

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

**REQUEST FOR PROPOSAL**  
**DEMANDE DE PROPOSITION**

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

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

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

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

**Comments - Commentaires**

THIS DOCUMENT CONTAINS A SECURITY  
REQUIREMENT

<b>Title - Sujet</b> GC CORRESPONDENCE MANAGEMENT SYSTEM	
<b>Solicitation No. - N° de l'invitation</b> EN578-133379/A	<b>Date</b> 2013-08-30
<b>Client Reference No. - N° de référence du client</b> 20133379	
<b>GETS Reference No. - N° de référence de SEAG</b> PW-\$\$XL-114-26372	
<b>File No. - N° de dossier</b> 114x1.EN578-133379	<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 2013-10-15</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> Niyonambaza, Audace	<b>Buyer Id - Id de l'acheteur</b> 114x1
<b>Telephone No. - N° de téléphone</b> (819) 956-5017 ( )	<b>FAX No. - N° de FAX</b> (819) 953-3703
<b>Destination - of Goods, Services, and Construction:</b> <b>Destination - des biens, services et construction:</b>  Specified Herein Précisé dans les présentes	

Instructions: See Herein

Instructions: Voir aux présentes

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

**Issuing Office - Bureau de distribution**

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

<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>

## **BID SOLICITATION**

### **GOVERNMENT OF CANADA CORRESPONDENCE MANAGEMENT SYSTEM (GCCMS)**

#### **IMPORTANT NOTICE:**

**THIS DOCUMENT CONTAINS A SECURITY REQUIREMENT.**

**THE CONTRACT RESULTING FROM THIS BID SOLICITATION WILL  
BE AVAILABLE FOR USE BY OTHER GOVERNMENT DEPARTMENTS  
AND AGENCIES BEYOND THE INITIAL CLIENT IDENTIFIED HEREIN.  
PLEASE REFER TO THE COMPLETE SOLICITATION PACKAGE FOR  
MORE DETAILS.**

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**List of Annexes to the Resulting Contract**

Annex A	Statement of Requirements
Annex B	Statement of Work for Implementation fo the GCCMS by Fisheries and Oceans Canada (DFO)
Annex C	Basis of Payment
Annex D	Security Requirements Check List
Annex E	Task Authorization Form
Annex F	List of Clients and Breakdown of License Coverage

**List of Forms**

Form 1	Bid Submission Form
Form 2	Software Publisher Certification Form
Form 3	Software Publisher Authorization Form
Form 4	Federal Contractors Program for Employment Equity - Certification

**Attachment to Part 4 (Evaluation Procedures and Basis of Selection)**

Attachment 4.1 Proof of Proposal (PoP) Test Scenarios

## 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 (SOR), the Basis of Payment and any other annexes.

### 1.2 Summary

- (a) Interest has been growing in the federal government for the past decade to gravitate to a single, Commercial Off-the-Shelf (COTS) Correspondence Management System (CMS) for the Government of Canada (GC). The Government of Canada Correspondence Management System (GCCMS) is intended to replace the multitude of automated and semi-automated systems currently in use. The expectation is that implementing a common solution will provide the following benefits:
  - (i) Improve productivity;
  - (ii) Enhance service quality and responsiveness to a more demanding client base;
  - (iii) Make more effective and efficient use of existing personnel and information;
  - (iv) Provide greater client satisfaction; and
  - (v) Allow each organization to adopt best-in-breed technology and tools.
- (b) GCCMS requirements include licensed software, a 12-month warranty, software maintenance and support, and documentation. Training and professional services must be provided, as and when requested.
- (c) The bid solicitation is intended to result in the award of a contract for 1 year, plus 5 one-year irrevocable options allowing Canada to extend the term of the contract. All parts of the GCCMS must be available to the Client Users 24 hours a day, 7 days a week, 365 days a year, in English and French, and operate at all times in accordance with the Statement of Requirements in the Client's operational environment described in the bid solicitation. The term "**Client User**" refers to

the employees of the Government of Canada, the Minister's office and staff, and other individuals authorized by the Client to perform services in relation to the business and affairs of the Client, including public servants from other departments and contractors or consultants performing work for the Client from time to time.

- (d) The GCCMS will initially be licensed by Fisheries and Oceans Canada (DFO) for up to 750 Users. However, this bid solicitation will also allow Canada to make the GCCMS available to any department or Crown corporation (as those terms are defined in the *Financial Administration Act*) or any other party for which the Department of Public Works and Government Services is authorized to act from time to time under Section 16 of the *Department of Public Works and Government Services Act* (each a "Client"). It is estimated that there are approximately 29,250 potential Users in Canada that may make use of the GCCMS, assuming that they have the User demand and the required approvals and funding. Primary Users of the GCCMS will be executives and their respective support staff.
- (e) Although Canada may make the GCCMS available to any or all the Clients, this bid solicitation does not preclude Canada from using another method of supply for entities of the Government of Canada with the same or similar needs. When the GCCMS is made available to Clients other than the Initial Client, Canada may use other procurement vehicles to acquire services to configure, tailor and deploy the Licensed Software to meet the needs of each Business Unit. By submitting a bid, Bidders agree that, if their bid is successful and a contract is issued for the purchase of their Licensed Software, Canada has the right to acquire through a competitive process on the Government Electronic Tendering System or, alternatively, using any pre-established professional services instruments, any or all additional professional services required to satisfy Canada's implementation and customization requirements.
- (f) There is a security requirement associated with this requirement. For additional information, consult Part 6 - Security, Financial and Other Requirements, and Part 7 - Resulting Contract Clauses. Bidders should consult the "[Security Requirements for PWGSC Bid Solicitations - Instructions for Bidders](http://www.tpsgc-pwgsc.gc.ca/app-acq/lc-pl/lc-pl-eng.html#a31)" (<http://www.tpsgc-pwgsc.gc.ca/app-acq/lc-pl/lc-pl-eng.html#a31>) document on the [Departmental Standard Procurement Documents](#) website."
- (g) 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.

## 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.
- (d) Subsection 5(4) of 2003, Standard Instructions - Goods or Services - Competitive Requirements is amended as follows:
  - (i) Delete: sixty (60) days;
  - (ii) Insert: one hundred and twenty (120) 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 Government Services Canada will not be accepted. However, PWGSC will consider revisions, via facsimile, to a bid that has already been delivered to the Bid Receiving Unit (e.g., revisions to prices and technical modification(s)). These revisions will only be accepted if they are provided to the Bid Receiving Unit prior to the closing date and time of the bid solicitation. Revisions must be clearly marked as such and must indicate which specific provisions or portions of the bid are being revised. The only acceptable facsimile number for bid revisions to bid solicitations issued by PWGSC is (819) 997-9776.

### 2.3 Enquiries - Bid Solicitation

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

## 2.4 Applicable Laws

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

**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 the Requirement During the 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 Volumetric Data

The data included in the bid solicitation has been provided to Bidders to assist them in preparing their bids. The inclusion of this data in this bid solicitation does not represent a commitment by Canada that Canada's future usage of the GCCMS will be consistent with this data. It is provided purely for information purposes.

## 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 (2 hard copies *and* 3 soft copies on CD, DVD or USB Keys)
- (ii) Section II: Financial Bid (2 hard copies *and* 1 soft copy on CD, DVD or USB Key)
- (iii) Section III: Certifications (1 hard copies)

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

Prices must appear in the financial bid only. No prices should 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.);

- (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 must demonstrate their understanding of the requirements contained in the bid solicitation and explain how they will meet these requirements. Bidders must demonstrate their capability and describe their approach in a thorough, concise and clear manner for carrying out the work. The technical bid must address clearly and in sufficient depth the points that are subject to the evaluation criteria against which the bid will be evaluated. Simply repeating the statement contained in the bid solicitation is not sufficient. In order to facilitate the evaluation of the bid, Canada requests that bidders address and present topics in the order of the evaluation criteria under the same headings. To avoid duplication, bidders may refer to different sections of their bids by identifying the specific paragraph and page number where the subject topic has already been addressed.
- (b) The technical bid consists of the following:
  - (i) **Bid Submission Form (Attached as Form 1):** 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) **Corporate Profile:** The Corporate Profile should include a brief description of each of the following:
    - (A) A corporate overview including the Bidder and its sub-contractor(s)' corporate structure, years in business, business activities, major customers, number of employees and their geographic presence.
    - (B) Corporate history in relation to Correspondence Management Systems and any related technologies in general and specifically the Bidder's relationship and experience with the proposed GCCMS.
    - (C) An overview of Bidder's knowledge and experience in the delivery of Correspondence Management Systems, and specifically as it fulfills to the purpose and objectives of this bid solicitation.
  - (iii) **Substantiation of Technical Compliance:** The Technical Bid must substantiate the compliance of the Bidder's Correspondence Management System with Annex A - Statement of Requirements.
  - (iv) **List of Proposed Software:** The Bidder must include a complete list identifying both the name and the version number of each component of the Licensed Software required for the GCCMS.
  - (v) **Technical Documentation:** The Bidder must provide technical documentation such as

user manuals, screenshots, design or system management documents (or other information sources) to support the Bidder's response to each requirement (a soft copy of the technical documents required to support the Technical Bid is acceptable). Links to websites are not acceptable and if provided to validate a mandatory requirement, it will render the bid response non-responsive.

The Bidder should include the precise location of the reference material including the title of the document, the page and the paragraph numbers when addressing each criterion. Any reference material listed by the Bidder to demonstrate the compliance must be part of the bid (hard copy or soft copy). If it is not included in the bid, it will not be taken into consideration by Canada. Where the reference is not sufficiently precise, Canada may request that the Bidder direct Canada to the appropriate location in the bid documentation.

- (vi) Implementation Strategy and Plan:** The Bidder must include a draft Implementation Strategy and Plan, which meets all the mandatory requirements described in Annex A - Statement of Requirements. The Bidder should use the nominal and demographic information in Sections B.5 and B.6 of Annex B - Statement of Work, to prepare a detailed, logical and achievable Implementation Strategy and Plan.

The Implementation Strategy and Plan will be updated, reviewed and approved following contract award.

**(vii) Client and Project Reference Information:**

- (A) The Bidder must provide verifiable details on and references for the following projects:
- (1) Two CMS implementation projects;
  - (2) One instance when the Bidder simultaneously completed two or more CMS (or equivalent enterprise business application) implementation projects (i.e., when there was 2-6 months or more of overlap between the start and end dates of each project); and
  - (3) Three CMS technical support and/or other corporate CMS projects.
- (B) In each case, the Bidder must provide the following information:
- (1) Client organization name and full address;
  - (2) Name, telephone number and email address of Client contact person (e.g., Client Project Manager or Technical Support Manager) for the project;
  - (3) Executive summary of the project (including the current number of Client CMS Users, Administrators, System Administrators and trainers, if available and where applicable);
  - (4) Start and end dates of the project; and
  - (5) Name, telephone number and email address of Bidder's contact person (e.g., Contractor Project Manager or Technical Support Manager) for the project.

- (C) The form of question to be used to request confirmation from client and project references is as follows:

This request is with regard to the bid solicitation number EN578-133379/A - Government of Canada Correspondence Management System (GCCMS).

You have been identified by *Company XYZ* as the contact person at *Organization ABC* for reference information.

Please respond to the following question by entering a check mark (✓) next to the appropriate answer.

**Has *Company XYZ* provided goods and/or services to your organization on *Project ABC*?**

- 1)  Yes, *Company XYZ* has provided my organization with goods and/or services relating to *Project ABC*.
- 2)  No, *Company XYZ* has not provided my organization with goods and/or services relating to *Project ABC*.
- 3)  I am unwilling or unable to provide any information about *Project ABC*.

**If your response was Yes, please provide at least three of the following items:**

- 1) Name, telephone number and/or email address of the Project Manager, Technical Support Manager, Client Sponsor or Business Sponsor for *Project ABC* in your organization;
- 2) Brief description of *Project ABC*, including the current number of CMS Users, System Administrators and trainers in your organization, if available and where applicable;
- 3) Start and end dates of *Project ABC*;
- 4) Name, telephone number and/or email address of the Project Manager or Technical Support Manager for *Project ABC* at *Company XYZ*.

- (D) 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.
- (E) Crown references will be accepted.

### 3.3 Section II: Financial Bid

- (a) **Pricing:** Bidders must submit their financial bid in accordance with the Basis of Payment in Annex C without any conditions, assumptions, or restrictions. Any financial proposal that purports to restrict the way in which Canada acquires goods or services under the resulting contract, with the exception of those limitations that are expressly set out in this solicitation, will be considered non-responsive. The total amount of Goods and Services Tax or Harmonized Sales Tax must be shown separately, if applicable. Unless otherwise indicated, bidders must include a single, firm, all-inclusive price quoted in Canadian dollars in each cell requiring an entry in the pricing tables.
- (b) **All Costs to be Included:** The financial bid must include all costs for the requirement described

in the bid solicitation for the entire Contract Period, including any option years. The identification of all necessary 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.

- (c) **Blank Prices:** Bidders are requested to insert "\$0.00" for any item for which it does not intend to charge or for items that are already included in other prices set out in the tables. If the Bidder leaves any price blank, Canada will treat the price as "\$0.00" for evaluation purposes and may request that the Bidder confirm that the price is, in fact, \$0.00. No bidder will be permitted to add or change a price as part of this confirmation. Any bidder who does not confirm that the price for a blank item is \$0.00 will be declared non-responsive.
- (d) **Existing Licenses:** If Canada has existing licenses of the proposed software (in whole or in part), these existing licenses must not be considered as part of the proposed GCCMS, nor as part of government furnished equipment. The license(s) to be granted under the resulting contract must not be conditional of Canada to renew these licenses or to maintain the licenses through software maintenance and support contracts.
- (d) **SACC Manual Clauses:**
- (i) C3011T (2010-01-11), Exchange Rate Fluctuation.

### 3.4 Section III: Certifications

Bidders must submit the certifications required under Part 5.

## PART 4 - EVALUATION PROCEDURES AND BASIS OF SELECTION

### 4.1 Evaluation Procedures

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

### 4.2 Technical Evaluation

#### (a) Mandatory Requirements:

- (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 A - Statement of Requirements.

#### (b) Point-Rated Requirements:

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

**(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 on the same day 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 Canada 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) A bid must comply with the requirements of the bid solicitation and meet all mandatory technical evaluation criteria to be declared responsive.
- (ii) Each Bidder who has submitted a responsive bid, has met all mandatory criteria, and has achieved at least the minimum score of 70% for the rated requirements will be invited to a Proof of Proposal (PoP) test.
- (iii) Through the PoP test, Canada will test the solution proposed in the bid using scenarios based on selected key mandatory and rated requirements described in Attachment 4.1 - Proof of Proposal (PoP) Test Scenarios, to confirm both that the proposed solution will function as described in the bid and that it meets the technical functionality requirements of the bid solicitation.
- (iv) The PoP test will take place at a site in the National Capital Region provided by Canada. Canada will provide no fewer than 5 working days of notice before the scheduled date for the PoP test. Once the PoP test has begun, it must be completed within 3 hours.
- (v) Canada will videotape the PoP test and document the results. Despite the written bid, if Canada determines during the PoP test that the Bidder's proposed solution does not meet the mandatory requirements of this bid solicitation, the bid will be declared non-responsive. Canada may, as a result of the PoP test, reduce the score of the Bidder on any rated requirement, if the PoP test indicates that the score provided to the Bidder on the basis of its written bid is not validated by the PoP test. The Bidder's score will not be increased as a result of the PoP test.

**4.3 Financial Evaluation**

- (a) The financial evaluation will be conducted by the Contracting Authority by calculating the **Total Bid Price** using the Pricing Tables in Annex C completed by the bidders, as per the following table:

<b>TOTAL BID PRICE</b>		
<b>ITEM NO.</b>	<b>DESCRIPTION</b>	<b>As per the Bidder's Financial Proposal</b>
1	<p><b><u>Software Licenses (Annex C, Table 1, Column 1):</u></b></p> <p>Sum Total of Weighted Items 1 to 7, multiplied by 30,000 (number of Users for evaluation purposes).</p> <p><u>Note:</u> For the purpose of bid evaluation, Weighted Items 1 to 7 are obtained using the weights provided in paragraph 4.3 b) below.</p>	\$
2	<p><b><u>Software Maintenance and Support (Annex C, Table 1, Column 2):</u></b></p> <p>Sum Total of Weighted Items 1 to 7, multiplied by 6 (number of years), and then multiplied by 15,000 (average number of Users for evaluation purposes).</p> <p><u>Note:</u> For the purpose of bid evaluation, Weighted Items 1 to 7 are obtained using the weights provided in paragraph 4.3 b) below. The number 15,000 represents the estimated average number of Users during the Initial Contract Period and the Option Periods.</p>	\$
3	<p><b><u>Professional Services and Training:</u></b></p> <p>Weighted Average Per Diem Rate multiplied by 240 working days.</p> <p><u>Note:</u> For the purpose of bid evaluation, the Weighted Average Per Diem Rate will be determined using the calculation provided in paragraph 4.3 c) below.</p>	\$
4	<b>TOTAL BID PRICE (Item 1 + Item 2 + Item 3)</b>	\$

- (b) For the purpose of bid evaluation, Weighted Items 1 to 7 for Annex C, Table 1, Column 1 and Column 2 are obtained using the weights in the following table:

ITEM #	ITEM DESCRIPTION	Weight, for bid evaluation purposes
	Cumulative Number of User Licenses Purchased by Canada	
1.	1 - 5,000	0.20
2.	5,001 - 10,000	0.20
3.	10,001 - 15,000	0.20
4.	15,001 - 20,000	0.15
5.	20,001 - 25,000	0.10
6.	25,001 - 30,000	0.10
7.	30,001 and more	0.05

- (c) To determine the Weighted Average Per Diem Rate for a bid, the following calculation will be used:

Step 1: Determine the total level of effort for the bid by adding the level of effort for each resource category.

Step 2: Determine the relative weight for each resource category by dividing its level of effort by the total level of effort for the bid obtained in Step 1.

Step 3: Determine the weighted Per Diem Rate for the category by multiplying its Per Diem Rate by the relative weight as obtained in Step 2.

Step 4: Determine the Weighted Average Per Diem Rate for the bid by adding the weighted Per Diem Rates of all categories.

The table below illustrates an example where three resource categories are used.

	Level of effort, as per the Bidder's Financial Proposal	Per Diem Rate, as per the Bidder's Financial Proposal	Step 1	Step 2	Step 3	Step 4
Category 1	10	\$1,200		$10/100 = 0.10$	$\$1,200 \times 0.10 = \$120$	
Category 2	50	\$800		$50/100 = 0.50$	$\$800 \times 0.50 = \$400$	
Category 3	40	\$1,000		$40/100 = 0.40$	$\$1,000 \times 0.40 = \$400$	
Bid (Total)			100			<b>\$920</b>

#### 4.2 Basis of Selection

- (a) To be declared responsive, a bid must:
- (i) comply with all the requirements of the bid solicitation; and
  - (ii) meet all mandatory criteria; and
  - (iii) obtain the required minimum of 283.5 points overall for the technical evaluation criteria which are subject to point rating. The rating is performed on a scale of 405 points.
- (b) Bids not meeting (i) or (ii) or (iii) will be declared non-responsive.
- (c) The selection will be based on the highest responsive combined rating of technical merit and price. The ratio will be 60% for the technical merit and 40% for the price.
- (d) To establish the technical merit score, the overall technical score for each responsive bid will be determined as follows: total number of points obtained, divided by the maximum number of points available, multiplied by the ratio of 60%.
- (e) To establish the pricing score, each responsive bid will be prorated against the lowest evaluated price and the ratio of 40%.
- (f) For each responsive bid, the technical merit score and the pricing score will be added to determine its combined rating.
- (g) Neither the responsive bid obtaining the highest technical score nor the one with the lowest evaluated price will necessarily be accepted. The responsive bid with the highest combined rating of technical merit and price will be recommended for award of a contract.
- (h) The table below illustrates an example where all three bids are responsive and the selection of the contractor is determined by a 60/40 ratio of technical merit and price, respectively. The total available points equals 405 and the lowest evaluated price is \$45,000 (45).

**Table 1: Basis of Selection - Highest Combined Rating Technical Merit (60%) and Price (40%)  
- Example**

		<b>Bidder 1</b>	<b>Bidder 2</b>	<b>Bidder 3</b>
<b>Overall Technical Score</b>		345/405	267/405	276/405
<b>Bid Evaluated Price</b>		\$55,000	\$50,000	\$45,000
<b>Calculations</b>	<b>Technical Merit Score</b>	$345/405 \times 60 =$ 51.11	$267/405 \times 60 =$ 39.56	$276/405 \times 60 =$ 40.89
	<b>Pricing Score</b>	$45/55 \times 40 =$ 32.73	$45/50 \times 40 =$ 36.00	$45/45 \times 40 =$ 40.00
<b>Combined Rating</b>		83.84	75.56	80.89
<b>Overall Rating</b>		<b>1st</b>	<b>3rd</b>	<b>2nd</b>

- (i) 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.

- (j) If more than one bidder is ranked first because of identical overall scores, then the bidder with the best financial score will become the top-ranked bidder.

## PART 5 - CERTIFICATIONS

Bidders must provide the required certifications and related documentation to be awarded a contract. Canada will declare a bid non-responsive if the required certifications and related documentation are not completed and submitted as requested.

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, to provide the related documentation or to comply with the request of the Contracting Authority for additional information will also render the bid non-responsive.

### 5.1 Mandatory Certifications Required Precedent to Contract Award

#### (a) Code of Conduct and Certifications - Related documentation

By submitting a bid, the Bidder certifies that the Bidder and its affiliates are in compliance with the provisions as stated in Section 01 Code of Conduct and Certifications - Bid of Standard Instructions 2003. The related documentation therein required will assist Canada in confirming that the certifications are true.

#### (b) Federal Contractors Program for Employment Equity - Bid Certification

By submitting a bid, the Bidder certifies that the Bidder, and any of the Bidder's members if the Bidder is a Joint Venture, is not named on the Federal Contractors Program (FCP) for employment equity "FCP Limited Eligibility to Bid" list ([http://www.labour.gc.ca/eng/standards\\_equity/eq/emp/fcp/list/inelig.shtml](http://www.labour.gc.ca/eng/standards_equity/eq/emp/fcp/list/inelig.shtml)) available from Human Resources and Skills Development Canada (HRSDC) - Labour's website.

Canada will have the right to declare a bid non-responsive if the Bidder, or any member of the Bidder if the Bidder is a Joint Venture, appears on the "FCP Limited Eligibility to Bid" list at the time of contract award.

Canada will also have the right to terminate the Contract for default if a Contractor, or any member of the Contractor if the Contractor is a Joint Venture, appears on the "FCP Limited Eligibility to Bid" list during the period of the Contract.

The Bidder must provide the Contracting Authority with a completed Form 4 - Federal Contractors Program for Employment Equity - Certification, before contract award. If the Bidder is a Joint Venture, the Bidder must provide the Contracting Authority with a completed Form 4 - Federal Contractors Program for Employment Equity - Certification, for each member of the Joint Venture.

### 5.2 Additional Certifications Precedent to Contract Award

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

### 5.3 Bidder Certifies that all Software is “Off-the-Shelf”

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

### 5.4 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 (Form 2). 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 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 (Form 3). 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.

## **PART 6 - SECURITY, FINANCIAL AND OTHER REQUIREMENTS**

### **6.1 Security Requirement**

- (a) At the date of bid closing, the Bidder must hold a valid organization security clearance as indicated in Part 7 - Resulting Contract Clauses.
- (b) 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.
- (c) In the case of a joint venture bidder, each member of the joint venture must meet the security requirements.
- (d) Foreign bidders must be from a country where there is an existing bi-lateral industrial security agreement with Canada that stipulates security equivalencies. Foreign bidders (including U.S.) should contact the Contracting Authority to obtain the security requirements terms that will apply to the resulting contract.

### **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 guarantee to Canada."
- (b) In the case of a joint venture bidder, each member of the joint venture must meet the financial capability requirements.

## PART 7 - RESULTING CONTRACT CLAUSES

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

### 7.1 Requirement

- (a) \_\_\_\_\_ (the "**Contractor**") agrees to supply to the Client the goods and services described in the Contract, including the Statement of Requirements and the Statement of Work, in accordance with, and at the prices set out in, the Contract. This includes:
- (i) granting the license to use the Licensed Software described in the Contract;
  - (ii) providing the Software Documentation;
  - (iii) providing maintenance and support for the Licensed Software during the Software Support Period;
  - (iv) providing professional services, as and when requested by Canada;
  - (v) providing training, as and when requested by Canada,
- to one or more locations to be designated by Canada, excluding any locations in areas subject to any of the Comprehensive Land Claims Agreements.
- (b) **Client:** The **Initial Client** is **Fisheries and Oceans Canada (DFO)**. However, the Contracting Authority can add additional Clients from time to time, which may include any department or Crown corporation as described in the *Financial Administration Act* (as amended from time to time), and any other party for which the Department of Public Works and Government Services may be authorized to act from time to time under section 16 of the *Department of Public Works and Government Services Act*.
- (c) **Reorganization of Client:** The Contractor's obligation to perform the Work will not be affected by (and no additional fees will be payable as a result of) the renaming, reorganization, reconfiguration, or restructuring of any Client. The reorganization, reconfiguration and restructuring of the Client includes the privatization of the Client, its merger with another entity, or its dissolution, where that dissolution is followed by the creation of another entity or entities with mandates similar to the original Client. 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).
  - (ii) "**Bug Fixes**" means a temporary work-around, patch, or bypass to update the program code to correct errors or defects.
  - (iii) "**Enhancement**" also often referred to as an "**interim release**" means an interim release version of the Licensed Software, which is often documented by adding a further decimal and digit to the version or release number (e.g., V.X.X.2 would be the next enhancement after V.X.X.1).

- (iv) **"Error"** means any software instructions or statement contained in (or absent from) the Licensed Program that, by its presence or absence, prevents the Licensed Software from operating in accordance with the Specifications.
- (v) **"Extensions"** means an update to the Licensed Software that extends the features, functionality or performance of the Licensed Software program code, regardless of whether the Contractor refers to it as an "extension".
- (vi) **"New Release"** means a system release, a version release, and interim release of the Licensed Software, regardless of whether the Contractor refers to it as a "new release".
- (vii) **"Renames"** means an upgrade to the Licensed Software where the product name is changed, but the new software product has similar features and functionality as the Licensed Software, regardless of whether the Contractor refers to it as a "rename".
- (viii) **"Service Releases"** means a release of the Software which is designed to operate on designated combinations of computer hardware and operating systems. A new System Release typically will be indicated by the addition of one (1) to the first digit of the release number (e.g. v.2.X.X would be the next System Release after v.1.X.X).
- (ix) **"Software Patches"** means an engineering fix to a problem that may be incorporated into a new release to update the Licensed Software in order to improve or correct errors or defects in the program code.
- (x) **"Technical Support Organization"** ("TSO") means those Contractor product specialists who make available technical support to Contractor's Clients who have contracted for and are current under Contractor's Maintenance Services.
- (xi) **"Upgrades (major)"** means an update to the Licensed Software to add, extend, enhance and/or improve the existing features, functionality and/or performance of the program code, which is documented by a version or build number change to the left of the first decimal (e.g., Product X Version 1.3 changes to Product 2.0 or Product X Version 1.1.5 changes to Product X Version 2.0.0), regardless of whether the Contractor refers to it as a "major upgrade".
- (xii) **"Upgrades (minor)"** means an update to the Licensed Software to add, extend, enhance and/or improve the existing features, functionality and/or performance of the program code, which is documented by a version or build number change to the right of the first decimal (e.g., Product X Version 1.0 changes to Product X Version 1.1 or Product X Version 1.0.0 changes to Product X Version 1.0.1), regardless of whether the Contractor refers to it as a "minor upgrade".
- (xiii) **"Version Release"** means a release often involving a limited number of new or enhanced features or functionality or features and error corrections, which is often documented by adding a second digit after the release number (e.g., V.X.2.X would be the next version release after V.X.1.X).

## 7.2 Optional Goods and/or Services

- (a) The Contractor grants to Canada the irrevocable option to increase the number of Users using the Licensed Software as Canada sees fit, including related Maintenance and Support under the same terms and conditions and at the prices stated in Annex C - Basis of Payment.
- (b) The Contractor grants to Canada the irrevocable option to increase the number of licenses to include Users from any of the Clients within Canada including Maintenance and Support Services under the same terms and conditions and at the prices stated in Annex C - Basis of Payment.
- (c) It is a condition of the contract that the Maintenance and Support Services associated with a license acquired under this Contract start at the deployment date of the License Software to a User.
- (d) **Option to Add Other Users for Maintenance and Support Only:** The Contractor grants to Canada the option to extend the maintenance and support services for the Licensed Software to other

Government of Canada's users who are already licensed to use the Licensed Software under another contract, but who require maintenance and support services for that Licensed Software, at the price set out in the Basis of Payment. This option applies to any users within any department or Crown corporation described in the *Financial Administration Act*, as amended from time to time, or any other party for which Public Works and Government Services Canada may be authorized to act from time to time under section 16 of the *Department of Public Works and Government Services Act*.

- (f) These options may be exercised at any time during the Contract Period, as many times as Canada chooses, before the expiry of the Contract.
- (g) The options may only be exercised by the Contracting Authority by notice in writing and will be evidenced, for administrative purposes only, through a contract amendment.

### 7.3 Task Authorization

(a) **As-and-when-requested Task Authorizations:** The Work or a portion of the Work to be performed under the Contract will be on an "as-and-when-requested basis" 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 in Annex E.
- (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 10 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.
- (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 \$\_\_\_\_\_ (to be provided at contract award), Goods and Services Tax or Harmonized Sales Tax included, inclusive of any revisions.
  - (ii) Any Task Authorization to be issued in excess of that limit must be authorized by 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 15 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 of each resource involved in performing the TA, as applicable;
    - (D) the total estimated cost specified in the TA (GST or HST extra);

- (E) the total amount (GST or HST extra) expended to date;
  - (F) the start and completion date; and
  - (G) 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 (GST or HST extra) specified in the contract (as last amended, if applicable) as Canada's total liability to the contractor for all authorized TAs; and
  - (B) the total amount, GST or HST extra, expended to date against all validly issued tasks.
- (f) **Consolidation of TAs for Administrative Purposes:** The Contract may be amended from time to time to reflect all Task Authorizations issued and approved by the Contracting Authority to date, to document the Work performed under those TAs for administrative purposes.

#### 7.4 Standard Clauses and Conditions

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

(a) **General Conditions:**

- (i) 2030 ( 2013-06-27), General Conditions - Higher Complexity - Goods, apply to and form part of the Contract.

(b) **Supplemental General Conditions:**

The following Supplemental General Conditions:

- (i) 4003 (2010-08-16), Supplemental General Conditions - Licensed Software;
- (ii) 4004 ( 2013-04-25), Supplemental General Conditions - Maintenance and Support Services for Licensed Software;

apply to and form part of the Contract.

#### 7.5 Security Requirement for Canadian Supplier

- (a) The Contractor must, at all times during the performance of the Contract, hold a valid Designated Organization Screening (DOS), issued by the Canadian Industrial Security Directorate (CISD), Public Works and Government Services Canada (PWGSC).
- (b) The Contractor personnel requiring access to **PROTECTED** information, assets or sensitive work site(s) must **EACH** hold a valid **RELIABILITY STATUS**, granted or approved by CISD/PWGSC.
- (c) The Contractor **MUST NOT** remove any **PROTECTED** information or assets from the identified work site(s), and the Contractor must ensure that its personnel are made aware of and comply with this restriction.
- (d) Subcontracts which contain security requirements are **NOT** to be awarded without the prior written permission of CISD/PWGSC.
- (e) The Contractor/Offeror must comply with the provisions of the:
  - (i) Security Requirements Check List and security guide (if applicable), attached at Annex D;
  - (ii) Industrial Security Manual (Latest Edition).

## 7.6 Contract Period

- (a) 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 1 year after acceptance of the GCCMS by Canada into the Initial Client Technical Environment; 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 5 additional one-year periods 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.
  - (iii) It is understood that there may be an on-going requirement to acquire Maintenance and Support Services in order to maintain the Licensed Software within Canada’s Technical Environment that could go beyond the five Option Periods referred in (i) above. Both parties agree that Article 7.23 - Licensed Software Maintenance and Support Services Pricing Stability will be the base under which pricing will be negotiated if there is a request from Canada to extend further the Contract Period.

## 7.7 Delivery Date

All the deliverables must be received in accordance with the terms of the Contract:

- (a) The software products including documentation, warranty and license key for the initial requirement must be delivered within 10 working days from contract award date. Any additional requirement must be delivered within 5 days of a signed contract amendment or in accordance with an authorized task authorization.
- (b) Maintenance and Support Services must be accessible when requested by Canada as per terms of the Contract.
- (c) Professional services and training must be delivered as per issued Tasks Authorizations.

**7.8 Authorities**

**(a) Contracting Authority**

The Contracting Authority for the Contract is:

Name: Audace Niyonambaza  
Title: Supply Team Leader  
Public Works and Government Services Canada  
Acquisitions Branch  
Directorate: Software and Shared Systems Procurement Directorate (SSSPD)  
Address: Place du Portage, Phase III, 4C1  
11 Laurier Street, Gatineau, Quebec K1A 0S5  
Canada  
Telephone: 819-956-5017  
Facsimile: 819-953-3703  
E-mail address: audace.niyonambaza@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:

Name: (To be provided at contract award)  
Title: \_\_\_\_\_  
Organization: \_\_\_\_\_  
Address: \_\_\_\_\_  
Telephone: \_\_\_\_\_  
Facsimile: \_\_\_\_\_  
E-mail address: \_\_\_\_\_

The Technical Authority is the representative of Canada 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**

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

*(this information will be completed at contract award)*

**7.9 Payment**

**(a) Basis of Payment**

- (i) Licensed Software:** For the license(s) to use the Licensed Software (including delivery of the Licensed Software and the Software Documentation), including Optional Additional Software Licenses, in accordance with the Contract, Canada will pay the Contractor the firm

price(s) set out in Annex C - Basis of Payment, FOB destination, including all customs duties, GST/HST extra, if applicable. The firm prices include the warranty during the Software Warranty Period.

- (ii) **Maintenance and Support for Licensed Software:** For maintenance and support services throughout the Software Support Period, including during any extensions (Optional Software Support Period, if exercised by the Contracting Authority), in accordance with the Contract, Canada will pay the Contractor, in advance, the firm price(s) set out in Annex C - Basis of Payment, FOB destination, including all customs duties, GST/HST extra, if applicable. If additional licenses to use the Licensed Software are purchased during the Software Support Period, Canada will pay the applicable price for maintenance and support of that number of licenses divided by 12, then multiplied by the number of months or partial months remaining in the Software Support Period (in order to reflect the fact that maintenance and support services will only be provided for those licenses for a partial year).
- (iii) **Maintenance and Support Services - additional terms:** It is agreed and understood by both Parties that it is a condition of the Contract that Canada has the right to:
- (A) de-list User(s) and/or Client(s) who received Maintenance and Support Services for Licensed Software, at any time during the Contract Period, part-way through a Software Support Period, solely at Canada's discretion and at no cost.
  - (B) Subject to de-listing User(s) or Client(s) as stated in (A) above, Canada has the right to transfer and reallocate the paid portion of unused Maintenance and Support Services for Licensed Software to new User(s) at any time within the same Software Support Period, solely at Canada's discretion and at no cost provided that the total number of paid Licenses for Users is not exceeded.
  - (C) The Contractor agrees to provide Maintenance and Support Services for Licensed Software at no additional cost, if the transfer and reallocation of already paid Maintenance and Support Services for Licensed Software is to a new User(s) or Client(s) not already on Maintenance and Support Services provided that the total number of Users under Maintenance and Support Services within the Contract is not exceeded and although new licenses may be acquired (parking lot) for the new User(s) or Client(s).
  - (D) Canada has the right, at the start date of each Software Support Period, to readjust (decrease) the total number of Users and Clients that are entitled to receive Maintenance and Support Services if the number of Users using the Licensed Software has decreased.

It is a condition of the Contract that Canada has the right to transfer the Maintenance and Support Services from one User to another User without increasing the number of Users and without incurring additional cost.

It is understood and agreed that no reinstatement or administration charges will be payable for reinstating licenses that have not been deployed to specific User(s), or that have been deployed but then delisted and subsequently re-deployed. However, Canada agrees that at the time such licenses are reinstated, Canada will pay Maintenance and Support Services Fees from the date of the last day of any previous deployment dates, if such licenses have been previously deployed. If such licenses have not been previously deployed, no Maintenance and Support Services fees will be payable for the period between the time the license was initially purchased and the date of deployment.

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

- (v) **Training and Professional Services provided under a Task Authorization with a Firm Price:** For professional services and training 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 C - Basis of Payment), GST/HST extra, if applicable.
- (vi) **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.
- (vii) **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.
- (viii) **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.
- (ix) **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**
- (i) Canada's total liability to the Contractor under this Contract must not exceed \$----- (including customs duties, GST or HST extra, as applicable), as per the following breakdown:
- (A) \$ *[amount to be determined at contract award]* for Licensed Software;
- (B) \$ *[amount to be determined at contract award]* for Maintenance and Support Services;
- (C) \$ *[amount to be determined at contract award]* for Training and Professionnel Services, including pre-authorized travel and living expenses.
- (ii) Any commitments to purchase specific amounts or values of goods or services are described elsewhere in the Contract
- (iii) Canada will not pay the Contractor for any design changes, modifications or interpretations of the Work unless they have been approved, in writing, by the Contracting Authority before their incorporation into the Work.

**(c) Method of Payment - Licensed Software**

Canada will pay the Contractor the price for the GCCMS for the initial quantity of User licenses if:

- (i) the GCCMS has been accepted by Canada in accordance with the approved Implementation Strategy and Plan, which includes an acceptance of the bilingual software (Canadian French and Canadian English); and
- (ii) 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; and,
- (iii) all such documents have been verified by Canada.

**(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**

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, if:

- (i) an accurate and complete claim for milestone payment using form PWGSC-TPSGC 1111 ([://www.pwgsc.gc.ca/acquisitions/text/forms/forms-e.html](http://www.pwgsc.gc.ca/acquisitions/text/forms/forms-e.html)Ca/acquisitions/text/forms/forms-e.html) and any other documents required by the Contract have been submitted in accordance with the invoicing instructions provided in the Contract.
- (ii) all the certificates appearing on form PWGSC-TPSGC 1111 have been signed by the respective authorized representatives; and
- (iii) all work associated with the milestone and any deliverable required have been completed, delivered, and accepted by Canada.

**(g) Method of Payment for Software Maintenance and Support - Advance Payment**

- (i) Canada will pay the Contractor in advance for the software maintenance and support

services if:

- (A) 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;
  - (B) All such documents have been verified by Canada.
- (ii) Payment in advance does not prevent Canada from exercising any or all potential remedies in relation to this payment or any of the Work, if the Work performed later proves to be unacceptable.
- (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 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 (other than for any items subject to an advance payment), the Contractor is certifying that the goods and services have been delivered and that all charges are in accordance with the Basis of Payment provision of the Contract, including any charges for work performed by subcontractors.
- (d) The Contractor must provide the original of each invoice to the Technical Authority. On request, the Contractor must provide a copy of any invoices requested by 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.

#### **7.12 Applicable Laws**

The Contract must be interpreted and governed, and the relations between the parties determined, by the laws in force in \_\_\_\_\_. (The Contracting Authority will *insert the name of the province or territory at contract award.*)

#### **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) 4003 (2010-08-16) - Supplemental General Conditions - Licensed Software;
  - (ii) 4004 (2013-04-25) - Supplemental General Conditions - Maintenance and Support Services for Licensed Software;
- (c) general conditions 2030 (2013-06-27) - General Conditions - Higher Complexity - Goods;
- (d) Annex A, Statement of Requirements;
- (e) Annex B, Statement of Work;
- (f) Annex C, Basis of Payment;
- (g) Annex D, Security Requirements Check List;
- (h) Annex F, List of Clients and Breakdown of License Coverage;
- (i) the approved Implementation Strategy and Plan;
- (j) the signed Task Authorizations (including all of their annexes, if any);
- (k) 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

- (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.*

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

#### 7.15 Insurance Requirements

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

#### 7.16 Limitation of Liability - Information Management/Information Technology

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

consequential damages, caused by the Contractor's performance or failure to perform the Contract that relate to:

- (A) any infringement of intellectual property rights to the extent the Contractor breaches the section of the General Conditions entitled "Intellectual Property Infringement and Royalties";
  - (B) physical injury, including death.
- (ii) The Contractor is liable for all direct damages affecting real or tangible personal property owned, possessed, or occupied by Canada.
  - (iii) Each of the Parties is liable for all direct damages resulting from its breach of confidentiality under the Contract. Each of the Parties is also liable for all indirect, special or consequential damages in respect of its unauthorized disclosure of the other Party's trade secrets (or trade secrets of a third party provided by one Party to another under the Contract) relating to information technology.
  - (iv) The Contractor is liable for all direct damages relating to any encumbrance or claim relating to any portion of the Work for which Canada has made any payment. This does not apply to encumbrances or claims relating to intellectual property rights, which are addressed under (i)(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 0.25 times the total estimated cost (meaning the dollar amount shown on the first page of the Contract in the cell titled "Total Estimated Cost" or shown on each call-up, purchase order or other document used to order goods or services under this instrument), or \$1M.
- In any case, the total liability of the Contractor under subparagraph (v) will not exceed the total estimated cost (as defined above) for the Contract or \$1M, whichever is more.
- (vi) If Canada's records or data are harmed as a result of the Contractor's negligence or willful act, the Contractor's only liability is, at the Contractor's own expense, to restore Canada's records and data using the most recent back-up kept by Canada. Canada is responsible for maintaining an adequate back-up of its records and data.

**(c) Third Party Claims:**

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

liable for reimbursing Canada for the Contractor's portion of those damages that Canada is required by a court to pay to a third party as a result of joint and several liability that relate to the infringement of a third party's intellectual property rights; physical injury of a third party, including death; damages affecting a third party's real or tangible personal property; liens or encumbrances on any portion of the Work; or breach of confidentiality.

- (iii) The Parties are only liable to one another for damages to third parties to the extent described in this Sub-article (c).

**7.17 Joint Venture Contractor**

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

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

**7.18 Licensed Software**

With respect to the provisions of Supplemental General Conditions 4003:

- (a) **Licensed Software:** The Licensed Software, which is defined herein and in 4003, includes all the commercial software products offered by the Contractor in its bid, and any other software code provided or created under issued task authorization(s) through professional services and/or Maintenance and Support Services and/or otherwise by the Contractor and is required for those software products to function in accordance with the Software Documentation and the Specifications. The Contractor must deliver, without limitation, the full range of the commercially available functionalities included in the software products listed below which includes at a minimum, the

functionalities listed in the Statement of Requirements. The following commercially available products are part of the deliverables:

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

The Contractor hereby agrees that the Licensed Software includes anything required to enable the Client to use all the features and functionality of the Licensed Software meeting the Statement of Requirements and providing the functionality as proposed by the Contractor in its bid response, including but not limited to providing any and all agents, host agents, access licenses, drivers including associated libraries, application program interfaces, adapters, connectors, software development tool kits and management console. The Contractor also acknowledges that Canada has the right to make full or partial use of any and all functionality that forms part of the Licensed Software that is delivered as part of the contract at no extra charge.

- (b) **Type of License being Granted:** Perpetual User License.
- (c) **Number of Users Licensed:** \_\_\_\_\_ (to be provided at contract award).
- (d) **Option to Purchase Licenses for Additional Users:** The Contractor grants to Canada the irrevocable option to purchase additional licenses for additional Users at the price set out in Annex C - Basis of Payment, on the same terms and conditions as the initial User licenses granted under the Contract, including for additional Clients within the scope of the Contract. This option may be exercised at any time during the Contract Period, as many times as Canada chooses. This option may only be exercised by the Contracting Authority by notice in writing and will be evidenced, for administrative purposes only, by a contract amendment.
- (e) **Language of Licensed Software:** The Licensed Software must be delivered in both French and English.
- (f) **Media on which Licensed Software must be Delivered:** CD-ROM or DVD or Internet Download via Secure Network or HTTPS protocol as requested by Canada.
- (g) **Software Warranty Period:** 12 months (one year) after acceptance of the software products by Canada in accordance with the approved Implementation Strategy and Plan. During the Warranty Period the Contractor shall meet its warranty obligations at no cost to Canada. The Contractor's obligations under the Maintenance and Support Obligations of this Contract are in addition to and not in substitution for the Contractor's obligations during the Warranty Period.

#### 7.19 Licensed Software Maintenance and Support

With respect to the provisions of Supplemental General Conditions 4004:

- (a) **Initial Software Support Period:** The initial Software Support Period is the Initial Contract Period.
- (b) **Software Support Period when Additional Licenses added during Contract Period:** For any additional licenses purchased in accordance with the Contract, the Software Support Period currently underway will apply to the additional licenses purchased, so that the Software Support Period ends on the same date for all licences supported under the Contract.
- (c) **Option to Extend Software Support Period:** The Contractor grants to Canada the irrevocable option(s) to extend the Software Support Period by 5 additional 12-month periods, exercisable at any time during the Contract Period. The Contractor agrees that, during the entire Software Support Period, the prices will be those set out in Annex C - Basis of Payment. The option(s) may only be exercised by the Contracting Authority

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

- (d) **Hours for Providing Support Services:** The Contractor's personnel must be available from 8:00 a.m. atlantic time until 5:00 p.m. pacific time, Monday through Friday, exclusive of statutory holidays observed by Canada at the site where the service is required.
- (e) **Contractor must provide On-site Support Services:** The Contractor must provide On-site Support upon request at the per diem rate set out in Annex C - Basis of Payment.
- (f) **Contact Information for Accessing the Contractor's Support Services:** In accordance with Section 5 of 4004, the Contractor will make its Support Services available through the following:

Toll-free Telephone Access: \_\_\_\_\_

Toll-free Fax Access: \_\_\_\_\_

Email Access: \_\_\_\_\_

The Contractor must respond to all telephone, fax or email communications (with a live service agent) within 60 minutes of the initial time of the Client or User's initial communication.

**Note to Bidders:** This information will be completed at the time of contract award with information supplied by the Contractor. Bidders are requested to provide this information in their bids.

- (g) **Website:** In accordance with Section 5 of 4004, the Contractor must make Support Services available over the Internet. To do so, the Contractor must include, as a minimum, frequently asked questions and on-line software diagnostic routines and support tools. Despite the Hours for Providing Support Services, the Contractor's website must be available to Canada's users 24 hours a day, 365 days a year, and must be available 99% of the time. The Contractor's website address for web support is \_\_\_\_\_.

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

- (h) **Language of Support Services:** The Support Services must be provided to the Client in French and English.

## 7.20 Software Training

- (a) The Contractor must provide training on the software products that form part of the GCCMS on an "as-and-when-requested" basis during the Contract Period when a Task Authorization for training is issued in accordance with the Contract.
- (b) Canada may issue a Task Authorization whenever it has at least 4 people who require training.
- (c) The training must be provided at various locations across Canada, as requested in the Task Authorization.
- (d) The training must be available within 15 working days of the Task Authorization being issued.
- (e) The training, including both the instruction and the course materials, must be provided in the language(s) specified in the Task Authorization.
- (f) Before providing any training, at least 10 working days in advance of the first training session, the Contractor must submit the course syllabus, schedule, training materials, and the names and qualifications of the instructors to the Technical Authority for approval.

## 7.21 Finalization of the Implementation Strategy and Plan

- (a) Within 10 working days of the Contract being awarded, Canada will provide any comments it has regarding the draft Implementation Strategy and Plan submitted by the Contractor as part of its Technical Bid. The Contractor must update the Implementation Strategy and Plan within 10 working days to reflect Canada's comments, and resubmit it to the Technical Authority for approval.

## 7.22 Professional Services

- (a) The Contractor must provide specialists to deliver services relating to GCCMS Implementation described in Annex B - Statement of Work, as and when requested by Canada using the Task Authorization process defined in Article 7.3 - Task Authorization.
- (b) Once a Task Authorization is issued, the Contractor must make the resource available to Canada within 15 working days. If an individual resource is named in an issued Task Authorization with respect to any portion of the Work, the Contractor must provide that resource, except to the extent that a replacement is permitted under the General Conditions (in which case the replacement must be provided within the time period described above). This obligation applies despite any changes that Canada may have made to any hardware, software or any other aspect of the Client's operating environment. If the Contractor does not make the resource available to perform the Work during that period, Canada may immediately terminate the Task Authorization for default.
- (c) If there must be a change in a resource performing Work under the Contract (which must in any case comply with the requirements in the section of the General Conditions entitled "Replacement of Personnel"), the Contractor must make the replacement available for work within 10 working days of the departure of the existing resource (or, if Canada has requested the replacement, within 15 working days of Canada's notice of the requirement for a replacement).

## 7.23 Licensed Software and Maintenance and Support Services Pricing Stability

- (a) The Contractor acknowledges that it is important to Canada to be able to continue to access Maintenance and Support Services for the Licensed Software after the last option period containing pricing has expired. The Contractor accordingly offers to continue to provide Maintenance and Support Services at reasonable annual rates and on all of the other terms and conditions set out in this Contract, subject to execution by the parties of a formal contract amendment. For each year that follow, the last option period (five), the Contractor hereby offers annual rates that are the lesser of:
  - (i) the Contractor's then current published rates; and
  - (ii) the quoted prices for option year five adjusted by the percentage difference in the Consumer Price Index (CPI) as determined by Statistics Canada, for the 12 month period immediately preceding the date on which the price change is to be effective; and
  - (iii) 2% more than the annual rates provided to Canada in the preceding year under this Contract or under any extension entered into pursuant to this Article;

and the Contractor's obligations under this Article shall survive termination or expiry of this Contract.

## 7.24 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.

## **7.25 Representations and Warranties**

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

## **7.26 Access to Canada's Property and Facilities**

Canada's property, facilities, equipment, documentation, and personnel are not automatically available to the Contractor. If the Contractor would like access to any of these, it is responsible for making a request to the Technical Authority. Unless expressly stated in the Contract, Canada has no obligation to provide any of these to the Contractor. If Canada chooses, in its discretion, to make its property, facilities, equipment, documentation or personnel available to the Contractor to perform the Work, Canada may require an adjustment to the Basis of Payment and additional security requirements may apply.

## **7.27 Termination for Convenience for Software Maintenance and Support Services**

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

**ANNEX A**

**STATEMENT OF REQUIREMENTS**

***(Attached)***

**ANNEX B**

**STATEMENT OF WORK**

**FOR IMPLEMENTATION OF THE GCCMS  
BY FISHERIES AND OCEANS CANADA (DFO)**

*(Attached)*

**ANNEX C**

**BASIS OF PAYMENT**

<b>TABLE 1</b> <b>SOFTWARE LICENSES, MAINTENANCE AND SUPPORT</b> <b>DURING INITIAL CONTRACT PERIOD AND OPTION PERIODS</b> <b>FIRM ALL INCLUSIVE UNIT PRICE (Canadian Dollars)</b> (Price for License includes Warranty, Software Documentation and User Training Material)			
ITEM #	ITEM DESCRIPTION	COLUMN 1	COLUMN 2
	Cumulative Number of User Licenses Purchased by Canada	Perpetual User License Firm Unit Price Per User	Annual Maintenance and Support Firm Unit Price Per User
1	1 - 5,000	\$	\$
2	5,001 - 10,000	\$	\$
3	10,001 - 15,000	\$	\$
4	15,001 - 20,000	\$	\$
5	20,001 - 25,000	\$	\$
6	25,001 - 30,000	\$	\$
7	30,001 and more	\$	\$

**Note 1:** If Canada has existing licenses of the proposed software (in whole or in part), these existing licenses must not be considered as part of the proposed solution, nor as part of government furnished equipment. The license(s) to be granted under the resulting contract must not be conditional of Canada to renew these licenses or to maintain the licenses through software maintenance and support.

**Note 2:** In order to provide for a common termination date with the Maintenance and Support Services of the Licensed Software to Users requested part way through a Software Support Period, Canada will pay an amount based on the applicable Maintenance and Support Annual Price divided by 365 and multiplied by the number of days remaining to the common Software Support Period termination date.

<b>TABLE 2</b> <b>PROFESSIONAL SERVICES AND TRAINING</b> <b>FIRM ALL INCLUSIVE PER DIEM RATE IN CANADIAN \$</b>			
	DESCRIPTION	Column 1	Column 2
<b>ITEM #</b>	<b>RESOURCE CATEGORIES</b> The Bidder must provide a list of all resource categories included in their Implementation Strategy and Plan	<b>FIRM ALL INCLUSIVE PER DIEM RATE DURING INITIAL CONTRACT PERIOD</b>	<b>PERCENTAGE INCREASE APPLICABLE TO EACH OPTION PERIOD</b>
1		\$	%
2		\$	%
3		\$	%
4		\$	%
5		\$	%
6		\$	%

**ANNEX D**

**SECURITY REQUIREMENTS CHECK LIST**

*(Attached)*

Solicitation No. - N° de l'invitation  
EN578-133379/A

Amd. No. - N° de la modif.

Buyer ID - Id de l'acheteur  
114xl

## ANNEX E

### TASK AUTHORIZATION FORM

1.0 TASK AUTHORIZATION	
Contractor:	Contract No.:
Financial Code:	GST/HST Financial Code:
Original Task Authorization No.:	Date:
2.0 PERIOD OF SERVICES	
From:	To:
3.0 WORK LOCATIONS	
4.0 SCOPE OF THE TASK AUTHORIZATION (as per Contract)	
5.0 DESCRIPTION OF THE TASK / WORK TO BE PERFORMED	
6.0 DELIVERABLE (S)	
7.0 CONSTRAINTS	
8.0 STATUS/PROGRESS REPORTS	

**9.0 COST**

Resource Category (as per Contract)	Per Diem Rate	No. of Days to Perform the Tasks/Work	Total
		<b>ESTIMATED TOTAL PRICE</b>	
		<b>GST/HST</b>	
		<b>TOTAL</b>	
Travel and Living Expenses: Travel and living are a direct charge on a cost reimbursable basis. All expenses shall incurred in accordance with the then-current Treasury Board guidelines. Invoices for Travel and Living costs of the Contractor's employees are to be supported by documentation (receipts) and will be reimbursed in accordance with the Treasury Board Policy and Guidelines on Travel in effect at the time of travel at actual cost with no allowance for markup. Charges for air travel shall not exceed that for economy class.		<b>ESTIMATED PRICE</b>	
		<b>GST/HST</b>	
		<b>TOTAL</b>	
		<b>GRAND TOTAL</b>	

**10.0 LIMITATION OF EXPENDITURE**

Canada's maximum total amount of expenditure under this Task Authorization is: \_\_\_\_\_ (GST/HST extra, if applicable)

**11.0 PAYMENT TERMS**

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114xl

**12.0 SIGNATURES**

**Client Technical Authority:**

**Signature:**

**Date:**

**Check Either Option**

The Contractor hereby accepts the Task Authorization identified above

The Contractor does not accept the Task Authorization identified above

**Name of Contractor authorized to sign (type or print):**

**Title of Contractor authorized to sign (type or print):**

**Date:**

**Signature:** \_\_\_\_\_

**PWGSC Contracting Authority:**

**Signature:**

**Date:**

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Buyer ID - Id de l'acheteur  
114x1

## ANNEX F

### LIST OF CLIENTS AND BREAKDOWN OF LICENSE COVERAGE

	Client	Client Références and Contact Information	Delivery Address	Number of Users
1	Fisheries and Oceans Canada (DFO)			
2				
3				
<b>Total</b>				

Note: Above information may be updated to include additional Clients and/or License Coverage as required.

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Buyer ID - Id de l'acheteur  
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**FORM 1**

<b>BIDDER SUBMISSION FORM</b>		
<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> <b><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>		
<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>Number of Full-Time Equivalent (FTE) Positions:</b> <i>[Bidders are requested to indicate the total number of FTE 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.]</i>		
<b>Security Clearance Level of Bidder</b> <i>[include both the level and the date it was granted]</i> <b><i>[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.]</i></b>		
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: <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>		
<b>Signature of Authorized Representative of Bidder</b>		

Solicitation No. - N° de l'invitation  
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Buyer ID - Id de l'acheteur  
114x1

**FORM 2**

**SOFTWARE PUBLISHER CERTIFICATION FORM**

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

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

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*[bidders should add or remove lines as needed]*

Solicitation Number: \_\_\_\_\_

Name of the Bidder: \_\_\_\_\_

Signature of authorized signatory of the Bidder: \_\_\_\_\_

Print Name of authorized signatory of the Bidder: \_\_\_\_\_

Title of the authorized signatory of the Bidder: \_\_\_\_\_

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

**FORM 3**

**SOFTWARE PUBLISHER AUTHORIZATION FORM**

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

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

This authorization applies to the following software products:

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*[bidders should add or remove lines as needed]*

Name of Software Publisher (SP) \_\_\_\_\_

Signature of authorized signatory of SP \_\_\_\_\_

Print Name of authorized signatory of SP \_\_\_\_\_

Print Title of authorized signatory of SP \_\_\_\_\_

Address for authorized signatory of SP \_\_\_\_\_

Telephone no. for authorized signatory of SP \_\_\_\_\_

Fax no. for authorized signatory of SP \_\_\_\_\_

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

Solicitation Number \_\_\_\_\_

Name of Bidder \_\_\_\_\_

**FORM 4**

**SOLICITATION # EN578-133379/A**

**FEDERAL CONTRACTORS PROGRAM FOR EMPLOYMENT EQUITY - CERTIFICATION**

I, the Bidder, by submitting the present information to the Contracting Authority, certify that the information provided is true as of the date indicated below. The certifications provided to Canada are subject to verification at all times. I understand that Canada will declare a bid non-responsive, or will declare a contractor in default, if a certification is found to be untrue, whether during the bid evaluation period or during the contract period. Canada will have the right to ask for additional information to verify the Bidder's certifications. Failure to comply with such request by Canada will also render the bid non-responsive or will constitute a default under the Contract.

For further information on the Federal Contractors Program for Employment Equity visit HRSDC-Labour's website.

Date: \_\_\_\_\_(YYYY/MM/DD) (If left blank, the date will be deemed to be the bid solicitation closing date.)

Complete both A and B.

A. Check only one of the following:

- A1. The Bidder certifies having no work force in Canada.
- A2. The Bidder certifies being a public sector employer.
- A3. The Bidder certifies being a federally regulated employer being subject to the *Employment Equity Act*.
- A4. The Bidder certifies having a combined work force in Canada of less than 100 employees (combined work force includes: permanent full-time, permanent part-time and temporary employees [temporary employees only includes those who have worked 12 weeks or more during a calendar year and who are not full-time students]).
- A5. The Bidder has a combined workforce in Canada of 100 or more employees; and
  - A5.1. The Bidder certifies already having a valid and current Agreement to Implement Employment Equity (AIEE) in place with HRSDC-Labour.

**OR**

- A5.2. The Bidder certifies having submitted the Agreement to Implement Employment Equity (LAB1168) to HRSDC-Labour. As this is a condition to contract award, proceed to completing the form Agreement to Implement Employment Equity (LAB1168), duly signing it, and transmit it to HRSDC-Labour.

B. Check only one of the following:

- B1. The Bidder is not a Joint Venture.

**OR**

- B2. The Bidder is a Joint Venture and each member of the Joint Venture must provide the Contracting Authority with a completed annex Federal Contractors Program for Employment Equity - Certification. (Refer to the Joint Venture section of the Standard Instructions)

#### ATTACHMENT 4.1

#### PROOF OF PROPOSAL TEST SCENARIOS

(i) Through the Proof of Proposal (PoP) process, Canada will test the solution proposed in the bid. The following scenarios will be used to confirm that the proposed solution will function as described in the bid and that it meets the technical functionality requirements of the bid solicitation.

Scenario 1	
<b>Reference:</b>	<i><b>M6:</b> The GCCMS must allow a reference to a Case and a Case Object to be sent as email attachments.</i>
<b>Task:</b>	<p>Complete the tasks outlined in the following use cases for <b>Requirement M6</b>. In each use case, the client must be able to select a User or Group from their e-mail Address Book. Demonstrate that the GCCMS meets this requirement.</p> <p><b>Allow a Reference to a Case record to be sent as an email attachment.</b> Client displays an existing Case record in the GCCMS. From the GCCMS, client presses button or uses a shortcut key to compose an email message and attaches one Electronic Document Management System (EDMS) document (attached to the displayed GCCMS Case record) as a Reference. Client selects and attaches a Reference to one EDMS document to the message and sends it to a User or Group.</p> <p><b>Allow a Reference to a Case Object to be sent as an email attachment.</b> Client displays an existing Case Object in the GCCMS. From the GCCMS, client presses button or uses a shortcut key to compose an email message, selects and attaches References to two EDMS documents (attached to the displayed GCCMS Case Object) to the message and sends it to a User or Group.</p>

Scenario 2	
<b>Reference:</b>	<i><b>M18:</b> The GCCMS must allow Metadata Values to be mail merged into a template that can be used to print multiple letters and send email messages.</i>
<b>Task:</b>	<p>Develop and distribute 10 paper copies of a use case, a workflow diagram and a step-by-step procedure to show how the GCCMS meets <b>Requirement M18</b>. Demonstrate how 100 identical letters would be sent to 100 different recipients using this product feature.</p>

Scenario 3	
<b>Reference:</b>	<i><b>M39:</b> The GCCMS must allow a User to manage a Correspondent, Case, Case Object, Task and Profile, as well as their associated Metadata Values.</i>
<b>Task:</b>	<p>A User receives a letter from a new Correspondent. As per <b>Requirement M39</b>, he/she must be able to enter relevant information and Metadata on the new letter and Correspondent for tracking and routing purposes. Demonstrate the steps a User would follow to enter all applicable information and associated Metadata Values in the GCCMS, scan the paper copy of the letter and verify the new entries.</p>

#### Scenario 4

**Reference:** ***M48:** The GCCMS must allow Tasks to be performed in parallel or simultaneously in a Workflow.*

**Task:** Explain how **Requirement M48** applies to the situation described in **Scenario 7**. Provide an example with 'parallel' Tasks and an example with 'simultaneous' Tasks to demonstrate that the GCCMS achieves the desired results for this requirement.

#### Scenario 5

**Reference:** ***M51:** The GCCMS must allow a User to create, run, view and save a report based on any combination of Metadata Elements, including system- and User-generated Content.*

**Task:** Provide at least three examples to demonstrate **Requirement M51**.  
  
The first example must result in a report based on system- and User-generated Content. The second example must provide report output in a graphical format. The third example must show how the GCCMS allows an Administrator to create, run, view and save a report on all Correspondence sent to a particular Group on a specific issue within a defined timeframe. This report should also indicate which User in the Group was assigned the Case and how long he/she worked on it.

#### Scenario 6

**Reference:** ***M54:** The GCCMS must allow a User to use his/her judgment and set personal, default Metadata Elements that will be auto-populated.*

**Task:** Elaborate on, and provide an example for **Requirement M54**. Prepare and distribute 10 paper copies of a workflow diagram, and demonstrate how the User would set and change default Metadata Elements. Indicate how many Metadata Elements could be set for default purposes.

#### Scenario 7

**Reference:** ***R52:** The GCCMS should allow a User to manage a Task, at least including to create, associate, review, copy, edit, update, action, distribute, assign, re-assign, track, save, auto-forward, by-pass and delete a Task, subject to Access Rights.*

*When a User is tasked with 'reviewing' a Case, he/she is expected to examine the relevant Case and/or Case Object(s) and provide feedback.*

*You might 'distribute' an update on a Task (in a Read-Only format) to several people For Information Only (FYI) (e.g., when no action is expected or required, or when action has already been taken).*

*After soliciting input from a couple of staff members (e.g., on a person's ability or availability to perform a Task in a timely manner), you would 'assign' (or 're-assign') the Task to the most appropriate individual.*

<b>Task:</b>	<p>The Minister requires various items with differing levels of sensitivity for his next trip in two weeks. The final product would be a binder with a table of contents, his itinerary, background information on a number of hot issues, three presentations, his speaker's notes and other communications material. These items have to be prepared, collected and approved by several groups in the National Capital Region (NCR) and a regional group. The senior User in the Pacific Region is serving as the Lead for this assignment. The final copy in a binder, on a USB stick and as an email message with attachments must be provided to the Minister's Office three days before the trip.</p> <p>Develop a step-by-step description and a workflow diagram for the above scenario. Show how the GCCMS meets the criteria specified in <b>Requirement R52</b> by demonstrating a Task in process and the results (on paper) at three points in the workflow.</p>
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<b>Scenario 8</b>	
<b>Reference:</b>	<b>R52:</b> See Scenario 7.
<b>Task:</b>	<p>Five days before the trip described in <b>Scenario 7</b>, the Minister's itinerary has changed. Additional items are required by another group and background information previously requested from one of the NCR groups and the regional group is no longer required. Additionally, the Minister's Office has requested all deliverables one day sooner than originally planned.</p> <p>Illustrate your understanding of <b>Requirement R52</b> by showing the adjustments you would have to make in the step-by-step description and workflow diagram resulting from <b>Scenario 7</b>. Demonstrate the impact by showing a Task in process and the results (on paper) at three points in the revised workflow.</p>

<b>Scenario 9</b>	
<b>Reference:</b>	<b>R54:</b> The GCCMS should allow a User to add a Note to a Case at any point in the Workflow process.
<b>Task:</b>	Provide two examples of adding a Note to a Case to demonstrate that the GCCMS fulfills <b>Requirement R54</b> .

<b>Scenario 10</b>	
<b>References:</b>	<p><b>M70:</b> The GCCMS must integrate with OpenText API (and other repositories when OpenText API is not integrated) to manage all Case Objects. From a User perspective, the integration must be seamless and succinct.</p> <p>At a minimum, the integration must allow the User to perform the following tasks with a minimum number of keystrokes and/or mouse clicks:</p> <ul style="list-style-type: none"><li>• Attach references or copies of documents from the EDRMS to the GCCMS;</li><li>• Save and attach documents generated from the GCCMS into the EDRMS and</li><li>• Email references or copies of EDRMS documents attached to a GCCMS Case Object.</li></ul> <p><b>R17:</b> The GCCMS should allow a User to easily import a Case Object, such as by dragging-and-dropping.</p>

**Tasks:**

Complete the tasks outlined in the following use cases for **Requirement M70**. Include at least one instance of importing a Case Object using dragging-and-dropping as per **Requirement R17**. Demonstrate that the GCCMS meets each of these requirements.

**Attach a document from an Electronic Document Management System (EDMS) to a GCCMS Case record as a Reference.**

Client adds and saves a new Case record in the GCCMS (or displays an existing Case record). Client attaches a document as a Reference (i.e., as a link) from the EDMS to the GCCMS Case record. From the GCCMS, client presses button or uses a shortcut key. EDMS displays a form and asks the client to select a document or multiple documents to attach as a Reference. Client selects document(s) from EDMS form.

Client saves the GCCMS Case record. Document(s) are attached as references to the GCCMS Case record.

Fields mapped between the EDMS Profile and the GCCMS are automatically populated.

**Attach a document from EDMS to a GCCMS Case record as a copy. The Minister's office does not have access to EDMS. Therefore, a copy of each document is attached to GCCMS. Copies are stored outside of EDMS in a GCCMS-managed repository.**

Client adds and saves a new Case record in the GCCMS (or displays an existing Case record). Client attaches a document as a copy (the document is exported from EDMS and saved in a GCCMS repository) from EDMS to GCCMS Case record. From the GCCMS, client presses button or uses a shortcut key.

EDMS displays a form and asks the client to select a document or multiple documents to attach as a copy (or copies). Client selects document(s) from EDMS form.

Client saves the GCCMS Case record. Document(s) are attached as copies to the GCCMS Case record.

**Attach a document from EDMS to a GCCMS Case record as a Reference AND as a copy in one step.**

Client adds and saves a new Case record in GCCMS (or displays an existing Case record). Client attaches a document as a Reference and as a copy from EDMS to the GCCMS Case record. From the GCCMS, client presses button or uses a shortcut key.

EDMS displays a form and asks the client to select a document or multiple documents to attach as a Reference AND as a copy (or copies). Client selects document(s) from EDMS form.

Client saves the GCCMS Case record. Document(s) are attached as references AND as copies to the GCCMS Case record.

**Save a document which is generated from a GCCMS template in EDMS and attach it to a GCCMS Case record. For example, acknowledgement letters can be generated from the GCCMS by merging data from a GCCMS Case record with a word processing template. The GCCMS must allow Users to save these documents in EDMS and attach them as references to a GCCMS Case record.**

Client adds and saves a new Case record in the GCCMS (or displays an existing Case record). From the GCCMS, Client generates document by using templates.

Client saves above document in EDMS and attaches it to the GCCMS Case record as a Reference.

**Save a report which is generated from a GCCMS report template in EDMS and attach it to a GCCMS Case record.**

Client generates a report from the GCCMS.

Client saves above report in EDMS.

**ANNEX A  
STATEMENT OF REQUIREMENTS**

**GOVERNMENT OF CANADA  
CORRESPONDENCE MANAGEMENT SYSTEM (GCCMS)**

**TABLE OF CONTENTS**

A.1	Requirements Summary	A1
A.2	GCCMS Goals and Objectives	A1
A.3	GCCMS Implementation	A3
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**FIGURE**

A-1 Potential GCCMS Model

**APPENDICES**

A1 Statement of Requirements  
A2 Glossary of GCCMS Terms

## **A.1 Requirements Summary**

Interest has been growing in the federal government for the past decade to gravitate to a single, Commercial Off-the-Shelf (COTS) Correspondence Management System (CMS) for the Government of Canada (GC). The Government of Canada Correspondence Management System (GCCMS) is intended to replace the multitude of automated and semi-automated systems currently in use.

The expectation is that implementing a common solution will provide the following benefits:

- a) Improve productivity;
- b) Enhance service quality and responsiveness to a more demanding client base;
- c) Make more effective and efficient use of existing personnel and information;
- d) Provide greater client satisfaction; and
- e) Allow each organization to adopt best-in-breed technology and tools.

The GCCMS will initially be licensed by Fisheries and Oceans Canada (DFO) for up to 750 Users, with the option for other federal departments, agencies, organizations and business units to make use of the GCCMS on an optional, per User basis.

It is estimated that there are approximately 29,250 potential Users in Canada that may make use of the GCCMS, assuming that they have the User demand and the required approvals and funding. Primary Users of the GCCMS will be executives and their respective support staff.

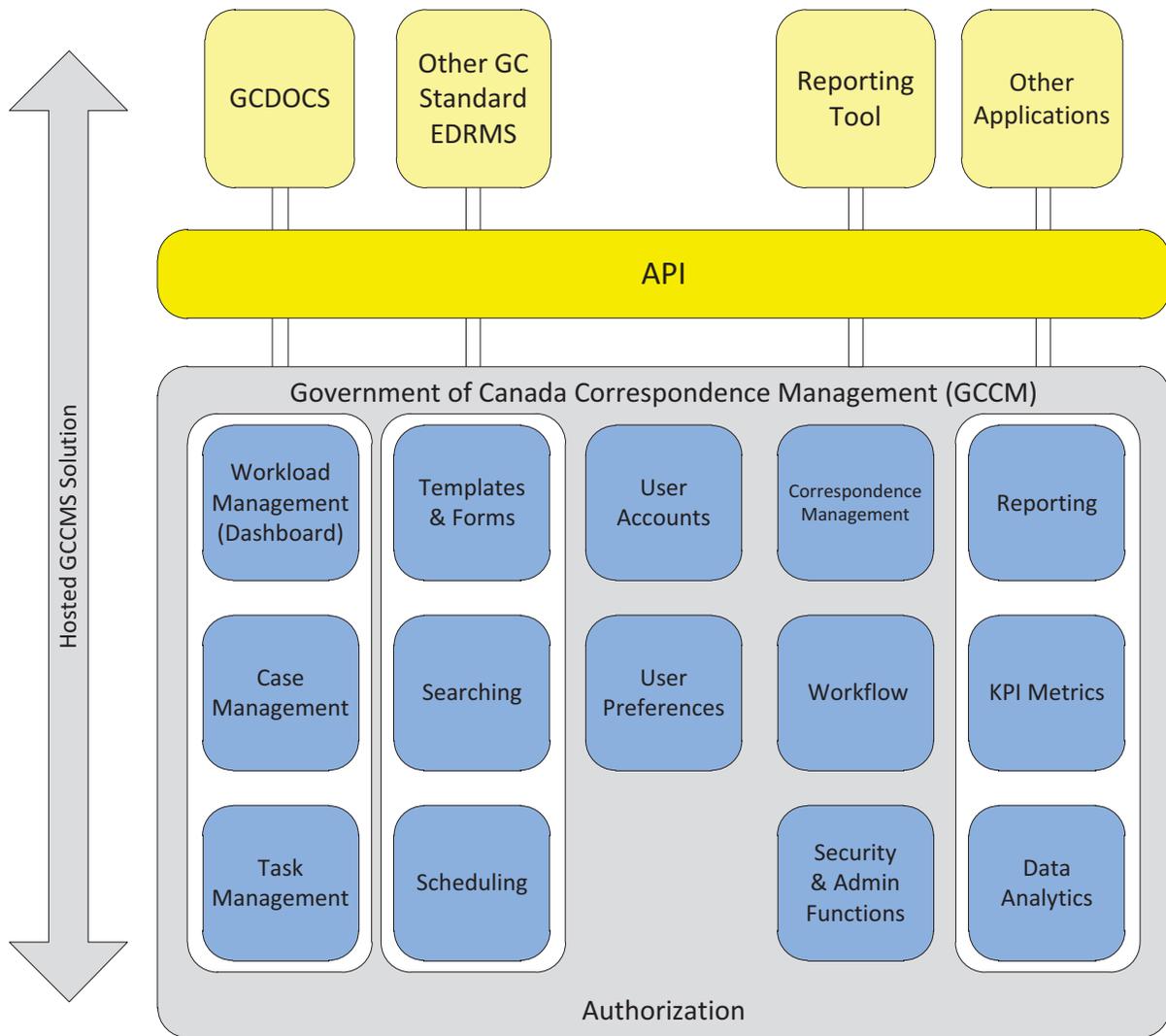
GCCMS requirements include the licensed software, a 12-month warranty, software maintenance and support, and documentation. Training and professional services must be provided, as and when requested.

## **A.2 GCCMS Goals and Objectives**

The goal is to implement a GCCMS model like the one depicted in **Figure A-1**. This solution requires a common base configuration that can be securely accessed and used by multiple tenants (i.e., federal departments, agencies, organizations and business units) in the near-, mid- and long-terms. The GCCMS must be flexible and scalable to meet a broad range of User, Administrator and System Administrator requirements without compromising the common base configuration.

The GCCMS must feature a web user interface and conceptualize the use of mobile and remote access technologies. The objective is to integrate Canada's data management infrastructure, applications and systems, thereby simplifying correspondence management.

Ongoing operation and services, such as implementation, task-based training, data migration and application updates will be managed by Canada. It may include the support of other service providers.



**Figure A-1 – Potential GCCMS Model**

As with any IT initiative that may involve SECRET and PROTECTED A information, there is a strong focus on the capabilities of the application in the areas of multi-tenancy and data segregation. Thus, licensing for the GCCMS must not prevent or inhibit Canada from managing SECRET and PROTECTED A data in a secure environment.

Using the Application Programming Interfaces (API) and/or a Software Development Kit (SDK) provided in the GCCMS, each tenant will be able to develop additional functionality and secure interfaces to internal/external applications or designated tenants, without compromising the common base configuration.

It goes without saying that the GCCMS model and the associated infrastructure will evolve and need to be upgraded over its lifecycle. Thus, the Contractor must ensure that GCCMS enhancements developed by future tenants with an API and/or SDK will not be affected by modifications or upgrades to the associated infrastructure.

### **A.3 GCCMS Implementation**

To successfully implement the GCCMS, a future Client will provide the Contractor a Statement of Work, including a detailed description of their current CMS, potential To-Be architecture diagrams and as much reference data as possible on each User community.

### **A.4 GCCMS Requirements Categories**

To facilitate the preparation of a proposal and the evaluation process, Mandatory and Point-Rated GCCMS requirements are grouped into categories. The business outcomes associated with each GCCMS requirements category are outlined in the following table.

Future GCCMS Clients should review, refine and/or change these requirements categories to ensure that they are aligned with the mission, goals, business objectives and technical needs of their organization.

<b>Category</b>	<b>These requirements ensure:</b>
<b>User &amp; System Administration</b>	That a system provides user and system administration features and functionality; and a harmonized, integrated Correspondence management and Content management environment
<b>Search</b>	That a User, Administrator or System Administrator can find and retrieve any required Content and resource asset in a timely manner
<b>Content Lifecycle</b>	That Content is able to be captured, saved and moved at any point in the lifecycle (e.g., from Current status to Archive status) while maintaining access to Content by any means, at least including off-site storage and live archive
<b>Workflow</b>	That a system enables and enforces a set and sequence of steps that are required to take action and, where applicable, respond to a request, including the conditions under which these steps must be performed
<b>Reporting</b>	That timely, accurate system and User information is always available, including a current audit trail of who did what and when
<b>Metadata</b>	That data describing the context, content and structure of a record, the meaning of an information resource, the environment in which they exist, and their management through time are collected and maintained in the system
<b>Language</b>	That a User, Administrator and System Administrator are able to work in Canadian English and/or Canadian French in accordance with defined requirements
<b>Roles</b>	That a set of responsibilities can be assigned to an individual or group for the purposes of performing a specific job function, activity or Task. In the context of a GCCMS, a Role determines the Access Rights and permissions granted to a User, Group and Role
<b>Access Rights</b>	That a set of security controls on file access are in place and enforced in a computer operating system
<b>Integration</b>	That one or more applications are seamlessly brought together or incorporated into a single solution using Application Programming Interfaces (API) and without scripts
<b>User Interface</b>	That the User provides minimal input to achieve the desired output, and the system minimizes undesired output to the User. The goal of interaction at the User interface is effective operation and control of a system, and feedback from the system that aids the User in making operational decisions
<b>Security</b>	That safeguards are applied to protect any information and resource asset at any point in the lifecycle

**APPENDIX 1  
STATEMENT OF REQUIREMENTS (SOR)**

***Mandatory GCCMS Requirements***

The GCCMS must meet the following Mandatory business, functional and non-functional requirements.

<b>Overall Business Requirement</b>	
<b>ID</b>	<b>Requirement</b>
M1	The GCCMS must allow Users, Administrators and System Administrators in departments and agencies of the Government of Canada (GC) to manage Ministerial Correspondence (MC), Executive Correspondence (EC) and departmental requests up to the level of SECRET in accordance with all Mandatory requirements specified in the SOR.
	<b>Substantiation With Cross-References</b>

<b>User &amp; System Administration Requirements</b>		
<b>ID</b>	<b>Requirement</b>	<b>Substantiation With Cross-References</b>
M2	The GCCMS must allow a User to turn personal Notifications on or off.	
M3	The GCCMS must be compliant with the Simple Mail Transfer Protocol (SMTP) for the delivery of email Notifications.	
M4	The GCCMS must provide online help in Canadian English and Canadian French.	
M5	The GCCMS must provide online help that is based on current features and functionality.	
M6	The GCCMS must allow a reference to a Case and a Case Object to be sent as email attachments.	
M7	The GCCMS must allow a User to bulk import and export Content to facilitate a mail-in or write-in campaign.	
M8	The GCCMS must be able to receive, count, track and report on a mass mail-in or write-in campaign over a duration of time without requiring the creation of individual Profiles for each campaign object that is received.	
M9	The GCCMS must prevent or resolve concurrent editing, with notification.	
M10	The GCCMS must include a viewer.  The viewer does not have to be embedded in the core product within the GCCMS, or built by the Contractor. The GCCMS must work with a range of viewers currently used by the federal government that work with the standard file formats identified under R12.  The GCCMS could incorporate a web-based file preview tool that allows the User to view a document without having to download the file.  A client-side viewer would also enable viewing documents in various file formats.	
M11	The GCCMS must allow a database, application server and document storage to be set up on separate servers.	

<b>User &amp; System Administration Requirements</b>		
<b>ID</b>	<b>Requirement</b>	<b>Substantiation With Cross-References</b>
M12	The GCCMS must be scalable and include the capacity to perform load balancing across numerous servers throughout the network(s).	
M13	The GCCMS must work with database management systems, including, but not limited to Oracle and SQL Server.	
M14	The GCCMS must be able to operate in a virtual environment.	
M15	The GCCMS must provide system administration and product documentation in both Canadian English and Canadian French.	
M16	The GCCMS must handle User timeouts, without losing data.	
M17	The GCCMS must allow a System Administrator to configure the calendar to handle working days and non-working days.	
M18	The GCCMS must allow Metadata Values to be mail merged into a template that can be used to print multiple letters and send email messages.	
M19	The GCCMS must be able to automatically associate a Case Object to a Case when a Case Object is imported.	
M20	The GCCMS must recognize, work with and correctly process the complete Canadian English and Canadian French language character sets, at least including character sets based on the Universal Character Set (UCS) Transformation Format-8-bit (Unicode UTF-8), and all special characters when they are entered or imported.	

Search Requirements		
ID	Requirement	Substantiation With Cross-References
M21	The GCCMS must display a counter representing the total number of records returned from any Search.	
M22	The GCCMS must allow a User to perform a Parametric Search using any combination of Content and Metadata Elements.  A Parametric Search must allow a User to search on multiple fields (e.g., for all Cases assigned to Jane Doe in 2012 involving sockeye salmon, or a specific Case with a designated author, a deadline date of 03/31/12 and a creation date of 09/01/11).	
M23	The GCCMS must allow a User to search for a complete list of Tasks assigned to a User, Group, and a User and Group, regardless of the status of a Task.	
M24	The GCCMS must allow a User to search on any Metadata Element for a null or empty value, such as Date.	
M25	The GCCMS must allow a User to perform a full-text Search for a current and past Correspondent, Case, Case Object and Profile.	
M26	The GCCMS must allow a User to specify one or more values to Search for a Metadata Element.	
M27	The GCCMS must allow a User to specify Boolean operators in any Search, including, but not limited to AND, OR and NOT.	
M28	The GCCMS must not hinder a search for a Metadata Value based on the method in which the Metadata Value was entered. This includes searches using free text, drop-down menus, multi-selected checkboxes and multi-selected lists.  The User must be able to select from a pre-existing set of items in a drop-down menu, a multi-selected checkbox and a multi-selected list.  Assume that a Case Profile has a drop-down menu called 'Country' which represents the originating country associated with the Case. A Search that includes the originating country as a parameter must allow for multiple values in the search operation. Thus, the drop-down menu would need to be represented by multi-selected checkboxes or a multi-selected list.	

Content Lifecycle Requirements		
ID	Requirement	Substantiation With Cross-References
M29	The GCCMS must allow a User to identify an existing Correspondent from a pick list when he/she is registering Correspondence Items.	
M30	The GCCMS must allow a User to create or register a new Correspondent using Metadata from an existing Correspondent Profile.	
M31	The GCCMS must allow a User to create a new Correspondent Profile if a duplicate with different Metadata Values (e.g., Title and Address) exists.	
M32	The GCCMS must allow a User to manually save Content and Metadata, with confirmation, based on business rules.	
M33	The GCCMS must provide confirmation before a User performs any Delete operation.	
M34	The GCCMS must provide Content version control, at least including the Content of a Case Object, Correspondent and Correspondence Item. Only one version of a Correspondence Item can be active at a time.  If John Doe is a regular Correspondent and he moves from New York to Las Vegas, this would be a new version of the author. His old Correspondence Items should still contain his previous address, while new Correspondence must contain his new address.	
M35	The GCCMS must allow a User to view the version history of a Case Object.	
M36	The GCCMS must allow a User to manually categorize Content and Metadata, based on business rules.	
M37	The GCCMS must automatically populate other Metadata Elements where appropriate, based on business rules, when certain Metadata is selected.  If the Metadata Value 'Urgent' is selected by a User, the GCCMS must automatically populate the Metadata field for 'Deadline' with a date that is 2 days from the present, rather than the normally-calculated date of 15 days from the present.	

Content Lifecycle Requirements		
ID	Requirement	Substantiation With Cross-References
M38	The GCCMS must allow a User to create, save, maintain and run a report on any associations between Content and Metadata, including, but not limited to a Correspondent to a Case, a Correspondent to a Case Object, one Case to another Case, one Case Object to another Case Object, and a Case Object to a Task.	
M39	The GCCMS must allow a User to manage a Correspondent, Case, Case Object, Task and Profile, as well as their associated Metadata Values.	
M40	The GCCMS must provide sufficient Profile elements (e.g., Name, Organization and City) to differentiate between Correspondents with similar names when searching on 'Correspondent'.	

Workflow Requirements		
ID	Requirement	Substantiation With Cross-References
M41	The GCCMS must allow a User to assign a Task to a User or Group, as well as to a User and Group.	
M42	The GCCMS must allow for modification of a Task in a Workflow.	
M43	The GCCMS must allow a User to respond to a Task, at least including identifying actions that need to be taken.	
M44	The GCCMS must automatically calculate the due date, based on business rules, and allow the User to manually override the due date for a particular Task, subject to Access Rights.	
M45	The GCCMS must allow a User to edit Content and add a Case Object to a Case at any point in a Workflow process, subject to Access Rights.	
M46	The GCCMS must allow a User to invoke Workflow on any Correspondence Item.	
M47	The GCCMS must allow a Workflow to be created with variables for User input as the Workflow is running.  A variable in a Workflow could be any additional Metadata that a User would only provide if a Workflow is routed to them. Various dates, comments, follow-up required and so forth would be examples of a variable.  A 'running' Workflow can be any active process that is assigned to someone, but not yet completed.  It must be possible to include behavior, based on User input, in a Workflow (e.g., an 'if-then-else' scenario). The User must be able to create a Workflow with variables when input is required (e.g., to assign a Task or select a different path).	
M48	The GCCMS must allow Tasks to be performed in parallel or simultaneously in a Workflow.	

Reporting Requirements		
ID	Requirement	Substantiation With Cross-References
M49	The GCCMS must allow a User to create, run, view and save a report using a set of configurable report templates.	
M50	The GCCMS must provide audit logs on all User and Administrator actions.	
M51	The GCCMS must allow a User to create, run, view and save a report based on any combination of Metadata Elements, including system-generated and User-generated Content.	
M52	The GCCMS must provide a detailed, chronological report on the routing history associated with a specific Case.	

Metadata Requirements		
ID	Requirement	Substantiation With Cross-References
M53	The GCCMS must allow the system to auto-populate default Metadata Elements, based on business rules, at least including those for registering a Correspondence Item, creating a Case and Profile, and identifying a Task.	
M54	The GCCMS must allow a User to use his/her judgment and set personal, default Metadata Elements that will be auto-populated.	
M55	The GCCMS must allow a System Administrator to define the default attributes and behaviour of a Metadata Element, based on business rules.	
M56	The GCCMS must allow a System Administrator to pre-configure the format of a unique identifier before it is assigned to each Case and Case Object.	
M57	The GCCMS must be able to assign a pre-configured, automatic, system-generated, unique identifier to each Case and Case Object, based on business rules.	
M58	The GCCMS must allow a User to designate the primary Correspondent for a given Case.	
M59	The GCCMS must allow a System Administrator to define which Metadata Elements are Mandatory.	

<b>Language Requirements</b>	
<b>ID</b>	<b>Requirement</b>
M60	The GCCMS must make Canadian English, Canadian French, as well as Canadian English and Canadian French data values available for use in a Search, report, template, lookup and screen display.
M61	The GCCMS must allow system-generated Content to be displayed in either Canadian English or Canadian French, based on User preference.
M62	The GCCMS must provide system-generated Notifications in Canadian English and Canadian French, based on the default language selected by the User.

**Substantiation With Cross-References**

Roles Requirements		
ID	Requirement	Substantiation With Cross-References
M63	The GCCMS must allow an Administrator to associate a User to a Group, a User to a Role, and a User to a Group and Role.	
M64	The GCCMS must allow a System Administrator to create and maintain a User, Group and Role.	
M65	The GCCMS must allow a System Administrator to specify which operations a User, Group and Role can perform, at least including the ability to create, save, categorize, search, view and print associated Content.	
M66	The GCCMS must allow a User to belong to more than one Group.	
M67	The GCCMS must be able to distinguish between a User and Administrator.	

Access Rights Requirements		
ID	Requirement	Substantiation With Cross-References
M68	The GCCMS must allow a System Administrator to suspend the Access Rights of a User.	
M69	The GCCMS must apply Access Rights from a parent Case to a Case Object automatically.	

<b>Integration Requirements</b>	
<b>ID</b>	<b>Requirement</b>
M70	<p>The GCCMS must integrate with OpenText API (and other repositories when OpenText API is not integrated) to manage all Case Objects. From a User perspective, the integration must be seamless and succinct.</p> <p>At a minimum, the integration must allow the User to perform the following tasks with a minimum number of keystrokes and/or mouse clicks:</p> <ul style="list-style-type: none"> <li>• Attach references or copies of documents from the EDRMS to the GCCMS;</li> <li>• Save and attach documents generated from the GCCMS into the EDRMS and</li> <li>• Email references or copies of EDRMS documents attached to a GCCMS Case Object.</li> </ul>
M71	The GCCMS must be able to use dynamic links to work with electronic documents and email stored in OpenText API (and other repositories when OpenText API is not integrated).
M72	The GCCMS must provide the functionality to map Metadata from/to the system and other repositories, and auto-populate Metadata Elements in a Correspondence Item from OpenText API, at least including Title, Description, Notes and Comments.
M73	The GCCMS must provide a web service that is platform independent and works with any browser, including, but not limited to Microsoft Internet Explorer 8+, Google Chrome 23+ and Mozilla Firefox 17+.
M74	The GCCMS must work with Microsoft Outlook.

**Substantiation With Cross-References**

<b>User Interface Requirements</b>		
<b>ID</b>	<b>Requirement</b>	<b>Substantiation With Cross-References</b>
M75	The GCCMS must allow a User to modify and save his/her own User preferences.	
M76	The GCCMS must provide user interfaces in Canadian English and Canadian French.	

<b>Security Requirements</b>		
<b>ID</b>	<b>Requirement</b>	<b>Substantiation With Cross-References</b>
M77	The GCCMS must allow an Access Control List (ACL) to be used to secure Content.	
M78	The GCCMS must use Single Sign-On (SSO) to identify and authenticate a User and Group (pass-through login).	

<b>Draft Implementation Strategy and Plan</b>	
<b>ID</b>	<b>Requirement</b>
M79	The Bidder must demonstrate that it has the project management experience, GCCMS expertise and resources necessary to develop and successfully complete an Implementation Strategy and Plan for a project of this nature.
	<b>Substantiation With Cross-References</b>

<b>Client and Project References</b>	
<b>ID</b>	<b>Requirement</b>
M80	<p>The Bidder must have extensive experience completing individual and simultaneous CMS implementation projects of this size and complexity, both on time and on budget.</p> <p>Simultaneous projects are defined as two or more CMS (or equivalent enterprise business application) implementation projects completed simultaneously (i.e., when there was 2-6 months or more of overlap between the start and end dates of each project).</p> <p>The Bidder must also provide verifiable evidence that it has a positive track record rolling out a CMS solution across Canada, and providing task-based training and technical support to clients with a minimum of 500 users.</p>
	<b>Substantiation With Cross-References</b>

## Point-Rated GCCMS Requirements

The GCCMS should meet the following Point-Rated requirements.

User & System Administration Requirements				
ID	Requirement	Substantiation With Cross-References	Point Value	Score
R1	The GCCMS should allow an Administrator to turn system-generated Notifications on or off.		0 or 3	
R2	The GCCMS should allow a User to generate Notifications.		0 or 3	
R3	The GCCMS should provide a set of automatic, system-generated Notifications.		0 or 3	
R4	The GCCMS should provide different Notification types, such as a pop-up window and email.		0 or 3	
R5	The GCCMS should allow an Administrator to configure and modify a system-generated Notification and Notification template.		0 or 1	
R6	The GCCMS should be able to import, extract, categorize and index a Multipurpose Internet Mail Extension (MIME)-compliant attachment that is stored in a corporate mailbox, an archive and a Personal Storage Folder (PSF).		0 or 3	
R7	The GCCMS should work with and allow access to third-party reporting and business intelligence tools, including, but not limited to Crystal Reports and SQL Server Reporting Services (SSRS).		0 or 3	
R8	The GCCMS should allow a System Administrator to modify out-of-the-box, online help Content without additional tools, such as the display of organization-specific, business Workflow procedures and terminology.		0 or 3	
R9	The GCCMS should provide online help that is written in plain language, and in a tutorial or procedural, step-by-step format.		0 or 3	
R10	The GCCMS should allow a copy of a Case Object to be sent as an email attachment.		0 or 3	
R11	The GCCMS should prevent or resolve concurrent editing, with notification, at least including the current User who is working on a file.		0 or 3	
R12	The GCCMS should include a viewer that works with standard file formats, including, but not limited to .bmp, .doc, .docm, .docx, .gif,		0 or 3	

User & System Administration Requirements			
ID	Requirement	Substantiation With Cross-References	Point Value
	ISO/IEC 26300, ISO/IEC 29500, .jpeg, .jpg, .png, .ppt, .rtf, .tiff, .lst, .vsd, .odf, Office Open XML, .pdf, .png, .ppt, .rtf, .tiff, .lst, .vsd, .wpd, .xls, .xlsm and .xlsx.		
R13	The GCCMS should allow a User to toggle at any time from/to Canadian English and Canadian French without losing data already entered.		0 or 3
R14	The GCCMS should work with MySQL and DB2.		0 or 3
R15	The GCCMS should be able to operate in a cloud environment.		0 or 3
R16	The GCCMS should handle different Date and Time Formats (DTF), including, but not limited to the World Wide Web Consortium (W3C) syntax and ISO 639-2/T codes.		0 or 3
R17	The GCCMS should allow a User to easily import a Case Object, such as by dragging-and-dropping.		0 or 3
R18	The GCCMS should be able to count the number of copies distributed in a mass response to Correspondence Items.		0 or 3
R19	The GCCMS should be able to perform bulk printing.  The User should be able to bulk print numerous files (e.g., lists of Cases by Region with outstanding or overdue actions). The GCCMS should allow a User to select a Case and print all associated Metadata and Case items in a single action.		0 or 3
	A User should also be able to bulk print mail merge operations or a set of generated documents.		
R20	The GCCMS should allow a User to print a routing slip.		0 or 3
R21	The GCCMS should allow automated or semi-automated messages to be moved from the email program to the GCCMS.		0 or 3
R22	The GCCMS should be compliant with Content Management Interoperability Services (CMIS) requirements.		0 or 3
		<b>User &amp; System Administration Requirements Subtotal</b>	<b>64</b>

Search Requirements				
ID	Requirement	Substantiation With Cross-References	Point Value	Score
R23	The GCCCMS should allow a User to adjust the sort order of Search results based on Metadata Elements (e.g., in ascending or descending order).		0 or 3	
R24	The GCCCMS should allow a User to categorize, group or sort Search results using any combination of User-defined criteria.		0 or 3	
R25	The GCCCMS should allow the User to select any combination of Search criteria and retrieve all results, even if the total number of results is greater than the current processing and display maximum.		0 or 3	
R26	The GCCCMS should provide the User a warning message when the total number of Search results exceeds a pre-configured processing and display maximum. The User should also have the option to override the warning message, based on business rules.		0 or 3	
R27	The GCCCMS should allow a User to perform and save the results of a Faceted Search, based on any combination of Metadata Elements.		0 or 3	
R28	The GCCCMS should allow a User to configure and save the format and layout of Search results, based on User preference, such as the order of Metadata, and whether to hide specific Metadata.		0 or 3	
R29	The GCCCMS should allow a User to save Search results.		0 or 3	
R30	The GCCCMS should allow a User to hide, delete and save a subset of Search results.		0 or 1	
R31	The GCCCMS should allow a User to select the appropriate action(s) to take when a duplicate record of any kind is identified, based on business rules, at least including consolidation.		0 or 1	
R32	The GCCCMS should allow a User to manage an executable Search template.		0 or 3	
R33	The GCCCMS should allow a User to search for a Case Object, Task and Office of Primary Interest (OPI) associated with a specific Case.		0 or 3	
R34	The GCCCMS should allow a User to specify which repository(ies) to search.		0 or 3	
R35	The GCCCMS should allow a User as well as an Administrator to stop, abort or cancel his/her Search at any point.		0 or 3	

<b>Search Requirements</b>				
<b>ID</b>	<b>Requirement</b>	<b>Substantiation With Cross-References</b>	<b>Point Value</b>	<b>Score</b>
R36	The GCCMS should allow a System Administrator to stop any ongoing Search at any time.		0 or 1	
R37	The GCCMS should, by default, exclude an archived Case and Case Object from a Search, based on business rules. The GCCMS should allow a User the option to include them in a Search.		0 or 3	
<b>Search Requirements Subtotal</b>			<b>39</b>	

Content Lifecycle Requirements				
ID	Requirement	Substantiation With Cross-References	Point Value	Score
R38	The GCCMS should allow a User to create a Case from the registration of a Correspondence Item.		0 or 3	
R39	The GCCMS should automatically populate the Metadata Elements of a Correspondent when a User registers a Correspondence Item.  A new Correspondent Profile could automatically be created based on the Sender information in an email message.  When adding a Correspondence Item to a Case (e.g., by attaching an email message to a Case for John Brown), the GCCMS should automatically associate a file with that Case, and populate the profile of the Case Object with Metadata, such as the Case Number, Input Date and/or other Metadata as appropriate.		0 or 1	
R40	The GCCMS should automatically save Content and Metadata, with confirmation, based on business rules.		0 or 3	
R41	The GCCMS should allow a User to Search and replace Content and Metadata, with confirmation (e.g., to make bulk changes, or to Search and replace on a Case-by-Case basis).		0 or 3	
R42	The GCCMS should allow a User to revert to a previous version of a Case Object, while maintaining version history.		0 or 3	
R43	The GCCMS should allow a User to associate a Case to a paper file.		0 or 1	
R44	The GCCMS should allow a User to create a Case from another Case Object.		0 or 1	
R45	The GCCMS should retain the User Profile when the Access Rights of a User are suspended.		0 or 3	
R46	The GCCMS should allow a User to select and save an OCR and/or scanned image from a bulk imported file.		0 or 3	
R47	The GCCMS should allow a User to create and select from a personal list of Favourites when he/she is registering Correspondence Items.		0 or 3	
R48	The GCCMS should identify the location of a specific Case Object (e.g., the repository where it is stored).		0 or 3	

**Content Lifecycle Requirements**

<b>ID</b>	<b>Requirement</b>	<b>Substantiation With Cross-References</b>	<b>Point Value</b>	<b>Score</b>
R49	The GCCMS should allow a User to manage the Content of a Case Object from portable, electronic devices, at least including laptops, BlackBerry devices, tablets and Apple devices.		0 or 3	
R50	The GCCMS should track the disposition of Content and Metadata, such as a Correspondent, Case, Case Object, Task and Profile, as well as their associated Metadata Values.		0 or 3	
<b>Content Lifecycle Requirements Subtotal</b>			<b>33</b>	

Workflow Requirements				
ID	Requirement	Substantiation With Cross-References	Point Value	Score
R51	The GCCMS should allow a User to configure a Task to correspond to a pre-determined response timeline and milestone, subject to Access Rights.		0 or 3	
R52	<p>The GCCMS should allow a User to manage a Task, at least including to create, associate, review, copy, edit, update, action, distribute, assign, re-assign, track, save, auto-forward, by-pass and delete a Task, subject to Access Rights.</p> <p>When a User is tasked with 'reviewing' a Case, he/she is expected to examine the relevant Case and/or Case Object(s) and provide feedback.</p> <p>You might 'distribute' an update on a Task (in a Read-Only format) to several people For Information Only (FYI) (e.g., when no action is expected or required, or when action has already been taken).</p> <p>After soliciting input from a couple of staff members (e.g., on a person's ability or availability to perform a Task in a timely manner), you would 'assign' (or 're-assign') the Task to the most appropriate individual.</p>		0 or 3	
R53	The GCCMS should allow a User to identify and select a Workflow from a list using a Search and/or filters.		0 or 3	
R54	The GCCMS should allow a User to add a Note to a Case at any point in the Workflow process.		0 or 3	
R55	The GCCMS should allow a User to modify and maintain existing Workflows, and create new Workflows through a GUI, subject to Access Rights.		0 or 3	
R56	The GCCMS should allow a System Administrator to control which Users and/or Groups can retrieve and use specific Workflows, or portions thereof (e.g., by hiding a particular Workflow item for a Case), subject to Access Rights.		0 or 3	
R57	The GCCMS should allow a step (i.e., a placeholder) to be inserted in a Workflow for the integration of a manual action that takes place outside of the system.		0 or 3	

<b>Workflow Requirements</b>				
<b>ID</b>	<b>Requirement</b>	<b>Substantiation With Cross-References</b>	<b>Point Value</b>	<b>Score</b>
R58	The GCCMS should be able to trigger an Event, based on the Workflow, such as a due date.		0 or 3	
R59	The GCCMS should allow a Task to be assigned and tracked across different networks (within and between government organizations).		0 or 3	
R60	<p>The GCCMS should allow a User to modify Access Rights and Permissions, based on business rules.</p> <p>A User may modify Access Rights and Permissions if he/she has the rights to do so.</p> <p>For example, a User may task an item to another User for which the system will automatically grant access to edit and delete. However, the tasking User may modify the rights of the tasked User to Read-Only access).</p>		0 or 3	
<b>Workflow Requirements Subtotal</b>			<b>30</b>	

<b>Reporting Requirements</b>			
<b>ID</b>	<b>Requirement</b>	<b>Substantiation With Cross-References</b>	<b>Point Value</b>
			<b>Score</b>
R61	The GCCMS should allow a User to prepare, view and run a set of scheduled, out-of-the-box reports on the status of any Case and Task, at least including a newly-created Case and Task; a Case that has a Task that needs to be completed at a future date; a Case and Task assigned to a User and Group; a Case and Task related to a specific a User and Group; and modifications made to any of the above reports.		0 or 3
R62	The GCCMS should allow a User to schedule out-of-the-box and ad hoc reports.		0 or 3
R63	The GCCMS should allow a User to create, run, view and save any report.		0 or 1
R64	The GCCMS should allow a User to automatically send any report as an email attachment.		0 or 3
R65	The GCCMS should allow a User to create and save audit reports and templates.		0 or 3
R66	The GCCMS should allow a User to attach a report using any email program approved by the Government of Canada.		0 or 3
R67	The GCCMS should allow a User to organize the Content and specific Metadata Elements of a report, based on User preference (e.g., in alphabetical order).		0 or 3
R68	The GCCMS should allow a User to create, run, view and save a report on how frequently any Metadata Value is used.		0 or 3
R69	The GCCMS should allow a User to sort multiple (i.e., a variety of) reports, based on the selected criteria.		0 or 3
R70	The GCCMS should allow a User to view and save graphical results, at least including in a bar chart and pie chart format.		0 or 3
R71	The GCCMS should allow a User to save and export a report in an industry-standard format, including, but not limited to in a .csv, .xls, .pdf, .rtf and .xlsx format.		0 or 3
R72	The GCCMS should allow a User to import, configure, run, view, print, save and export a report in its native format, and in a standard format.		0 or 1
		<b>Reporting Requirements Subtotal</b>	<b>32</b>

<b>Metadata Requirements</b>			
<b>ID</b>	<b>Requirement</b>	<b>Substantiation With Cross-References</b>	<b>Point Value</b>
R73	The GCCMS should, by default, have the primary Correspondent for a given Case appear at the top of a list of Correspondents.		0 or 3
R74	The GCCMS should allow text-based Metadata Elements to have at least 500 characters.		0 or 3
R75	The GCCMS should allow a System Administrator to bulk import Metadata Elements, business rules, drop-down entries for specific fields, EDRMS and non-EDRMS attachments; reports, Crystal Reports and templates from one or more external repositories to facilitate data migration.		0 or 3
R76	The GCCMS should allow the system to control which Metadata Elements a User can populate, subject to Access Rights.		0 or 3
R77	The GCCMS should allow a User to select either Canadian English or Canadian French Metadata Elements to populate a template.		0 or 3
		<b>Metadata Requirements Subtotal</b>	<b>15</b>

<b>Language Requirements</b>			
<b>ID</b>	<b>Requirement</b>	<b>Substantiation With Cross-References</b>	<b>Point Value</b>
<b>Score</b>			
R78	The GCCMS should allow a User to conduct a keyword Search and receive the results in both Canadian English and Canadian French.		0 or 3
R79	The GCCMS should allow a User to conduct a free text Search and receive the results in both Canadian English and Canadian French.		0 or 3
R80	The GCCMS should have (or be able to build) a synonym list of equivalent terms in Canadian English and Canadian French to facilitate searching in both languages.		0 or 3
R81	The GCCMS should be able to perform stemming (truncation) in Canadian English and Canadian French to facilitate searching in both languages.		0 or 3
R82	The GCCMS should allow a User to conduct an accent-sensitive Search and accent-insensitive Search (default), at least including diacritical marks.		0 or 3
R83	The GCCMS should allow a User to conduct a case-sensitive and case-insensitive (default) Search.		0 or 3
R84	The GCCMS should allow an Administrator to import and configure non system-delivered thesauri and dictionaries in Canadian English and Canadian French.		0 or 3
R85	The GCCMS should allow a User to add to existing thesauri and dictionaries. The User should also be able to create, import and configure their own personal thesaurus and dictionary in Canadian English and Canadian French.		0 or 3
R86	The GCCMS should provide a spell checker out-of-the-box for Canadian English and Canadian French.		0 or 3
		<b>Language Requirements Subtotal</b>	<b>27</b>

Roles Requirements				
ID	Requirement	Substantiation With Cross-References	Point Value	Score
R87	<p>The GCCMS should allow a User to interrupt, and an Administrator to override, any automated process.</p> <p>If a scheduled report is initiated while a User is working on a Task that should be completed prior to the completion of the scheduled report, he/she should be able to interrupt this automated process, and resume or restart it at a later time.</p> <p>Similarly, an Administrator should be able to override an automated process (e.g., scanning) by interrupting or pausing, stopping, or preventing the process from occurring.</p>		0 or 3	
R88	<p>The GCCMS should allow a System Administrator to restrict Content that can be imported into the system (e.g., by document type, security classification, file type, file extension and file size).</p>		0 or 3	
R89	<p>The GCCMS should allow a System Administrator to manage structured keywords, such as the ability to modify a list of thesauri, dictionaries and controlled vocabularies.</p>		0 or 3	
<b>Roles Requirements Subtotal</b>			<b>9</b>	

Access Rights Requirements				
ID	Requirement	Substantiation With Cross-References	Point Value	Score
R90	The GCCMS should allow a User to keep the same User ID when his/her Profile is updated.		0 or 1	
R91	The GCCMS should allow a System Administrator to control access by an external search engine for indexing. Self-explanatory (e.g., for departmental security and data integrity purposes). The GCCMS could expose an access control mechanism (e.g., via an API) that would cause (force) an external search engine to respect the inherent access controls.		0 or 1	
R92	The GCCMS should allow an Administrator to configure and control access to an audit log.		0 or 3	
R93	The GCCMS should allow a System Administrator to control access to Content and Metadata Elements (by document type and security classification) by a User, Group and Role.		0 or 3	
R94	The GCCMS should allow a User, Administrator or System Administrator to perform bulk changes to Access Rights for Content and Metadata, based on their Role.		0 or 3	
R95	The GCCMS should allow a User to view the file properties and path of Content.		0 or 3	
<b>Access Rights Requirements Subtotal</b>			<b>14</b>	

<b>Integration Requirements</b>				
<b>ID</b>	<b>Requirement</b>	<b>Substantiation With Cross-References</b>	<b>Point Value</b>	<b>Score</b>
R96	The GCCMS should be able to synchronize (i.e., maintain concurrency between) Case Object Metadata Elements in the system and OpenText API.		0 or 1	
R97	The GCCMS should integrate with a third-party enterprise search engine, such as Autonomy, Google and FAST.		0 or 3	
R98	The GCCMS should integrate with scanning products and software.		0 or 3	
R99	The GCCMS should be able to extract, categorize and index an email message header (i.e., the Originator, Recipient, Date and Subject Line), the body of an e-mail message in HTML and plain text formats, and attachments in their native format.		0 or 3	
<b>Integration Requirements Subtotal</b>			<b>10</b>	

User Interface Requirements				
ID	Requirement	Substantiation With Cross-References	Point Value	Score
R100	The GCCMS should allow a User to configure and manage a dashboard, at least including a work list for him/herself and a Group.		0 or 3	
R101	The GCCMS should provide submenus and keyboard shortcuts to facilitate performing a defined set of GCCMS functions (e.g., data entry) with a minimum number of keystrokes and/or mouse clicks.		0 or 1	
R102	The GCCMS should allow a User to configure and save his/her own interface.		0 or 3	
R103	The GCCMS should allow a System Administrator or power User to create, edit and store templates.  A set of templates can be created in advance to facilitate the preparation of routine correspondence, a standard letter or a fill-in-the-blanks response.		0 or 3	
R104	The GCCMS should provide the User a single, standardized view of Case Metadata Elements for the lifecycle of the Case, at least including Unique ID, Title, Description, Dates, Priority, Security and Signature.		0 or 3	
R105	The GCCMS should allow the User to create and save other configurable views of Case Metadata Elements.		0 or 3	
		<b>User Interface Requirements Subtotal</b>	<b>16</b>	

Security Requirements				
ID	Requirement	Substantiation With Cross-References	Point Value	Score
R106	The GCCMS should provide Content security, based on the security clearance level of a User.		0 or 3	
R107	<p>The GCCMS should indicate a security level requirement using a Metadata Element.</p> <p>Some Case Objects may have a SECRET rating that would prevent a User who does not have the required clearance from viewing the Object.</p> <p>The User should be provided a standard, system-generated screen that at least includes the Unique ID, Title, Description, Bring Forward and Due dates, Priority, Security, Signature and Lead Sector.</p> <p>The Metadata Element value in the Security field would flag the level of security associated with a given Task or record.</p> <p>Data in the Security field would be compared to and validated by the security level specified in the user account.</p>		0 or 3	
R108	The GCCMS should provide security at a Metadata level (visible and editable).		0 or 3	
R109	The GCCMS should work with cryptography using Public Key Infrastructure (PKI) approved by Canada, such as an 'electronic signature' that can be linked to an electronic document to determine whether the document has been changed since the signature was incorporated in, attached to or associated with the document.		0 or 3	
		<b>Security Requirements Subtotal</b>	<b>12</b>	

**Document Types & Forms, Sources and Destinations of Correspondence**

ID	Requirement	Substantiation With Cross-References	Point Value	Score
R110	<p>The GCCMS should enable, manage and support the following document types:</p> <ul style="list-style-type: none"> <li>• Parliamentary, Senate, Standing Committee and Cabinet business products;</li> <li>• Internal and external memos from/to a Minister and DM;</li> <li>• Internal, external and interdepartmental executive correspondence;</li> <li>• Briefing materials and notes for senior management;</li> <li>• Ministerial enquiries;</li> <li>• ATIP requests;</li> <li>• Presentations;</li> <li>• Planning documents;</li> <li>• Position papers;</li> <li>• Communications and media products:                             <ul style="list-style-type: none"> <li>o News releases;</li> <li>o Speeches;</li> <li>o Media lines;</li> <li>o Questions &amp; Answers (Q&amp;A);</li> <li>o Letters to editors;</li> <li>o Statements;</li> <li>o Video scripts;</li> <li>o Event proposals;</li> <li>o Backgrounders;</li> <li>o Publications;</li> <li>o Web notices;</li> <li>o Greetings and quotes from a Minister or DM;</li> <li>o Mail outs, surveys, snap polls and responses;</li> <li>o Public opinion research (POR);</li> </ul> </li> <li>• Memoranda;</li> <li>• Question Period (QP) notes;</li> <li>• Actionable items from a Minister and DM to branches;</li> <li>• Actionable items within and across branches;</li> <li>• Procurement requests and associated files; and</li> <li>• Medical information.</li> </ul>		0 or 3	

<b>Document Types &amp; Forms, Sources and Destinations of Correspondence</b>			
<b>ID</b>	<b>Requirement</b>	<b>Substantiation With Cross-References</b>	<b>Point Value</b>
R111	<p>The GCCMS should be capable of processing various forms of correspondence, including email messages, letters, facsimile messages and notes regarding telephone conversations, regardless of the source or destination.</p> <p>Sources and destinations for GC correspondence may be the public, media, members of Parliament, the Library of Parliament, senators, OGDs (federal, provincial or territorial), service providers across Canada and various branches.</p>		0 or 1
<b>Document Types &amp; F, S and D of Correspondence Subtotal</b>			<b>4</b>

<b>Draft Implementation Strategy and Plan</b>				
<b>ID</b>	<b>Requirement</b>	<b>Substantiation With Cross-References</b>	<b>Point Value</b>	<b>Score</b>
R112	<p>The Bidder should use the nominal and demographic information in Annex B, Sections B.5 and B.6 to prepare a detailed, logical and achievable Implementation Strategy and Plan.</p> <p>The draft plan will be evaluated on compliance with and the level of detail provided using:</p> <ol style="list-style-type: none"> <li>1) The Project Management Institute (PMI) standard for project management, including detailed information on each applicable area of knowledge for the GCCMS Implementation Project;</li> <li>2) Agile (or an equivalent) life cycle methodology for project delivery; and</li> <li>3) Configuration Management principles and processes applicable to the implementation of a COTS CMS solution in HQ and regional locations across Canada.</li> </ol> <p>Activities should be defined in detail for each phase of the GCCMS Implementation Project. Resource requirements for the Contractor and Client should be specified using the positions identified in Annex B, Table B-1 (or the equivalent Bidder positions).</p>		<ol style="list-style-type: none"> <li>1) 50 points</li> <li>2) 20 points</li> <li>3) 30 points</li> </ol>	
<b>Draft Implementation Strategy and Plan Subtotal</b>			<b>100</b>	

Description	Subtotal	Score
User & System Administration Requirements	64	
Search Requirements	39	
Content Lifecycle Requirements	33	
Workflow Requirements	30	
Reporting Requirements	32	
Metadata Requirements	15	
Language Requirements	27	
Roles Requirements	9	
Access Rights Requirements	14	
Integration Requirements	10	
User Interface Requirements	16	
Security Requirements	12	
Document Types & Forms, Sources and Destinations of Correspondence	4	
<b>Subtotal (Point-Rated Requirements)</b>	<b>305</b>	
Compliance With & Level of Detail Provided Using:		
1) The PMI Standard for PM, Including Detailed Info on Each Applicable Area of Knowledge for the GCCMS Project	50	
2) Agile (or an Equivalent) Life Cycle Methodology for Project Delivery	20	
3) Configuration Management Principles and Processes Applicable to the Implementation of a COTS CMS Solution in HQ and Regional Locations Across Canada	30	
<b>Subtotal (Draft Implementation Strategy and Plan)</b>	<b>100</b>	
<b>Total</b>	<b>405</b>	



## APPENDIX 2

### GLOSSARY OF GCCMS TERMS

The following definitions are provided to ensure that all business, functional and non-functional requirements are fully understood	
Term	Definition
<b>Access Control List</b>	(ACL). A set of Permissions associated with an object in a computer system, or network application or device, that specifies which Users are granted access to an object, as well as which system processes are allowed on an object.
<b>Access Right(s)</b>	A set of security controls on file access that are in place and enforced in a computer operating system.
<b>Administration</b>	The ability of a User, Administrator and System Administrator to manage Content and Metadata in accordance with business and policy requirements.
<b>Administrator</b>	An authorized Power User or Super User with additional Access Rights and Permissions. See System Administrator and User.
<b>Application Programming Interface</b>	(API). A source code-based specification that may be used to establish an interface that allows software components to communicate with each other.
<b>Application Server</b>	A server that processes requests and executes application code.
<b>Archive</b>	To transfer data to another storage location. To move Content from Active to Inactive storage.
<b>Attachment</b>	A secondary or supplementary document (including electronic) attached to a primary document (e.g., an email message).
<b>Business Rule(s)</b>	One or more prescribed actions that must be followed to complete a manual and automated operation, at least including a procedure and script.
<b>Case</b>	The structure in which a Case Object is captured and managed. Also known as a Docket and other terms used by the Government of Canada for these structures.
<b>Case Object</b>	Any component of a Case, at least including a Correspondence Item, Attachment, Note, OCR and/or scanned information, and their associated Metadata Values. A Case Object can be in any format and all media, at least including a letter, email, voicemail, fax, memoranda and web content.
<b>Cloud Environment</b>	The delivery of an environment rather than a product, whereby shared resources, software and information are provided to computers and other devices as a utility (like the electricity grid) over a network, such as the Internet.
<b>Configurable</b>	Settings that are available out-of-the-box without having to write new code. Choices that may be made to tailor a system to specific business and personal needs.
<b>Content Lifecycle</b>	The ability to capture, save and move Content at any point in the lifecycle (e.g., from Current status to Archive status) while maintaining access to Content by any means, at least including off-site storage and live archive.
<b>Controlled Vocabulary</b>	<p>A list of standardized terms, words or phrases used for Indexing or Content analysis, and information retrieval usually in a defined data domain. Characterized by a consistent format and syntax, and may include synonyms and cross-references.</p> <p>In a controlled vocabulary, one of a set of possible terms representing a concept can be used as the representative term for that concept. Consequently, all resources about or pertinent to that particular concept, within a body of information resources, can be indexed using this representative term.</p>
<b>Correspondence Item</b>	Written communication between two or more parties by various media, at least including a letter, fax, email, voicemail, Web 2.0, internal website, external-facing website and verbal conversation.
<b>Correspondent</b>	The specific individual who has sent a Correspondence Item.

The following definitions are provided to ensure that all business, functional and non-functional requirements are fully understood	
Term	Definition
<b>Dashboard</b>	An easy-to-read, real-time interface that displays the current status (snapshot) of specific Tasks or the entire work load of a User or Group.
<b>Date and Time Format</b>	(DTF). Per ISO 8601, a numerical date system in YYYY-MM-DD format, where YYYY is the year, MM is the month (i.e., 01 (January) to 12 (December)); and DD is the day (i.e., 01 to 31).
<b>Diacritic</b>	A glyph added to a letter or basic glyph. Diacritical marks, such as the acute ( ´ ) and the grave ( ` ) that may appear above or below a letter. May also appear in another position, such as within the letter or between two letters.
<b>Distributed Architecture</b>	A model of system architecture where one system is comprised of two or more core services (i.e., a user interface, web crawler and DBMS) distributed over two or more servers. A distributed architecture eliminates the cost of middleware by allowing individual systems to participate in shared processes without needing to host matching middleware and go through a centralized server.
<b>Enterprise Search</b>	The practice of making Content and Metadata from multiple, enterprise-type sources, such as databases and intranets, searchable by a defined audience.
<b>Essential Record</b>	A record that is essential to continuing or re-establishing a critical institutional function. Examples include records that: <ul style="list-style-type: none"> <li>a) Affect the basic, legal, property, and other rights of individuals and corporate bodies;</li> <li>b) Have the greatest use and demand;</li> <li>c) Would require an inordinate commitment (i.e., time, money and labour) if the records and systems have to be reconstructed;</li> <li>d) Are common to those selected by other government institutions as part of their essential records program; and</li> <li>e) Are required to be maintained by law or regulation.</li> </ul>
<b>Faceted Search</b>	A technique for accessing information organized according to a faceted classification system, allowing a User to explore a collection of information by applying multiple filters.
<b>Government of Canada (GC) Standard EDRMS</b>	An external, independent, automated system to manage, protect and preserve information resources from creation to disposition. OpenText API (also referred to as GCDOCS and RDIMS) maintains appropriate contextual information (Metadata) and allows an organization to access, use and dispose of records. OpenText API comprises OpenText eDOCS v5x, OpenText Content Server v10x, OpenText Records Management v10x and OpenText Records Server v5x.
<b>Integration</b>	To seamlessly bring together or incorporate one or more applications into a single solution using Application Programming Interfaces (API) and without scripts.
<b>Language</b>	A User, Administrator and System Administrator need to work in Canadian English and/or Canadian French in accordance with defined requirements.
<b>Manage</b>	To select, retrieve, view, create, review, copy, edit, update, action, share, track, distribute, re-use, save and delete a Correspondent, Case, Case Object, Task, Profile, Issue, Metadata and Metadata Value.
<b>Metadata</b>	Data that describes the context, content and structure of a record, the meaning of an information resource, the environment in which they exist, and their management through time.
<b>Metadata Element</b>	A formally-defined term that is used to describe a property of a record or file. A specific aspect, characteristic, attribute or relationship that is used to describe an information resource.
<b>Metadata Value</b>	A descriptor that indicates a property, quality or characteristic of an object. A Metadata Value should be accessible using various entry methods, at least including free text, a drop-down menu, and in multi-selected checkboxes and lists.

The following definitions are provided to ensure that all business, functional and non-functional requirements are fully understood	
Term	Definition
<b>Notes</b>	Information, including a Comment, recorded by a User that pertains to a Case, Case Object or Task. This information is not intended for a specific party, but rather to provide context.
<b>Notification</b>	A means of delivering a message to a set of recipients (e.g., an email message can be sent automatically when the due date for a specific Task is upcoming or past).
<b>Office of Primary Interest</b>	(OPI). The federal government institution – department, branch, directorate, section, unit, region, Crown corporation, agency, board or commission – that is authorized, responsible and accountable for performing a specific function assigned by legislation, regulation, policy or mandate on behalf of Canada.
<b>Permissions</b>	The type of Access Rights applied to any electronic resource that controls whether a User can view information or make a change.
<b>Portable Document Format</b>	(PDF). A file format used to represent documents in a manner independent of hardware, application software and an operating system.
<b>Profile</b>	A declaration of the Metadata terms (i.e., Elements, policies and guidelines) that describe a Correspondent, Correspondence Item, Task, User or User community. Metadata may be from one or more Element sets. This allows a given application to meet its functional requirements by using Metadata Elements from several Element sets, including locally-defined sets. A complete Profile includes documentation that defines policies and best practices appropriate to the application.
<b>Quick Search</b>	A Quick Search using a search engine and a web browser allows a User to instantly view a list of suggested topics.
<b>Recordkeeping</b>	The act of documenting an activity by creating, collecting or receiving records and insuring that they are available, understandable and usable for as long as they are needed.
<b>Registration</b>	The act of recording the receipt of a Correspondence Item in a Government of Canada Correspondence Management System (GCCMS). One method of creating a Case.
<b>Reporting</b>	Timely, accurate system and User information must always be available, including a current audit trail of who did what and when.
<b>Repository</b>	An electronic or physical location for storage, often for safety or preservation.
<b>Role</b>	A set of responsibilities assigned to an individual or group for the purposes of performing a specific job function, activity or Task. In the context of a GCCMS, a Role determines the Access Rights and Permissions granted to an individual or group.
<b>Scalability</b>	The ability to use a software application across multiple networks without any noticeable degradation in performance.
<b>Search</b>	The ability of a User, Administrator or System Administrator to find and retrieve any required Content and resource asset in a timely manner.
<b>Security</b>	The application of safeguards to protect any information and resource asset at any point in the lifecycle.
<b>System Administrator</b>	An official of the Government of Canada with the appropriate Access Rights to install, maintain and/or support a multi-user computer system, including a Local Area Network (LAN).  Typical duties include: <ul style="list-style-type: none"> <li>a) Adding and configuring new workstations;</li> <li>b) Setting up user accounts;</li> <li>c) Installing system-wide software;</li> <li>d) Performing procedures to prevent the spread of viruses; and</li> <li>e) Allocating mass storage space.</li> </ul>

The following definitions are provided to ensure that all business, functional and non-functional requirements are fully understood	
Term	Definition
	A System Administrator can do all that a User and Administrator can do, and more.
<b>Task</b>	A discrete Workflow event to fulfill a request. The smallest, track able unit of work in a Workflow.
<b>User</b>	An authorized person who uses the solution. He/she may be associated with a Group or Role, and inherits his/her Access Rights based on business rules. An Administrator may also be considered a User. See Administrator
<b>User Interface</b>	The space where interaction between a human, hardware (physical) and software (logical) occurs. The goal of interaction at the user interface is effective operation and control of a system, and feedback from the system that aids the User in making operational decisions. The User provides minimal input to achieve the desired output, and the system minimizes undesired output to the User. Design considerations that apply when creating a user interface are related to, or involve disciplines, such as ergonomics and psychology.
<b>User Preference</b>	A User preference is a setting that can be changed by the User to personalize the User interface or an application to his/her needs. Once they are established, a group of User preferences allow a User to work more intuitively, efficiently and effectively.
<b>Virtual Environment</b>	A completely isolated, guest operating system installed within a normal host operating system. A virtual environment is implemented with software emulation and/or hardware virtualization.
<b>Workflow</b>	Enabling and enforcing a set and sequence of steps that are required to take action and, where applicable, respond to a request, including the conditions under which these steps must be performed.

**ANNEX B  
STATEMENT OF WORK**

**FOR IMPLEMENTATION OF THE GCCMS BY  
FISHERIES AND OCEANS CANADA (DFO)**

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## ***B.1 Requirements Summary***

Fisheries and Oceans Canada (DFO) requires a Correspondence Management System (CMS) that delivers, enables and supports the management of executive correspondence in a single system. The DFO GCCMS must be complete and allow DFO to fulfill its mission.

The DFO GCCMS will initially be licensed by DFO for up to 750 primary Users - executives and their respective support staff across Canada.

## ***B.2 DFO Mission***

DFO and its Special Operating Agency, the Canadian Coast Guard (CCG), deliver programs and services for the sustainable use and development of Canada's waterways and aquatic resources.

On behalf of Canada, DFO is responsible for developing and implementing policies and programs in support of Canada's scientific, ecological, social and economic interests in the Atlantic, Arctic and Pacific Oceans, and fresh water within its jurisdiction.

## ***B.3 Current DFO System***

The Ministerial Executive Correspondence Tracking System (MECTS) is used to handle high-level correspondence between DFO executives, up to the Deputy Minister. MECTS is recognized as a mission-critical system. As such, there must be no single point of failure. Load balancing and clusters have been used to ensure that all availability requirements are met. Any virtual server must reside (i.e., be virtualized) on a separate host.

This legacy application is beyond its lifecycle replacement window and is based on software that is no longer supported.

Once the DFO GCCMS is approved and a contract is awarded, a set of illustrations must be prepared to reflect the As-Is (i.e., current) architecture.

## ***B.4 Replacement System***

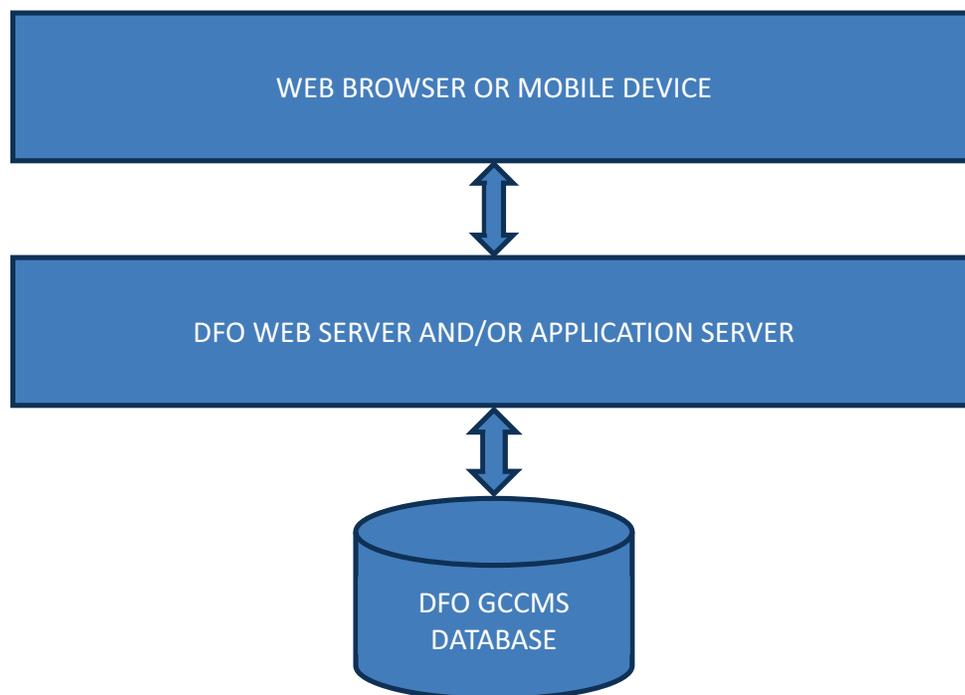
DFO requires a CMS that will reside on a cluster of servers at DFO Headquarters (HQ). DFO personnel in HQ and six regions across Canada will access the GCCMS hosted on these servers via a web interface. This secure environment is now owned, operated and maintained by Shared Services Canada (SSC). Firewalls and other security measures are in place and will be upgraded, as required, to safeguard the DFO GCCMS and data integrity.

**Figure B-1** depicts a potential To-Be architecture for DFO. Potential To-Be architectures at DFO HQ (top) and a typical regional location (bottom) are illustrated in **Figure B-2**.

These diagrams are provided for information purposes only. They are included in the RFP to show potential scenarios. These illustrations will be updated and expanded to reflect the definitive To-Be architectures based on the approved DFO GCCMS.

## B.5 DFO Reference Information

The demographical information in this section gives Contractors an appreciation for the various regions and User communities at DFO. Statistical data is provided for the two business units in DFO that are primary CMS Users.



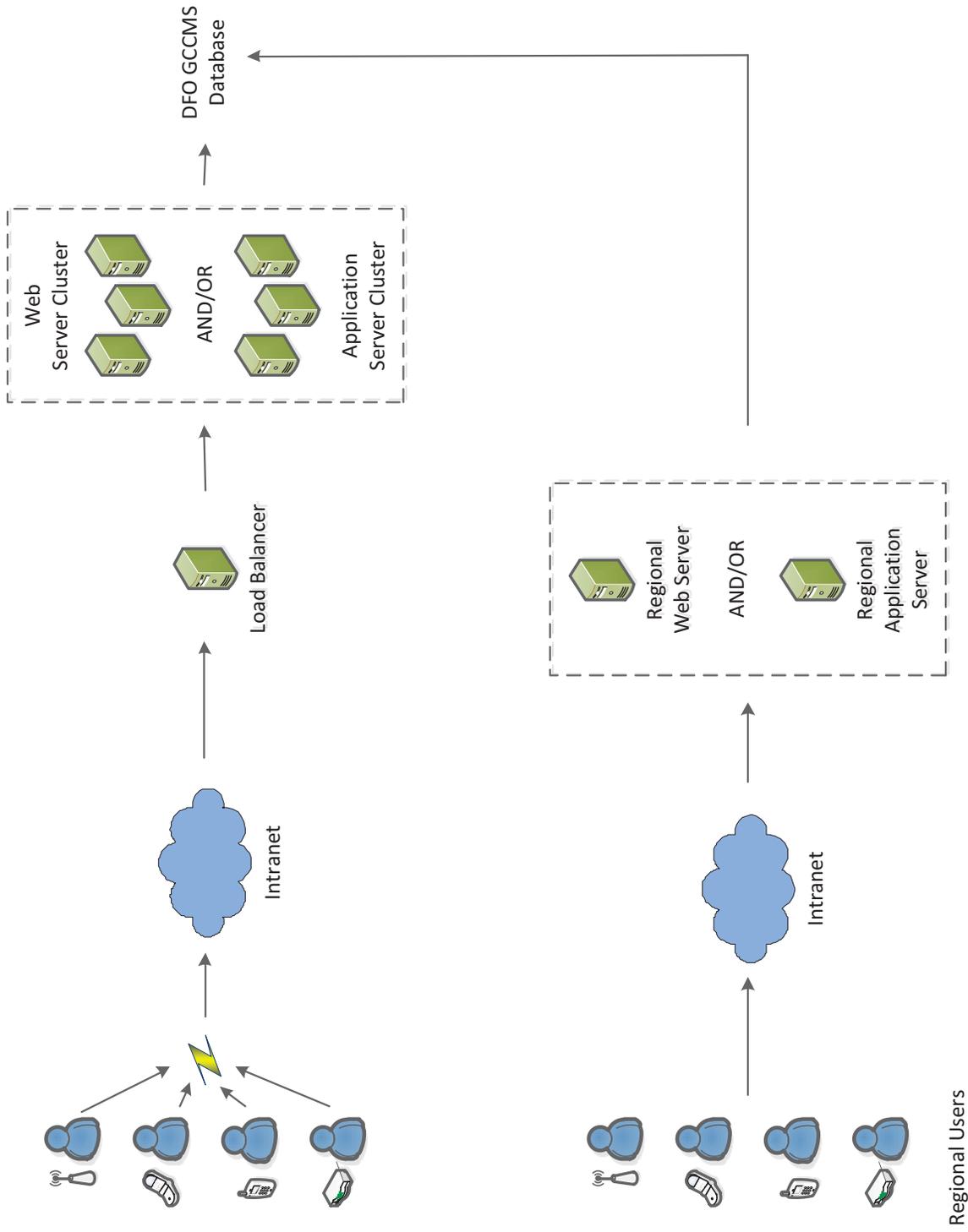
**Figure B-1 – Potential To-Be Architecture for DFO**

DFO HQ is located at 200 Kent Street in Ottawa. The current headcount is approximately 11,326. A breakdown of the headcount by region in September 2012 was as follows:

- a) Newfoundland & Labrador=1,127;
- b) Maritimes=1,741;
- c) Québec=1,389;
- d) Gulf of St. Lawrence=870;
- e) National Capital=2,155;
- f) Central & Arctic=1,447; and
- g) Pacific=2,597.

There are currently 767 MECTS Users, Administrators and System Administrators in DFO. The number of active MECTS Users, Administrators and System Administrators in each region is as follows:

- a) Newfoundland & Labrador=26;
- b) Maritimes=24;
- c) Québec=27;
- d) Gulf of St. Lawrence=46;
- e) National Capital=492;
- f) Central & Arctic=55; and
- g) Pacific=97.



**Figure B-2 – Potential To-Be Architectures at DFO HQ and a Regional Location**

In 2012, DFO personnel in the Ministerial Correspondence Control Unit (MCCU), Correspondence and Briefing Unit (CBU) and other Departmental Business Units (DBU) generated, processed and/or treated 18,478 docket.

### **B.5.1 Ministerial Correspondence Control Unit**

The MCCU is a business unit within the DFO Strategic Policy Sector identified in **Figure B-3**.

The 14 Users and Administrators in the MCCU (HQ) represent the only User community in DFO that currently uses MECTS exclusively to process Ministerial Correspondence (MC) (also known as MECTS 001) transactions.

MCCU personnel process documents up to the level of PROTECTED A. Any correspondence rated higher than PROTECTED A cannot be entered in MECTS. However, MECTS may still be used to track a sensitive document, while referring to the secure location where the document is physically stored. The MCCU has never handled anything higher than SECRET, the highest level of security clearance in DFO.

In a typical week, the MCCU processes over 82 docket. In Fiscal Year (FY) 2011-2012, the unit processed 4,297 MC docket. Each docket is handled many times by MCCU personnel during the course of its lifespan. There is currently no facility in MECTS to track or report on this.

The origin of MCCU correspondence is centralized. The MCCU deals with MC within DFO, from/to DFO and an OGD; and from/to DFO and the House of Commons or Senate.

MCCU processes and business rules for MECTS are fundamentally different from those employed elsewhere in DFO. For example, the Search screen in MECTS is used primarily by the MCCU. The unit has made extensive use of the reporting features in MECTS. The MCCU has also developed additional customized reports using Crystal Reports and other applications.

### **B.5.2 Correspondence and Briefing Unit**

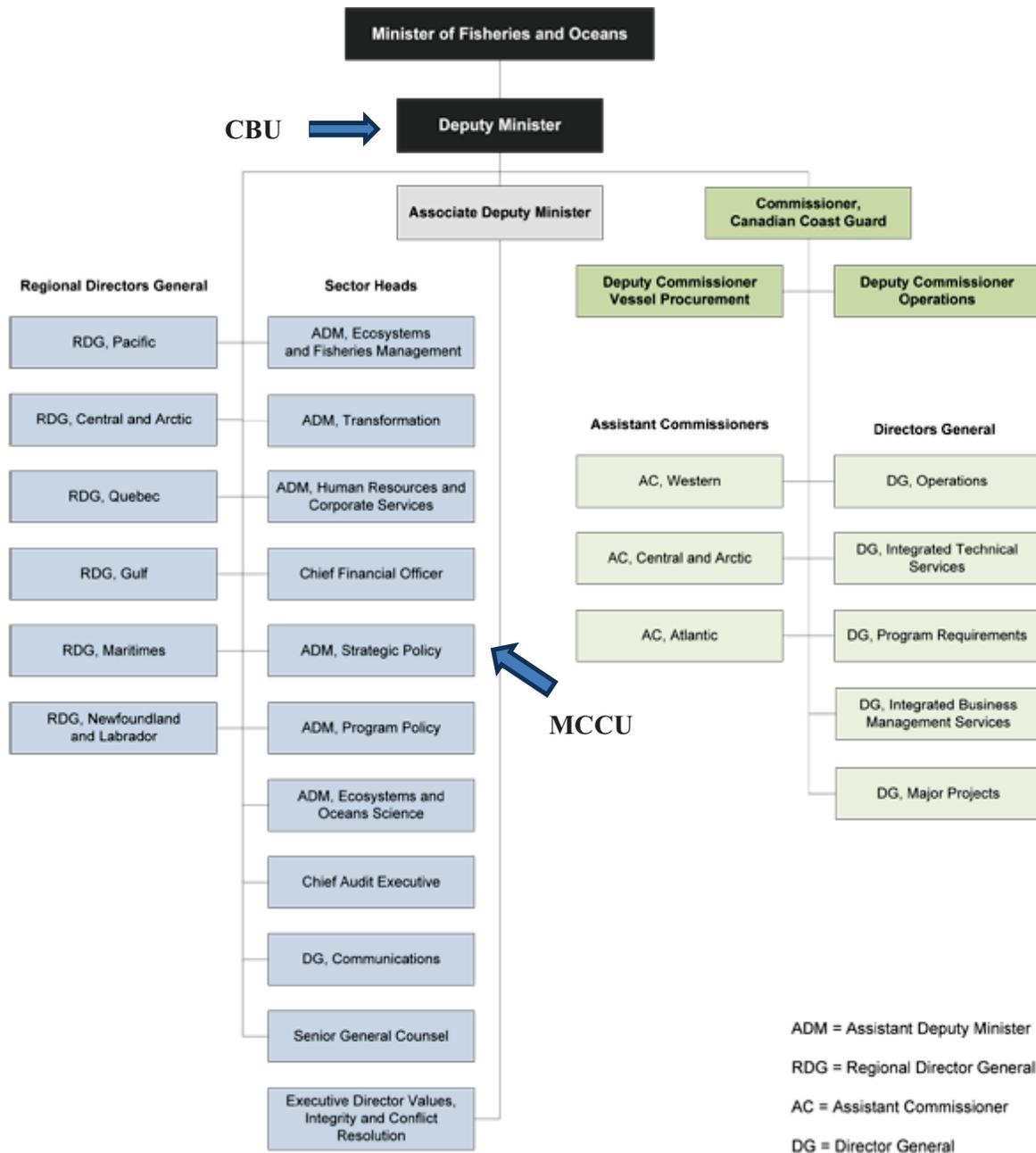
The CBU is a business unit under the purview of the Deputy Minister's (DM) Office highlighted in **Figure B-3**.

The six Users and Administrators in the CBU (HQ) and other DBUs (HQ and Regions) use MECTS to process a limited number of MC transactions and most, but not all Executive Correspondence (EC) transactions in DFO. Correspondence originating from a DBU is requested by a DFO executive (up to the DM) or initiated by a Subject Matter Expert (SME) in a DBU. The only exception would be a CBU (also known as CBU 009) transaction.

The CBU processes correspondence and departmental requests up to the level of PROTECTED A. Any documents rated higher than PROTECTED A cannot be entered in MECTS. However, MECTS may still be used to track a sensitive document, while referring to the secure location where the document is physically stored. The CBU has never handled anything higher than SECRET, the highest level of security clearance in DFO.

Of the 18,478 docket generated, processed and/or treated by DFO in 2012, the CBU *treated* approximately 5,700 docket. The DM approved approximately 2,700 EC transactions. This does not include over 3,000 items received on an FYI basis that pertain to DM activities, such as meetings, travel and correspondence. Likewise, each docket is handled many times by CBU personnel during the course of its lifespan. There is currently no facility in MECTS to track or report on this.

The CBU does not use or refer to MECTS functionality in the same way as the MCCU. For example, the CBU *treats* a file or its contents by performing an action, such as analyzing, saving or reviewing.



**Figure B-3 – DFO Strategic Policy Sector and DM's Office**

Correspondence and requests generated or *treated* by the CBU can originate from multiple sources, such as other DBUs, the Minister's Office, a Correspondence Unit or the MCCU. They may also be processed using mechanisms other than MECTS, including verbal communication logs or a Unit-specific tracking system. For this reason, many fields in MECTS are being used by the CBU in a manner that is different from what was originally intended.

The CBU has been more diligent in using an Action Request template to consistently document the steps and business rules in a current, proposed or new MECTS process. This template has also been employed for training purposes and/or to automate a current manual process.

### **B.5.3 CCG and Other User Communities**

As a Special Operating Agency within DFO, the Canadian Coast Guard (CCG) delivers specific programs and services. DFO and CCG personnel will collaborate with the Contractor to identify, describe and accommodate their CMS needs.

Regional personnel receive and respond to DFO documents as part of a workflow. They may also initiate correspondence that is of local interest or less complex in nature. DFO HQ and regional personnel will work closely with the Contractor to identify, describe and accommodate the unique requirements of regional personnel and other User communities.

## ***B.6 Notional DFO GCCMS Implementation Data***

The Contractor will be responsible for all aspects of the DFO GCCMS, including the Work Packages (WP) described in **Table B-1** and the deliverables outlined in the following section. The WPs, estimated level of effort (in working days) and resource loading estimates for the Contractor and DFO in this table are provided as a guideline. The Contractor must use this notional information and their experience on similar projects to assess the level of effort and develop their own DFO GCCMS Implementation Strategy and Plan.

WP 1 should involve performing an end-to-end DFO GCCMS requirements gap analysis, identifying HQ and regional pressure points, and determining the impact on specific DFO user communities, roles and locations. The Contractor should also conduct high-level DFO GCCMS To-Be process analyses and reviews with MCCU, CBU and CCG personnel, as well as DFO GCCMS staff in one or more regional locations.

MCCU and CBU personnel currently use ad hoc workflows due to the need for flexibility with each region and a varying number of decision points. For planning purposes, assume that DFO will require less than five different workflows to be developed during the DFO GCCMS Implementation Project. One of these workflows may be for a relatively complex (i.e., 5-6 out of 10) set of tasks.

The Implementation Strategy and Plan resulting from WP 2 should also describe how the Contractor will address all (or designated) DFO GCCMS requirements gaps and process changes in a timely manner. The completion of WPs 3, 4 and 6 may require performing architecture, hardware sizing, server-level, DFO GCCMS, connectivity and security testing at DFO HQ and at least one regional location.

Implementation under WP 9 must be done at DFO HQ and then proceed from West to East in all regional locations. After all required DFO GCCMS personnel across Canada are trained in WPs 10 and 11, the Contractor will obtain final approval from DFO and formally close out the DFO GCCMS Implementation Project. The Contractor will deliver post-implementation maintenance, support and other professional services (as required) at DFO HQ and in regional locations as part of WP 12.

**Table B-1 – Notional DFO GCCMS Implementation Data**

WP	Work Package Description	Start Date	End Date	Estimated Level of Effort (Working Days)	Contractor Resources	DFO Resources	Focal Point of Activity
1	Analyze, Verify and Document As-Is (MECTS) and To-Be Scenarios			25	PL & BA	PL, DFO CMS SME 1-2, BA 1-2 & Sr	DFO HQ
2	Complete, Walkthrough and Obtain Approval on Implementation Strategy and Plan			10	PL & BA	PL, DFO CMS SME 1, BA 1, SysAdm & KUs	DFO HQ
3	Customize Migration Tool(s) and Migrate Legacy Metadata			20	PL, BA & MM SME	PL, DFO CMS SME 1-2	DFO HQ
4	Validate Accuracy and Integrity of Metadata in DFO GCCMS Database			10	PL, BA & MM SME	PL, DFO CMS SME 1, SysAdm & KUs	DFO HQ (with input from Pacific and Gulf of St. Lawrence)
5	Develop and Begin Executing HQ and Regional Communications Strategy			5	PL & BA	PL, DFO CMS SME 2, BA 1 & KUs	DFO HQ (with input from Pacific and Gulf of St. Lawrence)
6	Perform Implementation and Configuration Testing on Core Software and Optional Components on HQ and Regional Instances			90	PL, Te & I/C Tech	PL, DFO CMS SME 1, Te, SysAdm & KUs	DFO HQ (with input from Pacific and Gulf of St. Lawrence)
7	Prepare, Test, Update and Obtain Approval on DFO GCCMS FAQs and Quick Reference Cards (or Guides) (on Shortcuts and key Workflows and Processes) for HQ and Regional Personnel			20	PL, BA & Tr	PL, DFO CMS SME 2, SysAdm, Tr & KUs	DFO HQ (with input from Pacific and Gulf of St. Lawrence)
8	Train System Administrators and Trainers on Acceptance Tested Instance in HQ			15	CMS SME & Trs 1-2	PL, SysAdms & Trs 1-2-3-4	DFO HQ
9	Implement Acceptance Tested Instance(s) in HQ and Regions (by allowing access to solution via a web browser) (on a staged basis, working from West to East)			10	PL & I/C Tech	PL & DFO CMS SME 1	DFO NCR, Pacific, Central & Arctic, Gulf of St. Lawrence, Québec, Maritimes and Newfoundland & Labrador (in that order)
10	Train Power Users, Key Users and Users in HQ on Production Instance			20	PL & Trs 1-2	PL, Trs 1-2-3-4, PUs, KUs & Us	DFO HQ
11	Train Power Users, Key Users and Users in Regions on Applicable Production Instance(s)			15	PL & Tr	PL, Trs 1-2-3-4, PUs, KUs & Us	Pacific, C&A, Gulf of St. L, Québec, Maritimes & N&L (in that order)
12	Deliver Post-Implementation Support to DFO GCCMS Personnel Across Canada			Ongoing	I/C Tech & HDR	SysAdms, I/C Techs & HDRs	DFO HQ
			<b>Total</b>				
<b>Legend</b>							
	PL=Project Leader					HDR=Help Desk Rep	
	CMS SME=Subject Matter Expert					Tr=Trainer	
	MM SME=Metadata Migration SME					Sr TW=Senior Technical Writer	
	BA=Business Analyst					KU=Key User	
	SysAdm=System Administrator					PU=Power User	
	Te=Tester					U=User	
	I/C Tech=Installation/Configuration Technician						

## **B.6.1 Project Deliverables**

The Technical Bid must contain a breakdown of the effort to produce the following DFO GCCMS Implementation Project deliverables:

- a) As-Is Scenario Documentation;
  - i. HQ and representative Regional Architecture Diagrams;
  - ii. MCCU, CBU, CCG and/or representative Regional Use Cases; and
  - iii. MCCU, CBU, CCG and/or representative Regional Workflow Diagrams.
  
- b) To-Be Scenario Documentation;
  - i. HQ and representative Regional Architecture Diagrams;
  - ii. MCCU, CBU, CCG and/or representative Regional Use Cases; and
  - iii. MCCU, CBU, CCG and/or representative Regional Workflow Diagrams.
  
- c) Gap Analysis Report;
- d) Implementation Strategy and Plan;
- e) Metadata Migration and Data Validation Plan;
- f) Database Schema;
- g) Entity Relationship Diagram;
- h) HQ and Regional Communications Strategy;
- i) Implementation and Configuration Test Results;
  
- j) DFO GCCMS FAQs and Quick Reference Cards (or Guides) (on shortcuts and key workflows and processes for HQ and regional personnel) in Canadian English and Canadian French;
  
- k) Training Plan;
- l) DFO GCCMS Maintenance and Support Agreement (MSA); and
- m) DFO GCCMS User, Administration, Online Help, Training and Reference Documentation (including all applicable task-based training materials) in Canadian English and Canadian French.



Government of Canada /  
Gouvernement du Canada

Contract Number / Numéro du contrat

EN 578-133379

Security Classification / Classification de sécurité

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

PARTIE A - CONTRACT INFORMATION / PARTIE A - INFORMATION CONTRACTUELLE		
1. Originating Government Department or Organization Ministère ou organisme gouvernemental d'origine DFO	2. Branch or Directorate / Direction générale ou Direction IM&TS	
3. a) Subcontract Number / Numéro du contrat de sous-traitance	3. b) Name and Address of Subcontractor / Nom et adresse du sous-traitant	
4. Brief Description of Work - Brève description du travail Procure and implement software for correspondance management		
5. a) Will the supplier require access to Controlled Goods? Le fournisseur aura-t-il accès à des marchandises contrôlées? <input checked="" type="checkbox"/> No Non <input type="checkbox"/> Yes Oui		
5. b) Will the supplier require access to unclassified military technical data subject to the provisions of the Technical Data Control Regulations? Le fournisseur aura-t-il accès à des données techniques militaires non classifiées qui sont assujetties aux dispositions du Règlement sur le contrôle des données techniques? <input checked="" type="checkbox"/> No Non <input type="checkbox"/> Yes Oui		
6. Indicate the type of access required - Indiquer le type d'accès requis		
6. a) Will the supplier and its employees require access to PROTECTED and/or CLASSIFIED information or assets? Le fournisseur ainsi que les employés auront-ils accès à des renseignements ou à des biens PROTÉGÉS et/ou CLASSIFIÉS? (Specify the level of access using the chart in Question 7. c) (Préciser le niveau d'accès en utilisant le tableau qui se trouve à la question 7. c) <input type="checkbox"/> No Non <input checked="" type="checkbox"/> Yes Oui		
6. b) Will the supplier and its employees (e.g. cleaners, maintenance personnel) require access to restricted access areas? No access to PROTECTED and/or CLASSIFIED information or assets is permitted. Le fournisseur et ses employés (p.ex. nettoyeurs, personnel d'entretien) auront-ils accès à des zones d'accès restreintes? L'accès à des renseignements ou à des biens PROTÉGÉS et/ou CLASSIFIÉS n'est pas autorisé. <input checked="" type="checkbox"/> No Non <input type="checkbox"/> Yes Oui		
6. c) Is this a commercial courier or delivery requirement with no overnight storage? S'agit-il d'un contrat de messagerie ou de livraison commerciales sans entreposage de nuit? <input checked="" type="checkbox"/> No Non <input type="checkbox"/> Yes Oui		
7. a) Indicate the type of information that the supplier will be required to access / Indiquer le type d'information auquel le fournisseur devra avoir accès		
Canada <input checked="" type="checkbox"/>	NATO / OTAN <input type="checkbox"/>	Foreign / Étranger <input type="checkbox"/>
7. b) Release restrictions / Restrictions relatives à la diffusion		
No release restrictions Aucune restriction relative à la diffusion <input checked="" type="checkbox"/>	All NATO countries Tous les pays de l'OTAN <input type="checkbox"/>	No release restrictions Aucune restriction relative à la diffusion <input type="checkbox"/>
Not releasable À ne pas diffuser <input type="checkbox"/>		
Restricted to: / Limité à: <input type="checkbox"/>	Restricted to: / Limité à: <input type="checkbox"/>	Restricted to: / Limité à: <input type="checkbox"/>
Specify country(ies): / Préciser le(s) pays:	Specify country(ies): / Préciser le(s) pays:	Specify country(ies): / Préciser le(s) pays:
7. c) Level of information / Niveau d'information		
PROTECTED A PROTÉGÉ A <input type="checkbox"/>	NATO UNCLASSIFIED NATO NON CLASSIFIÉ <input type="checkbox"/>	PROTECTED A PROTÉGÉ A <input type="checkbox"/>
PROTECTED B PROTÉGÉ B <input checked="" type="checkbox"/>	NATO RESTRICTED NATO DIFFUSION RESTREINTE <input type="checkbox"/>	PROTECTED B PROTÉGÉ B <input type="checkbox"/>
PROTECTED C PROTÉGÉ C <input type="checkbox"/>	NATO CONFIDENTIAL NATO CONFIDENTIEL <input type="checkbox"/>	PROTECTED C PROTÉGÉ C <input type="checkbox"/>
CONFIDENTIAL CONFIDENTIEL <input type="checkbox"/>	NATO SECRET NATO SECRET <input type="checkbox"/>	CONFIDENTIAL CONFIDENTIEL <input type="checkbox"/>
SECRET SECRET <input type="checkbox"/>	COSMIC TOP SECRET COSMIC TRÈS SECRET <input type="checkbox"/>	SECRET SECRET <input type="checkbox"/>
TOP SECRET TRÈS SECRET <input type="checkbox"/>		TOP SECRET TRÈS SECRET <input type="checkbox"/>
TOP SECRET (SIGINT) TRÈS SECRET (SIGINT) <input type="checkbox"/>		TOP SECRET (SIGINT) TRÈS SECRET (SIGINT) <input type="checkbox"/>

Security Classification / Classification de sécurité

**PART A (continued) / PARTIE A (suite)**

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

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

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

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

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

**INFORMATION / ASSETS / RENSEIGNEMENTS / BIENS**

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

**PRODUCTION**

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

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

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



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**PART C (continued) / PARTIE C (suite)**

For users completing the form manually use the summary chart below to indicate the category(ies) and level(s) of safeguarding required at the supplier's site(s) or premises.  
Les utilisateurs qui remplissent le formulaire manuellement doivent utiliser le tableau récapitulatif ci-dessous pour indiquer, pour chaque catégorie, les niveaux de sauvegarde requis aux installations du fournisseur.

For users completing the form online (via the Internet), the summary chart is automatically populated by your responses to previous questions.  
Dans le cas des utilisateurs qui remplissent le formulaire en ligne (par Internet), les réponses aux questions précédentes sont automatiquement saisies dans le tableau récapitulatif.

**SUMMARY CHART / TABLEAU RÉCAPITULATIF**

Category / Catégorie	PROTECTED / PROTÉGÉ			CLASSIFIED / CLASSIFIÉ			NATO				COMSEC					
	A	B	C	Confidential / Confidentiel	Secret	Top Secret / Très Secret	NATO Restricted / NATO Diffusion Restrainte	NATO Confidential	NATO Secret	COSMIC Top Secret / COSMIC Très Secret	Protected / Protégé			Confidential / Confidentiel	Secret	Top Secret / Très Secret
											A	B	C			
Information / Assets / Renseignements / Biens	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Production	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
IT Media / Support TI	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
IT Link / Lien électronique	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

12. a) Is the description of the work contained within this SRCL PROTECTED and/or CLASSIFIED?  No / Non  Yes / Oui  
La description du travail visé par la présente LVERS est-elle de nature PROTÉGÉE et/ou CLASSIFIÉE?
- If Yes, classify this form by annotating the top and bottom in the area entitled "Security Classification".  
Dans l'affirmative, classifiez le présent formulaire en indiquant le niveau de sécurité dans la case intitulée.
12. b) Will the document attached to this SRCL be PROTECTED and/or CLASSIFIED?  No / Non  Yes / Oui  
La documentation associée à la présente LVERS sera-t-elle PROTÉGÉE et/ou CLASSIFIÉE?
- If Yes, classify this form by annotating the top and bottom in the area entitled "Security Classification" and indicate with attachments (e.g. SECRET with Attachments).  
Dans l'affirmative, classifiez le présent formulaire en indiquant le niveau de sécurité dans la case intitulée « Classification de sécurité » au haut et au bas du formulaire et indiquer qu'il y a des pièces jointes (p. ex. SECRET avec des pièces jointes).

Security Classification / Classification de sécurité
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