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REQUEST FOR PROPOSAL (RFP)

Reference Number: 1000154372C

THIS DOCUMENT CONTAINS A SECURITY REQUIREMENT

CLOSING DATE: July 11, 2014

CLOSING TIME and TIME ZONE: 2:00 PM EDT

PROJECT TITLE Business Process Mapping for the Risk Management Bureau (Safe Environments Directorate)

Branch Healthy Environments and Consumer Safety
Directorate Safe Environments
Health Canada

FOR ADDITIONAL INFORMATION PLEASE CONTACT:

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RFP Issue Date: June 13, 2014

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PART I**STATEMENT of WORK****1.0 Scope****1.1 Title**

Business Process Mapping for the Risk Management Bureau (Safe Environments Directorate)

1.2 Introduction

The Safe Environments Directorate's Risk Management Bureau is responsible for the management of chemical substances that may be harmful to human health, under the Chemicals Management Plan (CMP). Under the Chemicals Management Plan, the Government of Canada has committed to categorize, assess and where needed, manage the thousands of substances on the Domestic Substances List. The CMP is now in its second phase, where the focus is on assessing and managing substances in groupings, however risk management work on previously assessed substances is also ongoing.

The challenges of managing substances under the CMP are many. Health Canada delivers the CMP program jointly with Environment Canada, requiring close and constant collaboration and communication between the two departments. The assessments and requirements for risk management instruments for toxic substances are mandated under the Canadian Environmental Protection Act (CEPA), however Health Portfolio partners working under other Acts (Canada Consumer Product Safety Act, Food and Drugs Act, among others) are frequently implicated by assessments. These programs are sometimes called upon to develop risk management measures under their own Act, and the Risk Management Bureau works in close partnership with them. Additionally, CEPA contains regulatory timelines for the proposal and implementation of risk management instruments. Engaging external stakeholders is also a key component of the risk management work, and the timing of such engagement is important. In essence, the management of CMP substances by RMB involves multi-year projects with highly complex processes that requires close collaboration with internal partners as well as external stakeholders.

Typical projects requiring coordination of several elements include:

- Information gathering
- Defining risk management objectives and approaches
- Determining the Act and program that is best placed to manage the risk
- Stakeholder engagement
- Web postings
- Contracting
- Understanding provincial/territorial and international actions
- Risk management instrument design
- Development of Regulatory Impact Analysis Statements (RIAS)
- Joint approval by Health Canada and Environment Canada

To improve its processes and approaches for managing the complex, multi-year files involved with chemicals management, the Risk Management Bureau (RMB) requires the services of a contractor to map its business processes, related to, but not limited to, the core regulatory risk management functions of the Bureau, using systems-based visual thinking methods and tools.

The contractor will need to identify areas for improvement in the existing processes.

1.3 Estimated Value

The total value of any contract emanating from this request shall not exceed is \$85,000.00. This amount includes travel and living expenses and all applicable taxes.

1.4 Objectives of the Requirement

The objective is to strengthen the Bureau's capacity to manage complex, multi-year projects by:

- Identifying key project components and workflows
- Recommending improvements to business processes

Given the complexity of the Bureau's business processes, there is a need to have them mapped and have visual models developed. Furthermore, RMB is looking for recommendations on ways to improve its business operations.

1.5 Background and Specific Scope of the Requirement

The Risk Management Bureau is responsible for the management of chemical substances; it is part of the Health Portfolio but its mandate to manage chemicals is under the Canadian Environmental Protection Act. The Bureau's work is both regulatory and scientific, and is governed by tight timelines which have to meet regulatory requirements. The Bureau works in close partnership with Environment Canada and various programs that are part of the Health Portfolio, for example: SED-Existing Substances Risk Assessment Bureau (HC), SED-Chemicals Policy Bureau. (HC), the Consumer Product Safety Directorate (HC), and the Chemicals Management Division at EC. These partnerships, while essential for developing the best approaches to the management of chemicals, also require the existence of many complex processes. Additionally, under the Best Placed Act approach, some of these partners (for example, the Consumer Product Safety Directorate and the Health Products and Food Branch) may develop instrument(s) under their own Acts to address the risks of substances whose management is lead by RMB. Furthermore, the many substances managed by the Bureau pose challenges in terms of consistency of decision-making and approvals. The tight legislated timelines and complex risk management processes, influenced by decisions of partners external and internal to the Health Portfolio, require clear and effective processes that allow for planning several years into the future, while being flexible and responsive to change.

To meet these needs, the contractor must:

- Identify workflows and processes for the Bureau
- Recommend improvements to the processes and workflows

Specific requirements:

Mapping and enhancement of business operations, processes, work flow

- Identify milestones and sub-milestones for key decision points for various elements and tasks within the risk assessment-risk management cycle, that are important to RMB's work.
- Develop visual operational models illustrating core regulatory risk management functions of the Bureau (e.g. risk analysis, risk management, information gathering, stakeholder consultations, instrument selection, approvals, regulatory processes)
- Develop recommendations and visual models for improving and streamlining operational

coordination, work flow, approvals processes, information flows, timelines, engagement with stakeholders, and planning and reporting requirements, within a regulatory environment
 - Assess and make recommendations regarding the concurrent approvals processes for risk management documents at HC and EC

Please note we are not looking for software solutions, although tools may rely on commonly available software such as Excel spreadsheets.

2.0 Requirements

2.1 Tasks, Activities, Deliverables and Milestones

Mapping and enhancement of business operations, processes, and work flow (using visual models) – July – November 2014

Based on existing information, documents and interviews with select staff and managers from the Risk Management Bureau, as well as other Health Canada and Environment Canada groups (HC-ESRAB, HC-CPSD, HC-HPFB, HC-SED-DGO, EC-CMD), the contractor will do the following:

- Identify decision points, milestones and work flow for the Risk Management Bureau.
- Develop high-level visual operational models focusing on the core regulatory risk management processes across various tasks, including risk management, information gathering, stakeholder consultations, instrument selection, approvals, web publications, and regulatory processes. The operational model should include detailed systems-based process maps and should depict major streams of activity; roles and responsibilities of key personnel; linkages and information flows between activities; and key deliverables associated with timelines and milestones. It should include the roles of all partners, including government partners and external stakeholders.
- Visual diagnostic models and recommendations for improving operational coordination, approval processes for regulatory packages, information flows, timelines and planning and reporting requirements, and detailed recommendations as to how to implement improvements.
- Evaluation and recommendations for improvement to joint document approvals processes at HC and EC, in the format recommended by the contract (may include visual models and written recommendations)
- All documents and diagrams will be made available in hard and electronic copies, in English.

2.2 Specifications and Standards

The contractor will consult with the Project Authority at the beginning of each stage of work and as needed throughout the project. Drafts of all materials will be provided for review by the Project Authority. All materials will be made available in English. Interview will be conducted in the official language of choice of the participants (French or English).

Delivery of materials and seminars will be as per outlined below:

Project Component	Deliverable	Approximate Due Date	Notes
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Project Component	Deliverable	Approximate Due Date	Notes
Business Processes & Workflow Mapping	Draft Visual Models	Sept. 9, 2014	RMB requires a minimum of 8 working days to review & comment on draft visual models
	Final Visual Models	Oct. 3, 2014	
	Draft report on recommended improvements to processes (including visual models)	Oct. 24, 2014	RMB requires 2 weeks to review & comment on draft report and models
	Final report on recommended improvements to processes (including visual models)	November 19, 2014	

2.3 Technical, Operational and Organizational Environment

Interviews and information gathering are to be carried out on site (at the place of work of the interviewee) by the Contractor.

2.4 Method and Source of Acceptance

Outputs will be evaluated by the Project Authority and acceptance/rejection of any phase will be forwarded to the contractor. All reports, handbooks, visual models and other materials will be reviewed by the Project Authority.

2.5 Reporting Requirements

All draft materials are to be reviewed by the Project Authority and other appropriate staff. The Contractor will meet with the Project Authority at the beginning of each stage of work.

The Contractor must submit one (1) electronic copy of a report to the Project Authority outlining the accomplishments for the given period, open issues and upcoming milestones on a weekly basis.

2.6 Contractor Project Management Control Procedures

The individual identified in the proposal as the Project Authority or Technical Authority will: Meet with the contractor at the beginning of each phase of the project to ensure a common understanding of objectives, timing and methods; review drafts of all materials (reports, handbooks, visual models,) and provide comments to the contractor. The contractor must deliver materials of satisfactory quality on the dates specified by the Project Authority; and ensure the work adheres to the specified budget.

2.7 Change Management Procedures

The individual identified in the proposal as the Project Authority or Technical Authority will: Meet with the contractor at the beginning of each phase of the project to ensure a common understanding of objectives, timing and methods; review drafts of all materials (reports, handbooks, visual models,) and provide comments to the contractor. The contractor must deliver materials of satisfactory quality on the dates specified by the Project Authority; and ensure the work adheres to the specified budget.

2.8 Ownership of Intellectual Property

“Intellectual Property” (IP) includes patents, copyright, industrial design, integrated circuit design, topography, plant breeders’ rights, or any rights subject to protection under the law as trade secrets and confidential information. Current Treasury Board [“Policy on Title to Intellectual Property Arising Under Crown Procurement Contracts”](#) states that IP ownership developed under government contracts will remain with the Contractor.

Section 6 of the Policy states that Under the Crown Procurement Contract, the Crown may own the Foreground for the following reasons:

6.5 where the Foreground consists of material subject to copyright, with the exception of computer software and all documentation pertaining to that software.

The Crown will own Copyright - when the department has invoked exception 6.5 of the Policy and will leave the ownership of other IP up to the underlying law (i.e. the person who creates it will own it).

3.0 Other Terms and Conditions of the SOW

3.1 Authorities

The Departmental Representative (or delegated representative) is the Health Canada Contracting Authority and is responsible for the management of this Contract. Any changes to the Contract must be authorized in writing by the Departmental Representative. The Contractor is not to perform Work in excess of or outside the scope of this Contract based on verbal or written requests or instructions from any government personnel other than the aforementioned officer.

TBD

The Project Authority (or delegated representative) is responsible for all matters concerning the technical content of the Work under the Contract. Any proposed changes to the scope of the Work are to be discussed with the Project Authority, but any resulting changes can only be confirmed by a Contract Amendment issued by the Departmental Representative.

TBD

The person who will handle invoicing and administrative questions will be

TBD

3.2 Health Canada's Obligations

Health Canada will be available for consultation on development of materials Comments on draft materials will be provided as per the schedule specified in section 4.2.

3.3 Contractor's Obligations

As per 2.0

3.4 Location of Work, Work Site and Delivery Point

Any contract resulting from this RFP will be interpreted and governed by the laws of the Province of Ontario.

If there is a need for the contractor to view Protected materials, they must be viewed at the Government of Canada location where the materials are stored. The contractor may not remove Protected materials from this location. The contractor may work with , or develop, information that is not Protected or Classified at the place of work of their choice. All information to be stored or developed at the site of work of choice of the contractor must be non- Protected and non-Classified.

Due to existing workload and deadlines, all personnel assigned to any contract resulting from this RFP must be ready to work in close and frequent contact with the Project Authority and other departmental personnel.

Completed materials will be forwarded to the Project Authority.

3.5 Language of Work

All documents and materials must be made available in English. Draft documents will be provided in English. Interviews must be conducted in the official language of choice of the interviewee (French or English).

3.6 Special Requirements

3.7 Security Requirements

SECURITY REQUIREMENT FOR CANADIAN SUPPLIER: PWGSC FILE # SRCL 1000154372C

1. The Contractor/Offeror must, at all times during the performance of the Contract/Standing Offer, hold a valid **Designated Organization Screening (DOS)**, issued by the Canadian Industrial Security Directorate (CISD), Public Works and Government Services Canada (PWGSC).
2. The Contractor/Offeror personnel requiring access to **PROTECTED** information, assets or sensitive work site(s) must **EACH** hold a valid **RELIABILITY STATUS**, granted or approved by CISD/PWGSC.

3. The Contractor/Offeror **MUST NOT** remove any **PROTECTED** information or assets from the identified work site(s), and the Contractor/Offeror must ensure that its personnel are made aware of and comply with this restriction.
4. Subcontracts which contain security requirements are **NOT** to be awarded without the prior written permission of CISD/PWGSC.
5. The Contractor/Offeror must comply with the provisions of the:
 - (a) Security Requirements Check List and security guide (if applicable), attached at Annex C;
 - (b) Industrial Security Manual (Latest Edition).

3.8 Insurance Requirements

It shall be the sole responsibility of the Contractor to decide whether or not any insurance coverage is necessary for their employees to fulfill the obligations under the contract and to ensure compliance with required federal, provincial or municipal law. Any such insurance shall be provided and maintained by the Contractor at its own expense.

3.9 Travel and Living Expenses

There is no travel expected with this requirement.

4.0 Project Schedule

4.1 Expected Start and Completion Dates

The services of the Contractor will be required for a period of approximately 8 months commencing on or about July 1, 2014. The expected completion date of this project is February 28, 2015.

4.2 Schedule and Estimated Level of Effort (Work Breakdown Structure)

Preparatory Work	Meeting with Project Authority to discuss approach; confirm high-level project plan	Upon award of contract	
	Schedule interviews with select staff and managers from HC, possibly EC (TBC)	July 14-18, 2014 (1 week)	
	Gather & review existing documents providing information on business processes & existing tools and conduct interviews with select staff & managers from HC (and possibly EC)	July –21-Aug. 15, 2014 (4 weeks)	Extra time allotted due to vacation season. Timelines may depend on availability of staff, interviewees, and should be verified by consultant.
Operational	Develop visual	Aug. 18 - 29, 2014	Timelines to be verified

Business Modeling	operational models for existing process & document existing tools	(2 weeks)	by consultant
	Draft visual operational model that outlines existing processes & tools	Sept. 2 - 9, 2014 (5 working days) Draft visual models due to RMB in hard copy on Sept. 9, 2014	
	Review of visual operational models. Discussion of RMB comments on visual models.	Sept. 10 – Sept. 19, 2014 (8 working days)	
	Finalize visual operational models	–Sept. 22 – Oct. 3, 2014 (2 weeks) Final visual models due Oct. 3, 2014	
	Develop recommendations for improvements to existing models, including visual diagnostic models	–Oct.6 – Oct. 17, 2014 (2 weeks)	
	Draft report on recommended improvements to existing processes including any necessary visual diagrams	Oct. 20 – Oct. 24, 2014 (1 week) Draft report due Oct. 24, 2014	
	Review of draft report on recommended improvements to processes, including discussion of RMB comments	Oct. 24 – November 7, 2014 (2 weeks)	
	Finalize report on recommended improvements to process	–Nov. 12, 2014 – Nov. 19, 2014 (1 week). Final report on recommended improvements to process due Nov. 19, 2014.	

4.3 Required Resources or Types of Roles to be Performed

The contractor will need to develop the following:

Mapping and enhancement of business operations and decision-making

- Develop visual operational models illustrating core regulatory risk management functions of the Bureau (e.g. risk analysis, risk management, information gathering, web posting, stakeholder consultations, instrument approvals, regulatory processes)
- Develop recommendations and visual models for improving operational coordination, approvals processes, information flows, timelines, engagement with stakeholders, web publications, and planning and reporting requirements, within a regulatory environment

5 Applicable Documents and Glossary

5.1 Applicable Documents

Background documents to be provided when contractor meets with project management/technical authority.

5.2 Relevant Terms, Acronyms and Glossaries

- RMB – Risk Management Bureau
- RM – Risk Management
- SED – Safe Environments Directorate
- SRCL – Security Requirement Checklist

PART II PROPOSAL REQUIREMENTS

7.0 Administrative Instructions for Completion of the RFP

7.0 Administrative Information

7.1 General Information

7.1.1 Components, Language and Number of Copies

You are invited to submit electronic copies in either official language (English or French) of both the Technical and Cost Proposals. The RFP Reference Number and the name of the Requirement must be in the subject line your proposal must be structured in the following manner:

- one covering letter, signed by an authorized representative of your firm;
- *one electronic* copy of the Technical Proposal;
- one (1) copy of Certifications (Appendix “A”) and;
- *one* (1) copy of the Cost/Price Proposal (Appendix “B”)) **contained in a separate document.**

If the proposal is **greater than 20mb** then the bid submission must be returned to the address below and an email shall be sent to the Departmental Representative (found on page 1) stating it has been sent by courier. You **must** send an email to the Departmental Representative to ensure your bid will be included for this requirement. The RFP Reference Number and the name of the Departmental Representative must be marked on all documents, binders and respective envelopes. Your proposal must be structured in the following manner:

- one covering letter, signed by an authorized representative of your firm;
- four (4) copies of the Technical Proposal;
- one (1) copy of Certifications (Appendix “A”) and;
- *one* (1) copy of the Cost/Price Proposal (Appendix “B”), contained in a **separate sealed envelope.**

To the following Address

Health Canada Bid Receiving Unit
 Federal Records Centre Building,
 161 Goldenrod Driveway (Loading Dock),
 Ottawa, Ontario K1A 0K9
Attention: Cheryl Moss
RFP Reference Number: 1000154372C

Hours of Operation: 07h30 to 16h30 (EST) Monday to Friday

7.1.3 No Payment for Pre-Contract Costs

No payment will be made for costs incurred in the preparation and submission of a proposal in response to this RFP. No costs incurred before receipt of a signed contract or specified written authorization from the Departmental Representative can be charged to the proposed contract.

7.2 Delivery Instructions for Bid / Proposal

As per section 7.1.1

The onus for submitting bids on time at the specified location rests with the bidder. It is the responsibility of the bidder to ensure correct and timely delivery of the entire bid to the Crown, including all required information and proposal pages.

7.3 Non-Acceptance of Proposal by Facsimile or Electronic Means

Proposals sent by fax, telex and telegraphic means will **not** be accepted.

7.4 Closing Date and Time

All proposals must be received at the specified on the front page of this Request for Proposal. Proposals received after this time will be returned unopened. The onus for submitting bids on time at the specified location rests with the bidder. It is the bidder's responsibility to ensure correct delivery of its bid to the Crown.

7.5 Time Extension to Closing Date

A request for a time extension to the closing date will be considered only in exceptional circumstances. Any requests for extension must be received in writing by the identified Departmental Representative.

7.6 Non-Compliance / Unacceptable Proposals

Failure to meet the mandatory requirements of this RFP will result in your proposal being declared non-responsive.

Proposals received after the proposal closing time will not be considered and will be returned unopened to the bidder. Further, for any proposals which are found to be non-compliant, the financial part of the bid or proposal will be returned unopened with a letter from Health Canada indicating that the bid/proposal was non compliant.

7.7 Bidders Conference / Site Visits (not mandatory)

There is no site visit with this requirement

7.8 Announcement of Successful Contractor

The name of the successful bidder will be announced on the Buy and Sell Website only upon contract award and sign-off.

7.9 Rights of the Crown

The Crown reserves the right to:

- reject any or all proposals received in response to this RFP;
- accept any proposal in whole or in part; and
- cancel and/or re-issue this requirement at any time.

7.10 Sample Long Form Contract

The successful bidder for this requirement will be expected to enter into agreement with Health Canada as per departmental contract terms and conditions.

7.11 Employment Equity

Please see Appendix "A"

7.12 Procurement Business Number (PBN)

Public Works and Government Services Canada (PWGSC) has adopted the Procurement Business Number (PBN) for all its purchasing databases, and now requires that its suppliers have one for each of their offices that may be awarded contracts. Register with Contracts Canada's Supplier Registration Information (SRI) service to obtain your PBN. As an existing or potential supplier to the Department, you must obtain a PBN to avoid possible delays of any contract award. It is Health Canada's intention to use this sourcing system for all its procurements of goods and services to which the trade agreements do not apply.

SRI is a database of suppliers who have registered to do business with the Government of Canada. The PBN is created using your Canada Customs and Revenue Agency Business Number to uniquely identify a branch, division or office of your company. Unlike many existing departmental vendor databases, your information in SRI is accessible to all federal government buyers. SRI can help to open up new opportunities with the federal government for requirements not posted on the electronic tendering service, www.buyandsell.gc.ca.

Visit the Contracts Canada Internet site at <https://buyandsell.gc.ca/for-businesses/selling-to-the-government-of-canada/register-as-a-supplier> for information and registration procedures. Alternatively, you may contact a Supplier Registration Agent at: 1-800-811-1148 or, in the National Capital Region, at 956-3440.

7.13 Order of Precedence

In the case of any dispute which may arise during the period which may be covered by any ensuing contract, the following documents will be considered in order of precedence in terms of importance in resolving any disputes between the parties:

- The Health Canada Contract;
- Any changes to the terms and conditions contained herein which have been

- approved by General Counsel for Health Canada;
- The Statement of Work in this RFP; and
- The terms identified in this RFP.

8.0 Technical Proposal

8.1 General Information

Your technical proposal must address all the requirements of the SOW and demonstrate that you are capable of meeting all obligations of the contractor specified in the same.

Your technical proposal must meet **all of the Mandatory Requirements** listed in Section 12.0, as well as the **minimum score identified for the Point Rated Requirements** in Section 13.0.

Furthermore, your technical proposal should include the following:

8.2 Understanding of the Requirements

A brief statement that demonstrates that the contractor understands the requirements of the SOW, including the objectives, scope of work and deliverables.

8.3 Approach and Methodology:

8.3.1 General Approach

A description of the overall approach and strategy to this project.

8.3.2 Methodology

Identify methodologies and techniques to be used, including identifying any proprietary information which is proposed to be used in the program.

8.3.3 Work Plan / Project Schedule

Break down the work by task - show phases, planned start, completion dates and the estimated level of effort (i.e. person days) needed to complete the task. The work plan may include a matrix and/or time line charts. A project schedule structured in weeks, reflecting milestones and deliverables, should be included.

8.3.4 Performance and Quality Control

Specify how you propose to deal with the performance and quality assurance of the work provided by your organization to the Crown. Include information about quality control methods and reporting mechanisms.

8.4 Proposed Team

8.4.1 Personnel

Identify the proposed personnel, including **Project Manager**, who will be assigned to this

contract, describe the role they will be performing, including the amount of direct time dedicated to the project by principals and/or senior personnel, and explain why they are well suited for the work, referring to their qualifications, certifications, education and experience.

If applicable, include a list of proposed sub-contractors, with reference to their capabilities, experience and degree of involvement in the work.

The bidder must certify in the technical proposal that the information provided in all the personnel résumés has been verified to be true and accurate. In addition, for every resource proposed by the bidder who is not an employee of the firm, the actual resource must certify that they are aware that they are being bid as part of the bid/ proposal and state their relationship with the firm.

8.4.2 Contingency Plan

If the contract cannot be completed by the assigned personnel, the following individual(s) will complete the work. *Attach résumés.*

8.5 Contractor Profile

8.5.1 Organization

Provide background information about your company, including its legal name and the province in which the company is incorporated.

8.5.2 Relevant Work Experience

Describe your company's capacity and experience in this field.

8.5.3 References (Not Mandatory)

If references for a firm or proposed resource are requested, identify the number of referenced; the criteria against which they will be applied; and the specific details which the reference will have to address. Caution should be taken when using references: they are not criteria in themselves but are instead ways of verifying compliance with a specific criteria. Further care should be taken to ensure that the person providing the reference is able to provide objective, useful and valid information.

8.6 Résumés of Personnel

Attach résumés of proposed personnel.

9.0 Cost / Price Proposal: Please see Appendix B

9.1 General Information

The Price Proposal must contain a detailed breakdown of the **total quoted price**, by phase, or by major tasks, or both. The Price Proposal should address each of the following, if applicable:

9.1.1 Per Diem

For each individual and/or labour category to be employed on the project, including subcontractors, indicate the proposed time rate and the estimated time requirement. Although detailed support for the rates is not requested at this time, you should be prepared to substantiate the proposed rates.

9.1.2 Travel

Not Applicable

9.1.3 Other Expenses

List any other expenses which may be applicable, giving an estimated cost for each (e.g. long distance communications, reproduction, shipping, equipment, rentals, materials, etc.).

9.1.4 Goods and Services Tax / Harmonized Sales Tax

Various items in your cost proposal may be subject to GST / HST or custom duties, and this charge must be included in the cost estimates where applicable.

10.0 Enquiries

All enquiries or issues concerning this procurement must be submitted **in writing only** to the Departmental Representative named on the front cover page of this RFP document **not later than seven (7) working days prior to the bid closing date.**

To ensure consistency and quality of information to Bidders, the Departmental Representative will provide, simultaneously to all bidders to which this solicitation has been sent,

- any information with respect to significant enquiries received, and
- the replies to such enquiries without revealing their sources,

provided that such enquiries are received no less than seven (7) working days prior to the bid closing date.

All enquiries and other communications with government officials throughout the solicitation and evaluation period are to be directed **only** to the Departmental Representative named on the front cover page of this RFP document. **Non compliance with this condition during the bid solicitation and evaluation period may be sufficient reason for bid disqualification.**

PART III BID SELECTION PROCESS

11.0 Introduction

There is a need to have separate mandatory and point-rated criteria against which the bidder must demonstrate that they met the requirements. It is important that the information contained in this section is clear and specific about how and where the bidder is to demonstrate that they met the requirement. It is to be written in a manner that it can be understood by the “average” bidder.

There can be no burden on the bidder to require additional or specialized information in order to understand how Health Canada will apply the specific criteria; or in the case of the point-rated, how the various points will be assigned. Consideration should be given to identifying mandatory and point-rated criteria in all three traditional categories being proposed.

- Company / Firm Experience;
- Approach; and
- Resources Experience

12.0 Mandatory Requirements

12.1 Method of Evaluation

Mandatory requirements are evaluated on a simple pass or fail basis. Failure by bidders to meet any of the mandatory requirements will render the bidder’s proposal **non-responsive**. The treatment of mandatory requirements in any procurement process is absolute.

Proposers must meet **all** the mandatory requirements described below. This will be evaluated as either “**Yes**” or “**No**”. Proposals not receiving “**Yes**” for any mandatory requirement will **not** be considered further.

12.2 Mandatory Requirements

Attention Bidders: Write beside each of the criteria the relevant page number(s) from your proposal that addresses the requirement identified in the criteria.			
Criteria	Page #	Yes	No
<p>M1 The bidder must submit two projects completed within the past 5 years that demonstrate the application of visual thinking or equivalent and visual process mapping tools in a legislative/regulatory context.</p> <p><i>* Equivalent means professional services that the Bidder clearly demonstrates produced visual and graphical products and outcomes (including graphical facilitation) that are directly relevant to the specific tasks described throughout the Statement of Work.*</i></p>			
<p>M2 Senior business process consultant must have a minimum of five years experience developing project management, planning, and reporting tools for complex multi-year projects in a regulatory context.</p>			

<p>M3 All members of the team must have Enhanced status security clearance</p>			
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13.0 Point Rated Requirements

13.1 Method of Evaluation

State that a proposal with a score less than 60% for technical compliance in each section and/or as a whole will be considered **non responsive**, and eliminated from the competition.

13.2 Point Rated Requirements

Criteria	Page #	Points allocated for the criteria	Score
<p>R1. The projects demonstrate the development of visual models to illustrate processes that specifically include: approvals processes, work flow, timelines, planning and reporting requirements, in a regulatory and science-based environment</p>		30	
<p>R2. The projects demonstrate (to a maximum of ten point per criterion):</p> <ul style="list-style-type: none"> • integration of project management, planning and reporting tools for complex multi-year projects in a science-based regulatory context involving multiple partners. • application of risk-based decision making principles, particularly in a human health or environmental context. • knowledge of the federal regulatory context, including federal regulatory policies, processes and decision making. • the application of business improvement principles 		40	
<p>R3. Senior business process consultant two points for every year above the mandatory five years to a maximum of 10 points</p>		10	
<p>Total points: Minimum Points required 48 (60%)</p>		80	

Sample Grid:

Excellent 10 Points	The Bidder's response to this criterion is in depth covering all of the factors exceeding the requirement. The knowledge, experience or approach demonstrated should ensure highly effective performance on this aspect of the work.
Good 7-9	The Bidder's response to this criterion addresses the requirement well missing a few key factors. The knowledge, experience or approach demonstrated should ensure more than adequate performance on this aspect of the work.
Satisfactory 4-6	The Bidder's response satisfactorily addresses this criterion missing many key elements. The knowledge, experience or approach demonstrated should meet the minimum needed for adequate performance on this aspect of the work.
Minimal 2-3	The Bidder's response to this criterion is inadequate in certain areas of this factor. The knowledge, experience or approach demonstrated is likely to be insufficient in terms of performance on this aspect of the work.
Poor 1 point	The Bidder's response minimally addresses the criterion. The knowledge, experience or approach demonstrated is insufficient for the effective performance of the work.
No Response	The Bidder does not address the criterion.

14.0 BASIS OF AWARDING CONTRACT

Highest Compliant Combined Rating of Technical Merit and Price:

It is understood by the parties submitting proposals that, to qualify, bidders **must** meet all mandatory requirements as well as the minimum score identified for the point-rated criteria. The contract will be awarded based on a determination of best value taking into account both the technical merit of the proposals and the price evaluations. To arrive at an overall score achieved by a firm, a weighting has been established whereby technical merit will be valued at 75% of the bid and price at 25%.

Contractor Ranking

For the purpose of ranking all technically acceptable proposals, the following ratio will factor the technical and the price component to establish a total percentage score:

Technical: 70%

Price: 30%

$$\text{Technical Score} = \frac{\text{Bidder's Points}}{\text{Maximum Points}} \times 70\% \quad \text{Cost Score} = \frac{\text{Lowest Bid}}{\text{Bidder's Cost}} \times 30\%$$

$$\text{Total Score} = \text{Technical Score} + \text{Cost Score}$$

The proposal will be awarded to **the highest total technical and price score.**

CERTIFICATIONS

15.0 In order to confirm the authority of the person or persons signing the certifications or to establish the legal capacity under which the Bidder proposes to enter into Contract, any Bidder who carries on business in other than its own personal name shall, if requested by Canada, provide satisfactory proof of:

- (a) such signing authority; and
- (b) the legal capacity under which it carries on business;

prior to contract award. Proof of signing authority may be in the form of a certified copy of a resolution naming the signatory(ies) that is (are) authorized to sign this tender on behalf of the corporation or partnership. Proof of legal capacity may be in the form of a copy of the articles of incorporation or the registration of the business name of a sole proprietor or partnership.

Note to Bidders: The following certification requirements apply to this RFP. Bidders complete these certifications by filling in the appropriate spaces below and include them with their proposal.

Legal name and bidder's information (print clearly)

Bidder's Legal Name _____

Bidder's Complete Address _____

Bidder's Phone number (_____) _____

Bidder's Authorized Representative _____

Bidder's Authorized Representative Phone number (_____) _____

Bidder's Authorized Representative e-mail _____

Bidder's GST/HST Number _____

Bidder's province in which he is incorporated. _____

15.1. Bidder Certification

We hereby offer to sell to Her Majesty, in accordance with the Health Canada terms and conditions referred to herein or attached hereto, the goods and/or services listed herein and on any attached sheets at the prices set out therein.

We certify that all information provided herein is accurate. Furthermore we have satisfied ourselves that the

personnel proposed by us for this requirement are capable of satisfactorily performing the requirements described herein. In addition, we certify that individuals proposed will be available until completion of the project. Also, that the work specified herein can be met in a timely manner, and will be achieved with the time frame allocated.

Signature of the Authorized Representative of the Bidder Date

15.2. Bid Validity Certification

We certify that all pricing identified in the bid/ proposal will be valid for a period of one hundred twenty (120) days from the closing date of the RFP.

Signature of Authorized Representative of the bidder Date

15.3 Employment Equity (between 25K and 200K)

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

The Bidder, or, if the Bidder is a joint venture the member of the joint venture, certifies its status with the FCP, as follows:

The Bidder or the member of the joint venture

- (a) () is not subject to the FCP, having a workforce of less than 100 full-time or part-time permanent employees, or temporary employees having worked 12 weeks or more in Canada;
- (b) () is not subject to the FCP, being a regulated employer under the [Employment Equity Act](#), S.C. 1995, c. 44;
- (c) () is subject to the requirements of the FCP, having a workforce of 100 or more full-time or part-time permanent employees, or temporary employees having worked 12 weeks or more in Canada, but has not previously obtained a certificate number from HRSDC, having not bid on requirements of \$200,000 or more;

(d) () has not been declared an ineligible contractor by HRSDC, and has a valid certificate number as follows: _____.

Signature of Authorized Representative of the bidder

Date

15.4. Status of Resources

If we have proposed any person in fulfillment of this requirement who is not an employee (of the Bidder), the we hereby certify that we have the written permission from the person to propose his/her services in relation to the Work to be performed in fulfillment of this requirement.

Signature of the Authorized Representative of the Bidder

Date

15.5. Price Certification

We certify that the price quoted in this Proposal is not in excess of the lowest price charged anyone else, including its most favoured customer, for like quality and quantity of the products/services, does not include an element of profit on the sale in excess of that normally obtained on the sale of products/services of like quality and quantity, and does not include any provision for discounts to selling agents. **Furthermore, we certify that our total bid price is not in excess of any funding limitations set out herein.**

Signature of the Authorized Representative of the Bidder

Date

15.6. Joint Venture Information (if applicable)

A joint venture is an association of two or more parties who temporarily combine their money, property, knowledge, or other resources in a joint business enterprise. There are two primary types of joint ventures, the incorporated joint venture and the contractual joint venture, i.e. formed through a contractual agreement between the parties.

If a contract is awarded to a contractual joint venture, all members of the joint venture shall be jointly and severally or solitarily liable for the performance of the Contract.

If the Bidder is submitting a type of joint venture, the Bidder must provide the following information in the proposal:

(a) indicate the type of joint venture:

- incorporated joint venture
- limited partnership joint venture
- partnership joint venture
- contractual joint venture
- other (explain)

(b) provide the legal names and addresses of all of the members of the joint venture (i.e. the legal name of the firm associated with the Business Number (BN) or Social Insurance Number (SIN) for sole proprietorships), as well as the legal name and address of the joint venture business entity.

Appendix “B”

Table “A1” – Contract award to October 24, 2014

A	B	C	D (BxC)
Category of Personnel Insert rows as required	Per Diem Rate(s)	Level of Effort/Number of Days Required	Total Costs for Professional Fees TAXES NOT INCLUDED
1.	\$		\$
2.	\$		\$
3.	\$		\$
4.	\$		\$
5.	\$		\$
Sub-Total 1:			\$

Table “A2” –Option 1 from October 24, 2014 to January 16, 2015

A	B	C	D (BxC)
Category of Personnel Insert rows as required	Per Diem Rate(s)	Level of Effort/Number of Days Required	Total Costs for Professional Fees TAXES NOT INCLUDED
1.	\$		\$
2.	\$		\$
3.	\$		\$
4.	\$		\$
5.	\$		\$
Sub-Total 2:			\$

Table “A3” –Option 2 from January 16, 2015 to March 15, 2015

A	B	C	D (BxC)
Category of Personnel Insert rows as required	Per Diem Rate(s)	Level of Effort/Number of Days Required	Total Costs for Professional Fees TAXES NOT INCLUDED
1.	\$		\$
2.	\$		\$
3.	\$		\$
4.	\$		\$
5.	\$		\$
Sub-Total 3:			\$

Travel and Living Expenses *(if applicable and requires Health Canada pre-authorization):*

Table "A4" - Contract award to March 15, 2015

Destination	Accommodation	Meals & Incidentals	Transportation	Total Estimated Travel Costs
Sub-Total 4:				

Miscellaneous Expenses *(if applicable and requires Health Canada pre-authorization):*

Table "A5" - Contract award to March 15, 2015

Item	Description	Total Estimated Miscellaneous Expense Cost
1		
2		
3		
4		
Sub-Total 5:		

Bidder total tendered price to perform the work from contract award to March 15, 2015 (Total value of Tables A1, through A5 above).	\$
TOTAL HST	
Bidder total tendered price inclusive of optional periods.	\$



Contract Number / Numéro du contrat 1000154372C
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	Health Canada	2. Branch or Directorate / Direction générale ou Direction HECSB/SED
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 Business process mapping and operational capacity enhancement.		
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? (Specify the level of access using the chart in Question 7. c.) Le fournisseur ainsi que les employés auront-ils accès à des renseignements ou à des biens PROTÉGÉS et/ou CLASSIFIÉS? (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? 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 checked="" 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"/>





Government of Canada / Gouvernement du Canada

Contract Number / Numéro du contrat 1000154372C
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		Health Canada	
2. Branch or Directorate / Direction générale ou Direction		HECSB/SED	
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 Business process mapping and operational capacity enhancement.			
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? Le fournisseur et ses employés (p. ex. nettoyeurs, personnel d'entretien) auront-ils accès à des zones d'accès restreintes? L'accès à des renseignements ou à des biens PROTÉGÉS et/ou CLASSIFIÉS n'est pas autorisé.		<input checked="" type="checkbox"/> No Non	<input type="checkbox"/> Yes Oui
6. c) Is this a commercial courier or delivery requirement with no overnight storage? S'agit-il d'un contrat de messagerie ou de livraison commerciale sans entreposage de nuit?		<input checked="" type="checkbox"/> No Non	<input type="checkbox"/> Yes Oui
7. a) Indicate the type of information that the supplier will be required to access / Indiquer le type d'information auquel le fournisseur devra avoir accès			
Canada <input checked="" type="checkbox"/>		NATO / OTAN <input type="checkbox"/>	
Foreign / Étranger <input type="checkbox"/>			
7. b) Release restrictions / Restrictions relatives à la diffusion			
No release restrictions / Aucune restriction relative à la diffusion <input checked="" type="checkbox"/>		All NATO countries / Tous les pays de l'OTAN <input type="checkbox"/>	
Not releasable / À ne pas diffuser <input type="checkbox"/>		Restricted to: / Limité à: <input type="checkbox"/>	
Restricted to: / Limité à: <input type="checkbox"/>		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 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"/>	



Contract Number / Numéro du contrat 1000154372C
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	PROTECTED / PROTÉGÉ			CONFIDENTIAL	SECRET	TOP SECRET
											A	B	C			
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 indiquer qu'il y a des pièces jointes (p. ex. SECRET avec des pièces jointes).