

**RETURN BIDS TO:**  
**RETOURNER LES SOUMISSIONS À:**  
**Bid Receiving Public Works and Government  
Services Canada/Réception des soumissions  
Travaux publics et Services gouvernementaux  
Canada**  
1713 Bedford Row  
Halifax, N.S./Halifax, (N.É.)  
B3J 1T3  
Bid Fax: (902) 496-5016

**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**

<b>Title - Sujet</b> RECORDS STORAGE	
<b>Solicitation No. - N° de l'invitation</b> 51019-135016/B	<b>Date</b> 2013-10-08
<b>Client Reference No. - N° de référence du client</b> 51019-13-5016	
<b>GETS Reference No. - N° de référence de SEAG</b> PW-\$HAL-218-9100	
<b>File No. - N° de dossier</b> HAL-3-71026 (218)	<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 2013-10-24</b>	<b>Time Zone</b> <b>Fuseau horaire</b> Atlantic Daylight Saving Time ADT
<b>F.O.B. - F.A.B.</b> <b>Plant-Usine:</b> <input type="checkbox"/> <b>Destination:</b> <input checked="" type="checkbox"/> <b>Other-Autre:</b> <input type="checkbox"/>	
<b>Address Enquiries to: - Adresser toutes questions à:</b> Figueredo, Laila	<b>Buyer Id - Id de l'acheteur</b> hal218
<b>Telephone No. - N° de téléphone</b> (902) 496-5353 ( )	<b>FAX No. - N° de FAX</b> (902) 496-5016
<b>Destination - of Goods, Services, and Construction:</b> <b>Destination - des biens, services et construction:</b> As detailed herein	

**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**  
Acquisitions  
1713 Bedford Row  
Halifax, N.S./Halifax, (N.É.)  
B3J 3C9

<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/ de l'entrepreneur (taper ou écrire en caractères d'imprimerie)</b>	
<b>Signature</b>	<b>Date</b>

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*This bid solicitation cancels and supersedes previous bid solicitation number 51019-135016/A dated August 6, 2013 with a closing of September 4, 2013 at 2:00 p.m. ADT. A debriefing or feedback session will be provided upon request to bidders/offerors/suppliers who bid on the previous solicitation.*

## **PART 1 - GENERAL INFORMATION**

### **1. Security Requirement**

There is a security requirement associated with the requirement. For additional information, consult Part 4 - Evaluation Procedures and Basis of Selection, and Part 6 - Resulting Contract Clauses.

### **2. Statement of Work**

The Work to be performed is detailed under Annex A, Statement of Work.

### **3. Debriefings**

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 in writing, by telephone or in person.

## **PART 2 - BIDDER INSTRUCTIONS**

### **1. Standard Instructions, Clauses and Conditions**

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.

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.

The 2003 (2013-06-01) Standard Instructions - Goods or Services - Competitive Requirements, are incorporated by reference into and form part of the bid solicitation.

Subsection 5.4 of 2003, Standard Instructions - Goods or Services - Competitive Requirements, is amended as follows:

Delete: sixty (60) days  
Insert: ninety (90) days

### **2. Submission of Bids**

Bids must be submitted only to Public Works and Government Services Canada (PWGSC) Bid Receiving Unit by the date, time and place indicated on page 1 of the bid solicitation.

Due to the nature of the bid solicitation, bids transmitted by facsimile to PWGSC will not be accepted.

### 3. Enquiries - Bid Solicitation

All enquiries must be submitted in writing to the Contracting Authority no later than seven (7) calendar days before the bid closing date. Enquiries received after that time may not be answered.

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.

### 4. Applicable Laws

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

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

## PART 3 - BID PREPARATION INSTRUCTIONS

### 1. Bid Preparation Instructions

Canada requests that bidders provide their bid in separately bound sections as follows:

Section I: Technical Bid: three (3) hard copies

Section II: Financial Bid: one (1) hard copy and one (1) soft copy on CD

Section III: Certifications: one (1) hard copy

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

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

Canada requests that bidders follow the format instructions described below in the preparation of their bid:

- (a) use 8.5 x 11 inch (216 mm x 279 mm) paper;
- (b) use a numbering system that corresponds to the bid solicitation.

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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 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 should:

- 1) use 8.5 x 11 inch (216 mm x 279 mm) paper containing fibre certified as originating from a sustainably-managed forest and containing minimum 30% recycled content; and
- 2) use an environmentally-preferable format including black and white printing instead of colour printing, printing double sided/duplex, using staples or clips instead of cerlox, duotangs or binders.

### **Section I: Technical Bid**

In their technical bid, Bidders should demonstrate their understanding of the requirements contained in the bid solicitation and explain how they will meet these requirements. Bidders should demonstrate their capability and describe their approach in a thorough, concise and clear manner for carrying out the work.

The technical bid should address clearly and in sufficient depth the 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.

All references to descriptive material, technical manuals and brochures are to be included in the Bidder's proposal. Canada will not evaluate information such as references to Web site addresses where additional information can be found, or technical manuals or brochures not submitted with the bid.

The proposal must be properly completed and signed by the Bidder or by an authorized representative of the Bidder as indicated on the front page of the Request for Proposal. In the event of a proposal submitted by a contractual joint venture, the proposal shall either be signed by all members of the joint venture or a statement shall be provided to the effect that the signatory represents all parties of the joint venture.

### **Section II: Financial Bid**

Bidders must submit their financial bid in accordance with Annex B - Pricing Schedule / Basis of Payment. The total amount of Applicable Taxes must be shown separately.

#### **IMPORTANT:**

**Bidders to request from the Contracting Authority a soft copy of Annex B - Pricing Schedule / Basis of Payment in MS Excel format to complete the soft copy portion of their Financial Bid.**

**The Contracting Authority upon receiving the request will send a soft copy to the Bidder by email.**

### **Section III: Certifications**

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Bidders must submit the certifications required under Part 5.

## **Section IV: Additional Information**

### **1.1 Bidder's Proposed Site or Premises Requiring Safeguard Measures**

As indicated in Part 4 under Security Requirement, the Bidder must provide the required information below, on the Bidder's proposed site or premises for which safeguard measures are required for Work Performance. **(Bidder to provide address information for EACH site or premise for which safeguard measures are required for Work Performance)**

Address:

Street Number / Street Name, Unit / Suite / Apartment Number

City, Province, Territory / State

Postal Code / Zip Code

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

### **1. Evaluation Procedures**

- (a) Bids will be assessed in accordance with the entire requirement of the bid solicitation including the technical and financial evaluation criteria.
- (b) An evaluation team composed of representatives of Canada will evaluate the bids.

#### **1.1 Technical Evaluation**

##### **1.1.1 Mandatory Technical Criteria**

The Mandatory Technical Evaluation Criteria are included in Annex F.

#### **1.2 Financial Evaluation**

The price of the bid will be evaluated in Canadian dollars, Applicable Taxes excluded, FOB destination, Canadian customs duties and excise taxes included.

### **2. Basis of Selection**

#### **2.1 Basis of Selection - Mandatory Technical Criteria**

A bid must comply with the requirements of the bid solicitation and meet all mandatory technical evaluation criteria to be declared responsive. The responsive bid with the lowest evaluated price will be recommended for award of a contract.

### **3. Security Requirement**

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1. **By October 30, 2013**, the following conditions must be met:
    - (a) the Bidder must hold a valid organization security clearance as indicated in Part 6 - Resulting Contract Clauses;
    - (b) the Bidder's proposed individuals requiring access to classified or protected information, assets or sensitive work site(s) must meet the security requirement as indicated in Part 6 - Resulting Contract Clauses;
    - (c) the Bidder must provide the name of all individuals who will require access to classified or protected information, assets or sensitive work sites;
    - (d) the Bidder's proposed location of work performance or document safeguarding must meet the security requirement as indicated in Part 6 - Resulting Contract Clauses;
    - (e) the Bidder must provide the address(es) of proposed location(s) of work performance or document safeguarding as indicated in Part 3 - Section IV Additional Information.
  2. For additional information on security requirements, 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>) document on the Departmental Standard Procurement Documents website.

## PART 5 - CERTIFICATIONS

Bidders must provide the required certifications and documentation to be awarded a contract.

The certifications provided by bidders to Canada are subject to verification by Canada at all times. Canada will declare a bid non-responsive, or will declare a contractor in default, if any certification made by the Bidder is found to be untrue whether during the bid evaluation period or during the contract period.

The Contracting Authority will have the right to ask for additional information to verify the Bidder's certifications. Failure to comply with this request will also render the bid non-responsive or will constitute a default under the Contract.

### 1. Mandatory Certifications Required Precedent to Contract Award

#### 1.1 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.

Bidder to provide complete names and titles of Board of Directors and / or Owners in accordance with **Section 01 Code of Conduct and Certifications - Bid of Standard Instructions 2003.**  
(*Bidder to complete*)

**Name**

**Title**

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**(Bidder to add lines as required)**

## 1.2 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](http://www.labour.gc.ca/eng/standards_equity/eq/emp/fcp/list/inelig.shtml)" 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](http://www.labour.gc.ca/eng/standards_equity/eq/emp/fcp/list/inelig.shtml)" 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](http://www.labour.gc.ca/eng/standards_equity/eq/emp/fcp/list/inelig.shtml)" list during the period of the Contract.

The Bidder must provide the Contracting Authority with a completed Annex D - [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 annex [Federal Contractors Program for Employment Equity - Certification](#), for each member of the Joint Venture.

## 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.

### 2.1 Canadian Content Certification

This procurement is limited to Canadian services.

The Bidder certifies that: **(Bidder to complete)**

( ) the services offered are Canadian services as defined in paragraph 4 of clause A3050T.

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**Signature**

**Date**

**2.1.1** SACC Manual clause A3050T (2010-01-11) Canadian Content Definition

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

## PART 6 - RESULTING CONTRACT CLAUSES

### 1. Security Requirement

1.1 The following security requirement (SRCL and related clauses) applies and form part of the Contract.

1. The Contractor/Offeror must, at all times during the performance of the Contract/Standing Offer, hold a valid Designated Organization Screening (DOS) with approved Document Safeguarding at the level of PROTECTED B, issued by the Canadian Industrial Security Directorate, Public Works and Government Services Canada.

2. The Contractor/Offeror personnel requiring access to PROTECTED information, assets or work site(s) must EACH hold a valid RELIABILITY STATUS, granted or approved by the Canadian Industrial Security Directorate (CISD), Public Works and Government Services Canada (PWGSC).

3. The Contractor MUST NOT utilize its Information Technology systems to electronically process, produce or store PROTECTED information until the CISD/PWGSC has issued written approval. After approval has been granted or approved, these tasks may be per-formed at the level of PROTECTED B including an IT Link at the level of PROTECTED B.

4. Subcontracts which contain security requirements are NOT to be awarded without the prior written permission of CISD/PWGSC.

5. The Contractor/Offeror must comply with the provisions of the:

- (a) Security Requirements Check List and security guide (if applicable), attached at Annex C;
- (b) Industrial Security Manual (Latest Edition)

### 1.2 Contractor's Site or Premises Requiring Safeguard Measures

The Contractor must diligently maintain up-to-date, the information related to the Contractor's site or premises, where safeguard measures are required in the performance of the Work, for the following addresses: **(to be completed upon Contract award)**

Address:

Street Number / Street Name, Unit / Suite / Apartment Number

City, Province, Territory / State

Postal Code / Zip Code

Country

### 2. Statement of Work

The Contractor must perform the Work in accordance with the Statement of Work at Annex "A" and the Contractor's technical bid entitled \_\_\_\_\_, dated \_\_\_\_\_.

### 3. 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.

#### 3.1 General Conditions

2010C (2013-06-27), General Conditions - Services (Medium Complexity) apply to and form part of the Contract.

### 4. Term of Contract

#### 4.1 Period of the Contract

The period of the Contract is from date of Contract to 30 September 2020 inclusive.

#### 4.2 Option to Extend the Contract

The Contractor grants to Canada the irrevocable option to extend the term of the Contract by up to three (3) additional one year period(s) under the same conditions. The Contractor agrees that, during the extended period of the Contract, it will be paid in accordance with the applicable provisions as set out in the Basis of Payment.

Canada may exercise this option at any time by sending a written notice to the Contractor at least 15 calendar days 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.

### 5. Authorities

#### 5.1 Contracting Authority

The Contracting Authority for the Contract is:

Laila Figueredo  
Supply Specialist  
Public Works and Government Services Canada  
Atlantic Region / Acquisitions  
1713 Bedford Row  
Halifax, Nova Scotia  
B3J 3C9

Telephone: 902-496-5353  
Facsimile: 902-496-5016  
E-mail: [laila.figueredo@pwgsc-tpsgc.gc.ca](mailto:laila.figueredo@pwgsc-tpsgc.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

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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.

## 5.2 Project Authority

The Project Authority for the Contract is: *(to be provided upon Contract award)*

Name: \_\_\_\_\_  
Title: \_\_\_\_\_  
Organization: \_\_\_\_\_  
Address: \_\_\_\_\_

Telephone : \_\_\_\_\_  
Facsimile: \_\_\_\_\_  
E-mail address: \_\_\_\_\_

The Project Authority is the representative of the department or agency for whom the Work is being carried out under the Contract and is responsible for all matters concerning the technical content of the Work under the Contract. Technical matters may be discussed with the Project Authority, however the Project 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.

## 5.3 Contractor's Representative *(Bidder to complete)*

Name: \_\_\_\_\_  
Title: \_\_\_\_\_  
Organization: \_\_\_\_\_  
Address: \_\_\_\_\_  
\_\_\_\_\_  
\_\_\_\_\_

Telephone: \_\_\_\_\_  
Facsimile: \_\_\_\_\_  
E-mail address: \_\_\_\_\_

## 6. Payment

### 6.1 Basis of Payment

1. In consideration of the Contractor satisfactorily completing all of its obligations under the Contract, the Contractor will be paid firm prices, as specified in Annex B - Basis of Payment for the first, second and third year period of the Contract. Customs duties are included and Applicable Taxes are extra.

2. For subsequent years (beyond the third year period and including options), starting in the fourth year period of the Contract, the Contractor will be paid firm prices as indicated above for the first 3 years, adjusted for economic price adjustment based on Article 6.2. Customs duties are included and Applicable Taxes are extra. Annex B - Basis of Payment will be determined annually, and will be evidenced by the Contracting Authority, through a contract amendment.

To note, the service for Permanent Withdrawal / Delocation High Volume (Where volume of work is > 10,000 units per service request) will not be required prior to the seventh year period of the Contract.

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The Contractor will be paid firm prices, as specified in Annex B - Basis of Payment for this service in the seventh year period of the Contract and for subsequent years starting in the eighth year period of the Contract, the prices will be adjusted for economic price adjustment as indicated above in paragraph 2.

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.

## 6.2 Economic Price Adjustment (EPA)

The Firm All Inclusive Rates in Annex B - Basis of Payment will be adjusted annually on September 1 of each year by the amount established based on the average percentage change in the monthly index of the Consumer Price Index for Canada, All-Items (Not Seasonally Adjusted), published in Statistics Canada Catalogue no.62-001-XPB, Table 5, for the 12-month period ending 2 months prior to the start date.

### Example:

In Year 4 of a contract commencing October 1, 2006, the Year 3 rates as stated in Annex B would be increased by 2.3% based on the following information:

		% Change in Monthly CPI
September	2005	3.4
October	2005	2.6
November	2005	2.0
December	2005	2.2
January	2006	2.8
February	2006	2.2
March	2006	2.2
April	2006	2.4
May	2006	2.8
June	2006	2.5
July	2006	2.4
August	2006	<u>2.1</u>
Avg % Change		27.4 / 12 = 2.3%

The Year 5 rates would be adjusted using the same calculation but with a Sep 2006 - Aug 2007 12-month period and the Year 4 rates as the base. The pattern would follow with the Year 6 rates, etc.

## 6.3 Limitation of Expenditure

1. Canada's total liability to the Contractor under the Contract must not exceed \$ \_\_\_\_\_ (to be provided upon Contract award). Customs duties are included and Applicable Taxes are extra.
2. No increase in the total liability of Canada or in the price of the Work resulting from any design changes, modifications or interpretations of the Work, will be authorized or paid to the Contractor unless these design changes, modifications or interpretations have been approved, in writing, by the Contracting Authority before their incorporation into the Work. The Contractor must not perform any work or provide any service that would result in Canada's total liability being exceeded before obtaining the written

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approval of the Contracting Authority. The Contractor must notify the Contracting Authority in writing as to the adequacy of this sum:

- a. when it is 75 percent committed, or
- b. four (4) months before the contract expiry date, or
- c. as soon as the Contractor considers that the contract funds provided are inadequate for the completion of the Work, whichever comes first.

3. If the notification is for inadequate contract funds, the Contractor must provide to the Contracting Authority a written estimate for the additional funds required. Provision of such information by the Contractor does not increase Canada's liability.

#### **6.4 Monthly Payment**

Canada will pay the Contractor on a monthly basis for work performed during the month covered by the invoice in accordance with the payment provisions of the Contract 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;
- c. the Work performed has been accepted by Canada.

#### **7. Invoicing Instructions**

1. The Contractor must submit invoices in accordance with the section entitled "Invoice Submission" of the general conditions. Invoices cannot be submitted until all work identified in the invoice is completed.

2. Invoices must be distributed as follows:

- a. The original and one (1) copy must be forwarded to the address shown on page 1 of the Contract for certification and payment.
- b. One (1) copy must be forwarded to the Contracting Authority identified under the section entitled "Authorities" of the Contract.

#### **8. Certifications**

##### **8.1 Compliance**

Compliance with the certifications and related documentation provided by the Contractor in its bid is a condition of the Contract and subject to verification by Canada during the term of the Contract. If the Contractor does not comply with any certification, provide the related documentation or if it is determined that any certification made by the Contractor in its bid is untrue, whether made knowingly or unknowingly, Canada has the right, pursuant to the default provision of the Contract, to terminate the Contract for default.

##### **8.2 Federal Contractors Program for Employment Equity - Default by the Contractor**

The Contractor understands and agrees that, when an Agreement to Implement Employment Equity (AIEE) exists between the Contractor and HRSDC-Labour, the AIEE must remain valid during the entire period of the Contract. If the AIEE becomes invalid, the name of the Contractor will be added to the "

FCP Limited Eligibility to Bid" list. The imposition of such a sanction by HRSDC will constitute the Contractor in default as per the terms of the Contract.

### 8.3 Canadian Content Certification

SACC Manual clause A3060C (2008-05-12) Canadian Content Certification

## 9. Applicable Laws

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

## 10. Priority of Documents

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

- (a) the Articles of Agreement;
- (b) the general conditions 2010C (2013-06-27), General Conditions - Services (Medium Complexity);
- (c) Annex A, Statement of Work;
- (d) Annex B, Basis of Payment;
- (e) Annex C, Security Requirements Check List;
- (f) Annex D, Federal Contractors Program for Employment Equity - Certification;
- (g) the Contractor's bid dated \_\_\_\_\_. *(to be completed upon Contract award)*

## 11. Handling of Personal Information

The Contractor acknowledges that Canada is bound by the Privacy Act, R.S., 1985, c. P-21, with respect to the protection of personal information as defined in the Act. The Contractor must keep private and confidential any such personal information collected, created or handled by the Contractor under the Contract, and must not use, copy, disclose, dispose of or destroy such personal information except in accordance with this clause and the delivery provisions of the Contract.

All such personal information is the property of Canada, and the Contractor has no right in or to that information. The Contractor must deliver to Canada all such personal information in whatever form, including all working papers, notes, memoranda, reports, data in machine-readable format or otherwise, and documentation which have been made or obtained in relation to the Contract, upon the completion or termination of the Contract, or at such earlier time as Canada may request. Upon delivery of the personal information to Canada, the Contractor will have no right to retain that information in any form and must ensure that no record of the personal information remains in the Contractor's possession.

## 12. Insurance Requirements

The Contractor must comply with the insurance requirements specified in Annex E. The Contractor must maintain the required insurance coverage for the duration of the Contract. Compliance with the insurance requirements does not release the Contractor from or reduce its liability under the Contract.

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The Contractor is responsible for deciding if additional insurance coverage is necessary to fulfill its obligation under the Contract and to ensure compliance with any applicable law. Any additional insurance coverage is at the Contractor's expense, and for its own benefit and protection.

The Contractor must forward to the Contracting Authority within ten (10) days after the date of award of the Contract, a Certificate of Insurance evidencing the insurance coverage and confirming that the insurance policy complying with the requirements is in force. Coverage must be placed with an Insurer licensed to carry out business in Canada. The Contractor must, if requested by the Contracting Authority, forward to Canada a certified true copy of all applicable insurance policies.

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## **ANNEX "A"**

### **STATEMENT OF WORK**

Please see Statement of Work attached to this document. The Statement of Work consists of:

1. Statement of Work (main document)
2. Annex B - Veterans Affairs Canada (VAC) Locations
3. Annex C - Security Requirements
4. Annex D - IMCS Capabilities
5. Annex E - Glossary of Terms
6. Annex F - Estimated Volume of Work, Phase 1: Addresses

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## ANNEX "B"

### PRICING SCHEDULE / BASIS OF PAYMENT

Please see Pricing Schedule / Basis of Payment form attached to this document.

**Bidders to request from the Contracting Authority, a soft copy of Annex B - Pricing Schedule / Basis of Payment in MS Excel format to complete the soft copy portion of their Financial Bid.**

**The Contracting Authority upon receiving the request will send a soft copy to the Bidder by email.**

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## **ANNEX "C"**

### **SECURITY REQUIREMENTS CHECK LIST**

Please see Security Requirements Check List (SRCL) form attached to this document.

**ANNEX "D"****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**

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- ( ) 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)

**ANNEX "E"****INSURANCE REQUIREMENTS****1. COMMERCIAL GENERAL LIABILITY INSURANCE**

1. The Contractor must obtain Commercial General Liability Insurance, and maintain it in force throughout the duration of the Contract, in an amount usual for a contract of this nature, but for not less than \$2,000,000 per accident or occurrence and in the annual aggregate.
2. The Commercial General Liability policy must include the following:
  - a. Additional Insured: Canada is added as an additional insured, but only with respect to liability arising out of the Contractor's performance of the Contract. The interest of Canada should read as follows: Canada, as represented by Public Works and Government Services Canada.
  - b. Bodily Injury and Property Damage to third parties arising out of the operations of the Contractor.
  - c. Products and Completed Operations: Coverage for bodily injury or property damage arising out of goods or products manufactured, sold, handled, or distributed by the Contractor and/or arising out of operations that have been completed by the Contractor.
  - d. Personal Injury: While not limited to, the coverage must include Violation of Privacy, Libel and Slander, False Arrest, Detention or Imprisonment and Defamation of Character.
  - e. Cross Liability/Separation of Insureds: Without increasing the limit of liability, the policy must protect all insured parties to the full extent of coverage provided. Further, the policy must apply to each Insured in the same manner and to the same extent as if a separate policy had been issued to each.
  - f. Blanket Contractual Liability: The policy must, on a blanket basis or by specific reference to the Contract, extend to assumed liabilities with respect to contractual provisions.
  - g. Employees and, if applicable, Volunteers must be included as Additional Insured.
  - h. Employers' Liability (or confirmation that all employees are covered by Worker's compensation (WSIB) or similar program)
  - i. Broad Form Property Damage including Completed Operations: Expands the Property Damage coverage to include certain losses that would otherwise be excluded by the standard care, custody or control exclusion found in a standard policy.
  - j. Notice of Cancellation: The Insurer will endeavour to provide the Contracting Authority thirty (30) days written notice of policy cancellation.
  - k. If the policy is written on a claims-made basis, coverage must be in place for a period of at least 12 months after the completion or termination of the Contract.

## 2. AUTOMOBILE LIABILITY INSURANCE

1. The Contractor must obtain Automobile Liability Insurance, and maintain it in force throughout the duration of the Contract, in an amount usual for a contract of this nature, but for not less than \$2,000,000 per accident or occurrence.
2. The policy must include the following:
  - a. Third Party Liability - \$2,000,000 Minimum Limit per Accident or Occurrence
  - b. Accident Benefits - all jurisdictional statutes
  - c. Uninsured Motorist Protection
  - d. Notice of Cancellation: The Insurer will endeavour to provide the Contracting Authority thirty (30) days written notice of cancellation.

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## **ANNEX "F"**

### **EVALUATION CRITERIA**

Please see Evaluation Criteria attached to this document.

## **Annex "A"**

### **Statement of Work National Records Storage**

#### **1.0 Background**

Veteran Affairs Canada (VAC) currently utilizes a combination of records storage and servicing solutions to manage its records inventory, including storage at three (3) Regional Service Centres of Library & Archives Canada (LAC) and at four (4) third-party storage facilities.

Recently, LAC has announced that it will no longer provide records storage and reference services for non-archival information resources. VAC requires one Contractor to provide on-going records storage and reference services for these non-archival information resources.

#### **2.0 Objective**

Beginning November 1, 2013, VAC requires the Contractor to pick-up identified records from current storage locations, transport them to the Contractor's facilities, provide storage, and ongoing records lifecycle management services.

The files are allocated based on geographical area and they must stay that way for operational reasons. The work in each area includes but is not limited to accession, storage, retrieval, withdrawal, transportation, and destruction.

#### **3.0 Phases**

Generally, the work includes the transportation, accessioning, storage and ongoing records management life cycle services for dormant VAC information holdings (records) conducted in three (3) phases of activity for a seven year period.

##### **Phase 1 - Initial Shipment**

The Contractor will be required to transport and provide accession services of VAC's boxed paper-based records inventory from existing LAC and third-party storage facilities to the Contractor's facilities.

The Contractor to adhere to the shipping schedules for the critical locations of Toronto and Vancouver as per Annex F – Estimated Volume of Work, Phase 1: Addresses. The shipping schedules for the other locations will be provided by VAC to the Contractor prior to commencement of work

Work will start **November 1, 2013** and will be completed by June 2015.

##### **Phase 2 - Ongoing Service**

Throughout the Contract period, the contractor may be required to provide the following services, where Low volume is defined as a volume of 1 to 999 units (fewer than 1000 units) and High volume is defined as any volume of 1,000 units or greater:

- monthly storage (low and high volume);
- accessions (low and high volume);
- retrievals (low and high volume);
- re-filing (low and high volume);
- interfiling (low and high volume);
- de-location (low and high volume);
- transportation of records (low and high volume);
- Certified secure destruction (low and high volume).

### **Phase 3 Additional Work**

Throughout the Contract period, the Contractor will also be required to perform specific additional work on an as and when required basis. The Work may include re-boxing, transportation related to ongoing accessions, hourly record maintenance activities and other related specialty services.

The Project Authority will authorize the work and issue a Task Authorization prior to the contractor commencing the Work.

#### **3.1 Volume of work**

The volumetric data outlined in Annex F – Volume of Work are estimates. The data is not to be construed to be a commitment from VAC. Low volume is defined as a volume of 1 to 999 units (fewer than 1000 units) and High volume is defined as any volume of 1,000 units or greater:

#### **3.2 Geographic Locations**

All storage facilities must be located in Canada. The Contractor must have a storage facility within the specified kilometer radius for each location listed in Annex B - VAC Office Locations.

#### **4.0 Tasks**

##### **4.1 Phase 1: Initial Shipment – Tasks**

###### **4.1.2 Initial Transportation Services**

All transportation services required will be in accordance with Annex C - Security Requirements. The Contractor will securely transport VAC records from LAC and existing third-party Storage to their locations using secure chain of custody tracking. The contractor will assume custody once the records are loaded on the contractor's vehicle. VAC will ensure that pallets are packed according to contractor specifications. LAC and third party supplier will be responsible for loading all pallets for shipment onto the Contractor's trucks.

###### **4.1.3 Initial Accession Services**

The Contractor must accession VAC's records within the timeline noted in Annex F – Volume of Work, to be completed as described herein:

All accessions must have approval from the Project Authority. VAC will provide details about restrictions on usage and new accessions, to facilitate organization and disposition of the records. The Contractor must:

- accession containers of records to its facilities (VAC's records containers will primarily consist of cardboard boxes with volumes of 1.0, 1.1 or 1.2 cubic feet);
- accept VAC containers as is;
- have the ability to create and maintain holds as directed by VAC – e.g., for legal purposes or Access to Information and Privacy requests;
- supply unique numbered containers, boxes, files, and document level identification labels, using barcode and/ or Radio Frequency Identification (RFID) technologies;
- provide indexing services as per Section 5.8 Indexing Services;

- provide physical placement to a storage location;
- capture inventory finding aid metadata provided by VAC or indexed by the Contractor, per VAC requirements for an electronic format compatible with the Contractor's Inventory Management Control System (IMCS);
- Minimum metadata requirements:
  - Locating/ finding aid data;
  - Bar code, unique identifier data;
  - Ownership data;
  - Description(s);
  - Create date(s); and,
  - Retention date and or table references.

#### **4.1.3.1 Additional Accession Service**

The contractor will be required to index and barcode all incoming records from 3<sup>rd</sup> party facilities and LAC Toronto facilities at the contractors site.

## **4.2 Phase 2: Ongoing Services – Tasks**

### **4.2.1 Storage**

The Contractor must:

- store VAC's paper records inventory;
- store all records in compliance with Annex C - Security Requirements;
- obtain approval from the VAC Project Authority to transport or accession VAC record holdings from one facility to another;
- remove empty boxes from storage at no additional cost to VAC when the box contents have been permanently withdrawn.

All new accessions and any records returned to the Contractor must be stored in the Contractor facility which is closest to the VAC location where the records originated, as detailed in Annex B – VAC Office Locations.

### **4.2.2 Accession Requirements**

The Contractor must accession records into its web-based IMCS at both the container and/or the file level, from either pre-populated digital indexes or manually captured data supplied by VAC.

A low volume accession is defined as a request to accession records where the volume is 1 to 999 units. A high volume accession is defined as a request to accession records where the volume is 1,000 units or greater.

All accessions must have approval from the Project Authority. VAC will provide details about restrictions on usage and new accessions, to facilitate organization and disposition of the records. The Contractor must:

- accession containers of records to its facilities (VAC's records containers will primarily consist of cardboard boxes with volumes of 1.0, 1.1 or 1.2 cubic feet);
- pick-up and transport containers from VAC sites to the contractor's storage facility
- accept VAC containers as is;
- have the ability to create and maintain holds as directed by VAC – e.g., for legal purposes or Access to Information and Privacy requests;
- supply unique numbered containers, boxes, files, and document level identification labels, using barcode and/ or RFID technologies;
- provide indexing services as per Section 5.8 Indexing Services;
- provide physical placement to a storage location;
- capture inventory finding aid metadata provided by VAC or indexed by the Contractor, per VAC requirements for an electronic format compatible with the Contractor's IMCS;

- Minimum metadata requirements:
  - Locating/ finding aid data;
  - Bar code, unique identifier data;
  - Ownership data;
  - Description(s);
  - Create date(s); and,
  - Retention date and or table references.

#### **4.2.2.1 Transportation related to Ongoing Accession Requirements**

The Contractor will be required to periodically transport new accessions to the Contractor's facility. The Contractor will assume chain of custody FOB loaded. Bulk shipments will be utilized. All transportation services required will be in accordance with Annex C - Security Requirements

#### **4.2.3 Retrieval, Re-file and Interfile Services**

The Contractor will provide high and low volume retrieval, re-file and interfile services for files or containers based on VAC-supplied inventory finding aids held online using the Contractor IMCS, in accordance with Section 5.7 Service Standards.

Low volume is defined as services for a volume of 1 to 999 units (fewer than 1000 units) and High volume is defined as services for volumes of 1,000 units or greater:

Urgency, destination, and a variety of other factors will be used by the VAC Project Authority to determine the most appropriate transportation methods for each retrieval, re-file or interfile request. The Contractor will prepare the request for either in-house or third-party transportation as part of this task, regardless of the selected transportation method.

For most retrieval of files or containers, VAC will be responsible for ALL transportation service and related costs from the Contractor's facility back to a VAC location. If on occasion the Contractor is required to provide this service, it will be arranged through a Task Authorization (see section 4.3.2 - Transportation of Records). Retrieval service pricing in the Basis of Payment does not include any transportation by the Contractor.

#### **4.2.4 Retrieval - Unsuccessful Searches**

The Contractor will inform VAC, when the requested record(s) cannot be found or is unavailable.

#### **4.2.5 De-location**

When requested by VAC, records may be permanently removed from the Contractor facilities according to regular priority. The Contractor will be required to retrieve the requested files, palletize them (if required) and load them for transport. The Contractor will maintain custody FOB loaded.

Low volume de-location services are defined as requests for services where the volume is 1 – 999. High volume de-location services are defined as requests for services where the volume is 1,000 or greater.

The Contractor must:

- retain all one-time retrieval activities as part of an individual record's metadata for the life of the contract;
- update its IMCS to reflect all one-time retrievals (permanent withdrawals) and de-location activities;
- remove empty boxes from storage, at no additional cost to VAC, when the box contents have been permanently withdrawn;

For most file or container retrievals, VAC will be responsible for ALL transportation service and related costs from the Contractor's facility back to a VAC location. If on occasion the Contractor is required to provide this service, it will be arranged through a Task Authorization (see section 4.3.2 - Transportation of Records). Delocation pricing in the Basis of Payment does not include any transportation by the Contractor.

## **2.6 Secure Destruction Services**

The Contractor will provide all labour, equipment, material, and any incidental transportation required for low volume secure destruction services of de-located files and or containers as per Annex C - Security Requirements and detailed herein.

Low volume secure destruction services are defined as requests for service where the volume is 1 – 999 units. High volume secure destruction services are defined as requests for services where the volume is 1,000 units or greater.

Off-site destruction facilities must meet the same security requirements as storage facilities. All destruction must be completed within Canada. The Contractor must:

- provide secure paper, microforms, and electronic media destruction services in compliance with all VAC and Government of Canada security requirements, including strip-cut shredding to a maximum width of 3/8 of an inch (10mm);
- provide a Certificate of Destruction and update its IMCS to reflect the permanent withdrawal and certified destruction of the records;
- provide a closed loop destruction service, that is, an unbroken chain of custody from storage to certified destruction;

The Contractor must accession records into its web-based IMCS at both the container and/or the file level, from either pre-populated digital indexes or manually captured data supplied by VAC.

### **4.2.7 Alternative Delivery**

The Contractor will provide Image/FTP – Email and Fax services as Alternatives to physical records delivery. The Project Authority will communicate with the Contractor's Representative to schedule alternative delivery prior to the work commencing.

## **4.3 Phase 3: Additional Work – Tasks**

### **4.3.1 Hourly Services and Specialty Services**

As and when requested, the Contractor will be required to provide hourly services and specialty services. The Project Authority will communicate with the Contractor's Representative and outline the additional work prior to the work commencing. The work could include but is not limited to:

- Specialty indexing services;
- Providing image capture services;
- Photocopy services;

### **4.3.2 Transportation of Records**

The Contractor will transport high (bulk) and low volumes of records to or from various VAC Offices as directed by the Project Authority, where Low volume is defined as a volume of 1 to 999 units (fewer than 1000 units) and High volume (bulk transport) is defined as any volume of 1,000 units or greater:

### **4.3.3 Re-boxing**

Containers identified by the Contractor as not having sufficient structural integrity or damaged beyond reasonable repair are to be relabeled, and contents transferred in the same order to a new container. Damaged containers are to be repackaged in appropriate and similar sized containers by the Contractor. Contractor will advise VAC when an action to re-box containers is required. No charges for labour or materials (containers) will be charged by the Contractor if the Contractor is responsible for the original container damages. Project Authority approval will be required prior to work commencing.

## **5.0 Deliverables and Requirements**

Throughout the entire Contract the Contractor will be required to provide ancillary and incidental labour, equipment, materials, and services to complete the work. These provisions include but are not limited to:

### **5.1 Storage Containers**

The Contractor must provide various standard storage cartons as required. Carton types required for storage of:

- Legal/ Letter: A container designed to store both legal and letter sized materials, of approximate size 10"x12"x15". (One piece, container lid included and attached);
- Boxes (corrugated cardboard containers);
- Other: e.g., large document containers – e.g., blueprints, architectural plans, engineering drawings.

### **5.2 Labels**

The Contractor will supply unique numbered container, file, and document level identification labels, using barcode and/ or RFID technologies.

### **5.3 Shipping Preparation**

The Contractor, in consultation with VAC, will aggregate and consolidate shipments by delivery destination in order to efficiently transport records to VAC users and minimize transportation costs.

### **5.4 Packaging & Shipping Supplies**

For records leaving the Contractor's chain of custody, the Contractor will provide all labour, equipment, and material required packaging supplies in advance of shipping, to facilitate the turnaround times identified in the Service Standards at Section 5.7. VAC will provide third-party material requirements for the Contractor's use (ie. Purolator Bags).

The Contractor will supply the following stretch wrap, pallets, pallet tops, security tape, barcode labels, transmittal slips, all incidental supplies, and warehousing equipment required for shuttling or moving pallets;

The Contractor's packaging material will have the following characteristics:

- Durable;
- Water resistant;
- Tamperproof;
- Non-transparent;
- Secure;
- Labeled for destination and easily identifiable throughout the transportation process.

### **5.5 Tracking**

The Contractor will provide, at no cost to VAC, unique numbered container, file and document level identification labels using barcode and or RFID technologies as required.

The Contractor will update the electronic tracking system of VAC's third party when shipments are sent out of the Contractor facility using third party transportation and will utilize user IDs that can be traced to a specific Contractor employee and facility.

The Contractor must provide an auditable, secure chain of custody tracking and shipping service to and from the locations identified in Annex B – VAC Office Locations. VAC records cannot leave Canada.

## **5.6 Quality Assurance and Management of Issues Resolution**

The Contractor will provide a dedicated national relationship to interface with the VAC Project Authority to address quality assurance and resolve any issues which are identified by VAC or the Contractor.

A dedicated toll-free call centre to assist VAC users with issues and questions related to the Contractor's IMCS and delivery of services and:

- is available between 08:00 and 16:30 on business days in each geographical VAC region;
- in both of Canada's official languages;
- Email notification from the Contractor to VAC, to confirm receipt of issues within one day of a VAC user requesting assistance or indicating they have an issue.

## **5.7 Service Standards**

The Contractor must adhere to the following standards throughout all phases of the Contract.

The following activities must be completed within three (3) business days:

- Accession services;
- Dispositions/Permanent Withdrawal services where VAC provides Indexes for retrieval from the Contractor's facility (example: for return to VAC or preparation for certified secure destruction);
- Certified Secure Destruction (paper, microfilm, electronic media).

The Contractor must adhere to the following turnaround times related to retrieval and refiling:

- Urgent Retrieval – the Contractor must have the file retrieved and packaged for third-party pick up within 2 hours from the time of request;
- Regular Retrieval - the Contractor must have the file retrieved and packaged for third-party pick up within 4 hours from the time of request;
- Next Business Day Retrieval – the Contractor must have the file retrieved and packaged for third-party pick up within 1 business day from the time of request;
- Re-filing must be completed within 1 business day.

## **5.8 Indexing Services**

All data entry is to be input and stored within Canada.

Throughout all phases of the Contract the Contractor will:

- obtain indexing information through the following sources:
  - Electronic batch files from VAC to the Contractor suitable for upload and processing;
  - Data input by VAC employees to the Contractor IMCS;
  - Transmittal documentation suitable for data entry; and
  - Transmittal documentation suitable for Optical Character Recognition (OCR) or Intelligent Character Recognition (ICR).
- be required to record metadata/indexing updates or changes modified by VAC;
- make provisions for items to be accessioned from individual transmittal slips, the Contractor's data entry process will include a description field as an identifier from the barcode inventory transmittal slip;
- index and file information resources by retention date in accordance with VAC's indexing directive. Specifically, each information resource to be indexed by the Contractor will be accompanied by a unique transmittal slip, and pre-populated by VAC users. A record description will be assigned using VAC pre-determined codes, to correspond with VAC's requirement to sort billing by VAC Program Owner.

The Contractor's IMCS must be capable of:

- accepting a minimum of six fields of data entry per record, consisting of not more than thirty (30) characters per field: e.g., Client file number, Client service number, Date of Birth, Date of Death, Name, and Description;
- updating descriptions and corresponding retention periods upon direction from VAC as requested;
- Auto-populating metadata based on field entries.

VAC uses multiple retention dates for its records. Retention dates will be calculated by Records Disposition Authorities (RDA) tables, or input specifically to retention fields in the Contractor's IMCS.

VAC currently utilizes separate in-house records inventory systems for each type of record. VAC may decommission these systems and replace their functionalities with the Contractor's IMCS. Should this occur, a VAC holdings inventory from each of these VAC records systems will be transferred to the Contractor's IMCS. As indexes are transitioned to the Contractor, each VAC system will be shut-down in order to maintain the integrity of the transitioned indexes.

### **5.9 Inventory Management Control System (IMCS)**

The Contractor's Inventory Management Control System (IMCS) must be a web-based inventory, billing and management control system that analyzes information and issues customizable management and billing reports and recommendations for VAC's records inventories and activities; this system will in part be utilized by VAC to perform various managerial and records activities.

The system must have the capabilities as outlined in Annex D – IMCS Capabilities and meet the specifications outlined in Annex C - Security Requirements.

### **5.10 Storage Facility Requirements**

- The Contractor's facilities will be above grade and be completely free of water leaks, and be climate controlled
- The floors, walls and ceilings of the Contractor's facilities will be sealed to eliminate dust.
- The Contractor's facilities will be equipped with an uninterruptible electrical power supply.
- The Contractor's facilities will be monitored 24 hours a day, seven days a week for smoke, fire, floods and unauthorized entry.
- The Contractor's facilities will be equipped with an electronic intrusion detection system to detect any unauthorized access to the facility. The electronic intrusion detection system will be monitored internally or by a ULC- certified alarm monitoring station.
- The Contractor facilities will utilize multi-level security systems that meet or exceed the requirements for a CIISD defined "Protected B" environment, including key cards, biometrics, motion, infra-red, CCTV monitoring.
- The Contractor's facilities will be built to resist threats from fire, specifically:
  - Facilities will be built with fire resistant materials in accordance with provincial building code specifications.
  - Interior walls will be rated at a 3 hours fire protection.
  - Facilities will be protected by smoke detectors as prescribed in Canadian Federal and Provincial fire codes.
  - Facilities will have functioning fire extinguisher equipment positioned throughout the facility that is well marked as to their locations.
  - The area of the Contractor's facilities used to store VAC records will be without windows.
- All VAC records regardless of medium will be stored on clean fireproof shelving units that are:
  - Properly constructed and braced;
  - Engineered and constructed to meet the local seismic and fire code regulations for use in a document or media storage facility.
- All VAC records regardless of medium will be stored at least three (3) inches above the floor.

- Receiving and shipping dock(s) adjacent to the Contractor's storage facilities will be capable of accommodating vehicles up to and including semi-trailers.

#### **5.11 Secure Chain of Custody**

Requirements for Chain of Custody processes will include but not be limited to:

- the Contractor's IMCS will provide proof-of-delivery (POD) for any shipment;
- the Contractor's IMCS will ensure that proof-of-delivery requests are available through Web based shipping tools, or through a live customer service representative;
- the Contractor's IMCS will provide chain of custody tracking and reporting for each pickup/ delivery request.

#### **5.12 Contract Close-out and Transition Services**

- VAC requires that all levels of service in the Statement of Work will be maintained, uninterrupted, during the entire Contract period, including any period leading to completion of the Contract. During the 6 month period prior to Contract expiry, transportation volumes for the transition are to be a minimum of 1000 containers per day per facility. The Contractor must provide VAC and/or any third-party acting on VAC's behalf timely and efficient access to transitioning files.

**Prior to final payment, the Contractor must deliver to the VAC Project Authority all such personal information in whatever form, including all working papers, notes, memoranda, reports, data in machine-readable format or otherwise, and documentation which have been made or obtained in relation to the contract upon completion or termination of the contract, or at such earlier time as requested.**

### **6.0 Information Management Clauses**

#### **6.1 Ownership and Control**

Veterans Affairs Canada is bound by the *Privacy Act* with respect to the protection of personal information as defined in the Act. All information provided to the Contractor for the purposes of this contract, remains under the ownership and control of Veterans Affairs Canada (VAC), on behalf of the Government of Canada. All applicable Federal legislation applies under all circumstances, even when such information is in the sole custody of the Contractor.

The Contractor must keep private and confidential any such personal information collected, created or handled by the Contractor under this Contract, and must not collect, use, copy, disclose, dispose of or destroy such personal information except in accordance with the *Privacy Act* and the delivery provisions of this Contract.

The Contractor shall use all personal information solely for the purpose(s) for which it was provided, as determined by VAC and in accordance with the requirements of the Contract. Any secondary use of such information, including research, requires the written approval of the VAC Project Authority.

The Contractor must deliver to the VAC Project Authority all such personal information in whatever form, including all working papers, notes, memoranda, reports, data in machine-readable format or otherwise, and documentation which have been made or obtained in relation to the contract upon completion or termination of the contract, or at such earlier time as the Minister may request.

Upon delivery of the final product(s) to VAC, the Contractor shall ensure that all information is returned to VAC. The Contractor will have no right to retain that information in any form and must ensure that no record of the personal information remains in the Contractor's possession.

#### **6.2 Requests for Information**

Should the Contractor receive a request for information from a third party, relating to information in their custody for the purposes of this contract, the Contractor will advise the VAC Project Authority. Following consultation with the VAC Access to Information and Privacy Coordinator, the VAC Project Authority will provide the Contractor with guidance and direction on handling the request.

### 6.3 Breaches of Privacy

The Contractor shall notify the VAC Project Authority immediately when it becomes aware of any occurrence or risk of occurrence which may be considered a breach of the privacy requirements of the Contract, which include but are not limited to:

- Unauthorized access to or modification of the personal information in its custody;
- Unauthorized use of the personal information in its custody;
- Unauthorized disclosure of the personal information in its custody;
- Unauthorized access, use, or disclosure of personal information stored or transmitted electronically;
- Unauthorized access, use or disclosure of personal information during shipment, transport, transmittal, or transfer of any personal information for which the Contractor had custody or was responsible for packaging and addressing;
- A breach of privacy or security with respect to personal information delivered or destined to the Contractor shipment, transport, transmittal, or transfer of any personal information for which the Contractor had custody or was responsible for packaging and addressing.

### 6.4 Audit Trail

The Contractor agrees to allow VAC accessibility to inspect and investigate all systems, facilities, and contracts used by the Contractor to provide services to VAC. For audit trail purposes the Contractor must:

- have an audit trail showing who has accessed VAC data and what operations/ actions were performed during a given period time;
- follow the requirements specified in all applicable Acts and regulations, such as the *Access to Information Act* and the *Privacy Act*;
- ensure that all accesses to VAC information, including query (i.e., select, create, view, modify, delete) using an applicable application must be logged (have an audit trail) unless exempted by VAC's DSO;
- ensure that all systems and applications providing employee (that is, user) access to VAC information must record these accesses in an audit trail record in a manner determined by the VAC DSO;
- send or maintain an accessible record of the audit trail(s) for VAC at a frequency and format approved by VAC
- ensure that audit trails are incorporated into the design of any system providing employee access to VAC information;
- ensure all audit trails involving VAC records and related log data is permanently retained and accessible to the VAC on a scheduled or ad hoc basis;
- provide an audit room on site at each facility for identified VAC users to examine the requested information available for their inspection;
- have audit records that include at least:
  - Event(s) occurred;
  - Source(s);
  - Outcome;
  - Identity;
  - Type;
  - Time stamp from trusted time source
- provide capability to determine whether an individual (employee or user) took a particular action to:

- Associate data producer identity with data and label;
- Validate binding of producer's identity to data and label;
- Maintain reviewer or releaser identity and credentials in chain of custody, and data labels and marking integrity; and
- Validate reviewer identity binding to data and label prior to release from domain.

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**Annex B - Veterans Affairs Canada (VAC) Locations**

**re: Statement of Work  
National Records Storage**

	<b>VAC Locations</b>	<b>Area</b>	<b>Maximum distance between the VAC location and the Contractor's storage facility</b>
1	Alderney Gate 40 Alderney Rd Dartmouth, NS B2Y 2N5	Atlantic	50 km
2	Place Bonaventure 800 de la Gauchetière St. W. Montréal, QC H5A 1L8	Montréal	50 km
3	2323 Riverside Dr. Ottawa, ON K1A 0P5	Ottawa	50 km
4	2075 Bayview Ave. Toronto, ON M4N 3M5	Toronto	50 km
5	234 Donald Street Winnipeg, MB R3C 1M8	Winnipeg	50 km
6	605 Robson St Vancouver, BC V6B 5J3	Vancouver	50 km

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**Annex "C"**  
**Security Requirements**

**1.0 Destruction Services up to and including PROTECTED B information**

- 1.1 Records are to be picked up in enclosed vehicles with all cargo access doors equipped with locking hardware approved by VAC Security Services.
- 1.2 Records are to be transported directly to the Contractor's facilities with no undue delays or unnecessary stopovers. In the event of emergency stops due to mechanical or other problems, the loaded vehicle will not be left unattended.
- 1.3 Vehicles used in the transportation of VAC records will be equipped with communication devices (that is, cellular phone, pager or radio phone etc.) for use in case of emergencies.
- 1.4 Security seals are to be removed by security screened personnel at the Contractor's site, after verification that the seal numbers match the Bill of Lading.
- 1.5 The Sensitive records/material will be moved to secure storage or directly to the shredding or pulping area.
- 1.6 The Contractor's storage facilities and shredding rooms will be equipped with approved electronic intrusion detection systems acceptable to VAC Security Services.
- 1.7 Records that have been requested for certified destruction will be destroyed within three business days after approval by the VAC Project Authority.
- 1.8 Sensitive material up to and including PROTECTED B information will be destroyed using equipment capable of shredding to a size no greater than 16 mm x 100 mm, and the disintegrator screen passage shall be no greater than 19 mm (3/4"). The Contractor will be required to destroy all Electronic Media according to ITSG - 06 Clearing and Declassifying Electronic Data Storage Devices using devices approved by the RCMP and found on the RCMP Security Equipment Guide [http://www.rcmp-grc.gc.ca/physec-secmat/res-lim/pubs/seg/html/page\\_0069\\_e.htm](http://www.rcmp-grc.gc.ca/physec-secmat/res-lim/pubs/seg/html/page_0069_e.htm)
- 1.9 The shredder will be properly separated and secured from other shredders of a larger cut in the same building.
- 1.10 All shredding will be done in Canada.
- 1.11 Baling of the shredded material is required.
- 1.12 Once shredded or pulped, the end product will be considered as non-sensitive/unclassified and may be sold to anyone, anywhere without further stipulations.
- 1.13 VAC Security reserves the rights to conduct an unexpected on site security inspection to ensure security requirements are being respected.

**2.0 Transportation Services up to and including PROTECTED B information**

- 2.1 All Contractor and third-party Carrier personnel involved in the pickup and transportation of records containing protected information will EACH hold a valid Reliability status following a Designation Organization Screening (DOS) at the Protected B level approved by the Canadian and International Industrial Security Directorate (CIISD) of the Department of Public Works and Government Services Canada (PWGSC).
- 2.2 Records are to be picked up in enclosed vehicles with all cargo access doors equipped with locking hardware approved by the VAC Security Services. The vehicle will be equipped with a wire mesh divider separating the driver from the material storage area.
- 2.3 Records are to be transported directly to the Contractor's facility with no undue delays or unnecessary stopovers. In the event of temporary or emergency stops during the transportation of VAC records, the loaded vehicle shall not be left unattended.
- 2.4 Vehicles used in the transportation of VAC records will be equipped with GPS vehicle tracking, Security self-locking systems, and anti-theft deterrent systems.
- 2.5 Vehicles used in the transportation of VAC records will be equipped with communication devices (that is, cellular phone, pager or radio phone etc.) for use in case of emergencies. A list of VAC representatives with phone numbers should also be provided to the Carrier.

- 2.6 Both, Contractor and Carrier Security designates will conduct seal integrity verification before security seals are removed to ensure that each seal number matches the Bill of Lading. The lock and seal will be removed by Contractor Security designates. An inventory of the material to be delivered will be matched with what is on the Bill of Lading. If material is missing, the Contractor Security designate will contact the VAC Project Authority immediately and the records will be moved to a secure storage area protected with intrusion alarm components.

### **3.0 VAC Information Technology Security Requirements**

VAC's Information Technology Security (ITS) Requirements are the minimum safeguards required for the protection of information and information systems from unauthorized access, use, disclosure, disruption, modification, inspection, recording or destruction.

- 3.1 Security is based upon layers of protection. In order for ITS to provide an effective safeguard, it must be preceded and supported by other aspects of security and associated policies. The physical, personnel and information security safeguards in accordance with the Policy on Government Security and ITS related Standards must exist prior to the implementation of ITS safeguards.
- 3.2 PWGSC Validation for Physical Security. The application of VAC's IT security safeguards are based on the mandatory requirement that the physical premises have been inspected, certified and accredited to process and store Protected B information by the Canadian Industrial Security Directorate (CISD), Public Works and Government Services. VAC's Departmental Security Office (DSO) will validate the certification and a CISD Field Industrial Security Officer (FISO) will perform a bi-annual inspection to ensure that premises PWGSC certification is maintained.
- 3.3 Personnel Security. All personnel who have access to the material being processed must hold valid Government of Canada security screening at the appropriate level (dictated by the sensitivity of the material) and have the "need to know".
- 3.4 Information Security. All hard copy documents and other media formats must be handled and transported in accordance with Government of Canada guidelines and will be marked with the appropriate security classification as provided by Veterans Affairs Canada. Any covering letter, transmittal form or circulation slip will be marked to indicate the highest level of classification of the attachments.
- 3.5 Transportation of Information. Transportation of information into or out of the physical premises must adhere to RCMP G1-009 "Transport and Transmittal of Protected and Classified Information". Contractor personnel may only transport documents associated with a Veterans Affairs Canada contract into or out of the operational zones with the approval of the VAC DSO.
- 3.6 Security Policy Compliance and Monitoring. On a frequency to be determined by its Safety, Security and Emergency Management Division (SSEMD), VAC retains the right to conduct inspections of the Contractor facility to ensure compliance with Government of Canada standards and policies with respect to the handling, storage and processing of protected information.

- 3.7 IT Security Policy Compliance and Monitoring. On a frequency to be determined by VAC's ITS Division, VAC retains the right to conduct inspections of the Contractor facility to ensure compliance with Government of Canada standards and policies with respect to prevention, detection, response and recovery requirements as prescribed in the Operational Security Standard: Management of Information Technology Security.
- 3.8 Adherence to Government of Canada Policies. All information technology related operations must adhere to the overall requirements outlined in the Treasury Board Policy, Operational Security Standard: Management of Information Technology Security. Sections 16, 17, and 18 of this standard specifically refer to prevention, detection, response, and recovery. <http://www.tbs-sct.gc.ca/pol/doc-eng.aspx?id=12328&section=text>
- 3.9 Prevention. Prevention safeguards protect the confidentiality, integrity, and availability of information and IT assets.
- 3.10 Physical Security within the IT Security Environment
- 3.10.1 The Contractor will, as requested by the VAC ITS Coordinator, provide a list of physical safeguards which are implemented in the facility which is used to process and store protected information. All equipment processing protected information is to reside in a operation zone as defined by (RCMP – G1-026) Guide to the Application of Physical Security Zones."
- 3.10.2 The equipment within the operations zone, which is used to process the protected information, must be either standalone or on an 'island' network (self-contained, used for the purposes of processing the information related to the contract and have no external connection to the internet or other network, internal or otherwise).
- 3.10.3 The island network must only be used for the processing and storage of information related to contracts with VAC and no other party.
- 3.10.4 The use of wireless technology for the processing of protected information is prohibited without the express written approval of the VAC DSO.
- 3.11 Storage, Disposal and Destruction of IT Media
- 3.11.1 All material such as CD/DVDs, flash/thumb drives, workstation hard disks, server hard disks, backup tapes and any other devices used to process or store protected information must be identified and itemized by model and serial number for hard disks, and by label for any other media which cannot be identified by model or serial number.
- 3.11.2 These devices or material must be retained and properly stored or disposed of by VAC IT Security personnel in the event of failure and replacement of the equipment or termination of the final contract.
- 3.11.3 As requested, the VAC ITS Coordinator must be provided with the list of equipment and media being used. In addition, only equipment and media that has been identified, itemized and documented may be used to process protected information associated with the VAC contract.

- 3.11.4 In the event that equipment requires maintenance, support or replacement, no hardware associated with the processing or storage of protected information may be given to an outside vendor without the approval of the VAC ITS Coordinator.
- 3.11.5 All media, when not in use, must be stored in a storage container which is RCMP-approved for the storage of information up to and including the Protected B level (G1-001 "Security Equipment Guide"). The storage container must be verified by CISD and validated by the VAC DSO.
- 3.12 Authorization and Access Control. Within two weeks of Contract award the Contractor must provide the VAC ITS Coordinator with a list of all individuals who have access to the protected information being processed for VAC, along with the Contractor's current policies and procedures for adding individuals to the environment and the process followed when an individual is removed from the environment. In following the 'principle of least-privilege', the Contractor must provide only the minimum access required for individuals to perform their duties.
- 3.13 Mobile Computing and Teleworking. Due to the fact that the requirements have stipulated an island-network configuration, mobile computing and Teleworking need not be expressly addressed; however, it is important to state that the processing of protected information associated with VAC contracts may only be performed in the facility which has been validated by the VAC DSO.
- 3.14 Emanations Security. The highest level of information processed under this Contract is Protected B, as such there are no TEMPEST protection requirements at this time.
- 3.15 Telecommunications Cabling. In the event an island network is used (rather than standalone equipment), it is important to control and monitor access to telecommunications wiring, spaces and pathways to avoid inadvertent or deliberate connection to any other network.
- 3.16 Software Integrity and Security Configuration. The Contractor should configure the security of their operating systems and application software being used to process protected information in accordance with security best practices (such as the Microsoft Security Compliance Toolkits for servers and clients, Veterans Affairs Canada documentation). The Contractor must implement safeguards to "harden" servers and workstations processing protected information, and detail that information in a document to be delivered to the VAC ITS Coordinator.
- 3.17 Malicious Code. Due to the isolation of the systems being used to process protected information (standalone or island network) these systems are less exposed to malicious code such as viruses, Trojan horses, and network worms; however, without proper procedures for introducing new equipment or information into the environment, they are still vulnerable. Therefore, the Contractor must install, use and regularly update antivirus software and conduct scans on all electronic files from external systems.
- 3.18 Detection. It is important to have the ability to detect security related issues within the operating environment which processes protected information. Even though the systems are isolated, it is still useful to use sources such as system logs (event viewer), virus protection software and other system tools to monitor systems. In order to adequately protect information there must exist the ability to detect activity such as unauthorized access, unplanned disruption of systems or services or unauthorized changes to system hardware, firmware, or software. Detection mechanisms which are used by the Contractor must be documented and provided to the VAC ITS Coordinator upon request.
- 3.19 Response and Recovery. The Policy on Government Security requires departments to 'establish mechanisms to respond effectively to IT incidents and exchange incident-related information with designated lead departments in a timely fashion'. Similarly, VAC requires the Contractor to have a documented incident response process. All documentation pertaining to incident response must be provided to the Veterans Affairs Canada ITS Coordinator upon request.
- 3.20 Incident Reporting. It is paramount that VAC's DSO and ITS Coordinator are made aware of any security-related incidents with respect to the facilities and equipment used to process and store protected information associated with VAC contracts. The Contractor must report any security-

related incidents to the VAC DSO and ITSC within two hours of an incident being detected or reported.

- 3.21 Recovery. The ability to recover systems and information is extremely important in any IT environment. VAC requires the Contractor to demonstrate the ability to address systems recovery by providing documentation relating to systems and server backup policies (e.g. processes used, tests restores, retention periods and storage of backup media). This documentation shall be forwarded to the VAC ITS Coordinator, upon request.
- 3.22 All data input, processing, storage, accessing, and electronic back-ups are to be domestically processed and stored in Canada.

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## **Annex D**

### **IMCS Capabilities**

#### **1.0 Requirement**

The Contractor's IMCS will be a streamlined, enterprise-wide and nationally integrated system that will provide the capability for a single view of VAC's consolidated inventory holdings using one datastore. Users will be able to search for a record without the need to know where it is physically stored.

#### **2.0 Capacities**

The Contractor's IMCS will have the capability and capacity to meet the VAC demand for user accessibility. VAC will have a potential of 30 unique users, and a peak load of 100 daily actions. Daily actions includes, users creating records, viewing inventory, and performing service requisitions. The Contractor IMCS will support multiple role and permissions designations for VAC users to allow for tailored access as needed to support VAC programs.

The Contractor's IMCS will be available 24 hours per day and 7 days per week.

The Contractor's IMCS will be capable of minimum system response times for the following user actions:

- One half (0.5) second or less to add a record; and
- Two (2.0) seconds or less to process a service request.

The Contractor's IMCS will have the capability for both human-readable and machine-readable labeling. Machine-readable technology includes but is not limited to: Quick Response (QR) type bar code and or Radio Frequency Identification (RFID) technologies that are web-enabled.

The Contractor's IMCS will have the capability for complete records retention and destruction scheduling options and functions.

The Contractor's IMCS will ensure that a comprehensive collection of data associated to VAC records is captured during every step of the records lifecycle.

The Contractor's IMCS will capture service action (retrieval, re-file, interfile) request information for:

- Container(s);
- File(s);
- Document(s);
- Item(s).
- The Contractor IMCS will have the ability to migrate data from legacy records managements systems (Microsoft Office, Microsoft Excel, and Mainframe applications).

#### **3.0 System Tracking Features**

The Contractor's IMCS must have the following system tracking features:

- multi-level inventory tracking capability. It will track an unlimited number of levels of items (Containers, Files, Documents, and Items);
- capability to track operational statistics for all activities providing aggregate details for users of all VAC operations on a cost centre and branch-wide basis;
- ability to monitor and audit all VAC users' traffic and activities on the system.

#### **4.0 User Control Features**

The Contractor will ensure that all users can be given access to, or can be limited from accessing the following activities depending on their user authorization profile:

- Access their own inventory in real-time and perform actions such as on-line requests and file passes to other authorized users for items, using any standard Web browser.
- Access to standard and ad hoc reports on-line.
- Access to run queries and export results.
- Access to perform their own data entry, both at the container, file and item level.
- Access to request the retrieval of VAC records.
- Access to request pickups and returns of VAC records.
- Ability to process and approve items for de-location and destruction.
- Ability to process and approve items for permanent withdrawal.
- The IMCS will include security features to prevent any unauthorized access and ensure all security requirements are met.

The Contractor, in consultation with VAC, will provide the administration and process to manage VAC employee access and profile rights to the Contractor's IMCS.

- The individual user can be given or denied access to each menu option.
- Administrative client users can add Web users and control all users' access to each menu option.
- The Contractor will provide designated Identified Users with Administrator Access rights to the Contractor web-base, for maintaining and monitoring the authorized access level control lists of VAC branch employees such as:
  - Agency Administrator(s) to have access to all individualized accounts;
  - Branch Administrator(s) to have access to specific Branch information;
  - Regional Administrator(s) have access to specific Region information.

#### **5.0 Reports and User Inquiries Requirements**

The Contractor's IMCS will have the capability of compiling all collected data into a variety of reports such as:

- the capability for users to program features to include ad hoc report generation capability;
- the capability to create custom queries that can be saved for future use;
- the capability to export query results to common software: for example, Excel, Lotus 123, ASCII, dbf, or other standard formats;
- the ability to build a query and send the results;
- the ability to save and recall lists created from query results;
- the ability to perform Boolean searches;
- the ability to print or save query result sets.

#### **6.0 General Report Requirements**

The Contractor's IMCS will have the capacity to perform a wide variety of standard reports for management, users, operations, service requisitions, and accounting. The Contractor IMCS will have the ability to:

- create customized reports;
- display all reports easily into the standard user web interface;
- provide a standard reports menu offering a variety of reports;
- allow user definability to list and sort inventory by key fields in order to develop customized reports;
- accept a minimum of six fields of data entry by VAC users per record transaction, consisting of not more than thirty (30) characters per field: e.g., Client file number, Client service number, Date of Birth, Date of Death, Name and Description;
- create record destruction eligibility reports;
- send authorized users various reports on a pre-defined schedule;

- provide an English electronic report of VAC's full inventory of records in storage with the Contractor as required by VAC and at termination of the Contract.

## **7.0 Specific Report Requirements**

The Contractor will provide VAC with the following types of reports:

- Authorized User list report;
- Billing service codes report.
- Report detailing items not returned (outstanding);
- Report summarizing inventory accessions and delocations;
- Service Standards (Turnaround times) performance;
- User activity reports – monitoring;
- Service requisition history detail;
- Service requisition history summary;
- Service actions report summarizing services activities by activity description (i.e., accession, de-location) or bill codes
- Dunning report for retrieved items or outstanding service actions at variable and adjustable time intervals -
  - The IMCS will be able to perform Dunning reports to support the disposition eligibility list reporting function;
  - The IMCS will support a workflow functionality requiring authorized users to sign off and approve records disposition;
  - The IMCS will follow up at predetermined intervals to ensure authorization process is completed;
  - The IMCS will notify users that disposition services have been performed and complete

## **8.0 Accounting Reports**

The Contractor will provide accounting reports that are:

- Detailed by services used;
- Multi- level statement providing costs and activities associated with users, cost centres, and VAC defined organizational financial structure;
- Chargeback reporting.

## **9.0 Web Accessible Reports**

The Contractor will provide web accessible reports; specifically:

- Containers and files and documents in inventory;
- Destruction eligibility reports;
- Containers', files', documents' scheduled expiration by date;
- Containers and files and documents retrieved;
- Storage volumes.

All web pages shall comply with, and validate against, the W3C XHTML 1.1 DTD ([external link](#)), the W3C XHTML 1.0 Strict DTD ([external link](#)), or the W3C HTML 4.01 Strict DTD ([external link](#)). Validation is to be performed using the W3C Markup Validation Service ([external link](#)).

All style sheets shall comply with and validate against the W3C Cascading Style Sheets Level 2 Revision 1 (CSS 2.1) Specification ([external link](#)) or the W3C CSS, level 1 ([external link](#)) specification. Validation is to be performed with the W3C CSS Validation Service ([external link](#)).

All web pages will comply with the W3C Web Content Accessibility Guidelines (WCAG) 1.0 (external link), including all priority 1 and priority 2 checkpoints (external link). It is desirable that all priority 3 checkpoints also be met.

Client-side scripting using JavaScript or equivalent shall comply with International Standard ISO/IEC 16262:2002.

#### **10.0 Contractor Provided Training**

Training must provide VAC users with the knowledge and ability to effectively utilize the Contractor IMCS, products, processes and services in the performance of their work. The Contractor will provide on-site and/or web-based training as required by the VAC Project Authority.

All training products, sessions, and services will be available in both of Canada's official languages.

The Contractor will work within timelines requested by VAC to develop and provide the following training for all VAC users about the Contractor's IMCS and processes:

- On-line web based training for VAC employees on IMCS functionality and processes;
- Online user manuals for VAC employees, specifying IMCS functionality and processes;

The Contractor will ensure that the IMCS training programs include the following:

- Services provided;
- Ordering process; and
- Service levels (see Section 5.7 – Service Standards).

The Contractor will ensure that system user IDs for the IMCS will not be issued to VAC users by the Contractor until an initial training program is reviewed and approved by the VAC Project Authority.

All training and materials will be provided to VAC as required at no additional cost to VAC.

## Annex E: Glossary of Terms

**Accession:** (1) Procedure by which a records holder acquires or takes physical custody of, or otherwise takes responsibility of a record; includes the documentation of the transfer of records or materials into a database and the physical placement to final storage location. (2) A group of records organized in a logical and sequential manner.

**Batch File Transfer:** The consecutive transmission of two or more electronic files: e.g., for bulk accessions or bulk retrievals.

**Chain of Custody:** The documented tracking evidence of securely managing records, including custody, control, shipping, accessioning, and analysis, in accordance with the Government of Canada and VAC Security requirements.

**Container:** A file jacket, Shannon file, expansion folder, box, or similar object that provides methods for inserting or removing records on a specified function/activity/subject which is arranged therein in some sequence, usually by date order.

**De-Location:** Permanent removal of records or containers of records from storage and their return to the client; includes the data entry to update the storage facility's electronic inventory management control system.

**Destruction:** The physical obliteration of an information resource beyond any possible reconstitution in accordance with the approved Government of Canada requirements for the security level of the information being destroyed.

**Destruction equipment:** Any device or process used to change the medium which contains classified or protected information in such a way that the classified or protected information can no longer be derived from the medium.

**Disposition:** A range of processes associated with the controlling department's responsibility for implementation of records destruction or transfer decisions (including transfer from Government control) at the end of the record life cycle, as documented in disposition authorities or other instruments of the Government of Canada.

**Dunning Report:** In the context of this document, Dunning report refers to a systematic communication to inform of the approaching due date, or the date when specific activities were completed.

**External Destruction Services:** The authorized destruction of government information resources performed by a Contractor using approved equipment at the Contractor's facility or a mobile shredding truck and subject to the Government of Canada security requirements for the information being destroyed.

**File:** In the analog environment, a collection of related records grouped together usually in reverse chronological order. In the digital environment, a named set of records stored or processed as a unit electronically.

**File Culling:** The act of removing a document from a file or container when the document's retention period has expired and it is scheduled for destruction and the other documents in that file or container have not met their retention period. See: Retrieval

**Finding Aids:** An electronic or manual tool which defines the parameters required to identify an information resource and to physically locate it – e.g., a list.

**Indexing:** A systematic guide to the contents of a document, file, container, or any group of these, consisting of an ordered arrangement of terms or other symbols representing the contents and references, code numbers, page numbers, etc., for accessing the contents.

**Information Holdings:** All information under the control of a government institution, regardless of the form in which it is stored. This may include correspondence, memoranda, books, plans, maps, drawings, diagrams, pictorial or graphic works, photographs, films, microforms, sound recordings, videotapes, machine-readable records, published material and any other documentary material. Excluded are materials held by federal libraries which were not prepared or produced by or for the government.

**Information life cycle:** The life cycle of information management encompasses: the planning, collection, creation, receipt, and capture of information; its organization, use and dissemination; its maintenance, protection and preservation; its disposition; and its evaluation.

**Information resources:** Any documentary material produced in published and unpublished form regardless of communications source, information format, production mode or recording medium. Information resources include textual records (memos, reports, invoices, contracts, etc.), electronic records (e-mails, databases, internet, intranet, data etc.), new communication media (instant messages, wikis, blogs, podcasts, etc.), publications (reports, books, magazines), films, sound recordings, photographs, documentary art, graphics, maps, and artifacts.

**Interfile:** The action of placing one or more new items into a file or arrangement which contains existing materials, or combining two or more sets of items into a new file or arrangement of materials.

**Inventory Management Control System (IMCS):** A web-based tool for control and management of an – inventory. For the purposes of this Contract, the Contractor's IMCS manages VAC's information holdings in the Contractor's storage facilities and incorporates invoicing and all related records lifecycle activities and the production of management and performance reports which help identify recommendations and possible efficiencies for VAC's records activities.

**LAC:** Library and Archives Canada

**Media:** Format in which information is stored. Different media types include paper files, microforms, photographs/illustrations, cartographic records, audio and video recordings, electronic documents, application systems, etc.

**Metadata:** "Data about data." A term which describes a document, collection of data, or (in the Web context), machine-understandable information to identify, locate and/or describe Web resources. Metadata facilitates the understanding, use and management of the primary data – e.g., the "Title" "Subject" or "Author" fields in the electronic data management system of a Library.

**Need-to-know:** The need for someone to access and know information in order to perform his or her duties.

**Personnel security screening:** The process of examining the trustworthiness and suitability of employees and, where national interest is concerned, their loyalty and associated reliability. When satisfactory, an employee is granted reliability status or a security clearance. Reliability status applies when only protected assets are concerned. When the employee has access to classified assets, a security clearance corresponding to the level of classified assets is issued. A security clearance includes reliability status.

**Personal Information:** Information about an individual that is recorded in any form bearing some identifiable number, symbol or other particular; or information that deals with private affairs, not those of government. Examples of personal information could include a résumé or a leave credit report.

**Protected B Information:** Protected information refers to specific provisions of the *Access to Information Act* and the *Privacy Act* and applies to sensitive personal, private, and business information which is designated as either "A", "B" or "C". Those who require access to Government of Canada information which is designated as Protected require a Government of Canada Reliability Status. At all times, access to and/or sharing of this information is to be conducted on a need-to-know basis. Protected information relates to Non-National interest and may qualify for an exemption or exclusion under the Access to Information or Privacy Act. The compromise of Protected B information would reasonably be expected to cause grave injury, such as loss of reputation or competitive advantage to a non-national interest – e.g., information that contains medical or psychiatric descriptions; information regarding complaints against Government employees; information containing a substantial amount of personal data; information containing criminal records summary and fingerprints; information containing an individual's finances such as income, liabilities, net worth, or activities involving bankruptcies or credit; information containing personal evaluations, character references or performance; and any form marked "Protected B" when completed.

**Record:** For the purpose of this Contract, records refer to the information resources created, received and maintained by Veterans Affairs Canada, regardless of medium or form. See: Information Resources.

**Records Lifecycle (Life Cycle, Records Management Lifecycle):** The life cycle of information resources (records) encompasses the following: the collection, creation, receipt, and capture of information; its organization; storage, retrieval, use, accessibility, dissemination and transmission; its maintenance and protection; and, its disposition or preservation.

**Re-file:** The action of returning a previously accessioned information resource which has a bar code label, to its original container.

**Reliability status:** Indicates successful completion of a reliability check; allows regular access to government assets and access with a need to know to protected information.

**Retention Period:** The length of time a record must be retained before disposition.

**Retrieval:** The physical search, withdrawal and electronic update to an inventory control system when an information resource is removed from its storage location.

**Security Classification:** A security category assigned to information to assess its required security protection value as Protected A, B, C, Confidential, Secret or Top Secret.

**Shipment:** For the purposes of this Contract, usage of the term shipper, shipment or shipping or to ship, refers to transportation. See: "Transport."

**Storage:** For the purposes of this Contract, storage refers to the secure physical custody, safekeeping and maintenance of selected information resources, which primarily consist of paper records, but may also include electronic media, microforms or other media formats.

**Third Party/Third Party Carrier:** Under this Contract, a third-party (3<sup>rd</sup> party) or third party Carrier refers to an individual or entity other than Veterans Affairs Canada (as first party) or the Contractor (as second party).

**Transmittal:** For the purposes of this Contract, the term Transmittal is used in the context of Transmittal Documentation; the action of sending protected and classified information from one location to another is referred to as Transport.

**NOTE:** as defined in the RCMP Guide on the Transport and Transmittal of Protected and Classified Information, Transmittal means "to send protected and classified information from one person or place to another by a third party.

**Transmittal Documentation/Form/Letter/Slip:** Any covering document, form, letter or circulation slip attached to, or accompanying a transaction for which it describes the contents and provides traceability.

**Transport:** For the purposes of this Contract, usage of the term "Transport" includes activities such as picking-up, sending and delivery of protected and classified information from one facility to another – e.g., from a VAC location to a Contractor facility . Where transportation is also accompanied by records management services, such as accessioning, indexing, packaging, retrieval, etc., these services are specified under the Contract. See also: Transmittal, Shipment.

**NOTE:** as defined in the RCMP Guide on the Transport and Transmittal of Protected and Classified Information, Transport means "to physically hand carry protected and classified information from one person or place to another'."

**Under the control:** A record is under the control of a government institution when that institution is authorized to grant or deny access to the record, to govern its use and, subject to the approval of the National Archivist, to dispose of it. Regarding the question of physical possession, a record held by an institution, whether at headquarters, regional, satellite or other office, either within or outside Canada, is presumed to be under its control unless there is evidence to the contrary. A record held elsewhere on behalf of an institution is also under its control. Personal or political papers of a minister and ministerial records not relating to the administration or operation of the institution for which the minister is responsible and which are kept separate and apart from institutional files are not under the control of the institution.

**Zones:** A series of clearly discernible spaces to progressively control access.

**Annex F – Estimated Volume of Work, Phase 1: Addresses**

	<b>Current Records Storage Locations</b>	<b>Start of Work</b>	<b>Destinations (new locations) for Records Storage</b>	<b>Estimated Quantity</b>	<b>Required Completion Date</b>
1	Atlantic RSC - LAC 65 John Savage Avenue Burnside Industrial Park Dartmouth NS B3B 2C9	Within 3 weeks of the Contract award date.	Atlantic	30,000 of one cubic foot boxes	2014-03-31
2	Alderney Gate 40 Alderney Rd Dartmouth, NS B2Y 2N5	2014-02-04	Atlantic	3000 of one cubic foot boxes	2014-03-31
3	Third-Party Storage 1 Command Court Bedford NS B4B 1H1		Atlantic	10,000 of one cubic foot boxes	Within 8 weeks of the Contract award date.
4	Third-Party Storage 1655, rue Fleetwood Laval QC H79 4B2		Montréal	12,000 of one cubic foot boxes	Within 8 weeks of the Contract award date.
5	Third-Party Storage 1650A Comstock Road Gloucester ON K1B 5L2		Ottawa	16,000 of one cubic foot boxes	Within 8 weeks of the Contract award date.
6	RSC – LAC 190 Carrier Drive Toronto ON M9W 5R1	2013-11-01	Toronto	25,000 of one cubic foot boxes and 10,000 of 1.1 cubic foot boxes	2013-12-22
7	Third-Party Storage 1500 Clarence Avenue Winnipeg MB R3T 1T5		Winnipeg	15,000 of one cubic foot boxes	Within 8 weeks of the Contract award date.
8	VAC Regional Office 234 Donald Street Winnipeg, MB R3C 1M8	2013-12-02	Winnipeg	5000 of one cubic foot boxes	2014-01-31
9	RSC – LAC Pacific 2751 Production Way Burnaby BC V5A 3G7	As scheduled	Vancouver	22,000 of one cubic foot boxes	2014-03-31
10	VAC Regional Office 605 Robson St Vancouver, BC V6B 5J3	2013-11-01	Vancouver	4300 of one cubic foot boxes	2013-11-22

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# Vancouver VAC Regional Office - Shipping Schedule

SUNDAY	MONDAY	TUESDAY	WEDNESDAY	THURSDAY	FRIDAY	SATURDAY
<b>November 2013</b>						
3	4	5	6	7	8	9
	1 <sup>st</sup> shipment 320	2 <sup>nd</sup> shipment 320/640	3 <sup>rd</sup> shipment 320/960	4 <sup>th</sup> shipment 320/1280	5 <sup>th</sup> shipment 320/1600	
10	11	12	13	14	15	16
	Remembrance Day	6 <sup>th</sup> shipment 320/1920	7 <sup>th</sup> shipment 320/2240	8 <sup>th</sup> shipment 320/2560	9 <sup>th</sup> shipment 320/2880	
17	18	19	20	21	22	23
	10 <sup>th</sup> shipment 320/3200	11 <sup>th</sup> shipment 320/3520	12 <sup>th</sup> shipment 320/3840	13 <sup>th</sup> shipment 320/4160	14 <sup>th</sup> shipment 180/4300	
24	25	26	27	28	29	30

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# Toronto LAC RSC – Shipping Schedule

SUNDAY	MONDAY	TUESDAY	WEDNESDAY	THURSDAY	FRIDAY	SATURDAY
<b>November 2013</b>						
3	4	5	6	7	8	9
	1 <sup>st</sup> shipment 1040 boxes	2 <sup>nd</sup> shipment 1040 / 2080	3 <sup>rd</sup> shipment 1040 / 3120	4 <sup>th</sup> shipment 1040 / 4160	5 <sup>th</sup> shipment 1040 / 5200	
10	11	12	13	14	15	16
	Remembrance Day	6 <sup>th</sup> shipment 1040 / 6240	7 <sup>th</sup> shipment 1040 / 7280	8 <sup>th</sup> shipment 1040 / 8320	9 <sup>th</sup> shipment 1040 / 9360	
17	18	19	20	21	22	23
	10 <sup>th</sup> shipment 1040 / 10400	11 <sup>th</sup> shipment 1040 / 11440	12 <sup>th</sup> shipment 1040 / 12480	13 <sup>th</sup> shipment 1040 / 13520	14 <sup>th</sup> shipment 1040 / 14560	
24	25	26	27	28	29	30
	15 <sup>th</sup> shipment 1040 / 15600	16 <sup>th</sup> shipment 1040 / 16640	17 <sup>th</sup> shipment 1040 / 17680	18 <sup>th</sup> shipment 1040 / 18720	19 <sup>th</sup> shipment 1040 / 19760	

# December 2013

SUNDAY	MONDAY	TUESDAY	WEDNESDAY	THURSDAY	FRIDAY	SATURDAY
1	2 20 <sup>th</sup> shipment 1040 / 20800	3 21 <sup>st</sup> shipment 1040 / 21840	4 22 <sup>nd</sup> shipment 1040 / 22880	5 23 <sup>rd</sup> shipment 1040 / 23920	6 24 <sup>th</sup> shipment 1040 / 24960	7
8	9 25 <sup>th</sup> shipment 1040 / 26000	10 26 <sup>th</sup> shipment 1040 / 27040	11 27 <sup>th</sup> shipment 1040 / 28080	12 28 <sup>th</sup> shipment 1040 / 29120	13 29 <sup>th</sup> shipment 1040 / 30160	14
15	16 30 <sup>th</sup> shipment 1040 / 31200	17 31 <sup>st</sup> shipment 1040 / 32240	18 32 <sup>nd</sup> shipment 607 / 32847	19	20	21
22	23	24	25 Christmas Day	26 Boxing Day	27	28
29	30	31				

**Annex B**  
**Pricing Schedule / Basis of Payment**

<b>Financial Evaluation</b>					
Extended Price and Estimated Volume of Work figures are for EVALUATION PURPOSES ONLY and may not reflect the actual usage during the period of the Contract. The extended price volumetric data will be used to determine the evaluated price of a bid. The Bidder's unit rates will be multiplied by the estimated volume of work for each item. The sum of all the extended prices in Phase 1 and 2 will be used to determine the total bid price. Pricing provided for items in Phase 3 - Task Authorizations will not be evaluated. In cases where the mathematical extension(s) is incorrect the unit price will prevail and the Contracting Authority will correct the extension accordingly.					
<b>Bidder's Instructions</b>					
The Bidder to provide unit rates for ALL items listed in Phases 1, 2 and 3. The Bidder's unit rates are to be all-inclusive in accordance with all requirements and services described in the Statement of Work. All prices must be quoted in Canadian funds. All labour, processes and materials used in the handling, packaging, storing, transporting and destruction of VAC records must be conducted in accordance with all Government of Canada and VAC Security requirements.					
<b>Phase 1 - Initial Shipment</b>					
Item No.	Description	Unit of Measure	Unit Rate (\$) (a)	Estimated Volume of Work (b)	Extended Price (\$) (a x b)
<b>ACCESSION</b>					
1.01	Accession from Atlantic RSC storage facility (Includes transport and data entry/IMCS updates).	Container (1.0 cubic foot)		30,000	
1.02	Accession from third party storage facility in Halifax, NS (Includes transport, barcoding, indexing, and data entry/IMCS updates).	Container (1.0 cubic foot)		10,000	
1.03	Accession from third party storage facility in Laval, QC (Includes transport, <i>barcoding, indexing</i> , and data entry/IMCS updates).	Container (1.0 cubic foot)		12,000	
1.04	Accession from third party storage facility in Gloucester, ON (Includes transport, <i>barcoding, indexing</i> , and data entry/IMCS updates).	Container (1.0 cubic foot)		16,000	
1.05	Accession from Toronto RSC – LAC storage facility (Includes transport, <i>barcoding, indexing</i> , and data entry/IMCS updates).	Container (1.0 cubic foot)		25,000	
1.06	Accession from Toronto, ON RSC – LAC storage facility (Includes transport, <i>barcoding, indexing</i> , and data entry/IMCS updates).	Container (1.1 cubic foot)		10,000	
1.07	Accession from third party storage facility in Winnipeg, MB (Includes transport, <i>barcoding, indexing</i> , and data entry/IMCS updates).	Container (1.0 cubic foot)		15,000	
1.08	Accession from Burnaby, BC RSC – LAC storage facility (Includes transport and data entry/IMCS updates).	Container (1.0 cubic foot)		22,000	

**Annex B**  
**Pricing Schedule / Basis of Payment**

Item No.	Description	Unit of Measure	Unit Rate (\$) (a)	Estimated Volume of Work (b)	Extended Price (\$) (a x b)
1.09	Accession from VAC Regional Office - Winnipeg (Includes transport and data entry/IMCS)	Container (1.0 cubic foot)		5,000	
1.10	Accession from VAC Regional Office - Vancouver (Includes transport and data entry/IMCS)	Container (1.0 cubic foot)		4,300	
1.11	Accession from VAC Regional Office - Dartmouth (Includes transport and data entry/IMCS)	Container (1.0 cubic foot)		3,000	
<b>Phase 2 - Ongoing Service</b>					
<b>MONTHLY STORAGE</b>					
2.01	Year 1 Monthly Storage	Container (1.0 cubic foot)		152,300	
		Container (1.1 cubic foot)		10,000	
		Container (1.2 cubic foot)		1,500	
2.02	Year 2 Monthly Storage	Container (1.0 cubic foot)		155,300	
		Container (1.1 cubic foot)		10,000	
		Container (1.2 cubic foot)		1,500	
2.03	Year 3 Monthly Storage	Container (1.0 cubic foot)		158,300	
		Container (1.1 cubic foot)		10,000	
		Container (1.2 cubic foot)		1,500	
<b>ACCESSION</b>					
3.01	Year 1 - Accession (Volume is < 1,000 units per service request, transportation is included)	Per container (various size)		3,000	
	Year 1 - Accession (Volume is 1,000 - 9,999 units per service request, transportation is included)	Per container (various size)		5,000	
	Year 1 - Accession (Volume is > 10000 units per service request, transportation is included)	Per container (various size)		10,000	
3.02	Year 2 - Accession (Volume is < 1,000 units per service request, transportation is included)	Per container (various size)		3,000	

**Annex B  
Pricing Schedule / Basis of Payment**

Item No.	Description	Unit of Measure	Unit Rate (\$) (a)	Estimated Volume of Work (b)	Extended Price (\$) (a x b)
	Year 2 - Accession (Volume is 1,000 - 9,999 units per service request, transportation is included)	Per container (various size)		3,000	
	Year 2 - Accession (Volume is > 10000 units per service request, transportation is included)	Per container (various size)		10,000	
3.03	Year 3 - Accession (Volume is < 1,000 units per service request, transportation is included)	Per container (various size)		3,000	
	Year 3 - Accession (Volume is 1,000 - 9,999 units per service request, transportation is included)	Per container (various size)		3,000	
	Year 3 - Accession (Volume is > 10000 units per service request, transportation is included)	Per container (various size)		10,000	
<b>RETRIEVAL</b>					
4.01	Year 1 Retrieval - Urgent (2 hours)	Container		100	
		File		2,000	
4.02	Year 2 Retrieval - Urgent (2 hours)	Container		100	
		File		2,000	
4.03	Year 3 Retrieval - Urgent (2 hours)	Container		100	
		File		2,000	
5.01	Year 1 Retrieval - Regular (4 hours)	Container		250	
		File		40,000	
5.02	Year 2 Retrieval - Regular (4 hours)	Container		250	
		File		40,000	
5.03	Year 3 Retrieval - Regular (4 hours)	Container		250	

**Annex B  
Pricing Schedule / Basis of Payment**

Item No.	Description	Unit of Measure	Unit Rate (\$) (a)	Estimated Volume of Work (b)	Extended Price (\$) (a x b)
		File		40,000	
6.01	Year 1 Retrieval - Next Business Day (Volume is < 1,000 units per service request)	Container		1,000	
		File		60,000	
	Year 1 Retrieval - Next Business Day (Volume is 1,000 - 9,999 units per service request)	Container		1,000	
		File		20,000	
	Year 1 Retrieval - Next Business Day (Volume is > 10,000 units per service request)	Container		10,000	
		File		10,000	
6.02	Year 2 Retrieval - Next Business Day (Volume is < 1,000 units per service request)	Container		1,000	
		File		60,000	
	Year 2 Retrieval - Next Business Day (Volume is 1,000 - 9,999 units per service request)	Container		1,000	
		File		20,000	
	Year 2 Retrieval - Next Business Day (Volume is > 10,000 units per service request)	Container		10,000	
		File		10,000	
6.03	Year 3 Retrieval - Next Business Day (Volume is < 1,000 units per service request)	Container		1,000	
		File		60,000	
	Year 3 Retrieval - Next Business Day (Volume is 1,000 - 9,999 units per service request)	Container		1,000	
		File		20,000	
	Year 3 Retrieval - Next Business Day (Volume is > 10,000 units per service request)	Container		10,000	
		File		10,000	
7.01	Year 1 Retrieval Unsuccessful Search	Container		50	
		File		200	
7.02	Year 2 Retrieval Unsuccessful Search	Container		50	
		File		200	
7.03	Year 3 Retrieval Unsuccessful Search	Container		50	

**Annex B  
Pricing Schedule / Basis of Payment**

Item No.	Description	Unit of Measure	Unit Rate (\$ (a)	Estimated Volume of Work (b)	Extended Price (\$ (a x b)
		File		200	
<b>ALTERNATIVE DELIVERY</b>					
8.01	Year 1 Alternative Delivery (Volume is < 1,000 units per service request)	Fax - per page		1,000	
		Image/FTP Email - per page		10,000	
	Year 1 Alternative Delivery: High Volume (Volume is 1,000 - 9,999 units per service request)	Fax - per page		1,000	
		Image/FTP Email - per page		1,000	
	Year 1 Alternative Delivery: High Volume (Volume is > 10,000 units per service request)	Fax - per page		10,000	
		Image/FTP Email - per page		10,000	
8.02	Year 2 Alternative Delivery (Volume is < 1,000 units per service request)	Fax - per page		1,000	
		Image/FTP Email - per page		10,000	
	Year 2 Alternative Delivery: High Volume (Volume is 1,000 - 9,999 units per service request)	Fax - per page		1,000	
		Image/FTP Email - per page		1,000	
	Year 2 Alternative Delivery: High Volume (Volume is > 10,000 units per service request)	Fax - per page		10,000	
		Image/FTP Email - per page		10,000	
8.03	Year 3 Alternative Delivery (Volume is < 1,000 units per service request)	Fax - per page		1,000	
		Image/FTP Email - per page		10,000	
	Year 3 Alternative Delivery: High Volume (Volume is 1,000 - 9,999 units per service request)	Fax - per page		1,000	
		Image/FTP Email - per page		1,000	
	Year 3 Alternative Delivery: High Volume (Volume is > 10,000 units per service request)	Fax - per page		10,000	
		Image/FTP Email - per page		10,000	
<b>REFILE</b>					
9.01	Year 1 Refile (Where volume of work is < 1000 units per service request, transportation is not included)	Container		100	
		File		5,000	
	Year 1 Refile (Where volume of work is > 1000 units per service request, transportation is not included)	Container		1,000	
		File		1,000	

**Annex B**  
**Pricing Schedule / Basis of Payment**

Item No.	Description	Unit of Measure	Unit Rate (\$) (a)	Estimated Volume of Work (b)	Extended Price (\$) (a x b)
9.02	Year 2 Refile (Where volume of work is < 1000 units per service request, transportation is not included)	Container		100	
		File		5,000	
	Year 2 Refile (Where volume of work is > 1000 units per service request, transportation is not included)	Container		1,000	
		File		1,000	
9.03	Year 3 Refile (Where volume of work is < 1000 units per service request, transportation is not included)	Container		100	
		File		5,000	
	Year 3 Refile (Where volume of work is > 1000 units per service request, transportation is not included)	Container		1,000	
		File		1,000	
<b>INTERFILE</b>					
10.01	Year 1 Interfile (Where volume of work is < 1000 units per service request, transportation is not included)	Container		1,000	
		File		1,000	
	Year 1 Interfile (Where volume of work is > 1000 units per service request, transportation is not included)	Container		1,000	
		File		1,000	
10.02	Year 2 Interfile (Where volume of work is < 1000 units per service request, transportation is not included)	Container		1,000	
		File		1,000	
	Year 2 Interfile (Where volume of work is > 1000 units per service request, transportation is not included)	Container		1,000	
		File		1,000	
10.03	Year 3 Interfile (Where volume of work is < 1000 units per service request, transportation is not included)	Container		1,000	
		File		1,000	
	Year 3 Interfile (Where volume of work is > 1000 units per service request, transportation is not included)	Container		1,000	
		File		1,000	
<b>PERMANENT WITHDRAWAL / DELOCATION</b>					
11.01	Year 1 Permanent Withdrawal / Delocation (Where volume of work is < 1000 units per service request)	Container		200	
		File		200	

**Annex B  
Pricing Schedule / Basis of Payment**

Item No.	Description	Unit of Measure	Unit Rate (\$) (a)	Estimated Volume of Work (b)	Extended Price (\$) (a x b)
	Year 1 Permanent Withdrawal / Delocation (Where volume of work is > 1000 units per service request)	Container		1,000	
		File		1,000	
11.02	Year 2 Permanent Withdrawal / Delocation (Where volume of work is < 1000 units per service request)	Container		200	
		File		200	
	Year 2 Permanent Withdrawal / Delocation (Where volume of work is > 1000 units per service request)	Container		1,000	
		File		1,000	
11.03	Year 3 Permanent Withdrawal / Delocation (Where volume of work is < 1000 units per service request)	Container		200	
		File		200	
	Year 3 Permanent Withdrawal / Delocation (Where volume of work is > 1000 units per service request)	Container		1,000	
		File		1,000	
11.04	Year 7 Permanent Withdrawal / Delocation High Volume (Where volume of work is > 10,000 units per service request)	Container		169,500	
		File		169,500	
<b>SECURE DESTRUCTION</b>					
12.01	Year 1 Secure Destruction (Where volume of work is < 1000 units per service request)	Container		200	
		File		200	
	Year 1 Secure Destruction (Where volume of work is 1,000 - 9,999 units per service request)	Container		1,000	
		File		1,000	
	Year 1 Secure Destruction (Where volume of work is > 10,000 units per service request)	Container		10,000	
		File		10,000	
12.02	Year 2 Secure Destruction (Where volume of work is < 1000 units per service request)	Container		200	
		File		200	
	Year 2 Secure Destruction (Where volume of work is 1,000 - 9,999 units per service request)	Container		1,000	
		File		1,000	
	Year 2 Secure Destruction (Where volume of work is > 10,000 units	Container		10,000	

**Annex B  
Pricing Schedule / Basis of Payment**

Item No.	Description	Unit of Measure	Unit Rate (\$) (a)	Estimated Volume of Work (b)	Extended Price (\$) (a x b)
	per service request)	File		10,000	
12.03	Year 3 Secure Destruction (Where volume of work is < 1000 units per service request)	Container		200	
		File		200	
	Year 3 Secure Destruction (Where volume of work is 1,000 - 9,999 units per service request)	Container		1,000	
		File		1,000	
	Year 3 Secure Destruction (Where volume of work is > 10,000 units per service request)	Container		10,000	
		File		10,000	

**Annex B  
Pricing Schedule / Basis of Payment**

Item No.	Description	Unit of Measure	Unit Rate (\$) (a)	Estimated Volume of Work (b)	Extended Price (\$) (a x b)
<b>Phase 3 - Task Authorizations</b>					
<b>LOW VOLUME TRANSPORTATION</b>					
13.01	Year 1 Transportation (Urgent Pick-up and Delivery - 2 hours)	Container			
		File			
13.02	Year 2 Transportation (Urgent Pick-up and Delivery - 2 hours)	Container			
		File			
13.03	Year 3 Transportation (Urgent Pick-up and Delivery - 2 hours)	Container			
		File			
14.01	Year 1 Transportation (Regular Pick-up and Delivery - 4 hours)	Container			
		File			
14.02	Year 2 Transportation (Regular Pick-up and Delivery - 4 hours)	Container			
		File			
14.03	Year 3 Transportation (Regular Pick-up and Delivery - 4 hours)	Container			
		File			
15.01	Year 1 Transportation (Next Business Day Pick-up and Delivery)	Container			
		File			
15.02	Year 2 Transportation (Next Business Day Pick-up and Delivery)	Container			
		File			
15.03	Year 3 Transportation (Next Business Day Pick-up and Delivery)	Container			
		File			
<b>HOURLY SERVICE RATE</b>					
16.01	Year 1 - Hourly Service	Hours			

**Annex B  
Pricing Schedule / Basis of Payment**

Item No.	Description	Unit of Measure	Unit Rate (\$) (a)	Estimated Volume of Work (b)	Extended Price (\$) (a x b)
16.02	Year 2 - Hourly Service	Hours			
16.03	Year 3 - Hourly Service	Hours			
<b>SPECIALITY SERVICES</b>					
17.01	Year 1 Specialty Services (all items are at the file level)	Indexing			
		Image Capture			
		Photocopy			
17.02	Year 2 Specialty Services (all items are at the file level)	Indexing			
		Image Capture			
		Photocopy			
17.03	Year 3 Specialty Services (all items are at the file level)	Indexing			
		Image Capture			
		Photocopy			
<b>REBOXING</b>					
18.01	Year 1 Reboxing	Box			
18.02	Year 2 Reboxing	Box			
18.03	Year 3 Reboxing	Box			
<b>HIGH VOLUME TRANSPORTATION</b>					
19.01	Year 1 Transportation (High volume > 1000)	Container			
		File			
19.02	Year 2 Transportation (High volume > 1000)	Container			
		File			
19.03	Year 3 Transportation (High volume > 1000)	Container			
		File			

# ANNEX C SECURITY REQUIREMENTS CHECK-LIST



Government of Canada / Gouvernement du Canada

Contract Number/Numéro du contrat <b>51019-13-5016</b>
Security Classification/Classification de sécurité

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

PART A - CONTRACT INFORMATION/PARTIE A - INFORMATION CONTRACTUELLE			
1. Originating Government Department or Organization/ Ministère ou organisme gouvernemental d'origine		VAC	2. Branch or Directorate/Direction générale ou Direction IMSD
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 Private storage for VAC records.			
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 commerciale sans entreposage de nuit?		<input checked="" type="checkbox"/> No Non	<input type="checkbox"/> Yes Oui
7. a) Indicate the type of information that the supplier will be required to access/Indiquer le type d'information auquel le fournisseur devra avoir accès.			
Canada <input checked="" type="checkbox"/>		NATO/OTAN <input type="checkbox"/>	Foreign/Étranger <input type="checkbox"/>
7. b) Release restrictions/Restrictions relatives à la diffusion			
No release restrictions Aucune restriction relative à la diffusion	<input checked="" type="checkbox"/>	All NATO countries Tous les pays de l'OTAN	<input type="checkbox"/>
Not releasable À ne pas diffuser	<input type="checkbox"/>		<input type="checkbox"/>
Restricted to:/Limité à :	<input type="checkbox"/>	Restricted to:/Limité à :	<input type="checkbox"/>
Specify country(ies)/Préciser le(s) pays :		Specify country(ies)/Préciser le(s) pays :	
7. c) Level of information/Niveau d'information			
PROTECTED A PROTÉGÉ A	<input type="checkbox"/>	NATO UNCLASSIFIED NATO NON CLASSIFIÉ	<input type="checkbox"/>
PROTECTED B PROTÉGÉ B	<input checked="" type="checkbox"/>	NATO RESTRICTED NATO DIFFUSION RESTREINTE	<input type="checkbox"/>
PROTECTED C PROTÉGÉ C	<input type="checkbox"/>	NATO CONFIDENTIAL NATO CONFIDENTIEL	<input type="checkbox"/>
CONFIDENTIAL CONFIDENTIEL	<input type="checkbox"/>	NATO SECRET NATO SECRET	<input type="checkbox"/>
SECRET SECRET	<input type="checkbox"/>	COSMIC TOP SECRET COSMIC TRÈS SECRET	<input type="checkbox"/>
TOP SECRET TRÈS SECRET	<input type="checkbox"/>		<input type="checkbox"/>
TOP SECRET (SIGINT) TRÈS SECRET (SIGINT)	<input type="checkbox"/>		<input type="checkbox"/>
		PROTECTED A PROTÉGÉ A	<input type="checkbox"/>
		PROTECTED B PROTÉGÉ B	<input type="checkbox"/>
		PROTECTED C PROTÉGÉ C	<input type="checkbox"/>
		CONFIDENTIAL CONFIDENTIEL	<input type="checkbox"/>
		SECRET SECRET	<input type="checkbox"/>
		TOP SECRET TRÈS SECRET	<input type="checkbox"/>
		TOP SECRET (SIGINT) TRÈS SECRET (SIGINT)	<input type="checkbox"/>

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Security Classification/Classification de sécurité
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**Canada**



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**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 Titles(s) of material/Titre(s) abrégé(s) du matériel :  
Document Number/Numéro du document :

No / Non     Yes / Oui

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

10. a) Personnel security screening level required/Niveau de contrôle de la sécurité du personnel requis

<input checked="" type="checkbox"/> RELIABILITY STATUS COTE DE FIABILITE	<input type="checkbox"/> CONFIDENTIAL CONFIDENTIEL	<input type="checkbox"/> SECRET SECRET	<input type="checkbox"/> TOP SECRET TRÈS SECRET
<input type="checkbox"/> TOP SECRET - SIGINT TRÈS SECRET - SIGINT	<input type="checkbox"/> NATO CONFIDENTIAL NATO CONFIDENTIEL	<input type="checkbox"/> NATO SECRET NATO SECRET	<input type="checkbox"/> COSMIC TOP SECRET COSMIC TRÈS SECRET
<input type="checkbox"/> SITE ACCESS ACCÈS AUX EMPLACEMENTS	Special comments: 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)

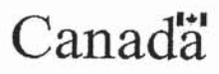
11. d) Will the supplier be required to use its IT systems to electronically process, produce or store PROTECTED and/or CLASSIFIED information or data?  
Le fournisseur sera-t-il tenu d'utiliser ses propres systèmes informatiques pour traiter, produire ou stocker électroniquement des renseignements ou 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 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

Security Classification/Classification de sécurité





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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 RESTREINTE	NATO CONFIDENTIAL NATO CONFIDENTIEL	NATO SECRET	COSMIC TOP SECRET COSMIC TRÈS SECRET	PROTECTED PROTÉGÉ			CONFIDENTIAL CONFIDENTIEL	SECRET	TOP SECRET TRÈS SECRET
											A	B	C			
Information/Assets Renseignements/ Biens		X														
Production																
IT Media/ Support TI		X														
IT Link/ Lien électronique		X														

12. a) Is the description of the work contained within this SRCL PROTECTED and/or CLASSIFIED?  
La description du travail visé par la présente LVERS est-elle de nature PROTÉGÉE et/ou CLASSIFIÉE?  No / Non  Yes / Oui

If yes, classify this form by annotating the top and bottom in the area entitled "Security Classification".  
Dans l'affirmative, classifiez le présent formulaire en indiquant le niveau de sécurité dans la case intitulée « Classification de sécurité » au haut et au bas du formulaire.

12. b) Will the documentation attached to this SRCL be PROTECTED and/or CLASSIFIED?  
La documentation associée à la présente LVERS sera-t-elle PROTÉGÉE et/ou CLASSIFIÉE?  No / Non  Yes / Oui

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

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**ANNEX F**

**EVALUATION CRITERIA**

**MANDATORY CRITERIA**

**ATTENTION BIDDERS:**

It is understood by the Bidders submitting offers that to be considered valid, an offer **MUST** meet all the following mandatory requirements. Proposals which fail to meet the mandatory requirements will be declared non-responsive. Proposals should be concise and address the points that are subject to the mandatory evaluation criteria against which the proposal will be evaluated. Each mandatory requirement should be addressed separately. Bidders must address these criteria in sufficient depth in their bid. Simply repeating the statement contained in the solicitation document is not sufficient. Bidders should explain and demonstrate how they meet the requirements. Proposals not meeting all of these mandatory requirements will be given no further consideration.

**BIDDER'S INSTRUCTIONS:**

The Bidder is to complete the "Cross Reference" column identifying the page / paragraph in their proposal which demonstrates that they meet each of the specified mandatory criteria.

**The following mandatory criteria must be addressed in the Bidder's technical proposal:**

		<b>Cross Reference</b>
<b>M1</b>	The Bidder must demonstrate and confirm that it has operated a record storage business for at least the last three (3) years (from bid closing date). To be considered responsive the bidder must demonstrate the following: <ul style="list-style-type: none"> <li>• A minimum overall annual record storage inventory of 500,000 cubic feet;</li> <li>• Has provided a combination of secure storage for physical records, records shipment, physical records retrieval, and certified secure records destruction services.</li> </ul>	
<b>M2</b>	The Bidder must provide confirmation that it has facilities locations which meet the maximum distance specifications between VAC location and the Bidder's proposed locations as described in Annex "B". The Bidder is to provide the address of each proposed location.	
<b>M3</b>	The Bidder must provide a detailed schedule to demonstrate how it plans to meet the completion dates outlined in Annex F – Phase 1 Volume of Work. The plan is to include but not be limited to time schedule and resources (i.e. transportation equipment, vehicles, personnel, etc.) required.	

**Further consideration will be given to each bidder that meets M1, M2, and M3.**

**Bidders meeting M1, M2, and M3 will be evaluated against M4 and M5 in the following manner,**

The Bidder is to complete the "Cross Reference" column identifying the page / paragraph in their proposal which demonstrates that they meet each of the specified mandatory criteria.

**The following mandatory criteria must be addressed in the Bidder's technical proposal:**

		<b>Cross Reference</b>
<b>M4</b>	<p>To demonstrate the existing and potential capacity, capability, and compliance of its Web Based Inventory Management Control System (IMCS), in accordance with the Statement of Work, Annex A, the Bidder must have at least 45 of the 66 required features (outlined below in the <b>IMCS Check List Table</b>) at the time of bid closing. The Bidder is to indicate which features their proposed IMCS has and describe the system with supporting documentation (i.e. product / specification sheets, etc.)</p> <p>After bid closing, the Bidder will do an onsite demonstration to VAC of the Bidder's IMCS. The demonstration will form part of the Bid Evaluation for M4</p>	
<b>M5</b>	<p>To demonstrate compliance with all storage facility requirements to reduce the risk of physical threats to VAC's holdings, the Bidder must have at least 10 of the 13 required features (outlined below in the <b>Facility Compliance Table</b>) prior to contract award. The Bidder is to indicate which features its storage facility has and describe the features along with any supporting documentation.</p> <p>After bid closing, VAC will perform a site visit of 1 of the 6 facilities proposed to be used for storage. The facility will be chosen by VAC and the Bidder will be given a minimum of 24 hours notice. The site visit will form part of the Bid Evaluation for M5.</p>	

**IMCS Check List Table**

1. System Tracking Features (Annex D - 3.0)	Compliant	Non-compliant
1.0 The Contractor's IMCS must have the following system tracking features:		
A. The system has multi-level inventory tracking capability, and can track an unlimited number of levels of items (containers, files, documents and items).		
B. The system has the capability to track operational statistics for all activities, providing aggregate details for users of all VAC operations on a cost centre and branch-wide basis.		
C. The system has the ability to monitor and audit all VAC users' traffic and activity on the system.		
2. User Control Features (Annex D - 4.0)	Compliant	Non-compliant
2.0 The Contractor will ensure that all users can be given access to, or can be limited from accessing the following activities depending on their user authorization profile:		
A. Access their own inventory in real-time and perform actions such as on-line requests and file passes to other authorized users for items, using any standard web browser.		
B. Access to standard and ad hoc reports on-line.		
C. Access to run queries and export results.		
D. Access to perform their own data entry, both at the container, file and item level.		
E. Access to request the retrieval of VAC records.		
F. Access to request the pickups and returns of VAC records.		
G. Ability to process and approve items for delocation and destruction.		
H. Ability to process and approve items for permanent withdrawal.		
I. The IMCS includes security features to prevent any unauthorized access and ensures all security requirements are met.		
J. Ability to create and maintain holds (legal and ATIP) as directed by VAC (Annex A – 4.2.2).		
2.1 The Contractor, in consultation with VAC, will provide the administration and process to manage VAC employee access and profile rights to the Contractor IMCS:		
A. Individual users can be given or denied access to each menu option.		
B. Administrative client users can add Web users and control all users' access to each menu option.		
2.2 The Contractor will provide designated Identified Users with Administrator Access rights to the Contractor web-base, for maintaining and monitoring the authorized access level control lists of VAC branch employees such as:		
A. Agency Administrator(s) have access to all individual accounts.		
B. Branch Administrator(s) have access to specific Branch information.		
C. Regional Administrator(s) have access to specific Region information.		

<b>3. Reports and User Inquiries Requirements (Annex D - 5.0)</b>	<b>Compliant</b>	<b>Non-compliant</b>
3.0 The Contractor IMCS will have the capability of compiling all collected data into a variety of reports such as:		
A. The system has the capability for users to program features to include ad hoc report generation capability.		
B. The system has the capability to create custom queries that can be saved for future use.		
C. The system has the capability to export query results to common software: e.g., Excel, Lotus 123, ASCII, dbf or other standard formats.		
D. The system has the ability to build a query and send results.		
E. The system has the ability to save and recall lists created from query results.		
F. The system has the ability to perform Boolean searches.		
G. The system has the ability to print or save query result sets.		
<b>4. General Report Requirements (Annex D - 6.0)</b>	<b>Compliant</b>	<b>Non-compliant</b>
4.0 The Contractor IMCS will have the capacity to perform a wide variety of standard reports for management, users, operations, service requisitions, and accounting. The IMCS Contractor will have the ability to:		
A. The ability to create customized reports.		
B. The ability to display all reports easily into the standard user web interface.		
C. The ability to provide a standard reports menu, offering a variety of report options.		
D. The ability to allow user definability to list and sort inventory by key fields in order to develop customized reports.		
E. The ability to accept a minimum of six fields of data entry by VAC users, per record, per transaction, consisting of not more than thirty (30) characters per field: e.g., Client file number, Client service number, Date of Birth, Date of Death, Name and Description.		
F. The ability to create record destruction eligibility reports.		
G. The ability to send authorized users various reports on a pre-defined schedule.		
H. The ability to provide an electronic report of VAC's full inventory of records in storage with the Contractor as required by VAC at the termination of the Contract.		
<b>5. Specific Report Requirements (Annex D - 7.0)</b>	<b>Compliant</b>	<b>Non-compliant</b>
5.0 The Contractor will provide VAC with the following types of reports:		
A. Authorized User list reports		
B. Billing service codes reports		
C. Reports detailing items not returned (outstanding)		
D. Reports summarizing inventory accessions and delocations		
E. Service Standards (Turnaround times) performance		
F. User activity reports – monitoring		
G. Service requisition history detail		
H. Service requisition history summary		
5.1 Service action reports summarizing services, activities by activity description (e.g. accession, delocation) or billing codes. Dunning report for retrieved items or outstanding service actions at variable and adjustable time intervals:		
A. The IMSC will be able to update descriptions and corresponding retention period upon request. (5.8)		

B. The IMCS will be able to perform Dunning reports to support the disposition eligibility list reporting function.		
C. The IMCS will support a workflow functionality requiring authorized users to sign off and approve records disposition.		
D. The IMCS will follow up at predetermined intervals to ensure the authorization process is completed.		
E. The IMCS will notify users that disposition services have been performed and completed.		

<b>6. Accounting Reports (Annex D - 8.0)</b>	<b>Compliant</b>	<b>Non-compliant</b>
6.0 The Contractor will provide reports that are:		
A. Reports that are detailed by services used		
B. Reports that are multi-level customer statements providing costs and activities associated with users, cost centers and VAC defined organizational financial structure		
C. Chargeback reporting		

<b>7. Web Accessible Reports (Annex D - 9.0)</b>	<b>Compliant</b>	<b>Non-compliant</b>
7.0 The Contractor will provide web accessible reports; specifically:		
A. Reports pertaining to containers, files and documents in inventory.		
B. Reports pertaining to destruction eligibility of inventory.		
C. Reports pertaining to containers', files', and documents' scheduled expiration by date.		
D. Reports pertaining to containers, files and documents retrieved.		
E. Reports pertaining to storage volumes.		

<b>8. IMCS – Secure Chain of Custody Requirements (Annex A - 5.11)</b>	<b>Compliant</b>	<b>Non-compliant</b>
8.0 The Contractor IMCS will meet the requirements for the secure chain of custody, such as:		
A. The IMCS will be able to provide proof of delivery (POD) for any shipment.		
B. The IMCS will ensure that proof-of-delivery requests are available through Web based shipping tools, or through a live customer service representative.		
C. The IMCS will provide chain of custody tracking and reporting for each pickup / delivery request.		

<b>9. Training Materials (Annex A – 5.5)</b>	<b>Compliant</b>	<b>Non-compliant</b>
9.0 The following training material requirements will be met for the Contractor's IMCS:		
A. IMCS training materials will be in both official languages.		
B. The IMCS will have online tutorials available to assist new users with familiarizing themselves with the IMCS.		
C. The IMCS will contain on line user manuals.		

<b>10. Metadata Requirements (Annex A – 4.2.2)</b>	<b>Compliant</b>	<b>Non-compliant</b>
10.0 The Contractor's IMCS will contain the minimum metadata requirements:		
A. Locating / finding aid data		
B. Bar code / unique identifier data		
C. Ownership data		
D. Description (s)		
E. Create Date (s)		
F. Retention date and or table reference		

**Facility Compliance Table**

<b>Storage Facility Requirements</b>	<b>Compliant</b>	<b>Non-compliant</b>
A. The Contractor's facilities are above grade		
B. It is climate controlled		
C. The floors, walls and ceilings of the Contractor's facilities are sealed to eliminate dust		
D. The Contractor's facilities are equipped with an uninterruptible electrical power supply		
E. The Contractor's facilities are monitored 24 hours a day, 7 days a week for smoke, fire, floods and unauthorized entry		
F. The Contractor's facilities are equipped with an electronic intrusion detection system to detect any unauthorized access to the facility?		
G. The electronic intrusion detection system is monitored internally or by a ULC-certified alarm monitoring station?		
H. The Contractor's facilities use multi-level security systems that meet or exceed the requirements for a CISD defined "Protected B" environment, including key cards, biometrics, motion, infra-red, and CCTV monitoring?		
I. The Contractor's facilities are built to resist threats from fire, specifically:  1. Facilities will be protected by smoke detectors as prescribed by Canadian Federal and Provincial fire codes.		
2. Facilities have functioning fire extinguisher equipment positioned throughout the facility that is well marked as to their locations.		
3. The area of the Contractor's facility that will be used to store VAC records is without windows.		
J. All VAC records, regardless of medium, will be store on clean fireproof shelving units:  Shelves are/will be properly constructed and braced.		
K. Receiving and shipping dock(s) adjacent to the Contractor's storage facilities will be capable of accommodating vehicle up to and including semi-trailers.		