the Unisys hardware and software computing mainframe platform;
2. To deploy and operate the current suite of internally and externally facing applications, data, and associated artefacts as set out in this SOR Section 5 from the current Unisys environment (as set out in Section 4) to the target environment as set out in Section 6.
3. To minimize the impact on any external systems that interoperate with the current systems (i.e. those systems not subject to migration).
4. To ensure that the migrated applications are operational and that full operational cutover from the current Unisys environment to the target environment is complete prior to December 2016.
5. To deploy the migrated application on platforms provided by and operated by Shared Services Canada (SSC) where such platforms conform to established SSC standards for Government of Canada enterprise platform services.
6. To migrate the current, or "as is", code base with minimal (if any) application redesign or development.
7. To ensure that the migrated code is maintainable by HRSDC or by contractors tasked by HRSDC to provide application maintenance services with minimal dependency on unsupported legacy development tools or environments (e.g. Unisys LINC tools).

### 3. MIGRATION PROJECT OUTCOMES AND DELIVERABLES

#### 3.1 Outcomes

The outcome of the Mainframe Legacy Application Migration Project must be the effective operation of the migrated Unisys-based materials on the target operating environment as defined by the Contractor and provided by SSC. For clarity:

1. The materials to be migrated are as set out in this SOR Section 5: Code, Data, Configuration Management, Testing and Other Materials Required to be Migrated.
2. The current Unisys environment is as described in this SOR Section 4: Current Environment.

3. The notional target environment is as described in this SOR Section 6: Notional Target Environment as further defined and configured through the MLAMP activities and specifically through the Solution Architecture and Target Operational Environment Enabling Technologies and Configuration deliverables as produced by the Contractor.

As stated above, the outcome of the migration effort must be a migrated code base and related artefacts that ensure the maintainability of the migrated solutions until the next generation of HRSDC business system is available. The planning horizon for maintainability of migrated code is up to and including 2020 – i.e. the migrated code must be maintainable within the service level and cost parameters associated with common enterprise business systems throughout the period.

In summary:

- There are 79 applications which reside on the Unisys mainframe platform and which must be migrated to the target platform as defined through this MLAMP effort.
- There are 56 applications which reside outside the Unisys mainframe platform but are dependent on it for processing and/or data and for which analysis is required to determine the extent, if any, of the modifications to those 56 applications to ensure ongoing functioning with the migrated mainframe code.
- Of the total lines of mainframe code, COBOL represents approximately 60% of the total number of lines of code (or 1.8 million lines of code) while LINC represents the majority of the remaining 40% (or 1.2 million lines of code) with a approximately 70,000 lines of Unisys job workflow scripts and 28,000 lines of Unisys Algol.

The **acceptance** by Canada of the deliverables will be based on the successful execution of the acceptance criteria established for each deliverable as set out in the agreed detailed statement of work for each deliverable. The format for the required statements of work and the authorization process (Task Authorization) is as set out in this SOR Section 14: Notional Operating Model.

### 3.2 Deliverables

The selected contractor must provide and deliver:

1. **A migrated MLAMP solution operating on SSC provisioned platforms that provide the functionality implemented in the mainframe deployments (as described in this SOR Section 4: Current Environment) with equal or greater performance.** For clarity:

- The **Code, Data, Configuration Management, Testing and Other Materials** required to be migrated are as set out in this SOR Section 5.
  - The migrated solution must be operational and accepted by Canada by July 31, 2016.
  - The SSC platform requirements are as set out in this SOR Section 6: Notional Target Environment and Appendix I: SSC Platform Standards and Architectures for MLAMP.
2. **Detailed Planning Materials** as required to enable the effective planning, coordination and implementation of the MLAMP. Required Detailed Planning deliverables are as set out in Section 3.3: Detailed Design and Build Deliverables. The format of required planning deliverables will be conformant to HRSDC planning artefact standards as set out in this SOR Appendix G: HRSDC Software Development Lifecycle (SDLC) Guidelines, Standards and Artefacts.
  3. **Solution Architecture and Target Operational Environment Enabling Technologies and Configuration.** The target operational environment enabling technologies and configuration artefacts will set out the detailed hardware, operating system and related software required to implement the migrated MLAMP materials on the target deployment environments consistent with the SSC platform and implementation guidelines where:
    - The detailed requirements for the Target Operational Environment Enabling Technologies and Configuration deliverable are as set out in this SOR Section 3.4: Target Operational Environment Enabling Technologies and Configuration Requirements.
    - The migrated MLAMP materials are as set out in this SOR Section 5.
    - The SSC platform and implementation guidelines are as set out in Appendix I: SSC Platform Standards and Architectures for MLAMP.
    - The required operational environments are as set out in this SOR Section 6.2 Target Platform Environments.
    - The format of the required artefacts is as set out in this SOR Appendix G: HRSDC Software Development Lifecycle (SDLC) Guidelines, Standards and Artefacts.
  4. The Migration Services as set out in this SOR Section 8: Migration Services Requirements.
  5. The Testing Services as set out in this SOR Section 9: Testing Services Requirements.
  6. The Deployment Services as set out in this SOR Section 10: Deployment Services Requirements.
  7. The Application Maintenance and Support Services as set out in this SOR Section 11: Application Maintenance and Support Services Requirements.
  8. The Training Services as set out in this SOR Section 12: Required Training Services.

9. The Documentation Services as set out in this SOR Section 13: Required Documentation Services.
10. The additional support services as set out in this SOR Section 17: Migration Technical and Operational Support Services Resource Requirements.

**The selected contractor must provide and deliver the required deliverables within the timelines as set out in the Master Project Schedule** defined in this SOR Section 7.2: Master Project Schedule Requirements and as modified and agreed by Canada through the procurement process and subsequent Detailed Planning Materials development and acceptance process as set out in this SOR Section 3.3: Detailed Design and Build Deliverables.

**The process through which work to produce the required Deliverables will be authorized is as set out in this SOR Section 14: Notional Operating Model and as set out in the Contract.**

### 3.3 Detailed Design and Build Deliverables

The selected contractor must provide and deliver the detailed design and build materials as identified in Table 3.3-1: Detailed Design and Build Deliverables. Detailed design and build deliverables are as further defined in the materials referenced in the Deliverables Detail column entry in Table 3.3-1 for each deliverable. Deliverables are also aligned with Major Milestones to enable coordination with other MLAMP activities. The Major Milestones associated with the completion and acceptance of Detailed Design and Build Materials Deliverables are as identified in the Major Milestones column. Major Milestones are elaborated in the Master Project schedule as set out in this SOR Section 7.2: Master Project Schedule Requirements.

**Table 3.3-1: Detailed Design and Build Deliverables**

Deliverable	Title	Description	Deliverables Detail	Major Milestone
DD-1.4.0100	Technology Blueprint	Solution Architecture and configuration of the target environments	SOR Section 3.3.1: Technology Blueprint Deliverable	MM-4.x

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Deliverable	Title	Description	Deliverables Detail	Major Milestone
DD-1.4.0200	Vendor Project Start-up Plan	Plan covering the initial stages of the project including establishing telecommunications and the establishment of the operating model and program structure.	SOR Section 3.3.2: Vendor Project Start-up Plan Deliverable	MM-4.x
DD-1.4.0300	Migration Plan	Plan to migrate code, data, workflows, configuration scripts and other materials to meet requirements as set out in SOR	SOR Section 3.3.3: Migration Plan Deliverable	MM-4.x
DD-1.4.0400	Test Plan	Master test plan coordinated with MLAMP to implement full scope of testing required (aligned with associated acceptance criteria).	SOR Section 3.3.4: Test Plan Deliverable	MM-4.x
DD-1.4.0500	Deployment and Operations Plan (Implementation Plan)	Deployment and Operations Plan coordinated with MLAMP and SSC for the deployment and cutover into production and day to day operation of the migrated materials on SSC provided platforms.	SOR Section 3.3.5: Deployment and Operations Plan Deliverable	MM-4.x

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Deliverable	Title	Description	Deliverables Detail	Major Milestone
DD-1.4.0600	Maintenance and Support Plan	Maintenance and Support Plan coordinated with MLAMP and SSC for the ongoing maintenance and support of the migrated materials	SOR Section 3.3.6: Maintenance and Support Plan Deliverable	MM-4.x
DD-1.4.0650	Training Plan	Training Plan for the training of designated HRSDC resources on the operation, use, maintenance and support of the migrated materials	SOR Section 3.3.7: Training Plan Deliverable	MM-4.x
DD-1.4.0670	Documentation Plan	Documentation Plan for the documentation to enable HRSDC resources to provide operation, use, maintenance and support of the migrated materials.	SOR Section 3.3.8: Documentation Plan Deliverable	MM-4.x
DD-1.4.0900	Risk Management Plan	Plan that sets out the processes and activities through which the Contractor will identify, assess, communicate, mitigate and manage the risks associated with the MLAMP.	SOR Section 3.3.9: Risk Management Plan Deliverable	MM-4.x

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Deliverable	Title	Description	Deliverables Detail	Major Milestone
DD-1.4.0950	Quality Management Plan	Plan that sets out the processes and activities through which the Contractor will ensure the quality of the deliverables produced by the Contractor's team as required by Canada.	SOR Section 3.3.10: Quality Management Plan Deliverable	MM-4.x

### 3.3.1 Technology Blueprint Deliverable

The Contractor shall provide a MLAMP Technology Blueprint that identifies how the enabling technologies required for the implementation of the MLAMP Target Environment will be configured, integrated and otherwise provisioned to meet the MLAMP requirements identified in this SOR Section 3.4: Target Operational Environment Enabling Technologies and Configuration Requirements.

The MLAMP Technology Blueprint shall address, through one or multiple documents, the following areas as set out in the sub-sections to this Section 3.3.1.

### 3.3.2 Vendor Project Start-up Plan Deliverable

The Contractor shall provide and deliver the Vendor Project Start-up Plan as required to establish the activities and deliverables required to set up both Canada and the Contractor to provide and deliver the required Deliverables. The objective of the Project Start-up activities are:

1. To set up the organizational structures in terms of people and processes required to enable effective interoperation between Canada and the Contractor for the purposes of delivering the required MLAMP services and deliverables.
2. To set up the physical infrastructures that enables the interoperation between Canada and the Contractor for the purposes of delivering the required services and deliverables.
3. To finalize the detailed overall MLAMP implementation plan across all stakeholders (i.e. HRSDC, SSC and the Contractor).



The Contractor shall deliver the Vendor Project Start-up Plan according to the timelines defined in Section 7.2: Master Project Schedule.

Canada recognizes that the Contractor may have a proven methodology and existing templates for the relevant Project Start-up **planning** artefacts. However, the provided Vendor Project Start-up Plan shall:

1. Address migration of all production of all testing deliverables as set out in Section 5: Scope Of Code, Data, Configuration Management, Testing And Other Materials Required To Be Migrated.
2. Address the configuration and deployment of the infrastructure and associated services required for the Transition Requirements as set out in this SOR Section 15: Transition Requirements including but not limited to:
  - a. The Contractor Facility & Operational Logistics Requirements as set out in Section 15.2; and,
  - b. The Transition-in requirements as set out in Section 15.2.
3. Address the Security requirements as set out in this SOR Section 16: Migration Services Security Requirements as required to enable the effective start-up of the MLAMP effort by the Contractor.
4. Address the resourcing and phasing of the activities required to effectively and efficiently manage the incremental migration of code, data and related materials across the functional stages in the migration process (i.e. design, migration of code and data, testing, deployment and support).
5. Identify and accommodate the dependencies and interaction with HRSDC and SSC resources.
6. Align with the major milestones as set out in the Master Project Schedule.

### 3.3.3 Migration Plan Deliverable

The Contractor shall provide and deliver the Migration Plan artefacts and services as required to enable the migration of the **Code, Data, Configuration Management, Testing and Other Materials** required to be migrated as set out in this SOR Section 5: Scope Of Code, Data, Configuration Management, Testing And Other Materials Required To Be Migrated.

### 3.3.4 Test Plan Deliverable

The Contractor shall provide and deliver the Test Plan artefacts and services as required to enable the appropriate testing of the migrated solution as provided where the required Testing Services Deliverables are as set out in this SOR Section 9: Testing Services Requirements.

The Contractor shall deliver the Test Plan according to the timelines defined in Section 7.2: Master Project Schedule.

#### 3.3.5 Deployment and Operations Plan Deliverable

The Contractor shall provide to Canada a detailed Deployment and Operations Plan. The Contractor and Canada shall agree on the final form of the MLAMP Deployment and Operations Plan.

The Contractor shall deliver the Deployment and Operations Plan according to the timelines defined in Section 7.2: Master Project Schedule.

#### 3.3.6 Maintenance and Support Plan Deliverable

The detailed Maintenance and Support Plan is required to provide a detailed approach for the maintenance and support of the migrated MLAMP solution as deployed within Canada. The overall maintenance and support requirements are as defined in the RFP SOR Section 11: Required Application Maintenance and Support Services.

The Contractor shall deliver the Deployment and Operations Plan according to the timelines defined in Section 7.2: Master Project Schedule.

#### 3.3.7 Training Plan Deliverable

The Contractor shall provide and deliver the training artefacts and services as required to enable the Canada to operate, support, sustain and evolve the migrated solution as provided. The required Training Deliverables are as set out in this SOR Section 12: Required Training Services.

The Contractor shall deliver the Training Plan according to the timelines defined in Section 7.2: Master Project Schedule.

#### 3.3.8 Documentation Plan Deliverable

The Contractor shall provide and deliver the documentation as required to enable the Canada to operate, support, sustain and evolve the migrated solution as provided. The required documentation deliverables are as set out in this SOR Section 13: Required Documentation Services.

The Contractor shall deliver the Documentation Plan according to the timelines defined in Section 7.2: Master Project Schedule.

### 3.3.9 Risk Management Plan Deliverable

The Contractor shall provide Risk Management Plan. Canada recognizes that the Contractor may have a proven methodology and existing templates to produce a migration project specific Risk Management Plan. These may include but are not limited to consideration of the specific risks and risk mitigation strategies that reflect the Contractor's experience in implementing previous migration initiatives. Recognizing the foregoing, Canada has not dictated a specific structure for Risk Management Planning artefacts. However, the provided Risk Management Plan shall:

1. Incorporate an explicit risk register that:
  - a. Identifies potential risks to the MLAMP initiative
  - b. Identifies the probability of the risk
  - c. Identifies the severity of the impact if the risk factor materializes
  - d. Identifies the party responsible to mitigate the risk
  - e. Identifies a viable risk mitigation strategy
2. Provide an initial risk register that explicitly identifies and addresses risk as perceived for the MLAMP initiative as set out in the SOR.
3. Align the risk management process with established HRSDC risk management processes, reporting and artefacts.
4. Maintain the Contractor components of the MLAMP risk register throughout the initiative.

### 3.3.10 Quality Management Plan Deliverable

The Contractor shall provide Quality Management Plan, which shall include the aspects of ensuring measuring and managing the quality and performance of the migrated code throughout the stages in the migration process including but not limited to:

1. The validation of MLAMP provided inputs including but not limited to MLAMP source artefacts, SSC provided infrastructure and related services, clarity in detailed business requirements, target environment designs, and acceptance criteria.

2. The processes through which the Contractor shall confirm that the required outputs (e.g. technical designs, migrated artefacts, tested artefacts, deployed artefacts) meet the required output specifications.
3. The process through which the Contractor shall ensure the overall quality of the Required Deliverables are maintained across all stages in the migration process - from initial migration through testing to deployment and ongoing support.
4. The processes through which code performance shall be measured and verified to support performance requirements.

#### 3.3.11 Certification Plan Deliverables

Certification plan deliverables will address the requirements to formally certify the security of the migrated solution, in whole and in part, as required to meet the security assurance processes appropriate for each migrated application or part thereof.

### 3.4 Target Operational Environments Enabling Technologies and Configuration Requirements

MLAMP operational environments will be provided by SSC based on the configurations as by the Contractor

Operational Environments include:

1. Production environment
2. DR/BRP related environment
3. Staging Environment
4. Integration Testing environment
5. Development and Unit Test Environment
6. Training Environment
7. Performance Test Environment

## 4. CURRENT ENVIRONMENT

This section describes the current Unisys mainframe and application environment.

#### 4.1 Platforms

SSC currently operates 4 production Unisys ClearPath Libra 690 mainframe servers in two separate provinces within Canada. There are also 2 Unisys ClearPath Libra mainframe servers located in the national capital region used for system testing.

All are running the MCP 15.0 operating system.

HRSDC proposes to make available in the Reading Room to the qualified vendors for the final Request for Proposal the following information:

- i. All available manuals for third party applications and current MCP platform;
- ii. All available operational, developer, administrator documentation;
- iii. All available documentation on the current mainframe workloads and infrastructure;
- iv. All available current performance information;
- v. All available data related to current application support like no of tickets with severity, 24\*7 support required, application criticality etc.;
- vi. All available documentation of the testpacks, end user instructions on system operation, and flow diagrams showing the interfaces between systems;
- vii. A list and description, where available, of other utilities such as EOM, COMS security, or MARC menu screens in use;
- viii. All available information on hardware configuration including processor MIPs/rpm rating;
- ix. All available infrastructure configuration information;
- x. All available inventory list information;
- xi. All available key performance metrics that define the baseline of the current state in the target environment, including:
  - application transaction response times
  - Time it takes for applications to respond / refresh once a transaction is submitted
  - Time to back-up and restore environments
  - Batch run times
  - Uptime and service objectives
- xii. All available information on Screen Presentation method; and
- xiii. All available user guides

#### 4.2 Network

HRSDC proposes to make available in the Reading Room to the qualified vendors for the final Request for Proposal the following information:

- i. All available information on the network topology and configurations

#### 4.3 Authentication/User Rights Management

The authentication scheme for users is managed through a third party tool called LOCUM. All user credentials are maintained within the corporate Active Directory Domain controllers and are maintained by a team working within SSC.

HRSDC proposes to make available in the Reading Room to the qualified vendors for the final Request for Proposal the following information:

- i. All available information on processes and procedures to create, modify or remove user access/rights to the mainframe;
- ii. Implementation diagrams of the Mainframe, LOCUM and Active Directory integration and functionality
- iii. Descriptions of the Active Directory implementation of user access rights within its structure
- iv. Volumetrics of the number of transactions between LOCUM, Active Directory and the mainframe;
- v. All available configuration documents for the implementation of the LOCUM software.

#### 4.4 3<sup>rd</sup> party tools

HRSDC proposes to make available in the Reading Room to the qualified vendors for the final Request for Proposal the following information:

- i. All available information of 3<sup>rd</sup> party tools installed on the Unisys Clearpath Libra servers, their description and use. This for production, testing and development environments
- ii. When possible, HRSDC will also provide technical documentation and configurations;

#### 4.5 Disaster Recovery

HRSDC proposes to make available in the Reading Room to the qualified vendors for the final Request for Proposal the following information:

- i. All available Disaster Recovery Plans for each of the applications which have components running on the mainframe;
- ii. The master recovery plan which identifies the sequencing of application recovery.

#### 4.6 Interfaces

HRSDC proposes to make available in the Reading Room to the qualified vendors for the final Request for Proposal the following information:

- i. All available documentation for system interfaces and external interfaces:
  - a. The types of interfaces
  - b. Implementation/technical design/implementation description
  - c. Which Relying Application are consuming the interfaces?
  - d. Interface diagrams and details
  - e. Full list and functional diagrams of all integration points
  - f. Implementation diagrams of the Mainframe, LOCUM and Active Directory integration and functionality

#### 4.7 Component Enabler

Component Enabler is an environment for opening Agile Business Suite applications to current Web technology and Agile Business Suite Systems running Windows operating systems. Component Enabler provides standard component interfaces to remote applications, opening them up to modern client tools and applications. Component Enabler supports Web access to applications, both through generated interface applications and through scripted Web pages. HRSDC has developed its own implementation of the Component Enabler referred to as IMCCE.

HRSDC proposes to make available in the Reading Room to the qualified vendors for the final Request for Proposal the following information:

- i. All available information on the IMCCE solution, its design docs, interface specifications, and its list of dependent applications

#### 4.8 Developers

HRSDC proposes to make available in the Reading Room to the qualified vendors for the final Request for Proposal the following information:

- i. All available information regarding the toolsets of developers which currently develop and maintain components on the mainframe;
- ii. The number, skillsets and dispersion of developers across HRSDC and SSC;

#### 4.9 End users

HRSDC proposes to make available in the Reading Room to the qualified vendors for the final Request for Proposal the following information:

- i. All available information on the types/roles of end-users accessing mainframe hosted applications;
- ii. All available information on the number and dispersion of end-users across HRSDC and SSC.

#### 4.10 Source code management

HRSDC currently manages source code for the COBOL based applications and WFL scripts are directly on the Unisys mainframe. Source code for LINC-based applications is contained on the Windows platform on the corporate network. The .Net and Java source code is managed through the corporate Team Foundation Server services.

HRSDC proposes to make available in the Reading Room to the qualified vendors for the final Request for Proposal the following information:

- i. All available documentation on
  - Mainframe COBOL
  - LINC
  - .Net /JAVA

- TFS

#### 4.11 Operations CONTROL (OpCon)

OpCon is a job scheduler and IT automation product from Software & Management Associates (SMA). It is the current solution used to manage batch processing on the Unisys mainframe.

HRSDC proposes to make available in the Reading Room to the qualified vendors for the final Request for Proposal the following information:

- i. All available information on the configuration and implementation of the current OpCon solution;
- ii. All available information on the job scheduling scripts currently supporting Unisys hosted applications.

#### 4.12 ETLs

HRSDC regularly extracts data from its mainframe database into its Oracle data warehouse to support some of its program integrity and reporting needs.

HRSDC proposes to make available in the Reading Room to the qualified vendors for the final Request for Proposal the following information:

- i. All available documentation on the Extract-Transform-Load activities against its DMSII and data files;
- ii. All available information on the volumetric of the ETL activities;

#### 4.13 COBOL, .Net & Java Development Standards

HRSDC proposes to make available in the Reading Room to the qualified vendors for the final Request for Proposal the following information:

- i. All available documentation on its development standards for .Net/JAVA/COBOL/LINC code development

#### 4.14 Shared Application Development Environment (SADE)

HRSDC has a common environment for all development of .Net and Java applications called SADE. This environment is composed of various verticals supporting the .Net and Java applications. The existing verticals are for development, integration, performance testing, user acceptance testing and so on.

HRSDC proposes to make available in the Reading Room to the qualified vendors for the final Request for Proposal the following information:

- i. All available documentation on SADE, its development verticals, its deployment processes and its support structure



#### 4.15 Utilities

HRSDC proposes to make available in the Reading Room to the qualified vendors for the final Request for Proposal the following information:

- i. All available documentation on utility software and modules.

#### 4.16 Testing tools, processes and procedures

HRSDC proposes to make available in the Reading Room to the qualified vendors for the final Request for Proposal the following information:

- i. All available documentation on its testing tools, processes and procedures;
- ii. All available testing scripts and use case documentation
- iii. A volumetric assessment of the testing maturity for its portfolio of applications hosted on the mainframe

#### 4.17 Release Management

HRSDC proposes to make available in the Reading Room to the qualified vendors for the final Request for Proposal the following information:

- i. All available documentation on its release management process

#### 4.18 Printing Services/Peripherals

HRSDC proposes to make available in the Reading Room to the qualified vendors for the final Request for Proposal the following information:

- i. All available documentation on its printing services and peripherals

#### 4.19 Service Monitoring

HRSDC proposes to make available in the Reading Room to the qualified vendors for the final Request for Proposal the following information:

- i. All available documentation on the current technology used by SSC to monitor the Unisys mainframe and the .Net/Java applications/environment today

#### 4.20 Archived Data

HRSDC proposes to make available in the Reading Room to the qualified vendors for the final Request for Proposal the following information:

- i. All available documentation on the size and retention needs for archived data of the Unisys mainframe;

#### 4.21 Backup/Storage Area Network implementation

HRSDC proposes to make available in the Reading Room to the qualified vendors for the final Request for Proposal the following information:

- i. All available documentation on the SSC Backup and SAN implementation in support of the Unisys mainframe and of the .Net/Java environments

#### 4.22 Service Level Agreements (SLA)

Service Level Agreements are common understandings developed between HRSDC's Innovation, Information and Technology Branch(IITB) (the service provider) and their clients (HRSDC, Service Canada and the Labour Program) regarding the services to be delivered by the IITB and the level of service that can be expected by the client. Service agreements provide us with clear, measurable targets for assessing our overall performance in delivering IM/IT services.

HRSDC proposes to make available in the Reading Room to the qualified vendors for the final Request for Proposal the following information:

- i. All available SLA documentation related to the applications identified in Section 5 of this document;
- ii. All available SLA documentation related to applications dependent on the mainframe hosted applications (as identified in the Known Dependencies section of each application description);
- iii. All available SLA documents related to the Libra Clearpath 690/Unisys MCP mainframe itself
- iv. All available volumetric information from the SLAs including but not limited to:
  - Application transaction response times
  - Time it takes for applications to respond / refresh once a transaction is submitted
  - Time to back-up and restore environments
  - Batch run times
  - Uptime and service objectives

#### 4.23 Operational Level Agreement (OLA)

An OLA sets out the responsibilities for the support and delivery of IT services. It is a mandatory deliverable within the Innovation, Information and Technology Branch Project Life Cycle. The OLA documents the agreement between the Application/Product management group and all service and support groups.

HRSDC proposes to make available in the Reading Room to the qualified vendors for the final Request for Proposal the following information:

- i. All available OLA documentation related to the applications identified in Section 5 of this document;
- ii. All available OLA documentation related to applications dependent on the mainframe hosted applications (as identified in the Known Dependencies section of each application description);
- iii. All available OLA documents related to the Libra Clearpath 690/Unisys MCP mainframe itself

#### 4.24 Documentation

**Release Memo** – A release memo accompanies each software release to introduce the release. It contains information about the purpose of the release,

the location where the software will be installed, time required to install and identifies the items included in the install package. This memo is a mandatory item for all release packages.

**Request for Change** – In order to secure a release date for a software release a request for change must be requested. A Request for Change template includes information including the system name, impact on end users, risk level, type of system being released and system dependencies.

**Install Guide** – An install guide is a mandatory document that must accompany a software release to provide instructions on how to install the software on HRSDC's production environment.

**R-Series Documentation** - This documentation is integral to the day-to-day operations of HRSDC's mainframe systems and is considered to be an HRSDCIT Standard that is to be employed by all mainframe application developers responsible for documentation of their systems and programs. These documents provide departmental employees with important system information including system description, system configuration chart, file summary, possible system errors and actions to be taken, program controls and sample reports.

**M-Series Documentation** – This is a mandatory documentation series that must accompany each of HRSDC's application releases which are not hosted on the Department's mainframe environment. It includes important information to help Operations staff understand the application in order to better implement and support it in the production environment.

**Support Specifications** – HRSDC requires a Support Specification document for each of its applications and are used by Service Delivery Agents (SDA) within the Department's National Service Desk. The Support Specifications speed up the assignment of service calls and become the roadmap used by SDA's to identify a problem, gather sufficient background and detail, and pass it on to the right Resolver Group.

## **End User Guides**

HRSDC proposes to make available in the Reading Room to the qualified vendors for the final Request for Proposal the following information:

- i. All available information on the templates and standards to develop these documentation artefact;
- ii. All information available on the volume of documentation related of the Unisys mainframe hosted and dependent applications

## 5. SCOPE OF CODE, DATA, CONFIGURATION MANAGEMENT, TESTING AND OTHER MATERIALS REQUIRED TO BE MIGRATED

### 5.1 Code Migration Requirements

This section sets out the high level inventory of applications, databases and related testing, documentation, configuration, deployment, and other materials that are required to be migrated from the current environment (as described in this SOR Section 4: Current Environment) to the target environment (as described in this SOR Section 6: Notional Target Environment).

In total, there are 79 applications which reside on the Unisys mainframe platform, and 56 applications which reside outside the Unisys mainframe platform but are dependent on it for processing and/or data.

The major application suites for which migration is required are:

1. EI Legacy
2. Canadian Government Annuities
3. Computerized Stock Inventory System
4. Corporate Letterbook System
5. Departmental Accounts Receivable System and Communication Interface and Web
6. Integrity Operations - Investigation and Control Applications
7. SIN/SIR
8. Labour Market Development Agreements

For illustrative purposes only, the current environment consists of approximately 135 Applications/Components that reside or depend on the Unisys mainframe:

- 79 Applications/Components Reside on the Mainframe (M/F architecture)
- 56 Applications/Components Depend on the Mainframe (n-tier architecture) (Mainframe dependencies include Identification, Authentication, Authorization and/or DMSII DB access)
- 15 Unisys DMSII Databases

Source Language or Script	Code base Profile & Volumetrics
LINC Application Metrics	<ul style="list-style-type: none"><li>• 6 LINC Applications/Components</li><li>• 18,563 Function Point Counts</li><li>• 1.46 Million LINC Source Lines of Code (SLoC) (includes comments and blank lines)</li><li>• 792 LINC Programs</li><li>• 689 Batch LINC Programs</li></ul>

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	<ul style="list-style-type: none"><li>• 918 LINC GLGs (Global Logic)</li></ul> <p>Size Distribution:</p> <ul style="list-style-type: none"><li>• 75% of programs contain less than 1k SLoC</li><li>• 24% of programs 1k to 5k SLoC</li><li>• 1% of programs over 5k SLoC</li></ul>
COBOL Application Metrics	<ul style="list-style-type: none"><li>• 68 COBOL Applications/Components</li><li>• 40K Function Point Counts</li><li>• 2.2 Million COBOL SLoC (includes comments and blank lines)<ul style="list-style-type: none"><li>○ 1.65 Million COBOL SLoC (excludes comments and blank lines) of which 1.1 Million COBOL SLoC (pure COBOL logic only – Procedure Division)</li></ul></li><li>• 848 COBOL Programs<ul style="list-style-type: none"><li>○ 146 Online COBOL Programs</li><li>○ 713 Batch COBOL Programs</li></ul></li><li>• 2,401 COBOL COPYLIBs</li><li>• 201k COBOL COPYLIB SLoC (includes comments and blank lines) of which 144k COBOL COPYLIB SLoC (excludes comments and blank lines)</li></ul> <p>Size Distribution:</p> <ul style="list-style-type: none"><li>• 53% of programs contain less than 1k SLoC</li><li>• 41% of programs contain between 1k to 5k SLoC</li><li>• 6% of programs contain over 5k SLoC</li></ul>
DMS II Database definition	52k DMSII DASDL
Job Workflow	70k WFL
Unisys Algol	28k ALGOL SLoC (includes comments and blank lines)

## 5.2 Data Migration Requirements

The existing data sets include:

- Available DASDL structures
- Data Schemas
- Full list of flat files (static and dynamically created)
- List of applications consuming each database of file

### 5.3 Configuration Management Requirements

To be provided.

### 5.4 Testing Materials Migration Requirements

Current State of Mainframe Support for System Testing roles and requirements:

#### Database Program Compiles.

- All database programs are compiled and released through an internal workgroup. We configure all the required components to allow the program to work correctly in the production environment. This includes correct database description, proper copy and runtime libraries, and specific compiler options.
- We require an environment where we can store, control and assemble the required components to compile these programs.
- We maintain the repositories of all database and non-database programs that have been released to production in a read only format.
- We maintain repositories of all database and non-database programs currently being tested for control purposes.
- We require all object codes have an internal marker for identification as well as an external timestamp to identify the object. We need the ability to control the objects that are released to production.
- We need to electronically store all required print files for distribution as required.
- We have to provide error information to development in the event a program fails to compile. Either electronically or as a hard copy.
- We have to create and verify the EI system release directories for distribution by Release Services. This includes all program object codes, printer files, data files screen formats and COMS files.
- We require an environment for the members of our group to develop and test any new utilities, workflows, DO files required. To verify anything we develop to help the tester's automate their processes.

#### Test System Support.

- We currently have 49 test systems on the BELLDEV machine and 9 test systems on the MTLDEV machine for EI testing. Each of these systems is completely separate from all the others.
- A full EI system is comprised of 230 online programs, 7 different databases and up to 9 individual windows.
- We configure each individual system to represent the EI system at a specific point in time. It could be current production or what will be running in EI as of next month or next year. Whatever is required for testing.
- We setup special test environments for pilots and new initiatives.

- We setup special/temporary test systems as required by development or client services for new initiatives or pilots.
- We need the ability to backup and restore entire databases and individual datasets within a database.
- We need the ability to merge databases and datasets.
- We need the ability to backup datasets on one database and load that dataset onto another test system.
- We require the ability to unload datasets into a flat file and alter or merge that data with other files and then convert that file back into a database dataset.
- We require the ability to directly access the database and be able to create and modify data in that database.
- We require the ability to manually input incorrect data (alpha characters in a numeric only dataset) to test program edits and error messages.
- We require the ability to load large volume or production data for running volume / stress tests.
- We require the ability to run reports directly on the databases to confirm test results or report program outputs.
- We require the ability to transfer data, files and programs between our test systems and between our test systems and development systems.
- We require the ability to review system logs and actions when troubleshooting problems.

## 5.5 Required Other Artefact Migration

### 5.5.1 Extract-Transform-Load scripts

Where the interfaces to the data residing on the target platform have been modified as a result of the migration, all relevant ETL scripts will be migrated by the vendor to ensure completeness in the data replication lifecycle.

### 5.5.2 Relevant MCP patches

HRSDC/SSC has developed some of its business logic directly through patches applied to the MCP operating system. The business logic from these patches is to be introduced into the new solution, whether through code, configurations, third party tools or any other means, to ensure all relevant functionality offered by the MCP is migrated along-side the applications.

### 5.5.3 Documentation

The vendor will migrate/create all relevant documents to ensure the applications are adequately documented to ensure maintainability of the migrated applications as per HRSDCs described approach identified in the project Task Authorizations. This includes and is not limited to:



- i. Release Memos
- ii. Request for Change
- iii. Install Guide
- iv. R-Series Documentation
- v. M-Series Documentation
- vi. Support Specifications
- vii. End User Guides

#### 5.5.4 Training Materials Migration Requirements

To be confirmed.

## 6. NOTIONAL TARGET ENVIRONMENT

### 6.1 Target Application Architecture and Platform Requirements

The notional target application architecture and platform requirements are based on the GC SSC supported platform standards as set out in Appendix I: SSC Platform Standards and Architectures for MLAMP.

The target application architecture and platforms must be compliant with SSC platform standards and architectures as set out in Appendix I: SSC Platform Standards and Architectures for MLAMP.

The target application architecture must be based on a sustainable and contemporary application architecture that:

1. Is consistent with the underlying platform architectures as provided and supported by SSC for Wintel **or** Lintel configurations.
2. Is commonly available on the Lintel **or** Wintel platforms supported by SSC.
3. Is based on development languages; software development, deployment and support technologies that:
  - a. Have demonstrable support and ongoing investment from the software publishers
  - b. Demonstrate a strategy and commitment to keep the software current as the operating platforms evolve over the period of the contract



- c. Demonstrate the commitment and infrastructure to maintain and evolve a community of software professionals from which HRSDC can employ and potentially contract the number of skilled resources required to sustain and evolve the MLAMP solutions.

## 6.2 Target Platform Environments

The target operational environments are as set out in the SOR Section 3.4. Target Operational Environments Enabling Technologies and Configuration Requirements. These environments are:

1. Production environment
2. DR/BRP related environment
3. Staging Environment
4. Integration Testing environment
5. Development and Unit Test Environment
6. Training Environment
7. Performance Test Environment

The target platform environments must be provided on a sustainable target platform where a sustainable target platform:

1. is based on commercially available hardware and operating software;
2. is supported by the manufacturer / software publishers with demonstrable commitments to support the platform environment (hardware and software) over the projected operational life

The architecture of the target platform environments must be consistent across all operational environments. Specifically, where a core architecture has been identified (e.g. Wintel or Lintel based):

1. The identified architecture must be used consistently across all the required operational environments.
2. The identified architecture must be consistent with the supported SSC Platform Standards and Architectures as identified by SSC in Appendix I: SSC Platform Standards and Architectures for MLAMP.
3. The operational processes, interfaces and any enabling technology dependencies must be consistent with the SSC supported processes, interface requirements and associated environment management tools including but not limited to:
  - a. System management processes and tools
  - b. Configuration management processes and tools
  - c. Database and storage management processes and tools
  - d. Application management processes and tools

- e. Security management processes and tools
- 4. The operational environments must operate in a virtualized environment supported by SSC where the SSC supported virtualization environments are as set out in Appendix I and include but are not limited to:
  - a. VMware 5.1
  - b. Microsoft Hyper-V 2012 Server
- 5. The core operating platforms must

### 6.3 Target Platform Performance Requirements

The Contractor shall provide and deliver an integrated MLAMP Solution that is scaled and configured to meet the performance, capacity and deployment needs of Canada as defined in this SOR Section 6.3: Target Platform Performance Requirements and as refined through the Procurement process.

The Contractor shall configure target platform environments that:

- 1. Uses the core hardware and operating system platform environments provided and supported by SSC.
- 2. Are configured to provide Supports the user base as defined in Table 3.12-1: Integrated MLAMP Solution User Base.

## 7. NOTIONAL MIGRATION, IMPLEMENTATION AND DEPLOYMENT APPROACH

### 7.1 Overall Approach

The notional Migration, Implementation and Deployment Approach is summarized as follows:

- 1. SSC sets out the basic platforms that are supported as common infrastructure by SSC and on which the migrated solution will be migrated, tested, deployed, operated and maintained. These basic platforms are as defined in Appendix I: SSC Platform Standards and Architectures for MLAMP. Basic platforms supported include Wintel and Lintel configurations implemented on x86 hardware.

2. The Contractor shall provide a Solution Architecture and Target Operational Environment Enabling Technologies and Configuration that is based on a supported SSC platform (either Wintel or Lintel based) where this material reflects the Contractor's expertise and assessment of the optimum solution architecture and target environment models to meet the needs of Canada for an effective operating solution (i.e. a solution that provides the functionality of the current Unisys solution and equivalent or higher performance). The target environment materials will be used by SSC to configure and make available the required platform environments.
3. The Contractor shall migrate the current Unisys materials as set out in this SOR Section 5 to the defined target environment using people, processes and enabling technologies as required to perform the migration activities and producing efficient, effective and maintainable code, data, scripts and related artefacts on the target environment.
4. The Contractor shall develop such testing materials and provide such testing services as are required to ensure that the migrated code provides the functionality and performance on the target environment as provided on the current Unisys environment.
5. On acceptance by Canada, the Contractor will deploy the migrated code, data, scripts and other artefacts from a testing to production scenario. During the deployment process, the Contractor shall provide such services as required to operate the migrated solution in parallel with the current Unisys production systems to ensure the stability and integrity of the migrated systems before cutover to production status. HRSDC will implement an incremental deployment approach as set out in the SOR Section 7: Notional Migration, Implementation and Deployment Approach.
6. On acceptance by Canada of the fully operational migrated solution, the Contractor shall provide application maintenance and support services as set out in the SOR Section 11: Maintenance and Support Services.

## 7.2 Master Project Schedule Requirements

The notional Master Project Schedule assumes a start date of June 16, 2014 for the Build/Design stage of the project with a "go live" date for the MLAMP Solution Release 0.1 in support of the initial wave of migrated MLAMP solutions in the fall / winter of 2015.

**Table 7.2-1: Master Project Schedule Summary**

Major Milestone	Title	Detailed in Document Section	Time-frame (M)onths / Planned Completion	Outcomes, Deliverables and Key Activities summary
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Major Milestone	Title	Detailed in Document Section	Time-frame (M)onths / Planned Completion	Outcomes, Deliverables and Key Activities summary
MM-4.0	Start		June 16, 2014	Design/Build Stage Start
MM-4.x	Design and Build Solution completed		15 months October 9, 2015	Detailed design and build deliverables based on revisions to materials provided by Respondent in response to RFP Proof of Solution.
MM-4.x	Testing completed		15 months October 23, 2015	Integration, performance, system and User Acceptance testing are completed.
MM-4.x	Training completed		2 months June 6, 2015	Training of required staff is completed.
MM-4.x	SSC Infrastructure Acquisition		1 month September 15, 2014  1 month August 14, 2015	SSC will procure the infrastructure through two orders.
MM-4.x	SSC Infrastructure Deployment		15 months November 13, 2015	SSC will deploy environments for testing, training and production.
MM-4.x	Internal Gate 4 approval		7 months November 19, 2015	HRSDC receives approval to proceed with deployment.
MM-4.x	SSC Platform Operational Implementation		12 months May 6, 2015	SSC will implement new procedures developed in the Operational Implementation Plan.
MM-5.x	Roll-out completed		7 months May 24, 2016	All applications have been migrated to the new solution.
MM-5.x	Stabilization completed		8 months June 23, 2016	Stabilize the environment as the roll-out is taking place.
MM-5.x	Internal Gate 5 approval and project close		1 month July 29, 2013	Solution has been fully implemented and signed off.

### 7.3 Incremental Implementation Strategy

Based on the responses to the MLAMP Request for Information (RFI), Canada intends to migrate the portfolio of mainframe based application and data to the target platform through a series of incremental releases. The incremental releases are as identified in Table 7.3-1: Incremental Releases Table.

**Table 7.3-1: Incremental Releases Table**

Release	Title	Description	Release Detail	Major Milestone
IR-0.0	Initial Integrated Test Skeleton	Skeleton of integrated system build to enable integrated production deployment, functional and performance testing.		
IR-0.1	Initial Production Release	Production release of Initial Wave of migrated code and data.		
IR-0.2	Second Production Release	Production release of second wave of migrated code and data.		
IR-0.3	Third Production Release	Production release of third wave of migrated code and data.		
IR-0.4	Fourth Production Release	Production release of Final Wave of migrated code and data.		
PR-1.0	Initial Full Production Release	Full production release operating on target platforms with Unisys mainframe still on hot standby		
PR-2.0	Stabilized Full Production Release	Full production release operating on target platforms with Unisys mainframe decommissioned		

## 8. MIGRATION SERVICES REQUIREMENTS

### 8.1 Overall Migration Requirement

To be completed.

## 8.2 Application Migration Requirement

To be completed.

## 8.3 Data Migration Requirements

To be completed.

## 8.4 Operating Environment Migration Requirements

To be completed.

## 8.5 Test Case Migration Requirements

To be completed.

## 8.6 Documentation Migration Requirements

To be completed.

## 8.7 Security Activities and Deliverables Requirements

To be completed.

## 8.8 Other

To be completed.

## 9. TESTING SERVICES REQUIREMENTS

### 9.1 Overall Approach

The Contractor shall provide and deliver testing services and testing materials as may be required for testing of the solution in whole or in part including but not limited to unit testing, integration testing, regression testing, and acceptance testing.

The Contractor shall provide and deliver testing services and testing materials to verify that the implemented integrated MLAMP Solution provides the performance and functionality required to meet the requirements of Canada.

Testing services and testing materials shall include but are not limited to:

1. Explicit testing at each phase of the project;
2. Explicit development of test plan including identification of test data;
3. Explicit performance testing component;
4. Explicit Acceptance Testing component incorporating agreement on test criteria with Canada;
5. All software and other licensed products as required to develop, administer, execute and report on test cases and the testing process where such licensed products are required to implement the test plan as proposed.
6. Test scripts, data and related materials including but not limited to:
  - a. Test Cases including materials describing test case execution with the expected and actual results for the integrated solution and for individual components thereof
  - b. Test Case library facility including provision of capability to identify and execute specific set of test cases (e.g. to test a specific integrated MLAMP Solution component).
  - c. Test cases and the testing process must be executable on Canada infrastructure and operated by SSC staff.

## 9.2 Unit Testing Requirements

As defined in Final RFP SOR including but not limited to:

- The Contractor shall perform Unit Testing of individual migrated code modules prior to Integration Testing.
- Unit Testing may be performed using Contractor equipment (i.e. platforms not provided by SSC) where such testing does not compromise the security requirements as set out in the RFP.
- Unit Testing shall incorporate unit functional, non-functional and
- The Contractor shall develop test case materials including test scripts and test data to enable Unit Testing of individual modules where such materials are required to complement any test materials available from Canada (e.g. existing regression test materials for the current Unisys modules).
- All test materials developed for unit test by the contractor shall be incorporated in the regression test case library as part of the migrated materials.

## 9.3 Integration Testing Requirements

Integration testing shall be performed by the Contractor. Integration testing will include but may not be limited to:

- Integration testing of all units within a module.
- System integration testing of the integrated module with required external to the module systems and services.
- Module regression testing using regression test materials as used by Canada for the existing Unisys equivalent modules.
- Basic performance testing to ensure that the integrated module meets the performance (e.g. transaction rate, operation within a defined batch window) required for the module based on the performance established for the existing Unisys equivalent modules.

## 9.4 Regression Testing Requirements

Regression testing will be performed following established best practice guidelines.



## 9.5 Acceptance Test Requirements

HRSDC shall be responsible to conduct and manage the following forms of testing in connection with the migrated materials for each major release. The Contractor shall provide support to testing activities that directly relate to the testing of the migrated materials as defined and agreed to as part of the Test Plan. The include but are not limited to:

1. End-to-End Acceptance Testing
2. Scalability and Workload Testing
3. Performance Testing
4. Legacy system functional conformance testing
5. Data consistency testing
6. Non-Functional Infrastructure Testing
7. User Acceptance Testing (UAT)
8. Conformance Testing
9. Security Testing

The Contractor shall successfully complete the acceptance test requirements where:

1. all testing activities outlined in the test plan have been performed;
2. zero Severity 1 defects;
3. zero Severity 2 defects;
4. the level of Severity 3 defects is less than or equal to the number of severity 3 defects in the same module in the legacy Unisys artefacts.
5. the level of Severity 4 defects is less than or equal to the number of severity 4 defects in the same module in the legacy Unisys artefacts.

The acceptance criteria need to be met prior to and maintained throughout Integration Testing, User Acceptance Testing and deployment into the production environment.

## 9.6 Testing Environments Requirements

To be provided by SSC.

## 9.7 Testing Services Security Requirements

To be provided by SSC.

## 10. DEPLOYMENT SERVICES REQUIREMENTS

### 10.1 Overall Approach

The deployment services required will align with the release schedule as set out in this SOR Section 7.

### 10.2 Operating Environment Deployment Services Requirements

To be completed.

### 10.3 Application Environment Management Services Requirements

Where the platform environment is provided and managed by SSC, the HRSDC migrated applications will operate on the SSC provided platform. Application Environment Management Services are the services required to manage the migrated MLAMP **applications** as deployed on the SSC provided and managed target operating environments.

For clarity, the management of the physical hardware and associated operating systems and hypervisor environments will be performed by SSC. The required Application Environment Management Services focus on the management of the applications environments that operate on these platforms.

Required Application Environment Management Services include but are not limited to:

1. Application Monitoring Services:

- a. ongoing monitoring of the production application environment;
  - b. identification of capacity, performance, transaction volume or other factors that may impact effective operation of the production application environment and taking appropriate response to address potential problem.
  - c. Identification of code modules that are infrequently or never used to enable application rationalization over the code base.
2. Application Environment Maintenance Services – services required to maintain the operational environment in which the migrated MLAMP solutions operate. These services may include but are not limited to:
- a. Incident Management – resolution of incidents related to the operation of the application environments.
  - b. Problem Management – identification of the root cause and subsequent resolution of systemic problems in the application environment.
  - c. Change Management – implementation of the formal change management process as employed by HRSDC and SSC with respect to proposed changes to the application environment(s) associated with the migrated MLAMP solution.
  - d. Configuration Management – management of configuration of the migrated MLAMP code and any dependent or embedded materials required for the deployment, management, testing, operation, support or any and all other functions assigned to the Contractor under this MLAMP initiative.
  - e. Release and Deployment Management –management of the processes and activities required for the deployment of an MLAMP software release into production.
  - f. Application Performance Management – services as required to ensure that the application(s) and associated database(s) and environment achieve the reliability, response times and other operational parameters defined in this SOR for the migrated MLAMP solutions.
3. Batch processing and operations – services related to setting up, modifying, optimizing and making available all information required for execution of batch processes, and monitoring and verifying the success of batch activities related to the migrated MLAMP application(s) and database(s).
4. Software Patches and Fixes – services associated with implementing patches, fixes or updates to the migrated software and to software supporting the application(s) and/or database(s) e.g. as may be required to maintain software currency and supportability, address security or other vulnerabilities, and ensure compatibility with changes in the SSC operating environment.

5. Database administration and management – services associated with the ongoing management and administration of the databases and file system components of the overall migrated MLAMP solution.
6. Request Fulfillment – fulfillment of relevant Service Requests, including requests for user identity, access and authorization for contractor personnel during the MLAMP activities (e.g. to set up new migration or tester user accounts, to create new virtual instances of test environments).
7. Business Resumption and Disaster Recovery Services – The performance of specific activities associated with the provision of BR and DR Services for business critical application environments. These services will be coordinated with SSC to ensure alignment with SSC DR capabilities and infrastructures.

## 10.4 Cutover Services Requirements

Cutover services are the services required to manage the cutover from the legacy application environments operating on the Unisys mainframe to the target environments operating on SSC provisioned platforms.

Cutover services will be required to implement the incremental implementation and deployment approach as set out in this SOR Section 7: Notional Migration Implementation and Deployment Approach.

Required Cutover Services include but are not limited to:

1. Parallel operation related services – service to configure, interface / integrate and operate the migrated MLAMP modules in parallel with the mainframe modules and ensure that the results are the same and performance is equal or better prior to cutover.
2. Migration of core datasets and other assets as may be required to operate the migrated MLAMP modules in parallel with equivalent production mainframe modules.
3. Services as required to ensure the synchronization of any and all datasets, log file, in-flight transaction flows, user profiles and other materials as may be required to enable seamless cutover to the migrated modules.
4. Services as required to ensure the capability to cut back to the mainframe solution until such times as the migrated solution and underlying SSC provided platform environments are operationally stable.

## 11. REQUIRED APPLICATION MAINTENANCE AND SUPPORT SERVICES

The contractor shall provide and deliver application maintenance services to maintain and support the migrated mainframe legacy applications as set out in this Section 11.

Required Application Maintenance and Support Services consist of Corrective Maintenance, Adaptive Maintenance, and Preventive Maintenance services where:

1. "Corrective Maintenance" means modification of a software product performed after delivery to correct discovered problems (e.g., bug fixes). MLAMP related Corrective Maintenance requirements are as set out in Section 11.1: Corrective Maintenance Requirements.
2. "Adaptive Maintenance" means modification of a software product performed after delivery to keep a software product usable in a changed or changing environment (e.g. result of a middleware software version upgrade). MLAMP related Adaptive Maintenance requirements are as set out in Section 11.2: Adaptive Maintenance Requirements.
3. "Preventive Maintenance" means maintenance to Software after deployment to detect and correct latent faults in the Software. (e.g. removing boundary condition faults and optimizing code and updating documentation). MLAMP related Adaptive Maintenance requirements are as set out in Section 11.3: Preventive Maintenance Requirements.
4. "Application Support" means the services required to keep an Application, system or other identified application asset operational. The services include responding to and resolving Incidents; addressing Problems in application, system or other identified application asset; logging minor enhancements and change requests; troubleshooting and investigating production issues; answering technical questions; and similar types of Services, activities and deliverables. MLAMP related Application Support requirements are as set out in Section 11.4: Application Support Requirements.

### 11.1 Corrective Maintenance Requirements

To be completed.

## 11.2 Adaptive Maintenance Requirements

To be completed.

## 11.3 Preventive Maintenance Requirements

To be completed.

## 11.4 Application Support Requirements

To be completed.

## 12. REQUIRED TRAINING SERVICES

The Contractor shall provide and deliver training and training materials as required to enable the training of personnel including but not limited to Users, HRSDC's identified support services personnel, HRSDC's designated technical and functional resources, HRSDC's implementation team resources who will interact with the Contractor implementation team, and others as may be employed in support of the solution as deployed.

The Contractor shall provide and deliver training, in both official languages, for technical and support staff including:

1. Training of Canada internal training staff. Courses / days,
2. Training for technical, implementation and support staff

The Contractor shall provide and deliver training for HRSDC training specialists in development and delivery of integrated MLAMP Solution end-user training related to the migrated MLAMP Solution and component services.

The Contractor shall provide and deliver generic training materials associated with the integrated MLAMP Solution and component services.

The Contractor shall advise and assist HRSDC's internal training specialists in the customization of generic training materials associated with the migrated MLAMP Solution and component services to reflect the migrated MLAMP Solution as configured and deployed by the Contractor.

The Contractor shall advise and assist HRSDC's internal training specialists in the development of a training plan associated with the training of users in the migrated MLAMP Solution and component services as configured and deployed.

The Contractor shall allow Canada to translate, copy, distribute and use the training materials as developed without further cost to Canada.

The number of resources and training courses required shall be identified to the Respondents selected to participate in the Proof of Solution process.

## 13. REQUIRED DOCUMENTATION SERVICES

To be completed.

## 14. NOTIONAL OPERATING MODEL

### 14.1 Overall Approach

Migration Services may be requested using one or more of the following mechanisms:

1. **Task based mechanisms** with the scope of required work being set out in a Statement of Work. This approach will be the most commonly used mechanism with services focussed on the migration / test service categories.
2. **Resource based mechanisms** through which HRSDC requests specific resources / roles for specified amounts of time. Resources will be provided on a per-diem basis where the resource categories,

experience and required skill sets are as set out in this SOR Appendix J: Required Resource Categories.

For task-based and end-to-end project work, the Contractor will provide costed responses to HRSDC provided statements of work. Work packages will be assembled as part of a Statement of Work (SOW) using a standardized HRSDC requirements definition approach and will be made up of packages of services which individual services are as defined in the service catalog.

The format and content of work packages and the expected inputs and outputs will correspond to the appropriate artefacts as set out in the HRSDC SDLC and application management framework. For example, where requirements relate to business processes for which technical design and development services are required, then a use case approach will be used. Where required services are focused on coding and related testing activities, the input and output materials will correspond to the appropriate coding and testing artefacts. The HRSDC application development model is as set out in this RFP Attachment C.

HRSDC will request that migration-related services are provided through the Operating Model as set out in the SOR Notional Operating Model and HRSDC SDLC Guidelines, Standards and Artefacts. The operating model as set out in this SOR Section 14 sets out:

1. The process through which task-based and resource-based migration-related services will be requisitioned from the Contractor.
2. Identifies the Artefacts provided to the migration-related services Contractor by HRSDC.
3. Identifies the Artefacts delivered to HRSDC by the migration-related services Contractor.
4. Identifies the Acceptance Criteria associated with the acceptance of migration related services and deliverables (e.g. artefacts).
5. Identifies the Service Levels associated with defined Services.

Migration-related services-related roles and skill sets that are expected to be provided by the Contractor through task-based or resource-based migration-related services statements of work issued by HRSDC are as set out in this SOR Section 17: Migration Technical and Operational Support Services Resource Requirements.



## 14.2 MLAMP Governance Model

To be completed.

## 15. TRANSITION REQUIREMENTS

### 15.1 Overall Approach

To be completed.

### 15.2 Contractor Facility & Operational Logistics Requirements

The Contractor must provide a Contractor Facility sufficient to provide migration-related services over the term of the agreement.

Only a Contractor Facility located in Canada will be allowed to access and transmit to and from the HRSDC Operating Environments.

To be completed.

### 15.3 Transition-in Requirements

To be completed.

### 15.4 Transition Out Requirements

To be completed.

## 16. MIGRATION SERVICES SECURITY REQUIREMENTS

### 16.1 Overview of Migration Security Requirements

Contractor must indicate in its proposals if they and their partners and sub-contractors meet all the security requirements referenced in **Appendix XX – Security Screening** and if not, what is the status of their application for security clearance. Bidders are advised to initiate the security clearance process as soon as possible, if they do not currently meet the security requirement specified in this document.

HRSDC will not delay the award of any contract to allow bidders to obtain the required security clearance. It is the responsibility of bidders to ensure that the information required concerning the security clearance is provided on time.

In performing activities under the resulting contract:

- 1) The Contractor must, at all times during the performance of the Contract, hold a valid Facility Security Clearance at the level of SECRET, with approved Document Safeguarding and Production Capabilities at the level of PROTECTED B, issued by the Canadian Industrial Security Directorate (CISD), Public Works and Government Services Canada (PWGSC).
- 2) The Contractor personnel requiring access to PROTECTED information, assets or sensitive work site(s) must be a citizen of Canada and must EACH hold a valid personnel security screening at the level of SECRET, granted or approved by the CISD, PWGSC.
- 3) The Contractor MUST NOT utilize its Information Technology systems to electronically process, produce or store any sensitive PROTECTED information until CISD/PWGSC has issued written approval. After approval has been granted, these tasks may be performed at the level of PROTECTED B and an IT Link at the level of PROTECTED B.
- 4) Subcontracts which contain security requirements are NOT to be awarded without the prior written permission of CISD/PWGSC/HRSDC.

- 5) The Contractor must comply with the provisions of the:
  - a) Security Requirements Check List and security guide (if applicable), attached at Annex D; and
  - b) Industrial Security Manual (Latest Edition).
- 6) General Security Measures Surrounding Processing of Sensitive Data
  - a) The migrated applications solutions provided under the Contract will be used for the processing of Government of Canada data of various kinds.
  - b) The Contractor acknowledges that Canada requires, and the Contractor guarantees that, the MLAMP solution provided under the Contract is and will be the subject of robust, comprehensive security measures that evolve as security threats and technologies evolve, so that the security measures in use are updated throughout the Contract Period, in order to achieve the highest possible levels of data integrity, availability, and confidentiality.
  - c) The Contractor must implement any security or protection measures requested by Canada from time to time, within a reasonable timeframe agreed to with Canada. The parties agree that reasonableness will be determined based on the severity of the threat to the integrity, availability and confidentiality of Canada's data and infrastructure.
- 7) Security Clearance

With respect to the Article entitled "Security Requirement":

  - a) The Contractor acknowledges that Canada may specify some equipment or networks as security sensitive and select a security classification in which case only security cleared employees and contractors may work on the system.
  - b) Upon arriving at Canada's premises, all Contractor and subcontractor personnel (which have been pre-approved by the Contracting Authority), must be able to provide proof of employment (such as a badge issued by the Contractor or the approved subcontractor) and their security clearance status must be ascertained from a trusted source;
  - c) Individuals, although not having access to PROTECTED information or assets, may occupy positions that are deemed to be critical to the national interest. This includes personnel who have privileged access that give them the capability to effect major disruption or damage to critical systems. These individuals are to be security screened and granted a Security Clearance to a minimum of SECRET. Examples include technical or operational personnel, including network or system administrators or managers, who directly control the most sensitive and critical functionality such as monitoring, detection, back up and recovery information, testing and installation of security patches, configuration changes to security hardware and software, responding to security incidents etc.
  - d) NOTE: additional access controls are also required such as segregation of duties to assure that no individual has over-broad access to the most

sensitive functionality. Secure audit records must be available to ensure such access may be auditably linked to a specific individual.

- i) The Contractor acknowledges that Canada may, at any time, refuse access to its premises to any individual. If that individual meets the security clearance requirements for the type of work being performed, but Canada refuses to provide any necessary access to that individual, any time described in the Contract for completing the portion of the Work to be performed by that individual will not start until Canada has informed the Contractor that access has been granted to that individual. Canada may advise the Contractor of the reason for denying access, but may also choose not to do so if Canada, in its discretion, has determined that there are security reasons for not disclosing the reason.
- ii) It is the Contractor's sole responsibility to ensure that it has a sufficient complement of personnel to complete the Work who are cleared at the level required by the Contract.
- iii) The Contractor acknowledges that Canada may revoke an individual's security clearance at any time.

8) Subcontracting

- a) Despite the General Conditions, none of the Work may be subcontracted (even to an affiliate of the Contractor) unless the Contracting Authority has first consented in writing. In order to seek the Contracting Authority's consent, the Contractor must provide the following information:
  - i) the name of the subcontractor;
  - ii) the portion of the Work to be performed by the subcontractor;
  - iii) the Designated Organization Screening or the Facility Security Clearance (FSC) level of the subcontractor;
  - iv) For a managed service, the date of birth, the full name and the security clearance status of individuals employed by the subcontractor who will require access to Canada's facilities;
  - v) completed sub-SRCL signed by the Contractor's Company Security Officer for CISD completion; and
  - vi) any other information required by the Contracting Authority.

9) Location of Databases, Code, and Data

- a) The Contractor must ensure that all the databases containing any information related to the Work including but not limited to transaction logs, test data or other data containing personally identifiable content are located in Canada.
- b) The Contractor must ensure that all data relating to this Contract is accessed and processed only in Canada.

10) Canadian Control at All Times

- a) The Contractor must ensure that any information or data containing any information related to the Work including but not limited to transaction

logs, test data or other data containing personally identifiable content are processed and stored, regardless of the media, in Canada in accordance with Annex XX

- b) The Contractor must ensure that any information related to the Work including but not limited to transaction logs, test data or other data containing personally identifiable content, regardless of the media, are physically transported exclusively within Canada.
- c) In addition to other personnel security measures in this Contract, the Contractor must ensure that only personnel with a Canadian citizenship can:
  - i) have access to Canada's data containing personally identifiable content;
  - ii) provide engineering and technical support.
- d) The Contractor must ensure that the provided MLAMP Solution contains access controls and monitors on data repositories and other computer systems, such that Canada may, at its discretion, monitor, audit and restrict access to Canada's data. These activities must include a logging, audit trails and reporting mechanism that identifies all individuals that have accessed all system components for purposes of operation and maintenance.

## 16.2 Data Sovereignty Requirements

All data infrastructure components containing personally identifiable content that are used by the Contractor for the purposes of migrating, testing, deploying maintaining or otherwise using the MLAMP solution must reside within the Geographic Boundaries of Canada.

## 16.3 Infrastructure Security Requirements

To be completed.

## 16.4 Migration Resources Personnel Security Requirements

To be completed.

## 17. MIGRATION TECHNICAL AND OPERATIONAL SUPPORT SERVICES RESOURCE REQUIREMENTS

This section sets out the resource categories and associated skills and experience for individual resources that may be required to be provided by the Contractor to HRSDC on an as and when requested basis. Such resources may be required to implement the work assigned to the Contractor using the Operating Model as set out in this SOR Section 13: Notional Operating Model and for which per-diem pricing is required in the Financial Proposal response as required through the RFP process.

List of required resources – migration specialists, testers etc. and also solution architects and developers for other work as provided in Appendix J.

## APPENDIX A - "PROJECT GOVERNANCE MODEL"

## APPENDIX B - "CURRENT MAINFRAME APPLICATION ENVIRONMENT"

## APPENDIX C - "FUTURE DISTRIBUTED APPLICATION ENVIRONMENT"

APPENDIX D - "SYSTEM AND  
APPLICATION SECURITY  
REQUIREMENTS"

APPENDIX E - "M SERIES APPLICATION  
DEVELOPMENT DOCUMENTATION  
STANDARDS"

APPENDIX F - "GLOSSARY OF TERMS &  
ACRONYMS"

ABS	Agile Business Suite
ALGOL	ALGOrithmic Language
ASCII	American Standard Code for Information Interchange
BI	Business Intelligence
BN, RoD	Briefing Notes, Record of Decisions
BRP	Business Resumption Plan
CANDE	Command AND Edit
CICS	Customer Information Control System
COBOL	Common Business-Oriented Language

HRSDC MLAMP RFP  
Preliminary SOR Outline For Discussion

CORE	Common Runtime Environment
DASDL	Data and Structure Definition Language
DMSII	Unisys Data Management System II
DRP	Disaster Recovery Plan
DW	Data Warehouse
EAE	Enterprise Application Environment
EBCDIC	Extended Binary Coded Decimal Interchange Code
ECL / SSG	Executive Control Language / Symbolic Stream Generator
ETL	Extract-Test-Load
FURPUR	File Utility Routines/Program File Utility Routines
HRSDC	Human Resources and Skills Development Canada
HW/SW	Hardware/Software
IDE	Integrated Development Environment
IMS	Information Management System
ISAM	Indexed Sequential Access Method
LDA	LINC Development Assistant
LINC	Logic and Information Network Compiler
MCP	Master Control Program
OLTP	OnLine Transaction Processing
OpCon	OPerations CONTROL
OPI	Office of Prime Interest
PCRA	The Contractormplexity and Risk Assessment
PMO	Project Management Office
RFP	Request For Proposal
SADE	Shared Application Development Environment
SAPE	Shared Application Production Environment
SSC	Shared Services Canada
TB	Treasury Board
T-SAT	Transformation – Solution Architecture Team
MLAMP	Mainframe Legacy Application Migration Project



WFL	Work Flow Language
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APPENDIX G - HRSDC SOFTWARE  
DEVELOPMENT LIFECYCLE (SDLC)  
GUIDELINES, STANDARDS AND  
ARTEFACTS

APPENDIX H – MLAMP ARTEFACT  
REPOSITORY

APPENDIX I - SSC PLATFORM  
STANDARDS AND ARCHITECTURES FOR  
MLAMP

APPENDIX J: REQUIRED RESOURCE  
CATEGORIES

## Attachment One to Annex D: Phase One Mandatory Evaluation Criteria

#	Requirement
Part 1	Respondent Profile
M1-1.1	<p>Respondent Profile – Mainframe Legacy Application Migration Project</p> <p>The Core Bid Team <b>must (M)</b> have a business unit that is focused on the provision of relevant Mainframe Legacy Application Migration related services for external clients.</p> <p>Respondents must demonstrate compliance by:</p> <ol style="list-style-type: none"> <li>1) identifying the Mainframe Legacy Application Migration focused business unit and the Core Bid Team member to which the proposed Mainframe Legacy Application Migration focused business unit belongs; and,</li> <li>2) profiling the Mainframe Legacy Application Migration Services provided by the proposed MLAMP focused Business Unit where those services <b>must be relevant</b> to the MLAMP Services required by HRSDC as defined in this RFP.</li> </ol> <p>For clarity:</p> <ul style="list-style-type: none"> <li>• A Business Unit is an organizational unit within a company with defined responsibilities for Mainframe Legacy Application Migration, recognizing that in some cases the Respondent may have more than one Business Unit involved in the provision of Mainframe Legacy Application Migration services.</li> <li>• Services relevant to the Mainframe Legacy Application Migration required by HRSDC are services focused on <b>Unisys application migration</b>. Migration services that are not explicitly designed to migrate applications that are based on Unisys source materials including but not limited to Unisys Cobol, LINC, and Algol materials will not be regarded as relevant for the purposes of this requirement.</li> </ul>
M1-1.2	<p><b><u>Respondent Profile – Respondent Team Structure</u></b></p> <p>The Respondent <b>must (M)</b> set out the organization of the Core Bid Team and Core Bid Team Member subcontractors proposed to provide the MLAMP. Specifically, the Respondent must clearly identify:</p> <ol style="list-style-type: none"> <li>1) The overall structure of the Respondent team including: <ol style="list-style-type: none"> <li>a) identification of the Core Bid Team Members and</li> </ol> </li> </ol>

	<p>subcontractors to the Core Bid Team Members as required to perform the Work.</p> <p>b) The legal relationship between the Respondent and remaining Core Bid Team Members (e.g. teaming agreement, subcontractor agreement)</p> <p>2) The organization (i.e. Respondent, Core Bid Team Member or named subcontractor) that will be the General Contractor responsible to Canada for the overall management and coordination of the provision of the required deliverables and services as set out in the SOR.</p> <p>3) The organization (i.e. Respondent, Core Bid Team Member or named subcontractor) that will be the primary provider of resources for the development of the MLAMP Solution Architecture and Target Environment as set out in the SOR Section 6.</p> <p>4) The organization (i.e. Respondent, Core Bid Team Member or named subcontractor) that will be the primary provider of resources for the migration of materials as set out in the SOR Section 5.</p> <p>5) The organization (i.e. Respondent, Core Bid Team Member or named subcontractor) that will be the primary provider of resources for the testing of migrated materials as set out in the SOR Section 5.4.</p> <p>6) The organization (i.e. Respondent, Core Bid Team Member or named subcontractor) that will be the primary provider of resources for the deployment and transition to operations of migrated materials as set out in the SOR Section 5.</p> <p>7) The organization (i.e. Respondent, Core Bid Team Member or named subcontractor) that will be the primary provider of resources for the maintenance and support of migrated and deployed materials as set out in the SOR Section 5.</p> <p>Note: a single organization may provide multiple functions</p>
M1-1.3	<p><b><u>Respondent Profile – Respondent Capability</u></b></p> <p>The Respondent, as the organization contractually obligated to Canada for the provision of the required deliverables and services as set out in the SOR, <b>must (M)</b> provide two (2) references that demonstrate that the Respondent has provided and delivered MLAMP related services for projects of similar size and scope to the MLAMP where:</p> <ol style="list-style-type: none"> <li>1. The references must be for the Respondent directly and not for any other member of the Core Bid Team.</li> <li>2. The definition of similar size and scope is as set out in the Respondent Project Reference Form</li> </ol>

	3. The Respondent must provide a completed Respondent Project Reference Form for each referenced project
M1-1.4	<p><b><u>Respondent Profile – General Contractor References</u></b></p> <p>The organization (i.e. Respondent, Core Bid Team Member or named subcontractor) that will be the General Contractor responsible to Canada for the provision of the required deliverables and services as set out in the SOR <b>must (M)</b> provide 2 reference projects that demonstrate that they have performed the General Contractor role in similar projects to the HRSDC MLAMP initiative. Respondents must complete the General Contractor reference form as provided for each proposed reference.</p>
M1-1.5	<p><b><u>Respondent Profile – Solution Architect References</u></b></p> <p>The organization (i.e. Respondent, Core Bid Team Member or named subcontractor) that will be the primary provider of resources for the development of the MLAMP Solution Architecture and Target Environment as set out in the SOR Section 6 <b>must (M)</b> provide 2 reference projects that demonstrate that they have performed the Solution Architect role in similar projects to the HRSDC MLAMP initiative. Respondents must complete the Solution Architect reference form as provided for each proposed reference.</p>
M1-1.6	<p><b><u>Respondent Profile – Migration Services Provider References</u></b></p> <p>The organization (i.e. Respondent, Core Bid Team Member or named subcontractor) that will be the primary provider of resources for the migration of materials as set out in the SOR Section 5 <b>must (M)</b> provide 2 reference projects that demonstrate that they have performed the Unisys migration services provider role in similar projects to the HRSDC MLAMP initiative. Respondents must complete the Migrations Services Provider reference form as provided for each proposed reference.</p>
Part 2	<b>Technical Migration Environments</b>
M1-2.1	<p><b><u>Target Platform Environment</u></b></p> <p>The Respondent must identify the Target Platform on which migrated mainframe legacy applications will operate. The proposed Target Platform must conform to the Target Platform Architecture requirements as set out in the SOR Section 6.1: Target Application Architecture and Platform Requirements.</p>
M1-2.2	<p><b><u>Migration Tools – Identify Tools</u></b></p> <p>The Respondent must identify the software tools used to migrate the</p>

	<p>MLAMP source materials as set out in the SOR Section 5 to the Target Platform Environment. Respondents must identify:</p> <ol style="list-style-type: none"> <li>1. The tools employed</li> <li>2. The owner of the tools and the role of the owner of the tools in the Respondent's Core Bid Team</li> </ol>
M1-2.3	<p><b><u>Migration Tools – No Ongoing Dependency</u></b></p> <p>The Respondent must agree that the migrated materials will be free from any ongoing dependency on any people, processes or technologies, including without limitation any ongoing dependency on any Migration Tools as used by the Respondent to provide and deliver the Required Deliverables as set out in the SOR Section 3.</p>
Part 3	<b>Security Requirements</b>
M1-3.1	<p><b><u>Security Clearances Required at Bid submission for Phase 1.</u></b></p> <p>The Bidder must have a valid Facility Security Clearance at the level of SECRET as issued by the Canadian Industrial Security Directorate (CISD), Public Works and Government Services Canada (PWGSC).</p> <p>The Bidder must, at all times during the solicitation period, hold a valid Facility Security Clearance at the level of SECRET, issued by the Canadian Industrial Security Directorate (CISD), Public Works and Government Services Canada (PWGSC).</p> <p>The Bidder must name the Bidder personnel requiring access to the Source Code and Data provided by the client department at phase two of the solicitation.</p> <p>The Bidder personnel requiring access to the source code and data, assets or sensitive work site(s) must EACH hold a valid personnel security screening at the level of SECRET, granted or approved by the CISD, PWGSC, at all times during the solicitation period.</p> <p>Respondents must demonstrate compliance by providing the valid facility clearance file number as issued by CISD, for the Organization as well as each of the Bidder's personnel requiring access at phase two of the solicitation. Security clearance file numbers must be submitted with the response to phase 1 of this solicitation. No extension to the solicitation process will be granted to allow bidder's to obtain the required security clearances.</p>

M1-3.2	<p><b><u>Respondent Security – Location of Work</u></b></p> <p>The Respondent must perform the Work required to provide and deliver the Required Deliverables in locations that meet the security requirements of Canada for the Work being performed. Respondents must demonstrate compliance with this requirement by:</p> <ol style="list-style-type: none"> <li>1. Stating their agreement to only perform work in locations that meet the security requirements of Canada for the Work being performed where such security requirements form part of the statement of work to be performed.</li> <li>2. Identifying the locations in which each of the major work streams (i.e. migration, testing, deployment and application maintenance) will be performed and demonstrating how those locations meet the security requirements as set out in the SOR Section 16: Migration Services Security Requirements.</li> </ol>
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## Attachment Two to Annex D: Phase Two Mandatory and Point Rated Evaluation Criteria

#	Requirement
Part 1	Respondent Profile
M2-1.1	<p><b><u>Respondent Profile – Testing Services Provider References</u></b></p> <p>The organization (i.e. Respondent, Core Bid Team Member or named subcontractor) that will be the primary provider of resources for the testing of migrated materials as set out in the SOR Section 5 <b>must (M)</b> provide 2 reference projects that demonstrate that they have performed the testing services provider role in similar projects to the HRSDC MLAMP initiative. Respondents must complete the Testing Services Provider reference form as provided for each proposed reference.</p>
M2-1.2	<p><b><u>Respondent Profile – Deployment and Operations Services Provider References</u></b></p> <p>The organization (i.e. Respondent, Core Bid Team Member or named subcontractor) that will be the primary provider of resources for the deployment and transition to operations of migrated materials as set out in the SOR Section 5 <b>must (M)</b> provide 2 reference projects that demonstrate that they have performed the Deployment and Operational Services Provider role in similar projects to the HRSDC MLAMP initiative. Respondents must complete the Deployment and Operational Services Provider reference form as provided for each proposed reference.</p>
M2-1.3	<p><b><u>Respondent Profile – Applications Maintenance and Support Services Provider References</u></b></p> <p>The organization (i.e. Respondent, Core Bid Team Member or named subcontractor) that will be the primary provider of resources for the maintenance and support of migrated and deployed materials as set out in the SOR Section 5 <b>must (M)</b> provide 2 reference projects that demonstrate that they have performed the Applications Maintenance and Support Services Provider role in similar projects to the HRSDC MLAMP initiative. Respondents must complete the Applications Maintenance and Support Services Provider reference form as provided for each proposed reference.</p>
M2-1.4	<p><b><u>Respondent Profile – General Contractor References</u></b></p>

	<p>The organization (i.e. Respondent, Core Bid Team Member or named subcontractor) that will be the General Contractor responsible to Canada for the provision of the required deliverables and services as set out in the SOR <b>must (M)</b> provide 2 reference projects that demonstrate that they have performed the prime contractor role in similar projects to the HRSDC MLAMP initiative. Respondents must complete the General Contractor reference form as provided for each proposed reference.</p>
R.2-1.1	<p><b><u>Corporate Profile – Understanding of MLAMP Requirements</u></b></p> <p>The Respondent should demonstrate, by describing concisely and in its own words, an understanding of the overall HRSDC Migration Services initiative, requirements and deliverables with specific reference to the following:</p> <ol style="list-style-type: none"> <li>1. The objectives to ensure that the migrated materials operate on the target platforms in a manner and in a timeframe that ensures seamless continuity of services for Canadians.</li> <li>2. Identification of the required services</li> <li>3. Role of SSC</li> </ol> <p>Note: Responses to this section which contain an excessive amount of text copied directly from the RFP and/or supporting material will not be regarded as indicating an understanding of the proposed Migration Services initiative.</p>
R.2-1.2	<p><b><u>Resource Augmentation Services</u></b></p> <p>Respondents should identify the scope and availability of resources to meet the needs of HRSDC for Resource Augmentation by Identifying the number of resources corresponding to the roles identified in the SOR Attachment J that are available for deployment to HRSDC within 10 working days from issuance of a request for resources.</p> <p>Maximum points will be awarded where the number of resources fits the potential bell curve distribution of resource utilization expected – e.g. more core migration specialists and developers / testers.</p>
M2-1.3	<p><b><u>Resource Augmentation Services</u></b></p> <p>Respondents should identify their approach to providing resources throughout the term of the Agreement. The Respondent's approach should address:</p> <ol style="list-style-type: none"> <li>1. Processes for the identification and qualification of potential resources (based on the requirements of the Migration Services to be provided and the availability of the required resources).</li> </ol>



	<ol style="list-style-type: none"> <li>2. Processes for the rapid engagement of required resources including the processes to obtain appropriate Respondent internal management approvals and commitment of resources as may be required to meet the needs of HRSDC.</li> <li>3. Processes to engage third party resources where required resources are not available within the Respondent's organization.</li> </ol> <p>The activities associated with addressing the scope of potential roles and skills required as identified in this RFP Attachment J including but not limited to roles identified in Attachment J for:</p> <ol style="list-style-type: none"> <li>1. development</li> <li>2. migration</li> <li>3. testing</li> <li>4. operations; and,</li> <li>5. maintenance</li> </ol>
Part 2	Technical Migration Environments
M2-2.1	<p><b><u>Migration Tools – Migration Tools References</u></b></p> <p>The Respondent <b>must (M)</b> provide 2 reference projects that demonstrate that the proposed Migration Tools have been employed in the successful migration of Unisys applications and materials to the proposed Target Platform in similar projects to the HRSDC MLAMP initiative. Respondents must complete the Migration Tools reference form as provided for each proposed reference.</p>
R2-2.1	<p><b><u>Proven Migration Process</u></b></p> <p>The Respondent should have a proven migration process that explicitly addresses the requirements for the Services.</p> <p>Respondents should demonstrate compliance <b>by outlining their proven migration methodology and processes for meeting</b> the requirements as set out in the SOR Section 8: Required Migration Services including but not limited to:</p> <ol style="list-style-type: none"> <li>1. The validation of HRSDC provided inputs including but not limited to development standards, detailed business requirements, functional designs, and acceptance criteria.</li> <li>2. The processes through which the Respondent confirms that the required outputs (i.e. technical designs, code, etc.) meet the required output specifications.</li> <li>3. The process through which the Respondent will identify and execute on opportunities for continuous improvement of migration operations via mechanisms including but not limited to: <ol style="list-style-type: none"> <li>a. Testing Process feedback loop;</li> </ol> </li> </ol>

	<ul style="list-style-type: none"> <li>b. Process controls;</li> <li>c. Use of industry standards;</li> <li>d. Quality Inspections;</li> <li>e. Quality Measurement (KPIs);</li> </ul> <p>4. The processes through which code performance will be measured and verified to support performance requirements.</p>
Part 3	Security Requirements
R2-3.1	<p><b><u>Respondent Security – Personnel Screening Process</u></b></p> <p>The Respondent should have in place a personnel security screening process that will address personnel screening requirements as set out in the SOR Section 16.4.</p> <p>The Respondent should clearly identify:</p> <ul style="list-style-type: none"> <li>1. The process.</li> <li>2. Alignment with the Government of Canada screening process as set out in the SOR Section 16.4.</li> <li>3. Maximum points will be awarded where responses meet requirements as set out in the GC screening process as set out in the SOR Section 16.4.</li> </ul>
R2-3.2	<p><b><u>Respondent Security</u></b></p> <p>The Respondent will be required to provide and deliver the infrastructure necessary to provide the secure electronic access from the Respondent Onshore Facility to the designated GC Facility as set out in the SOR Section 15.2 Facility &amp; Operational Logistics Requirements.</p> <p>The Respondent should clearly identify:</p> <ul style="list-style-type: none"> <li>1. The physical location from which the secure electronic access would be provided.</li> <li>2. The configuration through which the point of access would be linked to the Respondent-provided migration and testing services resources.</li> <li>3. The security features incorporated in the access configuration that would preserve the security of the connectivity as required by Canada.</li> </ul> <p>Maximum points will be awarded where responses meet requirements to address secure electronic access as set out in the SOR Section 15.2 Facility &amp; Operational Logistics Requirements.</p>
	<p><b><u>Respondent Security</u></b></p> <p>The Respondent should have an established Security Posture that</p>

	<p>will deliver, enable and support functionality to support integration with the GC security infrastructure and enabling technologies. This integration shall incorporate:</p> <ol style="list-style-type: none"> <li>1. Secure integration, e.g. through dedicated or encrypted link, with an existing security infrastructure for the purposes of synchronizing user permissions, access privileges and other attributes; and,</li> <li>2. Functionality to enable secure exchange of status and other data relevant to the security of the MLAMP environment with GC operational environments and security infrastructure monitoring and management tools.</li> </ol> <p>Respondents should identify where such security integration functions are provided within the Respondent's infrastructure interfaces (e.g. through use of encryption specific features, firewalls, partitioning, or dedicated infrastructure components).</p>
Part 4	<b>Planning and Governance requirements</b>
M2-4.1	<p><b><u>Planning and Governance – Commitment to Deliver</u></b></p> <p>The Respondent must agree to provide and deliver the deliverables as set out the SOR Section 3: Migration Project Outcomes and Deliverables. Respondents must demonstrate agreement by explicitly stating their agreement to provide and deliver the required outcomes and deliverables as set out the SOR Section 3: Migration Project Outcomes and Deliverables including but not limited to:</p> <ol style="list-style-type: none"> <li>1. Required Detailed Planning Deliverables</li> <li>2. Required Target Operational Environment Enabling Technologies and Configuration</li> <li>3. Migrated Code, Data, Configuration Management, Testing and Other Materials required to be migrated as set out in the SOR Section 5.</li> </ol>
M4-2	<p><b><u>Required Planning Deliverables – Preliminary Technology Blueprint</u></b></p> <p>The Respondent must provide a preliminary Technology Blueprint where the Technology Blueprint must address the Technology Blueprint Deliverable content and requirements as set out in the SOR Section 3.1.1: Technology Blueprint Deliverable.</p> <p>Note: The content of the provided preliminary Technology Blueprint will be rated as set out in R4-x through-R4-y.</p>
M4-3	<p><b><u>Required Planning Deliverables – Preliminary Project Initiation Plan</u></b></p> <p>The Respondent must provide a preliminary Project Initiation Plan</p>

	<p>where the Project Initiation Plan must address the Project Initiation Plan Deliverable content and requirements as set out in the SOR Section 3.1.5: Project Initiation Plan Deliverable.</p> <p>Note: The content of the provided preliminary Project Initiation Plan will be rated as set out in R4-x through-R4-y.</p>
M4-4	<p><b><u>Required Planning Deliverables – Preliminary Migration Plan</u></b></p> <p>The Respondent must provide a preliminary Migration Plan where the Migration Plan must address the Migration Plan Deliverable content and requirements as set out in the SOR Section 3.1.6: Migration Plan Deliverable.</p> <p>Note: The content of the provided preliminary Migration Plan will be rated as set out in R4-x through-R4-y.</p>
M4-5	<p><b><u>Required Planning Deliverables – Preliminary Test Plan</u></b></p> <p>The Respondent must provide a preliminary Test Plan where the Test Plan must address the Test Plan Deliverable content and requirements as set out in the SOR Section 3.1.7: Test Plan Deliverable.</p> <p>Note: The content of the provided preliminary Test Plan will be rated as set out in R4-x through-R4-y.</p>
M4-6	<p><b><u>Required Planning Deliverables – Preliminary Deployment and Operations Plan</u></b></p> <p>The Respondent must provide a preliminary Deployment and Operations Plan where the Deployment and Operations Plan must address the Deployment and Operations Plan Deliverable content and requirements as set out in the SOR Section 3.1.8: Deployment and Operations Plan Deliverable.</p> <p>Note: The content of the provided preliminary Deployment and Operations Plan will be rated as set out in R4-x through-R4-y.</p>
M4-7	<p><b><u>Required Planning Deliverables – Preliminary Maintenance and Support Plan</u></b></p> <p>The Respondent must provide a preliminary Maintenance and Support Plan where the Maintenance and Support Plan must address the Maintenance and Support Plan Deliverable content and requirements as set out in the SOR Section 3.1.9: Maintenance and Support Plan Deliverable.</p> <p>Note: The content of the provided preliminary Maintenance and Support Plan will be rated as set out in R4-x through-R4-y.</p>

M4-8	<p><b><u>Required Planning Deliverables – Preliminary Training Plan</u></b></p> <p>The Respondent must provide a preliminary Training Plan where the Training Plan must address the Training Plan Deliverable content and requirements as set out in the SOR Section 3.1.10: Training Plan Deliverable.</p> <p>Note: The content of the provided preliminary Training Plan will be rated as set out in R4-x through-R4-y.</p>
M4-9	<p><b><u>Required Planning Deliverables – Preliminary Documentation Plan</u></b></p> <p>The Respondent must provide a preliminary Documentation Plan where the Documentation Plan must address the Documentation Plan Deliverable content and requirements as set out in the SOR Section 3.1.11: Documentation Plan Deliverable.</p> <p>Note: The content of the provided preliminary Documentation Plan will be rated as set out in R4-x through-R4-y.</p>
M4-10	<p><b><u>Required Planning Deliverables – Preliminary Risk Management Plan</u></b></p> <p>The Respondent must provide a preliminary Risk Management Plan where the Risk Management Plan must address the Risk Management Plan Deliverable content and requirements as set out in the SOR Section 3.1.12: Risk Management Plan Deliverable.</p> <p>Note: The content of the provided preliminary Risk Management Plan will be rated as set out in R4-x through-R4-y.</p>
M4-11	<p><b><u>Required Planning Deliverables – Preliminary Quality Management Plan</u></b></p> <p>The Respondent must provide a preliminary Quality Management Plan where the Quality Management Plan must address the Quality Management Plan Deliverable content and requirements as set out in the SOR Section 3.1.13: Quality Management Plan Deliverable.</p> <p>Note: The content of the provided preliminary Quality Management Plan will be rated as set out in R4-x through-R4-y.</p>
M4-12	<p><b><u>Proposed Core Team Commitment</u></b></p> <p>The Respondent must (M) agree that the individuals proposed for the Core Team will be committed to the implementation of the migrated MLAMP Production Release 1.0 as defined in the SOR Section 10 and that where the MLAMP initiative is not the sole project on which these resources are engaged, the GC MLAMP initiative will be their</p>

	<p>highest priority.</p> <p>Respondents must (M) demonstrate acceptance by explicitly stating agreement to this requirement.</p> <p>Note: Respondents should be familiar with the requirement to maintain continuity of resources required in the Pro-forma contract attached to this RFP.</p>
R4-1	<p><b><u>Planning and Governance – Understanding of HRSDC</u></b></p> <p>Governance and Operating Model Requirements</p> <p>The Respondent should demonstrate, by describing concisely and in its own words, an understanding of the overall governance and operating model requirements for the initiative including specific reference to the following:</p> <ol style="list-style-type: none"> <li>1. The project governance model as set out in the SOR Section 14.2.</li> <li>2. The operating model including the process for allocation of work as set out in the SOR Sections 14.1.</li> <li>3. The process for acceptance of deliverables.</li> <li>4. The roles and responsibilities of HRSDC.</li> <li>5. The roles and responsibilities of SSC.</li> <li>6. The roles and responsibilities of the Contractor.</li> <li>7. The process for issues resolution.</li> </ol> <p>Note: Responses to this section which contain an excessive amount of text copied directly from the RFP and/or supporting material will not be regarded as indicating an understanding of the proposed MLAMP initiative.</p>
R4-2	<p><b><u>Project Organization &amp; Structure – Core Team</u></b></p> <p>The Respondent should provide an annotated organization chart which identifies the structure of the proposed team for the purposes of providing the Required Services defined in this RFP SOR Section 3, and for the ongoing provision of Required Services on an as and when requested basis.</p> <p>The annotated organization chart should identify the Core Team resources <b>by name</b>, their reporting structure within the Respondent organizational structure and the relationship with Canada including but not limited to the interaction with the HRSDC and SSC organizations as set out in the SOR.</p> <p>For the purpose of this RFP, <i>the Core Team is defined to be:</i></p> <ol style="list-style-type: none"> <li>1. Executive sponsor</li> <li>2. Overall Program Manager / Demand Manager</li> <li>3. Solution Architect / Integration Lead</li> <li>4. Migration Lead</li> <li>5. Testing Lead</li> <li>6. Deployment Lead</li> </ol>

	<p>7. Maintenance and Support Lead</p> <p>The roles and responsibilities for each core team member are as set out in the SOR Section 7.1.3.</p> <p>Respondents should provide Curriculum Vitae (CV) for each individual proposed that provides sufficient detail to validate that the proposed resource performed the role for which they have been proposed.</p> <p>Maximum points will be given to responses that clearly identify Respondent and GC resources expected to be associated with the provision of the Required Deliverables and provision of the Required Services as defined in the RFP SOR.</p>
R4-3	<p><b><u>Project Organization &amp; Structure – Escalation Process</u></b></p> <p>The Respondent should describe the escalation process that will be employed to address issues that cannot be handled without senior intervention. The escalation process should clearly address:</p> <ol style="list-style-type: none"> <li>1. The Respondent's overall approach to incident / problem management;</li> <li>2. The process through which escalation will be triggered;</li> <li>3. The alignment between the escalation process and Service Level agreements established with HRSDC; and</li> <li>4. The expected role of HRSDC in the escalation process.</li> </ol> <p>Maximum points will be given to responses that clearly address points 1 through 4 and that indicate that the escalation process is a mature and formal part of the Respondent service delivery model.</p>
R4-5	<p><b><u>Proposed Overall Program / Demand Manager</u></b></p> <p>The proposed Overall Program / Demand Manager should have performed a Program / Demand Manager role as set out in the RFP SOR Section 17. The proposed resource is required to substantiate through demonstrated efforts (e.g. as indicated in a CV), the following capabilities and experience:</p> <ol style="list-style-type: none"> <li>1. A minimum of 10 years of full time working experience in the overall IM/IT sector.</li> <li>2. A minimum of 36 months of experience in providing the Program / Demand Manager related functions as envisaged for the GC MLAMP initiative.</li> <li>3. Knowledge of Applications Migration and Testing processes and methods as demonstrated by identifying certifications, training or experience in recognized industry development lifecycle approaches (e.g. approach used by Respondent, development lifecycle approach equivalent to that used by</li> </ol>



	<p>Canada as set out in the SOR Appendix G).</p> <ol style="list-style-type: none"> <li>Knowledge of Applications Maintenance and Support processes and methods as demonstrated by identifying certifications, training or experience in recognized industry maintenance and support approaches (e.g. approach used by Respondent, development lifecycle approach equivalent to that used by Canada as set out in the SOR Appendix G).</li> <li>Knowledge and experience in sourcing and provisioning migration and testing services and resources as demonstrated through reference to Services initiatives in which proposed resource provided resource demand management and provisioning services.</li> <li>A minimum of 2 projects for other clients in North America for which the proposed resource was responsible for providing demand management related services over the past 3 years.</li> </ol>
R4-6	<p><b><u>Technology Blueprint</u></b></p> <p>The Technology Blueprint <b>should (R)</b> identify the optimum technology infrastructure configuration (server and storage hardware, and other required hardware and software) as required to provide the recommended optimum solution for the implementation of the migrated MLAMP initiative as defined in the SOR Section 3.3.1. Specifically, the GC recommended configuration <b>should (R)</b> identify:</p> <ol style="list-style-type: none"> <li>Migrated solution specific hardware / servers required for each “Business” environment as identified in the SOR Section 3.4;</li> <li>Firewall &amp; security devices as may be expected to be provided by GC;</li> <li>Storage systems and backup devices as may be expected to be provided by the GC;</li> </ol> <p>...</p> <p>Any other devices required to provide a complete integrated “Business” Solution Initial Implementation phase Target environment configurations – technology blueprint with identification of processing, data, operations, and application interfaces.</p>
	<p><b><u>Preliminary Implementation Plan</u></b></p> <p>The Preliminary Implementation Plan <b>should (R)</b> provide a preliminary Work Breakdown Structure (WBS) and schedule for work activities required to produce the deliverables and milestones associated with the migrated MLAMP initiative as defined in the SOR Section 7.2 at a level that will permit project management to:</p> <ol style="list-style-type: none"> <li>identify the critical path;</li> <li>coordinate integrated “Business” Solution implementation efforts with other non-Contractor provided efforts required to ensure an effective and efficient implementation (both</li> </ol>



	<p>technical and internal integration and deployment processes); and,</p> <ol style="list-style-type: none"> <li>3. take corrective action to eliminate, reduce or mitigate project risks, and is in accordance with reporting requirements contained within the RFP.</li> </ol> <p>The Preliminary Implementation Plan WBS <b>should (R)</b> identify either in individual overlapping activities or as specific elements in the Respondent's implementation plan, the following:</p> <ol style="list-style-type: none"> <li>1. The release and major milestones as identified in the SOR Section 7.2</li> <li>2. The deliverables and stages reflected in the Respondents implementation methodology</li> <li>3. Confirmation of requirements</li> <li>4. Detailed design, implementation and testing for implementation of services required for Interim Release 1.xx as set out in the SOR Section 7.3</li> <li>5. Integration with GC platform environments as required for the production Solution Interim Release 1.xx as defined in the SOR Section 7.3</li> <li>6. Conversion / migration of knowledgebase content, service request and other data.</li> <li>7. Training as required in the SOR Section 12;</li> <li>8. Production release installation, deployment; and</li> <li>9. Production release integrated acceptance testing and performance / stress testing.</li> </ol>
	<p><b><u>Transition- In Plan</u></b></p> <p>The Respondent should provide a Transition Plan. The Transition Plan is required address the Transition-in Requirements as set out in the SOR Section 15: Transition Requirements.</p> <p>As set out in the SOR Section 15: Transition Requirements, the Transition-in Plan should identify and address all items identified below:</p> <ol style="list-style-type: none"> <li>1. Activities to set up the organizational structures in terms of people and processes as required to support effective interoperation between Canada and the Contractor for the purposes of delivering the Required Deliverables as set out in the SOR Section 3.</li> <li>2. Organizational structures to support target technology environments and associated Required Services</li> <li>3. Set up of the physical infrastructures that enable the interoperation between Canada and the Contractor for the purposes of delivering the required services</li> </ol>

	<ol style="list-style-type: none"> <li>4. A risk matrix with identified risks and anticipated risk mitigation strategies for transition-in</li> <li>5. Any additional assistance anticipated from Canada, current Service Providers, or others</li> <li>6. A communication plan, outlining how Canada will be kept informed of activities during the transition-in phase</li> <li>7. Any other items relating to transition-in that should be brought to the attention of Canada.</li> </ol> <p>Maximum points will be awarded where responses meet requirements 1 through 7, and for which the proposed approach aligns with the technical and schedule requirements of Canada as set out in the RFP.</p>
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## Attachment Three to Annex D – Financial Evaluation

Price evaluation will be aligned with the overall approach for service consumption. Specifically:

Fixed price / pricing contribution for the transition-in requirements. This will include people, activities, infrastructure integration and related efforts.  
Costed scenario contribution based on a portfolio of task-based services reflected in a set of costed scenarios for common HRSDC SOWs – specifically a typical set of application migration MLAMP SOWs. This pricing component may be weighted at less than 100% to reflect the “scenario” based nature of the pricing model.

Resource based cost contribution based on a resource consumption model that reflects a realistic expected consumption profile for the various roles for which we will ask for per-diem rates. The consumption profile will consider a usage across both local and remote resource consumption over a multi-year term.

The pricing model will also incorporate:

- The pricing methodology used by the bidder in developing and pricing services.
- The cost to HRSDC over a multi-year costing scenario that looks at costs by year and pays specific attention to the impact of the transition period and associated costing.
- The alignment between costs and basis of payment.
- The impact of banded pricing based on variable consumption rates – e.g. with rebates where consumption exceeds forecast.

**Table X-1: Pricing Summary Table**

Pricing Component		Description	Evaluated Cost
1	<b>Total Fixed price for the Initial Implementation Phase</b>	Fixed price for the Initial Implementation Phase of the MLAMP initiative as defined in the RFP Attachment A Statement of Requirements document and as itemized in the detailed Financial Proposal materials as defined in Section 2.1.	
2	<b>Total Costed Scenario Cost</b>	The potential cost of migration, testing, and deployment of the proposed notional migrated MLAMP Solution as itemized in the detailed Financial Proposal materials as	

		defined in Section 2.2.	
3	<b>Total Maintenance and Support Cost</b>	The pricing for maintenance and support services for the migrated code, data and related materials as itemized in the detailed Financial Proposal materials as defined in Section 2.3.	
4	<b>Total Training, documentation and related services costs</b>	The pricing for training, documentation and related services as itemized in the detailed Financial Proposal materials as defined in Section 2.4.	
5	<b>Staff Augmentation Cost Contributions</b>	The contribution for consumption of professional services on a per-diem basis as defined in Section 2.5.	
6	<b>Platform Total Cost of Ownership (TCO) Cost Contribution</b>	The contribution for provision and support of the required operational platforms as configured by the Contractor and as provisioned by SSC as defined in Section 2.6.	
<b>Total MLAMP Solution Evaluated Cost calculated as (Row 1 + Row 2 + Row 3 + Row 4 + Row 5 + Row 6)</b>			

The Total MLAMP Solution Evaluated Cost will be used in the calculation of the Proponent's financial score.