

**DEFENCE RESOURCE  
MANAGEMENT INFORMATION  
SYSTEM (DRMIS) AND SIGMA  
SYSTEM  
SUPPORT SERVICES**

**DEPARTMENT OF NATIONAL  
DEFENCE FOR DRMIS /  
PUBLIC WORKS AND  
GOVERNMENT SERVICES  
CANADA FOR SIGMA SYSTEM**

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## PART 1 - GENERAL INFORMATION

### 1. Introduction

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

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

- Annex "A-1" Statement of Work – DRMIS for DND
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Canada intends to issue two contracts to one supplier, one for the DND DRMIS requirement and one for the PWGSC SIGMA requirement, each for three years plus five one-year irrevocable options allowing Canada to extend the term of the contracts.

There is a security requirement associated with this requirement. For additional information, consult Part 6 - Security, Financial and Other Requirements, and Part 7 - Resulting Contract Clauses. Bidders should consult the "[Security Requirements for PWGSC Bid Solicitations - Instructions for Bidders](http://www.tpsgc-pwgsc.gc.ca/app-acq/lc-pl/lc-pl-eng.html#a31)" at (<http://www.tpsgc-pwgsc.gc.ca/app-acq/lc-pl/lc-pl-eng.html#a31>)

Bidders must provide a list of names, or other related information as needed, pursuant to section 01 of Standard Instructions 2003 and 2004.

Bidders in receipt of a pension or a lump sum payment must provide the required information as detailed in Part 6, article 5 of the bid solicitation.

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

This procurement is subject to the Controlled Goods Program (for the DND DRMIS requirement only).

There is a Federal Contractors Program (FCP) for employment equity requirement associated with this procurement; see Part 5 - Certifications, Part 7 - Resulting Contract Clauses and the annex named Federal Contractors Program for Employment Equity - Certification.

The resulting Contracts are not to be used for deliveries within a Comprehensive Land Claims Settlement Area (CLCSA). All requirements for delivery within a CLCSA are to be submitted to the Department of Public Works and Government Services for individual processing.

## **2. Background Information**

### **DRMIS (DND)**

DND has an SAP-based integrated information system for the support of Materiel Acquisition and Support and Financial and Managerial Accounting business processes, as well as a number of other related processes. Implementation of this integrated information system involved the replacement of a large number of legacy systems with two main SAP R/3 based solutions: the Materiel Acquisition and Support Information System (MASIS) and the Financial and Managerial Accounting System (FMAS). In April 2010, these two systems were merged to establish a single core SAP ECC 6.0 based solution, known as the DRMIS. Further consolidation of business processes has occurred with the implementation of an SAP solution for supply chain functionality in the DRMIS, as well as the incorporation of other business processes including those related to real property management.

As the department continues to leverage DRMIS to meet evolving requirements, and as functionality is increased and organizational coverage is widened (for example, the integration into DRMIS of supply chain functionality and other business processes such as those related to real property management) it is expected that DRMIS will grow to over 30,000 users in the coming years. These future opportunities will allow the organization to achieve maximum benefit from its Enterprise Resource Planning (ERP) platforms.

Support Services may be required in support of the DRMIS activities for the following three scope categories:

- (a) Steady-state In-service Support;
- (b) Expansion of the DRMIS footprint; and
- (c) Additional Work Requirements.

At this time, DND does not have approved funding for activities related to Expansion of the DRMIS footprint.

Annex A-1, Statement of Work – DRMIS for DND defines the scope of this procurement for DND.

### **SIGMA (PWGSC)**

Public Works and Government Services Canada (PWGSC) has implemented an integrated system that supports financial management, material management and project management business lines using the SAP Business Intelligence (BI) and SAP Productivity Pak.

SIGMA is a complex system with SAP at the core of the solution. It was initially implemented in 2008 to meet departmental financial and material management requirements and is currently being used by over 6,200 users located within PWGSC and in other government departments.

The department continues to leverage SIGMA to meet evolving requirements in order to achieve savings and operational efficiencies. With the integration of real property functionality into SIGMA, it is expected that SIGMA will grow to over 8,700 users in the coming years.

PWGSC continues to identify future opportunities that can allow the organization to achieve maximum benefit from its ERP platforms.

Support Services will be required in support of the SIGMA activities for the following two scope categories:

- (a) Steady-state In-service Support; and
- (b) Additional Work Requirements.

Annex A-2, Statement of Work – SIGMA for PWGSC defines the scope of this procurement.

Public Works and Government Services Canada (PWGSC) and the Department of National Defence (DND) have engaged industry to obtain feedback on the procurement for the provision of Integrated Support Services for DND's Defence Resource Management Information System (DRMIS), between December 2012 and January 2014.

Due to the similar nature of the requirements, a decision was made to add the PWGSC Finance Group SIGMA requirement to the RFP for the DND DRMIS Maintenance Support Services. As a result, a Contractor Selection Methodology needed to be determined that would allow the requirements of both DND and PWGSC Finance to be fulfilled.

PWGSC Procurement considered an approach which included a joint DND/PWGSC Finance technical evaluation as well as the award of two separate contracts to a single winning bidder. In May 2014, PWGSC issued a notice to the participating suppliers in the industry engagement process for this RFP advising them of the change to the RFP as well as the selection approach being considered. The suppliers identified certain risks which were considered and have been mitigated by the addition of a governance approach and specific contractual remedies to the draft contract terms and conditions.

Therefore the intended result of this RFP is to issue two separate contracts to one supplier to fulfill both requirements.

### **3. Procurement Business Number**

Suppliers are required to have a Procurement Business Number (PBN) before contract award. Suppliers may register for a PBN online at [Supplier Registration Information](#). For non-Internet registration, suppliers may contact the InfoLine at 1-800-811-1148 to obtain the telephone number of the nearest Supplier Registration Agent.

### **4. 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.

**5. Conflict of Interest**

Without limiting Canada's rights under Article 18 of 2003 (2014-03-01) Standard Instructions - Goods or Services - Competitive Requirements, the following private sector individuals and non-crown employees have been engaged in the preparation of this solicitation:

- (i) Bob Tibbo – PPI Consulting Limited

## 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 (2014-03-01) 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: two hundred forty (240) days

### 2. Submission of Bids

- (a) Bids must be submitted only to the Public Works and Government Services Canada (PWGSC) Bid Receiving Unit by the date, time and at the PWGSC address indicated at the top right hand corner of page one of the bid solicitation.
- (b) Due to the nature of the bid solicitation, bids transmitted by facsimile or electronic mail to PWGSC will not be accepted.

### 3. Enquiries - Bid Solicitation

All enquiries must be submitted in writing to the Contracting Authority no later than 10 calendar days before the bid closing date. Enquiries received after that time may not be answered.

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 the Province of Ontario, Canada.

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.

**5. Improvement of Requirement during Solicitation Period**

Should bidders consider that the specifications or Statement of Work contained in the bid solicitation could be improved technically or technologically, bidders are invited to make suggestions, in writing, to the Contracting Authority named in the bid solicitation. Bidders must clearly outline the suggested improvement as well as the reason for the suggestion. Suggestions that do not restrict the level of competition nor favor a particular bidder will be given consideration provided they are submitted to the Contracting Authority at least 15 days before the bid closing date. Canada will have the right to accept or reject any or all suggestions.

**6. Volumetric Data**

The estimated number of resources required per category data has been provided to Bidders to assist them in preparing their bids. The inclusion of this data in this bid solicitation does not represent a commitment by Canada that Canada's future usage of resources or days will be consistent with this data. It is provided purely for information and evaluation purposes.

**7. Potential Bidder's Conference**

At the discretion of the Crown, a bidders' conference may be held during the RFP process should it be deemed necessary. Should a bidder's conference be required, notification to potential bidders will be effectuated through a formal RFP amendment.

## 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 (4 hard copies) and 2 soft copy on CD-ROM
- Section II: Financial Bid (2 hard copies) and 2 soft copy on CD-ROM
- Section III: Certifications (1 hard copy), and
- Section IV: Additional Information (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.

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) (<http://www.tpsgc-pwgsc.gc.ca/ecologisation-greening/achats-procurement/politique-policy-eng.html>). To assist Canada in reaching its objectives, bidders should:

- (a) 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
- (b) use an environmentally-preferable format including black and white printing instead of color printing, printing double sided/duplex, using staples or clips instead of cerlox, duotangs or binders.

#### Section I: Technical Bid

**1.1. Bid Submission Form:** Bidders are requested to include the Bid Submission Form - Attachment B with their bids. It provides a common form in which Bidders can provide information required for evaluation and contract award, such as a contact name, the Bidder's Procurement Business Number, the Bidder's status under the Federal Contractors Program for Employment Equity, etc. Using the form to provide this information is not mandatory, but it is recommended. If Canada determines that the information required by the Bid Submission Form is incomplete or requires correction, Canada will provide the Bidder with an opportunity to do so.

**1.2. Substantiation of Technical Compliance:** 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 in a thorough, concise and clear manner for carrying out the work.

The technical bid should address clearly and in sufficient depth the points that are subject to the evaluation criteria against which the bid will be evaluated. Simply repeating the statement contained in the bid solicitation is not sufficient. In order to facilitate the evaluation of the bid, Canada requests that bidders address and present topics in the order of the evaluation criteria under the same headings. To avoid duplication, bidders may refer to different sections of their bids by identifying the specific paragraph and page number where the subject topic has already been addressed.

- 1.3. Corporate Profile:** The Bidder is requested to provide a corporate profile, which should include an overview of the Bidder and any subcontractors, and/or authorized agents of the Bidder that would be involved in the performance of the Work on the Bidder's behalf. The Bidder is requested to provide a brief description of its size, corporate structure, years in business, business activities, major customers, number of employees and their geographic presence. This information is requested for information purposes only and will not be evaluated.

## Section II: Financial Bid

- 1.1. Pricing:** Bidders must submit their financial bid in accordance with the Pricing Schedule detailed in Annex B-1 "Basis of Payment – DRIMS for DND. Where similar resource categories exist for the SIGMA requirement for PWGSC, the rates proposed under Annex 'B-1' Basis of Payment – DRIMS for DND will be used in the Basis of Payment for the SIGMA for PWGSC contract. The total amount of Applicable Taxes must be shown separately, if applicable. Unless otherwise indicated, Bidders must include a single, firm, all-inclusive per diem rate in Canadian dollars in each cell requiring an entry in the pricing tables.
- 1.2. Variation in Resource Rates By Time Period:** For any given Resource Category, where the financial tables provided by Canada allow different firm rates to be charged for a resource category during different time periods:
- (i) the rate bid must not increase by more than 5% from one time period to the next, and
  - (ii) the rate bid for the same Resource Category during any subsequent time period must not be lower than the rate bid for the time period that includes the first month of the Initial Contract Period.
- 1.3. All Costs to be Included:** The financial bid must include all costs for the requirement described in the bid solicitation for the entire Contract Period, including any option periods
- 1.4. Blank Prices:** Bidders are requested to insert "\$0.00" for any item for which it does not intend to charge or for items that are already included in other prices set out in the tables. If the Bidder leaves any price blank, Canada will treat the price as "\$0.00" for evaluation purposes and may request that the Bidder confirm that the price is, in fact, \$0.00. No Bidder will be permitted to add or change a price as part of this confirmation. Any Bidder who does not confirm that the price for a blank item is \$0.00 will be declared non-responsive.
- 1.5. Exchange Rate Fluctuation:** The requirement does not offer exchange rate fluctuation risk mitigation. Requests for exchange rate fluctuation risk mitigation will not be considered. All bids including such provision will render the bid non-responsive. C3011T (2013-11-06), Exchange Rate Fluctuation

## Section III: Certifications

Bidders must submit the certifications required under Part 5.

## Section IV: Additional Information

### 1.1. Bidder's Proposed Site(s) or Premises Requiring Safeguard Measures

As indicated in Part 6 under Security Requirement, the Bidder must provide the required information below, on the Bidder's proposed site(s) or premises 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  
Country

## PART 4 - EVALUATION PROCEDURES AND BASIS OF SELECTION

### 1. Evaluation Procedures

- (a) Bids submitted must address both the SIGMA and DRMIS requirements in their entirety. Bids will be evaluated in accordance with the entire requirement of the bid solicitation including the technical and financial evaluation criteria. There are several steps in the evaluation process, which are described below. Even though the evaluation and selection will be conducted in steps, the fact that Canada has proceeded to a later step does not mean that Canada has conclusively determined that the Bidder has successfully passed all the previous steps. Canada may conduct steps of the evaluation in parallel.
- (b) An evaluation team composed of representatives from DND, PWGSC-Finance and PWGSC-Acquisitions will evaluate the bids on behalf of Canada. Canada may hire any independent consultant, or use any government resources, to evaluate any bid. Not all members of the evaluation team will necessarily participate in all aspects of the evaluation.
- (c) In addition to any other time periods established in the bid solicitation:
- (i) **Requests for Clarifications:** If Canada seeks clarification or verification from the Bidder about its bid, the Bidder will have two working days (or a longer period if specified in writing by the Contracting Authority) to provide the necessary information to Canada. Failure to meet this deadline will result in the bid being declared non-responsive.
- (ii) **Requests for Interviews:** If Canada wishes to interview the Bidder and/or any or all of the resources proposed by the Bidder to fulfill the requirements of the bid solicitation, the Bidder will have five working days following notice by the Contracting Authority to make any necessary arrangements (at the Bidder's sole cost) for the interview to take place at PWGSC in Gatineau, Québec, or by videoconference.
- (iii) **Requests for Further Information:** If Canada requires information in order to do any of the following pursuant to the Section entitled "Conduct of Evaluation" in 2003, Standard Instructions - Goods or Services - Competitive Requirements:
- (A) verify any or all information provided by the Bidder in its bid; or
- (B) contact any or all references supplied by the Bidder (e.g., references named in the résumés of individual resources) to verify and validate any information submitted by the Bidder.
- The Bidder must provide the information requested by Canada within two working days of a request by the Contracting Authority.
- (iv) **Extension of Time:** If additional time is required by the Bidder, the Contracting Authority may grant an extension at his or her sole discretion.

### 2. Bidder's Compliance to the Solicitation Requirements and the Evaluation Process

By submitting a bid, the Bidder agrees:

- (i) to comply with all the mandatory requirements in the solicitation including both Statements of Work and all their appendices, the terms and conditions of the solicitation, and the terms and conditions specified that will be in any resulting contract; and
- (ii) to be bound by the process set out in this solicitation regarding the conduct of the evaluation process and that it will comply with all requirements specified in evaluation procedures.

### 3. Fairness Monitor

PWGSC-AB has engaged PPI Consulting Limited located in Ottawa, Ontario as a fairness monitor for this procurement. The fairness monitor will not be part of the evaluation team, but will observe the evaluation process described in this solicitation.

### 4. Information to Evaluate

Bids will be assessed in accordance with the entire requirement of the bid solicitation including the technical and financial evaluation criteria.

The following information will be used to evaluate the bids received:

- (a) All information provided in the Bidder's proposal to the stated requirements as defined in this bid solicitation;
- (b) Clarifications obtained from references of an otherwise responsive Bidder by the Evaluation Team; and
- (c) Clarifications from the Bidder, which may be requested and provided during the evaluation process.

### 5. Steps to Conduct the Evaluation

The Evaluation Team will be conducting the evaluation in several steps. The following is a list of the steps, which are described in more detail in the sections following.

Step 1: Evaluation of the Bidder's Response - Compliance to the Mandatory Requirements

Step 2: Evaluation of the Technical Bid - Rated Requirements

Step 3: Reference Validation (if required)

Step 4: Evaluation of the Financial Bids

Step 5: Determination of Combined Technical Merit and Price

Step 6: Selection of Successful Bidder for Recommendation

If a Bidder fails to meet any mandatory requirement in the solicitation, the bid will not receive any further consideration.

While in most instances a bid will be given no further consideration in the first instance that it is evaluated as non-compliant, the Evaluation Team may, at its discretion, proceed with the evaluation of any given bid while it further considers a final decision concerning any potential non-compliance of the bid.

#### ***Step 1: Compliance to the Mandatory Requirements***

Each bid will be reviewed for compliance with the mandatory requirements of this solicitation. The Technical evaluation mandatory requirements are specified in Attachment A to this bid solicitation. All elements of the bid solicitation that are mandatory requirements are identified specifically with the words "must" or "mandatory". Bids that do not comply with each and every mandatory requirement will be considered non-responsive and be given no further consideration.

Where specified, Bidders must substantiate their compliance with the evaluation mandatory requirements by providing specific information or supporting documentation. Canada will not consider information from external references e.g. web pages, books, standards, etc. Where so required, Bidders must substantiate compliance with the mandatory requirements by completing the Corporate Mandatory Technical Criteria and Resource Mandatory Technical Criteria Tables (Attachment A to the bid solicitation). In cases where specific documentation is required to substantiate the ability to comply with the requirement, failure to provide the required documentation will render the bid as non-responsive and the Bidder will be given no further consideration.

Bids meeting all the mandatory requirements will advance to Step 2.

### ***Step 2: Evaluation of the Rated Requirements***

Each bid will be evaluated by assigning a score to the rated requirements, which are identified in the bid solicitation by the word "rated", "should" or by reference to a score. Bidders who fail to provide complete bids with all the information requested by this bid solicitation will be assessed accordingly. The rated requirements are described in Attachment A to the RFP.

**Number of Resources Evaluated:** Only the key resources specified at Annex "A-1" Statement of Work - DRMIS in section entitled "Contractor CoE Resource Categories" will be evaluated under the Evaluation stage. All other proposed resources will be assessed after contract award once specific tasks are requested of the Contractor. After contract award, the Task Authorization process will be in accordance with Part 7 - Resulting Contract Clauses, the Article titled "Task Authorization". When a Task Authorization Form (either DND 626 TA Form or PWGSC TA Form) is issued, the Contractor will be requested to propose the resource(s) to satisfy the specific requirement based on the TA Form's Statement of Work. The proposed resource(s) will then be assessed against the Evaluation Criteria specified in Annex F- 1, Assessment for Resources at Task Authorization for DRMIS or Annex F- 2, Assessment for Resources at Task Authorization for SIGMA (as applicable), which will form part of any resultant contract(s).

Each requirement will be scored individually and the score will be determined through a consensus process. The maximum allowable points for each rated requirement are indicated in Attachment A to the RFP.

### ***Step 3: Reference Validation***

Canada may conduct reference validations on all the Bidders who have met all the mandatory requirements in Step 1 and may contact the references provided by the Bidder for clarification purposes as specified below.

The Bidder's RFP Point of Contact identified in its Proposal will act as an intermediary between Canada and the client references for the purpose of arranging follow-up communications between the Evaluation Team and the client reference as required. The Bidder's RFP Point of Contact must make every reasonable effort to arrange for such communication with the subject project reference in a timely and professional manner so as to reasonably accommodate Canada's review and evaluation schedule. Canada will act reasonably to accommodate the business and operational requirements of the project reference and will provide the Bidder's RFP Point of Contact no less than three business days' written notice of its intention to initiate contact.

The purpose of the reference validations is to allow the Evaluation Team to confirm and validate information provided by the Bidder in its proposal. Any of the information provided by the Bidder with respect to the reference projects may be verified through the reference validation process.

Canada may contact the references for clarification purposes in writing by e-mail (unless the contact at the reference is only available by telephone). These communications will be conducted in both official languages of Canada, English or French, at the preference of the client contact. If Canada is unable to contact the named client contact during the evaluation period, the Bidder will be given an opportunity to submit the name and contact information of an alternate contact from the same client. Canada may also contact the client contacts directly as well as by email. If the Bidder submits more than the stipulated maximum number of reference projects, only the maximum number will be evaluated in the order presented in the Bidder's proposal.

If there is any inconsistency or conflict between the Bidder's experience qualifications as indicated in the Bidder's proposal and the Bidder's experience qualifications as expressed by a client contact

during the reference validation process, then Canada will re-evaluate the Bidder experience using the information provided by the client contact.

There will be no points assigned in this step of the evaluation process. Once the reference validations have been completed, the information obtained through this process will be used to either confirm if mandatory requirements have been met, or validate the scoring assigned to the Bidder during Step 2 (Evaluation of Rated Requirements) of the evaluation process in accordance with the published evaluation criteria.

In the event that, once the reference information is taken into account, the Bidder is unable, or only partially able, to demonstrate or substantiate the accuracy of its response and its ability to fulfill a mandatory requirement as stated in its bid, its bid will be evaluated as non-compliant and will receive no further consideration.

In the event that, once the reference information is taken into account, the Bidder is unable, or only partially able, to demonstrate or substantiate the accuracy of its response and its ability to fulfill a rated requirement as stated in its bid, depending on the nature and degree of the discrepancy, the score for that specific rated requirement may be adjusted downwards. In no case will the scoring be adjusted upwards when the information obtained through the reference validation process is assessed.

#### **Step 4: Evaluation of Financial Bids**

As part of the evaluation process, the financial bids of those Bidders that are still considered compliant after Step 3 will be evaluated.

PWGSC-AB will independently assess the financial bids of all technically compliant bids. For each bid under consideration, a **Total Bid Evaluation Price** will be calculated as specified below using the information that the Bidder provided in its Financial Proposal in response to the Pricing Tables at Annex "B-1" Basis of Payment – DRMIS for DND. Where similar resource categories exist for the SIGMA for PWGSC requirement, the rates proposed under Annex "B-1" Basis of Payment – DRMIS for DND will be used in the Basis of Payment for the SIGMA for PWGSC contract.

**Calculation of Total Bid Evaluation Price:** The financial evaluation will be conducted by calculating the Total Bid Evaluation Price: There are two possible financial evaluation methods for this requirement. The first method will be used if three or more bids are determined responsive (see (a) Financial Evaluation - Method A below). The second method will be used if fewer than three bids are determined responsive (see (b) Financial Evaluation - Method B below).

(a) **Financial Evaluation - Method A:** The following financial evaluation method will be used if three or more bids are determined responsive:

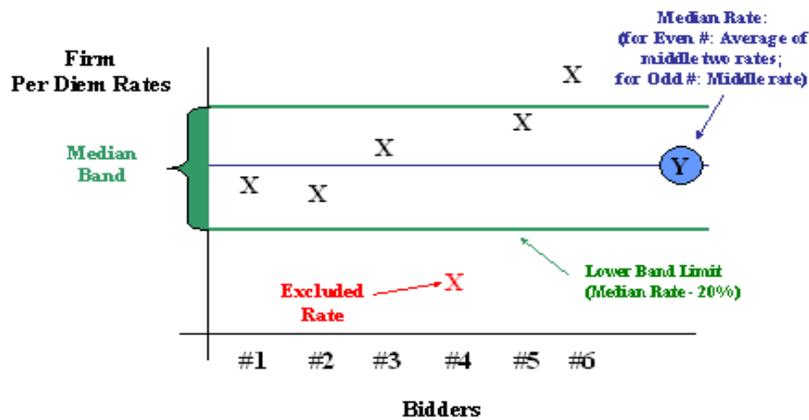
(i) **Financial Calculation:** The financial evaluation will be conducted using the pricing tables completed by the bidders and the Firm Per Diem Median Rate Evaluation Method explained below. A financial calculation will occur for each Bidder by multiplying its firm per diem rates for the Initial Contract Period and the option periods (or the Lower Median Band Limit, whichever is higher) with the estimated number of days of work for each period (as stated in both Statements of Work (Annex A-1 and A-2)), for all the Resource Categories stated in Annex "B-1" Basis of Payment – DRMIS for DND. The sum of such rate calculations will constitute the Total Bid Evaluation Price for that Bidder.

(ii) **Firm Per Diem Median Rate Evaluation:**

(A) **Use:** The firm per diem median rate calculation will apply to modify the rate to be assessed in the financial evaluation of a Bidder, where that Bidder submits a firm per diem rate for a resource category that is lower than the Lower Median Band Limit as calculated below. The firm per diem median rate calculation is for evaluation purposes only, and the actual submitted per diem rate will be used in any resulting contract in all instances.

- (B) **Calculation for both the Initial Contract Period and the Option Period medians:** Using the per diem rate proposed for each individual resource category by the technically responsive Bidders, a median rate will be determined for each Resource Category. A median will be used to calculate a median band against which each Bidder's per diem rate will be established for the Initial Contract Period, and another median will be established for each of the option periods. For each Resource Category, the median band will be calculated using the median function in Microsoft Excel and will represent a range that encompasses the median rate to a value of minus (-) 20% of the median. The Lower Median Band Limit for each Resource Category is set at 80% of the median. If a Bidder bids a firm per diem rate for a Resource Category that is lower than the Lower Median Band Limit, that Bidder's financial evaluation will be conducted using a per diem rate equal to the Lower Median Band Limit for that Resource Category.
- (C) **Example:** The following diagram is a representation of the calculation of the median band for a single Resource Category. This diagram identifies the median band and the included and excluded resource per diem rates.

**Resource Category Median Band Determination  
(Even Number of Bidders)**



In this example Resource Category using the firm per diem median rate calculation approach, if the median rate identified as (Y) is \$591.50, then the median band limit would be minus (-) 20% of \$591.50, or \$473.20. The figure \$473.20 would be the Lower Median Band Limit for this Resource Category.

If a Bidder quotes a firm per diem rate for this Resource Category that is lower than \$473.20, the per diem rate of \$473.20 will be used to evaluate that Bidder's bid for this Resource Category.

If that Bidder quoted a firm per diem rate of \$400.00 for that Resource Category, and it is determined to be the winning Contractor, the firm per diem rate of \$400.00 which was quoted originally by the Bidder will be included in the resulting contract.

- (b) **Financial Evaluation - Method B:** The following financial evaluation method will be used if less than three bids are determined responsive:

- (i) **Financial Calculation:** The financial evaluation will be conducted using the pricing tables completed by the Bidders. A financial calculation will occur for each Bidder by multiplying its firm per diem rates for the Initial Contract Period and the option periods with the estimated number of days of work for each period, for all the Resource Categories stated in both Statements of Work (Annex A-1 and A-2). The sum of such rate calculations will constitute the Total Bid Evaluation Price for that Bidder.

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

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

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

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

**(d) Formulae in Pricing Tables**

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

**Step 5: Determination of Combined Rating Technical Merit and Price and Ranking of Bidders**

PWGSC-AB will independently determine each compliant Bidder’s **Combined Rating Technical Merit and Price** as follows:

- Technical Bid - Total Technical Score (maximum 60 points)
- Financial Bid - Total Financial Bid Score (maximum 40 points)
- Combined Rating Technical Merit and Price (maximum 100 points)

(a) For each bid:

(i) Calculation of Total Technical Score: The Total Technical Score will be computed for each responsive Bidder by converting the Technical Score for the point-rated technical criteria, using the following formulae, and rounded to two decimal places:

$$\frac{\text{Technical Score}}{\text{Maximum Technical Points (910)}} \times 60 = \text{Total Technical Score (max. of 60 points)}$$

(ii) Calculation of Total Financial Bid Score: The Total Financial Bid Score will be computed for each responsive Bidder by converting the Financial Score obtained for the financial evaluation, using the following formula, and rounded to two decimal places:

$$\frac{\text{Lowest Total Bid Evaluation Price}}{\text{The Bidder's Total Bid Evaluation Price}} \times 40 = \text{Total Financial Bid Score (max. of 40 points)}$$

(iii) Calculation of the Combined Rating Technical Merit and Price: Combined Rating Technical Merit and Price will be computed for each responsive Bidder using the following formula, and rounded to two decimal places:

$$\text{Total Technical Score} + \text{Total Financial Bid Score} = \text{Combined Rating Technical Merit and Price}$$

(b) Bidders should note that all contract awards are subject to Canada’s internal approvals process, which includes a requirement to approve funding in the amount of any proposed contract. Despite the fact that a Bidder may have been recommended for contract award, contracts will only be awarded if internal approval is granted according to Canada’s internal policies. If approval is not granted, no contract will be awarded.

(c) **The table below illustrates an example** where all three bids are responsive and the selection of the contractor is determined by a 60/40 ratio of technical merit and price, respectively. The total available points for technical score equal 135 and for price, 45 points, based on the lowest evaluated price of \$45,000.

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

		Bidder 1	Bidder 2	Bidder 3
<b>Overall Technical Score</b>		115/135	89/135	92/135
<b>Evaluated Total Bid Price</b>		\$55,000.00	\$50,000.00	\$45,000.00
<b>Calculations</b>	<b>Technical Merit Score</b>	115/135 x 60 = 51.11	89/135 x 60 = 39.55	92/135 x 60 = 40.89
	<b>Pricing Score</b>	45/55 x 40 = 32.73	45/50 x 40 = 36.00	45/45 x 40 = 40.00
<b>Combined Rating</b>		83.84	75.55	80.89
<b>Overall Rating</b>		1st	3rd	2nd

### Step 6: Selection of Successful Bidder for Recommendation

To be declared responsive, a bid must:

- (a) comply with all the requirements of the bid solicitation; and
- (b) meet all mandatory technical evaluation requirements.

Bids not meeting (a) or (b) will be declared non-responsive.

The Bidder that submits the compliant proposal achieving the highest Overall Proposal Score (i.e. Combined Rating Technical Merit and Price) will be recommended for award of two separate Contracts, one for each client department (DND-DRMIS and PWGSC-SIGMA). In the event of a tie, the compliant proposal with the higher Total Financial Bid Score will prevail. Canada will evaluate the first ranked Bidder's financial capability, to ensure its capability to undertake the project and deliver within both expected Contracts framework and time frame.

Bidder financial capability is a mandatory condition precedent to Contract award. If the first ranked Bidder does not pass this evaluation, the Bidder's bid will be declared non-responsive, and a revised ranking will be established in accordance with the procedures herein. Whether any bid is recommended for contract award depends on all the provisions of this bid solicitation (for example, the vendor performance provisions of Standard Instructions 2003 would affect whether an otherwise responsive bid were recommended for award, as would factors such as financial capability).

### 6. Evaluation of Experience of Bidder's Teaming Members

In the Bidder's response to each requirement where corporate or key personnel (as per Annex A-1, section 3.2a. and b.) experience is being evaluated, the Bidder should specify the name of the entity whose experience is being submitted for evaluation (i.e., whether the experience is that of the Bidder, the parent organization, a Joint Venture partner, etc.). In addition, in the event that the Bidder is using the experience of a parent, an affiliated organization, any subsidiary organization or any major tier one subcontractors, the Bidder should clearly indicate under each requirement, as applicable, that it has a teaming agreement or contract with this entity, as per the certification provided in Attachment C to the RFP.

For the purpose of this solicitation, a Team Member is any entity that the Bidder is proposing to perform any part of the work and whose experience is being used to meet an evaluation requirement. Team Members under this solicitation can ONLY include the following:

- (a) For **corporate** experience, except where otherwise expressly specified, only the experience of joint venture partners, a parent organization, an affiliated organization, any subsidiary organization and any major tier one subcontractor;
- (b) For **key personnel** experience, the experience of an individual from a joint venture partner, a parent organization, an affiliated organization, any subsidiary organization or any major tier one subcontractor.

Eligible Work Experience: as applicable, the following will apply in assessing the Bidder's response against the mandatory and rated requirements.

#### (A) For Both Corporate and Key Personnel Experience

- (i) Experience listed without providing any supporting data to describe where, how and by whom such experience was obtained will result in the experience not being included for evaluation purposes.

- (ii) Except where otherwise expressly provided, Corporate Team Members or Key Personnel cannot pool their abilities to satisfy any single point-rated requirement of this solicitation. Wherever substantiation of a point-rated requirement is required, the Bidder is requested to indicate which team member or individual satisfies the requirement.
- (iii) Experience listed must include the month and year for both the start and finish dates and should also include the day. If the day is not provided, it will be evaluated as the last day of the month in the case of the start date and the first day of the month in the case of the finish date.
- (iv) For a month of experience to be considered, the experience must be for at least 12 working days in the month.

Example:

A bidder is a joint venture consisting of members X, Y and Z. If a solicitation requires: (a) that the bidder have 3 years of experience providing maintenance services, and (b) that the bidder have 2 years of experience integrating hardware with complex networks, then each of these two requirements can be met by a different member of the joint venture. However, for a single requirement, such as the requirement for 3 years of experience providing maintenance services, the bidder cannot indicate that each of members X, Y and Z has one year of experience, totalling three years. Such a response would be declared non-compliant. (Note: this example is not specific to this solicitation and does not relate to the requirements of this solicitation - it is provided only for illustrative purposes.)

**(B) For Corporate Experience**

- (i) The corporate experience identified by the Bidder to meet specific criteria must be work for which the Bidder was directly responsible. Corporate experience, as a result of work carried out by a parent organization, any affiliated organization and/or any subsidiary organization that may be associated with the Bidder or joint venture member or general partner of the Bidder, as applicable will only be considered if the experience is accessible to the Bidder and the Bidder can rely upon and use the experience of the Team Member throughout the performance of any resulting Contract. The Bidder is required to demonstrate this accessibility through the certification provided under Attachment C - Team Certification. This certification is required to include the name(s) of the entity whose experience is being presented for evaluation or the experience will not be considered by the Evaluation Team. The Bidder is requested to provide this certification with its proposal at bid closing.
- (ii) Canada believes that there is a strong correlation between the success of an initiative and a Contractor with well-established relationships with its team members (joint venture partners, partners, parent organization, affiliated organization, any subsidiary organization and major tier-one subcontractors).
- (iii) The Bidder may, however, consist of several firms putting one bid together as a joint venture. In the case of such a joint venture, except as otherwise specified, the experience of the firms forming the joint venture will be considered in determining the Bidder's compliance with the criteria.

**(C) For Key Personnel Experience (DND DRMIS only)**

For any of the Bidder's proposed personnel, the month(s) of experience listed for a project whose time frame overlaps that of another referenced project, will only be counted once. For example: Project 1 time frame is July 2, 2001 to December 31, 2001; Project 2 time frame is October 1, 2001 to January 30, 2002; the total months of experience for these two project references is seven.

## PART 5 - CERTIFICATIONS

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

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.

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.

### 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.

#### 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](#)" list at the time of contract award.

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

The Bidder must provide the Contracting Authority with a completed 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 D - Federal Contractors Program for Employment Equity - Certification, for each member of the Joint Venture.

### 1.3. Education and Experience

*SACC Manual* clause A3010T (2010-08-16) Education and Experience

The Bidder certifies that all the information provided in the résumés and supporting material submitted with its bid, particularly the information pertaining to education, achievements, experience and work history, has been verified by the Bidder to be true and accurate. Furthermore, the Bidder warrants that every individual proposed by the Bidder for the requirement is capable of performing the Work described in the resulting contract.

### 1.4. Status and Availability of Resources

- (a) The Bidder certifies that, should it be awarded a contract as a result of the bid solicitation, every individual proposed in its bid will be available to perform the Work as required by Canada's representatives and at the time specified in the bid solicitation or agreed to with Canada's representatives. If for reasons beyond its control, the Bidder is unable to provide the services of an individual named in its bid, the Bidder must propose a substitute with similar qualifications and experience. The Bidder must advise the Contracting Authority of the reason for the substitution and provide the name, qualifications and experience of the proposed replacement. For the purposes of this clause, only the following reasons will be considered as beyond the control of the Bidder: death, sickness, maternity and parental leave, retirement, resignation, dismissal for cause or termination of an agreement for default.
- (b) The Bidder certifies that, should it be awarded a contract as a result of the bid solicitation, the bidder will provide additional resources in accordance with the TA process detailed in the Contract to perform the Work as required by Canada's representatives and at the time agreed to with Canada's representatives.
- (c) If the Bidder has proposed any individual who is not an employee of the Bidder, the Bidder certifies that it has the permission from that individual to propose his/her services in relation to the Work to be performed and to submit his/her résumé to Canada. The Bidder must, upon request from the Contracting Authority, provide a written confirmation, signed by the individual, of the permission given to the Bidder and of his/her availability. Failure to comply with the request may result in the bid being declared non-responsive.

## PART 6 - SECURITY, FINANCIAL AND OTHER REQUIREMENTS

### 1. Security Requirement

- 1.1. Before award of both contracts, the following conditions must be met:
- (a) the Bidder must hold a valid organization security clearance as indicated in Part 7 - 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 7 - 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 7 - Resulting Contract Clauses; and
  - (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.
- 1.2. Bidders are reminded to obtain the required security clearance promptly. Any delay in the award of a contract to allow the successful bidder to obtain the required clearance will be at the entire discretion of the Contracting Authority.
- 1.3. 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.

### 2. Financial Capability

*Manual SACC clause A9033T (2012-07-16) Financial Capability applies.*

- 2.1. **Financial Capability Requirement:** The Bidder must have the financial capability to fulfill this requirement. To determine the Bidder's financial capability, the Contracting Authority may, by written notice to the Bidder, require the submission of some or all of the financial information detailed below during the evaluation of bids. The Bidder must provide the following information to the Contracting Authority within 15 working days of the request or as specified by the Contracting Authority in the notice:
- (a) Audited financial statements, if available, or the unaudited financial statements (prepared by the Bidder's outside accounting firm, if available, or prepared in-house if no external statements have been prepared) for the Bidder's last three fiscal years, or for the years that the Bidder has been in business if this is less than three years (including, as a minimum, the Balance Sheet, the Statement of Retained Earnings, the Income Statement and any notes to the statements).
  - (b) If the date of the financial statements in (a) above is more than five months before the date of the request for information by the Contracting Authority, the Bidder must also provide, unless this is prohibited by legislation for public companies, the last quarterly financial statements (consisting of a Balance Sheet and a year-to-date Income Statement), as of two months before the date on which the Contracting Authority requests this information.

- (c) If the Bidder has not been in business for at least one full fiscal year, the following must be provided:
  - (i) the opening Balance Sheet on commencement of business (in the case of a corporation, the date of incorporation); and
  - (ii) the last quarterly financial statements (consisting of a Balance Sheet and a year-to-date Income Statement) as of two months before the date on which the Contracting Authority requests this information.

A certification from the Chief Financial Officer or an authorized signing officer of the Bidder that the financial information provided is complete and accurate.

- (d) A confirmation letter from all of the financial institution(s) that have provided short-term financing to the Bidder outlining the total of lines of credit granted to the Bidder and the amount of credit that remains available and not drawn upon as of one month prior to the date on which the Contracting Authority requests this information.
- (e) A detailed monthly Cash Flow Statement covering all the Bidder's activities (including the requirement) for the first two years of the requirement that is the subject of the bid solicitation, unless this is prohibited by legislation. This statement must detail the Bidder's major sources and amounts of cash and the major items of cash expenditures on a monthly basis, for all the Bidder's activities. All assumptions made should be explained as well as details of how cash shortfalls will be financed.
- (f) A detailed monthly Project Cash Flow Statement covering the first two years of the requirement that is the subject of the bid solicitation, unless this is prohibited by legislation. This statement must detail the Bidder's major sources and amounts of cash and the major items of cash expenditures, for the requirement, on a monthly basis. All assumptions made should be explained as well as details of how cash shortfalls will be financed.

**2.2.** If the Bidder is a joint venture, the financial information required by the Contracting Authority must be provided by each member of the joint venture.

**2.3.** If the Bidder is a subsidiary of another company, then any financial information in 1. (a) to (f) above required by the Contracting Authority must be provided by the ultimate parent company. Provision of parent company financial information does not by itself satisfy the requirement for the provision of the financial information of the Bidder, and the financial capability of a parent cannot be substituted for the financial capability of the Bidder itself unless an agreement by the parent company to sign a Parental Guarantee, as drawn up by Public Works and Government Services Canada (PWGSC), is provided with the required information.

**2.4. Financial Information Already Provided to PWGSC:** The Bidder is not required to resubmit any financial information requested by the Contracting Authority that is already on file at PWGSC with the Contract Cost Analysis, Audit and Policy Directorate of the Policy, Risk, Integrity and Strategic Management Sector, provided that within the above-noted time frame:

- (a) the Bidder identifies to the Contracting Authority in writing the specific information that is on file and the requirement for which this information was provided; and
- (b) the Bidder authorizes the use of the information for this requirement.

It is the Bidder's responsibility to confirm with the Contracting Authority that this information is still on file with PWGSC.

**2.5. Other Information:** Canada reserves the right to request from the Bidder any other information that Canada requires to conduct a complete financial capability assessment of the Bidder.

**2.6. Confidentiality:** If the Bidder provides the information required above to Canada in confidence while indicating that the disclosed information is confidential, then Canada will treat the information in a confidential manner as permitted by the [Access to Information Act](#), R.S., 1985, c.c. A-1, Section 20(1) (b) and (c).

**2.7. Security:** In determining the Bidder's financial capability to fulfill this requirement, Canada may consider any security the Bidder is capable of providing, at the Bidder's sole expense (for example, an irrevocable letter of credit from a registered financial institution drawn in favour of Canada, a performance guarantee from a third party or some other form of security, as determined by Canada).

### 3. Insurance Requirements

The Bidder must provide a letter from an insurance broker or an insurance company licensed to operate in Canada stating that the Bidder, if awarded a contract as a result of the bid solicitation, can be insured in accordance with the Insurance Requirements specified in Part 7 of the RFP.

If the information is not provided in the bid, 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.

### 4. Controlled Goods Program

(a) In the case of a joint venture Bidder, each member of the joint venture must meet the requirements of the Controlled Goods Program.

### 5. Former Public Servant

Contracts awarded to former public servants (FPS) in receipt of a pension or of a lump sum payment must bear the closest public scrutiny and reflect fairness in the spending of public funds. In order to comply with Treasury Board policies and directives on contracts awarded to FPS, bidders must provide in writing before contract award for each question below, the answer and, as applicable, the information required.

If the answer to the question and, as applicable, the information required have not been received by the Contracting Authority by the time the evaluation of bids is completed, Canada will inform the Bidder of a time frame within which to provide the answer and, as applicable, the information required. Failure to comply with Canada's request and meet the requirement within the prescribed time frame will render the bid non-responsive.

#### Definitions

For the purposes of this clause,

"former public servant" is any former member of a department as defined in the [Financial Administration Act](#), R.S., 1985, c. F-11, a former member of the Canadian Armed Forces or a former member of the Royal Canadian Mounted Police. A former public servant may be:

- (a) an individual;
- (b) an individual who has incorporated;
- (c) a partnership made of former public servants; or
- (d) a sole proprietorship or entity where the affected individual has a controlling or major interest in the entity.

"lump sum payment period" means the period measured in weeks of salary, for which payment has been made to facilitate the transition to retirement or to other employment as a result of the implementation of various programs to reduce the size of the Public Service. The lump sum

payment period does not include the period of severance pay, which is measured in a like manner.

"pension" means a pension or annual allowance paid under the [Public Service Superannuation Act \(PSSA\)](#), R.S., 1985, c. P-36, and any increases paid pursuant to the [Supplementary Retirement Benefits Act](#), R.S., 1985, c. S-24 as it affects the PSSA. It does not include pensions payable pursuant to the [Canadian Forces Superannuation Act](#), R.S., 1985, c. C-17, the [Defence Services Pension Continuation Act](#), 1970, c. D-3, the [Royal Canadian Mounted Police Pension Continuation Act](#), 1970, c. R-10, and the [Royal Canadian Mounted Police Superannuation Act](#), R.S., 1985, c. R-11, the [Members of Parliament Retiring Allowances Act](#), R.S., 1985, c. M-5, and that portion of pension payable to the [Canada Pension Plan Act](#), R.S., 1985, c. C-8.

**Bidder is requested to use the Bid Submission Form to provide the information below, if required.**

### **Former Public Servant in Receipt of a Pension**

As per the above definitions, is the Bidder a FPS in receipt of a pension?

Yes ( ) No ( )

If so, the Bidder must provide the following information, for all FPS in receipt of a pension, as applicable:

- a. name of former public servant; and
- b. date of termination of employment or retirement from the Public Service.

By providing this information, Bidders agree that the successful Bidder's status, with respect to being a former public servant in receipt of a pension, will be reported on departmental websites as part of the published proactive disclosure reports in accordance with [Contracting Policy Notice: 2012-2](#) and the [Guidelines on the Proactive Disclosure of Contracts](#).

### **Work Force Adjustment Directive**

Is the Bidder a FPS who received a lump sum payment pursuant to the terms of the Work Force Adjustment Directive?

Yes ( ) No ( )

If so, the Bidder must provide the following information:

- a) name of former public servant;
- b) conditions of the lump sum payment incentive;
- c) date of termination of employment;
- d) amount of lump sum payment;
- e) rate of pay on which lump sum payment is based;
- f) period of lump sum payment including start date, end date and number of weeks; and
- g) number and amount (professional fees) of other contracts subject to the restrictions of a work force reduction program.

For all contracts awarded during the lump sum payment period, the total amount of fees that may be paid to a FPS who received a lump sum payment is \$5,000, including Applicable Taxes.

## PART 7- A - RESULTING CONTRACT CLAUSES (DRMIS)

NOTE: Canada intends to issue two contracts as a result of this solicitation. The following clauses and conditions apply to and form part of any contract resulting from the bid solicitation for the DRMIS requirement.

### 1.1. Requirement

- (a) The Contractor agrees to supply to the Client the services described in the Contract, including the Statement of Work, in accordance with, and at the prices set out in the Contract.
- (b) **Client:** Under the Contract, the "**Client**" is the Department of National Defence.
- (c) **Reorganization of Client:** The Contractor's obligation to perform the Work will not be affected by (and no additional fees will be payable as a result of) the renaming, reorganization, reconfiguration, or restructuring of any Client. The reorganization, reconfiguration and restructuring of the Client includes the privatization of the Client, its merger with another entity, or its dissolution, where that dissolution is followed by the creation of another entity or entities with mandates similar to the original Client. In connection with any form of reorganization, Canada may designate another department or government body as the Contracting Authority or Technical Authority, as required to reflect the new roles and responsibilities associated with the reorganization.
- (d) **Defined Terms:** Words and expressions defined in the General Conditions or Supplemental General Conditions and used in the Contract have the meanings given to them in the General Conditions or Supplemental General Conditions. Any reference to a "deliverable" or "deliverables" includes all documentation outlined in this Contract. A reference to a "local office" of the Contractor means an office having at least one full time employee that is not a shared resource working at that location.

### 1.2. Task Authorization

The Work or a portion of the Work to be performed under the Contract will be authorized using a Task Authorization (TA) as defined herein. The Work described in the TA must be in accordance with the scope of the Contract.

#### 1.2.1. Task Authorization Process – PRIORITY OF RESOURCES

This contract was awarded as a result of the Defence Resource Management Information System (DRMIS) and SIGMA System Request for Proposal which sought similar resources for two different departments (Department of National Defence (DND) and Public Works and Government Services Canada (PWGSC)) and resulted in two separate contracts with the Contractor. As a result, there may be situations in which both departments require the Contractor to provide similar resources at the same time in excess of the Contractor's capacity.

In order to aid both departments (PWGSC and DND) to fulfill their respective requirements, a process will be implemented to prioritize the work/resources if and when required. The Contractor will be included in this process, as applicable.

Every attempt will be made by both PWGSC and DND to plan and prioritize the work required to support or implement their respective systems in order to ensure fair and timely apportioning of the required contractor resources. However, should the situation arise where similar resources (categories, levels) are requested simultaneously by PWGSC (SIGMA requirements) and DND (DRMIS requirements), priority for provision of those resources by the contractor will be given to Task Authorizations (TA) related to DND/CAF Operational activities. Examples of these types of Operational Activities are:

- Deployment abroad in support of international operations (short or long term);
- Training Exercises held in Canada and abroad;
- Support for major international events held in Canada;
- Responding to major crises in Canada and abroad.

Task Authorizations related to these types of activities could be for work directly related to the operation itself, or to backfill existing support resources that need to be redirected to the operational activity. Both of these types of TA will be considered as “top priority” for provision of the requisite contractor resources.

### 1.2.2. Task Authorization Process

A Task Authorization (TA) will contain the details of the activities to be performed, a description of the deliverables, and a schedule indicating completion dates for the major activities or submission dates for the deliverables. The TA will also include the applicable basis (bases) and methods of payment as specified in the Contract.

As and when requested the Contractor will assist DND, through a Task Authorization, in developing measurable performance standards that could be applied to any work to be performed under the Contract and/or in identifying potential areas of work to be performed under a managed service approach in the future.

If a requirement for a specific task is identified, a statement of task will be prepared by the Technical Authority and will be sent to the DND Procurement Representative, and may be forwarded to the Contracting Authority, as applicable. The DND Procurement Representative will send the Task Authorization to the Contractor. Once it receives the statement of task, the Contractor must submit a quotation detailing the cost and time to complete the task to the DND Procurement Representative and the Contracting Authority.

- (a) **The Contractor's quotation must be based on the rates set out in the Contract.** The Contractor will not be paid for providing the quotation or for providing other information required to prepare and issue the TA. The Contractor must provide any information requested by Canada in relation to the preparation of a TA within 5 working days of the request.
- (b) **Approval Process:** If Canada approves the Contractor's task quotation, Canada (by its authorized representative, as described in this Article) will issue the TA by forwarding a signed copy of the final TA form to the Contractor. Whether or not to approve or issue a TA is entirely within Canada's discretion.
- (c) **Form and Content of Task Authorization:**
  - (i) The DND Procurement Representative will provide the Contractor with a description of the task using the DND 626, Task Authorization Form in Annex E-1.
  - (ii) The Task Authorization will contain the details of the activities to be performed, a description of the deliverables, and a schedule indicating completion dates for the major activities or submission dates for the deliverables. The TA will also include the applicable basis (bases) and methods of payment as specified in the Contract.
  - (iii) A Task Authorization must also contain the following information, if applicable:
    - (A) the task number;
    - (B) the date by which the Contractor's response must be received (which will appear in the draft Task Authorization, but not the issued Task Authorization);

- (C) the details of any financial coding to be used;
- (D) the categories of resources and the number required;
- (E) a description of the work for the task outlining the activities to be performed and identifying any deliverables (such as reports);
- (F) the start and completion dates;
- (G) milestone dates for deliverables and payments (if applicable);
- (H) the number of person-days of effort required;
- (I) whether the work requires on-site activities and the location;
- (J) the language profile of the resources required;
- (K) the level of security clearance required of resources;
- (L) the price payable to the Contractor for performing the task, with an indication of whether it is a firm price or a maximum TA price (and, for maximum price task authorizations, the TA must indicate how the final amount payable will be determined; where the TA does not indicate how the final amount payable will be determined, the amount payable is the amount, up to the maximum, that the Contractor demonstrates was actually worked on the task, by submitting time sheets filled in at the time of the work by the individual resources to support the charges); and
- (M) any other constraints that might affect the completion of the task.

- (d) **Contractor's Response to Draft Task Authorization:** The Contractor must provide the DND Procurement Representative, within 5 working days of receiving the draft Task Authorization (or within any longer time period specified in the draft TA), the proposed total estimated cost for performing the task and a breakdown of that cost, established in accordance with the Basis of Payment specified in the Contract. The Contractor's quotation must be based on the rates set out in the Contract. The Contractor will not be paid for preparing or providing its response or for providing other information required to prepare and issue the TA.

Resources proposed by the Contractor in response to a TA, will be evaluated by the Technical Authority, in accordance with Annex F-1, Assessment for Resource Evaluation at Task Authorization for DRMIS attached hereto, for acceptance by the Technical Authority. Should any proposed resource not meet the evaluation criteria, the Contractor shall propose an alternate resource.

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

To be validly issued, a TA must include the following signatures:

- (A) the DND Procurement Representative; and
- (B) the PWGSC Contracting Authority.

Any TA that does not bear the appropriate signatures is not validly issued by Canada. Any work performed by the Contractor without receiving a validly issued TA is done at the Contractor's own risk. If the Contractor receives a TA that is not appropriately signed, the Contractor must notify the Contracting Authority.

- (f) **Administration of Task Authorization Process for DND:** The administration of the Task Authorization process will be carried out by the DND Procurement Representative. This process includes monitoring, controlling and reporting on expenditures of the contract with Task Authorizations to the Contracting Authority.

**(g) Periodic Usage Reports:**

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

The data must be submitted to the Contracting Authority no later than 14 calendar days after the end of the reporting period.

- (iii) Each report must contain the following information for each validly issued TA (as amended):
  - (A) the Task Authorization number and the Task Authorization Revision number(s), if applicable;
  - (B) a title or a brief description of the task;
  - (C) the name, Category of Personnel and level of each resource involved in performing the TA, as applicable;
  - (D) the total estimated cost specified in the TA (GST or HST extra);
  - (E) the total amount (GST or HST extra) expended to date;
  - (F) the start and completion date; and
  - (G) the active status, as applicable (e.g., indicate whether work is in progress or if Canada has cancelled or suspended the TA, etc.).
- (iv) Each report must also contain the following cumulative information for all the validly issued TAs (as amended):
  - (A) the amount (GST or HST extra) specified in the contract (as last amended, if applicable) as Canada's total liability to the contractor for all authorized TAs; and
  - (B) the total amount, GST or HST extra, expended to date against all validly issued tasks.

**(h) Consolidation of TAs for Administrative Purposes:** The Contract may be amended from time to time to reflect all Task Authorizations issued and approved by the Contracting Authority to date, to document the Work performed under those TAs for Administrative purposes.

**2. Minimum Work Guarantee**

**a)** In this clause,

**"Maximum Contract Value"** means the amount specified in the **"Limitation of Expenditure"** clause set out in the Contract (excluding Applicable Taxes); and

**“Minimum Contract Value”** means 10% of the Maximum Contract Value on the date the contract is first issued.

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

### 3. Professional Services – General

- 3.1. The Contractor must provide, as and when requested by Canada using a TA, professional services as described in Annex A - 1. Once a requirement for a resource is identified by Canada (including any resources required under the Contract to be available immediately following award or once a TA is issued), the Contractor must make the resource available to Canada within 10 working days.
- 3.2. If the Contractor fails to meet any of its obligations under this Article and Article 4 below, or fails to deliver any deliverable or complete any task described in the Contract on time, in addition to any other rights or remedies available to Canada under the Contract or the law, Canada may notify the Contractor of the deficiency, in which case the Contractor must submit a written plan to the Technical Authority within the turnaround time expressed in the TA detailing the actions that the Contractor will undertake to remedy the deficiency. The Contractor must prepare and implement the plan at its own expense.

### 4. Professional Services – Qualifications & Replacement of Personnel

- 4.1. **Qualifications of Personnel:** The Contractor must ensure that all personnel assigned to perform the Work under this Contract meet the level of competence required to perform the work described in the SOW and are acceptable to the Technical Authority.

Resources proposed by the Contractor in response to a TA will be evaluated for acceptability by Canada in accordance with Annex F-1, Assessment for Resource Evaluation at Task Authorization for DRMIS.
- 4.2. **Contractor to Ensure Performance:** The Contractor must monitor its employees to ensure that performance is maintained to the satisfaction of the Technical Authority.
- 4.3. **Specific Individuals:** When specific persons have been named in the Contract as the persons who must perform the Work, the Contractor must provide the services of the persons so named unless the Contractor is unable to do so for reasons beyond its control. For the purposes of this provision, “reasons beyond its control” does not include the re-assignment of the individual to

other projects being handled by the Contractor. Canada may require a statutory declaration from the Contractor in respect of any personnel removed for reasons beyond the Contractor's control.

- i) If the Contractor must replace an individual named in the Contract, for any reason, the replacement must meet the minimum qualifications listed in the SOW, Annex A - 1. In the case of project key personnel in the SOW, the replacement must also have similar qualifications and experience as the person named in the Contract.
- ii) Named Resources:

**Named Positions (to be inserted in the resulting contract)**

Name	Title
	Project Manager, Level 3
	Application Software Architect, Level 3
	Application Software Architect, Level 3
	Application Software Architect, Level 3

- 4.4. **Back-up Resources:** The Contractor undertakes to supply competent back-up staff so that in the event of any cause which renders the personnel unavailable to the assignment for which service was requested, such occurrence does not extend the completion date specified in this contract unless such extension has been accepted by the Technical Authority and incorporated into the Contract or TAs in the form of an amendment to the Contract or the TAs approved by the Technical Authority.
- 4.5. **Replacement and Knowledge Transfer:** If it is necessary to replace personnel, the Contractor must give at least ten (10) working days notice in writing to the Technical Authority, but thirty days would be preferable. The replacement must possess qualifications acceptable to the Technical Authority and be approved by the Technical Authority prior to replacement. Any replacement will be assigned to shadow the "to be replaced" resource (or a DND resource when appropriate) for knowledge transfer, for a period of up to a maximum of ten (10) working days to be determined with the Technical Authority, at the Contractor's own expense. This shall also apply to Contractor personnel replaced at the request of the Technical Authority as not being suitable, if requested by DND. The Technical Authority reserves the right to interview (at no cost to Canada) the personnel assigned to the Project.
- 4.6. **Resources with Different or Additional Skills:** To the extent that the performance of the work in accordance with this Contract requires professional services from individuals with different or additional skills from those described in the Statement of Work, the Contractor must provide individuals capable of performing such Work at prices to be agreed upon by the parties.
- 4.7. **Competitive Award:** The Contractor acknowledges that the Contract has been awarded as a result of a competitive process. No additional charges will be allowed to compensate for errors, oversights, misconceptions or underestimates made by the Contractor when bidding for the Contract.
- 4.8. **Purpose of Estimates:** All estimated costs contained in the Contract are included solely for the administrative purposes of Canada and do not represent a commitment on the part of Canada to purchase goods or services in these amounts.

**5. Change Management Procedures**

- 5.1. Without in any way diminishing or restricting any of the responsibilities of the Contractor, the Technical Authority may, by giving written notice to the Contractor, at any time and from time to time, request changes in the Work described in the Contract or in any approved TA(s).

Conversely, the Contractor may wish to propose a change to the Work described in the Contract or changes in any approved TA(s).

- 5.2.** Where the Technical Authority (requests a change or modification, the Technical Authority will request a written Change Proposal from the Contractor for consideration. Where the Contractor wishes to propose a change or a modification, the Contractor will submit a written Change Proposal to the Technical Authority for consideration.
- 5.3.** All changes, whether there is a cost or not, will require formal authorization through a TA or a Contract amendment.
- 5.4.** As soon as reasonably possible, and no later than 10 working days after receipt of the request, the Contractor must either:
- i. give notice to the Technical Authority that the proposed modification is not sufficiently defined; or
  - ii. submit to the Technical Authority a completed Change Proposal which must contain the following:
    - (A) a description of the change(s);
    - (B) the decrease or increase, if any, which the proposed change will cause to the Contract or TA price;
    - (C) change(s) in delivery dates, if any, for any part of the Work affected by the directed or proposed changes;
    - (D) the anticipated effect of the change(s) on the performance of the Work;
    - (E) the plan or plans to minimize the effect of the change(s) on the performance of the Work;
    - (F) recommended plan or plans for the completion of the Work;
    - (G) any other change in the provisions of the TA or this Contract; and
    - (H) such additional information as may be reasonably required by the Technical Authority.

If the Contractor's Change Proposal is accepted, the Technical Authority and the Contractor agree to commence negotiations with respect to changes in the Work described in the Contractor's Change Proposal as soon as practicable.

- 5.5.** All proposed changes by the Contractor to any previously approved deliverable will require the revised deliverable to be resubmitted by the Contractor to the Technical Authority for acceptance in accordance with this Contract.
- 5.6.** No change in the Work, or in price, in the Contract or any resulting TA(s), resulting from changes in the Work, will be recognized under this Contract or any resulting TA(s), except in accordance with the provisions described in this Article. No one other than the Contracting Authority has the authority to approve any amendments or changes to this Contract or any resulting TA(s).
- 5.7.** If any directed change or changes approved after consideration of the Change Proposal, causes an increase or decrease in the price of the Contract or any resulting TA or the time for performance, then the price of the respective TA, the time for performance and other affected provisions of the Contract or the respective TA must be adjusted accordingly, provided that, at no time, must the Contractor be entitled compensation for any loss of anticipated profits. The Contractor must not carry out any Work arising from a change proposed by the Contractor or requested by the Technical Authority until negotiations between the Contractor and Canada are completed to a mutual agreement, and the Contractor is in receipt of written authorization to proceed with the change as received from the Contracting Authority.

- a) It is the responsibility of the Contractor to verify with the Technical Authority and the Contracting Authority whether the Work activity falls within the scope of the Contract or any approved TA(s), in the event that any uncertainty exists.
  - b) If preparation of a Change Proposal requires significant effort (10 working days or more) on the part of the Contractor, the Contractor will notify the Technical Authority and the Contracting Authority of the Contractor's costs to prepare any such Change Proposal, that is, the "Estimated Cost". In such event, the Contracting Authority will:
    - (i) withdraw the request for the Change Proposal response; or
    - (ii) authorize the Contractor to proceed to prepare the Change Proposal through the issuance of a TA, in which event Canada will be liable for the Contractor's costs to prepare the Change Proposal up to an amount not to exceed the Estimated Cost.
- 5.8.** If the number of Change Proposals that the Contractor is required to prepare in any month will, in the aggregate, require significant effort on the part of the Contractor, the Contractor's Representative will give notice thereof to the Contracting Authority and the Technical Authority. In such event, the parties will meet promptly to:
- (i) identify the Change Proposal requests that may be withdrawn and prioritize those remaining; or
  - (ii) identify the Estimated Cost to prepare the change proposals, and Canada must then authorize or withdraw the change requests in a similar manner as described in sub-article 5.7b) above.
- 5.9.** The costs of any changes pursuant to this Article will be negotiated based on pricing contained in the Contracts.

## **6. 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.

### **6.1. General Conditions**

2035 (2014-03-01), General Conditions - Higher Complexity – Services apply to and form part of the Contract.

### **6.2. Supplemental General Conditions**

The following Supplemental General Conditions apply to and form part of the Contract:

- 4002, dated 2010-08-16 Software Development or Modification Services;
- 4004, dated 2013-04-25 Maintenance and Support Services for Licensed Software; and
- 4006, dated 2010-08-16 Contractor to Own Intellectual Property Rights in Foreground Information;
- 4008, dated 2008-12-12 Personal Information.

## **7. Security Requirement**

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

- (a) The Contractor/Offeror must, at all times during the performance of the Contract/Standing Offer, hold a valid **Facility Security Clearance at the level of SECRET**, issued by the Canadian Industrial Security Directorate (CISD), Public Works and Government Services Canada (PWGSC).
- (b) This contract includes access to **controlled goods**. Prior to access, the contractor must be registered in the Controlled Goods Program of Public Works and Government Services Canada.
- (c) The Contractor/Offeror personnel requiring access to **PROTECTED/CLASSIFIED** information, assets or sensitive work site(s) **must EACH hold a valid RELIABILITY STATUS or SECRET** clearance, as required, granted or approved by CISD/PWGSC.
- (d) The Contractor personnel requiring access to **RESTRICTED CLASSIFIED** information, assets or sensitive work site(s) **must be citizens of Canada** and must EACH hold a valid personnel security screening at the level of **SECRET clearance**, granted or approved by CISD/PWGSC.
- (e) The Contractor/Offeror personnel requiring access to **NATO UNCLASSIFIED** information or assets do not require to hold a personnel security clearance; however, the Contractor must ensure that the NATO Unclassified information is not releasable to third parties and that the "need to know" principle is applied to personnel accessing this information.
- (f) The Contractor personnel requiring access to **NATO RESTRICTED** information or assets **must be citizens of a NATO member country or a permanent resident of Canada** and EACH hold a valid **RELIABILITY STATUS (or its equivalent) or SECRET**, as required, granted or approved by the appropriate delegated NATO Security Authority.
- (g) The Contractor/Offeror **MUST NOT** remove any PROTECTED/CLASSIFIED information from the identified work site(s), and the Contractor/Offeror must ensure that its personnel are made aware of and comply with this restriction.
- (h) Subcontracts which contain security requirements are **NOT** to be awarded without the prior written permission of CISD/PWGSC.
- (i) The Offeror must comply with the provisions of the:
  - i) Security Requirements Check List and security guide (if applicable), attached at Annex C-1; and
  - ii) *Industrial Security Manual* (Latest Edition).

**NOTE:** There are **multiple levels of personnel security restrictions** associated with this file. In this instance, a Security Classification Guide **is included in this solicitation as Attachment A to Annex C-1 – SRCL** clarifying these restrictions.

**NOTE:** There are **multiple levels of release restrictions** associated with this file. In this instance, a Security Guide **is included in this solicitation as Attachment A to Annex C-1 – SRCL** clarifying these restrictions.

## 7.2. 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:

Address:  
Street Number / Street Name, Unit / Suite / Apartment Number  
City, Province, Territory / State  
Postal Code / Zip Code

Country \_\_\_\_\_

**8. Term of Contract**

**8.1. Period of the Contract**

The period of this Contract is from the date of contract award to \_\_\_\_\_ inclusive.

**8.2. Option to Extend the Contract**

The Contractor grants to Canada the irrevocable option to extend the term of the Contract by up to 5 additional one-year periods under the same 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 60 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.

**9. Authorities**

**9.1. Contracting Authority**

The Contracting Authority for the Contract is:

Michael Hradecky  
 Public Works and Government Services Canada  
 Acquisitions Branch  
 Special Projects Initiatives Directorate (SPID)  
 Address: 11 Laurier Street, Gatineau (QC), K1A 0S5

Telephone: 819-956-1348  
 Facsimile: 819-956-8303  
 E-mail address: [SIGRDetSIGMA.DRMISandSIGMA@tpsgc-pwgsc.gc.ca](mailto:SIGRDetSIGMA.DRMISandSIGMA@tpsgc-pwgsc.gc.ca)

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

**9.2. DND Authorities**

**9.2.1 DND Procurement Representative**

The DND Procurement Representative for the Contract is :

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

The DND Procurement Representative is the representative of DND for whom the Work is being carried out under the Contract and is responsible for matters concerning the administration aspects of the Work under the Contract, communication with the Contracting Authority on all matters concerning the Contract, procurement initiation authority, providing PWGSC with reports on Contract utilization, management of Contract cash flow and FAA Section 34 approval and processing of all invoices. Technical matters may be discussed with the DND Procurement Representative, however the DND Procurement Representative 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.

9.2.2 Technical Authority

The Technical Authority for the Contract is :

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

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

9.3. Contractor's Representative

**(Note to bidders: The Contractor's representative should be the same person for both the DRMIS and SIGMA contracts.)**

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

10. Payment

(a) Basis of Payment

- (i) The Contractor will be paid in accordance with the Basis of Payment in Annex B-1 for Work Performed under the Contract. Customs duty is included and, Goods and Services Tax or Harmonized Sales Tax is extra, if applicable.
- (ii) Any further references to the Basis of Payment in these Articles of Agreement are references to Annex B-1 - Basis of Payment for DRMIS, unless indicated otherwise.

**(b) Limitation of Expenditure:** Canada's total liability to the Contractor under the Contract must not exceed the amount set out on page one of the Contract, less any applicable GST or HST. With respect to the amount set out on page one of the Contract, Customs duties are included, and Goods and Services Tax or Harmonized Sales Tax is included, if applicable.

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

- (A) it is 75 percent committed, or
- (B) 4 months before the Contract expiry date, or
- (C) as soon as the Contractor considers that the contract funds provided are inadequate for the completion of the Work,

whichever comes first.

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

- (c) **For the Work described in the Statement of Work and its appendices subject to an approved Task Authorization (TA),** one of the following types of basis of payment will form part of the approved TA.

(i) Firm Price TA

In consideration of the Contractor satisfactorily competing all of its obligations under the approved TA, the Contractor will be paid the firm price stipulated in the TA, as determined in accordance with the Pricing Tables in Annex B-1. Customs duties are included and Goods and Services Tax or Harmonized Sales Tax is extra, if applicable.

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 Technical Authority before their incorporation into the Work.

(ii) TAs subject to a Limitation of Expenditure

The Contractor will be reimbursed for the costs reasonably and properly incurred in the performance of the Work in the approved TA, as determined in accordance with the Pricing Tables in Annex B-1, to the limitation of expenditure specified in the approved TA.

Canada's total liability to the Contractor under the approved TA must not exceed the limitation of expenditure specified in the approved TA. Customs duties are included and Goods and Services Tax or Harmonized Sales Tax is extra, if applicable.

No increase in the liability of Canada or in the price of the Work specified in the approved TA 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 TA Approval Authority before their incorporation into the Work. The Contractor must not perform any work or provide any service that would result in Canada's liability being exceeded before obtaining the written approval of the Technical Authority.

The Contractor must notify the TA Approval Authority in writing as to the adequacy of the sum:

- (A) when it is 75 percent committed, or
- (B) four (4) months before the final delivery date specified in the TA, or

- (C) as soon as the Contractor considers that the funds provided are inadequate for the completion of the Work,  
whichever comes first.

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

**(iii) TAs that are Cost Reimbursable to a Ceiling Price:**

For TAs that are cost reimbursable to a Ceiling Price, the Ceiling Price specified in the approved TA is the Ceiling Price and is subject to downward adjustment so as not to exceed the actual charges and costs reasonably incurred in the performance of the Work and computed in accordance with the pricing breakdown in the approved TA. The requirements of the TA shall be completed in accordance with the terms and conditions of this Contract and subject to the Ceiling Price. No additional funds shall be made available.

**(d) Method of Payment for Task Authorizations**

For each Task Authorization validly issued under the Contract that is in accordance with article (c) (ii) or (c) (iii) above, Canada may include milestone payments or holdbacks. These will be included as part Basis of Payment for the Task Authorization.

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

**(e) Time Verification**

Time charged and the accuracy of the Contractor's time recording system are subject to verification by Canada, before or after payment is made to the Contractor. If verification is done after payment, the Contractor must repay any overpayment, at Canada's request.

**(f) Discretionary Audit Non-commercial Goods and/or Services**

The estimated amount of profit included in the Contractor's price or rate certification is subject to audit by Canada, before or after payment is made to the Contractor under the conditions of the Contract. The purpose of the audit would be to determine whether the actual profit earned on a single contract if only one exists, or the aggregate of actual profit earned by the Contractor on a series of negotiated firm price and fixed-time rate contracts performed during a particular period selected, is reasonable and justifiable based on the estimated amount of profit included in earlier price or rate certification(s).

If the audit demonstrates that the actual profit is not reasonable and justifiable, as defined above, the Contractor must repay Canada the amount found to be in excess.

**(g) Payment Credits**

**Payment Credits will be used in line with the Task Authorization process identified at Article 1.2 of this Contract.**

**(i) Failure to Provide Resource:**

- (A)** If the Contractor does not provide a required professional services resource that has all the required qualifications within the time prescribed by the Contract, the Contractor must credit to Canada an amount equal to the per diem rate (based on a 7.5-hour workday) of the required resource for each day (or partial day) of delay in providing the resource, up to a maximum of *10 days per required resource*.
- (B) Corrective Measures:** If credits are payable under this Article for *two consecutive months* or for *three months in any twelve-month period*, the Contractor must submit a written action plan describing measures it will implement or actions it will undertake to eliminate the recurrence of the problem. The Contractor will have *five working days* to deliver the action plan to the Client and the Contracting Authority and *20 working days* to rectify the underlying problem.
- (C) Termination for Failure to Meet Availability Level:** In addition to any other rights it has under the Contract, Canada may terminate the Contract for default by giving the Contractor *three months'* written notice of its intent, if :
- (1) the total amount of credits for a given monthly billing cycle reach a level of *10%* of the total billing for that month; or
  - (2) the corrective measures required of the Contractor described above are not met.

This termination will be effective when the *three month* notice period expires, unless Canada determines that the Contractor has implemented the corrective measures to Canada's satisfaction during those *three* months.

- (ii) Credits Apply during Entire Contract Period:** The Parties agree that the credits apply throughout the Contract Period.
- (iii) Credits represent Liquidated Damages:** The Parties agree that the credits are liquidated damages and represent their best pre-estimate of the loss to Canada in the event of the applicable failure. No credit is intended to be, nor will it be construed as, a penalty.
- (iv) Canada's Right to Obtain Payment:** The Parties agree that these credits are a liquidated debt. To collect the credits, Canada has the right to hold back, draw back, deduct or set off from and against any money Canada owes to the Contractor from time to time.
- (v) Canada's Rights & Remedies not Limited:** The Parties agree that nothing in this Article limits any other rights or remedies to which Canada is entitled under the Contract (including the right to terminate the Contract for default) or under the law generally.

**Audit Rights:** The Contractor's calculation of credits under the Contract is subject to verification by government audit, at the Contracting Authority's discretion, before or after payment is made to the Contractor. The Contractor must cooperate fully with Canada during the conduct of any audit by providing Canada with access to any records and systems that Canada considers necessary to ensure that all credits have been accurately credited to Canada in the Contractor's invoices. If an audit demonstrates that past invoices contained errors in the calculation of the credits, the Contractor must pay to Canada the amount the audit reveals was required to be credited to Canada, plus interest, from the date Canada remitted the excess payment until the date of the refund (the interest rate is the Bank of Canada's discount annual rate of interest in effect on the date the credit was first owed to Canada, plus 1.25% per year). If, as a result of conducting an audit, Canada determines that the Contractor's records

or systems for identifying, calculating or recording the credits are inadequate, the Contractor must implement any additional measures required by the Contracting Authority.

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

#### **11. Taxes – Foreign-based Contractors**

C2000C - (2007-11-30), Taxes - Foreign-based Contractor applies.

#### **12. Canadian Customs Duties and Sales Tax - Foreign-based Contractor**

C2605C - (2008-05-12), Canadian Customs Duties and Sales Tax - Foreign-based Contractor applies.

#### **13. Price Protection - Most Favoured Customer (New Labour Categories)**

- (a) Where Canada seeks to add a new labour category in respect of a requirement for a resource with different or additional skills to perform Work in accordance with the Contract, the Contractor certifies that the pricing for the new category it is charging to Canada under this Contract is not higher than the lowest prices/rates that it has charged any other customer (including other Government of Canada entities) for a similar quality and quantity of services in the year before the labour category is added to this Contract.
- (b) The Contractor also agrees that, if after the date any new labour categories are added to the Contract it reduces the prices it charges to other customers for a similar quality and quantity of services, it will reduce the prices/rates for all remaining services performed by resources in the new labour category under this Contract (with notice to the Contracting Authority).
- (c) At any time during the 5 years after making the final payment under this Contract or until all outstanding claims and disputes are settled, whichever is later, Canada has the right to audit the Contractor's records to verify that it is receiving (or has received) prices/rates in accordance with this certification.
- (d) During this audit, the Contractor must produce invoices and contracts for similar services (similar quality and quantity) sold to other customers from one year before this Contract until the end of this Contract. If the Contractor is required by statute or contract to keep another customer's information confidential, the Contractor may black out any information on the invoices or contracts that could reasonably reveal the identity of the customer (such as the customer's name and address), as long as the Contractor provides, together with the invoices and contracts, a certification from its Senior Financial Officer describing the profile of the customer (e.g., whether it is a public sector or private sector customer and the customer's size and service locations).
- (e) In determining whether the services sold to another customer were of similar quality, the terms and conditions of the contract under which those services were delivered will be considered, if those terms and conditions are reasonably likely to have had a material effect on pricing.

- (f) If Canada's audit reveals that the Contractor charged lower prices/rates for a similar quality and quantity of services under any contract where services were made in the year before this Contract was issued, or that the Contractor delivered additional services under this Contract after reducing its prices for other customers but without reducing the prices/rates under this Contract, then the Contractor must pay to Canada the difference between the amount charged to Canada and the amount charged to the other customer, up to a maximum of 25% of the value of this Contract.
- (g) Canada acknowledges that this commitment does not extend to prices/rates charged by any affiliates of the Contractor.

#### **14. Invoicing Instructions**

- (a) The Contractor must submit a claim for payment using form [PWGSC-TPSGC 1111](#), Claim for Progress Payment.

Each claim must show:

- (i) all information required on form [PWGSC-TPSGC 1111](#);
- (ii) all applicable information detailed under the section entitled "Invoice Submission" of the general conditions;
- (iii) a list of all expenses;
- (iv) expenditures plus pro-rated profit or fee;
- (v) the description and value of the milestone claimed as detailed in the Contract.

Each claim must be supported by:

- (i) a copy of time sheets to support the time claimed;
  - (ii) a copy of the invoices, receipts, vouchers for all direct expenses, travel and living expenses;
  - (iii) a copy of the monthly progress report.
- (b) Applicable Taxes must be calculated on the total amount of the claim before the holdback is applied. At the time the holdback is claimed, there will be no Applicable Taxes payable as it was claimed and payable under the previous claims for progress payments.
  - (c) The Contractor must prepare and certify one original and two (2) copies of the claim on form [PWGSC-TPSGC 1111](#), and forward it to the DND Procurement Representative identified under the section entitled "Authorities" of the Contract for appropriate certification after inspection and acceptance of the Work takes place.  
  
The DND Procurement Representative will then forward the original and two (2) copies of the claim to the Contracting Authority for certification and onward submission to the Payment Office for the remaining certification and payment action.
  - (d) The Contractor must not submit claims until all work identified in the claim is completed.

#### **15. Certifications**

##### **15.1. 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.

## 15.2. 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.

## 16. Applicable Laws

The Contract must be interpreted and governed, and the relations between the parties determined, by the laws in force in \_\_\_\_ (to be determined)\_\_\_\_\_.

## 17. 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 Supplemental Terms and Conditions; 4002 (2010-08-16) Software Development or Modification Services; 4004 (2013-04-25) Maintenance and Support Services for Licensed Software; 4006 (2010-08-16) Contractor to Own Intellectual Property Rights in Foreground Information; 4008 (dated 2008-12-12) Personal Information;
- c) the General Conditions 2035 (2014-03-01);
- d) Annex A-1 Statement of Work (DRMIS);
- e) Annex B-1 Basis of Payment for DRMIS;
- f) Annex C-1 Security Requirements Check List – Department of National Defence;
- g) Attachment A to Annex C-1 - SRCL;
- h) Annex E-1 DND 626, Task Authorization Form;
- i) Annex F-1 Assessment for Resource Evaluation at Task Authorization for DRMIS;
- j) Annex G List of Abbreviations
- k) Annex H-1 List of SAP Modules - DRMIS;
- l) the signed Task Authorizations (including all of its annexes, if any); and
- m) the Contractor's bid dated \_\_\_\_\_, (*insert date of bid*) (*If the bid was clarified or amended, insert at the time of contract award.*"), as clarified on \_\_\_\_\_ " **or** ", as amended on \_\_\_\_\_ " *and insert date(s) of clarification(s) or amendment(s)*).

## 18. Defence Contract

SACC Manual clause A9006C (2012-07-16) Defence Contract applies.

SACC Manual clause A9062C (2011-05-16) Canadian Forces Sites applies.

## 19. Insurance Requirements

### 19.1. Compliance with Insurance Requirements

- (i) The Contractor must comply with the insurance requirements specified in this Article. 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.

- (ii) 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.
- (iii) The Contractor should forward to the Contracting Authority within ten (10) working days after the date of award of the Contract a Certificate of Insurance evidencing the insurance coverage. Coverage must be placed with an Insurer licensed to carry out business in Canada and the Certificate of Insurance must confirm that the insurance policy complying with the requirements is in force. If the Certificate of Insurance has not been completed and submitted as requested, the Contracting Authority will so inform the Contractor and provide the Contractor 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 the time period will constitute a default under the General Conditions. The Contractor must, if requested by the Contracting Authority, forward to Canada a certified true copy of all applicable insurance policies.

## 19.2. Commercial General Liability Insurance

- (i) 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.
- (ii) 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 Insured: 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 30 day 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.
- (L) Owners' or Contractors' Protective Liability: Covers the damages that the Contractor becomes legally obligated to pay arising out of the operations of a subcontractor.
- (M) Advertising Injury: While not limited to, the endorsement must include coverage for piracy or misappropriation of ideas, or infringement of copyright, trademark, title or slogan.

### **19.3. Errors and Omissions Liability Insurance**

- (i) The Contractor must obtain Errors and Omissions Liability (a.k.a. Professional 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 \$1,000,000 per loss and in the annual aggregate, inclusive of defence costs.
- (ii) If the Professional Liability insurance 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.
- (iii) The following endorsement must be included:

Notice of Cancellation: The Insurer will endeavour to provide the Contracting Authority thirty (30) days written notice of cancellation.

### **20. Safeguarding Electronic Media**

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

### **21. Timely Problem Identification**

- a) The Contractor must immediately advise the Contracting Authority and Technical Authority in writing of any and all situations or difficulties that the Contractor considers will have a significant impact upon the scope of the Work, expected Project achievement, delivery schedule, person-power or cost to Canada. Notwithstanding the submission of any such report, the Contractor remains responsible for the completion of the Work in accordance with the terms of this Contract.
- b) Such reports must include proposed detailed remedial action plans to resolve or alleviate the identified situations or difficulties. The plans must set out the Contractor's detailed estimates of any increase in time, resources and cost to affect such plans. Such plans must include all reasonable options for consideration by Canada plus the costs and consequences to Canada of taking no remedial action and must also provide a reasonable amount of time for Canada to review these options and obtain any necessary funding authorization.

- c) The Contractor will be prohibited from claiming for any additional costs incurred in remedying a problem not reported as described above in a timely fashion, and will be required to remedy such problems at its own expense.

## **22. Access to Canada's Property and Facilities**

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

## **23. Transition Services**

- a) The Contractor agrees that, in the period leading up to the end of the Contract Period and for up to three months afterwards, it will make all reasonable efforts to assist Canada in the transition from this Contract to a new contract with another supplier. The Contractor agrees that there will be no charge for these services.
- b) The Contractor will cooperate with the Technical Authority and with the incoming contractor to ensure a seamless transition and a continuance of service including transferring data, and winding down of services.

## **24. Dispute Resolution**

- a) If a dispute arises out of, or in connection with this Contract, the parties agree to meet to pursue resolution through negotiation or other appropriate dispute resolution process before resorting to litigation.
- b) All information exchanged during this meeting or any subsequent dispute resolution process, shall be regarded as "without prejudice" communications for the purpose of settlement negotiations and shall be treated as confidential by the parties and their representatives, unless otherwise required by law. However, evidence that is independently admissible or discoverable shall not be rendered inadmissible or non-discoverable by virtue of its use during the dispute resolution process.
- c) The parties agree that the representatives selected to participate in the dispute resolution process will have the authority required to settle the dispute or will have a rapid means of obtaining the requisite authorization.
- d) These clauses shall not affect any of Canada's rights of cancellation or termination contained in this Contract.

## **25. Limitation of Liability - Information Management/Information Technology**

- (a) This section applies despite any other provision of the Contract and replaces the section of the general conditions entitled "Liability". Any reference in this section to damages caused by the Contractor also includes damages caused by its employees, as well as its subcontractors, agents, and representatives, and any of their employees. This section applies regardless of whether the claim is based in contract, tort, or another cause of action. The Contractor is not liable to Canada with respect to the performance of or failure to perform the Contract, except as described in this section and in any section of the Contract pre-establishing any liquidated damages. The

Contractor is only liable for indirect, special or consequential damages to the extent described in this Article, even if it has been made aware of the potential for those damages.

(b) **First Party Liability:**

- (i) The Contractor is fully liable for all damages to Canada, including indirect, special or consequential damages, caused by the Contractor's performance or failure to perform the Contract that relate to:
  - (A) any infringement of intellectual property rights to the extent the Contractor breaches the section of the General Conditions entitled "Intellectual Property Infringement and Royalties";
  - (B) physical injury, including death.
- (ii) The Contractor is liable for all direct damages affecting real or tangible personal property owned, possessed, or occupied by Canada.
- (iii) Each of the Parties is liable for all direct damages resulting from any breach of confidentiality under the Contract. Each of the Parties is also liable for all indirect, special or consequential damages in respect of any unauthorized disclosure of the other Party's trade secrets (or trade secrets of a third party provided by one Party to another under the Contract) relating to information technology.
- (iv) The Contractor is liable for all direct damages relating to any encumbrance or claim relating to any portion of the Work for which Canada has made any payment. This does not apply to encumbrances or claims relating to intellectual property rights, which are addressed under (i) (A) above.
- (v) The Contractor is also liable for any other direct damages to Canada caused by the Contractor in any way relating to the Contract, including:
  - (A) any breach of the warranty obligations under the Contract, up to the total amount paid by Canada (including any applicable taxes) for the goods and services affected by the breach of warranty; and
  - (B) Any other direct damages, including all identifiable direct costs to Canada associated with re-procuring the Work from another party if the Contract is terminated either in whole or in part for default, up to an aggregate maximum for this subparagraph (B) of the greater of 0.75 times the total estimated cost (meaning the dollar amount shown on the first page of the Contract in the cell titled "Total Estimated Cost" or shown on each call-up, purchase order or other document used to order goods or services under this instrument), or \$2,000,000.00.

In any case, the total liability of the Contractor under subparagraph (v) will not exceed the total estimated cost (as defined above) for the Contract or \$2,000,000.00, whichever is more.
- (vi) If Canada's records or data are harmed as a result of the Contractor's negligence or willful act, the Contractor's only liability is, at the Contractor's own expense, to restore Canada's records and data using the most recent back-up kept by Canada. Canada is responsible for maintaining an adequate back-up of its records and data.

(c) **Third Party Claims:**

- (i) Regardless of whether a third party makes its claim against Canada or the Contractor, each Party agrees that it is liable for any damages that it causes to any third party in connection with the Contract as set out in a settlement agreement or as finally determined

by a court of competent jurisdiction, where the court determines that the Parties are jointly and severally liable or that one Party is solely and directly liable to the third party. The amount of the liability will be the amount set out in the settlement agreement or determined by the court to have been the Party's portion of the damages to the third party. No settlement agreement is binding on a Party unless its authorized representative has approved the agreement in writing.

- (ii) If Canada is required, as a result of joint and several liability, to pay a third party in respect of damages caused by the Contractor, the Contractor must reimburse Canada by the amount finally determined by a court of competent jurisdiction to be the Contractor's portion of the damages to the third party. However, despite Sub-article (i), with respect to special, indirect, and consequential damages of third parties covered by this Section, the Contractor is only liable for reimbursing Canada for the Contractor's portion of those damages that Canada is required by a court to pay to a third party as a result of joint and several liability that relate to the infringement of a third party's intellectual property rights; physical injury of a third party, including death; damages affecting a third party's real or tangible personal property; liens or encumbrances on any portion of the Work; or breach of confidentiality.
- (iii) The Parties are only liable to one another for damages to third parties to the extent described in this Sub-article (c).

## **26. Controlled Goods Program**

SACC Manual Clause A9131C (2011-05-16) Controlled Goods Program

## **27. Representations and Warranties**

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

## **28. Identification Protocol Responsibilities**

The Contractor will be responsible for ensuring that each of its agents, representatives or subcontractors (hereinafter referred to as Contractor Representatives) complies with the following self-identification requirements:

- (a) Contractor Representatives who attend a Government of Canada meeting (whether internal or external to Canada's offices) must identify if an individual is not a permanent employee of the Contractor prior to the commencement of the meeting, to ensure that each meeting participant is aware of the fact that the individual is not a Contractor permanent employee;
- (b) During the performance of any Work at a Government of Canada site, each Contractor Representative must be clearly identified at all times as being a Contractor Representative; and
- (c) If a Contractor Representative requires the use of the Government of Canada's e-mail system in the performance of the Work, then the individual must clearly identify him or herself as an agent or subcontractor of the Contractor in all electronic mail in the signature block as well as under

“Properties.” This identification protocol must also be used in all other correspondence, communication, and documentation.

- (d) If Canada determines that the Contractor is in breach of any obligation stated in this Article, upon written notice from Canada the Contractor must submit a written action plan describing corrective measures it will implement to eliminate the recurrence of the problem. The Contractor will have five working days to deliver the action plan to the Client and the Contracting Authority, and 20 working days to rectify the underlying problem.
- (e) In addition to any other rights it has under the Contract, Canada may terminate the Contract for default if the corrective measures required of the Contractor described above are not met.

## 29. Joint Venture Contractor

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

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

## PART 7- B - RESULTING CONTRACT CLAUSES (SIGMA)

NOTE: Canada intends to issue two contracts as a result of this solicitation. The following clauses and conditions apply to and form part of any contract resulting from the bid solicitation for the SIGMA requirement.

### 1.1. Requirement

- (a) The Contractor agrees to supply to the Client the services described in the Contract, including the Statement of Work, in accordance with, and at the prices set out in the Contract.
- (b) **Client:** Under the Contract, the "**Client**" is Public Works and Government Services Canada (PWGSC) – Finance.
- (c) **Reorganization of Client:** The Contractor's obligation to perform the Work will not be affected by (and no additional fees will be payable as a result of) the renaming, reorganization, reconfiguration, or restructuring of any Client. The reorganization, reconfiguration and restructuring of the Client includes the privatization of the Client, its merger with another entity, or its dissolution, where that dissolution is followed by the creation of another entity or entities with mandates similar to the original Client. In connection with any form of reorganization, Canada may designate another department or government body as the Contracting Authority or Project Authority, as required to reflect the new roles and responsibilities associated with the reorganization.
- (d) **Defined Terms:** Words and expressions defined in the General Conditions or Supplemental General Conditions and used in the Contract have the meanings given to them in the General Conditions or Supplemental General Conditions. Any reference to a "deliverable" or "deliverables" includes all documentation outlined in this Contract. A reference to a "local office" of the Contractor means an office having at least one full time employee that is not a shared resource working at that location.

### 1.2. Task Authorization

The Work or a portion of the Work to be performed under the Contract will be authorized using a Task Authorization (TA) as defined herein. The Work described in the TA must be in accordance with the scope of the Contract.

#### 1.2.1. Task Authorization Process – PRIORITY OF RESOURCES

This contract was awarded as a result of the Defence Resource Management Information System (DRMIS) and SIGMA System Request for Proposal which sought similar resources for two different departments (Department of National Defence (DND) and Public Works and Government Services Canada (PWGSC)) and resulted in two separate contracts with the Contractor. As a result, there may be situations in which both departments require the Contractor to provide similar resources at the same time in excess of the Contractor's capacity.

In order to aid both departments (PWGSC and DND) to fulfill their respective requirements, a process will be implemented to prioritize the work/resources if and when required. The Contractor will be included in this process, as applicable.

Every attempt will be made by both PWGSC and DND to plan and prioritize the work required to support or implement their respective systems in order to ensure fair and timely apportioning of the required contractor resources. However, should the situation arise where similar resources (categories, levels) are requested simultaneously by PWGSC (SIGMA requirements) and DND (DRMIS requirements), priority for provision of those resources by the contractor will be given to

Task Authorizations (TA) related to DND/CAF Operational activities. Examples of these types of Operational Activities are:

- Deployment abroad in support of international operations (short or long term);
- Training Exercises held in Canada and abroad;
- Support for major international events held in Canada;
- Responding to major crises in Canada and abroad.

Task Authorizations related to these types of activities could be for work directly related to the operation itself, or to backfill existing support resources that need to be redirected to the operational activity. Both of these types of TA will be considered as “top priority” for provision of the requisite contractor resources.

### 1.2.2. Task Authorization Process

A Task Authorization (TA) will contain the details of the activities to be performed, a description of the deliverables, and a schedule indicating completion dates for the major activities or submission dates for the deliverables. The TA will also include the applicable basis (bases) and methods of payment as specified in the Contract.

As and when requested the Contractor will assist PWGSC – Finance, through a Task Authorization, in developing measurable performance standards that could be applied to any work to be performed under the Contract and/or in identifying potential areas of work to be performed under a managed service approach in the future. If a requirement for a specific task is identified, a statement of task will be prepared by the PWGSC Project Authority and may be forwarded to the Contracting Authority, as applicable. The PWGSC Project Authority will send the Task Authorization to the Contractor. Once it receives the statement of task, the Contractor must submit a quotation detailing the cost and time to complete the task to the PWGSC Project Authority and the Contracting Authority.

- (a) **The Contractor's quotation must be based on the rates set out in the Contract.** The Contractor will not be paid for providing the quotation or for providing other information required to prepare and issue the TA. The Contractor must provide any information requested by Canada in relation to the preparation of a TA within 5 working days of the request.
- (b) **Approval Process:** If Canada approves the Contractor's task quotation, Canada (by its authorized representative, as described in this Article) will issue the TA by forwarding a signed copy of the final TA form to the Contractor. Whether or not to approve or issue a TA is entirely within Canada's discretion.
- (c) **Form and Content of Task Authorization:**
- (i) The PWGSC Project Authority will provide the Contractor with a description of the task using the Task Authorization Form in Annex E-2.
  - (ii) The Task Authorization will contain the details of the activities to be performed, a description of the deliverables, and a schedule indicating completion dates for the major activities or submission dates for the deliverables. The TA will also include the applicable basis (bases) and methods of payment as specified in the Contract.
  - (iii) A Task Authorization must also contain the following information, if applicable:
    - (A) the task number;
    - (B) the date by which the Contractor's response must be received (which will appear in the draft Task Authorization, but not the issued Task Authorization);
    - (C) the details of any financial coding to be used;

- (D) the categories of resources and the number required;
- (E) a description of the work for the task outlining the activities to be performed and identifying any deliverables (such as reports);
- (F) the start and completion dates;
- (G) milestone dates for deliverables and payments (if applicable);
- (H) the number of person-days of effort required;
- (I) whether the work requires on-site activities and the location;
- (J) the language profile of the resources required;
- (K) the level of security clearance required of resources;
- (L) the price payable to the Contractor for performing the task, with an indication of whether it is a firm price or a maximum TA price (and, for maximum price task authorizations, the TA must indicate how the final amount payable will be determined; where the TA does not indicate how the final amount payable will be determined, the amount payable is the amount, up to the maximum, that the Contractor demonstrates was actually worked on the task, by submitting time sheets filled in at the time of the work by the individual resources to support the charges); and
- (M) any other constraints that might affect the completion of the task.

- (d) Contractor's Response to Draft Task Authorization:** The Contractor must provide the PWGSC Project Authority, within 5 working days of receiving the draft Task Authorization (or within any longer time period specified in the draft TA), the proposed total estimated cost for performing the task and a breakdown of that cost, established in accordance with the Basis of Payment specified in the Contract. The Contractor's quotation must be based on the rates set out in the Contract. The Contractor will not be paid for preparing or providing its response or for providing other information required to prepare and issue the TA.

Resources proposed by the Contractor in response to a TA, will be evaluated by the Project Authority, in accordance with Annex F-2, Assessment for Resource Evaluation at Task Authorization for SIGMA, attached hereto, for acceptance by the Technical Authority. Should any proposed resource not meet the evaluation criteria, the Contractor shall propose an alternate resource.

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

To be validly issued, a TA must include the following signatures:

- (A) the PWGSC Project Authority; and
- (B) the PWGSC Contracting Authority.

Any TA that does not bear the appropriate signatures is not validly issued by Canada. Any work performed by the Contractor without receiving a validly issued TA is done at the Contractor's own risk. If the Contractor receives a TA that is not appropriately signed, the Contractor must notify the Contracting Authority.

- (f) Administration of Task Authorization Process for PWGSC:** The administration of the Task Authorization process will be carried out by the PWGSC Project Authority. This process includes monitoring, controlling and reporting on expenditures of the contract with Task Authorizations to the Contracting Authority.

**(g) Periodic Usage Reports:**

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

The data must be submitted to the Contracting Authority no later than 14 calendar days after the end of the reporting period.

- (iii) Each report must contain the following information for each validly issued TA (as amended):
  - (A) the Task Authorization number and the Task Authorization Revision number(s), if applicable;
  - (B) a title or a brief description of the task;
  - (C) the name, Category of Personnel and level of each resource involved in performing the TA, as applicable;
  - (D) the total estimated cost specified in the TA (GST or HST extra);
  - (E) the total amount (GST or HST extra) expended to date;
  - (F) the start and completion date; and
  - (G) the active status, as applicable (e.g., indicate whether work is in progress or if Canada has cancelled or suspended the TA, etc.).
- (iv) Each report must also contain the following cumulative information for all the validly issued TAs (as amended):
  - (A) the amount (GST or HST extra) specified in the contract (as last amended, if applicable) as Canada's total liability to the contractor for all authorized TAs; and
  - (B) the total amount, GST or HST extra, expended to date against all validly issued tasks.

**(h) Consolidation of TAs for Administrative Purposes:** The Contract may be amended from time to time to reflect all Task Authorizations issued and approved by the Contracting Authority to date, to document the Work performed under those TAs for Administrative purposes.

**2. Minimum Work Guarantee**

**(a)** In this clause,

**"Maximum Contract Value"** means the amount specified in the "Limitation of Expenditure" clause set out in the Contract (excluding Applicable Taxes); and

**"Minimum Contract Value"** means 10% of the Maximum Contract Value on the date the contract is first issued.

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

### 3. Professional Services – General

- 3.1. The Contractor must provide, as and when requested by Canada using a TA, professional services as described in Annex A-2. Once a requirement for a resource is identified by Canada including any resources required under the Contract to be available once a TA is issued), the Contractor must make the resource available to Canada within 10 working days.
- 3.2. If the Contractor fails to meet any of its obligations under this Article and Article 4 below, or fails to deliver any deliverable or complete any task described in the Contract on time, in addition to any other rights or remedies available to Canada under the Contract or the law, Canada may notify the Contractor of the deficiency, in which case the Contractor must submit a written plan to the Project Authority within the turnaround time expressed in the TA detailing the actions that the Contractor will undertake to remedy the deficiency. The Contractor must prepare and implement the plan at its own expense.

### 4. Professional Services – Qualifications & Replacement of Personnel

- 4.1. **Qualifications of Personnel:** The Contractor must ensure that all personnel assigned to perform the Work under this Contract meet the level of competence required to perform the work described in the SOW and are acceptable to the Project Authority.

Resources proposed by the Contractor in response to a TA will be evaluated for acceptability by Canada in accordance with Annex F-2, Assessment for Resource Evaluation at Task Authorization for SIGMA.
- 4.2. **Contractor to Ensure Performance:** The Contractor must monitor its employees to ensure that performance is maintained to the satisfaction of the Project Authority.
- 4.3. **Specific Individuals:** When specific persons have been named in the Contract or TA as the persons who must perform the Work, the Contractor must provide the services of the persons so named unless the Contractor is unable to do so for reasons beyond its control. For the purposes of this provision, "reasons beyond its control" does not include the re-assignment of the individual to other projects being handled by the Contractor. Canada may require a statutory declaration from the Contractor in respect of any personnel removed for reasons beyond the Contractor's control.

- (i) If the Contractor must replace an individual named in the Contract or TA for any reason, the replacement must meet the minimum qualifications listed in the SOW, Annex A-2.
- 4.4. **Back-up Resources:** The Contractor undertakes to supply competent back-up staff so that in the event of any cause which renders the personnel unavailable to the assignment for which service was requested, such occurrence does not extend the completion date specified in this contract unless such extension has been accepted by the Project Authority and incorporated into the Contract or TAs in the form of an amendment to the Contract or the TAs approved by the Project Authority.
- 4.5. **Replacement and Knowledge Transfer:** If it is necessary to replace personnel, the Contractor must give at least ten (10) working days notice in writing to the Project Authority, but thirty days would be preferable. The replacement must possess qualifications acceptable to the Project Authority and be approved by the Project Authority prior to replacement. Any replacement will be assigned to shadow the "to be replaced" resource (or a PWGSC resource when appropriate) for knowledge transfer, for a period of up to a maximum of ten (10) working days to be determined with the Project Authority, at the Contractor's own expense. This shall also apply to Contractor personnel replaced at the request of the Project Authority as not being suitable. If requested by PWGSC. The Project Authority reserves the right to interview (at no cost to Canada) the personnel assigned to the Project.
- 4.6. **Resources with Different or Additional Skills:** To the extent that the performance of the work in accordance with this Contract requires professional services from individuals with different or additional skills from those described in the Statement of Work, the Contractor must provide individuals capable of performing such Work at prices to be agreed upon by the parties.
- 4.7. **Competitive Award:** The Contractor acknowledges that the Contract has been awarded as a result of a competitive process. No additional charges will be allowed to compensate for errors, oversights, misconceptions or underestimates made by the Contractor when bidding for the Contract.
- 4.8. **Purpose of Estimates:** All estimated costs contained in the Contract are included solely for the administrative purposes of Canada and do not represent a commitment on the part of Canada to purchase goods or services in these amounts.
- 5. Change Management Procedures**
- 5.1. Without in any way diminishing or restricting any of the responsibilities of the Contractor, the Project Authority may, by giving written notice to the Contractor, at any time and from time to time, request changes in the Work described in the Contract or in any approved TA(s). Conversely, the Contractor may wish to propose a change to the Work described in the Contract or changes in any approved TA(s).
- 5.2. Where the Project Authority requests a change or modification, the Project Authority will request a written Change Proposal from the Contractor for consideration. Where the Contractor wishes to propose a change or a modification, the Contractor will submit a written Change Proposal to the Project Authority for consideration.
- 5.3. All changes, whether there is a cost or not, will require formal authorization through a TA or a Contract amendment.
- 5.4. As soon as reasonably possible, and no later than 10 working days after receipt of the request, the Contractor must either:
- i. give notice to the Project Authority that the proposed modification is not sufficiently defined;
  - or

- ii. submit to the Project Authority a completed Change Proposal which must contain the following:
  - (A) a description of the change(s);
  - (B) the decrease or increase, if any, which the proposed change will cause to the Contract or TA price;
  - (C) change(s) in delivery dates, if any, for any part of the Work affected by the directed or proposed changes;
  - (D) the anticipated effect of the change(s) on the performance of the Work;
  - (E) the plan or plans to minimize the effect of the change(s) on the performance of the Work;
  - (F) recommended plan or plans for the completion of the Work;
  - (G) any other change in the provisions of the TA or this Contract; and
  - (H) such additional information as may be reasonably required by the Project Authority.

If the Contractor's Change Proposal is accepted, the Project Authority and the Contractor agree to commence negotiations with respect to changes in the Work described in the Contractor's Change Proposal as soon as practicable.

- 5.5. All proposed changes by the Contractor to any previously approved deliverable will require the revised deliverable to be resubmitted by the Contractor to the Project Authority for acceptance in accordance with this Contract.
- 5.6. No change in the Work, or in price, in the Contract or any resulting TA(s), resulting from changes in the Work, will be recognized under this Contract or any resulting TA(s), except in accordance with the provisions described in this Article. No one other than the Contracting Authority has the authority to approve any amendments or changes to this Contract or any resulting TA(s).
- 5.7. If any directed change or changes approved after consideration of the Change Proposal, causes an increase or decrease in the price of the Contract or any resulting TA or the time for performance, then the price of the respective TA, the time for performance and other affected provisions of the Contract or the respective TA must be adjusted accordingly, provided that, at no time, must the Contractor be entitled compensation for any loss of anticipated profits. The Contractor must not carry out any Work arising from a change proposed by the Contractor or requested by the Project Authority until negotiations between the Contractor and Canada are completed to a mutual agreement, and the Contractor is in receipt of written authorization to proceed with the change as received from the Contracting Authority.
  - (a) It is the responsibility of the Contractor to verify with the Project Authority and the Contracting Authority whether the Work activity falls within the scope of the Contract or any approved TA(s), in the event that any uncertainty exists.
  - (b) If preparation of a Change Proposal requires significant effort (10 working days or more) on the part of the Contractor, the Contractor will notify the Project Authority and the Contracting Authority of the Contractor's costs to prepare any such Change Proposal, that is, the "Estimated Cost". In such event, the Contracting Authority will:
    - i. withdraw the request for the Change Proposal response; or
    - ii. authorize the Contractor to proceed to prepare the Change Proposal through the issuance of a TA, in which event Canada will be liable for the Contractor's costs to prepare the Change Proposal up to an amount not to exceed the Estimated Cost.
- 5.8. If the number of Change Proposals that the Contractor is required to prepare in any month will, in the aggregate, require significant effort on the part of the Contractor, the Contractor's Representative will give notice thereof to the Contracting Authority and the Project Authority. In such event, the parties will meet promptly to:

- (a) identify the Change Proposal requests that may be withdrawn and prioritize those remaining; or
- (b) identify the Estimated Cost to prepare the change proposals, and Canada must then authorize or withdraw the change requests in a similar manner as described in sub-article 5.7b) above.

5.9. The costs of any changes pursuant to this Article will be negotiated based on pricing contained in the Contracts.

## 6. 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.

### 6.1. General Conditions

2035 (2014-03-01), General Conditions - Higher Complexity – Services apply to and form part of the Contract.

### 6.2. Supplemental General Conditions

The following Supplemental General Conditions apply to and form part of the Contract:

- 4002, dated 2010-08-16 Software Development or Modification Services;
- 4004, dated 2013-04-25 Maintenance and Support Services for Licensed Software; and
- 4006, dated 2010-08-16 Contractor to Own Intellectual Property Rights in Foreground Information;
- 4008, dated 2008-12-12 Personal Information.

## 7. Security Requirement

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

- (a) The Contractor/Offeror must, at all times during the performance of the Contract/Standing Offer, hold a valid **Facility Security Clearance** at the level of **SECRET**, issued by the Canadian Industrial Security Directorate (CISD), Public Works and Government Services Canada (PWGSC).
- (b) The Contractor/Offeror personnel requiring access to **CLASSIFIED** information, assets or sensitive work site(s) must **EACH** hold a valid personnel security screening at the level of **SECRET**, granted or approved by CISD/PWGSC.
- (c) The Contractor/Offeror **MUST NOT** remove any **CLASSIFIED** information from the identified work site(s), and the Contractor/Offeror must ensure that its personnel are made aware of and comply with this restriction.
- (d) Subcontracts which contain security requirements are **NOT** to be awarded without the prior written permission of CISD/PWGSC.
- (e) The Contractor/Offeror must comply with the provisions of the:

- i. Security Requirements Check List and security guide (if applicable), attached at Annex C-2.; and
- ii. *Industrial Security Manual* (Latest Edition).

## **7.2. 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:

Address:

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

City, Province, Territory / State

Postal Code / Zip Code

Country

## **8. Term of Contract**

### **8.1. Period of the Contract**

The period of this Contract is from the date of contract award to \_\_\_\_\_ inclusive.

### **8.2. Option to Extend the Contract**

The Contractor grants to Canada the irrevocable option to extend the term of the Contract by up to 5 additional one-year periods under the same 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 60 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.

## **9. Authorities**

### **9.1. Contracting Authority**

The Contracting Authority for the Contract is:

Michael Hradecky

Public Works and Government Services Canada

Acquisitions Branch

Special Projects Initiatives Directorate (SPID)

Address: 11 Laurier Street, Gatineau (QC), K1A 0S5

Telephone: 819-956-1348

Facsimile: 819-956-8303

E-mail address: [SIGRDetSIGMA.DRMISandSIGMA@tpsgc-pwgsc.gc.ca](mailto:SIGRDetSIGMA.DRMISandSIGMA@tpsgc-pwgsc.gc.ca)

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

**9.2. Project Authority**

The Project Authority for the Contract is:

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.

**9.3. Contractor's Representative**

**(Note to bidders: The Contractor's representative should be the same person for both the DRMIS and SIGMA contracts.)**

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

**10. Payment**

**(a) Basis of Payment**

- (i) The Contractor will be paid in accordance with the Basis of Payment in Annex B-2 for Work Performed under the Contract. Customs duty is included and, Goods and Services Tax or Harmonized Sales Tax is extra, if applicable.
- (ii) Any further references to the Basis of Payment in these Articles of Agreement are references to Annex B-2 – Basis of Payment for SIGMA, unless indicated otherwise.

**(b) Limitation of Expenditure:** Canada's total liability to the Contractor under the Contract must not exceed the amount set out on page one of the Contract, less any applicable GST or HST. With respect to the amount set out on page one of the Contract, Customs duties are included, and Goods and Services Tax or Harmonized Sales Tax is included, if applicable.

No increase in the total liability of Canada or in the price of the Work resulting from any design changes, modifications or interpretations of the Work, will be authorized or paid to the Contractor unless these design changes, modifications or interpretations have been approved, in writing, by the Contracting Authority before their incorporation into the Work. The Contractor must not perform any work or provide any service that would result in Canada's total liability being exceed before obtaining the written approval of the Contracting Authority. The Contractor must notify the Contracting Authority in writing as to the adequacy of this sum when:

- (A) it is 75 percent committed, or

- (B) 4 months before the Contract expiry date, or
  - (C) as soon as the Contractor considers that the contract funds provided are inadequate for the completion of the Work,
- whichever comes first.

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

- (c) **For the Work described in the Statement of Work and its appendices subject to an approved Task Authorization (TA)**, one of the following types of basis of payment will form part of the approved TA.

*(i) Firm Price TA*

In consideration of the Contractor satisfactorily competing all of its obligations under the approved TA, the Contractor will be paid the firm price stipulated in the TA, as determined in accordance with the Pricing Tables in Annex B-2. Customs duties are included and Goods and Services Tax or Harmonized Sales Tax is extra, if applicable.

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 Technical Authority before their incorporation into the Work.

*(ii) TAs subject to a Limitation of Expenditure*

The Contractor will be reimbursed for the costs reasonably and properly incurred in the performance of the Work in the approved TA, as determined in accordance with the Pricing Tables in Annex B-2, to the limitation of expenditure specified in the approved TA.

Canada's total liability to the Contractor under the approved TA must not exceed the limitation of expenditure specified in the approved TA. Customs duties are included and Goods and Services Tax or Harmonized Sales Tax is extra, if applicable.

No increase in the liability of Canada or in the price of the Work specified in the approved TA 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 TA Approval Authority before their incorporation into the Work. The Contractor must not perform any work or provide any service that would result in Canada's liability being exceeded before obtaining the written approval of the Technical Authority.

The Contractor must notify the TA Approval Authority in writing as to the adequacy of the sum:

- (A) when it is 75 percent committed, or
- (B) four (4) months before the final delivery date specified in the TA, or
- (C) as soon as the Contractors considers that the funds provided are inadequate for the completion of the Work, whichever comes first.

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

*(iii) TAs that are Cost Reimbursable to a Ceiling Price:*

For TAs that are cost reimbursable to a Ceiling Price, the Ceiling Price specified in the approved TA is the Ceiling Price and is subject to downward adjustment so as not to exceed the actual

charges and costs reasonably incurred in the performance of the Work and computed in accordance with the pricing breakdown in the approved TA. The requirements of the TA shall be completed in accordance with the terms and conditions of this Contract and subject to the Ceiling Price. No additional funds shall be made available.

**(d) Method of Payment for Task Authorizations :** For each Task Authorization validly issued under the Contract that is in accordance with article (c) (ii) or (c)(iii) above, Canada may include milestone payments or holdbacks. These will be included as part Basis of Payment for the Task Authorization.

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

**(e) Time Verification**

Time charged and the accuracy of the Contractor's time recording system are subject to verification by Canada, before or after payment is made to the Contractor. If verification is done after payment, the Contract must repay any overpayment, at Canada's request.

**(f) Discretionary Audit Non-commercial Goods and/or Services**

SACC Manual clause C0101C (2010-01-11) related to discretionary audit applies.

The estimated amount of profit included in the Contractor's price or rate certification is subject to audit by Canada, before or after payment is made to the Contractor under the conditions of the Contract. The purpose of the audit would be to determine whether the actual profit earned on a single contract if only one exists, or the aggregate of actual profit earned by the Contractor on a series of negotiated firm price and fixed-time rate contracts performed during a particular period selected, is reasonable and justifiable based on the estimated amount of profit included in earlier price or rate certification(s).

If the audit demonstrates that the actual profit is not reasonable and justifiable, as defined above, the Contractor must repay Canada the amount found to be in excess.

**(g) Payment Credits**

**Payment Credits will be used in line with the Task Authorization process identified at Article 1.2 of this Contract.**

**(i) Failure to Provide Resource:**

- (A) If the Contractor does not provide a required professional services resource that has all the required qualifications within the time prescribed by the Contract, the Contractor must credit to Canada an amount equal to the per diem rate (based on a 7.5-hour workday) of the required resource for each day (or partial day) of delay in providing the resource, up to a maximum of *10 days per required resource*.
- (B) **Corrective Measures:** If credits are payable under this Article for *two consecutive months* or for *three months in any twelve-month period*, the Contractor must submit a written action plan describing measures it will implement or actions it will undertake

to eliminate the recurrence of the problem. The Contractor will have *five working days* to deliver the action plan to the Client and the Contracting Authority and *20 working days* to rectify the underlying problem.

(C) **Termination for Failure to Meet Availability Level:** In addition to any other rights it has under the Contract, Canada may terminate the Contract for default by giving the Contractor *three months'* written notice of its intent, if :

- (1) the total amount of credits for a given monthly billing cycle reach a level of *10%* of the total billing for that month; or
- (2) the corrective measures required of the Contractor described above are not met.

This termination will be effective when the *three month* notice period expires, unless Canada determines that the Contractor has implemented the corrective measures to Canada's satisfaction during those *three months*.

- (ii) **Credits Apply during Entire Contract Period:** The Parties agree that the credits apply throughout the Contract Period.
  - (iii) **Credits represent Liquidated Damages:** The Parties agree that the credits are liquidated damages and represent their best pre-estimate of the loss to Canada in the event of the applicable failure. No credit is intended to be, nor will it be construed as, a penalty.
  - (iv) **Canada's Right to Obtain Payment:** The Parties agree that these credits are a liquidated debt. To collect the credits, Canada has the right to hold back, draw back, deduct or set off from and against any money Canada owes to the Contractor from time to time.
  - (v) **Canada's Rights & Remedies not Limited:** The Parties agree that nothing in this Article limits any other rights or remedies to which Canada is entitled under the Contract (including the right to terminate the Contract for default) or under the law generally.
  - (vi) **Audit Rights:** The Contractor's calculation of credits under the Contract is subject to verification by government audit, at the Contracting Authority's discretion, before or after payment is made to the Contractor. The Contractor must cooperate fully with Canada during the conduct of any audit by providing Canada with access to any records and systems that Canada considers necessary to ensure that all credits have been accurately credited to Canada in the Contractor's invoices. If an audit demonstrates that past invoices contained errors in the calculation of the credits, the Contractor must pay to Canada the amount the audit reveals was required to be credited to Canada, plus interest, from the date Canada remitted the excess payment until the date of the refund (the interest rate is the Bank of Canada's discount annual rate of interest in effect on the date the credit was first owed to Canada, plus 1.25% per year). If, as a result of conducting an audit, Canada determines that the Contractor's records or systems for identifying, calculating or recording the credits are inadequate, the Contractor must implement any additional measures required by the Contracting Authority.
- (h) **No Responsibility to Pay for Work not performed due to Closure of Government Offices**
- (i) Where the Contractor, its employees, subcontractors, or agents are providing services on government premises under the Contract and those premises are inaccessible because of the evacuation or closure of government offices, and as a result no work is performed, Canada is not responsible for paying the Contractor for work that otherwise would have been performed if there had been no evacuation or closure.
  - (ii) If, as a result of any strike or lock-out, the Contractor or its employees, subcontractors or agents cannot obtain access to government premises and, as a result, no work is performed, Canada is not responsible for paying the Contractor for work that otherwise

would have been performed if the Contractor had been able to gain access to the premises.

**11. Taxes – Foreign-based Contractors**

C2000C - (2007-11-30), Taxes - Foreign-based Contractor applies.

**12. Canadian Customs Duties and Sales Tax - Foreign-based Contractor**

C2605C - (2008-05-12), Canadian Customs Duties and Sales Tax - Foreign-based Contractor applies.

**13. Price Protection - Most Favored Customer (New Labor Categories)**

- (a) Where Canada seeks to add a new labor category in respect of a requirement for a resource with different or additional skills to perform Work in accordance with the Contract, the Contractor certifies that the pricing for the new category it is charging to Canada under this Contract is not higher than the lowest prices/rates that it has charged any other customer (including other Government of Canada entities) for a similar quality and quantity of services in the year before the labor category is added to this Contract.
- (b) The Contractor also agrees that, if after the date any new labor categories are added to the Contract it reduces the prices it charges to other customers for a similar quality and quantity of services, it will reduce the prices/rates for all remaining services performed by resources in the new labor category under this Contract (with notice to the Contracting Authority).
- (c) At any time during the 5 years after making the final payment under this Contract or until all outstanding claims and disputes are settled, whichever is later, Canada has the right to audit the Contractor's records to verify that it is receiving (or has received) prices/rates in accordance with this certification.
- (d) During this audit, the Contractor must produce invoices and contracts for similar services (similar quality and quantity) sold to other customers from one year before this Contract until the end of this Contract. If the Contractor is required by statute or contract to keep another customer's information confidential, the Contractor may black out any information on the invoices or contracts that could reasonably reveal the identity of the customer (such as the customer's name and address), as long as the Contractor provides, together with the invoices and contracts, a certification from its Senior Financial Officer describing the profile of the customer (e.g., whether it is a public sector or private sector customer and the customer's size and service locations).
- (e) In determining whether the services sold to another customer were of similar quality, the terms and conditions of the contract under which those services were delivered will be considered, if those terms and conditions are reasonably likely to have had a material effect on pricing.
- (f) If Canada's audit reveals that the Contractor charged lower prices/rates for a similar quality and quantity of services under any contract where services were made in the year before this Contract was issued, or that the Contractor delivered additional services under this Contract after reducing its prices for other customers but without reducing the prices/rates under this Contract, then the Contractor must pay to Canada the difference between the amount charged to Canada and the amount charged to the other customer, up to a maximum of 25% of the value of this Contract.
- (g) Canada acknowledges that this commitment does not extend to prices/rates charged by any affiliates of the Contractor.

## 14. Invoicing Instructions

- (a) The Contractor must submit a claim for payment using form [PWGSC-TPSGC 1111](#), Claim for Progress Payment.

Each claim must show:

- (i) all information required on form [PWGSC-TPSGC 1111](#);
- (ii) all applicable information detailed under the section entitled "Invoice Submission" of the general conditions;
- (iii) a list of all expenses;
- (iv) expenditures plus pro-rated profit or fee;
- (v) the description and value of the milestone claimed as detailed in the Contract.

Each claim must be supported by:

- (i) a copy of time sheets to support the time claimed;
  - (ii) a copy of the invoices, receipts, vouchers for all direct expenses, travel and living expenses;
  - (iii) a copy of the monthly progress report.
- (b) Applicable Taxes must be calculated on the total amount of the claim before the holdback is applied. At the time the holdback is claimed, there will be no Applicable Taxes payable as it was claimed and payable under the previous claims for progress payments.
- (c) The Contractor must prepare and certify one original and two (2) copies of the claim on form [PWGSC-TPSGC 1111](#), and forward it to the Project Authority identified under the section entitled "Authorities" of the Contract for appropriate certification after inspection and acceptance of the Work takes place.

The Project Authority will then forward the original and two (2) copies of the claim to the Contracting Authority for certification and onward submission to the Payment Office for the remaining certification and payment action.

- (d) The Contractor must not submit claims until all work identified in the claim is completed.

## 15. Certifications

### 15.1. 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.

### 15.2. 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.

## 16. Applicable Laws

The Contract must be interpreted and governed, and the relations between the parties determined, by the laws in force in \_\_\_\_\_ (to be determined).

## 17. 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 Supplemental Terms and Conditions; 4002 (2010-08-16) Software Development or Modification Services; 4004 (2013-04-25) Maintenance and Support Services for Licensed Software; 4006 (2010-08-16) Contractor to Own Intellectual Property Rights in Foreground Information; 4008 (dated 2008-12-12) Personal Information;
- c) the General Conditions 2035 (2014-03-01);
- d) Annex A-2 Statement of Work for SIGMA requirement;
- e) Annex B-2 Basis of Payment for SIGMA requirement;
- f) Annex C-2 Security Requirements Check List – Public Works and Government Services Canada;
- g) Annex E-2 Task Authorization Form (PWGSC-SIGMA);
- h) Annex F-2 Assessment for Resource Evaluation at Task Authorization for SIGMA requirement;
- i) Annex G List of Abbreviations
- j) Annex H-2 List of SAP Modules for SIGMA;
- k) the signed Task Authorizations (including all of its annexes, if any);
- l) the Contractor's bid dated \_\_\_\_\_, (*insert date of bid*) (*If the bid was clarified or amended, insert at the time of contract award:*", as clarified on \_\_\_\_\_ " **or** ",as amended on \_\_\_\_\_" and insert date(s) of clarification(s) or amendment(s)).

## 18. Insurance Requirements

### 18.1. Compliance with Insurance Requirements

- (i) The Contractor must comply with the insurance requirements specified in this Article. 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.
- (ii) 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.
- (iii) The Contractor should 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. Coverage must be placed with an Insurer licensed to carry out business in Canada and the Certificate of Insurance must confirm that the insurance policy complying with the requirements is in force. If the Certificate of Insurance has not been completed and submitted as requested, the Contracting Authority will so inform the Contractor and provide the Contractor 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 the time period will constitute a default under the General

Conditions. The Contractor must, if requested by the Contracting Authority, forward to Canada a certified true copy of all applicable insurance policies.

## 18.2. Commercial General Liability Insurance

- (i) 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.
- (ii) 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.
  - (L) Owners' or Contractors' Protective Liability: Covers the damages that the Contractor becomes legally obligated to pay arising out of the operations of a subcontractor.
  - (M) Advertising Injury: While not limited to, the endorsement must include coverage for piracy or misappropriation of ideas, or infringement of copyright, trademark, title or slogan.

**18.3. Errors and Omissions Liability Insurance**

- (i) The Contractor must obtain Errors and Omissions Liability (a.k.a. Professional 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 \$1,000,000 per loss and in the annual aggregate, inclusive of defence costs.
- (ii) If the Professional Liability insurance 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.
- (iii) The following endorsement must be included:  
Notice of Cancellation: The Insurer will endeavour to provide the Contracting Authority thirty (30) days written notice of cancellation.

**19. Safeguarding Electronic Media**

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

**20. Timely Problem Identification**

- a) The Contractor must immediately advise the Contracting Authority and Project Authority in writing of any and all situations or difficulties that the Contractor considers will have a significant impact upon the scope of the Work, expected Project achievement, delivery schedule, person-power or cost to Canada. Notwithstanding the submission of any such report, the Contractor remains responsible for the completion of the Work in accordance with the terms of this Contract.
- b) Such reports must include proposed detailed remedial action plans to resolve or alleviate the identified situations or difficulties. The plans must set out the Contractor's detailed estimates of any increase in time, resources and cost to affect such plans. Such plans must include all reasonable options for consideration by Canada plus the costs and consequences to Canada of taking no remedial action and must also provide a reasonable amount of time for Canada to review these options and obtain any necessary funding authorization.
- c) The Contractor will be prohibited from claiming for any additional costs incurred in remedying a problem not reported as described above in a timely fashion, and will be required to remedy such problems at its own expense.

**21. Access to Canada's Property and Facilities**

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

**22. Transition Services**

- a) The Contractor agrees that, in the period leading up to the end of the Contract Period and for up to three months afterwards, it will make all reasonable efforts to assist Canada in the transition from this Contract to a new contract with another supplier. The Contractor agrees that there will be no charge for these services.
- b) The Contractor will cooperate with the Project Authority and with the incoming contractor to ensure a seamless transition and a continuance of service including transferring data, and winding down of services.

**23. Dispute Resolution**

- a) If a dispute arises out of, or in connection with this Contract, the parties agree to meet to pursue resolution through negotiation or other appropriate dispute resolution process before resorting to litigation.
- b) All information exchanged during this meeting or any subsequent dispute resolution process, shall be regarded as "without prejudice" communications for the purpose of settlement negotiations and shall be treated as confidential by the parties and their representatives, unless otherwise required by law. However, evidence that is independently admissible or discoverable shall not be rendered inadmissible or non-discoverable by virtue of its use during the dispute resolution process.
- c) The parties agree that the representatives selected to participate in the dispute resolution process will have the authority required to settle the dispute or will have a rapid means of obtaining the requisite authorization.
- d) These clauses shall not affect any of Canada's rights of cancellation or termination contained in this Contract.

**24. Limitation of Liability - Information Management/Information Technology**

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

- (iii) Each of the Parties is liable for all direct damages resulting from any breach of confidentiality under the Contract. Each of the Parties is also liable for all indirect, special or consequential damages in respect of any unauthorized disclosure of the other Party's trade secrets (or trade secrets of a third party provided by one Party to another under the Contract) relating to information technology.
- (iv) The Contractor is liable for all direct damages relating to any encumbrance or claim relating to any portion of the Work for which Canada has made any payment. This does not apply to encumbrances or claims relating to intellectual property rights, which are addressed under (i) (A) above.
- (v) The Contractor is also liable for any other direct damages to Canada caused by the Contractor in any way relating to the Contract, including:
  - (A) any breach of the warranty obligations under the Contract, up to the total amount paid by Canada (including any applicable taxes) for the goods and services affected by the breach of warranty; and
  - (B) Any other direct damages, including all identifiable direct costs to Canada associated with re-procuring the Work from another party if the Contract is terminated either in whole or in part for default, up to an aggregate maximum for this subparagraph (B) of the greater of 0.75 times the total estimated cost (meaning the dollar amount shown on the first page of the Contract in the cell titled "Total Estimated Cost" or shown on each call-up, purchase order or other document used to order goods or services under this instrument), or \$2,000,000.00.

In any case, the total liability of the Contractor under subparagraph (v) will not exceed the total estimated cost (as defined above) for the Contract or \$2,000,000.00, whichever is more.

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

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

## 25. Representations and Warranties

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

## 26. Identification Protocol Responsibilities

The Contractor will be responsible for ensuring that each of its agents, representatives or subcontractors (hereinafter referred to as Contractor Representatives) complies with the following self-identification requirements:

- (a) Contractor Representatives who attend a Government of Canada meeting (whether internal or external to Canada's offices) must identify if an individual is not a permanent employee of the Contractor prior to the commencement of the meeting, to ensure that each meeting participant is aware of the fact that the individual is not a Contractor permanent employee;
- (b) During the performance of any Work at a Government of Canada site, each Contractor Representative must be clearly identified at all times as being a Contractor Representative; and
- (c) If a Contractor Representative requires the use of the Government of Canada's e-mail system in the performance of the Work, then the individual must clearly identify him or herself as an agent or subcontractor of the Contractor in all electronic mail in the signature block as well as under "Properties." This identification protocol must also be used in all other correspondence, communication, and documentation.
- (d) If Canada determines that the Contractor is in breach of any obligation stated in this Article, upon written notice from Canada the Contractor must submit a written action plan describing corrective measures it will implement to eliminate the recurrence of the problem. The Contractor will have five working days to deliver the action plan to the Client and the Contracting Authority, and twenty working days to rectify the underlying problem.
- (e) In addition to any other rights it has under the Contract, Canada may terminate the Contract for default if the corrective measures required of the Contractor described above are not met.

## 27. Joint Venture Contractor

- (a) The Contractor confirms that the name of the joint venture is \_\_\_\_\_ and that it is comprised of the following members: *[list all the joint venture members named in the Contractor's original bid]*.

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

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

# **ANNEX A-1**

## **STATEMENT OF WORK**

### **DEPARTMENT OF NATIONAL DEFENCE**

#### **DEFENCE RESOURCE MANAGEMENT INFORMATION SYSTEM (DRMIS) SUPPORT SERVICES**

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3.3.7	Roles & Authorizations (R&A) Architect.....	90
3.3.8	R&A Specialist .....	90
3.3.9	Programmer/Software Developer .....	91
3.3.10	SAP Archiving Specialist.....	91
3.3.11	SAP Functional Analyst .....	91
3.3.12	SAP BI/BW Specialist .....	92
3.3.13	Extract, Transform, Load (ETL) Specialist.....	92
3.3.14	SAP BusinessObjects Developer.....	92
3.3.15	Business Analyst.....	93
3.3.16	Initiative Scheduler.....	93
3.3.17	Technical Writer .....	93
3.3.18	Quality Controller .....	94
3.3.19	Test Manager .....	94
3.3.20	Configuration Management Specialist .....	94
3.3.21	Incident Management Coordinator.....	95
3.3.22	Change Coordinator.....	95
3.3.23	Transport Coordinator .....	95
3.3.24	Business Transition Analyst.....	95
3.3.25	Training Development, Delivery and Support .....	96
3.3.26	Tester .....	96
3.3.27	Security Architect .....	97
3.3.28	Certification & Accreditation (C&A) Specialist .....	97
3.3.29	Security Auditor.....	97
3.3.30	UNIX and Linux Administrator.....	97
3.3.31	Windows Administrator .....	98
3.3.32	Network Manager.....	98
3.3.33	Application Administrator .....	99

## **1. Introduction**

### **1.1. Background**

The Department of National Defence (DND) has implemented an integrated information system for the enablement of a number of business processes, the most prominent being those for Materiel Acquisition and Support and for Financial Management. The Defence Resource Management Information System (DRMIS) is currently used by over 16,000 personnel located at every base and station within the Canadian Armed Forces (CAF) and DND.

DRMIS is a complex system with SAP at the core of the solution (see Annex H-1 for a list of the SAP modules and functionality currently employed). In addition, there are a number of third-party products such as Pennant's Omega PS and Prometheus' Graphical Work Order Scheduling (GWOS) that provide additional functionalities.

DRMIS has been implemented in a large, distributed system landscape – along with standard connectivity via the Defence Wide Area Network (DWAN) the solution has been extended out to Her Majesty's Canadian Ships (HMCS) through a deployed solution capable of operating in an interrupted communications environment, and a Mobile configuration has been developed for use in extended operational situations.

As the department continues to leverage DRMIS to meet evolving requirements, and as functionality is increased and organizational coverage is widened (for example, the integration into DRMIS of supply chain functionality and other business processes such as those related to real property management) it is expected that DRMIS will grow to over 30,000 users in the coming years.

DND continues to identify future opportunities that can allow the organization to achieve maximum benefit from its Enterprise Resource Planning (ERP) platforms. The following excerpt is taken from the DND/CAF Defence Enterprise Resource Planning (DERP) Strategy:

“As part of the IM Group Campaign Plan published June 2009, ADM (IM) has committed to develop and support a DERP capability, the primary goal of which is to harmonize and integrate Departmental business processes to better facilitate decision making across the enterprise. Integral to this commitment is an ERP Strategy that will inform a collaborative approach to legacy system consolidation, as well as direct new requirements, to the targeted ERP platform. This ERP strategy addresses the way forward for system solutions in support of corporate functions, as well as operational support functions described herein.”

DRMIS is a cornerstone of the DERP Strategy, and as such will be a significant enabler to its intent. Therefore, the DRMIS CoE will be called upon to provide the necessary expertise in order to execute the activities and initiatives as prescribed and prioritized by DND/CAF Senior Management. Rationalization of the department's legacy system landscape will require that the CoE be heavily involved in the analysis, planning and delivery of solutions to transition users and data (where necessary) and to implement new capability requirements into DRMIS. The roadmap with which to implement the strategy is currently being developed collaboratively with key departmental stakeholders.

### **1.2. DRMIS Centre of Excellence (CoE)**

Given the importance of DRMIS to the day to day workflow of DND/CAF operational deployed and corporate users, a structured approach to supporting, sustaining, and expanding the solution is required. Processes, procedures, tools and resources have been put in place to form the DRMIS CoE in order to provide appropriate in-service support to a large and diverse user community that is geographically dispersed throughout the world.

The DRMIS CoE is resourced with a combination of DND employees and members of the CAF, all working to provide effective support to users, and the capability to enable the department's strategic direction as necessary.

The mandate of the CoE, at a very high level, is to provide functional, technical and user support to DRMIS and its users throughout DND/CAF. More specifically, the objectives of the DRMIS CoE are to:

- a. support operational imperative business processes;
- b. provide a focal point for the people, processes and tools required to safeguard stable operations of the DRMIS solution;
- c. provide a common in-service support organization for DRMIS;
- d. provide a foundation for reliable, repeatable and scalable services required to sustain the DRMIS solution; and
- e. provide a foundation that will enable continuous improvement of the solution to support evolving requirements and functional improvements for end users across the DND/CAF.

At its most basic level, the role of the CoE is to support its users so that they can use DRMIS to do their jobs on a daily basis. Requirements must be gathered, synthesized, analysed, and prioritized in order for the CoE to respond appropriately to user needs for system fixes, improvements or expansion.

Requirements come from various sources, including:

- a. day to day user transactions where passwords need to be reset, user accounts added, system errors need to be fixed, etc.;
- b. senior management requirements (i.e. "Governance") to enable transformational activities such as rationalization of the departments application landscapes or expand the use of DRMIS;
- c. legislative or Government of Canada (GoC) mandated changes in policy or processes that require a resulting change in the information systems that enable the associated business processes; or
- d. continuous improvement activities in the department that require changes to existing business processes that result in a change to systems like DRMIS.

In general terms these requirements fall into 2 main categories: Steady State In-Service Support and Expansion of the Existing Footprint, defined as follows:

- a. Steady-state In-Service Support: day to day break/fix activities that are generally of low level of effort, low degree of complexity, high-severity (user can't perform work), e.g. user passwords need to be reset, master data creation or modification, and user access managed; and
- b. Expansion of Existing DRMIS footprint: Improvement, change or addition of high impact (High level of effort and/or degree of complexity) business processes; addition of new user communities to use existing functionality; addition of major weapon platforms and resulting user community, either legacy fleets or new acquisitions under the department's In-Service Support Contracting Framework (ISSCF) strategy.

### **1.3. Responsibilities**

This Statement of Work (SOW) is intended to outline the activities that will be performed by the Contractor in support of the CoE. DND intends to form an integrated working relationship with the Contractor to form the DRMIS CoE. While a cooperative team approach is important to provide the necessary level of support, it will also be important to avoid duplication and overlap of responsibilities as well as an

employer/employee relationship as defined by government contracting policy, between DND and the Contractor. High level responsibilities for each are outlined below.

### **1.3.1. DND High Level Responsibilities**

At a high level, DND is responsible for:

- a. Overall Sponsorship and Project Management for all DRMIS activities;
- b. Review of deliverables and the provision of feedback and approvals;
- c. Provision of information, advice and direction in the form of authorized work concerning functional and non-functional requirements through the Task Authorization process as defined in the contract;
- d. Overall direction to the contractor in the form of authorized work concerning solution and technical architectures to satisfy functional and non-functional requirements through the Task Authorization process as defined in the contract;
- e. Coordinating access to subject matter experts concerning functional and non-functional requirements; and
- f. Coordination required in seeking approval of deliverables where stakeholders outside the DRMIS organization must be engaged.

### **1.3.2. Contractor High Level Responsibilities**

The Contractor will plan and manage all professional services resources provided by the Contractor in the performance of the work. The Contractor's responsibilities include overseeing the quality of work delivered by its resources as well as managing the resources to ensure the work is completed within the agreed upon budget and schedule, and meets the inspection and acceptance requirements as determined by the Technical Authority or its designate, as defined in the Task Authorization.

The Contractor's resources will collaborate with DND personnel as appropriate to deliver services, using already established and DND approved tools, methods and processes for maintenance and development activities.

At a high level, the Contractor is responsible for (but is not limited to) the following in the performance of any work:

- a. Project management and planning services;
- b. Requirements mapping and gap analysis;
- c. Change management services;
- d. Business process alignment services;
- e. Business Transition Management services;
- f. Solution Architecture and Design services; and
- g. Solution implementation services including configuration, programming, and testing.

## **2. SCOPE**

### **2.1. Summary of Work**

The Contractor will be required, via approved Task Authorizations, to provide qualified professional services resources in the delivery of work packages associated with the planning, design, development, and implementation required to provide steady state support of DRMIS. In addition, there may be a need for the Contractor to provide these activities in order to expand and extend the footprint of DRMIS.

This SOW identifies the professional services required to support DRMIS. Services to be provided under this SOW include the provision, as and when requested, of all resources with the appropriate skill sets to perform activities that include, but are not limited to:

### **2.1.1. Steady-state In-service Support**

Activities in this category are related to the provision of day to day in-service support which includes general maintenance, troubleshooting, analysis and system development in order to maintain DRMIS operations for all DRMIS users and locations, as identified in Problem Reports (PRs), Service Requests (SRs), and minor Change Requests (CRs). Examples of this type of work include password resets, analysis and repair of non-functioning DRMIS components, and maintenance of master data. Using the existing DRMIS Change Management Process, activities will include, but are not limited to:

- a. Identification of the cause of reported problems;
- b. Analysis and proposal of resolution for approval;
- c. System configurations for various SAP modules and system components as required;
- d. Update of documentation as necessary;
- e. Repair of interfaces with DRMIS;
- f. Addition, deletion, or modification of master data;
- g. Addition, deletion, or modification of user accounts;
- h. Establishment of an information exchange between DRMIS and a new contracted industry partner providing outsourced management of a weapons platform and its associated data;
- i. Implementing mandated changes to DRMIS based on changes in GoC legislation or central agency and DND/CAF policies and directives;
- j. Development, implementation and maintenance of corporate reporting capabilities, based on departmental Business Intelligence (BI) requirements;
- k. Expansion of DRMIS to support Operational activities;
- l. Upgrade and maintenance of DRMIS hardware, software and operating systems to take advantage of emerging technologies and functionality; and
- m. Expansion of the DRMIS footprint to manage additional equipment/weapon systems and commodities.

### **2.1.2. Expansion of the DRMIS footprint (OPTIONAL)**

Activities in this category are related to the planning and implementation of major Change Requests, typically initiatives that have been prioritized and assigned to the DRMIS CoE by DND (typically as part of the DND ERP Strategy or new operational or business requirement) and/or the GoC, and are of a higher level of complexity and level of effort than normal in-service support activities. Examples of these types of initiatives are:

- a. Major changes required to DRMIS in order to enable significant department business process re-engineering, such as that required to contract out steps of a current business process;
- b. Departmental direction to migrate non-DRMIS organizations into DRMIS, requiring system enhancement (new SAP modules, technologies) to address additional DND business functionality.
- c. Legacy system rationalization - migrating data from legacy systems into DRMIS in order for the department to decommission them; and
- d. Integration/Interface with other information systems and/or 3<sup>rd</sup> party tools.

At the sole discretion of DND, and as these types of initiatives are identified and the DRMIS CoE is directed to implement the change, the Contractor will be tasked to perform a preliminary analysis of the proposed change. This preliminary analysis will determine the work necessary for the Contractor to prepare an Implementation Plan that will detail the level of effort, resources required, and the cost of affecting the major change to the DRMIS footprint. Once the Implementation Plan is approved by DND, and funding has been approved to do the work, the Contractor will work as part of the DRMIS CoE to implement the change. Typically, each of these types of initiatives would require that a number of activities be performed by the Contractor, and includes but is not limited to:

- a. Initial analysis of major DRMIS initiatives such as the examples provided above in order to determine the necessary work (i.e. level of effort and cost) to develop an Implementation Plan for the initiative;
- b. Development and submission for approval by DND of an Implementation Plan for the initiative, including:
  - Identification of the work required to implement the change, including but not limited to system configuration related to the change or enhancement, interface development, report requirements, training and business transition requirements, identification of necessary technical changes (hardware (HW)/software (SW)), user roles and authorizations requirements;
  - Identification of risks and plans for mitigation;
  - The level of effort required to effect the change, and the schedule to do so;
  - The resources required to perform the work; and
  - The estimated cost to implement the change;
- c. Based upon a DND approved Implementation Plan, a Task Authorization will be raised for the execution of the required work, to include but is not limited to:
  - System configuration of the necessary components of the DRMIS solution (e.g. SAP modules);
  - Development of required interfaces;
  - System coding as required;
  - Development of required reports;
  - Migration of required data from existing legacy systems;
  - Installation of required hardware or software;
  - Unit and integration testing of system to ensure system integrity is maintained;
  - Development and/or update of documentation such as business process procedures;
  - Business transition management to prepare user community for change; and
  - Delivery of training and maintenance of training documentation.
- d. Assist the DND Initiative Manager to ensure that the schedule is maintained and delivery is within budget; and

- e. Maintain overall solution/system integrity by applying an “end-to-end” approach to the development and implementation of changes to DRMIS – ensuring that any change does not adversely affect existing functionality, and provides a resulting solution that requires minimal additional maintenance.

### **2.1.3. Additional Work Requirements**

Additional Work Requirements are defined as any unforeseen requirements or system enhancements that will require a significant resource effort to address. Services under this scope category could include, but are not limited to, any of the services identified in this SOW.

### **2.1.4. Performance Standards**

The Contractor may be required to develop and provide DND with a plan and/or strategy for migration of DRMIS support to a model that incorporates a “managed services” approach. Upon acceptance and implementation by DND, the Contractor will be required, on an as and when requested basis, through a Task Authorization, to develop measurable performance standards. These standards could be applied to any work to be performed under the Contract and/or in identifying potential areas of work to be performed under a managed service approach in the future.

## **2.2. Deliverables**

Deliverables will be fully detailed in each Task Authorization.

All softcopy documentation must be delivered by the Contractor to DND in the following formats:

- a. Text documents or presentations: Microsoft Office (Word, PowerPoint, Excel or Access), version 2003 or later;
- b. Diagrams and flowcharts: Microsoft Visio, version 2003 or later; and
- c. Project plans and schedules: Microsoft Project, version 2003 or later.

The Contractor may request approval from the Technical Authority to submit documents in other softcopy formats; this must be expressly authorized in writing and in advance by the Technical Authority. Approval is at Canada’s sole discretion.

## **2.3. Acceptance – Technical Authority**

Acceptance of all deliverables must be made by the Technical Authority or their assigned delegate.

## **2.4. Working Location and Hours**

The majority of the work will be performed at DND facilities located in the National Capital Region (NCR). Access to facilities, materials and computer systems is available between the hours of 06:00 and 18:00 Monday to Friday. The Contractor’s resources may be required to work outside of normal business hours in order to minimize negative impacts on users of DRMIS and to address operational requirements.

In some cases the Contractor’s resources will be required to be available for on-call requirements outside regular business hours 24 hours per day including Saturdays, Sundays and civic and statutory holidays. To support this requirement, DND may provide Contractor personnel with a pager or cell phone. Contractor resources must also be available for call-back requirements when he/she has been authorized to respond to an incident while on call outside of operational business hours.

Any work performed outside of normal business hours (including call-back requirements) must be pre-approved in writing by the Technical Authority. In addition, Technical Authority approval must be obtained

in writing prior to the completion of any work that exceeds the 7.5 hours per day. Overtime per diem rates do not apply.

For Contractor resources not located within the NCR, travel and living expenses to the NCR are the responsibility of the Contractor.

DND may approve Contractor resources working off-site if it is found to be economically advantageous to do so, and security considerations can be accommodated. This approval must be obtained in writing and in advance from the Technical Authority.

## **2.5. Contractor Travel**

The Contractor's resources may have to travel outside of the NCR. In such cases, and with the prior written authorization of the Technical Authority, travel and living expenses may be reimbursed to the Contractor. All travel and living expenses are subject to Treasury Board (TB) regulations and guidelines. Travel to or within the NCR will not be reimbursed.

## **2.6. CoE Management Processes**

The Contractor will employ the existing DND and/or DRMIS CoE Management processes. These processes include, but are not limited to:

- a. resource management;
- b. incident management;
- c. change management;
- d. configuration management;
- e. risk/issue management;
- f. business transition management; and
- g. communications management.

Where applicable, the Contractor may suggest opportunities to augment or improve the existing DRMIS CoE processes.

## **2.7. Kick-Off Meeting**

A Kick-Off meeting will take place at DND facilities between the Contractor and DRMIS CoE Staff as an initial contact to acquaint the Contractor with the CoE environment and arrange for the commencement of work. This meeting must be held within one (1) week following Contract Award.

## **2.8. Progress Review Meetings (PRMs)**

Close, continuous liaison between the Contractor and the Technical Authority will be ensured through regular review meetings. Regular monthly PRMs will take place at DND facilities between the Contractor and DND representatives to review and discuss the monthly progress and status reports and any other deliverables submitted between PRMs. In addition, any unresolved issues requiring attention of DND and the Contractor must be disclosed at the PRM. The PRM will be scheduled in a consistent time slot to be agreed upon by the Contractor and the Technical Authority and must be scheduled approximately one (1) week after DND receives the Contractor's Project Status Report (PSR). The monthly reviews must commence 1 month after contract award and continue throughout the life of the contract. The Contractor must produce and the Technical Authority will approve, the PRM minutes.

Either the Technical Authority or the Contractor may request that ad-hoc meetings be convened at any time throughout the course of this contract to resolve issues and to encourage and ensure effective communications

### **3. RESOURCE CATEGORIES**

#### **3.1. Contractor Resource Level of Expertise**

For this SOW, the level of expertise for the Contractor resources identified in Table 1 below is as follows, unless otherwise indicated elsewhere in this SOW:

- a. Level 1 – Junior – 12 to less than 36 months experience;
- b. Level 2 – Intermediate – 36 to less than 84 months experience; and
- c. Level 3 – Senior – 84 months or more experience.

#### **3.2. Contractor CoE Resource Categories**

Table 1 below provides a list of contractor resource categories along with their levels of expertise that will be required in order to perform activities related to Steady-State In-Service Support (section 2.1.1). Included is the number of resources per category, along with the estimated number of days per year each resource may be required. Not all the resources identified in Table 1 will be required at Contract Award. There will be a phased approach to bringing resources on board, as outlined below.

Table 2 provides a list of additional resource categories that may be required in order to carry out activities related to the Expansion of the DRMIS footprint (section 2.1.2). These resources will be provided on an as and when required basis, the numbers of which will be determined through a planning exercise for any major initiative.

Task Authorizations for professional services may be issued for any of the resource categories, with specific work and resource requirements identified at the time of issue. The tables indicate the maximum number of resources estimated in each category, and the estimated maximum number of days required for each (for Steady-State In-Service Support work). The number of resources and the number of days for each resource category may vary depending on actual work requirements as identified in each Task Authorization.

Shortly after Contract Award the following key resources will be required through a Task Authorization:

- a. One (1) Project Manager; and
- b. Three (3) Application Solution Architects.

Approximately 30 business days after Contract Award it is the intent of Canada to raise additional Task Authorizations for the following resource categories. See Annex H-1 for full SAP module names.

- a. SAP Functional Analyst – MM;
- b. SAP Functional Analyst – PM;
- c. SAP Functional Analyst – FI;
- d. SAP Functional Analyst – RE;
- e. SAP Functional Analyst – WFM/HCM;
- f. Programmer/Software Developer; and
- g. SAP BI Specialist.

Table 1: Estimated Resource Requirements for Steady-State In-Service Support

Resource Category	Level of Expertise	Estimated # of Resources Required	Security Clearance Required	Estimated # of Resources requiring Canadian Eyes Only	Estimated # of Days for Each Identified Resource							
					Initial Contract Period Years			Optional Contract Period Years				
					1	2	3	1	2	3	4	5
Project Manager	3	1	Secret		220	220	220	220	220	220	220	220
Application Solution Architect	3	3	Secret		220	220	220	220	220	220	220	220
Technical Architect	3	1	Secret		110	220	220	220	220	220	220	220
BASIS Administrator	3	2	Secret	1	165	220	220	220	220	220	220	220
Interface Specialist	3	1	Secret		165	220	220	220	220	220	220	220
Roles & Authorizations (R&A) Specialist	2	2	Secret		165	220	220	220	220	220	220	220
Programmer/Software Developer	3	3	Secret	1	165	220	220	220	220	220	220	220
Programmer/Software Developer	2	5	Secret	1	165	220	220	220	220	220	220	220
Programmer/Software Developer	1	2	Secret	1	110	220	220	220	220	220	220	220
SAP Functional Analyst: FI AP/ACQ	3	1	Secret		165	220	220	220	220	220	220	220
SAP Functional Analyst: FI-AA	3	1	Secret		165	220	220	220	220	220	220	220
SAP Functional Analyst: FI-AA	2	1	Secret		165	220	220	220	220	220	220	220
SAP Functional Analyst: FI-CO	3	1	Secret		165	220	220	220	220	220	220	220
SAP Functional Analyst: FI-SPL/GL	3	1	Secret		165	220	220	220	220	220	220	220
SAP Functional Analyst: FI-SPL/GL	2	1	Secret		165	220	220	220	220	220	220	220
SAP Functional Analyst: FI-AR	3	1	Secret		165	220	220	220	220	220	220	220
SAP Functional Analyst: FI-FM	2	1	Secret	1	165	220	220	220	220	220	220	220
SAP Functional Analyst:	3	2	Secret	1	165	220	220	220	220	220	220	220

Resource Category	Level of Expertise	Estimated # of Resources Required	Security Clearance Required	Estimated # of Resources requiring Canadian Eyes Only	Estimated # of Days for Each Identified Resource								
					Initial Contract Period Years			Optional Contract Period Years					
					1	2	3	1	2	3	4	5	
MM													
SAP Functional Analyst: MM	2	4	Secret		165	220	220	220	220	220	220	220	220
SAP Functional Analyst: MM	1	1	Secret		110	220	220	220	220	220	220	220	220
SAP Functional Analyst: PS	3	1	Secret		110	220	220	220	220	220	220	220	220
SAP Functional Analyst: PS	2	1	Secret		165	220	220	220	220	220	220	220	220
SAP Functional Analyst: PM	3	2	Secret	1	165	220	220	220	220	220	220	220	220
SAP Functional Analyst: PM	2	4	Secret	1	165	220	220	220	220	220	220	220	220
SAP Functional Analyst: PM	1	1	Secret		110	220	220	220	220	220	220	220	220
SAP Functional Analyst: WFM/HCM	3	1	Secret		110	220	220	220	220	220	220	220	220
SAP Functional Analyst: WFM/HCM	2	1	Secret		165	220	220	220	220	220	220	220	220
SAP Functional Analyst: RE	3	2	Secret		165	220	220	220	220	220	220	220	220
SAP Functional Analyst: RE	2	1	Secret		110	220	220	220	220	220	220	220	220
SAP Functional Analyst: DFPS	3	2	Secret		165	220	220	220	220	220	220	220	220
SAP Functional Analyst: MDS	3	2	Secret		165	220	220	220	220	220	220	220	220
SAP Functional Analyst: Cross-Functional	3	2	Secret		110	220	220	220	220	220	220	220	220
SAP Functional Analyst: Solution Manager	3	1	Secret		110	220	220	220	220	220	220	220	220
SAP BI/BW Specialist	3	1	Secret		110	220	220	220	220	220	220	220	220
SAP BI/BW Specialist	2	2	Secret		165	220	220	220	220	220	220	220	220
SAP BI/BW Specialist	1	1	Secret		110	220	220	220	220	220	220	220	220

Resource Category	Level of Expertise	Estimated # of Resources Required	Security Clearance Required	Estimated # of Resources requiring Canadian Eyes Only	Estimated # of Days for Each Identified Resource								
					Initial Contract Period Years			Optional Contract Period Years					
					1	2	3	1	2	3	4	5	
Extract, Transform, Load (ETL) Specialist	2	2	Secret		220	220	220	220	220	220	220	220	220
SAP BusinessObjects Developer	3	2	Secret		220	220	220	220	220	220	220	220	220
SAP BusinessObjects Developer	2	2	Secret		220	220	220	220	220	220	220	220	220
Business Analyst	2	1	Secret		220	220	220	220	220	220	220	220	220
Quality Controller	2	1	Secret		110	220	220	220	220	220	220	220	220
Configuration Management Specialist	3	1	Secret		220	220	220	220	220	220	220	220	220
Incident Management Coordinator	2	1	Secret		110	220	220	220	220	220	220	220	220
Change Coordinator	2	1	Secret		110	220	220	220	220	220	220	220	220
Transport Coordinator	2	1	Secret		110	220	220	220	220	220	220	220	220
Training Development, Delivery and Support	2	1	Secret		110	220	220	220	220	220	220	220	220
Tester	2	1	Secret		110	220	220	220	220	220	220	220	220
Security Auditor	2	1	Secret		110	220	220	220	220	220	220	220	220
UNIX and Linux Administrator	2	2	Secret		220	220	220	220	220	220	220	220	220
Windows Administrator	2	2	Secret		110	220	220	220	220	220	220	220	220
Network Manager	3	1	Secret		220	220	220	220	220	220	220	220	220
Network Manager	2	1	Secret		110	220	220	220	220	220	220	220	220
Application Administrator	3	1	Secret		110	220	220	220	220	220	220	220	220

Table 2: Estimated Resource Category requirements for Expansion of the DRMIS Footprint (OPTIONAL)

Resource Category	Level of Expertise	Estimated # of Resources Required	Security Clearance Required	Estimated # of Resources requiring Canadian Eyes Only
Project Manager	3	1	Secret	
Application Solution Architect	3	1	Secret	
Application Solution Architect	2	2	Secret	
Technical Architect	2	2	Secret	
BASIS Administrator	3	2	Secret	
Interface Specialist	2	1	Secret	
Roles & Authorizations (R&A) Architect	3	1	Secret	
Roles & Authorizations (R&A) Specialist	3	1	Secret	
Roles & Authorizations (R&A) Specialist	1	1	Secret	
Programmer/Software Developer	3	3	Secret	
Programmer/Software Developer	2	4	Secret	
Programmer/Software Developer	1	2	Secret	
SAP Archiving Specialist	2	1	Secret	
SAP Functional Analyst: FI AP/ACQ	3	2	Secret	
SAP Functional Analyst: FI-AA	3	2	Secret	
SAP Functional Analyst: FI-AA	2	2	Secret	
SAP Functional Analyst: FI-CO	3	2	Secret	
SAP Functional Analyst: FI-SPL/GL	3	2	Secret	
SAP Functional Analyst: FI-SPL/GL	2	2	Secret	
SAP Functional Analyst: FI-AR	3	2	Secret	
SAP Functional Analyst: FI-FM	2	2	Secret	
SAP Functional Analyst: MM	3	2	Secret	
SAP Functional Analyst: MM	2	4	Secret	
SAP Functional Analyst: MM	1	1	Secret	
SAP Functional Analyst: PS	3	1	Secret	
SAP Functional Analyst: PS	2	1	Secret	
SAP Functional Analyst: PM	3	2	Secret	
SAP Functional Analyst: PM	2	4	Secret	
SAP Functional Analyst: PM	1	1	Secret	
SAP Functional Analyst: WFM/HCM	3	1	Secret	
SAP Functional Analyst: WFM/HCM	2	1	Secret	
SAP Functional Analyst: WFM/HCM	1	1	Secret	
SAP Functional Analyst: RE	3	2	Secret	
SAP Functional Analyst: RE	2	1	Secret	
SAP Functional Analyst: RE	1	1	Secret	
SAP Functional Analyst: DFPS	3	2	Secret	
SAP Functional Analyst: MDS	3	2	Secret	
SAP Functional Analyst: Cross-Functional	3	1	Secret	
SAP Functional Analyst: Solution Manager	3	1	Secret	
SAP BI/BW Specialist	3	2	Secret	
Extract, Transform, Load (ETL) Specialist	3	1	Secret	
Extract, Transform, Load (ETL) Specialist	2	1	Secret	
SAP BusinessObjects Developer	3	2	Secret	
SAP BusinessObjects Developer	2	2	Secret	
Business Analyst	2	2	Secret	
Initiative Scheduler	2	1	Secret	
Technical Writer	2	1	Secret	

Resource Category	Level of Expertise	Estimated # of Resources Required	Security Clearance Required	Estimated # of Resources requiring Canadian Eyes Only
Test Manager	3	1	Secret	
Configuration Management Specialist	3	1	Secret	
Business Transition Analyst	3	1	Secret	
Business Transition Analyst	2	1	Secret	
Training Development, Delivery and Support	2	5	Secret	
Tester	2	4	Secret	
Tester	1	2	Secret	
Security Architect	3	1	Secret	1
Certification & Accreditation (C&A) Specialist	2	3	Secret	
Security Auditor	2	1	Secret	
UNIX and Linux Administrator	2	1	Secret	

**3.3. Resource Categories**

**3.3.1. General**

The following paragraphs detail the tasks to be performed by the various resource categories.

**3.3.2. Project Manager**

The required services include, but are not necessarily limited to, the following:

- a. Manage Contractor resources;
- b. Manage steady-state in-service support or expansion of a large IM/IT system during its development and implementation;
- c. Development and submission of an Implementation Plan for system expansion, including estimates of time, cost and scope;
- d. Assist in the development of performance metrics and/or standards that could be applied during the implementation of any initiatives or support activities;
- e. Proactively manage and communicate In-Service support and Project objectives;
- f. Management of risk mitigation and issue resolution;
- g. Define, document and maintain plans; determine budgetary requirements, the composition, roles and responsibilities and terms of reference for the Contractor resources using a variety of project management tools; and
- h. Conduct Meetings and Provision of written overall status of activities including financial reporting on a weekly basis.

**3.3.3. Application Solution Architect**

The required services include, but are not necessarily limited to, the following:

- a. Develop SAP technical architectures, frameworks and strategies, either for an organization or for a major application area, to meet the business and application requirements;
- b. Development and submission of an Implementation Plan for system expansion, including estimates of time, cost and scope;
- c. Identify the policies and requirements that drive out a particular solution in SAP;

- d. Analyze and evaluate alternative technology solutions to meet business problems;
- e. Provide advice on implementation of leading practices within their functional areas;
- f. Ensure the integration of all aspects of SAP technological solutions;
- g. Monitor industry trends to ensure that solutions fit with government and industry directions for technology;
- h. Analyze functional requirements to identify information, procedures and decision flows;
- i. Evaluate existing procedures and methods, identify and document database content, structure, and application sub-systems, and develop data dictionary;
- j. Define and document interfaces of manual to automated operations within application sub-systems, to external systems and between new and existing systems;
- k. Define input/output sources, including detailed plan for SAP technical design phase, and obtain approval of the system proposal;
- l. Modeling, design, and maintenance of existing web services definitions using Rational Software Architect (RSA);
- m. Definition and development of Web applications on a J2EE platform, including related specifications;
- n. Definition of Java interfaces using RSA;
- o. Provide technical guidance to business analysts in their area of expertise;
- p. Assist the project manager in managing issues relevant to their solution areas; and
- q. Provide solution options and recommendations based on User requirements.

#### **3.3.4. Technical Architect**

The required services include, but are not necessarily limited to, the following:

- a. Develop SAP technical architectures, frameworks and strategies, either for an organization or for a major application area, to meet the business and application requirements;
- b. Identify policies and requirements that drive out a particular solution in SAP;
- c. Analyze and evaluate alternative technology solutions to meet business problems;
- d. Ensure the integration of all aspects of SAP technological solutions;
- e. Evaluate hardware and software relative to their ability to support specified requirements and recommend improvements in system performance;
- f. Review application and program design or technical infrastructure design to ensure adherence to standards and to recommend performance improvements;
- g. Monitor industry trends to ensure that solutions fit with government and industry directions for technology;
- h. Provide information, direction and support for emerging technologies;
- i. Perform impact analysis of technology changes;
- j. Continuously review the technical landscape of the system to recommend ways to optimize and or simplify it;
- k. Provide support to applications and technical support teams in the proper application of existing infrastructure;

- l. Identify and document system specific standards relating to programming, documentation and testing, covering program libraries, data dictionaries, naming conventions, etc.; and
- m. Provide knowledge transfer to departmental personnel on an on-going basis.

### **3.3.5. BASIS Administrator**

The required services include, but are not necessarily limited to, the following:

- a. Installation, administration and monitoring of SAP software;
- b. Configuration and customization of SAP software;
- c. Analyse, plan, log and monitor SAP application problems and changes as required by PRs and CRs that are submitted and approved;
- d. Back-up and restore SAP systems as needed;
- e. Document Standard Operating Procedures (SOPs) as required;
- f. Use the change request management tool CHaRM to transport changes through a complex SAP landscape;
- g. Monitor and investigate SAP system performance problems and perform corrective action as required; and
- h. Provide knowledge transfer to departmental personnel on an on-going basis.

### **3.3.6. Interface Specialist**

The required services include, but are not necessarily limited to, the following:

- a. Installation and administration of interface software for SAP, including MQSeries and SAP Process Integration;
- b. Customization of interface software;
- c. Analyse, plan, log and monitor interface performance, problems and changes, and take corrective action as required;
- d. Document SOPs for interfaces; and
- e. Provide knowledge transfer to departmental personnel on an on-going basis.

### **3.3.7. Roles & Authorizations (R&A) Architect**

The required services include, but are not necessarily limited to, the following:

- a. Analysis, development, implementation and recommendations related to R&A models and strategies for SAP systems;
- b. Review and recommend technical specifications to ensure adherence to R&A policies and design;
- c. Evaluate and provide guidance related to different SAP R&A approaches and design to meet business requirements;
- d. Provide SAP R&A support to ensure the delivery of new implementations of systems or upgrades to existing systems; and
- e. Provide knowledge transfer to departmental personnel on an on-going basis.

### **3.3.8. R&A Specialist**

The required services include, but are not necessarily limited to, the following:

- a. Assist in the determination of requirements, design, build and testing of authorization profiles for SAP systems;
- b. Write or amend SAP R&A specifications;
- c. Perform R&A audits and monitoring activities within SAP;
- d. Perform problem recognition, isolation, research, resolution and follow-ups related to SAP R&A issues;
- e. Adhere to R&A policies and procedures related to roles, authorizations and user access combinations; and
- f. Provide knowledge transfer to departmental personnel on an on-going basis.

### **3.3.9. Programmer/Software Developer**

The required services include, but are not necessarily limited to, the following:

- a. Analyze, plan, document, develop, test and support application changes, interfaces and reports;
- b. Develop program enhancements, including SAP Enterprise Portal, Web Application Server (WAS), SAP PI and Business Warehouse (BW), with SAP programming tools ABAP, ABAP Web DynPro, Java Web DynPro, Java, J2EE or other programming tools as needed;
- c. Analyze data conversion requirements to determine data conversion strategies and mechanisms based on strategy;
- d. Develop, test and execute data conversion strategies and mechanisms;
- e. Analyze, document and apply SAP Service Marketplace Support Portal notes in support of problem and change analysis;
- f. Write and amend technical specifications; and
- g. Provide knowledge transfer to departmental personnel on an on-going basis.

### **3.3.10. SAP Archiving Specialist**

The required services include, but are not necessarily limited to, the following:

- a. Analysis of requirements to archive SAP data;
- b. Development of plans to implement SAP data archiving;
- c. Coordination of efforts to archive SAP data;
- d. Validation of archived data integrity and availability;
- e. Review, develop and/or amend SAP archiving strategy;
- f. Assist Technical team in monitoring data volumetric issues that could be addressed through archiving; and
- g. Provide knowledge transfer to departmental personnel on an on-going basis.

### **3.3.11. SAP Functional Analyst**

The required services include, but are not necessarily limited to, the following:

- a. Develop and document SAP functional, business and/or system requirements specifications;
- b. Develop and document screen, report and interface requirements in SAP;

- c. Develop functional, business and/or system interface or capability interaction as per specifications/requirements;
- d. Gather and analyze information to establish the functional needs of a system or project;
- e. Design methods and procedures for SAP modules that are integrated within an SAP solution;
- f. Develop, test and implement changes to SAP modules that are integrated within an SAP solution;
- g. Document forms, manuals, programs, data files and procedures;
- h. Assist Business Analyst in the conduct of requirements workshops; and
- i. Provide knowledge transfer to departmental personnel on an on-going basis.

### **3.3.12. SAP BI/BW Specialist**

The required services include, but are not necessarily limited to, the following:

- a. Design, develop, build and support extractors, cubes and queries to pull data from source systems into an SAP BI/BW system to facilitate reporting requirements;
- b. Analyse, plan, log and monitor application;
- c. Implementation of SAP BI/BW solutions (including BI 7.0);
- d. Design, develop, build and support reports using the Business Objects toolsets;
- e. Assist in the development and update of BI/BW training documentation;
- f. Further optimize existing cubes, multi- cubes and queries;
- g. Assist in the analysis, design, testing and implementation of BI/BW functionality; and
- h. Provide knowledge transfer to departmental personnel on an on-going basis.

### **3.3.13. Extract, Transform, Load (ETL) Specialist**

The required services include, but are not necessarily limited to, the following:

- a. Develop and test ETL jobs as per technical design specifications, using ETL tools such as IBM DataStage and its foundation tools and/or Informatica 9.1;
- b. Maintain, enhance, and optimize ETL jobs;
- c. Research, escalate, and resolve support issues related to ETL jobs;
- d. Analyze, design, optimize and implement PL/SQL stored procedures;
- e. Develop ETL specifications in compliance with IT Architecture; and
- f. Provide knowledge transfer to departmental personnel on an on-going basis.

### **3.3.14. SAP BusinessObjects Developer**

The required services include, but are not necessarily limited to, the following:

- a. Develop and design SAP BusinessObjects Universes;
- b. Maintain SAP BusinessObjects XI 3.1 Reporting Server;
- c. Develop and design Webi reports;
- d. Run queries and reports as required;

- e. Create SAP BusinessObjects reports using InfoView and Universes, and perform web integration of all reports using SDK (Java and .NET); and
- f. Provide knowledge transfer to departmental personnel on an on-going basis.

### **3.3.15. Business Analyst**

The required services include, but are not necessarily limited to, the following:

- a. Develop and document statements of requirements;
- b. Develop and maintain detailed design, development and implementation plans and documentation;
- c. Perform business analyses of functional requirements to identify information, procedures, and decision flows;
- d. Evaluate existing business processes, procedures and methods, identify and document as required;
- e. Facilitate and participate in workshops to gather and document requirements; and
- f. Use of the IBM Rational Suite for the development and life cycle management of solutions.

### **3.3.16. Initiative Scheduler**

The required services include, but are not necessarily limited to, the following:

- a. Creation and maintenance of initiative schedules, documentation and a Master Schedule of all projects and resources if more than one initiative, using Microsoft Project;
- b. Amendment and maintenance of the initiative schedule to incorporate any incremental rollouts;
- c. Tracking the progress of initiative including cost and schedule controls;
- d. Documenting issues and resolutions related to the Initiative schedule; and
- e. Communicating verbally and in writing with the Initiative manager regarding project status and deliverables.

### **3.3.17. Technical Writer**

The required services include, but are not necessarily limited to, the following:

- a. Document help text, user manuals, technical documentation, web page content, etc;
- b. Review documentation standards and the existing project documentation;
- c. Determine documentation requirements and make plans for meeting them;
- d. Gather information concerning the features and functions provided by the developers;
- e. Assess the audience for the documents and/or manuals which are required and prepare a statement of purpose and scope for each;
- f. Develop a table of contents for each document and/or manual and write or edit the required content;
- g. Investigate the accuracy of the information collected by making direct use of the material being documented;

- h. Prepare or coordinate the preparation of any required illustrations and diagrams;
- i. Design the layout of the documents and/or manuals; and
- j. Use word-processing, desk-top publishing and graphics software packages to produce final products.

### **3.3.18. Quality Controller**

The required services include, but are not necessarily limited to, the following:

- a. Organizing and actioning all aspects of quality management including contribution to the development and implementation of an integrated approach to quality, risk and performance management;
- b. Developing, deploying and evaluating existing internal policies, procedures, standards, initiatives, metrics, forms and tools for the quality management system;
- c. Verifying if the quality management system's process assets (policies, procedures and standards) are being adhered to;
- d. Leading process improvement initiatives, and facilitating and/or coaching teams which are performing process improvement initiatives;
- e. Managing, monitoring and conducting conformance audits of a Quality Management System, reporting results including recommendations, tracking , reporting and implementation of appropriate corrective actions to deal with the non-conformances; and
- f. Preparing reports concerning the capabilities, strengths and weaknesses of Quality Management Systems.

### **3.3.19. Test Manager**

The required services include, but are not necessarily limited to, the following:

- a. Provide advice, guidance and coordination efforts for test strategies and plans, and identification of resources required for testing;
- b. Plan, organize, and schedule testing efforts for large systems (internal and/or external), including the execution of systems unit tests, integration tests, specialized tests, and user acceptance testing (e.g., stress tests), including use of test defect tracking and reporting systems such as ClearQuest, and Rational Performance Tester (RPT) for Services Oriented Architecture;
- c. Develop the work plan for the creation of additional automated test scripts;and
- d. Provide knowledge transfer to departmental personnel on an on-going basis.

### **3.3.20. Configuration Management Specialist**

The required services include, but are not necessarily limited to, the following:

- a. Coordination of all efforts to maintain and manage the configuration of all components of a large SAP system;
- b. Documentation in support of configuration items and configuration management plans using Configuration Management Tools such as Rational ClearCase, ClearQuest, DataPower-DPBuddy, and scripting languages such as PERL and SQL;
- c. Prepare reports for Project Managers on all activities and the status of various projects; and

- d. Provide knowledge transfer to departmental personnel on an on-going basis.

#### **3.3.21. Incident Management Coordinator**

The required services include, but are not necessarily limited to, the following:

- a. Analysis, review, coordination and recommendation for the approval of problem resolution;
- b. Assist with the definition and assessment of information systems service levels; gather and review service level agreement performance data, and prepare results;
- c. Initiate and monitor activities to restore systems to normal operations;
- d. Monitor information technology asset discrepancies and initiate further investigation as needed;
- e. Application of Information Technology Infrastructure Library (ITIL) framework principles where applicable;
- f. Communication with all stakeholder as needed to ensure that actions and changes that may affect them are known and understood; and
- g. Provide knowledge transfer to departmental personnel on an on-going basis.

#### **3.3.22. Change Coordinator**

The required services include, but are not necessarily limited to, the following:

- a. Review, maintain and suggest improvements to SAP change processes, models and standards and monitor compliance;
- b. Identify and initiate improvements to change management software and automated processes;
- c. Support a Request for Change process by reviewing, scheduling and monitoring applications for information systems changes;
- d. Monitor and report on the status of changes;
- e. Liaise with stakeholders and technical staff for changes;
- f. Develop and present training related to change management processes; and
- g. Provide knowledge transfer to departmental personnel on an on-going basis.

#### **3.3.23. Transport Coordinator**

The required services include, but are not necessarily limited to, the following:

- a. Track and manage versions of multiple SAP environments;
- b. Set, track and control strategy and timing of movement of transports between multiple SAP environments;
- c. Identify, communicate and coordinate transport problem resolution;
- d. Communicate with team members to ensure that releases and all required instructions have been properly packaged and tested for action; and
- e. Provide knowledge transfer to departmental personnel on an on-going basis.

#### **3.3.24. Business Transition Analyst**

The required services include, but are not necessarily limited to, the following:

- a. Participate in defining business strategy and processes in support of transformation and change management activities;
- b. Participate in change impact analysis and change management activities;
- c. Create presentations and present to various stakeholders, and facilitate meetings and discussions related to change management.
- d. Liaise with user organisations to identify and document both benefits and negative impacts associated with rollout and use of large information management systems;
- e. Assist with the development of business case proposals for extensions expansions to meet new business requirements or for rollout to new users;
- f. Develop and deliver the communication plan;
- g. Assist with preparation of training materials to address change management issues; and
- h. Provide knowledge transfer to departmental personnel on an on-going basis.

### **3.3.25. Training Development, Delivery and Support**

The required services include, but are not necessarily limited to, the following:

- a. Perform needs assessment and analysis for training purposes;
- b. Plan and monitor training projects;
- c. Perform job, task, and/or content analysis;
- d. Recommend instructional media and strategies;
- e. Develop and maintain training materials;
- f. Prepare end-users for implementation of courseware materials; and
- g. Deliver visual, oral, and written form with individuals, small group, and in front of large audiences.

### **3.3.26. Tester**

The required services include, but are not necessarily limited to, the following:

- a. Test planning and coordination;
- b. Supervise testing in accordance with the plan;
- c. Manage and monitor of test plans for all levels of testing;
- d. Manage walkthroughs and reviews related to testing and implementation readiness;
- e. Develop test scenarios and test scripts;
- f. Establish and maintain source and object code libraries for a multi-platform, multi-operating system environment;
- g. Establish and execute software testing procedures for unit test, integration testing and regression testing with emphasis on automating the testing procedures;
- h. Establish and operate "interoperability" testing procedures to ensure that the interaction and co-existence of various software elements, which are proposed to be distributed on the common infrastructure, conform to appropriate departmental standards (e.g. For performance, compatibility, etc.) and have no unforeseen detrimental effects on the shared infrastructure;

- i. Establish validation and verification capability which assumes functional and performance compliance; and
- j. Provide knowledge transfer to departmental personnel on an on-going basis.

### **3.3.27. Security Architect**

The required services include, but are not necessarily limited to, the following:

- a. Analysis of information system security architecture and industry security architecture trends and develop recommendations for changes;
- b. Write or amend security architecture and technical specifications;
- c. Assist in the development and update of training documentation related to changes in security architecture;
- d. Assist with the development of security architectures;
- e. Review, analysis and update of any required Certification and Accreditation (C&A) documentation;
- f. Review functional design deliverables for compliance with security requirements;
- g. Monitor integration, functional, system and end user acceptance testing of releases where required to ensure compliance with security requirements, policies and procedures; and
- h. Provide knowledge transfer to departmental personnel on an on-going basis.

### **3.3.28. Certification & Accreditation (C&A) Specialist**

The required services include, but are not necessarily limited to, the following:

- a. Review, analysis, creation and update of new and existing C&A documentation to support changes to information systems, the implementation locations, supported business processes and changes in threats or vulnerabilities related to information managed in the information system;
- b. Assist in the review and update of security architecture documentation; and
- c. Provide knowledge transfer to departmental personnel on an on-going basis.

### **3.3.29. Security Auditor**

The required services include, but are not necessarily limited to, the following:

- a. Review security measures against legal, policy and regulatory requirements and report on any deficiencies with recommendations to rectify any issues;
- b. Review system logs and access records to ensure that all access to and information in the system is conducted by personnel with the appropriate authorizations and security clearances;
- c. Review interface logs to ensure that only appropriate data is received and sent; and
- d. Provide knowledge transfer to departmental personnel on an on-going basis.

### **3.3.30. UNIX and Linux Administrator**

The required services include, but are not necessarily limited to, the following:

- a. Conduct 24/7 daily operations support for UNIX and Linux based systems;
- b. Manage and maintain an extensive virtualized UNIX and VMWare infrastructure;
- c. Installation and ongoing administration of UNIX and Linux systems;
- d. Configuration and customization of the UNIX and Linux systems;
- e. Upgrade UNIX and Linux systems as required;
- f. Analyze, plan, log and monitor UNIX and Linux problems and changes;
- g. Back-up and restore UNIX and Linux systems as required;
- h. Document SOPs as required; and
- i. Provide knowledge transfer to departmental personnel on an on-going basis.

### **3.3.31. Windows Administrator**

The required services include, but are not necessarily limited to, the following:

- a. Conduct 24/7 daily operations support for Windows-based systems;
- b. Manage and maintain an extensive virtualized VMWare infrastructure;
- c. Installation and ongoing administration of Windows systems;
- d. Configuration and customization of Windows systems;
- e. Upgrade Windows systems as required;
- f. Back-up and restore Windows systems as required
- g. Analyze, plan, log and monitor Windows system problems and changes;
- h. Document SOPs as required;
- i. Provide knowledge transfer to departmental personnel on an on-going basis.

### **3.3.32. Network Manager**

The required services include, but are not necessarily limited to, the following:

- a. Conduct 24/7 daily operations support for network components of a large SAP system, including, but not limited to, the Intrusion Detection Systems (IDS), Firewalls, SAP OSS network, and Security Enclave components;
- b. Assess proposed changes to network infrastructure and document any recommendations for adoption and implementation of changes;
- c. Implement changes to network infrastructure as approved by the Technical Authority;
- d. Analyze, plan, log and monitor application changes as required by CRs that are submitted and approved;
- e. Conduct bandwidth assessments for changes to a large SAP solution or network infrastructure;
- f. Establish communications tests plans and conduct communications testing as required to support network operations;
- g. Document SOPs as required; and
- h. Provide knowledge transfer to departmental personnel on an on-going basis.

**3.3.33. Application Administrator**

The required services include, but are not necessarily limited to, the following:

- a. Installation, configuration, and ongoing administration of application software, including, but not limited to, Quality Center, uPerform, OmegaPS, IBM Rational suite, InfoSphere Information Server, SAP;
- b. Configuration and customization of SAP application software as required;
- c. Upgrades of SAP system application software as required;
- d. Analyse, plan, log and monitor SAP application problems and changes;
- e. Backup and restore SAP applications as needed;
- f. Document SOPs for SAP applications as required; and
- g. Web Sphere Data Power SOA appliance support, including but not limited to, technical administration, configuration enhancements, installation of new releases and updates, and keep up to date documentation;
- h. Perform configuration change management and version control;
- i. Provide knowledge transfer to departmental personnel on an on-going basis.

## **ANNEX A-2**

### **STATEMENT OF WORK**

#### **PUBLIC WORKS AND GOVERNMENT SERVICES CANADA**

#### **SIGMA**

## **1. Introduction**

### **1.1. Background**

Public Works and Government Services Canada (PWGSC) has implemented an integrated system that supports financial management, material management and project management business lines using the SAP Business Intelligence (BI) and SAP Productivity Pak.

SIGMA is a complex system with SAP at the core of the solution (see Annex H-2) for a list of the SAP modules and functionality currently employed). It was initially implemented in 2008 to meet departmental financial and material management requirements and is currently being used by over 6,200 users located within PWGSC and in other government departments.

The department continues to leverage SIGMA to meet evolving requirements in order to achieve savings and operational efficiencies. With the integration of real property functionality into SIGMA, it is expected that SIGMA will grow to over 8,700 users in the coming years.

PWGSC continues to identify future opportunities that can allow the organization to achieve maximum benefit from its ERP platforms.

### **1.2. Responsibilities**

This Statement of Work (SOW) is intended to outline the activities that will be performed by the Contractor in support of SIGMA. PWGSC intends to form an integrated working relationship with the Contractor to form the SIGMA team. While a cooperative team approach is important to provide the necessary level of support, it will also be important to avoid duplication and overlap of responsibilities as well as an employer/employee relationship as defined by government contracting policy, between PWGSC and the Contractor. High level responsibilities for each are outlined below.

#### **1.2.1. PWGSC High Level Responsibilities**

At a high level, PWGSC is responsible for:

- a. Overall Sponsorship and Project Management for all SIGMA activities;
- b. Review of deliverables and the provision of feedback and approvals;
- c. Provision of information, advice and direction in the form of authorized work concerning functional and non-functional requirements through the Task Authorization process as defined in the contract.
- d. Overall direction to the contractor in the form of authorized work concerning solution and technical architectures to satisfy functional and non-functional requirements through the Task Authorization process as defined in the contract;
- e. Coordinating access to subject matter experts concerning functional and non-functional requirements; and
- f. Coordination required in seeking approval of deliverables where stakeholders outside the SIGMA organization must be engaged.

#### **1.2.2. Contractor High Level Responsibilities**

The Contractor will plan and manage all professional services resources provided by the Contractor in the performance of the work. The Contractor's responsibilities include overseeing the quality of work delivered by its resources as well as managing the resources to ensure the work is completed within the agreed upon budget and schedule, and meets the inspection and

acceptance requirements as determined by the Project Authority or its designate, as defined in the Task Authorization.

The Contractor's resources will collaborate with PWGSC personnel as appropriate to deliver services, using already established and PWGSC approved tools, methods and processes for maintenance and development activities.

At a high level, the Contractor is responsible for (but is not limited to) the following in the performance of any work:

- a. Project management and planning services;
- b. Requirements mapping and gap analysis;
- c. Change management services;
- d. Business process alignment services;
- e. Business Transition Management services;
- f. Solution Architecture and Design services; and
- g. Solution implementation services including configuration, programming, and testing.

## **2. SCOPE**

### **2.1. Summary of Work**

The Contractor will be required, via approved Task Authorizations, to provide qualified professional services resources in the delivery of work packages associated with the planning, design, development, and implementation required to provide steady state support of SIGMA. In addition, there may be a need for the Contractor to provide these activities in order to expand and extend the footprint of SIGMA.

This SOW identifies the professional services required to support SIGMA. Services to be provided under this SOW include provision, as and when requested, of all resources with the appropriate skill sets to perform activities that include, but are not limited to:

#### **2.1.1. Steady-state In-service Support**

Activities in this category are related to the provision of day to day in-service support which includes maintenance, troubleshooting, analysis and system development in order to support SIGMA operations for all SIGMA users and locations, as identified in Incident/Problem Reports (IRs/PRs), Service Requests (SRs), and Change Requests (CRs). Examples of this type of work include password resets, analysis and repair of non-functioning SIGMA components, mandated system changes, enhancements, and maintenance of master data. Using the existing SIGMA Change Management Process, activities will include, but are not limited to:

- a. Identification of the cause of reported problems;
- b. Analysis and proposal of resolution for approval;
- c. System configurations for various SAP modules and system components as required;
- d. Update of documentation as necessary;
- e. Repair of interfaces with SIGMA;
- f. Addition, deletion, or modification of master data;
- g. Addition, deletion, or modification of user accounts;

- h. Mandated changes to SIGMA based on changes in Government of Canada (GoC) legislation or central agency and PWGSC policies and directives
- i. Continuous improvements (ie. Automation, enhancements);
- j. Expansion of SIGMA to support operational requirements (ie. new business processes and/or modules); and
- k. Upgrade and maintenance of SIGMA hardware, software and operating systems to take advantage of emerging technologies and functionality.

### **2.1.2. Additional Work Requirements**

Additional Work Requirements are defined as any unforeseen requirements or system enhancements that will require a significant resource effort to address. Services under this scope category could include, but are not limited to, any of the services identified in this SOW.

### **2.1.3. Performance Standards**

The Contractor will be required, on an as and when requested basis, through a Task Authorization, to develop measurable performance standards. These standards could be applied to any work to be performed under the Contract and/or in identifying potential areas of work to be performed under a managed service approach in the future.

## **2.2. Deliverables**

Deliverables will be fully detailed in each Task Authorization.

All softcopy documentation must be delivered by the Contractor to PWGSC in the following formats:

- a. Text documents or presentations: Microsoft Office (Word, PowerPoint, Excel or Access), version 2003 or later;
- b. Diagrams and flowcharts: Microsoft Visio, version 2003 or later; and
- c. Project plans and schedules: Microsoft Project, version 2003 or later.

The Contractor may request approval from the Project Authority to submit documents in other softcopy formats; this must be expressly authorized in writing and in advance by the Project Authority. Approval is at Canada's sole discretion.

### **2.3. Acceptance – Project Authority**

Acceptance of all deliverables must be made by the Project Authority or their assigned delegate.

### **2.4. Working Location and Hours**

The majority of the work will be performed at PWGSC facilities located in the National Capital Region (NCR). Access to facilities, materials and computer systems is available between the hours of 07:00 and 18:00 Monday to Friday. The Contractor's personnel may be required to work outside of normal business hours in order to minimize negative impacts on users of SIGMA. Any work performed outside of normal business hours must be pre-approved in writing by the Project Authority. In addition, approval must be obtained in writing prior to the completion of any work that exceeds the 7.5 hours per day. Overtime per diem rates do not apply.

For Contractor personnel not located within the NCR, travel and living expenses to the NCR are the responsibility of the Contractor.

PWGSC may approve Contractor personnel working off-site if it is found to be economically advantageous to do so, and security considerations can be accommodated. This approval must be obtained in writing and in advance from the Project Authority.

## **2.5. Contractor Travel**

The Contractor's resources may have to travel outside of the National NCR. In such cases, and with the prior written authorization of the Project Authority, travel and living expenses may be reimbursed to the Contractor. All travel and living expenses are subject to Treasury Board (TB) regulations and guidelines. Travel to or within the NCR will not be reimbursed.

## **2.6. SIGMA Management Processes**

The Contractor will employ the existing PWGSC and/or SIGMA processes. These processes include, but are not limited to:

- a. Resource Management;
- b. Incident Management;
- c. Change Management;
- d. Configuration Management;
- e. Risk/Issue Management;
- f. Business Transition Management; and
- g. Communications Management.

Where applicable, the Contractor may suggest opportunities to augment or improve the existing SIGMA processes.

## **2.7. Kick-Off Meeting**

A Kick-Off meeting will take place at PWGSC facilities between the Contractor and SIGMA Staff as an initial contact to acquaint the Contractor with the environment and arrange for the commencement of work. This meeting must be held within one (1) week after Contract Award.

## **2.8. Progress Review Meetings (PRMs)**

Close, continuous liaison between the Contractor and the Project Authority will be ensured through regular review meetings. Regular monthly PRMs will take place at PWGSC facilities between the Contractor and PWGSC representatives to review and discuss the monthly progress and status reports and any other deliverables submitted between PRMs. In addition, any unresolved issues requiring attention of PWGSC and the Contractor must be disclosed at the PRM. The PRM will be scheduled in a consistent time slot to be agreed upon by the Contractor and the Project Authority and must be scheduled approximately one (1) week after PWGSC receives the Contractor's Project Status Report (PSR). The monthly reviews must commence one month after contract award and continue throughout the life of the contract. The Contractor must produce PRM minutes (PRMM). The Project Authority will approve the PRMM.

Either the Project Authority or the Contractor may request that ad-hoc meetings be convened at any time throughout the course of this contract to resolve issues and to encourage and ensure effective communications

## **3. RESOURCE CATEGORIES**

### **3.1. Contractor Resource Level of Expertise**

For this SOW, the level of expertise for the Contractor resources identified in Table 1 below is as follows, unless otherwise indicated elsewhere in this SOW:

- a. Level 1 – Junior – 12 to less than 36 months experience;
- b. Level 2 – Intermediate – 36 to less than 84 months experience; and
- c. Level 3 – Senior – 84 months or more experience.

### **3.2. Contractor Resource Categories**

Table 1 below provides a list of contractor resource categories along with their levels of expertise as well as an estimated amount of resources required at contract award.

Task Authorizations for professional services may be issued for any of the resource categories, with specific work and resource requirements identified at the time of issue. The number of resources and the number of days for each resource category may vary depending on actual work requirements as identified in each Task Authorization.

**Table 1: Estimated Resource Requirements for Steady-State In-Service Support**

<b>Resource Category</b>	<b>Level of Expertise</b>	<b>Estimated number of Resources required</b>	<b>Security Clearance Required</b>	<b>Estimated # of Days for Each Identified Resource</b>
Application Solution Architect	3	2	Secret	220
SAP Functional Analyst: FI-AR	3	1	Secret	220
SAP Functional Analyst: MM	3	1	Secret	220
SAP Functional Analyst: PS	3	1	Secret	220
SAP Functional Analyst: RE	3	1	Secret	220
SAP Functional Analyst: RE	2	2	Secret	220
SAP Functional Analyst: Cross-Functional	3	3	Secret	220
SAP Functional Analyst: Solution Manager	3	1	Secret	220
Business Analyst	2	1	Secret	220
Technical Writer	2	1	Secret	220
Training Development, Delivery and Support	2	2	Secret	220

### **3.3. Resource Categories**

#### **3.3.1. General**

The following paragraphs detail the tasks to be performed by the various resource categories.

#### **3.3.2. Application Solution Architect**

The required services include, but are not necessarily limited to, the following:

- a. Develop SAP technical architectures, frameworks and strategies, either for an organization or for a major application area, to meet the business and application requirements;
- b. Development and submission of an Implementation Plan for system expansion, including estimates of time, cost and scope;
- c. Identify the policies and requirements that drive out a particular solution in SAP;
- d. Analyze and evaluate alternative technology solutions to meet business problems;
- e. Provide advice on implementation of leading practices within their functional area;
- f. Ensure the integration of all aspects of SAP technological solutions;
- g. Monitor industry trends to ensure that solutions fit with government and industry directions for technology;
- h. Analyze functional requirements to identify information, procedures and decision flows;
- i. Evaluate existing procedures and methods, identify and document database content, structure, and application sub-systems, and develop data dictionary;
- j. Define and document interfaces of manual to automated operations within application sub-systems, to external systems and between new and existing systems;
- k. Define input/output sources, including detailed plan for SAP technical design phase, and obtain approval of the system proposal;
- l. Modeling, design and maintenance of existing web services definitions using Rationale Software Architect (RSA);
- m. Definition and development of Web applications on a J2EE platform, including related specifications;
- n. Definition of Java interfaces using RSA;
- o. Provide technical guidance to business analysts in their area of expertise;
- p. Assist the project manager in managing issues relevant to their solution areas; and
- q. Provide solutions options and recommendations based on User requirements.

#### **3.3.3. SAP Functional Analyst**

The required services include, but are not necessarily limited to, the following:

- a. Develop and document SAP functional, business and/or system requirements specifications;
- b. Develop and document screen, report and interface requirements in SAP;
- c. Develop functional, business and/or system interface or capability interaction, as per specifications / requirements;

- d. Gather and analyze information to establish the functional needs of a system or project;
- e. Design methods and procedures for SAP modules that are integrated within an SAP solution;
- f. Develop, test and implement changes to SAP modules that are integrated within an SAP solution;
- g. Document forms, manuals, programs, data files and procedures;
- h. Assist Business Analyst in the conduct of requirements workshops; and
- i. Provide knowledge transfer to departmental personnel on an on-going basis.

#### **3.3.4. Business Analyst**

The required services include, but are not **necessarily** limited to, the following:

- a. Develop and document statements of requirements;
- b. Develop and maintain detailed design, development and implementation plans and documentation;
- c. Perform business analyses of functional requirements to identify information, procedures, and decision flows;
- d. Evaluate existing business processes, procedures and methods, identify and document as required; and
- e. Facilitate and participate in workshops to gather and document requirements.

#### **3.3.5. Technical Writer**

The required services include, but are not necessarily limited to, the following:

- a. Document help text, user manuals, technical documentation, web page content, etc.;
- b. Review documentation standards and the existing project documentation;
- c. Determine documentation requirements and make plans for meeting them;
- d. Gather information concerning the features and functions provided by the developers;
- e. Assess the audience for the documents/manuals which are required and prepare a statement of purpose and scope for each;
- f. Develop a table of content for each document/manual and write or edit the required content;
- g. Investigate the accuracy of the information collected by making direct use of the material being documented;
- h. Prepare or coordinate the preparation of any required illustrations and diagrams;
- i. Design the layout of the documents/manuals; and
- j. Use word-processing, desk-top publishing and graphics software packages to produce final products.

**3.3.6. Training Development, Delivery and Support**

The required services include, but are not necessarily limited to, the following:

- a. Perform needs assessment/analysis for training purposes;
- b. Plan and monitor training projects;
- c. Perform job, task, and/or content analysis;
- d. Recommend instructional media and strategies;
- e. Develop and maintain training materials;
- f. Prepare end-users for implementation of courseware materials; and
- g. Communicate effectively by visual, oral, and written form with individuals, small groups, and in front of large audiences.

## **ANNEX B-1**

### **BASIS OF PAYMENT**

#### **DEPARTMENT OF NATIONAL DEFENCE**

#### **DEFENCE RESOURCE MANAGEMENT INFORMATION SYSTEM (DRMIS)**

**1. General**

- 1.1. This Annex B-1 describes the framework and fee structure that Canada will use to establish payment to the Contractor for Work performed pursuant to the Contract. The framework and fee structure will be in place for the duration of the Contract including any applicable Option Periods.
- 1.2. All services and deliverables are F.O.B. Destination, and Canadian Customs Duty and Excise Taxes included, if applicable.
- 1.3. The Contractor's detailed cost breakdowns provided with its Financial Proposal for all proposed form part of the Contract and will be used as required to support negotiations of any subsequent Contract amendment or Task Authorization (TA).

**2. Pricing Basis for Task Authorizations**

- 2.1. The following pricing basis will be used to calculate the cost of services requirements to be delivered on an "as and when requested basis". These services will be provided under TAs in accordance with Article 1.2, "Task Authorizations" of the Contract.

**3. Labour**

- (i) **Professional Services provided under a Task Authorization:** For professional services requested by Canada, in accordance with a validly issued Task Authorization, Canada will pay the Contractor, in arrears, up to the maximum price for the TA, in accordance with the basis of payment specified in the task authorization. The basis of payment for a TA can be firm price, ceiling price or for actual time worked. Pricing for a TA shall be calculated in accordance with the following table, GST/HST extra. For actual time worked, partial days will be prorated based on actual hours worked based on a 7.5-hour workday.

**Table 1 – Initial Contract Period (Date of Contract Award to Three Years Later)  
Firm Per Diem Rates**

Resource Category	Level of Expertise	Year 1	Year 2	Year 3
Project Manager	3			
Application Solution Architect	3			
Application Solution Architect	2			
Technical Architect	3			
Technical Architect	2			
BASIS Administrator	3			
Interface Specialist	3			
Interface Specialist	2			
Roles & Authorizations (R&A) Architect	3			
Roles & Authorizations (R&A) Specialist	3			
Roles & Authorizations (R&A) Specialist	2			
Roles & Authorizations (R&A) Specialist	1			
Programmer/Software Developer	3			
Programmer/Software Developer	2			
Programmer/Software Developer	1			
SAP Archiving Specialist	2			
SAP Functional Analyst: FI AP/ACQ	3			
SAP Functional Analyst: FI-AA	3			
SAP Functional Analyst: FI-AA	2			
SAP Functional Analyst: FI-CO	3			
SAP Functional Analyst: FI-SPL/GL	3			
SAP Functional Analyst: FI-SPL/GL	2			
SAP Functional Analyst: FI-AR	3			
SAP Functional Analyst: FI-FM	2			
SAP Functional Analyst: MM	3			
SAP Functional Analyst: MM	2			
SAP Functional Analyst: MM	1			
SAP Functional Analyst: PS	3			
SAP Functional Analyst: PS	2			
SAP Functional Analyst: PM	3			
SAP Functional Analyst: PM	2			
SAP Functional Analyst: PM	1			
SAP Functional Analyst: WFM/HCM	3			
SAP Functional Analyst: WFM/HCM	2			
SAP Functional Analyst: WFM/HCM	1			
SAP Functional Analyst: RE	3			
SAP Functional Analyst: RE	2			

SAP Functional Analyst: RE	1			
SAP Functional Analyst: DFPS	3			
SAP Functional Analyst: MDS	3			
SAP Functional Analyst: Cross-Functional	3			
SAP Functional Analyst: Solution Manager	3			
SAP BI/BW Specialist	3			
SAP BI/BW Specialist	2			
SAP BI/BW Specialist	1			
Extract, Transform, Load (ETL) Specialist	3			
Extract, Transform, Load (ETL) Specialist	2			
SAP BusinessObjects Developer	3			
SAP BusinessObjects Developer	2			
Business Analyst	2			
Initiative Scheduler	2			
Technical Writer	2			
Quality Controller	2			
Test Manager	3			
Configuration Management Specialist	3			
Incident Management Coordinator	2			
Change Coordinator	2			
Transport Coordinator	2			
Business Transition Analyst	3			
Business Transition Analyst	2			
Training Development, Delivery and Support	2			
Tester	2			
Tester	1			
Security Architect	3			
Certification & Accreditation (C&A) Specialist	2			
Security Auditor	2			
UNIX and Linux Administrator	2			
Windows Administrator	2			
Network Manager	3			
Network Manager	2			
Application Administrator	3			

**Table 2 – Option Periods  
Firm Per Diem Rates**

<b>Resource Category</b>	<b>Level of Expertise</b>	Option Year 1	Option Year 2	Option Year 3	Option Year 4	Option Year 5
Project Manager	3					
Application Solution Architect	3					
Application Solution Architect	2					
Technical Architect	3					
Technical Architect	2					
BASIS Administrator	3					
Interface Specialist	3					
Interface Specialist	2					
Roles & Authorizations (R&A) Architect	3					
Roles & Authorizations (R&A) Specialist	3					
Roles & Authorizations (R&A) Specialist	2					
Roles & Authorizations (R&A) Specialist	1					
Programmer/Software Developer	3					
Programmer/Software Developer	2					
Programmer/Software Developer	1					
SAP Archiving Specialist	2					
SAP Functional Analyst: FI AP/ACQ	3					
SAP Functional Analyst: FI-AA	3					
SAP Functional Analyst: FI-AA	2					
SAP Functional Analyst: FI-CO	3					
SAP Functional Analyst: FI-SPL/GL	3					
SAP Functional Analyst: FI-SPL/GL	2					
SAP Functional Analyst: FI-AR	3					
SAP Functional Analyst: FI-FM	2					
SAP Functional Analyst: MM	3					
SAP Functional Analyst: MM	2					
SAP Functional Analyst: MM	1					
SAP Functional Analyst: PS	3					
SAP Functional Analyst: PS	2					
SAP Functional Analyst: PM	3					
SAP Functional Analyst: PM	2					
SAP Functional Analyst: PM	1					
SAP Functional Analyst: WFM/HCM	3					
SAP Functional Analyst: WFM/HCM	2					
SAP Functional Analyst: WFM/HCM	1					
SAP Functional Analyst: RE	3					

SAP Functional Analyst: RE	2				
SAP Functional Analyst: RE	1				
SAP Functional Analyst: DFPS	3				
SAP Functional Analyst: MDS	3				
SAP Functional Analyst: Cross-Functional	3				
SAP Functional Analyst: Solution Manager	3				
SAP BI/BW Specialist	3				
SAP BI/BW Specialist	2				
SAP BI/BW Specialist	1				
Extract, Transform, Load (ETL) Specialist	3				
Extract, Transform, Load (ETL) Specialist	2				
SAP BusinessObjects Developer	3				
SAP BusinessObjects Developer	2				
Business Analyst	2				
Initiative Scheduler	2				
Technical Writer	2				
Quality Controller	2				
Test Manager	3				
Configuration Management Specialist	3				
Incident Management Coordinator	2				
Change Coordinator	2				
Transport Coordinator	2				
Business Transition Analyst	3				
Business Transition Analyst	2				
Training Development, Delivery and Support	2				
Tester	2				
Tester	1				
Security Architect	3				
Certification & Accreditation (C&A) Specialist	2				
Security Auditor	2				
UNIX and Linux Administrator	2				
Windows Administrator	2				
Network Manager	3				
Network Manager	2				
Application Administrator	3				

**(ii) Pre-Authorized Travel and Living Expenses**

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

**(iii) On-call duty:**

There may be stand-by requirements outside regular business hours, 24 hours per day, including Saturdays, Sundays and statutory holidays. To support the Contractor in satisfying this requirement, DND may provide the Resources with cellular phone and/or pagers. Stand-by payment is as follows: for every 12 hours, 1 hour paid at the hourly rate to the maximum of 11 hours per week;

For call-back requirements when the Contractor has been authorized to respond to an incident while on stand-by outside of regular business hours. Call-back payment is as follows:

- (a) the pay rate for the service shall be at the regular hourly rate; and
- (b) there shall be a minimum charge of two (2) hours at the regular hourly rate.

**Firm Hourly Rate:**

The firm hourly rate for stand-by and call-back will be in accordance with the firm per diem rates specified in the Basis of Payment and will be calculated as follows:

Firm Per Diem Rate for applicable resource category divided by 7.5 hours.

**(iv) Additional Fixed Per Diem Labour Rates**

Fixed per diem rates for Labour Categories not identified in the contract and which are required for "as and when requested" Work to be performed in accordance with Article 1.2 of the Contract, Task Authorizations, will be negotiated as and when required by the Contracting Authority. Per diem rates shall be fair and reasonable and the Contractor must demonstrate they are not in excess of the best price for similar type quality and quantity of work. Canada reserves the right to apply Contract Cost Principles 1031-2 and the PWGSC departmental Profit Policy in effect at the time. The rates will only apply to the TA for which they were negotiated unless incorporated into the Contract through a formal Contract amendment issued by the Contracting Authority.

- (v) Professional Services Rates:** In Canada's experience, bidders from time to time propose rates at the time of bidding for one or more Resource Categories that they later refuse to honour, on the basis that these rates do not allow them to recover their own costs and/or make a profit. This denies Canada of the benefit of the awarded contract. If the Contractor does not respond or refuses to provide an individual with the qualifications described in the Contract within the time described in the Contract (or proposes instead to provide someone from an alternate category at a different rate), whether or not Canada terminates the Contract as a whole or in part or chooses to exercise any of the rights provided to it under the general conditions, Canada may impose sanctions or take other measures in accordance with the PWGSC Vendor Performance Corrective Measure Policy (or equivalent) then in effect, which measures may include an assessment that results in

conditions applied against the Contractor to be fulfilled before doing further business with Canada, or full debarment of the Contractor from bidding on future requirements.

**(vi) Other Direct Costs**

Other direct costs, reasonably and properly incurred as part of Work carried out under a TA, shall be reimbursed at actual cost with no allowance thereon for profit or overhead, provided that the amount has been deemed appropriate and fair and reasonable by Canada and preauthorized, as part of the TA. All costs must be supported by receipts and/or documentation.

## **ANNEX B-2**

### **BASIS OF PAYMENT**

#### **PUBLIC WORKS AND GOVERNMENT SERVICES CANADA**

#### **SIGMA SUPPORT SERVICES**

**1. General**

- 1.1. This Annex B-2 describes the framework and fee structure that Canada will use to establish payment to the Contractor for Work performed pursuant to the Contract. The framework and fee structure will be in place for the duration of the Contract including any applicable Option Periods.
- 1.2. All services and deliverables are F.O.B. Destination, and Canadian Customs Duty and Excise Taxes included, if applicable.
- 1.3. The Contractor's detailed cost breakdowns provided with its Financial Proposal for all proposed form part of the Contract and will be used as required to support negotiations of any subsequent Contract amendment or Task Authorization (TA).

**2. Pricing Basis for Task Authorizations**

- 2.1. The following pricing basis will be used to calculate the cost of services requirements to be delivered on an "as and when requested basis". These services will be provided under TAs in accordance with Article 1.2, "Task Authorizations" of the Contract.

**3. Labour**

- (i) **Professional Services provided under a Task Authorization:** For professional services requested by Canada, in accordance with a validly issued Task Authorization, Canada will pay the Contractor, in arrears, up to the maximum price for the TA, in accordance with the basis of payment specified in the task authorization. The basis of payment for a TA can be firm price, ceiling price or for actual time worked. Pricing for a TA shall be calculated in accordance with the following table, GST/HST extra. For actual time worked, partial days will be prorated based on actual hours worked based on a 7.5-hour workday.

**Table 1 – Initial Contract Period (Date of Contract Award to Three Years Later)  
Firm Per Diem Rates**

Resource Category	Level of Expertise	Year 1	Year 2	Year 3
Application Solution Architect	3			
SAP Functional Analyst: FI-AR	3			
SAP Functional Analyst: MM	3			
SAP Functional Analyst: PS	3			
SAP Functional Analyst: RE	3			
SAP Functional Analyst: RE	2			
SAP Functional Analyst: Cross-Functional	3			
SAP Functional Analyst: Solution Manager	3			
Business Analyst	2			
Technical Writer	2			
Training Development, Delivery and Support	2			

**Table 2 – Option Periods  
Firm Per Diem Rates**

Resource Category	Level of Expertise	Option Year 1	Option Year 2	Option Year 3	Option Year 4	Option Year 5
Application Solution Architect	3					
SAP Functional Analyst: FI-AR	3					
SAP Functional Analyst: MM	3					
SAP Functional Analyst: PS	3					
SAP Functional Analyst: RE	3					
SAP Functional Analyst: RE	2					
SAP Functional Analyst: Cross-Functional	3					
SAP Functional Analyst: Solution Manager	3					
Business Analyst	2					
Technical Writer	2					
Training Development, Delivery and Support	2					

**(ii) Pre-Authorized Travel and Living Expenses**

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

**(iii) Additional Fixed Per Diem Labour Rates**

Fixed per diem rates for Labour Categories not identified in the contract and which are required for "as and when requested" Work to be performed in accordance with Article 1.2 of the Contract, Task Authorizations, will be negotiated as and when required by the Contracting Authority. Per diem rates shall be fair and reasonable and the Contractor must demonstrate they are not in excess of the best price for similar type quality and quantity of work. Canada reserves the right to apply Contract Cost Principles 1031-2 and the PWGSC departmental Profit Policy in effect at the time. The rates will only apply to the TA for which they were negotiated unless incorporated into the Contract through a formal Contract amendment issued by the Contracting Authority.

**(iv) Professional Services Rates:** In Canada's experience, bidders from time to time propose rates at the time of bidding for one or more Resource Categories that they later refuse to honour, on the basis that these rates do not allow them to recover their own costs and/or make a profit. This denies Canada of the benefit of the awarded contract. If the Contractor does not respond or refuses to provide an individual with the qualifications described in the Contract within the time described in the Contract (or proposes instead to provide someone from an alternate category at a different rate), whether or not Canada terminates the Contract as a whole or in part or chooses to exercise any of the rights provided to it under the general conditions, Canada may impose sanctions or take other measures in accordance with the PWGSC Vendor Performance Corrective Measure Policy (or equivalent) then in effect, which measures may include an assessment that results in conditions applied against the Contractor to be fulfilled before doing further business with Canada, or full debarment of the Contractor from bidding on future requirements.

**(v) Other Direct Costs**

Other direct costs, reasonably and properly incurred as part of Work carried out under a TA, shall be reimbursed at actual cost with no allowance thereon for profit or overhead, provided that the amount has been deemed appropriate and fair and reasonable by Canada and preauthorized, as part of the TA. All costs must be supported by receipts and/or documentation.

## **ANNEX C-1**

# **SECURITY REQUIREMENTS CHECK LIST**

## **DEPARTMENT OF NATIONAL DEFENCE**

### **DEFENCE RESOURCE MANAGEMENT INFORMATION SYSTEM (DRMIS) SUPPORT SERVICES**



Contract Number / Numéro du contrat W8474-12-BF65
Security Classification / Classification de sécurité Unclassified

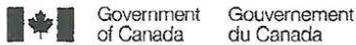
**SECURITY REQUIREMENTS CHECK LIST (SRCL)  
LISTE DE VÉRIFICATION DES EXIGENCES RELATIVES À LA SÉCURITÉ (LVERS)**

<b>PART A - CONTRACT INFORMATION / PARTIE A - INFORMATION CONTRACTUELLE</b>		
1. Originating Government Department or Organization / Ministère ou organisme gouvernemental d'origine <b>DEPARTMENT OF NATIONAL DEFENCE</b>	2. Branch or Directorate / Direction générale ou Direction <b>ADM (IM) / DGEAS</b>	
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 Provision of long term in-service support for the Defence Resource Management information System (DRMIS), as well as expansion of DRMIS to meet departmental requirements.		
5. a) Will the supplier require access to Controlled Goods? Le fournisseur aura-t-il accès à des marchandises contrôlées?	<input type="checkbox"/> No / Non <input checked="" 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 type="checkbox"/> No / Non <input checked="" 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 checked="" 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 checked="" type="checkbox"/>	
No release restrictions / Aucune restriction relative à la diffusion <input type="checkbox"/>		
Not releasable / À ne pas diffuser <input checked="" type="checkbox"/>		
Restricted to: / Limité à: Specify country(ies): / Préciser le(s) pays: NATO <input checked="" type="checkbox"/>	Restricted to: / Limité à: Specify country(ies): / Préciser le(s) pays: <input type="checkbox"/>	
Restricted to: / Limité à: Specify country(ies): / Préciser le(s) pays: <input type="checkbox"/>	Restricted to: / Limité à: Specify country(ies): / Préciser le(s) pays: <input type="checkbox"/>	
7. c) Level of information / Niveau d'information		
PROTECTED A / PROTÉGÉ A <input checked="" type="checkbox"/>	NATO UNCLASSIFIED / NATO NON CLASSIFIÉ <input checked="" type="checkbox"/>	PROTECTED A / PROTÉGÉ A <input type="checkbox"/>
PROTECTED B / PROTÉGÉ B <input checked="" type="checkbox"/>	NATO RESTRICTED / NATO DIFFUSION RESTREINTE <input checked="" type="checkbox"/>	PROTECTED B / PROTÉGÉ B <input type="checkbox"/>
PROTECTED C / PROTÉGÉ C <input type="checkbox"/>	NATO CONFIDENTIAL / NATO CONFIDENTIEL <input type="checkbox"/>	PROTECTED C / PROTÉGÉ C <input type="checkbox"/>
CONFIDENTIAL / CONFIDENTIEL <input checked="" type="checkbox"/>	NATO SECRET / NATO SECRET <input type="checkbox"/>	CONFIDENTIAL / CONFIDENTIEL <input type="checkbox"/>
SECRET / SECRET <input checked="" type="checkbox"/>	COSMIC TOP SECRET / COSMIC TRÈS SECRET <input type="checkbox"/>	SECRET / SECRET <input type="checkbox"/>
TOP SECRET / TRÈS SECRET <input type="checkbox"/>		TOP SECRET / TRÈS SECRET <input type="checkbox"/>
TOP SECRET (SIGINT) / TRÈS SECRET (SIGINT) <input type="checkbox"/>		TOP SECRET (SIGINT) / TRÈS SECRET (SIGINT) <input type="checkbox"/>

TBS/SCT 350-103(2004/12)

Security Classification / Classification de sécurité Unclassified
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Contract Number / Numéro du contrat W8474-1-BF3
Security Classification / Classification de sécurité Unclassified

**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?  No  Yes  
Non Oui  
If Yes, indicate the level of sensitivity.  
Dans l'affirmative, indiquer le niveau de sensibilité

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?  No  Yes  
Non Oui

Short Title(s) of material / Titre(s) abrégé(s) du matériel :  
Document Number / Numéro du document :

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

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

<input checked="" type="checkbox"/> RELIABILITY STATUS COTE DE FIABILITÉ	<input type="checkbox"/> CONFIDENTIAL CONFIDENTIEL	<input checked="" 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 : Personnel must be cleared for ITAR - Further Clarification in the attached Security Guide

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  Yes  
Non Oui  
If Yes, will unscreened personnel be escorted?  
Dans l'affirmative, le personnel en question sera-t-il escorté?  No  Yes  
Non 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  Yes  
Non 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  Yes  
Non 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  Yes  
Non 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  Yes  
Non Oui

11. e) Will there be an electronic link between the supplier's IT systems and the government department or agency?  
Disposera-t-on d'un lien électronique entre le système informatique du fournisseur et celui du ministère ou de l'agence gouvernementale?  No  Yes  
Non Oui



Contract Number / Numéro du contrat W8474-1-BF3
Security Classification / Classification de sécurité Unclassified

**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	SECRET	TOP SECRET / TRÈS SECRET		
											A	B	C					
Information / Assets / Renseignements / Biens / Production	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
IT Media / Support TI	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
IT Link / Lien électronique	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

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).

# **ATTACHMENT A TO ANNEX C-1 - SRCL**

## **DEPARTMENT OF NATIONAL DEFENCE**

### **DEFENCE RESOURCE MANAGEMENT INFORMATION SYSTEM (DRMIS) SUPPORT SERVICES**

Part A - Multiple Release Restrictions: Security Guide							
To be completed in addition to SRCL question 7.b) when release restrictions are therein identified. Indicate to which levels of information release restrictions apply. Make note in the chart if a level of information bears multiple restrictions (e.g. a portion of the SECRET information bears the caveat Canadian Eyes Only while the remainder of the SECRET information has no release restrictions.)							
Canadian Information							
Citizenship Restriction	PROTECTED			CLASSIFIED			
	A	B	C	CONFIDENTIAL	SECRET	TOP SECRET	TOP SECRET (SIGINT)
No Release Restrictions	X	X		X	X		
Not Releasable				X	X		
Restricted to:							
Permanent Residents Included*							
NATO Information							
Citizenship Restriction	NATO UNCLASSIFIED		NATO RESTRICTED	NATO CONFIDENTIAL		NATO SECRET	COSMIC TOP SECRET
All NATO Countries	X		X				
Restricted to:							
Permanent Residents Included*							
Foreign Information							
Citizenship Restriction	PROTECTED			CLASSIFIED			
	A	B	C	CONFIDENTIAL	SECRET	TOP SECRET	TOP SECRET (SIGINT)
No Release Restrictions							
Restricted to :							
Permanent Residents Included*							
COMSEC Information							
Citizenship Restriction	PROTECTED			CLASSIFIED			
	A	B	C	CONFIDENTIAL	SECRET	TOP SECRET	TOP SECRET (SIGINT)
Not Releasable							
Restricted to:							
DND ONLY Embedded Contractor (Access to Controlled Goods)							
Restriction	Yes				NO		
SECRET clearance with CEO applies							

\*When release restrictions are indicated, specify if permanent residents are allowed to be included.

<b>Part B - Multiple Levels of Personnel Screening: Security Classification Guide</b>			
<b>To be completed in addition to SRCL question 10.a) when multiple levels of personnel screening are therein identified. Indicate which personnel screening levels are required for which portions of the work/access involved in the contract.</b>			
Level of Personnel Clearance (e.g. Reliability, Secret)	Position / Description/Task	Access to sites and/or information. Levels of Information to be accessed.	Citizenship Restriction (if any)
Secret	Programmer/Software Developer Level 3	Secret	CANADIAN
Secret	Programmer/Software Developer Level 2	Secret	CANADIAN
Secret	Programmer/Software Developer Level 1	Secret	CANADIAN
Secret	SAP Functional Analyst/Plant Maintenance (PM) Level 3	Secret	CANADIAN
Secret	SAP Functional Analyst/Plant Maintenance (PM) Level 2	Secret	CANADIAN
Secret	SAP Functional Analyst/Finance (FI) Level 2	Secret	CANADIAN
Secret	SAP Functional Analyst/Materiel Management (MM) Level 2	Secret	CANADIAN
Secret	BASIS Administrator Level 3	Secret	CANADIAN
Secret	Security Architect Level 3	Secret	CANADIAN

**Part C – Safeguards / Information Technology (IT) Media – 11d = yes**

IT security requirements must be specified in a separate technical document and submitted with the SRCL

**OTHER SECURITY INSTRUCTIONS**

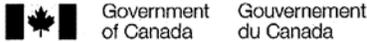
Insert instructions

## **ANNEX C-2**

# **SECURITY REQUIREMENTS CHECK LIST**

## **PUBLIC WORKS AND GOVERNMENT SERVICES CANADA**

### **SIGMA SUPPORT SERVICES**



Contract Number / Numéro du contrat W8474-126279
Security Classification / Classification de sécurité UNCLASSIFIED

**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		Public Works and Government Services Canada	
2. Branch or Directorate / Direction générale ou Direction Finance			
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 Professional Services - SIGMA System Support Services			
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"/>	No release restrictions Aucune restriction relative à la diffusion <input type="checkbox"/>	
Not releasable À ne pas diffuser <input type="checkbox"/>			
Restricted to: / Limité à: <input type="checkbox"/>	Restricted to: / Limité à: <input type="checkbox"/>	Restricted to: / Limité à: <input type="checkbox"/>	
Specify country(ies): / Préciser le(s) pays:	Specify country(ies): / Préciser le(s) pays:	Specify country(ies): / Préciser le(s) pays:	
7. c) Level of information / Niveau d'information			
PROTECTED A PROTÉGÉ A <input type="checkbox"/>	NATO UNCLASSIFIED NATO NON CLASSIFIÉ <input type="checkbox"/>	PROTECTED A PROTÉGÉ A <input type="checkbox"/>	
PROTECTED B PROTÉGÉ B <input checked="" type="checkbox"/>	NATO RESTRICTED NATO DIFFUSION RESTREINTE <input type="checkbox"/>	PROTECTED B PROTÉGÉ B <input type="checkbox"/>	
PROTECTED C PROTÉGÉ C <input type="checkbox"/>	NATO CONFIDENTIAL NATO CONFIDENTIEL <input type="checkbox"/>	PROTECTED C PROTÉGÉ C <input type="checkbox"/>	
CONFIDENTIAL CONFIDENTIEL <input type="checkbox"/>	NATO SECRET NATO SECRET <input type="checkbox"/>	CONFIDENTIAL CONFIDENTIEL <input type="checkbox"/>	
SECRET SECRET <input type="checkbox"/>	COSMIC TOP SECRET COSMIC TRÈS SECRET <input type="checkbox"/>	SECRET SECRET <input type="checkbox"/>	
TOP SECRET TRÈS SECRET <input type="checkbox"/>		TOP SECRET TRÈS SECRET <input type="checkbox"/>	
TOP SECRET (SIGINT) TRÈS SECRET (SIGINT) <input type="checkbox"/>		TOP SECRET (SIGINT) TRÈS SECRET (SIGINT) <input type="checkbox"/>	

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Security Classification / Classification de sécurité UNCLASSIFIED
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Contract Number / Numéro du contrat
W8474-126279
Security Classification / Classification de sécurité UNCLASSIFIED

**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?  No / Non  Yes / Oui  
If Yes, indicate the level of sensitivity:  
Dans l'affirmative, indiquer le niveau de sensibilité :

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?  No / Non  Yes / Oui

Short Title(s) of material / Titre(s) abrégé(s) du matériel :  
Document Number / Numéro du document :

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

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

<input type="checkbox"/> RELIABILITY STATUS COTE DE FIABILITÉ	<input type="checkbox"/> CONFIDENTIAL CONFIDENTIEL	<input checked="" 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 department or agency?  
Disposera-t-on d'un lien électronique entre le système informatique du fournisseur et celui du ministère ou de l'agence gouvernementale?  No / Non  Yes / Oui

TBS/SCT 350-103(2004/12)

Security Classification / Classification de sécurité UNCLASSIFIED
--





Contract Number / Numéro du contrat W8474-126279
Security Classification / Classification de sécurité UNCLASSIFIED

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

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).

## **ANNEX D**

### **FEDERAL CONTRACTORS PROGRAM FOR EMPLOYMENT EQUITY – CERTIFICATION**

**DEPARTMENT OF NATIONAL  
DEFENCE / PUBLIC WORKS AND GOVERNMENT  
SERVICES CANADA**

**DEFENCE RESOURCE MANAGEMENT  
INFORMATION SYSTEM (DRMIS)/ SIGMA  
SUPPORT SERVICES**

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, pTAAed to completing the form Agreement to Implement Employment Equity (LAB1168), duly signing it, and transmit it to HRSDC-Labour.

B. Check only one of the following:

- B1. The Bidder is not a Joint Venture.

**OR**

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

## **ANNEX E-1**

### **DND 626 TASK AUTHORIZATION FORM**

#### **DEPARTMENT OF NATIONAL DEFENCE**

#### **DEFENCE RESOURCE MANAGEMENT INFORMATION SYSTEM (DRMIS) SUPPORT SERVICES**

<b>National Défense Defence nationale</b>		Page 1 of	
<b>Task Authorization</b>		<b>Autorisation de tâches</b>	
ALL INVOICES/PROGRESS CLAIMS MUST SHOW THE REFERENCE CONTRACT AND TASK NUMBERS TOUTES LES FACTURES DOIVENT INDIQUER LES NUMÉROS DU CONTRAT ET DE LA TÂCHE		Contract No. No du contrat _____ DRMIS Doc No / No doc du SIGRD _____	
Amendment No. - No de la modification	Increase/Decrease - Augmentation/Réduction	Previous Value/Valeur précédente	Task No. / No de la tâche
To: - A:  DELIVERY LOCATION - EXPÉDIEZ À  DELIVERY/COMPLETION DATE DATE DE LIVRAISON/D'ACHÈVEMENT Y/M/D/J	<p><b>TO THE CONTRACTOR</b>                  You are requested to supply the following services in accordance with the terms of the above reference contract. Only services included in the contract shall be supplied against this task.                  Please advise the undersigned if the completion date cannot be met. Invoice/progress claims shall be prepared in accordance with the instructions set out in the contract.</p> <p><b>À L'ENTREPRENEUR</b>                  Vous êtes prié de fournir les services suivants en conformité des termes du contrat mentionné ci-dessus. Seuls les services mentionnés dans le contrat doivent être fournis à l'appui de cette demande.                  Prière d'aviser le signataire si la livraison ne peut se faire dans délais prescrits. Les factures doivent être établies selon les instructions énoncées dans le contrat.</p> <p style="text-align: center;">                 _____                  Date for the Department of National Defence                  pour le ministère de la Défense nationale             </p>		
Contract Item No. No d'article du contrat	Services	Cost/Prix	
00001	<u>REQUIREMENT/BESOIN</u>		
		<b>Subtotal</b>	
		<b>GST/HST TPS/TVH</b>	
		<b>Total</b>	
<p><b>APPLICABLE ONLY TO PWGSC CONTRACTS:</b>                  The Contract Authority signature is required when the total value of the DND626 exceeds the threshold specified in the contract.  <b>NE S'APPLIQUE QU'AUX CONTRATS DE TPSGC :</b>                  La signature de l'autorité contractante est requise lorsque la valeur totale de la DND626 est supérieure au seuil précisé dans le contrat.</p>			
_____ for the Department of Public Works and Government Services pour le ministère des Travaux publics et Services gouvernementaux			

## **ANNEX E-2**

### **TASK AUTHORIZATION FORM**

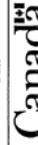
#### **PUBLIC WORKS AND GOVERNMENT SERVICES CANADA**

#### **SIGMA SUPPORT SERVICES**

**Task Authorization**  
**Autorisations des tâches**

Government of Canada / Gouvernement du Canada

VENDOR No. / No. du fournisseur Contact Name - Nom du contact Assoc. No. - No. comp. Tel. No. - No. de tél.		PEST Exempt No. - No. d'exemption de la TFP As per Contract / Selon le contrat Contract number / Numéro du contrat Tel. No. - No. de tél.		Contact - Personne responsable FINANCE BR Amendment No. - No. de la modification Previous Value - Valeur précédente Verified value - Montant vérifié		Order No. / No. de la commande Amendment Date / Date de modification Date required / Demandaé pour le	
Item No. / No. de l'art. Description of item / Description de l'article U of I / U de I		Quantity / Quantité		Unit Price / Prix unitaire Disc. / Esc.		Ext. Price / Prix calculé	
Delivery Address - Adresse de livraison PWGSC/TPSGC Sigma Competency Centre 372 St. Joseph Blvd Gatineau QC K1A 0S5		Invoicing Address - Adresse de facturation PWGSC/TPSGC Sigma Competency Centre 372 St. Joseph Blvd Gatineau QC K1A 0S5		FGB - FAB Amount - Montant / CAD		Terms of payment - Modalités de paiement Net 30 Start - debut End - Fin T. Amount - Montant T. / CAD	
Special instructions - instructions spéciales Security: This task authorization includes security provisions. If yes, an SRCL shall accompany all PWGSC documents. Sécurité: Cette autorisation des tâches comprend des exigences en matière de sécurité. Si oui, on doit joindre une LVERS à toutes les commandes du TPSGC. <input checked="" type="checkbox"/> Yes <input type="checkbox"/> No The order number must appear on invoices, billing lists, packing lists, correspondence and outside containers. Le numéro de la demande doit être indiqué sur les factures, les connaissements, les listes d'emballage, la correspondance et à l'extérieur des contenants. Please note additional instructions attached if applicable. Veuillez consulter les instructions supplémentaires s'il y a lieu.		Signature (Mandatory - Obligatoire) PWGSC Authorization / Autorisation de TPSGC Contractor / Entrepreneur Signature (Mandatory - Obligatoire)		Date		Date	



## **ANNEX F-1**

# **ASSESSMENT FOR RESOURCE EVALUATION AT TASK AUTHORIZATION**

## **DEPARTMENT OF NATIONAL DEFENCE**

### **DEFENCE RESOURCE MANAGEMENT INFORMATION SYSTEM (DRMIS)**

1. To facilitate resource assessment, Contractors must prepare and submit a response to a draft Task Authorization using the table provided in this Annex. When completing the resource grid, the specific information which demonstrates the requested criteria and reference to the page number of the résumé should be incorporated so that the assessor can verify this information. The table should not contain all the project information from the resume. Only the specific answer should be provided.
2. For each proposed resource the Contractor must supply a résumé, the requested security clearance information and must complete the Response Table below applicable to the Resource Categories identified in the draft TA. The same individual must not be proposed for more than one Resource Category. The résumés must demonstrate that each proposed individual meets the qualification requirements described (including any educational requirements, work experience requirements, and professional designation or membership requirements). With respect to the proposed resources:
  - (A) Proposed resources may be employees of the Contractor or employees of a subcontractor, or these individuals may be independent contractors to whom the Contractor would subcontract a portion of the Work. (Refer to Appendix C, Team Certification).
  - (B) For educational requirements for a particular degree, designation or certificate, Canada will only consider educational programs that were successfully completed by the resource before the date the draft TA was first issued to the Contractor.
  - (C) For requirements relating to professional designation or membership, the resource must have the required designation or membership by the time of draft TA issuance and must continue, where applicable, to be a member in good standing of the profession or membership throughout the assessment period and Contract Period. Where the designation or membership must be demonstrated through a certification, the certification must be current, valid and issued by the entity specified in this Contract or if the entity is not specified an accredited or otherwise recognized body, institution or entity.
  - (D) For work experience, Canada will not consider experience gained as part of an educational program, except for experience gained through a formal co-operative program at a post-secondary institution.
  - (E) For any requirements that specify a particular time period (e.g., 2 years) of work experience, Canada will disregard any information about experience if the résumé does not include the relevant dates (month and year) for the experience claimed (i.e., the start date and end date). Canada will evaluate only the duration that the resource actually worked on a project or projects (from his or her start date to end date), instead of the overall start and end date of a project or a combination of projects in which a resource has participated.
  - (F) A résumé must not simply indicate the title of the individual's position, but must demonstrate that the resource has the required work experience by explaining the responsibilities and work performed by the individual while in that position. Only listing experience without providing any supporting data to describe responsibilities, duties and relevance to the requirement, or reusing the same wording as the TA Form, will not be considered "demonstrated" for the purposes of the assessment. The Contractor should provide complete details as to where, when, month and year, and how, through which activities/responsibilities, the stated qualifications / experience were obtained. In situations in which a proposed resource worked at the same time on more than one project, the duration of any overlapping time period will be counted only once toward any requirements that relate to the individual's length of experience.
3. The qualifications and experience of the proposed resources will be assessed against the requirements set out in the assessment Table below to determine each proposed resource's compliance with the assessment criteria. Canada may request proof of successful completion of formal training, as well as reference information. Canada may conduct reference checks to verify the accuracy of the

information provided. If reference checks are done, they will be conducted in writing by e-mail (unless the contact at the reference is only available by telephone). Canada will not consider a proposed resource to be acceptable unless the response is received within 5 working days. On the third working day after sending out the e-mails, if Canada has not received a response, Canada will notify the Contractor by e-mail, to allow the Contractor to contact its reference directly to ensure that it responds to Canada within 5 working days. Wherever information provided by a reference differs from the information supplied by the Contractor, the information supplied by the reference will be the information assessed. A proposed resource will not be considered an acceptable candidate if the reference customer is not a customer of the Contractor itself (for example, the customer cannot be the customer of an affiliate of the Contractor) or if the customer is itself an affiliate or other entity that does not deal at arm's length with the Contractor. Crown references will be accepted.

4. During the assessment of the resources proposed, should the references for two or more resources required under that TA either be unavailable or fail to substantiate the required qualifications of the proposed resources to perform the required services, the DND Procurement Representative may find the Contractor's response to the draft TA to be non-responsive.

Resource Category	Level of Expertise	Required qualifications	Contractor's Response	
			Substantiation of Technical Compliance	Reference to Additional Documentation within the Task Authorization
Application Solution Architect	2	<p>1. The proposed resource must have a minimum demonstrated 36 months of experience performing the following activities:</p> <ul style="list-style-type: none"> <li>• Develop SAP technical architectures, frameworks and strategies, either for an organization or for a major application area, to meet the business and application requirements;</li> <li>• Development and submission of an Implementation Plan for system expansion, including estimates of time, cost and scope;</li> <li>• Ensures the integration of all aspects of SAP technological solutions; and</li> <li>• Analyze functional requirements to identify information, procedures and decision flows.</li> </ul> <p>2. The proposed resource must hold a valid SAP certification in one of the following modules of SAP version 4.7 or higher:</p> <ul style="list-style-type: none"> <li>• FI/CO</li> <li>• PM</li> <li>• MM</li> </ul> <p>3. The proposed resource must hold a valid secret security clearance.</p>		
Technical Architect	3	<p>1. The proposed resource must have a minimum demonstrated 84 months of experience performing the following activities:</p> <ul style="list-style-type: none"> <li>• Develop SAP technical architectures, frameworks and strategies, either for an organization or for a major application area, to meet the business and application requirements;</li> </ul>		

		<ul style="list-style-type: none"> <li>• Ensure the integration of all aspects of SAP technological solutions;</li> <li>• Review application and program design or technical infrastructure design to ensure adherence to standards and to recommend performance improvements</li> <li>• Perform impact analysis of technology changes, for both existing and emerging technologies; and</li> <li>• Provide support to applications and technical support teams in the proper application of existing infrastructure.</li> </ul> <p>2. The proposed resource must hold a valid secret security clearance.</p>		
Technical Architect	2	<p>1. The proposed resource must have a minimum demonstrated 36 months of experience performing the following activities:</p> <ul style="list-style-type: none"> <li>• Develop SAP technical architectures, frameworks and strategies, either for an organization or for a major application area, to meet the business and application requirements;</li> <li>• Ensure the integration of all aspects of SAP technological solutions;</li> <li>• Review application and program design or technical infrastructure design to ensure adherence to standards and to recommend performance improvements</li> <li>• Perform impact analysis of technology changes, for both existing and emerging technologies; and</li> <li>• Provide support to applications and technical support teams in the proper application of existing infrastructure.</li> </ul> <p>2. The proposed resource must hold a valid secret security clearance.</p>		
BASIS Administrator	3	<p>1. The proposed resource must have a minimum demonstrated 84 months of experience performing the following activities:</p> <ul style="list-style-type: none"> <li>• Installation, administration and monitoring of SAP software;</li> <li>• Configuration and customization of SAP software;</li> <li>• Back-up and restore SAP systems as needed; and</li> </ul>		

		<ul style="list-style-type: none"> <li>• Monitor and investigate SAP system performance problems and perform corrective action as required.</li> </ul> <p>2. The proposed resource must hold a valid SAP BASIS certification for SAP version 4.7 or higher.</p> <p>3. The proposed resource must hold a valid secret security clearance.</p>		
Interface Specialist	3	<p>1. The proposed resource must have a minimum demonstrated 84 months of experience performing the following activities:</p> <ul style="list-style-type: none"> <li>• Installation and administration of interface software for SAP, including MQSeries;</li> <li>• Customization of interface software;</li> <li>• Analyse, plan, log and monitor interface performance, problems and changes, and take corrective action as required;</li> </ul> <p>2. The proposed resource must have a minimum demonstrated 48 months of experience in the installation and administration of SAP PI;</p> <p>3. The proposed resource must hold a valid secret security clearance.</p>		
Interface Specialist	2	<p>1. The proposed resource must have a minimum demonstrated 36 months of experience performing the following activities:</p> <ul style="list-style-type: none"> <li>• Installation and administration of interface software for SAP, including MQSeries;</li> <li>• Customization of interface software;</li> <li>• Analyse, plan, log and monitor interface performance, problems and changes, and take corrective action as required;</li> </ul> <p>2. The proposed resource must have a minimum demonstrated 24 months of experience in the installation and administration of SAP PI;</p> <p>3. The proposed resource must hold a valid secret security clearance.</p>		

<p>Roles &amp; Authorizations (R&amp;A) Architect</p>	<p>3</p>	<p>1. The proposed resource must have a minimum demonstrated 84 months of experience performing the following activities:</p> <ul style="list-style-type: none"> <li>• Analysis, development, implementation and recommendations related to R&amp;A models and strategies for SAP systems; and</li> <li>• Review and recommend technical specifications to ensure adherence to R&amp;A policies and design.</li> </ul> <p>2. The proposed resource must hold a valid secret security clearance.</p>		
<p>Roles &amp; Authorizations (R&amp;A) Specialist</p>	<p>3</p>	<p>1. The proposed resource must have a minimum demonstrated 84 months of experience performing the following activities:</p> <ul style="list-style-type: none"> <li>• Assist in the determination of requirements, design, build and testing of authorisation profiles for SAP systems;</li> <li>• Write or amend SAP R&amp;A specifications;</li> <li>• Perform R&amp;A audits and monitoring activities within SAP; and</li> <li>• Perform problem recognition, isolation, research, resolution and follow-ups related to SAP R&amp;A issues.</li> </ul> <p>2. The proposed resource must hold a valid secret security clearance.</p>		
<p>Roles &amp; Authorizations (R&amp;A) Specialist</p>	<p>2</p>	<p>1. The proposed resource must have a minimum demonstrated 36 months of experience performing the following activities:</p> <ul style="list-style-type: none"> <li>• Assist in the determination of requirements, design, build and testing of authorisation profiles for SAP systems;</li> <li>• Write or amend SAP R&amp;A specifications;</li> <li>• Perform R&amp;A audits and monitoring activities within SAP; and</li> <li>• Perform problem recognition, isolation, research, resolution and follow-ups related to SAP R&amp;A issues.</li> </ul> <p>2. The proposed resource must hold a valid secret security clearance.</p>		

<p>Roles &amp; Authorizations (R&amp;A) Specialist</p>	<p>1</p>	<p>1. The proposed resource must have a minimum demonstrated 12 months of experience performing the following activities:</p> <ul style="list-style-type: none"> <li>• Assist in the determination of requirements, design, build and testing of authorization profiles for SAP systems;</li> <li>• Write or amend SAP R&amp;A specifications;</li> <li>• Perform R&amp;A audits and monitoring activities within SAP; and</li> <li>• Perform problem recognition, isolation, research, resolution and follow-ups related to SAP R&amp;A issues.</li> </ul> <p>2. The proposed resource must hold a valid secret security clearance.</p>		
<p>Programmer / Software Developer</p>	<p>3</p>	<p>1. The proposed resource must have a minimum demonstrated 84 months of experience performing the following activities:</p> <ul style="list-style-type: none"> <li>• Analyse, plan, document, develop, test and support application changes, interfaces and reports;</li> <li>• Develop program enhancements within the following environments*:                         <ul style="list-style-type: none"> <li>○ SAP Enterprise Portal;</li> <li>○ Web Application Server (WAS);</li> <li>○ SAP Process Integration (PI);</li> <li>○ Business Warehouse (BW);</li> </ul> </li> <li>• Develop program enhancements using one of the following programming languages*:                         <ul style="list-style-type: none"> <li>○ ABAP;</li> <li>○ ABAP Web DynPro;</li> <li>○ Java Web DynPro;</li> <li>○ Java;</li> <li>○ J2EE or</li> <li>○ other SAP related programming tools as needed.</li> </ul> </li> <li>• Write and amend technical specifications.</li> </ul> <p>2. The proposed resource must hold a valid secret security clearance.</p> <p>*The required environment and/or programming language will be specified at the time of Task Authorization.</p>		

<p>Programmer / Software Developer</p>	<p>2</p>	<p>1. The proposed resource must have a minimum demonstrated 36 months of experience performing the following activities:</p> <ul style="list-style-type: none"> <li>• Analyze, plan, document, develop, test and support application changes, interfaces and reports;</li> <li>• Develop program enhancements within the following environments*:                         <ul style="list-style-type: none"> <li>○ SAP Enterprise Portal;</li> <li>○ Web Application Server (WAS);</li> <li>○ SAP Process Integration (PI);</li> <li>○ Business Warehouse (BW);</li> </ul> </li> <li>• Develop program enhancements using one of the following programming languages*:                         <ul style="list-style-type: none"> <li>○ ABAP;</li> <li>○ ABAP Web DynPro;</li> <li>○ Java Web DynPro;</li> <li>○ Java;</li> <li>○ J2EE or</li> <li>○ other SAP related programming tools as needed.</li> </ul> </li> <li>• Write and amend technical specifications.</li> </ul> <p>2. The proposed resource must hold a valid secret security clearance.</p> <p>*The required environment and/or programming language will be specified at the time of Task Authorization.</p>		
<p>Programmer /Software Developer</p>	<p>1</p>	<p>1. The proposed resource must have a minimum demonstrated 12 months of experience performing the following activities:</p> <ul style="list-style-type: none"> <li>• Analyze, plan, document, develop, test and support application changes, interfaces and reports;</li> <li>• Develop program enhancements within the following environments*:                         <ul style="list-style-type: none"> <li>○ SAP Enterprise Portal;</li> <li>○ Web Application Server (WAS);</li> <li>○ SAP Process Integration (PI);</li> <li>○ Business Warehouse (BW);</li> </ul> </li> <li>• Develop program enhancements using one of the following programming languages*:                         <ul style="list-style-type: none"> <li>○ ABAP;</li> </ul> </li> </ul>		

		<ul style="list-style-type: none"> <li>○ ABAP Web DynPro;</li> <li>○ Java Web DynPro;</li> <li>○ Java;</li> <li>○ J2EE or</li> <li>○ other SAP related programming tools as needed.</li> </ul> <ul style="list-style-type: none"> <li>• Write and amend technical specifications.</li> </ul> <p>2. The proposed resource must hold a valid secret security clearance.</p> <p>*The required environment and/or programming language will be specified at the time of Task Authorization.</p>		
SAP Archiving Specialist	2	<p>1. The proposed resource must have a minimum demonstrated 36 months of experience performing the following activities:</p> <ul style="list-style-type: none"> <li>• Analysis of requirements to archive SAP data;</li> <li>• Development of plans to implement SAP data archiving;</li> <li>• Coordination of efforts to archive SAP data; and</li> <li>• Review, develop and/or amend SAP archiving strategy.</li> </ul> <p>2. The proposed resource must hold a valid secret security clearance.</p>		
SAP Functional Analyst	3	<p>1. The proposed resource must have a minimum demonstrated 84 months of experience performing the following activities:</p> <ul style="list-style-type: none"> <li>• Develop and document SAP functional, business and/or system requirements specifications;</li> <li>• Develop functional, business and/or system interface or capability interaction as per specifications/requirements;</li> <li>• Gather and analyze information to establish the functional needs of a system or project; and</li> <li>• Develop, test and implement changes to SAP modules that are integrated within an SAP solution</li> </ul> <p>2. The demonstrated experience must be in at least one of the following modules*:</p> <ul style="list-style-type: none"> <li>• FI-AP/ACQ</li> <li>• FI-AA</li> <li>• FI-CO</li> </ul>		

		<ul style="list-style-type: none"> <li>• FI-SPL/GL</li> <li>• FI-AR</li> <li>• FI-FM</li> <li>• MM</li> <li>• PS</li> <li>• PM</li> <li>• WFM/HCM</li> <li>• RE</li> <li>• DFPS</li> <li>• MDS</li> <li>• Solution Manager</li> </ul> <p>*The required SAP module(s) will be specified at the time of Task Authorization.</p> <p>3. The proposed resource must hold a valid certification in the required SAP module(s), version 4.7 or higher.</p> <p>4. The proposed resource must hold a valid secret security clearance.</p>		
SAP Functional Analyst	2	<p>1. The proposed resource must have a minimum demonstrated 36 months of experience performing the following activities:</p> <ul style="list-style-type: none"> <li>• Develop and document SAP functional, business and/or system requirements specifications;</li> <li>• Develop functional, business and/or system interface or capability interaction as per specifications/requirements;</li> <li>• Gather and analyze information to establish the functional needs of a system or project; and</li> <li>• Develop, test and implement changes to SAP modules that are integrated within an SAP solution</li> </ul> <p>2. The demonstrated experience must be in at least one of the following modules*:</p> <ul style="list-style-type: none"> <li>• FI-AP/ACQ</li> <li>• FI-AA</li> <li>• FI-CO</li> <li>• FI-SPL/GL</li> <li>• FI-AR</li> <li>• FI-FM</li> </ul>		

		<ul style="list-style-type: none"> <li>• MM</li> <li>• PS</li> <li>• PM</li> <li>• WFM/HCM</li> <li>• RE</li> <li>• DFPS</li> <li>• MDS</li> <li>• Solution Manager</li> </ul> <p>*The required SAP module(s) will be specified at the time of Task Authorization.</p> <p>3. The proposed resource must hold a valid certification in the required SAP module(s), version 4.7 or higher.</p> <p>4. The proposed resource must hold a valid secret security clearance.</p>		
SAP Functional Analyst	1	<p>1. The proposed resource must have a minimum demonstrated 12 months of experience performing the following activities:</p> <ul style="list-style-type: none"> <li>• Develop and document SAP functional, business and/or system requirements specifications;</li> <li>• Develop functional, business and/or system interface or capability interaction as per specifications/requirements;</li> <li>• Gather and analyze information to establish the functional needs of a system or project; and</li> <li>• Develop, test and implement changes to SAP modules that are integrated within an SAP solution</li> </ul> <p>2. The demonstrated experience must be in at least one of the following modules*:</p> <ul style="list-style-type: none"> <li>• FI-AP/ACQ</li> <li>• FI-AA</li> <li>• FI-CO</li> <li>• FI-SPL/GL</li> <li>• FI-AR</li> <li>• FI-FM</li> <li>• MM</li> <li>• PS</li> <li>• PM</li> </ul>		

		<ul style="list-style-type: none"> <li>• WFM/HCM</li> <li>• RE</li> <li>• DFPS</li> <li>• MDS</li> <li>• Solution Manager</li> </ul> <p>*The required SAP module(s) will be specified at the time of Task Authorization.</p> <p>3. The proposed resource must hold a valid secret security clearance.</p>		
Business Analyst	2	<p>1. The proposed resource must have a minimum demonstrated 36 months of experience performing the following activities:</p> <ul style="list-style-type: none"> <li>• Develop and document statements of requirements;</li> <li>• Develop and maintain detailed design, development and implementation plans and documentation using tools such as IBM Rational Suite;</li> <li>• Perform business analyses of functional requirements to identify information, procedures, and decision flows; and</li> <li>• Facilitate and participate in workshops to gather and document requirements</li> </ul> <p>2. The proposed resource must hold a valid secret security clearance.</p>		
Initiative Scheduler	2	<p>1. The proposed resource must have a minimum demonstrated 36 months of experience performing the following activities:</p> <ul style="list-style-type: none"> <li>• Creation and maintenance of initiative schedules, documentation and a Master Schedule of all projects and resources if more than one initiative;</li> <li>• Documenting issues and resolutions related to the Initiative schedule; and</li> <li>• Communicating verbally and in writing with the Initiative manager regarding project status and deliverables.</li> </ul> <p>2. The proposed resource must hold a valid secret security clearance.</p>		

<p>Technical Writer</p>	<p>2</p>	<p>1. The proposed resource must have a minimum demonstrated 36 months of experience performing the following activities:</p> <ul style="list-style-type: none"> <li>• Document help text, user manuals, technical documentation, web page content, etc;</li> <li>• Determine documentation requirements and make plans for meeting them;</li> <li>• Gather information concerning the features and functions provided by the developers;</li> <li>• Design the layout of the documents and/or manuals; and</li> <li>• Use word-processing, desk-top publishing and graphics software packages to produce final products.</li> </ul> <p>2. The proposed resource must hold a valid secret security clearance.</p>		
<p>Quality Controller</p>	<p>2</p>	<p>1. The proposed resource must have a minimum demonstrated 36 months of experience performing the following activities:</p> <ul style="list-style-type: none"> <li>• Organizing and actioning all aspects of quality management including contribution to the development and implementation of an integrated approach to quality, risk and performance management;</li> <li>• Developing, deploying and evaluating policies, procedures, standards, initiatives, metrics, forms and tools for the quality management system;</li> <li>• Managing, monitoring and conducting conformance audits of a Quality Management System, reporting results including recommendations, tracking , reporting and implementation of appropriate corrective actions to deal with the non-conformances;</li> </ul> <p>2. The proposed resource must hold a valid secret security clearance.</p>		
<p>Test Manager</p>	<p>3</p>	<p>1. The proposed resource must have a minimum demonstrated 84 months of experience performing the following activities:</p> <ul style="list-style-type: none"> <li>• Provide advice, guidance and coordination efforts for test strategies and plans, and identification of resources required for testing;</li> </ul>		

		<ul style="list-style-type: none"> <li>• Plan, organize, and schedule testing efforts for large systems (internal and/or external), including the execution of systems unit tests, integration tests, specialized tests, and user acceptance testing (e.g., stress tests), test defect tracking and reporting systems such as ClearQuest, and Rational Performance Tester (RPT) for Services Oriented Architecture (SOA);</li> </ul> <p>2. The proposed resource must hold a valid secret security clearance.</p>		
Configuration Management Specialist	3	<p>1. The proposed resource must have a minimum demonstrated 84 months of experience performing the following activities:</p> <ul style="list-style-type: none"> <li>• Coordination of all efforts to maintain and manage the configuration of all components of a large SAP system;</li> <li>• Documentation in support of configuration items and configuration management plans using Configuration Management Tools such as Rational ClearCase, ClearQuest, DataPower-DPBuddy, and scripting languages such as PERL and SQL;</li> </ul> <p>2. The proposed resource must hold a valid secret security clearance.</p>		
Incident Management Coordinator	2	<p>1. The proposed resource must have a minimum demonstrated 36 months of experience performing the following activities:</p> <ul style="list-style-type: none"> <li>• Analysis, review, coordination and recommendation for the approval of problem resolution;</li> <li>• Assist with the definition and assessment of information systems service levels; gather and review service level agreement performance data, and prepare results;</li> <li>• Initiate and monitor activities to restore systems to normal operations;</li> </ul> <p>2. The proposed resource must hold a valid secret security clearance.</p>		
Change Coordinator	2	<p>1. The proposed resource must have a minimum demonstrated 36 months of experience performing the following activities:</p>		

		<ul style="list-style-type: none"> <li>• Review, maintain and suggest improvements to an SAP change process, models and standards and monitor compliance to a change management process;</li> <li>• Support a Request for Change process by reviewing, scheduling and monitoring applications for information systems changes;</li> <li>• Develop and present training related to change management processes;</li> </ul> <p>2. The proposed resource must hold a valid secret security clearance.</p>		
Transport Coordinator	2	<p>1. The proposed resource must have a minimum demonstrated 36 months of experience performing the following activities:</p> <ul style="list-style-type: none"> <li>• Track and manage versions of multiple SAP environments;</li> <li>• Set, track and control strategy and timing of movement of transports between multiple SAP environments;</li> <li>• Identify, communicate and coordinate transport problem resolution;</li> </ul> <p>2. The proposed resource must hold a valid secret security clearance.</p>		
Business Transition Analyst	3	<p>1. The proposed resource must have a minimum demonstrated 84 months of experience performing the following activities:</p> <ul style="list-style-type: none"> <li>• Participate in defining business strategy and processes in support of transformation and change management activities;</li> <li>• Liaise with user organisations to identify and document both benefits and negative impacts associated with rollout and use of information management systems;</li> <li>• Assist with the development of business case proposals for extensions expansions to meet new business requirements or for rollout to new users;</li> </ul> <p>2. The proposed resource must hold a valid secret security clearance.</p>		

<p>Business Transition Analyst</p>	<p>2</p>	<p>1. The proposed resource must have a minimum demonstrated 36 months of experience performing the following activities:</p> <ul style="list-style-type: none"> <li>• Participate in defining business strategy and processes in support of transformation and change management activities;</li> <li>• Liaise with user organisations to identify and document both benefits and negative impacts associated with rollout and use of information management systems;</li> <li>• Assist with the development of business case proposals for extensions expansions to meet new business requirements or for rollout to new users;</li> </ul> <p>2. The proposed resource must hold a valid secret security clearance.</p>		
<p>Training Development, Delivery and Support</p>	<p>2</p>	<p>1. The proposed resource must have a minimum demonstrated 36 months of experience performing the following activities:</p> <ul style="list-style-type: none"> <li>• Perform needs assessment and analysis for training purposes;</li> <li>• Develop and maintain training materials; and</li> <li>• Communicate effectively by visual, oral, and written form with individuals, small group, and in front of large audiences.</li> </ul> <p>2. The proposed resource must hold a valid secret security clearance.</p>		
<p>Tester</p>	<p>2</p>	<p>1. The proposed resource must have a minimum demonstrated 36 months of experience performing the following activities:</p> <ul style="list-style-type: none"> <li>• Test planning, coordination and execution;</li> <li>• Develop test scenarios and test scripts;</li> <li>• Establish and maintain source and object code libraries for a multi-platform, multi-operating system environment;</li> <li>• Establish and execute software testing procedures for unit test, integration testing and regression testing with emphasis on automating the testing procedures;</li> </ul>		

		2. The proposed resource must hold a valid secret security clearance.		
Tester	1	<p>1. The proposed resource must have a minimum demonstrated 12 months of experience performing the following activities:</p> <ul style="list-style-type: none"> <li>• Test planning, coordination and execution;</li> <li>• Develop test scenarios and test scripts;</li> <li>• Establish and maintain source and object code libraries for a multi-platform, multi-operating system environment;</li> <li>• Establish and execute software testing procedures for unit test, integration testing and regression testing with emphasis on automating the testing procedures;</li> </ul> <p>2. The proposed resource must hold a valid secret security clearance.</p>		
SAP BI/BW Specialist	3	<p>1. The proposed resource must have a minimum demonstrated 84 months of experience performing the following activities:</p> <ul style="list-style-type: none"> <li>• Design, develop, build and support extractors, cubes and queries to pull data from source systems into an SAP BI/BW system to facilitate reporting requirements;</li> <li>• Implementing SAP BI/BW solutions (including BI 7.0); and</li> <li>• Assist in the analysis, design, testing and implementation of BI/BW functionality;</li> </ul> <p>2. The proposed resource must hold a valid SAP BI/BW certification in version 3.5 or higher.</p> <p>3. The proposed resource must hold a valid secret security clearance.</p>		
SAP BI/BW Specialist	2	<p>1. The proposed resource must have a minimum demonstrated 36 months of experience performing the following activities:</p> <ul style="list-style-type: none"> <li>• Design, develop, build and support extractors, cubes and queries to pull data from source systems into an SAP BI/BW system to facilitate reporting requirements;</li> <li>• Implementing SAP BI/BW solutions (including BI 7.0); and</li> <li>• Assist in the analysis, design, testing and implementation of</li> </ul>		

		<p>BI/BW functionality;</p> <p>2. The proposed resource must hold a valid SAP BI/BW certification in version 3.5 or higher.</p> <p>3. The proposed resource must hold a valid secret security clearance.</p>		
SAP BI/BW Specialist	1	<p>1. The proposed resource must have a minimum demonstrated 12 months of experience performing the following activities:</p> <ul style="list-style-type: none"> <li>• Design, develop, build and support extractors, cubes and queries to pull data from source systems into an SAP BI/BW system to facilitate reporting requirements;</li> <li>• Implementing SAP BI/BW solutions (including BI 7.0); and</li> <li>• Assist in the analysis, design, testing and implementation of BI/BW functionality;</li> </ul> <p>2. The proposed resource must hold a valid secret security clearance.</p>		
Extract, Transform, Load (ETL) Specialist	3	<p>1. The proposed resource must have a minimum demonstrated 84 months of experience performing the following activities:</p> <ul style="list-style-type: none"> <li>• Development and testing of ETL jobs as per technical design specifications using ETL tools such as IBM DataStage and/or Informatica 9.1;</li> <li>• Development of ETL specifications in compliance with IT Architectures; and</li> <li>• Maintenance, enhancement and optimization of ETL jobs.</li> </ul> <p>2. The proposed resource must hold a valid secret security clearance.</p>		
Extract, Transform, Load (ETL) Specialist	2	<p>1. The proposed resource must have a minimum demonstrated 36 months of experience performing the following activities:</p> <ul style="list-style-type: none"> <li>• Development and testing of ETL jobs as per technical design specifications using ETL tools such as IBM DataStage and/or Informatica 9.1;</li> <li>• Development of ETL specifications in compliance with IT Architectures; and</li> <li>• Maintenance, enhancement and optimization of ETL jobs.</li> </ul>		

		2. The proposed resource must hold a valid secret security clearance.		
SAP BusinessObjects Developer	3	<p>1. The proposed resource must have a minimum demonstrated 84 months of experience performing the following activities:</p> <ul style="list-style-type: none"> <li>• Development and design of SAP BusinessObjects Universes;</li> <li>• Development and design of Webi reports;</li> <li>• Creation of SAP BusinessObjects reports using InfoView and Universes; and</li> <li>• Performing web integration of reports using SDK (Java and .NET).</li> </ul> <p>2. The proposed resource must hold a valid secret security clearance.</p>		
SAP BusinessObjects Developer	2	<p>1. The proposed resource must have a minimum demonstrated 36 months of experience performing the following activities:</p> <ul style="list-style-type: none"> <li>• Development and design of SAP BusinessObjects Universes;</li> <li>• Development and design of Webi reports;</li> <li>• Creation of SAP BusinessObjects reports using InfoView and Universes; and</li> <li>• Performing web integration of reports using SDK (Java and .NET).</li> </ul> <p>2. The proposed resource must hold a valid secret security clearance.</p>		
Security Architect	3	<p>1. The proposed resource must have a minimum demonstrated 84 months of experience performing the following activities:</p> <ul style="list-style-type: none"> <li>• Analyzing information system security architecture and industry security architecture trends and developing recommendations for changes;</li> <li>• Writing or amending security architecture and technical specifications;</li> <li>• Monitoring integration, functional, system and end user</li> </ul>		

		<p>acceptance testing of releases where required to ensure compliance with security requirements, policies and procedures;</p> <p>2. The proposed resource must hold a valid secret security clearance.</p>		
Certification & Accreditation (C&A) Specialist	2	<p>1. The proposed resource must have a minimum demonstrated 36 months of experience performing the following activities:</p> <ul style="list-style-type: none"> <li>• Review, analysis, creation and update of new and existing C&amp;A documentation to support changes to information systems, the implementation locations, supported business processes and changes in threats or vulnerabilities related to information managed in the information system;</li> <li>• Assist in the review and update of security architecture documentation; and</li> </ul> <p>2. The proposed resource must hold a valid secret security clearance.</p>		
Security Auditor	2	<p>1. The proposed resource must have a minimum demonstrated 36 months of experience performing the following activities:</p> <ul style="list-style-type: none"> <li>• Review security measures against legal, policy and regulatory requirements and report on any deficiencies with recommendations to rectify any issues;</li> <li>• Review system logs and access records to ensure that all access to and information in the system is conducted by personnel with the appropriate authorisations and security clearances; and</li> <li>• Review interface logs to ensure that only appropriate data is received and sent.</li> </ul> <p>2. The proposed resource must hold a valid secret security clearance.</p>		
UNIX and Linux Administrator	2	<p>1. The proposed resource must have a minimum demonstrated 36 months of experience performing the following activities:</p> <ul style="list-style-type: none"> <li>• Installation and ongoing administration of UNIX and Linux systems;</li> </ul>		

		<ul style="list-style-type: none"> <li>• Configuration and customization of the UNIX and Linux systems;</li> <li>• Upgrade UNIX and Linux systems as required;</li> <li>• Analyse, plan, log and monitor UNIX and Linux problems and changes;</li> </ul> <p>2. The proposed resource must hold a valid secret security clearance.</p>		
Windows Administrator	2	<p>1. The proposed resource must have a minimum demonstrated 36 months of experience performing the following activities:</p> <ul style="list-style-type: none"> <li>• Installation and ongoing administration of Windows systems;</li> <li>• Configuration and customization of Windows systems;</li> <li>• Upgrade Windows systems as required; and</li> <li>• Analyse, plan, log and monitor Windows system problems and changes.</li> </ul> <p>2. The proposed resource must hold a valid secret security clearance.</p>		
Network Manager	3	<p>1. The proposed resource must have a minimum demonstrated 84 months of experience performing the following activities:</p> <ul style="list-style-type: none"> <li>• Conduct daily operations support for network components of a large SAP system, including, but not limited to, the Intrusion Detection Systems (IDS), Firewalls, SAP Online Support System (OSS) network, and Security Enclave components;</li> <li>• Assess and implement proposed changes to network infrastructure and document any recommendations for adoption and implementation of changes;</li> <li>• Conduct bandwidth assessments for changes to a large SAP solution or network infrastructure; and</li> <li>• Establish communications tests plans and conduct communications testing as required to support network operations.</li> </ul> <p>2. The proposed resource must hold a valid secret security clearance.</p>		

<p>Network Manager</p>	<p>2</p>	<p>1. The proposed resource must have a minimum demonstrated 36 months of experience performing the following activities:</p> <ul style="list-style-type: none"> <li>• Conduct daily operations support for network components of a SAP system, including, but not limited to, the Intrusion Detection Systems (IDS), Firewalls, SAP Online Support System (OSS) network, and Security Enclave components;</li> <li>• Assess and implement proposed changes to network infrastructure and document any recommendations for adoption and implementation of changes;</li> <li>• Conduct bandwidth assessments for changes to a large SAP solution or network infrastructure; and</li> <li>• Establish communications tests plans and conduct communications testing as required to support network operations.</li> </ul> <p>2. The proposed resource must hold a valid secret security clearance.</p>		
<p>Application Administrator</p>	<p>3</p>	<p>1. The proposed resource must have a minimum demonstrated 84 months of experience performing the following activities:</p> <ul style="list-style-type: none"> <li>• Installation, configuration, upgrade, and maintenance of application software/appliance support, including, but not limited to the following:*</li> <li>• Quality Center,</li> <li>• uPerform,</li> <li>• OmegaPS,</li> <li>• IBM Rational suite,</li> <li>• InfoSphere Information Server,</li> <li>• SAP; and</li> <li>• Web Sphere Data Power.</li> </ul> <p>*The required application software/appliance support will be specified at the time of Task Authorization.</p> <ul style="list-style-type: none"> <li>• Analyse, plan, log and monitor SAP application problems and changes;</li> </ul> <p>2. The proposed resource must hold a valid secret security clearance.</p>		

## **ANNEX F-2**

# **ASSESSMENT FOR RESOURCE EVALUATION AT TASK AUTHORIZATION**

## **PUBLIC WORKS AND GOVERNMENT SERVICES CANADA**

### **REQUEST FOR PROPOSAL W8474-12-BF65**

### **SIGMA SUPPORT SERVICES**

1. To facilitate resource assessment, Contractors must prepare and submit a response to a draft Task Authorization using the table provided in this Annex. When completing the resource grid, the specific information which demonstrates the requested criteria and reference to the page number of the résumé should be incorporated so that the assessor can verify this information. The table should not contain all the project information from the resume. Only the specific answer should be provided.
2. For each proposed resource, the Contractor must supply a résumé, the requested security clearance information and must complete the Response Table below applicable to the Resource Categories identified in the draft TA. The same individual must not be proposed for more than one Resource Category. The résumés must demonstrate that each proposed individual meets the qualification requirements described (including any educational requirements, work experience requirements, and professional designation or membership requirements). With respect to the proposed resources:
  - (A) Proposed resources may be employees of the Contractor or employees of a subcontractor, or these individuals may be independent contractors to whom the Contractor would subcontract a portion of the Work. (Refer to Appendix C, Team Certification).
  - (B) For educational requirements for a particular degree, designation or certificate, Canada will only consider educational programs that were successfully completed by the resource before the date the draft TA was first issued to the Contractor.
  - (C) For requirements relating to professional designation or membership, the resource must have the required designation or membership by the time of draft TA issuance and must continue, where applicable, to be a member in good standing of the profession or membership throughout the assessment period and Contract Period. Where the designation or membership must be demonstrated through a certification, the certification must be current, valid and issued by the entity specified in this Contract or if the entity is not specified an accredited or otherwise recognized body, institution or entity.
  - (D) For work experience, Canada will not consider experience gained as part of an educational program, except for experience gained through a formal co-operative program at a post-secondary institution.
  - (E) For any requirements that specify a particular time period (e.g., two years) of work experience, Canada will disregard any information about experience if the résumé does not include the relevant dates (month and year) for the experience claimed (i.e., the start date and end date). Canada will evaluate only the duration that the resource actually worked on a project or projects (from his or her start date to end date), instead of the overall start and end date of a project or a combination of projects in which a resource has participated.
  - (F) A résumé must not simply indicate the title of the individual's position, but must demonstrate that the resource has the required work experience by explaining the responsibilities and work performed by the individual while in that position. Only listing experience without providing any supporting data to describe responsibilities, duties and relevance to the requirement, or reusing the same wording as the TA Form, will not be considered "demonstrated" for the purposes of the assessment. The Contractor should provide complete details as to where, when, month and year, and how, through which activities/responsibilities, the stated qualifications / experience were obtained. In situations in which a proposed resource worked at the same time on more than one project, the duration of any overlapping time period will be counted only once toward any requirements that relate to the individual's length of experience.
3. The qualifications and experience of the proposed resources will be assessed against the requirements set out in the assessment Table below to determine each proposed resource's compliance with the assessment criteria. Canada may request proof of successful completion of formal training, as well as reference information. Canada may conduct reference checks to verify the accuracy of the

information provided. If reference checks are done, they will be conducted in writing by e-mail (unless the contact at the reference is only available by telephone). Canada will not consider a proposed resource to be acceptable unless the response is received within five working days. On the third working day after sending out the e-mails, if Canada has not received a response, Canada will notify the Contractor by e-mail, to allow the Contractor to contact its reference directly to ensure that it responds to Canada within five working days. Wherever information provided by a reference differs from the information supplied by the Contractor, the information supplied by the reference will be the information assessed. A proposed resource will not be considered an acceptable candidate if the reference customer is not a customer of the Contractor itself (for example, the customer cannot be the customer of an affiliate of the Contractor) or if the customer is itself an affiliate or other entity that does not deal at arm's length with the Contractor. Crown references will be accepted.

4. During the assessment of the resources proposed, should the references for two or more resources required under that TA either be unavailable or fail to substantiate the required qualifications of the proposed resources to perform the required services, the PWGSC Project Authority may find the Contractor's response to the draft TA to be non-responsive.

Resource Category	Level of Expertise	Required qualifications	Contractor's Response	
			Substantiation of Technical Compliance	Reference to Additional Documentation within the Task Authorization
Application Solution Architect	3	<p>1. The proposed resource must have a minimum demonstrated 84 months of experience performing the following activities:</p> <ul style="list-style-type: none"> <li>• Develop SAP technical architectures, frameworks and strategies, either for an organization or for a major application area, to meet the business and application requirements;</li> <li>• Development and submission of an Implementation Plan for system expansion, including estimates of time, cost and scope;</li> <li>• Ensures the integration of all aspects of SAP technological solutions;</li> <li>• Monitor industry trends to ensure that solution fit with government and industry directions for technology; and</li> <li>• Analyze functional requirements to identify information, procedures and decision flows;</li> </ul> <p>2. The proposed resource must hold a valid SAP certification in any of the modules of SAP version 4.7 or higher:</p> <p>3. The proposed resource must hold a valid secret security clearance.</p>		
SAP Functional Analyst	3	<p>1. The proposed resource must have a minimum demonstrated 84 months of experience performing the following activities:</p> <ul style="list-style-type: none"> <li>• Develop and document SAP functional, business and/or system requirements specifications;</li> <li>• Develop functional, business and/or system interface or capability interaction as per specifications/requirements;</li> <li>• Gather and analyze information to establish the functional needs of a system or project; and</li> <li>• Develop, test and implement changes to SAP modules</li> </ul>		

		<p>that are integrated within an SAP solution</p> <p>2. The demonstrated experience must be in at least one of the following modules*:</p> <ul style="list-style-type: none"> <li>• FI-AP/ACQ</li> <li>• FI-AA</li> <li>• FI-CO</li> <li>• FI-SPL/GL</li> <li>• FI-AR</li> <li>• FI-FM</li> <li>• MM</li> <li>• PS</li> <li>• PM</li> <li>• WFM/HCM</li> <li>• RE</li> <li>• Solution Manager</li> </ul> <p>*The required SAP module(s) will be specified at the time of Task Authorization.</p> <p>3. The proposed resource must hold a valid certification in the required SAP module(s), version 4.7 or higher.</p> <p>4. The proposed resource must hold a valid secret security clearance.</p>		
SAP Functional Analyst	2	<p>1. The proposed resource must have a minimum demonstrated 36 months of experience performing the following activities:</p> <ul style="list-style-type: none"> <li>• Develop and document SAP functional, business and/or system requirements specifications;</li> <li>• Develop functional, business and/or system interface or capability interaction as per specifications/requirements;</li> <li>• Gather and analyze information to establish the functional needs of a system or project; and</li> <li>• Develop, test and implement changes to SAP modules that are integrated within an SAP solution</li> </ul> <p>2. The demonstrated experience must be in at least one of the following modules*:</p>		

		<ul style="list-style-type: none"> <li>• FI-AP/ACQ</li> <li>• FI-AA</li> <li>• FI-CO</li> <li>• FI-SPL/GL</li> <li>• FI-AR</li> <li>• FI-FM</li> <li>• MM</li> <li>• PS</li> <li>• PM</li> <li>• WFM/HCM</li> <li>• RE</li> <li>• Solution Manager</li> </ul> <p>*The required SAP module(s) will be specified at the time of Task Authorization.</p> <p>3. The proposed resource must hold a valid certification in the required SAP module(s), version 4.7 or higher.</p> <p>4. The proposed resource must hold a valid secret security clearance.</p>		
Business Analyst	2	<p>1. The proposed resource must have a minimum demonstrated 36 months of experience performing the following activities:</p> <ul style="list-style-type: none"> <li>• Develop and document statements of requirements;</li> <li>• Develop and maintain detailed design, development and implementation plans and documentation using tools such as IBM Rational Suite;</li> <li>• Perform business analyses of functional requirements to identify information, procedures, and decision flows; and</li> <li>• Facilitate and participate in workshops to gather and document requirements</li> </ul> <p>2. The proposed resource must hold a valid secret security clearance.</p>		
Technical Writer	2	<p>1. The proposed resource must have a minimum demonstrated 36 months of experience performing the following activities:</p> <ul style="list-style-type: none"> <li>• Document help text, user manuals, technical documentation, web page content, etc;</li> </ul>		

		<ul style="list-style-type: none"> <li>• Determine documentation requirements and make plans for meeting them;</li> <li>• Gather information concerning the features and functions provided by the developers;</li> <li>• Design the layout of the documents and/or manuals; and</li> <li>• Use word-processing, desk-top publishing and graphics software packages to produce final products.</li> </ul> <p>2. The proposed resource must hold a valid secret security clearance.</p>		
<p>Training Development, Delivery and Support</p>	<p>2</p>	<p>1. The proposed resource must have a minimum demonstrated 36 months of experience performing the following activities:</p> <ul style="list-style-type: none"> <li>• Perform needs assessment and analysis for training purposes;</li> <li>• Develop and maintain training materials; and</li> <li>• Communicate effectively by visual, oral, and written form with individuals, small group, and in front of large audiences.</li> </ul> <p>2. The proposed resource must hold a valid secret security clearance.</p>		

## **ANNEX G**

### **LIST OF ABBREVIATIONS**

**DEPARTMENT OF NATIONAL  
DEFENCE / PUBLIC WORKS AND GOVERNMENT  
SERVICES CANADA**

**DEFENCE RESOURCE MANAGEMENT  
INFORMATION SYSTEM (DRMIS) / SIGMA  
SUPPORT SERVICES**

<b>ABAP</b>	Advanced Business Application Programming
<b>ADM(IM)</b>	Assistant Deputy Minister (Information Management)
<b>BI</b>	Business Intelligence
<b>BW</b>	Business Warehouse
<b>C&amp;A</b>	Certification and Accreditation
<b>CoE</b>	Centre of Excellence
<b>CR</b>	Change Request
<b>DERP</b>	Defence Enterprise Resource Planning
<b>DFPS</b>	Defense Forces & Public Security
<b>DND</b>	Department of National Defence
<b>DND/CAF</b>	Department of National Defence / Canadian Armed Forces
<b>DRMIS</b>	Defence Resource Management Information System
<b>DWAN</b>	Defence Wide Area Network
<b>ERP</b>	Enterprise Resource Planning
<b>FI-FM</b>	Finance – Funds Management (SAP)
<b>FI AP/ACQ</b>	Finance – Accounts Payable / Acquisitions (SAP)
<b>FI-AA</b>	Finance – Asset Accounting (SAP)
<b>FI-AR</b>	Finance – Accounts Receivable (SAP)
<b>FI-CO</b>	Finance – Controlling (SAP)
<b>FI-SPL/GL</b>	Finance – Special Purpose Ledger / General Ledger
<b>GoC</b>	Government of Canada
<b>GWOS</b>	Graphical Work Order Scheduling
<b>HMCS</b>	Her Majesty's Canadian Ships
<b>IM</b>	Information Management
<b>ISSCF</b>	In Service Support Contracting Framework
<b>ITIL</b>	Information Technology Infrastructure Library

<b>MDS</b>	Mobile Defense & Security (SAP)
<b>MM</b>	Materiel Management (SAP)
<b>NCR</b>	National Capital Region
<b>OSS</b>	Online Support System
<b>PI</b>	Process Integration (SAP)
<b>PM</b>	Plant Maintenance (SAP)
<b>PR</b>	Problem Request
<b>PRM</b>	Progress Review Meeting
<b>PS</b>	Project Scheduling (SAP)
<b>PSR</b>	Project Status Report
<b>PWGSC-AB</b>	Public Works and Government Services Canada –Acquisitions Branch
<b>R&amp;A</b>	Roles and Authorizations (SAP)
<b>RE</b>	Real Estate (SAP)
<b>RFP</b>	Request for Proposal
<b>SOP</b>	Standard Operating Procedure
<b>SOW</b>	Statement of Work
<b>SR</b>	Service Request
<b>TA</b>	Task Authorization
<b>TB</b>	Treasury Board
<b>WAS</b>	Web Application Server
<b>WFM/HCM</b>	Workforce Management / Human Capital Management

# **ANNEX H - 1**

## **LIST OF SAP MODULES**

### **DEPARTMENT OF NATIONAL DEFENCE**

#### **DEFENCE RESOURCE MANAGEMENT INFORMATION SYSTEM (DRMIS) SUPPORT SERVICES**

The following SAP functionality has been implemented in a large system landscape, although it is anticipated that additional modules and functionality will be incorporated into DRMIS in the future:

- a. Accounts Payable / Acquisition Cards (FI-AP/ACQ);
- b. Accounts Receivable (FI-AR);
- c. Asset Accounting (FI-AA);
- d. Special Purpose Ledger (FI-SPL);
- e. General Ledger (FI-GL)
- f. Controlling (FI-CO);
- g. Project Systems (PS);
- h. Sales and Distribution (SD);
- i. Funds Management (FI-FM);
- j. Materiel Management (MM);
- k. Plant Maintenance (PM);
- l. Production Planning (PP);
- m. Workforce Management (WFM) / Human Capital Management (HCM);
- n. Archiving;
- o. Business Intelligence (BI);
- p. Defence Forces and Public Security (DFPS);
- q. Real Estate (RE);
- r. Mobile solution (MDS); and
- s. Solution Manager (SM).
- t. Government of Canada (GoC) Receiver General Interface (RGI);

## **ANNEX H - 2**

### **LIST OF SAP MODULES**

#### **PUBLIC WORKS AND GOVERNMENT SERVICES CANADA**

#### **SIGMA**

Modules used by PWGSC

The following SAP modules are used in SIGMA, however, additional modules and functionality may be incorporated in the future:

- a. Controlling (CO)
- b. Financial Accounting – Accounts Payables (FI-AP)
- c. Financial Accounting – Acquisition Card (FI-AP/ACQ)
- d. Financial Accounting – Accounts Receivables (FI-AR)
- e. Financial Accounting – Asset Accounting (FI-AA)
- f. Financial Accounting – General Ledger (GL)
- g. Financial Accounting (FI)
- h. Flexible Real Estate Management (RE-FX)
- i. Funds Management (FM)
- j. Human Resources – Cross Application Time Sheet (CATS)
- k. Material Management (MM)
- l. Plant Maintenance (PM)
- m. Project Systems (PS)
- n. Sales and Distribution (SD)
- o. Solution Manager (SolMan)
- p. Special Purpose Ledger (SPL)

# **ATTACHMENT A**

## **TECHNICAL EVALUATION PROCEDURES AND CRITERIA**

**DEPARTMENT OF NATIONAL  
DEFENCE / PUBLIC WORKS AND GOVERNMENT  
SERVICES CANADA**

**DEFENCE RESOURCE MANAGEMENT  
INFORMATION SYSTEM (DRMIS)/ SIGMA  
SUPPORT SERVICES**

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- 3.3 Resource Point-rated Technical Evaluation
- 3.3.1 Project Manager – Level 3 .....
- 3.3.2 Application Solution Architect – FI – Level 3 .....
- 3.3.3 Application Solution Architect – PM – Level 3**Error! Bookmark not defined.**
- 3.3.4 Application Solution Architect – MM – Level 3
- 3.3.5 SAP Functional Analyst: DFPS.....

**ATTACHMENT A – TECHNICAL EVALUATION PROCEDURES AND CRITERIA****1. TECHNICAL EVALUATION PROCEDURES****A. Technical Evaluation Methodology**

The Technical evaluation will be comprised of two parts: technical evaluation of the Bidder as a corporate entity and evaluation of the following key resources proposed by the Bidder. Additional resources will only be assessed after contract award once specific tasks are requested of the Contractor.

- a. one (1) Project Manager - level 3
- b. one (1) Application Solution Architect - FI - level 3
- c. one (1) Application Solution Architect - PM - level 3
- d. one (1) Application Solution Architect - MM - level 3

**2. CORPORATE TECHNICAL EVALUATION CRITERIA****A. General**

Corporate technical proposals will be evaluated and scored in accordance with the following evaluation criteria.

Bidders must complete Appendices A and B to substantiate Corporate experience. The Bidders must provide a maximum of ten (10) separate and distinct Corporate Contract References. These Corporate Contract References will be evaluated for all Corporate mandatory and Corporate point-rated criteria. Should the Bidder provides more than 10 Corporate Contract References, Canada will select the first 10 references listed to evaluate the Bidder.

**B. Corporate Mandatory Technical Criteria**

The Bidder must demonstrate how it meets the requirements set out herein. Non-compliance with any of the Mandatory Corporate Requirements will render the proposal non-compliant and it will receive no further consideration.

**Corporate Mandatory Criteria**

Item #	Corporate Mandatory Criteria	Bidder's Response	Met	Not Met	Cross Reference
C. M1	The Bidder must provide 2 corporate contract references where the Bidder was the prime contractor tasked to deliver professional services in order to provide Steady-State In-Service Support (as defined Annex A-1) of an SAP system for a minimum of 24 consecutive months each over the last 84 months.				
C. M2	The Bidder must provide 2 corporate contract references where the Bidder was contracted to deliver professional services in order to design, develop, and implement an integrated SAP solution consisting of at least 4 of the SAP modules listed at Annex H-1 to this RFP over the last 84 months.				
C.M3	The Bidder must provide 2 corporate contract references where the Bidder was contracted to deliver professional services to provide In-Service Support (as defined in Annex A-1) of an information management system having a user base greater than 3,500 over the last 84 months.				
C. M4	The Bidder must provide 2 corporate contract references where the Bidder was contracted to provide and manage a team of at least 50 resources working concurrently on each contract within the last 84 months.				

Item #	Corporate Mandatory Criteria	Bidder's Response	Met	Not Met	Cross Reference
C.M5	<p>The Bidder must have demonstrated corporate contract experience in delivering SAP informatics support services supplying <b>at least 16 of the 22 identified resource categories</b> in the identified minimum number of billable days applicable for each as identified below. To be accepted:</p> <p>1) Of the 16 resource categories, the Bidder must provide billable days for the following 4 resource categories:</p> <p>a) Programmer/Software Developer                      b) SAP Functional Analyst: FI (1 of any sub-module)                      c) SAP Functional Analyst: MM                      d) SAP Functional Analyst: PM; and</p> <p>2) all billable days identified must be for resources with a minimum of 36 months experience;</p> <p>3) billable days must have occurred during the 84 month period prior to the bid close date for this RFP; and</p> <p>4) the work delivered by each of the 16 resource categories includes at least 50% of the associated tasks listed in the SOW at Annex A-1 for that resource category.</p> <p>The Bidder must complete Appendices A and B to Attachment A and provide Contract References.</p>				

Resource Category	Minimum Billable Days	Bidder's response	Met	Not Met	Cross Reference
Application Solution Architect	1650				
Technical Architect	275				
BASIS Administrator	605				
Interface Specialist	303				
SAP R&A Specialist	605				
Programmer/Software Developer	2970				
SAP Functional Analyst: FI AP/ACQ	303				
SAP Functional Analyst: FI-AA	605				
SAP Functional Analyst: FI-CO	303				
SAP Functional Analyst: FI-SPL/GL	605				
SAP Functional Analyst: FI-AR	633				
SAP Functional Analyst: FI-FM	303				
SAP Functional Analyst: MM	2420				
SAP Functional Analyst: PS	908				
SAP Functional Analyst: PM	2090				
SAP Functional Analyst: WFM/HCM	578				
SAP Functional Analyst: RE	1870				
SAP Functional Analyst: DFPS	605				
SAP Functional Analyst: MDS	605				
SAP Functional Analyst: Cross-Functional	880				
SAP Functional Analyst: Solution Manager	275				
SAP BI/BW Specialist	1155				

**C. Corporate Point-rated Technical Criteria**

The following corporate point-rated criteria will be evaluated using the same projects referenced to meet the Corporate Mandatory Technical Criteria.

Item #	Corporate Rated Criteria	Max Points	Scoring Guidelines	Cross Reference to Proposal (page and para)	Points
C. R1	The Bidder should provide 1 corporate contract reference where the Bidder was the prime contractor tasked to deliver professional services in order to provide Steady-State In-Service Support (as defined in the Annex A-1) of an SAP system in excess of 24 months over the last 84 months.	40	25 to <36 months = 10 pts 36 to <48 months = 20 pts 48 to <60 months = 30 pts Greater than 60 = 40 pts		
C. R2	One of the 2 corporate contract references provided for C. M2 should include work related to at least 1 of the following SAP modules: <ul style="list-style-type: none"> <li>• Plant Maintenance (PM)</li> <li>• Materiel Management (MM)</li> <li>• FI (only 1 of any FI sub-modules will be counted)</li> <li>• Real Property (RE)</li> <li>• Defense Force Public Security (DFPS)</li> <li>• Business Intelligence (BI)</li> </ul>	60	1 module = 15 pts 2 modules = 30 pts 3 modules = 45 pts 4 modules = 60 pts		
C. R3	The Bidder should have demonstrated experience during the last 84 months providing Steady-State In-Service Support services for SAP implementation(s) of greater than 3,500 users.	35	3,501 to <5,000 = 7 pts 5,000 to <6,500 = 14 pts 6,500 to <8,000 = 21 pts 8,000 to <9,500 = 28 pts > 9,500 = 35 pts		
C. R4	The Bidder should have demonstrated experience during the last 84 months providing SAP system support to a Canadian or foreign government organization, Crown Corporation or Government Agency.	25	<36 months = 0 pts 36 to <48 months = 5 pts 48 to <60 months = 10 pts 60 to <72 months = 15 pts 72 to <84 months = 20 pts 84 + months = 25 pts		
C. R5	The Bidder should demonstrate its billable days experience in excess of the minimum billable days identified under C. M5.	100	The Bidder's demonstrated Total Billable Days provided for each resource category in		

Item #	Corporate Rated Criteria	Max Points	Scoring Guidelines	Cross Reference to Proposal (page and para)	Points
			<p>C. M5 will be used to evaluate this criterion. In each case where no resource was provided under C. M5, a zero value will be entered under column C for the corresponding resource category under this evaluation criterion. Only days over and above the minimum values requested at C. M5 will be evaluated.</p> <p>The Bidder will be awarded points for billable days in excess of the minimums identified under C. M5 as per the calculation at the bottom of the following table.</p>		

Resource Category	Billable Days			
	(A)	(B)	(C)	(D)
	Billable Days Provided by Bidder	Minimum Identified Under Corporate M5	Bidder Excess $(C)=(A)-(B)$	Bidder % Increase to a Maximum of 100% $(D)=(C)/(B)*100$
Application Solution Architect		1650		
Technical Architect		275		
BASIS Administrator		605		
Interface Specialist		303		
SAP R&A Specialists		605		
Programmer/Software Developer		2970		
SAP Functional Analyst: FI AP/ACQ		303		
SAP Functional Analyst: FI-AA		605		
SAP Functional Analyst: FI-CO		303		
SAP Functional Analyst: FI-SPL/GL		605		
SAP Functional Analyst: FI-AR		633		
SAP Functional Analyst: FI-FM		303		
SAP Functional Analyst: MM		2420		
SAP Functional Analyst: PS		908		
SAP Functional Analyst: PM		2090		
SAP Functional Analyst: WFM/HCM		578		
SAP Functional Analyst: RE		1870		
SAP Functional Analyst: DFPS		605		
SAP Functional Analyst: MDS		605		
SAP Functional Analyst: Cross-Functional		880		
SAP Functional Analyst: Solution Manager		275		
SAP BI/BW Specialist		1155		
Bidder score = the sum of the score for the 16 highest categories identified in column D divided by 16 to a maximum of 100 points				
<b>TOTAL</b>				

### **3. RESOURCE TECHNICAL EVALUATION CRITERIA**

#### **A. General**

The Bidder must provide one résumé for each of the proposed resources. The Bidder must not propose the same resource in more than one Resource Category. The resources proposed by the Bidder and the projects substantiating their experience may differ from those substantiating the Corporate Technical Evaluation Criteria.

Proposals must contain supporting information consisting of detailed résumés that clearly describe the degree and nature of the experience possessed by the proposed resource. Supporting information must include relevant previous work experience or projects and dates (mm/yyyy) that enabled the individuals to acquire the necessary experience. For any projects where the project dates overlap in the résumé for a proposed resource, the Bidder must indicate the percentage of time spent on each project versus any other project for that time period for the requirement. Overlapping project dates will not be double counted. Time spent during education and/or training does not count, unless otherwise indicated.

Where applicable, the Bidder must confirm that the proposed resources are SAP certified in version 4.7 or higher and provide a copy of the certification.

For each substantiating experience period for a proposed individual in response to the requirements set out below, the Bidder must provide a Customer Reference, which will include the Customer Name, Title, Telephone Number and E-mail Address, who may be contacted to verify the claimed experience. It is the Bidder's responsibility to ensure that any information divulged has the permission of the references provided.

Note to bidders: Listing experience without providing any supporting data to describe where and how such experience was obtained will result in the experience not being included for evaluation purposes. Simply repeating or paraphrasing the contents of the SOW without providing any supporting data will not constitute compliance.

#### **B. Resource Mandatory Technical Criteria**

The Bidder must demonstrate how it meets the requirements set out herein. Non-compliance with any of the Mandatory Resource Requirements will render the proposal non-compliant and it will receive no further consideration.

**1. Project Manager – Level 3**

MQ-ID	Mandatory Evaluation Criteria - Project Manager	MET	NOT MET	References
PM M1	The proposed resource must have a minimum 84 months demonstrated as a project manager, performing at least 50% of the activities listed for the Project Manager in Annex A-1.			<ul style="list-style-type: none"> <li>• Cross reference to resume.</li> <li>• Cross reference to Project Reference identified in Appendix B to Attachment A</li> </ul>
PM M2	The proposed resource must have a minimum 12 months demonstrated experience within the last 60 months managing the implementation of an ERP system.			
PM M3	The proposed resource must hold a valid secret security clearance.			

**2. Application Solution Architect – FI – level 3**

MQ-ID	Mandatory Evaluation Criteria - Application Solution Architect - FI	MET	NOT MET	References
ASA-FI M1	The proposed resource must have a minimum demonstrated 84 months of experience performing at least 50% of the activities of the Application Solution Architect listed in Annex A-1, in support of an SAP system.			<ul style="list-style-type: none"> <li>• Cross reference to resume.</li> <li>• Cross reference to Project Reference identified in Appendix B to Attachment A</li> </ul>
ASA-FI M2	The proposed resource must hold a valid SAP certification in any FI sub-module of SAP version 4.7 or higher.			
ASA-FI M3	The proposed resource must hold a valid secret security clearance.			

**3. Application Solution Architect – PM – level 3**

<b>MQ-ID</b>	<b>Mandatory Evaluation Criteria - Application Solution Architect - PM</b>	<b>MET</b>	<b>NOT MET</b>	<b>References</b>
ASA-PM M1	The proposed resource must have a minimum demonstrated 84 months of experience performing at least 50% of the activities of the Application Solution Architect listed in Annex A-1, in support of an SAP system.			<ul style="list-style-type: none"> <li>• Cross reference to resume.</li> <li>• Cross reference to Project Reference identified in Appendix B to Attachment A</li> </ul>
ASA-PM M2	The proposed resource must hold a valid SAP certification in the PM module of SAP version 4.7 or higher.			
ASA-PM M3	The proposed resource must hold a valid secret security clearance.			

**4. Application Solution Architect – MM – level 3**

<b>MQ-ID</b>	<b>Mandatory Evaluation Criteria - Application Solution Architect - MM</b>	<b>MET</b>	<b>NOT MET</b>	<b>References</b>
ASA-MM M1	The proposed resource must have a minimum demonstrated 84 months of experience performing at least 50% of the activities of the Application Solution Architect listed in Annex A-1, in support of an SAP system.			<ul style="list-style-type: none"> <li>• Cross reference to resume.</li> <li>• Cross reference to Project Reference identified in Appendix B to Attachment A</li> </ul>
ASA-MM M2	The proposed resource must hold a valid SAP certification in the MM module of SAP version 4.7 or higher.			
ASA-MM M3	The proposed resource must hold a valid secret security clearance.			

**C. Resource Point-rated Technical Evaluation**

**1. Project Manager – Level 3**

Item #	Rated Criteria – Project Manager	Max Points	Scoring Guidelines	Cross Reference to Proposal (page and para)	Points
PM R1	The proposed resource should have a minimum 12 months demonstrated experience during the last 84 months managing own organization resources in either an ISS or implementation contract.	36	0 to <20 resources = 0 pts 20 to <40 resources = 9 pts 40 to < 60 resources = 18 pts 60 to <80 resources = 27 pts 80 + resources = 36 pts		
PM R2	The proposed resource should have demonstrated experience during the last 84 months managing SAP projects.	50	0 to < 12 months = 0 pts 12 to < 24 months = 10 pts 24 to < 36 months = 20 pts 36 to < 48 months = 30 pts 48 to < 60 months = 40 pts > 60 months = 50 pts		
PM R3	The proposed resource should have demonstrated experience in all of the following: <ul style="list-style-type: none"> <li>• Initial analysis;</li> <li>• Development and submission of an Implementation Plan;</li> <li>• Definition of time, cost and scope;</li> <li>• Management of the implementation;</li> </ul> for a major expansion initiative over the last 84 months. <i>The responses must clearly identify the duration of all four areas of project management listed above.</i>	50	0 to < 12 months = 0 pts 12 to < 24 months = 10 pts 24 to < 36 months = 20 pts 36 to < 48 months = 30 pts 48 to < 60 months = 40 pts > 60 months = 50 pts		
PM R4	Valid PMP certification or equivalent. Equivalent is defined as CompTIA Project+, Projects in Controlled Environments (PRINCE 2), American Academy of Project Management, Australian Institute of Project Management (AIPM), International Project Management Association (IPMA) or Masters in Project Management from a recognized university.	14	Proof of Certification to be provided		
<b>TOTAL</b>		150			

**2. Application Solution Architect – FI – Level 3**

Item #	Rated Criteria – Solution Architect - FI	Max Points	Scoring Guidelines	Cross Reference to Proposal (page and para)	Points
ASA-FI R1	The proposed resource should have demonstrated experience during the last sixty (60) months providing In service support or implementation services to a SAP project with SAP ECC 6.0 or higher.	60	0 to < 24 months = 0 pts 24 to < 36 months = 20 pts 36 to < 48 months = 40 pts 48+ months = 60 pts		
ASA-FI R2	Additional SAP Certifications to the one listed in ASA-FI M2	45	Certified in: 1 module = 15 pts 2 modules = 30 pts 3 or more modules = 45 pts		
ASA-FI R3	The proposed resource should have demonstrated experience in 2 of the following: <ul style="list-style-type: none"> <li>• Initial analysis;</li> <li>• Development and submission of an Implementation Plan;</li> <li>• Definition of time, cost and scope;</li> <li>• Management of the implementation;</li> </ul> for a major expansion initiative over the last 84 months.	25	0 to < 12 months = 0 pts 12 to < 24 months = 5 pts 24 to < 36 months = 10 pts 36 to < 48 months = 15 pts 48 to < 60 months = 20 pts > 60 months = 25 pts		
ASA-FI R4	Valid PMP certification or equivalent. Equivalent is defined as CompTIA Project+, Projects in Controlled Environments (PRINCE 2), American Academy of Project Management, Australian Institute of Project Management (AIPM), International Project Management Association (IPMA) or Masters in Project Management from a recognized university.	10	Proof of Certification to be provided		
	<b>Total</b>	<b>140</b>			

**3. Application Solution Architect – PM – Level 3**

Item #	Rated Criteria – Solution Architect - PM	Max Points	Scoring Guidelines	Cross Reference to Proposal (page and para)	Points
ASA-PM R1	The proposed resource should have demonstrated experience during the last sixty (60) months providing In service support or implementation services to a SAP project with SAP ECC 6.0 or higher.	60	0 to < 24 months = 0 pts 24 to < 36 months = 20 pts 36 to < 48 months = 40 pts 48+ months = 60 pts		
ASA-PM R2	Additional SAP Certifications to the one listed in ASA-PM M2	45	Certified in: 1 module = 15 points 2 modules = 30 points 3 or more modules = 45 points		
ASA-PM R3	The proposed resource should have demonstrated experience in 2 of the following: <ul style="list-style-type: none"> <li>• Initial analysis;</li> <li>• Development and submission of an Implementation Plan;</li> <li>• Definition of time, cost and scope;</li> <li>• Management of the implementation;</li> </ul> for a major expansion initiative over the last 84 months.	25	0 to < 12 months = 0 pts 12 to < 24 months = 5 pts 24 to < 36 months = 10 pts 36 to < 48 months = 15 pts 48 to < 60 months = 20 pts > 60 months = 25 pts		
ASA-PM R4	Valid PMP certification or equivalent. Equivalent is defined as CompTIA Project+, Projects in Controlled Environments (PRINCE 2), American Academy of Project Management, Australian Institute of Project Management (AIPM), International Project Management Association (IPMA) or Masters in Project Management from a recognized university.	10	Proof of Certification to be provided		
	<b>Total</b>	<b>140</b>			

**4. Application Solution Architect – MM – Level 3**

Item #	Rated Criteria – Solution Architect - MM	Max Points	Scoring Guidelines	Cross Reference to Proposal (page and para)	Points
ASA-MM R1	The proposed resource should have demonstrated experience during the last sixty (60) months providing In service support or implementation services to a SAP project with SAP ECC 6.0 or higher.	60	0 to < 24 months = 0 pts 24 to < 36 months = 20 pts 36 to < 48 months = 40 pts 48+ months = 60 pts		
ASA-MM R2	Additional SAP Certifications to the one listed in ASA-MM M2	45	Certified in: 1 module = 15 pts 2 modules = 30 pts 3 or more modules = 45 pts		
ASA-MM R3	The proposed resource should have demonstrated experience in 2 of the following: <ul style="list-style-type: none"> <li>• Initial analysis;</li> <li>• Development and submission of an Implementation Plan;</li> <li>• Definition of time, cost and scope;</li> <li>• Management of the implementation;</li> </ul> for a major expansion initiative over the last 84 months.	25	0 to < 12 months = 0 pts 12 to < 24 months = 5 pts 24 to < 36 months = 10 pts 36 to < 48 months = 15 pts 48 to < 60 months = 20 pts > 60 months = 25 pts		
ASA-MM R4	Valid PMP certification or equivalent. Equivalent is defined as CompTIA Project+, Projects in Controlled Environments (PRINCE 2), American Academy of Project Management, Australian Institute of Project Management (AIPM), International Project Management Association (IPMA) or Masters in Project Management from a recognized university.	10	Proof of Certification to be provided		
	<b>Total</b>	<b>140</b>			

**5. SAP Functional Analyst: DFPS – Level 3**

Item #	Rated Criteria – SAP Functional Analyst: DFPS	Max Points	Scoring Guidelines	Cross Reference to Proposal (page and para)	Points
DFPS R1	The proposed resource should have demonstrated experience in the last 60 months performing analysis, design, configuration and implementation of DFPS.	50	1 to < 12 months = 10 pts 12 to < 24 months = 20 pts 24 to < 36 months = 30 pts 36 to < 48 months = 40 pts 48 + months = 50 pts		
DFPS R2	SAP Certifications in PM, MM, HR.	30	Certified in: 1 of 3 module = 10 pts 2 of 3 modules = 20 pts 3 of 3 modules = 30 pts		
<b>TOTAL</b>		<b>80</b>			

**APPENDIX A  
to  
ATTACHMENT A**

**PROJECT REFERENCE  
RESPONSE TEMPLATE**

**DEPARTMENT OF NATIONAL  
DEFENCE**

**DRAFT REQUEST FOR PROPOSAL  
W8474-126279**

**DEFENCE RESOURCE MANAGEMENT  
INFORMATION SYSTEM (DRMIS)  
SUPPORT SERVICES**

## APPENDIX A TO ATTACHMENT A RFP PROJECT REFERENCE RESPONSE TEMPLATE

**Note to Bidders:** Bidders may add additional lines to the response template, as required.

Referenced Project #:		
Referenced Project Title:		
Bidder's Name:		
Project Start Date:	Project End Date:	
<b>CUSTOMER/CLIENT REFERENCE CONTACT INFORMATION</b>		
Name of Customer/Client Organization:		
Contact Name:		
Contact's email address:		
Contact's telephone number:		
<b>PROJECT DETAILS</b>		
Applicable Mandatory Criteria for this Reference (check all that apply):		List SAP Modules supported/implemented:
<input type="checkbox"/> M1: In-Service Support Services <input type="checkbox"/> M2: Design, Development and Implementation Services <input type="checkbox"/> M3: Support Services for user base >3,500 <input type="checkbox"/> M4: Management of team >50 concurrent resources <input type="checkbox"/> M5: Billable days for 16 of 24 resource categories		
Number of users supported / implemented to:		
Description of project services Describe the types of work performed, the business context in which various SAP modules were delivered and/or supported, and any other details required to demonstrate that the referenced project meets the required criteria.		



**APPENDIX B  
to  
ATTACHMENT A**

**PROPOSED RESOURCE REFERENCE  
RESPONSE TEMPLATE**

**DEPARTMENT OF NATIONAL  
DEFENCE /PUBLIC WORKS AND GOVERNMENT  
SERVICES CANADA**

**REQUEST FOR PROPOSAL  
W8474-126279**

**DEFENCE RESOURCE MANAGEMENT  
INFORMATION SYSTEM (DRMIS) / SIGMA  
SUPPORT SERVICES**



# **ATTACHMENT B**

## **BID SUBMISSION FORM**

### **DEPARTMENT OF NATIONAL DEFENCE**

#### **DRAFT REQUEST FOR PROPOSAL W8474-126279**

##### **DEFENCE RESOURCE MANAGEMENT INFORMATION SYSTEM (DRMIS) SUPPORT SERVICES**

<b>BID SUBMISSION FORM 1.1</b>									
<b>Bidder's full legal name</b>									
<b>Authorized Representative of Bidder for evaluation purposes (e.g., clarifications)</b>	Name								
	Title								
	Address								
	Telephone #								
	Fax #								
	Email								
<b>Bidder's Procurement Business Number (PBN)</b> [see the <i>Standard Instructions 2003</i> ]									
<b>Jurisdiction of Contract:</b> Province in Canada the bidder wishes to be the legal jurisdiction applicable to any resulting contract (if other than as specified in solicitation)									
<b>Former Public Servants</b>  See the Article in Part 5 of the bid solicitation entitled Former Public Servant Certification for a definition of "Former Public Servant".	Is the Bidder a FPS in receipt of a pension as defined in the bid solicitation?  Yes ____ No ____  If yes, provide the information required by the Article in Part 5 entitled "Former Public Servant Certification"								
	Is the Bidder a FPS who received a lump sum payment under the terms of a work force reduction program?  Yes ____ No ____  If yes, provide the information required by the Article in Part 5 entitled "Former Public Servant Certification"								
<b>Federal Contractors Program for Employment Equity (FCP EE) Certification:</b>  If the bidder is exempt, please indicate the basis for the exemption to the right. If the bidder does not fall within the exceptions enumerated to the right, the Program requirements do apply and the bidder is required either to:  (a) submit to the Department of HRSD form LAB 1168, Certificate of Commitment to Implement Employment Equity, DULY SIGNED; or (b) submit a valid Certificate number confirming its adherence to the FCP-EE.  Bidders are requested to include their FCP EE Certification or signed LAB 1168 with their bid; if this information is not provided in the bid, it must be provided upon request by the Contracting Authority during evaluation.  For joint ventures, be sure to provide this information for each of the members of the joint venture.	On behalf of the bidder, by signing below, I also confirm that the bidder <i>[check the box that applies]</i> :								
	<table border="1"> <tr> <td>(a) is not subject to Federal Contractors Program for Employment Equity (FCP-EE), because it has a workforce of less than 100 permanent full or part-time employees in Canada;</td> <td></td> </tr> <tr> <td>(b) is not subject to FCP-EE, because it is a regulated employer under the <i>Employment Equity Act</i>;</td> <td></td> </tr> <tr> <td>(c) is subject to the requirements of FCP-EE, because it has a workforce of 100 or more permanent full or part-time employees in Canada, but has not previously obtained a certificate number from the Department of Human Resources and Skills Development (HRSD) (having not bid on requirements of \$200,000 or more), in which case a duly signed certificate of commitment is attached; OR</td> <td></td> </tr> <tr> <td>(d) is subject to FCP-EE, and has a valid certification number as follows: _____ (and has not been declared an Ineligible Contractor by HRSD).</td> <td></td> </tr> </table>	(a) is not subject to Federal Contractors Program for Employment Equity (FCP-EE), because it has a workforce of less than 100 permanent full or part-time employees in Canada;		(b) is not subject to FCP-EE, because it is a regulated employer under the <i>Employment Equity Act</i> ;		(c) is subject to the requirements of FCP-EE, because it has a workforce of 100 or more permanent full or part-time employees in Canada, but has not previously obtained a certificate number from the Department of Human Resources and Skills Development (HRSD) (having not bid on requirements of \$200,000 or more), in which case a duly signed certificate of commitment is attached; OR		(d) is subject to FCP-EE, and has a valid certification number as follows: _____ (and has not been declared an Ineligible Contractor by HRSD).	
	(a) is not subject to Federal Contractors Program for Employment Equity (FCP-EE), because it has a workforce of less than 100 permanent full or part-time employees in Canada;								
	(b) is not subject to FCP-EE, because it is a regulated employer under the <i>Employment Equity Act</i> ;								
	(c) is subject to the requirements of FCP-EE, because it has a workforce of 100 or more permanent full or part-time employees in Canada, but has not previously obtained a certificate number from the Department of Human Resources and Skills Development (HRSD) (having not bid on requirements of \$200,000 or more), in which case a duly signed certificate of commitment is attached; OR								
(d) is subject to FCP-EE, and has a valid certification number as follows: _____ (and has not been declared an Ineligible Contractor by HRSD).									
<b>Number of FTEs</b> [Bidders are requested to indicate, the total number of full-time-equivalent positions that would be created and maintained by the bidder if it were awarded the Contract. This information is for information purposes only and will not be evaluated.]									
<b>Security Clearance Level of Bidder</b> [include both the level and the date it was granted]									
On behalf of the bidder, by signing below, I confirm that I have read the entire bid solicitation including the documents incorporated by reference into the bid solicitation and I certify that: 1. The bidder considers itself and its products able to meet all the mandatory requirements described in the bid solicitation; 2. This bid is valid for the period requested in the bid solicitation; 3. All the information provided in the bid is complete, true and accurate; and 4. If the bidder is awarded a contract, it will accept all the terms and conditions set out in the resulting contract clauses included in the bid solicitation.									
<b>Signature of Authorized Representative of Bidder</b>									

# **ATTACHMENT C**

## **TEAM CERTIFICATION**

### **DEPARTMENT OF NATIONAL DEFENCE**

#### **DRAFT REQUEST FOR PROPOSAL W8474-126279**

##### **DEFENCE RESOURCE MANAGEMENT INFORMATION SYSTEM (DRMIS) SUPPORT SERVICES**

