

**Canadian Institutes
of Health Research
(CIHR)**

**Research and Reviewer
Matching Solution
Request for Proposal
(RFP)**

RFP
Closing Date and Time
Wednesday August 6th, 2014, 14:00 hours Ottawa, Ontario, Canada

RFP Reference Number: CIHR-RFP-RRMS-2014-06



NOTICE TO BIDDERS – STRICT COMPLIANCE

THIS REQUEST FOR PROPOSAL (RFP) IS GOVERNED BY THE CANADIAN COMPETITIVE BIDDING LAWS. THESE LAWS REQUIRE CIHR TO CONDUCT THE COMPETITION IN ACCORDANCE WITH THE DECLARED TERMS AND CONDITIONS SET OUT IN THE RFP.

AS A RESULT, BIDDERS MUST BE FULLY COMPLIANT WITH ALL MANDATORY REQUIREMENTS OF THE RFP. CIHR WILL NOT WAIVE ANY NON-COMPLIANCE AND WILL THEREFORE DISQUALIFY ANY BID WHICH DOES NOT MEET THE MANDATORY REQUIREMENTS OF THE RFP.

FOR A BID TO BE CONSIDERED RESPONSIVE, THE BIDDER MUST COMPLY WITH ALL THE REQUIREMENTS OF THIS REQUEST FOR PROPOSAL (RFP), IDENTIFIED AS MANDATORY. MANDATORY CRITERIA ARE ALSO EXPRESSED BY USING IMPERATIVE VERBS SUCH AS “SHALL”, “MUST”, AND “WILL”.

WE URGE ALL BIDDERS TO READ THE RFP CAREFULLY AND ENSURE THAT THEIR BIDS ARE COMPLIANT IN ALL RESPECTS.



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Part 1 General Information

1.0 Objective

1.1 The objective of this Request for Proposal (RFP) is to select a supplier to enter into a contract with the Canadian Institutes of Health Research (CIHR), to provide the services described in the Statement of Work, attached hereto as Appendix "A".

2.0 Period of Contract

2.1 It is anticipated that the Work will start on **October 1, 2014** and end on **September 30, 2017**. However, CIHR reserves the right to modify the dates if its internal procedures cause a delay.

3.0 Security Requirements

3.1 Before award of a contract, the following conditions must be met:

- (i) the Bidder must hold a valid organization security clearance as indicated in **Part 4 - Resulting Contract Clauses**;
- (ii) the Bidder's proposed individuals (including subcontractors) requiring access to classified or protected information, assets or sensitive work site(s) **must** meet the security requirement as indicated in **Part 4 - Resulting Contract Clauses**; and
- (iii) the Bidder must provide the name of all individuals who will require access to classified or protected information, assets or sensitive work sites as follows:
 - (1) Name of individual as it appears on security clearance application;
 - (2) Level of security clearance obtained and expiry date;
 - (3) Security screening Certificate and Briefing Form file number;

Any Bidder who fails to meet this requirement at contract award shall be given no further consideration.

3.2 During the period of any resulting contract, the Contractor shall not remove, without the written permission from the CIHR Project Authority, any classified or protected information from any CIHR work sites. The Contractor must ensure that his/her personnel, including any subcontractors, are made aware of and comply with these security requirements.

3.3 The Contractor shall be responsible to identify the security requirements of the contract to their subcontractors and must ensure that these requirements are complied with by subcontractors.

3.4 Canada will not delay the award of any contract to allow Bidders to obtain the required clearance.



3.5 It is the responsibility of Bidders to ensure that the information required concerning the security clearance is provided on time. Bidders should indicate in their proposal if they meet all the security requirements and the status of their application for security clearance. Bidders are advised to initiate the security clearance process as soon as possible with the Canadian Industrial Security Directorate (CISD) of Public Works and Government Services Canada (PWGSC) if they do not currently meet the security requirement specified herein. For any inquiries, Bidders should contact CISD at 1-866-368-4646, or (613) 948-4176 in the National Capital Region. For personnel security clearance obtained under another entity or with a Federal Government Department other than PWGSC, Bidders should contact the CISD security officer as soon as possible to be guided through the process of completing any paperwork required to request a transfer, or a duplicate of the security clearance or a new application for security clearance as appropriate.

3.6 In the case of a joint venture Bidder, each member of the joint venture must meet the security requirements.



Part 2 Standard Instructions, Clauses and Conditions

1.0 Submission of Bids

1.1 CIHR requires that each bid contain a covering letter signed by the Bidder or by an authorized representative of the Bidder. The covering letter should reference the RFP reference number. The Bidder's signature indicates acceptance of the terms and conditions set out and/or referenced herein. The signatory must have authority to commit the Bidder to submit the bid. **A contract will not be awarded until a signed covering letter from the Bidder is received by the CIHR.** If the Bidder fails to provide a signed covering letter when requested to do so by the Contracting Authority, then the Bidder shall be disqualified from the bidding process and be declared non-compliant.

1.2 If a bid is submitted by a joint venture, the bid must clearly state that it is submitted as a joint venture and must be signed by all members of the joint venture or a statement must be provided to the effect that the signatory represents all members of the joint venture.

1.3 In joint venture bids, only one of the parties must function as the prime Contractor and assume full responsibility for the execution of the contract and performance of the work. Therefore, Bidders must identify in their bid who the prime Contractor will be.

1.4 It is the Bidder's responsibility to:

- (a) obtain clarification of the requirements contained in the RFP, if necessary, prior to submitting a bid;
- (b) prepare its bid in accordance with the instructions contained in the RFP;
- (c) submit by closing time and date a complete bid;
- (d) send its bid only to the Contracting Authority named in paragraph 3.0 below;
- (e) provide a contact name, address, telephone number and email address in its bid;
- (f) ensure that the Bidder's name, return address, the RFP number, and the RFP closing date and time are clearly visible on the envelope or the parcel(s) containing the bid; and,
- (g) provide a comprehensible and sufficiently detailed bid, including all requested pricing details, that will permit a complete evaluation in accordance with the criteria set out in the RFP.

1.5 Bids will remain open for acceptance for a period of not less than one hundred and twenty (120) calendar days from the closing date of the RFP. Upon notification to the responsive Bidders, CIHR reserves the right in its sole discretion to extend the bid validity period at any time for up to thirty (30) calendar days.



1.6 Bids and/or amendments thereto, will only be accepted by CIHR if they are received at the address indicated below, on or before the closing date and time specified herein.

1.7 Bids received on or before the stipulated RFP closing date and time will become the property of CIHR and will not be returned. All bids will be treated as confidential, subject to the provisions of the *Access to Information Act*, R.S. 1985, c. A-1 and the *Privacy Act*, R.S. 1985, c. P-21.

1.8 Except as specifically provided otherwise in the RFP, CIHR will evaluate a Bidder's bid only on the documentation provided as part of its bid. CIHR will not evaluate information not submitted with the bid, such as references to website addresses where additional information can be found or technical manuals or brochures not submitted with the bid.

2.0 Closing Date and Time

2.1 Bids must be received by the Contracting Authority **only**, at the address indicated in paragraph 3.0, **no later than Wednesday August 6th, 2014, 14:00 hours Ottawa, Ontario, Canada time.**

3.0 Contracting Authority

Canadian Institutes of Health Research
160 Elgin Street, Room 10-501B
Ottawa, Ontario
K1A 0W9

Attention: Julie Morin
Telephone: 613- 948-2045
Email: julie.morin@cihr-irsc.gc.ca

4.0 Late Bids

4.1 The Bidder has sole responsibility for the timely receipt of a bid by CIHR and cannot transfer this responsibility to CIHR. CIHR will not assume responsibility for bids that are directed to a location other than the one stipulated in paragraph 3.0.

4.2 CIHR will return bids delivered after the stipulated RFP closing date and time referred to in paragraph 2.1, unless they qualify as a delayed bid.

4.3 A bid received after the closing date and time but before the contract award date may be considered, provided the delay can be proven by the Bidder to have been due solely to a delay in delivery that can be attributed to incorrect handling by CIHR, after the bid was received at the location stipulated in paragraph 3.0.

4.4 Misrouting, traffic volume, weather disturbances, labour disputes or any other causes for the late delivery of bids are not acceptable reasons for the bid to be accepted by CIHR.

5.0 Transmission by Facsimile or Other Electronic Means

5.1 Bids submitted by facsimile or other electronic means **WILL NOT** be accepted.

6.0 Legal Capacity

6.1 The Bidder must have the legal capacity to contract. If the Bidder is a sole proprietorship, a partnership or a corporate body, the Bidder must provide, if requested by the Contracting Authority, a statement and any requested supporting documentation indicating the laws under which it is registered or incorporated together with the registered or corporate name and place of business. This also applies to Bidders submitting a bid as a joint venture.

7.0 Rights of CIHR

7.1 CIHR reserves the right in its sole discretion to:

- (a) reject any or all bids received in response to the RFP;
- (b) accept any bid in whole or in part without negotiations;
- (c) during the evaluation, members of the evaluation team may, at their discretion, submit questions to or conduct interviews with bidders, at Bidder cost, to seek clarification and/or verify any or all information provided by the Bidder with respect to this RFP;
- (d) to award one or more contracts, if applicable;
- (e) not to accept any deviations from the stated terms and conditions of the RFP;
- (f) conduct a survey of Bidders' facilities and/or examine their technical, managerial, and financial capabilities to determine if they are adequate to meet the requirements of the RFP;
- (g) contact any or all references supplied by Bidders to verify and validate any information submitted in their bid, if applicable;
- (h) verify any information provided by Bidders through independent research, use of any government resources or other information regarding a Bidder or by contacting third parties deemed reliable by CIHR;
- (i) to incorporate all, or any portion of the Statement of Work, RFP or the successful bid in any resulting contract;
- (j) cancel the RFP at any time without liability;
- (k) reissue the RFP without liability;
- (l) if no compliant bids are received and the RFP requirements are not substantially modified, re-tender the RFP requirement by inviting only the Bidders who bid to re-submit bids within a period designated by CIHR; or
- (m) not to award a contract in part or at all.



7.2 Bidders will have the number of days specified in the request by the Contracting Authority to comply with any request related to any of the above items. Failure to comply with the request may result in the bid being declared non-responsive.

8.0 Vendor Performance

8.1 CIHR may reject a bid where any of the following circumstances are present:

- (a) the Bidder, or any employee or subcontractor included as part of the bid, has been convicted under Section 121 (Frauds on the Government and Contractor subscribing to election fund), Section 124 (Selling or purchasing office), Section 366 (Forgery), Section 422 (Criminal Breach of Contract), Section 426 (Bribes and Criminal Kickbacks), or Section 418 (Selling defective stores to Her Majesty) of the Criminal Code; or,
- (b) with respect to current or prior transactions with the Government of Canada
 - (i) the Bidder is bankrupt or where, for whatever reason, its activities are rendered inoperable for an extended period;
 - (ii) evidence, satisfactory to CIHR, of fraud, bribery, fraudulent misrepresentation or failure to comply with any law protecting individuals against any manner of discrimination, has been received with respect to the Bidder, any of its employees or any subcontractor included as part of its bid;
 - (iii) the Government of Canada has exercised its contractual remedies of suspension or termination for default with respect to a contract with the Bidder, any of its employees or any subcontractor included as part of its bid;
 - (iv) CIHR determines that the Bidder's performance on other Government of Canada contracts, including the efficiency and workmanship as well as the extent to which the Bidder executed the requirement in accordance with contractual terms and conditions, is sufficiently poor to jeopardize the successful completion of the requirement being bid on.

8.2 Where CIHR intends to reject a bid pursuant to a provision of paragraph 8.1 the Contracting Authority will so inform the Bidder and provide the Bidder ten (10) calendar days within which to make representations, prior to making a final decision on the bid rejection.

9.0 Communications - Solicitation Period

9.1 To ensure the integrity of the competitive bid process, all enquiries and other communications regarding the RFP, must be directed in writing by email, only to the Contracting Authority identified in section 3.0 (above) no later than ten (10) calendar days prior to the bid closing date. Failure to comply can, for that reason alone, result in the disqualification of the bid. Enquiries received after that time may not be answered.



9.2 To ensure consistency and quality of information provided to Bidders, significant enquiries received and the replies to such enquiries will be provided to all Bidders, without revealing the sources of the enquiries.

9.3 Due to the restricted timeline for this project CIHR does not anticipate extending the posting period for this RFP.

10.0 Costs

10.1 CIHR will not reimburse a Bidder for any costs incurred, in the preparation and submission of a bid in response to the RFP. Costs associated with preparing and submitting a bid as well as any other costs incurred by the Bidder associated with the evaluation of the bid, are the sole responsibility of the Bidder.

10.2 The Bidder may not charge any costs incurred relating to the Work incurred before the receipt of a signed contract or of a specified written authorization from the Contracting Authority, to any resulting contract. In addition, the Contractor is not to perform Work in excess of or outside the scope of any resulting contract based on verbal or written requests or instructions from any CIHR personnel other than the Contracting Authority. The Contracting Authority is the only authority which can commit CIHR to the expenditure of the funds for this Work.

11. Conflict of Interest - Unfair Advantage

11.1 In order to protect the integrity of the procurement process, Bidders are advised that CIHR may reject a bid in the following circumstances:

- (a) if the Bidder, any of its subcontractors, any of their respective employees or former employees was involved in any manner in the preparation of the RFP; or
- (b) if the Bidder, any of its subcontractors, any of their respective employees or former employees had access to information related to the RFP that was not available to other Bidders and that would, in CIHR's opinion, give the Bidder an unfair advantage.

11.2 The experience acquired by a Bidder who is providing or has provided the goods and services described in the RFP (or similar goods or services) will not, in itself, be considered by CIHR as conferring an unfair advantage or creating a conflict of interest. This Bidder remains however subject to the criteria established above.

11.3 If CIHR intends to reject a bid under this section, the Contracting Authority will inform the Bidder and provide the Bidder an opportunity to make representations before making a final decision. Bidders who are in doubt about a particular situation should contact the Contracting Authority before bid closing. By submitting a bid, the Bidder represents that it does not consider itself to be in conflict of interest nor to have an unfair

advantage. The Bidder acknowledges that it is within CIHR's sole discretion to determine whether a conflict of interest or unfair advantage exists.

12.0 Financial Capability Requirement

13.1 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 fifteen (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.
- d. A certification from the Chief Financial Officer or an authorized signing officer of the Bidder that the financial information provided is complete and accurate.
- e. 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.



- f. 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.

- g. 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.

12.2 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.

12.3 If the Bidder is a subsidiary of another company, then any financial information in 12.1 (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 the Canadian Institutes of Health Canada (CIHR), is provided with the required information.



Part 3 Bid Preparation Instructions and Evaluation Procedures

1.0 Bid Preparation Instructions

(a) Bidders must provide copies of their bid in separately bound sections as follows:

- Section 1: Technical Bid: One (1) original and five (5) copies
- Section 11: Financial Bid: One (1) original copy

Note: Bidders are requested to provide one (1) original copy of the Certifications (Appendix D) separately bound with their bid.

(b) Canada requests that Bidders follow the format instructions described below in the preparation of their bid:

- (i) use 8.5 x 11 inch (216 mm x 279 mm) paper;
- (ii) use a numbering system that corresponds to the bid solicitation;
- (iii) include a title page at the front of each volume of the bid that includes the title, date, bid solicitation number, Bidder's name and address and contact information of its representative; and
- (iv) include a table of contents.

1.1 Section 1: Technical Bid

In their technical bid, Bidders will demonstrate their understanding of the requirements contained in the bid solicitation and explain how they will meet these requirements. Bidders will demonstrate their capability in a thorough, concise and clear manner for carrying out the work. The technical bid must address clearly and in sufficient depth the points that are subject to the evaluation criteria against which the bid will be evaluated. Simply repeating the statement contained in the bid solicitation is not sufficient. In order to facilitate the evaluation of the bid, Canada requests that Bidders address and present topics in the order of the evaluation criteria under the same headings. To avoid duplication, Bidders may refer to different sections of their bids by identifying the specific paragraph and page number where the subject topic has already been addressed.

1.2 Section 11: Financial Bid

1.2.1 The Bidder must submit its financial bid in accordance with the Basis of Payment, attached hereto as Appendix "C". The total amount of Goods and Services Tax (GST) or Harmonized Sales Tax (HST) is to be shown separately, if applicable.

1.2.2 THE BIDDER MUST NOT INCLUDE PRICES IN ANY AREA OF THE BID OTHER THAN THE FINANCIAL BID, FAILING WHICH THE BID MUST BE DISQUALIFIED.

1.3 Certifications

1.3.1 A Bidder must complete, sign and submit the certifications set out in Appendix “D” as part of its bid. A contract will not be awarded until all Certifications have been signed by the Bidder and received by CIHR. If the Bidder fails to provide the certifications when requested to do so by the Contracting Authority, then the Bidder shall be disqualified from the bidding process and be declared non-compliant.

1.3.2 Compliance with the certifications the Bidder provides to CIHR is subject to verification by CIHR during the bid evaluation period (before award of a contract) and after contract award. The Contracting Authority will have the right to ask for additional information to verify the Bidder’s compliance with the certifications before award of a contract. The bid will be declared non-responsive if it is determined that any certification made by the Bidder is untrue, whether made knowingly or unknowingly. Any failure to comply with the certifications or to comply with the request of the Contracting Authority for additional information will render the bid non-responsive.

2.0 Evaluation Procedures

2.1 Bids will be assessed in accordance with the entire requirement of this RFP including the technical and financial evaluation criteria. There are several steps in the evaluation process. Even though the evaluation and selection will be conducted in steps, the fact that CIHR has proceeded to a later step does not mean that CIHR has conclusively determined that the Bidder has successfully passed all the previous steps. CIHR may conduct steps of the evaluation in parallel.

2.2 An evaluation team composed of representatives of the CIHR will evaluate the bids. CIHR 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.



Part 4 Resulting Contract Clauses

Note to Bidders: This Part 4 sets out a number of clauses for inclusion in the Contract arising from the bid solicitation. However, the precise content of the Contract will depend on the solution chosen and therefore some of the clauses below may not be applicable and not be included in the Contract or may be modified.

1.0 Priority of Documents

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

- (a) these Articles of Agreement,
- (b) SACC 4002 (2010-08-16), Supplemental General Conditions – Software Development or Modification Services;
- (c) SACC 4003 (2010-08-16), Supplemental General Conditions – Licensed Software
- (d) SACC 4004 (2013-04-25), Supplemental General Conditions – Maintenance and Support Services for Licensed Software;
- (e) SACC 4008 (2008-12-12), Supplemental General Conditions - Personal Information;
- (f) General Conditions CIHR-IRSC 2007-02-01;
- (g) Statement of Work;
- (h) Basis of Payment;
- (i) Security Requirements Check List;
- (j) an issued Task Authorization;
- (k) Annex __, Additional Software Use Terms Approved by Canada (if any), which are only binding on Canada if they have been initialed by both parties in the signed copy of the Contract;
- (l) the Contractor's bid dated _____ (*insert date of bid*), as amended _____ (*insert date(s) of amendment(s) if applicable*), not including any software publisher license terms and conditions that may be included in the bid, not including any provisions in the bid with respect to limitations on liability, and not including any terms and conditions incorporated by reference (including by way of a web link) in the bid.

2.0 Standard Clauses and Conditions

2.1 The **General Conditions CIHR-IRSC 2007-02-01** shall form part of any resulting contract. They can be viewed at the following website address: <http://www.cihr-irsc.gc.ca/e/33598.html>. For greater clarity, in any documents referred to in this RFP "Canada", "Crown", "Her Majesty" or "the Government" shall mean the Canadian Institutes of Health Research (CIHR).



2.2 Intellectual Property Infringement and Royalties

1. The Contractor represents and warrants that, to the best of its knowledge, neither it nor Canada will infringe any third party's intellectual property rights in performing or using the Work, and that Canada will have no obligation to pay royalties of any kind to anyone in connection with the Work.
2. If anyone makes a claim against Canada or the Contractor concerning intellectual property infringement or royalties related to the Work, that Party agrees to notify the other Party in writing immediately. If anyone brings a claim against Canada, according to [Department of Justice Act](#), R.S., 1985, c. J-2, the Attorney General of Canada must have the regulation and conduct of all litigation for or against Canada, but the Attorney General may request that the Contractor defend Canada against the claim. In either case, the Contractor agrees to participate fully in the defence and any settlement negotiations and to pay all costs, damages and legal costs incurred or payable as a result of the claim, including the amount of any settlement. Both Parties agree not to settle any claim unless the other Party first approves the settlement in writing.
3. If anyone claims that, as a result of the Work, the Contractor or Canada is infringing its intellectual property rights, the Contractor must immediately do one of the following:
 - a. take whatever steps are necessary to allow Canada to continue to use the allegedly infringing part of the Work; or
 - b. modify or replace the Work to avoid intellectual property infringement, while ensuring that the Work continues to meet all the requirements of the Contract; or
 - c. take back the Work and refund any part of the Contract Price that Canada has already paid.
4. If the Contractor determines that none of these alternatives can reasonably be achieved, or if the Contractor fails to take any of these steps within a reasonable amount of time, Canada may choose either to require the Contractor to do (c), or to take whatever steps are necessary to acquire the rights to use the allegedly infringing part(s) of the Work itself, in which case the Contractor must reimburse Canada for all the costs it incurs to do so.

2.3 The following **Supplemental General Conditions** (taken from the PWGSC Standard Acquisition Clauses and Conditions (SACC) Manual) shall apply to and form part of the Contract:

- (i) 4002 (2010-08-16), Supplemental General Conditions – Software Development or Modification Services;
- (ii) 4003 (2010-08-16), Supplemental General Conditions – Licensed Software



- (iii) 4004 (2013-04-25), Supplemental General Conditions – Maintenance and Support Services for Licensed Software;
- (iv) 4008 (2008-12-12), Supplemental General Conditions – Personal Information;

3.0 Security Requirement

Canada’s obligations under the Contract are conditional on the Contractor and any individuals carrying out work on its behalf under this Contract to meet Canada’s security requirements as set out under Appendix “F” Security Requirements Checklist.

4.0 Representations and Warranties

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

5.0 Contract Period

- (a) **Contract Period:** The “**Contract Period**” is the entire period of time during which the Contractor is obliged to perform the Work, which includes:
 - (i) The “Contract Period”, which begins on the date the Contract takes effect and ends three (3) years later (*date to be inserted upon award*).
 - (b) In the Contract Period, the Contractor must carry out the work as described within Appendix “A” (Statement of Work).

6.0 Contractor’s Obligations

The Contractor agrees to supply to CIHR the goods and services described in the Contract, including the Statement of Work, in accordance with and at the prices set out in the Contract.

7.0 Authorities

- (a) **Contracting Authority**

The Contracting Authority for the Contract is:

Name:	Julie Morin
Title:	Supervisor, Procurement



Identified User: Canadian Institutes of Health Research
 Address: 160 Elgin Street, 10-501B, Ottawa ON K1A 0W9
 Telephone: 613-948-2045

E-mail address: Julie.morin@cihr-irsc.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 anyone other than the Contracting Authority.

(b) Project Authority (To be provided at time of Contract award)

The Project Authority for the Contract is:

Name: _____
 Title: _____
 Organization: _____
 Address: _____
 Telephone: _____
 Facsimile: _____
 E-mail address: _____

The Project Authority is the representative of CIHR 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.

8.0 Payment

The total estimated cost of this contract is \$xxxx.00 CAD (to be inserted at time of award), taxes extra, to be paid in accordance to the following bases of payment:

8.1 Bases of Payment

Contract Cost Item			Price
Fixed Costs for Phases 1 - 2 (from Table 1 of the Basis of Payment)			\$ _____
SaaS Solution Components Access Fees (from Table 2a of the Basis of Payment)	\$ _____ /user/month	250 users x 36 months	\$ _____
Solution Software Licensing Costs for the Contract Term (from Table 2b of the Basis of Payment)			\$ _____
Solution Support Costs for the Contract Term (from Table 2c of the Basis of Payment)	\$ _____ / month	36 months	\$ _____



Reviewer Profile Development Fees (see Table 2d of the Basis of Payment).	\$ _____ /Profile	4000 profiles	\$ _____
“As-and-when Required” Professional Services provided under a Task Authorization with a Maximum Price (see Table 3 of the Basis of Payment).			\$ _____
Pre-Authorized Travel and Living Expenses			\$ _____
Sub-Total			\$ _____
Taxes (GST/HST)			\$ _____
Total Estimated Contract Cost			\$ _____

- (i) **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.
- (ii) **Professional Services Rates:** In Canada’s experience, Bidders from time to time propose rates at the time of bidding for one or more categories of resources that they later refuse to honour, on the basis that these rates do not allow them to recover their own costs and/or make a profit. This denies Canada of the benefit of the awarded contract. If the Contractor refuses, or is unable, 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, Canada may impose sanctions or take other measures in accordance with the Vendor Performance Policy (or equivalent) then in effect, which may include prohibiting the Contractor from bidding on future requirements that include any professional services, or rejecting the Contractor’s other bids for professional services requirements on the basis that the Contractor’s performance on this or other contracts is sufficiently poor to jeopardize the successful completion of other requirements.
- (iii) **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 services in these amounts. Any commitment to purchase specific amounts or values of services is described elsewhere in the Contract.

8.2 No Changes Without Prior Approval

Once the Application has been implemented in the Production environment, Canada will not pay the Contractor for any modifications of the Work, other than any modifications that may be authorized by a Task Authorization, unless they have been approved, in advance and in writing, by the Contracting Authority before their incorporation into the Work.

8.3 Method of Payment

Refer to the General Condition (GC) 25 Payment, of the General Conditions CIHR-IRSC 2007-02-01.

- (a) **Firm Price by Deliverable**
 - (i) Canada will make payments in accordance with the schedule set out in Table 1 of the Basis of Payment (Appendix C).
 - (ii) Canada will pay the Contractor for the full amount to complete each deliverable as per the firm price listed in Table 1 of Annex C if:
 - (A) The deliverable has been successfully completed, delivered and accepted by the Project Authority; and
 - (B) An accurate and complete invoice has been submitted, verified and accepted by Canada.
- (b) **Access Fees (if applicable): Firm Unit Price**
 - (i) For the subscription to use the SaaS components of the Solution, Canada will pay the Contractor the firm per user access fee set out in Table 2a of the Basis of Payment (Appendix C).
 - (A) The subscribed services have been delivered and configured;
 - (B) The software documentation has been delivered to the Project Authority;
- (c) **Licensed Software (if applicable): Firm Price**
 - (i) For the license to use the Licensed Software, Canada will pay the Contractor the firm price set out in Table 2b of the Basis of Payment (Appendix C).
 - (A) The licence software has been delivered, installed, integrated and configured;
 - (B) The software documentation has been delivered to the Project Authority; and
- (d) **Maintenance and Application Support: Annual Firm Price**
 - (i) Canada will pay the Contractor in advance the monthly firm price listed in Table 2c of the Basis of Payment (Appendix C) for the applicable Contract Year multiplied by 12 months to arrive at a yearly firm price, for the annual maintenance and application support firm price.
 - (ii) The Contractor will invoice Canada for the full amount at the beginning of each contract year for the maintenance and application support costs for that year.
- (e) **Professional Services: Task Authorizations with a Maximum Price**

For each individual Task Authorization issued under the Contract



- (i) Canada will pay the Contractor no more frequently than once a month in accordance with the Basis of Payment (Table 3 of the Basis of Payment (Appendix C)). The Contractor must submit time sheets for each resource showing the days and hours worked to support the charges claimed in the invoice.
- (ii) Once Canada has paid the maximum price, Canada will not be required to make any further payment, but the Contractor must complete all the work described in the Task Authorization, all of which is required to be performed for the maximum price. If the work described in the Task Authorization 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 price, Canada is only required to pay for the time spent performing the work related to that Task Authorization.

8.4 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.

8.5 No Responsibility to Pay for Work not performed due to Closure of Government Offices

- (a) 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.
- (b) 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.

8.6 Invoicing Instructions

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



- (d) The Contractor must provide the original of each invoice to the Project Authority. On request, the Contractor must provide a copy of any invoices requested by the Contracting Authority.

8.7 Certifications

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

9.0 Safeguarding Electronic Media

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

10.0 Access to Canada's Property and Facilities

Canada's property, facilities, equipment, documentation, and personnel are not automatically available to the Contractor. If the Contractor would like access to any of these, it is responsible for making a request to the Project Authority. Unless expressly stated in the Contract, Canada has no obligation to provide any of these to the Contractor.

11.0 Transition Services at end of Contract Period

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 the Contract to a new contract with another supplier. The Contractor agrees that there will be no additional charge for these services.

12.0 Intellectual Property (IP)

The SACC Supplemental General Condition 4006 (2010-08-16) - Contractor to Own Intellectual Property Rights in Foreground Information shall form part of any resulting contract. "Foreground Information" means all Intellectual Property first conceived, developed, produced or reduced to practice as part of the Work under the Contract.

13.0 Applicable Laws

The Contract must be interpreted and governed, and the relations between the parties determined, in accordance with the laws in force in the Province of Ontario.

14.0 Insurance Requirements

The Contractor is responsible for deciding if insurance coverage is necessary to fulfill its obligation under the Contract and to ensure compliance with any applicable law. Any insurance acquired or maintained by the Contractor is at its own expense and for its own benefit and protection. It does not release the Contractor from or reduce its liability under the Contract.

15.0 Limitation of Liability - Information Management/Information Technology

1. 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 section, even if it has been made aware of the potential for those damages.
2. First Party Liability
 - (a) 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:
 - (i) any infringement of intellectual property rights to the extent the Contractor breaches the section of the general conditions entitled "Intellectual Property Infringement and Royalties";
 - (ii) physical injury, including death.
 - (b) The Contractor is liable for all direct damages caused by the Contractor's performance or failure to perform the Contract affecting real or tangible personal property owned, possessed, or occupied by Canada.
 - (c) Each of the Parties is liable for all direct damages resulting from its breach of confidentiality under the Contract. Each of the Parties is also liable for all indirect, special or consequential damages in respect of its

unauthorized disclosure of the other Party's trade secrets (or trade secrets of a third party provided by one Party to another under the Contract) relating to information technology.

- (d) 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 (a) above.
- (e) The Contractor is also liable for any other direct damages to Canada caused by the Contractor's performance or failure to perform the Contract.
- (f) 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.

3. Third Party Claims

- (a) 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.
- (b) 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 paragraph (a), 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.

- (c) The Parties are only liable to one another for damages to third parties to the extent described in this paragraph 3.

16.0 Joint Venture Contractor (if applicable)

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

The Contractor acknowledges that all security and controlled goods requirements in the Contract, if any, apply to each member of the joint venture Contractor.

17.0 Task Authorization:

The Work or a portion of the Work to be performed under the Contract will be on an "as and when requested basis" using a Task Authorization (TA). The Work described in the TA must be in accordance with the scope of the Contract.

17.1 Task Authorization Process:

- a) The Project Authority will provide the Contractor with a description of the task using the "Task Authorization" form specified in Appendix “E”.
- b) The 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.

- c) The Contractor must provide the Project Authority), within seven (7) calendar days of its receipt, 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.
- d) The Contractor must not commence work until a TA authorized by the Project Authority has been received by the Contractor. The Contractor acknowledges that any work performed before a TA has been received will be done at the Contractor's own risk.

17.2 Task Authorization Limit:

The Project Authority may authorize individual task authorizations up to a limit of \$10,000.00, applicable Taxes included, inclusive of any revisions.

Any task authorization to be issued in excess of that limit must be authorized by the Project Authority and Contracting Authority before issuance.

17.3 Canada's Obligation - Portion of the Work - Task Authorizations

Canada's obligation with respect to the portion of the Work under the Contract that is performed through task authorizations is limited to the total amount of the actual tasks performed by the Contractor.

17.4 Periodic Usage Reports

The Contractor must compile and maintain records on its provision of services to the federal government under authorized Task Authorizations issued under the Contract.

The Contractor must provide this data in accordance with the reporting requirements detailed below. If some data is not available, the reason must be indicated. If services are not provided during a given period, the Contractor must still provide a "nil" report.

The data must be submitted on a quarterly basis to the Contracting Authority.

The quarterly periods are defined as follows:

1st quarter: April 1 to June 30;

2nd quarter: July 1 to September 30;

3rd quarter: October 1 to December 31; and

4th quarter: January 1 to March 31.

The data must be submitted to the Contracting Authority no later than 20 calendar days after the end of the reporting period.

Reporting Requirement- Details



A detailed and current record of all authorized tasks must be kept for each contract with a task authorization process.

For each authorized task:

- the authorized task number or task revision number(s);
- a title or a brief description of each authorized task;
- the total estimated cost specified in the authorized Task Authorization (TA) of each task, exclusive of Applicable Taxes;
- the total amount, exclusive of Applicable Taxes, expended to date against each authorized task;
- the start and completion date for each authorized task; and
- the active status of each authorized task, as applicable.

For all authorized tasks:

- the amount (exclusive of Applicable Taxes) specified in the contract (as last amended, as applicable) as Canada's total liability to the contractor for all authorized TAs; and
- the total amount, exclusive of Applicable Taxes, expended to date against all authorized TAs.

Appendix “A”- Statement of Work

1.0 INTRODUCTION

The Canadian Institutes of Health Research (CIHR) is the Government of Canada's health research investment agency. CIHR was created in 2000 under the authority of the *Canadian Institutes of Health Research Act*. CIHR is an independent agency, and is part of the Health Portfolio which supports the Minister of Health in maintaining and improving the health of Canadians. CIHR is accountable to Parliament through the Minister of Health.

Composed of 13 Institutes, CIHR provides leadership and support to more than 14,000 health researchers and trainees across Canada. Its mission is to create new scientific knowledge and to enable its translation into improved health, more effective health services and products, and a strengthened Canadian health care system.

CIHR was designed to respond to the evolving needs for health research and seeks to transform health research in Canada by:

- funding both investigator-initiated research as well as research on targeted priority areas;
- building research capacity in under-developed areas and training the next generation of health researchers; and
- focusing on knowledge translation that facilitates the application of the results of research and their transformation into new policies, practices, procedures, products and services.

CIHR provides funding opportunities that cover the breadth of its mandate and full spectrum of health research, as represented by the following:

- Biomedical;
- Clinical;
- Health systems services; and
- Social, cultural, environmental, and population health.

Open Reforms

CIHR began designing a new Open Suite of Programs and peer review system as part of commitments made in CIHR's second strategic plan (2009), *Health Research Roadmap: Creating innovative research for better health and health care* (see <http://www.cihr-irsc.gc.ca/e/40490.html>). Since then, CIHR has been working with the research community to develop and implement its vision for reforms to its Open Funding programs and peer review processes.

The objectives of the new Open Suite of Programs are to:

- contribute to a sustainable foundation of health research leaders by providing long-term support to pursue innovative, high-impact programs of research; and

- capture ideas with the greatest potential for important advances in health-related knowledge, health care, health systems and/or health outcomes, by supporting projects with a specific purpose and defined endpoint.

The objectives of the peer review process are to:

- manage applicant and Reviewer burden through a staged selection process;
- match research funding applications to individual Reviewers with the appropriate scientific expertise;
- ensure cost- and time-effective access to a broad base of peer review expertise;
- facilitate fair peer review through the appropriate and consistent application of adjudication / review criteria; and
- create and sustain a base of qualified peer review expertise that covers the spectrum of research under CIHR's mandate.

To ensure a successful implementation of the changes to its peer review and Open Funding programs, a transition plan has been developed, that is comprised of many pilots and projects, which takes a measured, multi-year approach to implementing the changes through piloting key elements, phasing-in the new programs and gradually phasing-out the existing programs.

As part of this planned piloting process, CIHR will:

- test components of the proposed Open reforms in live competitions;
- evaluate Open reforms design elements (both architecture and mechanics) and enhancements to the research funding application and peer review processes;
- evaluate IT functionality (*including the solution sought via this Contract*);
- communicate results to the community; and
- contribute to the literature on peer review.

One component of this approach includes the introduction of the Foundation Scheme through two "live pilot" competitions and the phasing out of the Open Operating Grant Program, with this transition occurring between 2014 and 2016.

Foundation Scheme

The Foundation Scheme is designed to contribute to a sustainable foundation of health research leaders, by providing long-term support of innovative, high-impact programs of research. Programs of research are expected to include integrated, thematically-linked research, knowledge translation and mentoring/training components.

The Foundation Scheme is supported by a three-stage competition and adjudication / review process. Stage 1 focuses on the caliber of the applicant(s) and Stage 2 focuses on the quality of the proposed program of research. Stage 3 involves the integration of the results of the Stage 1 and 2 reviews.

College of Reviewers

The College of Reviewers is designed to serve as a framework for organizing and managing groups of researchers qualified, willing and trained to participate as peer reviewers in CIHR's funding application processes. CIHR's vision is to establish an internationally recognized, centrally-managed resource that engenders a shared commitment across the Canadian health research enterprise to support excellent peer review of the diverse and emerging health research and knowledge translation activities that span the spectrum of health research.

The College of Reviewers is intended to enhance Canada's current peer review system by:

- Supporting systematic recruitment to identify and mobilize the appropriate expertise for all research funding applications;
- Developing customized orientation and development programs to provide reviewers with the knowledge and resources necessary to conduct consistent and fair reviews; and
- Establishing reviewer incentives and recognition approaches to promote the value of peer review services and to attract and retain qualified peer reviewers

Over the last five years, approximately 5,800 unique reviewers have served on CIHR committees. CIHR will need approximately 1,750 to 2,000 reviewers to participate in the Open Program peer review process *on an annual basis*. Additional reviewers will be required for CIHR strategic programs. CIHR's current base of active reviewers serving on Open Operating Grant Program (OOGP) committees is about 2,300 individuals. Through an aggressive recruitment strategy, and increased access to reviewers through internet-assisted technology, CIHR's goal is to increase its current numbers of reviewers to ensure that the College has the necessary number of high quality reviewers with the appropriate expertise to review applications that span the breadth of its mandate and diversity of its program.

For more information refer to “*Reforms of open programs and peer review – Questions and answers – College of Reviewers*”: <http://www.cihr-irsc.gc.ca/e/46805.html>

Technology Solutions

One of the solutions that CIHR is seeking to implement as part of its Open Reform initiative is a Research and Reviewer Matching solution. CIHR requires a Research and Reviewer Matching solution founded on commercial off the shelf (COTS) products to meet its business needs, to take full advantage of business best practices and innovations within the marketplace (as reflected within the available functions and features of existing products). The Research and Reviewer Matching solution will support a number of key projects within the Open Reform initiative, including, but not limited to; enhancing the peer review process, the College of Reviewers (e.g., creation of reviewer profiles, reviewer recruitment), reporting, analytics and the research plan.

This solution should, to the greatest extent possible, be composed of commercially-available products designed to integrate into a cohesive whole rather than a heavily customized amalgamation of products developed to provide a solution specific to CIHR. Based on market research CIHR anticipates that the resultant solution may be comprised of a combination of any of subscription, licensed and software-as-a-service components. While CIHR also anticipates a requirement to adjust COTS software functionality to fully meet its business needs, it is expected that most of the costs under the resultant Contract will be on-going operational costs and not related to the development of the solution.

In order to mitigate the risks identified in the Treasury Boards' [*Federal Strategy to Address Concerns About the USA PATRIOT Act and Transborder Data Flows*](#), CIHR will maintain any information rated Protected B or above in Canadian data center(s) that meet GoC security / privacy standards for such information and have the required security clearances.

One key element of the solution sought by CIHR is an extensive abstract and citation database of peer-reviewed literature pertinent to the fields of science, technology, medicine, and social sciences. It is anticipated that analysis and data mining of this type of massive information repository will be used to derive much of the core functionality of the solution.

Business Objectives

CIHR's business requirements for this project are to:

- a) Generate an accurate profile of health research funding applications;
- b) Generate an accurate expertise profile of known and unknown researchers (i.e. available and potential peer reviewers)
- c) Suggest reviewer and health research funding application matches according to the alignment of these Profiles;
- d) Allow for comprehensive searching of both reviewer and health research funding application profiles based on the profile or components of the profile; and
- e) Facilitate the collection of program, portfolio, and corporate analytics tied to these processes, for reporting and performance measurement purposes.

The Research and Reviewer Matching solution is defined as a mechanism that will match a health research funding application (in a variety of fields of scientific and medical research) to a set of potential peer reviewers (i.e. a previously identified pool of qualified researchers), based on profiles generated by scanning text from a number of data sources. The solution will compare these profiles and provide preliminary matches based on alignment of the resulting datasets. The match will need to consider multiple dimensions of expertise and should generate searchable funding application and Reviewer profiles.

This anticipated solution will enhance a largely manual, labour intensive process with a more automated one. The results of this automation should produce

matches with, at a minimum, the same degree of accuracy as the previous process but with much less effort.

This anticipated solution will facilitate CIHR’s ability to report on the outcomes of the matching process and measure the effectiveness of its awarded funding allocations by looking at the impact of CIHR’s funding in specific research areas.

2.0 REQUIREMENT

- 2.1 CIHR is seeking to establish a Contract with a qualified Service Provider (Contractor) to provide a Research and Reviewer Matching solution to support CIHR’s adjudication of health research funding applications and facilitate the selection process for peer reviewers.
- 2.2 For Software-as-a-Service (SaaS) elements of the solution, the Contractor shall provide a fully-hosted solution inclusive of infrastructure service provisioning including network accessibility, data storage and management, infrastructure-related support, training and upper tier (2nd/3rd) software support.
- 2.3 For Non Software-as-a-Service (SaaS) elements of the solution installed which are NOT installed on the Contractor facilities, the Contractor shall be required to provide solution implementation, all applicable testing services, training and upper tier (2nd/3rd) software support.
- 2.4 **“As-and-when Required” Services**
 - 2.4.1 In addition, the Contractor shall provide Professional Services “as-and-when required” by CIHR via one or more issued Task Authorizations (TAs) during and subsequent to the Research and Reviewer Matching solution installation and implementation process (as described in section 6.4).

3.0 DEFINITIONS AND APPLICABLE DOCUMENTS

- 3.1 The following list of definitions and acronyms is relevant to and forms a part of this Statement of Work (SOW). The list is not exhaustive, but rather is intended to ensure clarity of understanding of critical terms used within this SOW. It is therefore imperative that questions of interpretation be directed to the Contracting Authority.

Term/Acronym	Definition
CIHR	Canadian Institutes of Health Research
Commercial Off-The-Shelf (COTS)	<p>Software that is not developed inside the project, is currently commercially available for purchase, and is acquired from a vendor and used ‘as-is,’ or with minor modifications.</p> <p>Software can only be considered COTS if it has been supplied to multiple firms/organizations and has an ongoing funded development and support investment behind it (i.e. not a Pre-</p>



Term/Acronym	Definition
	Alpha/Alpha/Beta/Release Candidate version or other “in development” product).
Conflict of Interest (for peer review)	<p>According to the Conflict of Interest and Confidentiality Policy of the Federal Research Funding Organizations (COIC), a Conflict of Interest means a conflict between a Participant's duties and responsibilities with regard to the Review Process, and a Participant's private, professional, business or public interests.</p> <p>There may be a real, perceived or potential conflict of interest when the Participant:</p> <ul style="list-style-type: none"> • would receive professional or personal benefit resulting from the funding proposal or application being reviewed; • has a professional or personal relationship with an Applicant or the Applicant's institution; or • has a direct or indirect financial interest in a funding proposal being reviewed. <p>For more information refer to: http://www.science.gc.ca/default.asp?lang=En&n=90108244-1 http://www.cihr-irsc.gc.ca/e/4656.html#s2_2</p>
Contracting Authority	<p>The Contracting Authority is the Contracting Officer of CIHR who is responsible for the administration and management of the Contract on behalf of Canada and is the only person with authority to negotiate or effect amendment(s) to the Contract on behalf of Canada. Any changes to the Contract must be authorized by a formal contract amendment issued by the Contracting Authority</p> <p>The Contractor is not to perform work in excess of or outside the scope of the Contract based on written requests from any government personnel other than the Contracting Authority.</p>
Contractor	The qualified Supplier selected pursuant to the competitive selection process, which under a valid Contract is eligible to do the work as detailed in the SOW.
GoC	Government of Canada
h-index	<p>An index that attempts to measure both the productivity and impact of the published work of a scientist or scholar. The index is based on the set of the scientist's most cited papers and the number of citations that they have received in other publications.</p> <p>The index can also be applied to the productivity and impact of a group of scientists, such as a department or university or country, as well as a scholarly journal.</p> <p>The h-index can be manually determined using citation databases or using automatic tools.</p>



Term/Acronym	Definition
	The index works properly only for comparing scientists working in the same field; citation conventions differ widely among different fields.
Knowledge Discovery and Data Mining (KDD)	An interdisciplinary area focusing upon methodologies for extracting useful knowledge from data.
Medical Subject Headings (MeSH)	<p>The U.S. National Library of Medicine's controlled vocabulary thesaurus. It consists of sets of terms naming descriptors in a hierarchical structure that permits searching at various levels of specificity.</p> <p>There are 27,149 descriptors in 2014 MeSH. There are also over 218,000 entry terms that assist in finding the most appropriate MeSH Heading</p> <p>MeSH, in machine-readable form, is provided at no charge via electronic means. The MeSH Web site http://www.nlm.nih.gov/mesh is the central access point for additional information about MeSH and for obtaining MeSH in electronic form.</p>
NCR	National Capital Region
Open Researcher and Contributor ID (ORCID)	<p>ORCID is an open, non-profit, community-based effort to provide a registry of unique researcher identifiers and a transparent method of linking research activities and outputs to these identifiers. This system seeks to remedy the systemic name ambiguity problems seen in scholarly research by assigning unique identifiers linkable to an individual's research output.</p> <p>ORCID will facilitate an open and transparent linking mechanism between ORCID, other ID schemes, and research objects such as publications, grants and patents. For more information refer to http://orcid.org/</p>
Profile of Expertise	<p>The output generated by scanning text from a number of data sources that identifies key descriptors (based on correlation with relevant subject matter thesauri such as MeSH) within the item analyzed (which may be either a research funding application (Application Profile) or a researcher's collected work (Reviewer Profile)).</p> <p>Descriptors may include but are not limited to area(s) of discipline, area(s) of research, methodology(ies), approach(es), population(s), and field(s) of application.</p> <p>Descriptors may be assigned a weight as to the importance of the descriptor(s) when performing the analysis.</p>
Project Authority	A person, occupying a specific position within the GoC or fulfilling a specific organizational function, responsible for monitoring the Contractor's execution of the work under the Contract.



Term/Acronym	Definition
	<p>The Project Authority is responsible for:</p> <ul style="list-style-type: none"> (i) all matters concerning the technical content of the SOW, and all documentation provided by Canada to the Contractor, (ii) inspection and acceptance of the Licensed Software and the work performed, (iii) arranging for Contractor access to Canada’s resources that may be required, and (iv) reviewing and accepting all invoices submitted. <p>Any proposed changes to the scope of the requirement are to be discussed with the Project Authority, but any resulting change can only be confirmed by a contract amendment issued by the Contracting Authority.</p> <p>The Project Authority will be identified upon Award.</p> <p>The Project Authority for any “as-and-when required” professional services will be identified in the Task Authorization (TA) Form.</p>
<p>PROTECTED Information</p>	<p>As defined in the Industrial Security Manual Glossary, PROTECTED Information is information related to other than the national interest that may qualify for an exemption or exclusion under the Access to Information Act or Privacy Act.</p> <p>There are three (3) levels of PROTECTED Information:</p> <ul style="list-style-type: none"> A) Protected “A” - This designation is applied to sensitive assets, which have a low level of sensitivity, where damage or injury would result from compromise. Examples include names, addresses and telephone numbers. B) Protected “B” - This designation is applied to sensitive assets, which have a higher level of sensitivity, where serious injury or damage could result from compromise. Examples include medical information, personnel assessments and contracts. C) Protected “C” - This designation is applied to highly sensitive assets, where compromise could cause grave damage or injury. Examples include life threatening information and criminal intelligence (e.g. details on the identity of an undercover police officer). <p>For more information refer to the Industrial Security Manual (http://ssi-iss.tpsgc-pwgsc.gc.ca/msi-ism/msi-ism-eng.html) as produced for industry by the Canadian Industrial Security Directorate (CISD) and the International Industrial Security Directorate (IISD), Public Works and Government Services Canada (PWGSC).</p>
<p>Software as a Service (SaaS)</p>	<p>A software distribution model in which applications are hosted by a vendor or service provider, and the provider licenses this application to customers for use as a service on demand, made available to customers</p>



Term/Acronym	Definition
	over a network, typically the Internet.
SOW	Statement of Work
Task	The work undertaken by the Contractor as outlined in a TA Form, as issued by the Project Authority; consistent with the SOW, which may consist of any combination of the “as-and-when required” professional services, described in section 6.4.
Task Authorization (TA) Form	A document prepared and issued by the Project Authority to the Contractor identifying “as-and-when required” professional services, which may consist of any combination of the services described in section 6.4.
TBS	Treasury Board Secretariat

- 3.2 The following publically available information may provide further useful information to the Contractor in determining the context of this requirement, as well as the scope and complexity of CIHR business workflow:
- 3.2.1 CIHR: Reforms of Open Programs and peer review: <http://www.cihr-irsc.gc.ca/e/44761.html>
 - 3.2.2 Designing for the Future: The New Open Suite of Programs and Peer Review Process (Dec. 2012): http://www.cihr-irsc.gc.ca/e/documents/or_des_for_future-en.pdf
 - 3.2.3 Peer Review Committees and Mandates - Open Operating Grant Program (OOGP): <http://www.cihr-irsc.gc.ca/e/4657.html>
 - 3.3 In addition, the Contractor must conform to and maintain working knowledge of the following Government of Canada requirements, including, but not limited to, all amendments thereto, any superseding instruments, and any subsequent requirements (i.e. regulations, directives, standards, etc.):
 - 3.3.1 *The Official Languages Act:*
<http://laws.justice.gc.ca/en/O-3.01/>
 - 3.3.2 *The Privacy Act:*
<http://laws.justice.gc.ca/en/P-21/>
 - 3.3.3 *Access to Information Act:*
<http://laws.justice.gc.ca/en/A-1/>
 - 3.3.4 The Policy on Privacy Protection:
http://www.tbs-sct.gc.ca/Pubs_pol/gospubs/TBM_128/CHAP1_1-2_e.asp
 - 3.3.5 *The Personal Information Protection and Electronic Documents Act:*

<http://laws.justice.gc.ca/en/P-8.6/>

3.3.6 Policy on Access to Information:

http://www.tbs-sct.gc.ca/pubs_pol/gospubs/TBM_121/CHAP1_1_e.asp

3.3.7 Policy on Management of Information Technology:

http://www.tbs-sct.gc.ca/pubs_pol/ciopubs/TB_IT/pmit-pgti_e.asp

3.3.8 ITSG-33 IT Security Risk Management: A Lifecycle Approach

<http://www.cse-cst.gc.ca/its-sti/publications/itsg-csti/itsg33-ann4-1-eng.html>

3.3.9 ITSB-60 Guidance on the Use of the Transport Layer Security Protocol within the Government of Canada

<http://www.cse-cst.gc.ca/its-sti/publications/itsb-bsti/itsb60-eng.html>

3.3.10 ITSA-11e CSEC Approved Cryptographic Algorithms for the Protection of Sensitive Information and for Electronic Authentication and Authorization Applications within GC

<http://www.cse-cst.gc.ca/its-sti/publications/itsa-asti/itsa11e-eng.html>

4.0 BUSINESS AND TECHNICAL ENVIRONMENT

4.1 Business Environment

4.1.1 CIHR is located within the **National Capital Region**, at 10-501B, 160 Elgin Street, Ottawa ON K1A 0W9.

4.1.2 Regular CIHR working hours are Monday to Friday, 8:00 a.m. to 5:00 p.m. Eastern Time.

4.1.3 The Contractor is expected to be available for meetings and inquiries relating to the administration of this Contract within the regular working hours of CIHR Headquarters (as specified above), at a minimum. Meetings will be as requested by CIHR, upon reasonable notice (typically 48 hours) to the Contractor and may be undertaken in person or by tele presence (upon advance request to CIHR).

4.1.4 The Contractor's working and service delivery hours may extend beyond the normal hours of work, subject to the service delivery provisions contained within the Contractor's proposal, as accepted by CIHR, as necessary to complete the work according to identified timelines and to comply with the Service Standards as described in section 11.0.

4.1.5 The Contractor shall provide maintenance and support services for its software solution in accordance with the availability and accessibility standards defined in section 11.3 and 11.4

4.1.6 In addition, the Contractor shall provide other "as-and-when required" Professional Services, as specified within one (1) or more TA Form(s), within the regular working hours of CIHR Headquarters, at a minimum.



4.2 **Technical Environment**

- 4.2.1 The Contractor shall be responsible for providing any subscriptions and applicable software licenses required to deliver access to the Research and Reviewer Matching solution to CIHR users.
- 4.2.2 The Contractor shall be responsible for maintaining the currency of technology used to support any SaaS elements of the Research and Reviewer Matching solution. The Contractor shall make its own determination of the hardware required to satisfy the Service Standards established in section 11.0.
- 4.2.3 Additional information about CIHR's Technical Environment that is pertinent to this Contract can be found in Annex A.

4.3 **CIHR Tools and Technologies**

- 4.3.1 The Contractor will work in close collaboration with CIHR resources, to develop, test and implement any necessary custom code to address data exchange / integration requirements to ensure the successful interoperation of the Contractor's Research and Reviewer Matching solution with CIHR-developed or deployed third-party applications.
- 4.3.2 These data exchange / integration requirements shall be undertaken by the Contractor, as requested by the CIHR Project Authority, in response to one (1) or more issued TAs.
- 4.3.3 The Contractor's solution shall perform data exchange in industry-standard formats such as:
 - a) Application Program Interfaces (APIs); and
 - b) Web services (e.g. SOAP).
- 4.3.4 CIHR anticipates that there will be data exchange / integration requirements between the Contractor's solution and the following technologies, at a minimum:
 - a) **CIHR's internal Customer Relationship Management (CRM) tool**
 - i. This technology is the source of the original Reviewer Profile tombstone information.
 - b) **The Canadian Common CV**
 - i. The Canadian Common CV application (see <https://ccv-cvc.ca/indexresearcher-eng.frm>) is a shared initiative of several research funding organizations within Canada, collaboratively governed by Canadian Institutes for Health Research, Natural Sciences and Engineering Research Council and Social Sciences and Humanities Research Council.
 - ii. In this online and publicly accessible application, an applicant creates an online Curriculum Vita that best represents and describes their professional profile, previous projects, publications, education, etc. from a set of predefined data elements.
 - iii. Applicants create their Canadian Common CV by selecting from predefined metadata, relevant keywords and listings of publications that have been



created by or contributed to by the applicant, as well as other key CV information.

c) **ResearchNet**

- i. ResearchNet is a portal style electronic web application (JAVA-based) with an Oracle backend (see <https://www.researchnet-recherchenet.ca/rnr16/LoginServlet>).
- ii. It is used to support the grants and awards funding and management process for applicants, peer reviewers and research institutions. This application is developed, maintained, and hosted by CIHR. It provides a secure web portal to perform electronic workflow from application to peer review, funding decision and some post award activities such as final reports.
- iii. This is a comprehensive custom application with numerous components that was developed specifically for the purposes outlined above, and supports features and business rules aimed at managing these collaboration activities. This application maintains both documents and structured data in an Oracle database, which are later extracted as a single .PDF per case, and are printed and stored in hardcopy for recordkeeping.
- iv. CIHR is currently in the process of developing an automated load process whereby information would be loaded directly into InfoNet (CIHR's implementation of GCDocs (by OpenText)), the final step to creating a fully paperless peer review process.

d) **Electronic Information System (EIS)**

- i. Information is electronically transferred from ResearchNet into EIS, CIHR's custom grants and awards system. After Intake, funding applications are currently manually assigned in the EIS to peer reviewers.
- ii. The data stored in EIS throughout the grants and awards competition processes ultimately drive the internal reporting necessary to support competition management, reporting, financial payments, etc.
- iii. This application was developed by CIHR and is a comprehensive application, including many business rules, the management of financial transactions, and supports the generation of hundreds of related reports.
- iv. EIS is developed on an Oracle platform, using Oracle Forms and Reports.

5.0 RESEARCH AND REVIEWER MATCHING SOLUTION FUNCTIONALITY

5.1 Branding

- 5.1.1 Any public or internal facing web interfaces of the Contractor's solution that are accessed directly by CIHR users (including members of its College of Reviewers) should have the ability to be personalized or 'branded' to CIHRs specifications, colour schemes, layout etc.



5.2 Language of User Interfaces and Outputs

- 5.2.1 Any public facing web interfaces of the Contractor's solution shall be available in both Official Languages (English and French).
- 5.2.2 The Contractor's solution should accept as inputs family and given names that contain French diacritics, to avoid possible researcher misidentification due to any inability to distinguish between names with and without accented or other special characters.

5.3 Means of Access

- 5.3.1 Any web interfaces within the Contractor's solution shall work with all Microsoft-supported versions of Microsoft Internet Explorer as a Web browser (i.e., currently 8.x +) at a minimum.

5.4 Access Control

- 5.4.1 The Contractor's solution shall provide access control management functionality to allow system administrator level users to assign and configure different user types/levels with different user authorizations and access rights.

5.5 Security

- 5.5.1 The Contractor's solution must be accredited through CIHR's Security Assessment and Authorization process prior to processing any production data.
- 5.5.2 The Contractor's solution must protect any sensitive data using approved encryption methods as outlined in CSEC publications ITSA-11e: CSEC Approved Cryptographic Algorithms for the Protection of Protected Information and for Electronic Authentication and Authorization Applications within the Government of Canada (www.cse-cst.gc.ca/its-sti/publications/itsa-asti/itsa11e-eng.html)
- 5.5.3 The Contractor's solution must secure all information being transmitted over the internet by using approved communication protocols as outlined in ITSB-60 Guidance on the Use of the Transport Layer Security Protocol within the Government of Canada (<http://www.cse-cst.gc.ca/its-sti/publications/itsb-bsti/itsb60-eng.html>).
- 5.5.4 The Contractor's solution shall uniquely identify and authenticate users through the use of a strong password that is policy based and configurable with respect to password complexity, length, re-use and the ability to force mandatory password changes (e.g. at a default of every 90 days).
- 5.5.5 The Contractor's solution shall enforce the concept of least privilege, limiting authorized access for users to the minimum required to accomplish assigned tasks. The Contractor's solution shall include a management interface for the management

of Users, passwords, groups, security, permissions, and all other management functions.

5.5.6 The Contractor's solution should provide reduced or single sign on functionality.

5.6 **SaaS Abstract and Citation Database**

5.6.1 The Contractor's solution shall provide an externally hosted web-accessible abstract and citation database that contains an extensive collection of peer-reviewed literature (i.e. at least 5,000 journals) pertinent to the fields of science, technology, medicine, and the social sciences.

- a) The Contractor's solution shall allow CIHR users direct access to this web interface (or via a CIHR-developed intermediary site) for searches of this database.

5.6.2 *If the Contractor's COTS solution offers this functionality, and if requested to do so by the CIHR Project Authority via the TA process* at CIHR's exclusive option at the pricing as indicated within the Contractual Basis of Payment, the Contractor's solution shall provide access to the full journal articles found through searches of the Contractor's abstract and citation database.

5.7 **Data Mining and Matching Functionality**

5.7.1 The Contractor's solution shall filter and analyze the contents of provided text, using techniques such as proximity and semantic searching, relevancy ranking, term and/or pattern recognition, in order to develop a "Profile" of the text analyzed (e.g. an abstract for a published article or a funding application).

- a) The Contractor's solution shall extract "matching" descriptors from within a sample/extract of text to develop a "Profile" that identifies the key concepts within the material, through the use of multiple lexicons, specific thesauri, or classification systems relevant to the fields of science, technology, medicine, and the social sciences (such as the U.S. National Library of Medicine's controlled vocabulary thesaurus, Medical Subject headings or MeSH).

5.7.2 Lexicons, thesauri or classification systems used by the Contractor's solution shall be maintained and kept updated by the Contractor, in order to stay current with the latest developments in scientific and medical research.

5.7.3 The Contractor's solution shall provide the means (or facilitate the connection to CIHR's alternate mechanism) by which the information within this Profiles will persist and can be retained in a reusable, searchable, and reportable format.

5.8 **"College of Reviewer" Functionality**

5.8.1 Leveraging its abstract and citation database, the Contractor's solution shall perform data loading of CIHR researcher tombstone data into the solution for the development of CIHR's "College of Reviewers." Researcher tombstone data shall include, at a minimum, the person's full name and current employment institution/organization, and which may include some of the following additional



information for disambiguation purposes: unique identifier (e.g. ORCID number), location, research area(s), funding history).

- 5.8.2 The Contractor's solution shall filter and analyze researcher tombstone data elements to build relevant preliminary Reviewer Profiles:
- a) Reviewer Profiles shall contain a unique identifier that can be associated to the individual's ORCID identifier (to avoid author misidentification).
 - b) The Contractor's solution shall perform or support the performance of researcher disambiguation where an uncertainty exists (i.e. more than one researcher in a given field with the same or very similar name which could result in a misattribution of published work).
 - c) The Contractor's solution shall search the Contractor's abstract and citation database to identify publications for each researcher and add them to the Profile (e.g. published articles and books are associated with the named researcher).
- 5.8.3 The Contractor's solution shall analyze each of the researcher's associated publications and aggregate the results into a comprehensive Reviewer Profile in the following manner:
- a) The Contractor's solution shall extract "matching" descriptors from of each of these published articles that identify the key concepts within the associated publications and related material, through the use of multiple lexicons, specific thesauri, or classification systems (such as the U.S. National Library of Medicine's controlled vocabulary thesaurus, Medical Subject headings or MeSH).
 - b) The Contractor's solution shall use these descriptors to recognize trends within a researcher's work, to indicate the relevant areas of specialization, and to measure the productivity and impact of the researcher through analytics based on their published work (e.g. h-index).
 - c) The Contractor's solution shall allow an authorized user to assign or adjust the weighting of the importance of the descriptor(s) used when assessing the Reviewer's collected body of work.
 - d) The Contractor's solution shall allow CIHR to provide additional information about researchers to be included in the development of the profile.
- 5.8.4 The Contractor's solution shall provide the means (or facilitate the connection to CIHR's alternate mechanism or technology) by which:
- a) CIHR shall have the ability to review and validate the information within all Reviewer Profiles.
 - b) Reviewers shall have the ability to validate their own Profile information and add other relevant information or documents to refine their profile (e.g. information that would not be found in the database search, language ability, career stage, etc.).



- c) CIHR shall have the ability to adjust the information used to develop the Profiles to better align to CIHR's needs (e.g. what tombstone data is incorporated, what weighting of the descriptors is used).
 - d) The information within the validated Reviewer Profiles shall persist and be retainable in a reusable, searchable, and reportable format by CIHR.
- 5.8.5 The Contractor's solution shall provide a mechanism to refresh the contents of the Reviewer Profiles as needed, to ensure that all pertinent information (including recently released journal articles) has an impact on the development of the Reviewer Profiles.
- 5.8.6 Once the Contractor's COTS solution has been implemented and accepted as working by CIHR (in accordance with the work described in Phase 1 and Phase 2 in sections 6.5 and 6.6), ***if requested to do so by the CIHR Project Authority via the TA process***, the Contractor shall work with CIHR to extend the functionality of the solution to develop persistent linkages from the Contractor's solution to CIHR internal systems, including but not limited to those systems described in section 4.3.
- 5.9 **Reviewer-Funding Application Matching Functionality**
- 5.9.1 The Contractor's solution shall establish effective matches between available Reviewers (based on a search of existing Reviewer Profiles) and funding application abstracts, based on an alignment of key descriptors.
- a) The Contractor's solution shall allow an authorized user to assign a weight as to the importance of the descriptor(s) for use when assessing matches to provided text samples.
 - b) The Contractor's solution shall allow an authorized user to alter this weighting of the matching descriptor(s) to adjust the selection criteria used in the search/match process.
 - c) The Contractor's solution shall allow an authorized user to add exclusionary criteria such as possible conflict of interest (e.g. article co-authors, work in same organization) to the matching analysis.
- 5.9.2 The Contractor's solution shall provide the functionality to perform automated batch analysis of large numbers of Abstracts against large numbers of available Reviewers, to determine the optimal set of matches maximizing the overall similarity between Reviewers and funding application Abstracts, while satisfying constraints for exclusionary criteria.
- 5.9.3 *If the Contractor's COTS solution offers this functionality, and if requested to do so by the CIHR Project Authority via the TA process*, the Contractor's solution shall provide the functionality to search outside the Profiles within CIHR's College of Reviewers (i.e. search for matches within the international researcher community). This would be for use to attempt to identify potential expertise matches where the College does not have suitable Reviewer candidates in a given area.



5.9.4 Once the Contractor's COTS solution has been implemented and accepted as working by CIHR (in accordance with the work described in Phase 1 and Phase 2 in sections 6.5 and 6.6), *if requested to do so by the CIHR Project Authority via the TA process*, the Contractor shall work with CIHR to extend the functionality of the solution to:

- a) develop refinements to the matching process to introduce other matching "business" criteria in an effort to further reduce the amount of manual work done by CIHR resources when finalizing matches and assigning peer reviewers to a funding application.
- b) develop an approach to control Reviewer utilization, to better manage Reviewer burden by providing a means to "load balance" the resultant suggested matches, in an effort to reduce overuse of some Reviewers and underuse of others.

5.10 Reporting

5.10.1 The Contractor's solution shall analyze the funding applications in bulk and produce metrics on the outputs of this analysis to support improved reporting functionality, including the impact of CIHR's funding in specific areas/facets of research (to measure the effectiveness of awarded funding allocations).

5.10.2 The Contractor's solution shall provide metrics, including but not limited to:

- a) The types of research funding application proposals submitted;
- b) The types of reviewers available; and
- c) The Reviewer-funding application matches suggested by the solution.

5.10.3 The Contractor's solution shall allow CIHR to utilize the data from this analysis to produce reports either directly through the solution or by manipulating the raw data outputs in another toolset. *It is preferred that the solution offers a reporting function rather than require CIHR utilize a separate reporting tool.*

5.10.4 The data and metrics produced by the Contractor's solution shall persist within the solution (with a CIHR-definable retention period) or shall be available for export in a standard data format (e.g. XML, CVS) for retention by CIHR within a separate storage solution or data repository.

6.0 SCOPE OF WORK

6.1 Work under the Contract must be conducted in accordance with the following "phases":

6.1.1 **Phase 1** – Proof of Concept Pilot (see section 6.5):

- a) 1A - College of Reviewers internal launch
- b) 1B – Reviewer matching utilizing "historical" funding application abstracts

6.1.2 **Phase 2** – Foundation "Live Pilot" (see section 6.6):

6.1.3 **Phase 3** – On-going Services and Support (see section 6.7):



- 6.2 The Contractor must receive written authorization from the CIHR Project Authority or designate prior to proceeding to each Phase of the Work as described herein.
- 6.3 There is a requirement for the Contractor to cooperate with and participate in a Privacy Impact Assessment (PIA) and Threat Risk Assessment (TRA) process in relation to the implementation of its Research and Reviewer Matching solution.
- 6.3.1 The Contractor shall work with CIHR to implement any additional Privacy or Security requirements impacting the design or development of the Research and Reviewer Matching solution that arise as a result of these processes.
- 6.4 **“As-and-when required” Professional Services**
- 6.4.1 In addition to the core work undertaken within the Contract there may be additional, related work that will be undertaken on an “as-and-when required” basis, via the resource categories described in section 8.0. These services may be optioned by CIHR by means of the issuance of a **Task Authorization (TA) Form** specifying the scope of work and timelines for completion, according to the TA Procedures as described in Part 4 of the RFP (Resulting Contract Clauses).
- 6.4.2 The Contractor must provide any combination of the following “as-and-when required” Professional Services when required to do so by CIHR by means of the issuance of a TA Form:
- a) Provision of end-to-end consultation services in relation to the Contractor’s COTS solution implementation and usage;
 - b) Provision of software configuration or customization services for expansion of the functionality of the Research and Reviewer Matching solution to address CIHR business requirements that are not met by the Contractor’s COTS offering;
 - c) Provision of assistance to CIHR technical resources during linkage development services to connect other CIHR systems to the Research and Reviewer Matching solution;
 - d) Provision of additional training to CIHR’s internal trainers (i.e. train the trainer).
 - e) Assistance in the preparation of additional Reviewer Profiles, to expand CIHR’s “College of Reviewers.”
- 6.5 **Phase 1 – Proof of Concept Pilot**
- 6.5.1 Within six (6) months of Contract award the Research and Reviewer Matching solution must conform to the Proof of Concept functional requirements (as defined by CIHR, and as tested and accepted in both Test and Production environments) for “soft launch” of the solution to a limited subset of internal users (for validation purposes).



- a) The goal of the Proof of Concept is to replicate the results of a previously completed funding application process, to test the solution's ability to meet or exceed the results of the previously completed Reviewer-funding application matching results (as manually completed by CIHR for the actual funding round).

6.5.2 In order to undertake this soft-launch:

- a) The Contractor must have completed the Reviewer Profiles for the first wave of "College of Reviewer" members (i.e. CIHR's existing Reviewers), since these will be used in the Reviewer-funding application matching process.
- b) The solution must be able to review and develop "matching profiles" for funding applications, since these will also be used in the Reviewer-funding application matching process.
- c) However, it is not expected that the Contractor's solution will be interconnected with CIHR's other internal systems for this purposes of this pilot.

6.5.3 It is anticipated that within two (2) weeks of Contract Award a clarification review by the Contractor will be carried-out with CIHR Subject Matter Experts to facilitate updates and revisions to the Contractor's proposed draft **Phase 1 Implementation Plan** (which was required as part of the Contractor's Proposal), based on a deeper understanding of CIHR's business and technical requirements.

6.5.4 No later than twenty (20) calendar days following Contract award, the Contractor must submit for CIHR's approval, a comprehensive revised Phase 1 **Implementation Plan**. The Plan must present, in chronological order, the detailed description of each action item the Contractor must undertake in order to ensure the completion of the initial components of the Research and Reviewer Matching solution Proof of Concept pilot, including the following activities:

- a) Confirming the Change Control Process to be used for the duration of the Contract;
- b) Confirming CIHR's business requirements and business rules to be implemented for each Phase of the work.
- c) Providing, if requested by the CIHR Project Authority:
 - i. A prioritization of the features and functionality of the Research and Reviewer Matching solution, vis-à-vis what can be accomplished within the available timeline (i.e. prior to the target Pilot commencement date(s)) and what could be accomplished in the next Phase; and
 - ii. Related advice and recommendations on possible alternative approaches to business processes, based on the Contractor's familiarity with the technologies employed.
- d) Assist CIHR resources in installing and configuring the specified Research and Reviewer Matching solution (in CIHR's Development / Test / Production environments);



- e) Based on researcher tombstone data provided by CIHR, develop and adjust the initial Reviewer Profiles for CIHR's current base of active Reviewers serving on Open Operating Grant Program (OOGP) committees.
 - f) Load the solution with the sample data (i.e. previously submitted funding applications) for the proof of concept matching analysis.
 - g) Assist CIHR resources in developing testing strategy(ies) and acceptance testing scripts/plans, to obtain CIHR sign-off on the specified Research and Reviewer Matching solution;
- 6.5.5 Upon CIHR's acceptance of the Contractor's Phase 1 Implementation Plan, the Contractor must implement the plan and report to CIHR on a bi-weekly basis (or as-required by the CIHR Project Authority), the status of the Implementation Plan activities for which the Contractor is responsible, risks, including any issues or obstacles to meeting the scheduled timelines and corrective actions taken.
- 6.5.6 Successful demonstration (and CIHR acceptance) of all required Proof of Concept solution functionality shall be required prior to undertaking the next phase of the work (i.e. using the solution as part of a "live" Foundation Pilot). The Contractor shall arrange a suitable time for formal CIHR Acceptance Testing of the Research and Reviewer Matching solution; in accordance with the timelines identified in the Phase 1 Implementation Plan (see section 6.5.3 above).
- i. Any noted discrepancies during this acceptance testing process shall be documented and corrected by the Contractor.
 - ii. Formal written acceptance and sign-off of the Research and Reviewer Matching solution by the CIHR Project Authority is required.
- 6.6 **Phase 2: Foundation "Live" Pilot**
- 6.6.1 The deployed solution must conform to the minimum functional requirements defined by CIHR in accordance with section 5.0 (as tested and accepted in both Testing and Production environments) on or before the Foundation Pilot "go-live" date, at which time CIHR plans to utilize the solution to perform the funding application-reviewer matching.
- 6.6.2 The Contractor shall work in close collaboration with CIHR resources, to develop, test and implement any necessary custom code to address data exchange and integration requirements to ensure the successful interoperation of the Contractor's Research and Reviewer Matching solution with CIHR-developed or deployed third-party applications (as described in section 4.3).
- 6.6.3 The Contractor shall support CIHR's training requirements for the solution including:
- a) The provision of softcopy training material for its COTS products (in English), including installation, administration and maintenance guides for technical users (e.g. IM/IT / administrator) and user guides for non-technical business users.
 - b) The Contractor shall provide "train the trainer" type material, such as tutorials, training decks, kits or lesson plans for both technical and business user types.



Note: CIHR will develop its own customized training for the final Research and Reviewer Matching solution.

- c) The provision of training services to CIHR's designated team of trainers that will assist in internal take-up of the Research and Reviewer Matching solution (i.e. perform "train the trainer" type instruction).
- d) The provision of technical knowledge transfer to CIHR technical resources to support CIHR takeover of first line technical support of the Research and Reviewer Matching solution, including responding to internal user questions and initial support calls. *Note - CIHR will take over first line application support after solution acceptance testing and sign-off.*
- e) The Contractor shall attend and lead in-person training sessions held at a central location in the National Capital Region (NCR), as provided by CIHR.

6.6.4 Successful demonstration (and CIHR acceptance) of all required Foundation Pilot solution functionality and effectiveness of all security controls shall be required prior to using the solution as part of the "live" Foundation Pilot process. The Contractor shall arrange a suitable time for formal CIHR Acceptance Testing of the Research and Reviewer Matching solution; in accordance with the timelines identified in the Contractor's Phase 2 Implementation Plan.

- i. Any noted discrepancies during this acceptance testing process shall be documented and corrected by the Contractor.
- ii. Formal written acceptance and sign-off of the Research and Reviewer Matching solution by the CIHR Project Authority is required.

6.7 **Phase 3 – On-going Services and Support**

6.7.1 Once the Pilot of the Research and Reviewer Matching solution has commenced ("gone live"), the provision of ongoing operations and maintenance services shall continue until the end date of the Contract.

6.7.2 The Research and Reviewer Matching solution shall support the expansion of CIHR Researcher relationships from which to develop a "College of Reviewers" (i.e. increase in overall number of involved researchers, including those from international locations), used to source relevant "matches" for reviewing research funding applications, thereby increasing coverage in less common areas of expertise.

6.7.3 Research and Reviewer Matching solution accessibility and availability shall be in accordance with a defined performance standard that identifies minimum response timeframes and related service requirements (as set out in section 11.0).

6.7.4 During this period of the Contract, the Contractor shall:

- a) Provide on-going web access based on applicable subscription fees, to CIHR users to the Contractor's hosted elements of the Research and Reviewer Matching solution.
 - i. *If available within the Contractor's solution and if requested by CIHR to do*



so via an issued TA, provide access to full journal articles (i.e. not just the journal abstracts) via searches of the Contractor's hosted abstract and citation database.

- b) Provide all applicable software updates and patches for the Contractor's COTS licensed solution components.
- c) Provide multiple methods for CIHR IT resources to receive assistance from the Contractor's 2nd and 3rd line support for the Research and Reviewer Matching solution (as described in section 6.7.7).
- d) Provide Professional Services (as described in section 6.4), if requested by CIHR to do so via an issued TA.
- e) Provide internal Performance Monitoring and Reporting activities as to the extent of compliance with the performance standards set out in the Statement of Work. This may include solution availability, responsiveness to client service issues or reported bugs.
- f) Provide regular, detailed operational reports to CIHR to support the monitoring of the progress of work and the Contractor's system, including the status of any active Tasks for additional Professional Services.

6.7.5 Software Warranty

- a) The "Software Warranty Period" is a **period of ninety calendar (90) days**, commencing on the date of formal written acceptance and sign-off of the Research and Reviewer Matching solution in Phase 1 by the CIHR Project Authority, except for warranty work and any other work that is scheduled under the Contract to be performed after the start of the Software Warranty Period.
 - i. In the event that CIHR options the Contractor's offered ***extended software warranty*** (as included within its Proposal and as accepted by CIHR) this warranty period shall be extended to a **period of three hundred and sixty-five (365) calendar (90) days**.
- b) The Contractor warrants that, during this Software Warranty Period, the Contractor's licensed COTS software shall operate in accordance with the software documentation that is associated with the Contractor's licensed COTS software. If the Contractor's licensed COTS software fails to meet this warranty at any time during the Software Warranty Period, the Contractor, if requested by CIHR, must, as soon as possible, correct, at the Contractor's expense, any programming errors and defects and make any additions, modifications or adjustments to the Contractor's licensed COTS software that are necessary to keep the Contractor's licensed COTS software in operating order, in accordance with the software documentation that is associated with the Contractor's licensed COTS software.
- c) During the Warranty Period, if CIHR notifies the Contractor in writing of any failure of the Research and Reviewer Matching solution to perform in accordance with the functional requirements of the solution, the Contractor



must, as soon as possible, provide, at no additional charge to CIHR, corrections to the Research and Reviewer Matching solution.

6.7.6 **Managed Software and Hosting Services**

- a) The Contractor shall maintain, update and support any Contractor-hosted SaaS components of the Research and Reviewer Matching solution, including the web interface(s), any associated database(s), and the internal hardware and network facilities, to meet or exceed stipulated solution performance, in accordance with the Service Standards (as detailed in section 11.0), including:
 - i. all applicable support, updates and upgrades for the licensed COTS software, for the period of use;
 - ii. all applicable network accessibility, hardware and infrastructure-related support services, including any necessary redundancies or back-ups to ensure a continuity of services in the event of infrastructure or equipment failure;
 - iii. all applicable data storage and management services, including backups of the hosting platform, solution configuration and the data stored within any component databases, for the purpose of disaster recovery and continuity of services in the event of software error or equipment failure;
- b) Further, in relation to any Contractor-hosted SaaS components of the Research and Reviewer Matching solution, the Contractor shall:
 - i. Schedule any updates and fixes, as required, to correct any identified errors that do not negatively impact the overall operation of the system;
 - ii. Immediately implement emergency fixes, as required, to correct any identified errors that negatively impact the overall operation of the system;
 - iii. Maintain change management control information (including source code and documentation);
 - iv. Detect, eradicate, and protect against computer viruses;
- c) The Contractor shall provide CIHR secure access to the Contractor-hosted SaaS components according to the subscription fees identified with the Basis of Payment, during the initial Contract period and any extension thereof. Subscription fees shall be all-inclusive for:
 - i. all hosting infrastructure related costs;
 - ii. all necessary software licenses, including automatic version upgrades and bug fixes;
 - iii. all related managed services related to supporting the hosted platform, and underlying software; and
 - iv. all solution related client support and problem reporting services.

6.7.7 **Support Services**



- a) The Contractor must provide a solution to any problems identified by CIHR through the provision of second tier (and above) Research and Reviewer Matching solution support (after initial CIHR triage).
- b) The Contractor shall utilize an industry standard support case management system for tracking CIHR technical support requests and error reports.
- c) In the event that CIHR discovers a problem with the Research and Reviewer Matching solution, CIHR will inform the Contractor by phone, fax, e-mail, or another agreed upon form of communication, in a timely manner.
 - i. The Contractor may request additional information in the form of error codes, software code, or any other relevant information required to develop a solution to the identified problem, and the Project Authority will ensure such information as is relevant to the provision of the solution is supplied to the Contractor in a timely manner.
 - ii. In developing the solution, the Contractor shall regularly communicate progress to the Project Authority or his/her designate, in accordance with section 11.7.
- d) In the event the Contractor discovers a need for a patch, bug fix, or other modification to the Research and Reviewer Matching solution software that might reasonably interfere with usage of the system during Core Hours of operation (as described in section 11.4), the Contractor shall communicate such need to the CIHR Project Authority.
- e) **Email / Web-Based Client Support:**
 - i. For each support query or question submitted by a CIHR technical resource to the Contractor's specifically designated email address, the Contractor must ensure that a receipt acknowledgment email is sent back to the originator according to the timeframes established within section 11.4 below, which addresses the Service Standards.
 - ii. At a minimum such acknowledgment email must contain the following information:
 - Acknowledgement of receipt of the query;
 - A client number assigned to the query to be used for response tracking purposes; and
 - A timeframe within which the Contractor must respond to the query/question.
- f) **Telephone-Based Client Support Service System:**
 - i. The Contractor must provide either a NCR-local number or a toll-free Support Help-line telephone service.
 - ii. The Core Hours of support operation are identified in section 11.4.
 - iii. The languages of support are identified in section 14.0.



6.7.8 **Transition-Out of Service Delivery**

- a) At a point at least one hundred and eighty (180) calendar days prior to the end of the Contract (or any extension thereof), upon notice from the CIHR Project Authority, the Contractor shall assist CIHR in preparing for the Transition-Out of service delivery under the Contract.
- b) During this period the Contractor must work collaboratively and in good faith with CIHR and any new Contractor (if applicable) in the effective and timely transition from the delivery of services by the Contractor to the delivery of services by the new Service Provider (the “Successor”).
- c) Within thirty (30) business days of CIHR’s request, Contractor must develop a **Transition-Out Plan**, which must include a strategy to efficiently and effectively transfer all Contract activities from the Contractor to the Successor, without service disruptions to CIHR.
 - i. The Transition-Out Plan must be approved in writing by the CIHR Project Authority prior to its implementation by Contractor.
 - ii. The Transition-Out period of operations must begin no later than one hundred and twenty (120) calendar days before the expiration date of the contract, and ends on the Service Commencement date of the Successor.
 - iii. Upon acceptance by CIHR, the Contractor must implement the Transition-Out Plan.
- d) The Contractor must report to CIHR on a bi-weekly basis (or as-requested by the CIHR Project Authority), the status of the Transition-Out Plan activities for which the Contractor is responsible, issues or obstacles to meeting the schedule time lines and corrective actions taken.
- e) CIHR will be responsible for verifying the completion of all contractual requirements and for reviewing all data, documentation and any other required items returned by the Contractor. CIHR will notify the Contractor of where and when the data, documentation and any other required items are to be returned.

7.0 **DELIVERABLES**

7.1 The Contractor must submit to the Project Authority all deliverables/services as specified in each Project Phase.

7.2 **Milestones and Dates**

7.2.1 *CIHR requires the commencement of the Research and Reviewer Matching solution for use during the Foundation Pilot no later than the **Service Commencement Date** (as set out in section 7.2.2 below).*

7.2.2 Specific deliverables and service requirements include, but are not limited to, the following:

Deliverable	Schedule
Phase 1 (Proof of Concept)	
Project Coordination Meeting(s)	As requested by the Project Authority
Contractor Phase 1 Implementation Plan (revised)	Within twenty (20) calendar days following Contact award
COTS software documentation, including User Guides and Installation Manuals	In accordance with the Phase 1 Implementation Plan
Research and Reviewer Matching solution (meeting proof of concept functional requirements) tested and accepted in the Contractor's Production Environment	In accordance with the Phase 1 Implementation Plan, within six (6) months of Contract award
Software Warranty Period	For 90 calendar days after CIHR Acceptance of the Research and Reviewer Matching solution
Progress Reports of work completed to date	Bi-weekly or as requested by the CIHR Project Authority
Phase 2 (Foundation Pilot)	
Project Coordination Meeting(s)	As requested by the Project Authority
Contractor Phase 2 Implementation Plan	Within twenty (20) calendar days following the commencement of Phase 2
Research and Reviewer Matching solution (as integrated into CIHR internal systems) tested and accepted in the Contractor's Production Environment	In accordance with the Phase 2 Implementation Plan
Training Kits and related training materials	In accordance with the Phase 2 Implementation Plan
Business and Technical User Training	In accordance with the Phase 2 Implementation Plan
Progress Reports of work completed to date	Bi-weekly or as requested by the CIHR Project Authority
Phase 3 (On-going Services)	
Service Commencement Date Fully functional Research and Reviewer Matching solution, tested and accepted, in the Contractor's Production Environment	March 31, 2015 or within eight (8) months of Contract Award, whichever is the later.
Externally hosted COTS SaaS components services	As per Service Standards
COTS Software Support (2 nd /3 rd Tier)	For the duration of the Contract
Contractor Transition-Out Plan	Within thirty (30) business days of request by the CIHR Project Authority

Deliverable	Schedule
Progress Reports	As requested by the CIHR Project Authority
Contract and Technical Review Meetings	Every two (2) months, as requested by the CIHR Project Authority
Metrics Reporting	<i>Monthly</i> Delivered to the CIHR Project Authority within ten (10) business days after month end <i>Quarterly</i> Delivered to the CIHR Project Authority within ten (10) business days after end of quarter
“As-and-when Required” Services (during any phase)	
Additional Business Consultation Services	As requested by the CIHR Project Authority, via TA Form
Additional Software Development Services	As requested by the CIHR Project Authority, via TA Form
Additional Training Services	As requested by the CIHR Project Authority, via TA Form
Additional Reviewer Profile development services	As requested by the CIHR Project Authority, via TA Form

7.3 **Deliverable Format**

- 7.3.1 It is the responsibility of the Contractor to ensure that all reports and document-based deliverables under this Contract are provided in a format compatible with CIHR’s standard desktop processing software, currently, Microsoft Office Suite (Word, Excel, Outlook and PowerPoint).
- 7.3.2 Any diagrams or related documents (e.g. workflow diagrams, logical data models, etc.) provided by the Contractor are to be compatible with applicable CIHR’s standard software including Microsoft Office Visio version 2007 (or newer) or PDF format for conceptual, logical, and physical data models.
- 7.3.3 System documentation such as user and operational manuals shall be provided in either MS Office Word or PDF format.
- 7.3.4 Reports shall be produced in Microsoft Word and/or Excel and hard copies shall be provided, as required by the CIHR Project Authority.

7.4 **Deliverable Acceptance**

- 7.4.1 In meeting its obligations under the Contract, the Contractor must ensure that all deliverables submitted and services rendered are in conformity with the schedule identified in section 7.2 (above), and any additional written instructions issued by the Project Authority.

- 7.4.2 CIHR reserves the right to verify the accuracy and completeness of all deliverables and services submitted by the Contractor.
- 7.4.3 Should any deliverable or service provided not be to the satisfaction of the CIHR Project Authority, as submitted, CIHR will have the right to reject it or require correction by the Contractor before any payment will be authorized to the Contractor.

7.5 **Reporting and Communication**

- 7.5.1 In addition to the timely submission of all deliverables and fulfilment of obligations specified within the Contract, it is the responsibility of the Contractor to facilitate and maintain regular communication with the CIHR Project Authority.
- 7.5.2 Communication is defined as all reasonable effort to inform all parties of plans, decisions, proposed approaches, implementation, and results of work, to ensure that the work is progressing well and in accordance with expectations. Communication may include (but is not limited to) phone calls, electronic mail, faxes, mailings, and meetings.
- 7.5.3 Additionally, the Contractor must immediately bring to the attention of the CIHR Project Authority any issues, problems, or areas of concern in relation to any work completed under the Contract, as they arise, in order to proactively seek a mutual resolution to these concerns, before they escalate.

7.5.4 **Metrics / Reporting**

During the course of any Research and Reviewer Matching solution managed service periods, the Contractor shall prepare the following reports (in addition to any regular communication or progress reports submitted to maintain effective project control):

a) **Usage and Problem Status Report** (Monthly)

The report shall include at a minimum:

- i. The number of active user logins, both in total and sub-totaled by user-type, for the Contractor's externally hosted SaaS components of the solution;
- ii. The number of users accessing the Contractor's externally hosted SaaS components of the solution within the previous month, both in total and sub-totaled by user-type; and
- iii. The total number of calls made to the Contractor for support; and
- iv. The status (resolved/unresolved/on hold) for each call made

b) **Performance Report** (Monthly)

The report shall include, at a minimum, an account of Contractor performance against the standards identified in section 11.0, including

- i. System availability and measured system performance / response times;



- ii. Scheduled maintenance periods; and
 - iii. Unscheduled maintenance/patches/fixes that caused interruptions to the system availability within the Core Hours of service.
 - iv. The report shall also provide identification and explanation of any deficiencies identified, provide suggested plans for their correction, as well as an identification of changes (upwards or downwards) from previous months' performance.
- c) **Status Report (Quarterly)**

On a quarterly basis, the Contractor shall submit a written Status Report to the Project Authority, and shall present the Report in a general meeting forum. Topics shall include, but are not limited to:

- i. A summary of the system usage and performance metrics for the previous three (3) months;
- ii. Any planned software changes to the Research and Reviewer Matching solution (service packs/upgrades) for the next three (3) months;
- iii. Any changes to operational procedures;
- iv. Any changes to management processes; and
- v. Any increase / decrease in Contractor resources available to provide “as-and-when required” Professional Services.
- vi. The report shall provide an identification of changes (upwards or downwards) to monitored metrics from previous quarters' performance.

7.6 Meetings

- 7.6.1 The Contractor must attend **Progress Review and Technical Review** meetings with the CIHR Project Authority to discuss day-to-day operations of the Contractor's service delivery to CIHR, review active Tasks to confirm their status, and discuss upcoming requirements for additional services in advance of the issuance of a TA Form.
- 7.6.2 Meetings are expected to take place at the CIHR's facilities in the NCR or via telepresence. Meetings are targeted to occur approximately every two (2) weeks during the initial phases of the work (i.e. Phase 1 and 2), at the discretion of the CIHR Project Authority.
- 7.6.3 Once the work has moved to a largely operational phase (i.e. Phase 3) meeting will be reduced in frequency to approximately every two (2) months, at the discretion of the CIHR Project Authority.

8.0 CONTRACTOR RESOURCE REQUIREMENTS

8.1 Contractor Representative:



8.1.1 The Contractor must provide the services of a qualified named **Contractor Representative** resource. At a minimum, the deployed resource must meet the required qualifications and experience, as defined herein, for the Resource Category in which they are to perform the work in order to deliver service to CIHR in accordance with the terms and conditions of the Contract.

8.1.2 *Minimum Qualifications*

- a) Experience performing related work experience involving similar services to those described within this Statement of Work for at least five (5) years within the past ten (10).

8.1.3 *Anticipated Role*

- a) Act as the Contractor's single point of contact (SPOC) for the Contracting and Project Authorities for the work undertaken, including any service, financial/invoice or contract-related issues, if any arise.
- b) Act as Escalation point for performance management and dispute resolution activities.
- c) Manage the Contractor's resources and ensure that any agreed upon work is conducted within the previously agreed time, cost and performance parameters.
- d) Liaise with CIHR stakeholders and attend Contract and Technical Review meetings;
- e) Be responsible for quality oversight on all submitted deliverables.

8.2 **Resource Categories**

8.2.1 In relation to the work related to the completion of the fixed price deliverables under Phases 1 and 2 and the managed services portion of the work in Phase 3 (as identified in Appendix "C" Basis of Payment) and any follow-on work undertaken under an issued TA, the Contractor must provide a Senior Project Manager and a sufficient number of other Resources, with sufficient qualifications to complete the work assigned to them in the time allotted. Sufficiency, qualifications, and categories of resources required must be proposed by the Contractor.

8.2.2 The named Senior Project Manager resource must demonstrate the following minimum qualifications:

The definition of a project for the purposes of demonstrating a proposed resource's experience is as follows: A project has a beginning and an end date and delivers a result. Projects must be a minimum of three (3) months in length.

- a) At least ten (10) years work experience as a Project Manager or related Resource Category.
- b) At least thirty-six (36) months managing or leading the implementation of the Contractor's COTS software products, including providing oversight on teams of cross-functional resources.



- c) At least six (6) months project management experience in legacy system transition projects for Public Sector health/medicine/scientific research funding organization clients within the last three (3) years.
- 8.2.3 These qualification standards will be used by CIHR to assess and accept (or reject where the resource does not meet) a proposed substitute or replacement resource for the category of Senior Project Manager, as per the process described in section 8.4 below.
- 8.3 Task Resourcing Requirements**
- 8.3.1 CIHR reserves the right to request other Resource Categories offered by the Contractor within its Proposal (as accepted by CIHR), when required for a specific Task, under the same terms and conditions.
 - 8.3.2 Alternatively, the Contractor may be requested to suggest an appropriate resource complement to complete the work within CIHR's identified timeframes, at CIHR's discretion.
 - 8.3.3 CIHR reserves the right to interview the Contractor's proposed resource(s) for technical suitability prior to the resource(s) commencing work. Should any resource be deemed not acceptable at CIHR's exclusive discretion, the Contractor shall be responsible for finding a replacement.
- 8.4 Resource Substitution and Replacement**
- 8.4.1 For the purposes of this Contract, despite **CIHR General Condition 33** (Status and Replacement of Personnel), only the following will be accepted:
 - a) Due to the restricted timelines during Phases 1 and 2 of the work, the Contractor shall provide the services of the Contractor Representative, the Senior Project Manager, and those other resources named as part of its "core" team of resources (as identified in its Proposal) to perform the work up until **Phase 3** (on the **Service Commencement Date**) of the Research and Reviewer Matching solution, unless the Contractor is unable to do so for reasons beyond his/her control. *For the purposes of this contract, only the following reasons will be considered as beyond the control of the Contractor: death, sickness, absence due to pregnancy/parental leave (or similar), retirement, resignation, dismissal for cause or termination of an agreement for default.*
 - 8.4.2 After Phase 3, resource replacement needed in order to meet the requirements under the Contract is the responsibility of the Contractor.
 - 8.4.3 Any cost associated with the replacement of resources must be entirely at the Contractor's expense.
 - 8.4.4 In addition to meeting any minimum resource qualifications for the applicable resource category, as detailed in sections 8.1 and 8.2, proposed replacement resource(s) must meet or exceed the experience, education, knowledge, abilities, and security clearance requirements of the resource they are proposed to replace.
 - 8.4.5 Should the proposed replacement resource(s) not meet or exceed the

ability/attainment of the resource they are proposed to replace, CIHR reserves the right to refuse the proposed replacement resource(s).

- 8.4.6 In advance of the date upon which any replacement resource(s) are to commence work, the Contractor must notify the Project Authority, in writing, of the reason for the unavailability of the named resource. The Contractor must then provide to the Project Authority the name(s) and detailed CV(s) documenting the qualifications and experience of the proposed replacement resource(s).
- 8.4.7 CIHR requires that effective and continuous control be maintained throughout the duration of the Contract. If the Contractor is required to provide a replacement resource, then the Contractor must provide the required support to ensure a smooth transition from one resource to another. This may require the incumbent resource to provide coaching and support to the replacement resource, at the sole expense of the Contractor.
- 8.4.8 Under no circumstances must the Contractor allow performance of the services by replacement resources that have not been duly authorized by the Project Authority.
- 8.4.9 CIHR reserves the right to direct the Contractor to undertake replacements of its resources, should deployed Contractor resources not meet CIHR's skills and abilities expectations.

9.0 APPROACH AND METHODOLOGY

- 9.1 The management by the Contractor of Research and Reviewer Matching solution service delivery shall be undertaken in accordance with all applicable Acts, Codes, Departmental and/or federal government regulations, policies and procedures.
- 9.2 The Contractor shall ensure that all resources deployed in the provision of services under the Contract are properly trained and qualified to fulfil their responsibilities.
- 9.3 In providing Research and Reviewer Matching solution managed services the Contractor shall utilize industry accepted methodologies and approaches, within each of the following areas:
 - 9.3.1 Project management and control;
 - 9.3.2 Quality and compliance assurance; and
 - 9.3.3 Information management.

10.0 CONSTRAINTS

- 10.1 The work under the resulting Contract must be completed within a **strict timeline**, in order to implement the Research and Reviewer Matching in advance of the Service Commencement date. The Contractor may be required to conduct work outside of normal operating hours in order to meet associated deadlines.

- 10.2 CIHR has an obligation to ensure that Canadian statutes, regulations, and policies on privacy protection are respected and, in particular, that personal information is protected in accordance with the *Privacy Act*, R.S. 1985, c. P-21, the *Personal Information Protection and Electronic Documents Act*, 2000, c. 5, and federal privacy policies.
- 10.3 Given the nature of health, privacy and business confidential information contained within the funding applications submitted to CIHR these documents are considered to be **Protected “B”** material, at a minimum.
- 10.3.1 Therefore, due to the sensitivity and the level of security required to hold these documents it has been determined that key components of the Research and Reviewer Matching solution must be either deployed **on-site** at CIHR’s location in the NCR or within a secure GoC hosting facility or datacentre located in Canada (that has the appropriate organizational and physical security clearances to hold and electronically transmit Protected “B” information).
- a) The determination of what elements of the solution must be implemented in a secure, Canadian environment shall be based on the sensitivity of the information accessed or stored within the solution.
- i. This applies to any elements of the solution that must utilize the business confidential information contained within the funding applications.
- ii. This also applies to any elements of the solution that access Researcher personal information.
- 10.3.2 Other elements of the solution are less sensitive in nature or contain information that is already publically available (e.g. information pertaining to Researchers’ published journal articles). Access to these other elements is preferred through an online portal, as provided by the Contractor.

11.0 SERVICE STANDARDS

11.1 Service Standard Expectations

- 11.1.1 The on-going services provided after the Service Commencement Date shall be subject to ongoing transactional client performance measurement, monitoring and/or enforcement over an extended period of time.
- 11.1.2 In the provision of operation, support and maintenance services for the Research and Reviewer Matching solution, the Contractor shall meet the following standards for service described in sections 11.2 to 11.7 (below) *at a minimum*.
- 11.1.3 In addition, the Contractor’s offered performance standard commitments for software performance, accessibility, and availability, and its defined support processes (*as included within its Proposal and as accepted by CIHR*) shall form part of the basis for the definitions of the quality standards, minimum acceptable parameters, and performance remedies, to which the Contractor shall adhere during the provision of work, or be subject to corrective remedies.



11.2 System security

11.2.1 The Contractor shall design, develop, implement, operate and maintain procedures that ensure the security of all data, including Reviewer Profile data, in accordance with Treasury Board policies for the protection of privacy and data. Such policies and procedures shall address physical security, system security, and personnel security.

11.3 System Availability

11.3.1 In relation to the Contractor's *externally hosted SaaS components* of the Research and Reviewer Matching solution, the Contractor shall design, develop, implement, operate and maintain policies and procedures with regard to system and database administration, monitoring, upgrades and security patches that ensure the solution and any component databases are operational and meet the following availability standards:

- a) Scheduled Maintenance activities related to system functionality (i.e. patches, upgrades, and fixes) must only be scheduled outside of CIHR regular business hours (as identified in section 4.1 or will be otherwise undetectable to the system users.
- b) Emergency Maintenance for patches, upgrades, and fixes, related to a security or service impacting issue, must be addressed, fixed and their solutions released immediately.
- c) Online application availability shall have an application response time to user requests of less than 5 seconds, 95% of the time, measured on a monthly basis by the Contractor and/or a third party monitoring service.
- d) Display of data lists and calculated reports shall have an application response time of no more than thirty (30) seconds, 95% of the time, measured on a monthly basis by the Contractor and/or a third party monitoring service.

Despite sections 11.3.1c) and d) above, application response time and display of data lists and reports to the user assumes that CIHR's office location has an Internet connection with T1/E1 (1.544/2.0 Mbps) speeds at a minimum. Slower internet connection speeds will result in correspondingly slower application response times.

11.3.2 In relation to the remainder of the Contractor's Research and Reviewer Matching solution, the Contractor shall :

- a) Notify CIHR on a priority basis of the availability of patches, upgrades, and fixes related to a security or service impacting issue.
- b) Provide a software upgrade release schedule to CIHR, updated at least quarterly, to support CIHR's upgrade and maintenance planning processes.

11.4 Client Support

11.4.1 CIHR's IT resources will be responsible for providing 1st line support to CIHR resources and its College members for its Research and Reviewer Matching

solution. CIHR will escalate issues to the Contractor as required, after initial triage and analysis.

- 11.4.2 The Contractor must provide the following means of access and hours of availability to second tier (and above) Support Services to CIHR’s IT resources responsible for providing 1st line support for the Research and Reviewer Matching solution (as described in section 6.7.7), at a minimum:

Support Service		
Access Periods	Access Method	Response
Core Hours	Phone Access	Initial call answered by live operator or voice mail. Follow-up within one (1) business day, if required.
	E-mail Access	Automated first response within two (2) hours of receipt of the query, follow-up within one (1) business day.
After Hours	Phone Access	Initial call answered by voice mail. Follow-up within next business day.
	E-mail Access	Automated first response within two (2) hours of receipt of the query, follow-up next business day.

Support Hours of Access		
Access Periods	Days	Hours
Core Hours	Mon - Fri (excluding statutory holidays)	08:00 to 17.00 ET *
After Hours	Mon - Sun	17:01 to 07:59 ET
	Sat - Sun	08:00 to 17.00 ET
	Statutory Holidays	08:00 to 17.00 ET

* Eastern Time

- 11.4.3 Additional or expanded support hours (e.g. 24x7), where offered within the Contractor’s accepted Proposal may be optioned by CIHR at the Contractor’s offered fee for such services (as included in the Contractual Basis of Payment).

11.5 Software Error Severity Levels

- 11.5.1 In the event that after the eService Commencement Date, the Research and Reviewer Matching solution experiences an error in operation, the severity of this problem will be reasonably determined by CIHR, and communicated to the Contractor, based on the following definitions:

- a) **Severity 1:** indicates total inability to use the system, resulting in a critical impact on user objectives;



- b) **Severity 2:** indicates ability to use the system, but user operation is severely restricted;
- c) **Severity 3:** indicates ability to use the system, with limited functions which are not critical to overall user operations;
- d) **Severity 4:** indicates that the problem has been by-passed or temporarily corrected and is not affecting user operations.

11.6 Error Correction

11.6.1 The Contractor shall respond to a report from CIHR of a Software Error (after the Service Commencement Date) in accordance with the severity of the error reported, as detailed in section 11.5 above.

11.6.2 The Contractor shall use reasonable efforts to correct any reported or otherwise discovered Software Errors as follows:

- a) **Severity 1:** within twenty-four (24) hours of notification by CIHR;
- b) **Severity 2:** within seventy-two (72) hours of notification by CIHR;
- c) **Severity 3:** within fourteen (14) days of notification by CIHR;
- d) **Severity 4:** within ninety (90) days of notification by CIHR.

11.6.3 When CIHR reports a Software Error to the Contractor, CIHR will provide information about the error, such as sample output and other diagnostic information, in order to permit the Contractor to expeditiously correct the Software Error.

11.7 Problem Status Notification

11.7.1 The Contractor shall provide the following status notification services to the Project Authority in support of CIHR identified problems associated with the Research and Reviewer Matching solution:

Severity	First Notification	Update if Unresolved
Severity 1	Within one (1) hour of identification of a problem	Every 2 hours
Severity 2	Within twelve (12) hours of identification of a problem	Every 24 hours
Severity 3	Within two (2) business days of identification of a problem	Every 7 days
Severity 4	Within one (1) week of identification of a problem	Every 3 weeks

11.8 Service Standard Measurement

11.8.1 Each month, the Contractor’s performance in meeting the Service Standards



requirements will be documented (see Performance Report in section 7.5.4) and delivered to CIHR.

11.8.2 In the event that the Contractor fails to comply with the conditions of the Service Standards, as described above, the Contractor will be found to be in either **Minor** or **Major breach** of the Service Standards.

11.8.3 For the purposes of determining the appropriate remedy or sanction for Non-Compliance with Service Standards, the following definitions shall apply:

a) **Minor Breach:**

- i. failure to submit reports to the Project Authority as required by section 7.5.4, within thirty (30) days of the time such reports are required;
- ii. failure to attain the service standards established above and in particular, a failure to meet standards for software availability (via the internet), set out in section 11.3;
- iii. failure to correct a Severity Level 3 or 4 problem within the required timeframe, as set out set out in section 11.6; and
- iv. failure to meet standards for reporting software functionality or availability problems, set out in section 11.7.

b) **Major breach:**

- i. failure to protect Reviewer Profile tombstone information;
- ii. failure to protect the confidentiality of research funding application information within the Research and Reviewer Matching solution;
- iii. breach of applicable federal law concerning the protection of personal information; and
- iv. failure to correct a Severity Level 1 or 2 problem within the required timeframe, as set out set out in section 11.6; and
- v. any Minor Breach, where if capable of being rectified, is not corrected to the satisfaction of CIHR within thirty (30) days of notice of such failure being given to CIHR.

c) Where appropriate, the Contractor shall prepare **Service Improvement Plans** (SIPs) to address performance issues, at the direction of CIHR:

- i. In such an event the Contractor shall be placed on notice that it has thirty (30) days to remedy such a breach and shall report the status of the item which generated the Breach to the CIHR Project Authority on a weekly basis until CIHR is satisfied that the item as been remedied.

d) Any Major Breach of the Service Standards by the Contractor may cause damage to CIHR which cannot be properly compensated in monetary damages.

e) In the event that the Contractor fails to comply with the conditions of the Contract or is found to be in Major Breach of the Service Standards for an extended period of time without taking steps to remedy the breach, as identified



in CIHR's review of the Contractor's work, deliverables and reports, CIHR reserves the right to terminate the Contract for cause.

11.8.4 Service Standard Exceptions

- a) Notwithstanding section 11.8 above, CIHR reserves the right to identify any exceptional circumstances pertaining to any specific service deliveries that, having been assessed as not having met the requirements of the Service Standards (as defined above), are so deemed by CIHR to be due to circumstances determined to have been outside of the Contractor's control, and which, in the absence of such exceptional circumstances CIHR, in its sole discretion, determines that the delivery would have otherwise met the requirements of the Service Standard.
- b) In the event that CIHR exercises this right, any delivery so identified will be deemed to have met the requirements of the Service Standard.
- c) Any such determinations are the sole discretion of CIHR.

12.0 CONTRACTOR RESPONSIBILITIES

12.1 In fulfilling the terms and conditions of the Contract, the Contractor agrees to:

12.1.1 Provide a mutually agreed-upon principal Point of Contact for the Contractor (in the form of the Contractor Representative), who will be actively involved in, and responsible for, all activities undertaken;

12.1.2 Provide a work plan, schedule and confirmation of any previously provided estimates of all costs/prices, prior to the commencement of work on each Task;

12.1.3 Work in conjunction and close contact with CIHR's personnel, project stakeholders and any other Contractors required by CIHR for the completion of the work;

12.1.4 Complete assigned work according to pre-defined schedules and standards;

12.1.5 Provide Quality Assurance monitoring on all deliverables, and

12.1.6 As required, liaise with the Project Authority and stakeholders identified by the Project Authority for meetings, project reviews and other related project management activities.

12.2 It is the responsibility of the Contractor to, at all times, conduct itself and to ensure the performance of its deployed personnel in accordance with the terms and conditions of the Contract in the completion of all work, and in accordance with the Code of Conduct for Procurement, available for reference online at:

<http://www.tpsgc-pwgsc.gc.ca/app-acq/cndt-cndct/contexte-context-eng.html> .

13.0 GOVERNMENT SUPPORT

13.1 The Contracting Authority, as defined in section 3.0 Definitions and Applicable Documents, will be named in the Articles of Agreement.



- 13.2 The Project Authority, as defined in section 3.0 Definitions and Applicable Documents, will be named in the Articles of Agreement.
- 13.3 As required for the completion of the work, CIHR will provide the following:
 - 13.3.1 Access to CIHR 's facilities and/or the Project Authority and/or CIHR 's personnel as required for the successful provision of requirements definition, functional analysis, or other related Professional Services (if requested by CIHR), and training delivery;
 - 13.3.2 Access to relevant documentation and reference materials to which the Contractor would not otherwise have access;
 - 13.3.3 Review of reports and other submitted deliverables, as required, and the provision of comments and suggested revisions, in a timely manner;
 - 13.3.4 Error reporting information, such as sample output and other diagnostic information, regarding any discovered errors in the production version of the Research and Reviewer Matching solution.
 - 13.3.5 Delivery of the TA Form(s) by e-mail, which will contain the instructions for the any "as-and-when required" Professional Services, if required; and
 - 13.3.6 Other assistance and support as appropriate.

14.0 LANGUAGE OF WORK

- 14.1 As an organization of the federal government, CIHR is under the obligation to respect the spirit and letter of the *Official Languages Act*.
- 14.2 **Communications and Written Deliverables**
 - 14.2.1 The Contractor shall ensure that all verbal and written communication with CIHR is in English, at a minimum.
 - 14.2.2 The language of all written Deliverables shall be English with the exception of all training manuals and tutorials, user manuals and system administration manuals, which must be provided in English at a minimum, and French if available.
- 14.3 The Contractor shall provide training delivery services in English, at a minimum.

14.4 External Solution Interfaces

- 14.4.1 Since CIHR 's Research and Reviewer Matching solution and all related externally available online content will be made available in both Official Languages.
 - a) Either the Contractor 's external interfaces shall be available in both languages or CIHR will develop intermediary user interfaces to ensure its external interfaces are available in both Official Languages.

14.5 Support Services



- 14.5.1 The Contractor shall provide second and third tier Research and Reviewer Matching solution support to CIHR technical users:
- a) The Contractor shall provide phone-based Support Services in English, at a minimum.
 - b) The Contractor shall provide email-based Support Services in English, at a minimum

15.0 LOCATION OF WORK AND TRAVEL

15.1 Location of Work

- 15.1.1 It is anticipated that portions of the work will be conducted at the Contractor's work location(s), with the requirement for work on-site at CIHR's facilities to fulfil the contract requirements including attending meetings, supporting the initial software installation and configuration, and delivering training.

15.2 Travel Requirements

- 15.2.1 As required, the Contractor may occasionally be required to perform work and attend face-to-face meetings with the CIHR Project Authorities at CIHR facilities within the National Capital Region (NCR).

- 15.2.2 In-person meeting(s) and on-site work in the NCR are most likely to occur during the initial solution implementation phases; otherwise meetings will occur on a periodic basis (i.e. quarterly) for Contract performance review purposes and may occur via tele-presence at the CIHR Project Authority's discretion.

- a) The Contractor must be responsible for its own travel and accommodation costs (i.e. no reimbursement) within the NCR.

- 15.2.3 Travel outside of the NCR is not anticipated under this Contract. However, if requested by the Project Authority, the Contractor will be reimbursed for authorized travel (outside of the NCR), accommodation and living expenses associated with the completion of a Task, in accordance with the **National Joint Council Travel Directive**. Where the travel requirement pertains to work under an issued TA Form, the TA will include separate amounts pertaining to previously authorized travel and accommodation expenses within the payment section of the form.

- 15.2.4 For further information refer to the current TBS Travel Directive at:
<http://www.njc-cnm.gc.ca/directive/travel-voyage/index-eng.php>

16.0 GREEN PROCUREMENT AND SERVICES

- 16.1 The Contractor must ensure, where possible, that all materials employed and work methods utilized by both the Contractor and its deployed resources and sub-contractors accommodate CIHR's commitment to the Government of Canada's Green Procurement Strategy.



16.2 The following website provides a link to the Green Procurement Policy:
<http://www.tpsgc-pwgsc.gc.ca/ecologisation-greening/achats-procurement/politique-policy-eng.html>



Annex A to Appendix A - CIHR Technical Environment

- 1.1 It is the responsibility of the Contractor to ensure that all written deliverables and services provided are in conformance with CIHR's standard desktop operating software, currently, Microsoft Office Suite (including Word, Excel, and PowerPoint).
- 1.2 All deliverables and services provided by the Contractor shall become integrated within CIHR's technical and operational environment based upon the technical specifications identified below.
- 1.2.1 CIHR's operating environments are:**
- a) Windows 7 both 32 bit and 64 bit (desktop)
 - b) Windows 2008R2 or 2012 (server)
 - c) SUSE Linux V11 (apache web server only)
 - d) VMWare ESXi V5.x (virtualization product used)
- 1.2.2 CIHR currently installed versions of Web Server Products are:**
- a) Internet Information Server (IIS) 7.5
 - b) Apache 2.2.x
- 1.2.3 CIHR currently installed versions of JEE Application Server Products are:**
- a) Glassfish Application Server V3 & Oracle Java JVM (1.6.x and above)
 - b) Weblogic Application Server V10.3.6 & Oracle JRockit JVM (1.6.x and above)
- 1.2.4 CIHR currently installed versions of Database Products are:**
- a) Sql Server 2008R2 (standard)
 - b) Oracle Database 11g (standard and enterprise)
- 1.2.5 CIHR currently installed versions of Other Products are:**
- a) Open Text Content Server V10 (with CMIS Interface V1.0 Support)
 - b) SOLR Search Service (V3.6.x and above)
- 1.2.6 IT Security Standards & Protocols:**
- a) The Contractor's solution will be reviewed through the CIHR's Security Assessment and Authorization Process which will:
 - i) Identify and approve security assurance requirements
 - ii) Identify and approve system security controls
 - iii) Assess and approve the high-level system design
 - iv) Assess and approve the detailed system design
 - v) Test and validate security controls
 - vi) Assess residual risks
 - vii) Obtain authorization to operate.
- 1.2.7 The Programming Languages currently used by CIHR include:**



- a) Java
- b) XML
- c) Java Servlets, Servlet Spec 2.4 and above

Appendix “B” - Evaluation Criteria and Basis of Selection

Part 1 Evaluation Criteria

Evaluation Methodology

Each Proposal will be evaluated in the following manner:

- a) The Bidder must ensure that its Proposal provides sufficient evidence for the Evaluation Committee to assess the compliance of the Proposal with the criteria listed in this Request for Proposals (RFP). It is the sole responsibility of the Bidder to provide sufficient information within its Proposal to enable the Evaluation Committee to complete its evaluation.
- b) Bidders must make sure that their proposal **clearly indicates the number of years/months** experience (1 year = 12 months).
- c) The Bidder must include any reference material it wishes to be considered for evaluation within its Proposal. Any material or documents outside the Proposal will not be considered (for example, should the Bidder wish to provide screen shots of its website or product, etc. for evaluation, copies or printouts of website or product material must be included within the Proposal). URL links to the Bidder’s website will not be considered by the Evaluation Committee. No prior knowledge of or experience with the Bidder on the part of any member of the Evaluation Committee will be taken into consideration by the Evaluation Committee.
- d) **Evaluation against the Mandatory Requirements:** Technical Proposals that fail to meet any one (1) of the Mandatory Requirements will be deemed non-compliant and no further consideration will be given.
- e) **Evaluation against the Point-Rated Criteria:** Technical Proposals that meet all of the Mandatory Requirements will be point-rated against further criteria, **R1 to R6**, inclusive, below. Failure to meet the overall pass mark of 70% will result in the Bidder being deemed non-compliant, and no further consideration will be given.
- f) **Evaluation of Financial Proposals.** Bidders meeting the minimum scores on the previous stage of evaluation will be evaluated using the methodology set out in section 4.0 Financial Evaluation. The score as calculated in this Stage will constitute the Bidder’s Financial Score.
- g) The Basis of Selection will be **Best Overall Value**. A weighting has been established by CIHR wherein the Bidder’s Technical Score as derived from the Point-Rated Criteria will be valued at **70%** of the Bidder’s Total Score, and the Bidder’s Financial Score will be valued at **30%** of the total.

Criteria Formatting Instructions

- 1.1 The bid must identify the qualifications and experience for each of the evaluation criteria below.



- 1.2 Up to the number of points specified below will be awarded for each criterion based on length and depth of experience.
- 1.3 The firm's profile as described in M1, if applicable, must be included in your bid.
- 1.4 **Résumés for Proposed Resources:** Unless specified otherwise in the RFP, the technical bid must include the résumés of the proposed resources that demonstrate that each individual meets the qualification requirements described below, including any educational requirements, work experience requirements, and professional designation or membership requirements. With respect to résumés and resources:
- (a) Proposed resources may be employees of the Bidder or employees of a subcontractor, or these individuals may be independent contractors to whom the Bidder would subcontract a portion of the Work. For educational requirements for a particular degree, designation or certificate, the Contracting Authority will only consider educational programmes that were successfully completed by the resource by the time of bid closing.
 - (b) For requirements relating to professional designation or membership, the resource must have the required designation or membership by the time of bid closing and must continue, where applicable, to be a member in good standing of the profession's governing body throughout the evaluation and Contract Period.
 - (c) For work experience, the Contracting Authority will not consider experience gained as part of an educational programme, except for experience gained through a formal co-operative programme at a post-secondary institution.
 - (d) For any requirements that specify a particular time period (e.g., 2 years) of work experience, the Contracting Authority will disregard any information about experience if the individual's résumé does not include the relevant dates for the experience claimed (i.e. the start date and end date). For evaluation purposes, the end date of the work experience will only be counted up to the time of bid closing.
 - (e) For work experience to be considered by the Contracting Authority, the proposed resource's résumé must not simply indicate the title of the resource'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.
 - (f) The résumé must also demonstrate where the stated qualifications/experience of the individual was acquired. Where means the name of the institution.
 - (g) The name of each proposed individual must be clearly indicated on the résumé.

1.5 In the case of bids submitted as a joint venture, the combined experience of the Parties forming the joint venture will be considered in the evaluation of the experience of the Bidder.

SELECTION METHODOLOGY – Best Overall Value

For each proposal:

Calculation of Technical Score: the technical score is calculated by prorating the technical score obtained by the proposal against the total possible score of 70 points.

Calculation of Financial Score: the financial score is calculated by giving full points (30) to the lowest priced responsive proposal and prorating all other responsive proposal financial scores accordingly.

SUMMARY OF EVALUATION PROCESS			
All Mandatory Requirements Met?		Yes / No	
Point Rated Criteria		Maximum Point Value	Minimum Score Required
R1. Previous Experience of the Bidder (Project Summaries)		154	
R2. Functional Requirements		180	
R3. Implementation Plan		85	
R4. Service Approach		15	
R5. Support Methodology		25	
R6. Proposal Quality		6	
TOTAL TECHNICAL SCORE:		/465	325 (70%)
WEIGHTED TECHNICAL SCORE	$\frac{\text{Bidder's Total Technical Score}}{465} \times 70$	/70	
WEIGHTED FINANCIAL SCORE	$\frac{\text{LOWEST Total Assessed Price}}{\text{Bidder's Total Assessed Price}} \times 30$	/30	
BIDDER TOTAL SCORE	$\text{Weighted Technical Score } (/70) + \text{Weighted Financial Score } (/30)$	/100	<i>Top Ranked Bidder represents Best Overall Value</i>



The technically responsive proposal that obtains the **highest combined rating of technical merit and price**, e.g. adding the technical score with the financial score, will be recommended for award of a contract.

Where two or more proposals achieve the identical highest combined technical and financial score, the proposal with the higher Financial Score will be recommended for contract award.

DEFINITIONS

The following definitions apply to the Criteria, below:

- a) **“Must”** refers to a requirement. Failure on the part of the Bidder to provide the information or demonstrate it meets a requirement expressed by **“must”** within its Proposal will result in the Proposal being deemed non-compliant and no further consideration given.
- b) **“Should”** refers to a desired element. Failure on the part of the Bidder to provide the information requested by **“should”** within its Proposal or to demonstrate that it meets the element expressed by **“should”** may result in the Bidder receiving less than full points on any Point-Rated Criteria. Bidders are encouraged to address all elements expressed by **“should”**.
- c) One (1) **year** is defined as twelve (12) cumulative months.



2. Mandatory Criteria

A Bidder’s Proposal **MUST** meet **ALL** Mandatory Requirements in order for the Proposal to be deemed compliant and considered for further evaluation. Failure on the part of the Bidder to meet any one (1) of the Mandatory Requirements will result in its Proposal being deemed non-compliant, with the Proposal being given no further consideration.

All dates are based on the **posting date of the RFP**.

MANDATORY REQUIREMENT	PAGE #	COMPLIANT (YES/NO)
<p>M1. BIDDER PROFILE</p> <p>1.1 The Bidder MUST provide a company profile that at a minimum includes:</p> <p>1.1.1 The full legal name of the entity submitting the Proposal;</p> <p>1.1.2 Identification, as applicable, of any joint venture, consortia, partners or subcontractors that are party to the Proposal.</p>		
<p><i>The Bidder is encouraged to provide a brief Corporate Profile of no more than 1000 words that articulates the following information:</i></p> <ul style="list-style-type: none"> ▪ <i>Company Overview (e.g. incorporation date, annual sales);</i> ▪ <i>Locations of Business in Canada and internationally;</i> ▪ <i>Client breakdown (e.g. industries served);</i> ▪ <i>Client Services Model; and</i> ▪ <i>Other relevant Awards and Certifications.</i> 		

MANDATORY CRITERIA	PAGE #	COMPLIANT (YES/NO)
<p>M2. DEMONSTRATED EXPERIENCE</p> <p>2.1 The Bidder MUST demonstrate its experience in the provision of technology solutions that support Research and Reviewer Matching services through the provision of ONLY three (3) written project summaries which took place in the past five (5) years, as calculated from the closing date of this RFP.</p> <p><i>Additional Project Summaries beyond the three (3) required will <u>not</u> be evaluated against this criterion.</i></p> <p>2.2 Projects may be ongoing but all projects MUST have been a</p>		

<p>minimum of four (4) months in length at the time of the closing date of this RFP.</p> <p>2.3 Projects cited MUST involve Commercial off the Shelf (COTS) products to which the Bidder has the right to license or offer a subscription for access to (either through direct ownership as the software publisher or through a signed agreement with the software publisher).</p> <p>2.3.1 At least one (1) of the project summaries submitted MUST involve the same or previous version(s) of the COTS product(s) being proposed to meet the CIHR’s requirement.</p> <p>2.4 At least one of the three (3) projects MUST have been for a client that is a Public Sector health or medicine or scientific research funding organization operating at the National level, with a mandate similar in scope to that of CIHR and a funding budget in excess of \$5,000,000.00 CAD per year.</p> <p>2.5 At least one of the three (3) projects MUST have involved the deployment of a bilingual solution, with interfaces in both English and a second language.</p> <p>2.6 Within <u>each</u> project summary provided, the Bidder MUST indicate the following information:</p> <p>2.6.1 The name of the client organization for whom the work was undertaken;</p> <p>2.6.2 The start and end dates of the project (dates should be identified by month and year – for example March 2008 – February 2011 and should indicate the project duration – for example 36 months).</p> <p>2.6.3 A brief description of the project (such as but not limited to client objectives, challenges encountered, risks mitigated, technologies utilized, standards adhered to, etc.);</p> <p>2.6.4 A description of the Bidder’s software product used in the project including version number (the description should include how the software product used in the cited project offered functionality that was the same as, similar to, or different from that of CIHR’s requirement);</p> <p>2.6.5 The name and valid contact information (which may include either a telephone number or e-mail) of a resource who is able to confirm successful implementation of the solution for the client, if contacted by CIHR during the evaluation process.</p> <p>a) The named individual identified as a Client Contact for the cited project MUST be (or have been at time of the work) a resource affiliated with the identified client organization to which the work was delivered. The Client Contact cannot be a member or affiliate of the Bidder’s organization or Joint Venture Partner</p>		
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<p>organization, or a sub-Contractor of the Bidder.</p> <p>b) The named individual identified as a project Client Contact MUST have held a position of authority or oversight within the client organization for the work undertaken by the Bidder in relation to the referenced project.</p>		
<p><i>CIHR reserves the right to contact the named project client contact(s) to verify the information contained within the submitted project summaries.</i></p> <p><i>In the event that any one (1) cited client contact provides a negative response in regard to the veracity and/or accuracy of the information contained within the Bidder's submitted project summary, CIHR reserves the right to deem the Bidder's proposal non-compliant, whereupon no further consideration will be given.</i></p>		

<p>MANDATORY REQUIREMENT</p>	<p>PAGE #</p>	<p>COMPLIANT (YES/NO)</p>
<p>M3. COTS SOLUTION FUNCTIONALITY</p> <p>3.1 The Bidder MUST include a complete list identifying the vendor, name and the version number of each software component (including any third party products or component licenses) required to provide the functionality of its offered Research and Reviewer Matching solution that meets CIHR's requirements.</p> <p><i>No prices or costs are to be included in the Bidder's Technical Proposal. Inclusion of any prices or costs of any kind will result in the Bidder's proposal being deemed non-compliant.</i></p> <p>3.2 For all components that must be installed or hosted locally at the CIHR (as described within the Statement of Work) the Bidder MUST include a description of the optimal hardware infrastructure necessary to run the proposed solution.</p> <p>3.3 The Bidder's proposed COTS solution products MUST meet the following <u>technical</u> requirements at a minimum:</p> <p>3.3.1 The Contractor MUST offer a bilingual or multilingual solution, with any public-facing web interfaces available in both English and a second language, at a minimum.</p> <p>a) The language interface MUST be selectable by the user.</p> <p>3.3.2 Any web interfaces within the COTS solution MUST work with all Microsoft-supported versions of Microsoft Internet Explorer as a Web browser (i.e., currently 8.x +) at a</p>		

MANDATORY REQUIREMENT	PAGE #	COMPLIANT (YES/NO)
<p>minimum.</p> <p>3.3.3 The COTS solution MUST provide access control management functionality to allow system administrator level users to define and configure different user types/levels with different user authorizations and access rights.</p> <p>3.3.4 The COTS solution MUST protect any sensitive data using approved encryption methods as outlined in CSEC publications ITSA-11e: CSEC Approved Cryptographic Algorithms for the Protection of Protected Information and for Electronic Authentication and Authorization Applications within the Government of Canada (www.cse-cst.gc.ca/its-sti/publications/itsa-asti/itsa11e-eng.html)</p> <p>3.3.5 The COTS solution MUST enforce the concept of least privilege, limiting authorized access for users to the minimum required to accomplish assigned tasks.</p> <p>3.3.6 The COTS solution MUST uniquely identify and authenticate users through the use of a strong password that is policy based and configurable with respect to password complexity, length, re-use and the ability to force mandatory password changes (e.g. at a default of every 90 days).</p> <p>3.3.7 The Contractor’s solution MUST secure all information being transmitted over the internet by using approved communication protocols as outlined in ITSB-60 Guidance on the Use of the Transport Layer Security Protocol within the Government of Canada (http://www.cse-cst.gc.ca/its-sti/publications/itsb-bsti/itsb60-eng.html).</p> <p>3.3.8 The COTS solution MUST include a management interface for the management of Users, passwords, groups, security, permissions, and all other management functions.</p> <p>3.3.9 The COTS solution MUST be compatible with data exchange in the form of persistent linkages to CIHR internal systems via industry-standard formats such as:</p> <ul style="list-style-type: none"> a) Application Program Interfaces (APIs); or b) Web services (e.g. SOAP). <p>3.4 The Bidder’s proposed COTS solution products MUST meet the following <u>business</u> functionality at a minimum:</p> <p>3.4.1 The COTS solution MUST include an externally hosted web-accessible searchable abstract and citation database that contains an extensive collection of peer-reviewed literature (i.e. at least 5,000 journals) pertinent to the fields of science,</p>		



MANDATORY REQUIREMENT	PAGE #	COMPLIANT (YES/NO)
<p>technology, medicine, and the social sciences.</p> <p>3.4.2 Authorized users MUST be able to perform searches on this abstract and citation database based on a variety of search options, including:</p> <ul style="list-style-type: none"> a) Subject / keyword; and b) Author name. <p>3.4.3 The COTS solution MUST filter and analyze the contents of a provided sample/excerpt of text (such as a journal article abstract or a funding application) to generate a “Profile” or result set of data elements that serve to distinguish the text excerpt in terms of key descriptors.</p> <ul style="list-style-type: none"> a) The COTS solution MUST use lexicons, thesauri, or classification systems relevant to the fields of science, technology, medicine, and the social sciences (such as the U.S. National Library of Medicine’s controlled vocabulary thesaurus, Medical Subject headings or MeSH) to identify the key concepts within the material being analyzed. b) Lexicons, thesauri or classification systems used by the COTS solution MUST be maintained and kept updated by the Bidder, to stay current with the latest in scientific and medical research terminology. <p>3.4.4 Authorized users MUST be able to use the COTS solution to generate a “Profile” for a researcher that:</p> <ul style="list-style-type: none"> a) Requires only tombstone data input into the solution (e.g. full name, organizational affiliation or employment history). b) Generates a generated list of publications (books and journals) specific to the researcher. c) Contains a unique identifier (to avoid author misidentification). d) Performs an analysis on each of the researcher’s publications, to identify key descriptors for each of the researcher’s body of work, and aggregates the results of this analysis into the researcher’s Profile. <p>3.4.5 Provides authorized users with the ability to assign a weight as to the importance of the descriptor(s) for use when assessing a collected body of work, in order to modify the resultant Profile that is developed.</p> <p>3.4.6 Authorized users MUST be able to use the COTS solution to update a Profile, to perform the following actions at a</p>		



MANDATORY REQUIREMENT	PAGE #	COMPLIANT (YES/NO)
<p>minimum:</p> <ul style="list-style-type: none"> a) update the list of publications including the ability to identify something as wrongly attributed; and b) update biographic information. <p>3.4.7 Authorized users MUST be able to use the COTS solution to recognize trends within a researcher’s body of work, to:</p> <ul style="list-style-type: none"> a) Identify areas of specialization based on their published work; b) Track the number of times an article has been cited by other researchers; and c) Measure the productivity and impact of the researcher through analytics based on their published work (e.g. calculate researcher h-index); <p>3.4.8 Authorized users MUST be able to use the COTS solution to perform an analysis of the extent of similarity of weighted “matching” descriptors between a text sample’s result set (its Profile) and an available collection of researcher Profiles.</p> <ul style="list-style-type: none"> a) The solution MUST allow for adjustment to the defining criteria used to identify the match at analysis run time, including an adjustment to the weighting used on the matching descriptors. <p>3.4.9 Authorized users MUST be able to use the COTS solution to produce metrics on the Profiles developed.</p> <ul style="list-style-type: none"> a) Authorized users MUST be able to utilize the data from this analysis to produce reports either directly through the solution or by manipulating the raw data outputs in another toolset. b) The analysis data / metrics produced by the solution MUST be stored or retained within the solution (with a client-definable retention period) OR be available for export in a standard data format (e.g. XML, CSV). 		
<p><i>Acceptable evidence of solution capability includes (but is not limited to) referencing where the required functionality is described within a User Manual or Technical Specification document (provided the document is included as an annex within the Bidder’s Proposal), or by including screen shots of the Bidder’s COTS solution showing the required functionality, within the Bidder’s Proposal.</i></p> <p><i>Videos demonstrating solution functionality may be provided in softcopy on a CD / DVD included within the Technical Proposal. URL links to the Bidder’s website will not be</i></p>		

MANDATORY REQUIREMENT	PAGE #	COMPLIANT (YES/NO)
<i>considered by the Evaluation Team.</i>		

MANDATORY REQUIREMENT	PAGE #	COMPLIANT (YES/NO)
<p>M4. PROPOSED RESOURCES</p> <p>4.1 The Bidder MUST identify a proposed “core team” of named resources in accordance with section 8.2 of the SOW to complete the COTS solution implementation, testing and training services, specific to Phases 1 through 2 of the project (as described within the Statement of Work).</p> <p>4.1.1 The Bidder’s proposed “core team” of resources MUST include a Senior Project Manager category <u>at a minimum</u>.</p> <p>4.1.2 The Bidder MUST provide a detailed Curriculum Vitae (CV) for <u>each resource</u> included within its designated “core team” .</p>		
<p><i>Only the first proposed resource within the Bidder’s Proposal for the Senior Project Manager Resource Category listed above under factor 4.1.1 will be evaluated under this Mandatory Requirement Factor, and any corresponding Point-Rated Criteria, if applicable. This named resource will be the one expected to complete the work under any resultant Contract unless a suitable reason for resource replacement is given (subject to acceptance by CIHR).</i></p> <p><i>Additional qualified Bidder resources <u>may</u> be provided to show Bidder capacity and the ability to provide additional, replacement or backup resources in relation to the Bidder’s “core team” however these resources will not be evaluated. The proposed resource for evaluation should be clearly identified within the Bidder’s Proposal otherwise the resources will be evaluated in the order first presented in the Bidder’s Technical Proposal.</i></p>		

MANDATORY REQUIREMENT	PAGE #	COMPLIANT (YES/NO)
<p>M5. RESOURCE QUALIFICATIONS</p> <p>5.1 The Senior Project Manager proposed in compliance with Mandatory Requirement M4 (above) MUST meet the minimum</p>		

MANDATORY REQUIREMENT	PAGE #	COMPLIANT (YES/NO)
<p>qualifications as described in the Statement of Work, as follows:</p> <p>5.1.1 MUST demonstrate at least ten (10) years work experience as a Project Manager or related Resource Category.</p> <p>5.1.2 MUST demonstrate at least thirty-six (36) months managing or leading the implementation of the Contractor's COTS products, including providing oversight on teams of cross-functional resources.</p> <p>5.1.3 MUST demonstrate at least six (6) months project management experience in legacy system transition projects for Public Sector health/medicine/scientific research funding organization clients within the last three (3) years.</p>		
<p><i>CIHR encourages Bidders to provide a summary or chart, directly linking the proposed Resource's skills and experience with the minimum qualifications to assist CIHR in the location of information within the Proposal.</i></p> <p><i>CIHR reserves the right to interview any of the Bidder's proposed named resources to verify the information contained within their submitted CVs. Interviews will be at no cost to Canada.</i></p>		

MANDATORY REQUIREMENT	PAGE #	COMPLIANT (YES/NO)
<p>M6. DRAFT TRANSITION-IN PLAN</p> <p>6.1 The Bidder MUST submit its proposed approach and associated work breakdown structure (WBS) for the following:</p> <p>6.1.1 The typical steps for the implementation of the Bidder's COTS products proposed to address CIHR's requirement;</p> <p>6.1.2 The draft Implementation Plan for the proposed solution for the period from Contract award up until the launch of the solution for use by CIHR during its Proof of Concept Pilot in Phase 1 (as described within the Statement of Work).</p> <p>6.1.3 The Bidder's proposed training approach to address the training requirements described in the Statement of Work, as well as its proposed approach for training any additional personnel beyond the initial training delivery period.</p>		

MANDATORY REQUIREMENT	PAGE #	COMPLIANT (YES/NO)
<p><i>The Bidder is encouraged to provide the followed pertinent information within the narrative accompanying its project plan and work breakdown, including:</i></p> <ul style="list-style-type: none"> ▪ <i>Critical paths and key milestones are clearly identified;</i> ▪ <i>Milestones are linked to the expected deliverables;</i> ▪ <i>Identified time frames and levels of Bidder resource allocation necessary to complete the work within CIHR's identified timeframe are reasonable and realistic; and</i> ▪ <i>Identified gap areas and input or feedback required from CIHR resources to complete the work is identified within the plan.</i> ▪ <i>The proposed Implementation Plan may include a matrix and / or time line chart (i.e. Gantt chart).</i> 		
<p><i>Bidders are reminded that no pricing is to be included within the Technical Proposal. The Bidder's failure to comply with this condition will result in the Bidder's Proposal being declared non-compliant and being given no further consideration.</i></p>		

MANDATORY REQUIREMENT	PAGE #	COMPLIANT (YES/NO)
<p>M7. SERVICE LEVEL AGREEMENT</p> <p>7.1 The Bidder MUST include a description of its maintenance and support services for the proposed solution that, at a <u>minimum</u>, meets the expected levels of availability and responsiveness as described within section 11.0 the Statement of Work, in relation to the following areas of service:</p> <p>7.1.1 Web service uptime / availability for the Bidder's externally hosted abstract and citation database;</p> <p>7.1.2 Support Services hours of availability (including any extended support offered) and means to contact;</p> <p>7.1.3 Escalation procedures; and</p> <p>7.1.4 Problem reporting procedures (for notifying CIHR).</p>		
<p><i>Bidders may also describe any other information considered relevant, including any enhancements to the basic support requirements offered.</i></p>		

3. Point Rated Criteria

Bidders who meet all of the above Mandatory Criteria will be evaluated and point-rated against the following Criteria, using the Evaluation Details and maximum values specified in each Criterion.

Each Bidder will be evaluated independently against all Point-Rated Criteria. Proposals must receive a minimum total score of 325 / 465 or **70%** on Point-Rated Criteria **R1** to **R6**, inclusive, in order for Bidders to be considered for Contract Award. Failure to meet this pass mark on Point-Rated Criteria **R1** to **R6**, inclusive, will result in the Bidder being deemed non-compliant, and no further consideration will be made.

1.1 Rating Scale

Information that is only a repetition, paraphrasing or other re-wording of information in this RFP will result in a score of 0 for that Point-Rated Criterion's evaluation factor, as applicable.

Except where the scoring methodology provides an alternate process (e.g. X years of experience = Y points) the Point Rated Requirements will be evaluated using the scale below.

Each evaluation factor so assessed will be assumed to be 'Excellent,' with points being taken away proportionate to the value of the evaluation factor. For example, where the maximum point value for an evaluation factor is worth a maximum score of 15 points: Excellent=15, Good=12.75, Satisfactory=10.5, and so on. Where the maximum point value for an evaluation factor is 10: Excellent=10, Good=8.5, Satisfactory=7, and so on. Points will be rounded using standard mathematical methods to two (2) decimal places, when required.

<p>Excellent 86 - 100% of the available score</p>	<p>The response is complete in that it addresses and provides exceptionally relevant supporting detail for each of the factors; therefore, the response is considered to have outstanding merit.</p>
<p>Good 71 - 85% of the available score</p>	<p>The response is complete in that it clearly addresses and provides some relevant supporting detail for each of the factors; therefore, the response is considered to have a good level of merit.</p>
<p>Satisfactory 51 - 70% of the available score</p>	<p>The response is complete in that it clearly addresses in some detail each of the factors while providing some supporting detail for most of these factors; therefore, the response is considered on balance to have satisfactory merit.</p>
<p>Minimal 26 - 50% of the available score</p>	<p>The response is not complete in that it fails to fully address some of the factors; it is not clear or is incomplete; therefore, the response is considered to have insufficient merit.</p>



Poor 1 - 25% of the available score	The response is not complete in that it fails to address all the factors and only nominally addresses some factors; therefore, the response is considered to have very little merit.
Not indicated / Unsatisfactory 0% of the available score	No response was received or the response does not address any of the factors; therefore, the response cannot be considered to have any merit.

Point-Rated Criterion	Points	Scoring
R1 Previous Experience of the Bidder (Project Summaries)		
<p>The three (3) projects provided in compliance with Mandatory Requirement M2 will be evaluated. Points will be awarded, up to a maximum of 154 points, based on the extent to which the cited project summaries are relevant and similar to the requirements as described within the SOW with regard to the following specific factors.</p> <p><i>Additional Project Summaries within the Bidder's Technical Proposal beyond the three (3) required in M2 will not be evaluated against this criterion.</i></p> <p><i>Points are cumulative but will not be awarded above the maximum value indicated in each evaluation factor below.</i></p>		
a) The similarity and relevance of the reference client organization for which the Bidder provided services, <i>beyond the minimum of one (1) project for a Public sector health/medicine/scientific research funding organization, as required in compliance with M2 (up to 5 points/project for up to two projects);</i>	10	<p><i>Client Organization:</i></p> <p>5 points/project - Public sector health/medicine/scientific research funding organization</p> <p>3 points/project – Government of Canada organization (Federal Department, Agency or Crown Corporation)</p> <p>2 points/project – MASH sector entity (such as Publicly-Funded Academic, Health and Social Service organizations)</p> <p>1 point/project – Other public sector entity (Provincial/Territorial/ other MASH sector entity such as a Municipality, School Board)</p> <p>0 points/project – private sector organization</p>
b) The scope, range and complexity of the Bidder's software solution (up to 30 points/project);	90	<p><i>Up to 5 points for each of the following elements within the listed project:</i></p> <p>i. Researcher Profiles were developed for a large group (+1000 users);</p> <p>ii. Researcher Profile creation was as a result of an automated (batch) process, based on researcher tombstone data, requiring minimal client intervention;</p> <p>iii. Access to full text journal articles was provided to users;</p> <p>iv. Solution was used to assist in research funding</p>



Point-Rated Criterion	Points	Scoring
R1 Previous Experience of the Bidder (Project Summaries)		
		application process(es); v. Solution was integrated into the client’s internal / third-party IT systems to extend the functionality of the solution; vi. Solution used to provide metrics to support improved client reporting on the client outcomes the solution was implemented to support.
c) The scope, range and complexity of services provided by the Bidder in terms of the configuration, implementation, training, and support services provided by the Bidder (up to 18 points/project);	54	<i>Up to 3 points for each of the following services within each cited project:</i> i. Bidder worked closely with the client to integrate existing third party applications or custom-built legacy systems into its solution to meet the client’s needs; ii. Bidder provided data/content conversion or migration services to import information from a client legacy system; iii. Client solution was implemented by the Bidder with a multi-lingual user interface, including English and a second language, at a minimum. iv. Bidder provided both technical user (IT) and business user training in relation to the implemented solution; v. Bidder provided all hosting, maintenance and related support services for the solution’s online components; <i>Up to 1 point for each of the following services within each cited project:</i> i. Bidder provided documentation (administration, deployment and maintenance guides and on-line help) specific to the client’s implemented solution. ii. Bidder provided phone/email help desk support services. iii. Bidder provided training services delivery, user manuals and training manuals in both English and French.
MAXIMUM AVAILABLE POINTS	154	

Point-Rated Criterion	Points	Scoring
R2 Functional Requirements		
The Bidder is to identify the functionality of its COTS products to <u>natively</u> meet CIHR’s requirement for		



Point-Rated Criterion	Points	Scoring
R2 Functional Requirements		
the Research and Reviewer Matching solution (as described within the Statement of Work).		
Bidders are to identify the page reference(s) where the description of the required functionality and any supporting explanatory detail can be found, either within the Bidder’s technical documentation or elsewhere within the Bidder’s Proposal.		
<i>Bidders are reminded that inclusion of any prices or costs of any kind in the Technical Proposal will result in the Bidder’s proposal being deemed non-compliant.</i>		
Points will be awarded, up to a maximum of 180 points, based on the extent to which the Bidder’s proposed software product meets the following specific factors:		
a) Size of the solution’s abstract and citation database component.	10	<p><i>Points will be awarded as follows:</i></p> <p>10 points for more than 20,000 peer-reviewed journals in the areas of Scientific, Technical, Medical and Social Sciences</p> <p>7 points for more than 15,000 peer-reviewed journals in the areas of Scientific, Technical, Medical and Social Sciences</p> <p>5 points for more than 10,000 peer-reviewed journals in the areas of Scientific, Technical, Medical and Social Sciences</p> <p>3 points for more than 6,000 peer-reviewed journals in the areas of Scientific, Technical, Medical and Social Sciences</p> <p>0 points for 5,000 – 6,000 peer-reviewed journals in the areas of Scientific, Technical, Medical and Social Sciences</p>
b) Medical lexicons, concept thesauri, or classification systems used by the solution, for content matching.	30	<p><i>Up to 10 points for each of the following features of the solution</i></p> <ul style="list-style-type: none"> i. Incorporates multiple lexicons, concept thesauri, or classification systems relevant to the fields of science, technology, medicine, and the social sciences, in order to fully address the breadth of CIHR’s mandate for funding opportunities for health research, which includes biomedical; clinical; health systems services; and social, cultural, environmental and population health themes. ii. Uses MeSH (the National Library of Medicine's controlled vocabulary thesaurus for Medical Subject Headings) as one of its component thesauri. iii. The lexicons, concept thesauri, or classification systems used can be tailored to align to the subject matter of the item being profiled to refine the results.
c) Authorized users are able to	10	<i>Points will be awarded as follows:</i>



Point-Rated Criterion	Points	Scoring
R2 Functional Requirements		
<p>access the full journal articles identified through searches of the Bidder’s abstract and citation database.</p>		<p>10 points – The solution offers this functionality via a multi-lingual user interface, including English and a second language, at a minimum, either as an additional cost element or as a component of the base offering.</p> <p>7 points – The solution offers this functionality via an English uni-lingual user interface, either as an additional cost element or as a component of the base offering.</p> <p>0 points – The Bidder or the solution does not offer this functionality.</p>
<p>The Bidder should identify its ability to address each of the areas of functionality listed below as either: “Meets” CIHR’s functional requirement natively (out-of-the-box (OOTB)) with or without configuration by a functional business analyst or similar resource role.</p> <p>OR</p> <p>“Requires Minor Adaptation” defined as requires minor modifications by a software programmer/developer to existing screens, tables and/or processes but there is no requirement to develop new screens/tables/processes.</p> <p>OR</p> <p>“Requires Major Adaptation” defined as requires modifications by a software programmer/developer to add at least one new screen, new table or new process.</p> <p>Where adaptation is required to provide functionality, Bidders should provide a detailed description as to how the requirement will be met, and an indication of the anticipated level of complexity to achieve the desired result.</p>		
<p>d) The software product should be able to, <i>through an automated batch process, create initial profiles for a large number of researchers</i> with minimal user intervention (when given basic tombstone data such as name, education, and work history for each researcher).</p>	30	<p><i>Points will be awarded as follows:</i></p> <p>30 points per element addressed natively.</p> <p>21 point per element addressed with minor adaptation.</p> <p>9 points per element addressed with major adaptation</p> <p>0 points where the element is not addressed or the functionality cannot be provided by the solution.</p>
<p>e) When generating a list of publications (books and journals) and associating the listing to a researcher’s <u>existing</u> profile,</p> <p>i) <i>it is preferred that this feature be automated, not requiring multiple steps to first generate the list, then</i></p>	10	<p><i>Points will be awarded as follows:</i></p> <p>5 points per element addressed natively.</p> <p>4 point per element addressed with minor adaptation.</p> <p>2 points per element addressed with major adaptation</p> <p>0 points where the element is not addressed or the functionality cannot be provided by the solution.</p>



Point-Rated Criterion	Points	Scoring
R2 Functional Requirements		
<p><i>add the listing to the profile for each researcher.</i></p> <p><i>ii) it is preferred that this can be done as a batch process, for multiple researchers at one time, without user intervention.</i></p>		
<p>f) When developing the Reviewer Profile, it is preferred that the solution allow researchers to validate the contents of their own newly created Profiles and add other relevant information to refine their profile (e.g. information that would not be found in the database search, language ability, career stage, etc.).</p>	20	<p><i>Points will be awarded as follows:</i></p> <p>20 points per element addressed natively.</p> <p>14 point per element addressed with minor adaptation.</p> <p>6 points per element addressed with major adaptation</p> <p>0 points where the element is not addressed or the functionality cannot be provided by the solution.</p>
<p>g) When performing an analysis of the extent of similarity between an excerpt of text’s result set of key “matching” descriptors and an available collection of researcher Profiles, to identify recommended reviewers (based on alignment of matching criteria), it is preferred that the solution allow automated batch analysis of large numbers of text excerpts (e.g. funding application abstracts) against large numbers of available potential Reviewers while still providing the ability to do the same process at an individual level to accommodate manual searching.</p>	20	<p><i>Points will be awarded as follows:</i></p> <p>20 points per element addressed natively.</p> <p>14 point per element addressed with minor adaptation.</p> <p>6 points per element addressed with major adaptation</p> <p>0 points where the element is not addressed or the functionality cannot be provided by the solution.</p>
<p>h) When performing an analysis of the extent of similarity between an excerpt of text’s result set of key “matching” descriptors and an available collection of researcher Profiles, to identify</p>	10	<p><i>Points will be awarded as follows:</i></p> <p>10 points per element addressed natively.</p> <p>7 point per element addressed with minor adaptation.</p> <p>3 points per element addressed with major adaptation</p> <p>0 points where the element is not addressed or the functionality cannot be provided by the solution.</p>



Point-Rated Criterion	Points	Scoring
R2 Functional Requirements		
<p>recommended reviewers (based on alignment of matching criteria), <i>it is preferred that the solution allow for possible conflict of interest as additional exclusionary criteria</i> (e.g. article co-authors, work in same organization, etc) to be added to the matching analysis.</p>		
<p>i) When performing an analysis of the extent of similarity between an excerpt of text’s result set of key “matching” descriptors and an available collection of researcher Profiles, <i>it is preferred that the solution provide a function to adjust the weighting of the “matching” descriptors</i> at run time for the purposes of finding rarer expertise or experience</p>	10	<p><i>Points will be awarded as follows:</i> 10 points per element addressed natively. 7 point per element addressed with minor adaptation. 3 points per element addressed with major adaptation 0 points where the element is not addressed or the functionality cannot be provided by the solution.</p>
<p>j) <i>It is preferred that the solution provide a function to search for reviewer matches outside of those Profiles within CIHR’s College of Reviewers</i> (i.e. within the international researcher community through a search of the Bidder’s citation database) to attempt to identify potential expertise matches where the College cannot provide suitable Reviewer candidates.</p>	10	<p><i>Points will be awarded as follows:</i> 10 points per element addressed natively. 7 point per element addressed with minor adaptation. 3 points per element addressed with major adaptation 0 points where the element is not addressed or the functionality cannot be provided by the solution.</p>
<p>k) When authorized users produce metrics on the Profiles developed by the solution: i) <i>it is preferred that the solution provide the functionality to utilize the data from this analysis to produce customizable reports directly within the</i></p>	20	<p><i>Points will be awarded as follows:</i> 10 points per each element that can be addressed natively. 7 point per each element that can be addressed with minor adaptation. 3 points per each element that can be addressed with major adaptation 0 points where the element is not addressed or the functionality cannot be provided by the solution.</p>



Point-Rated Criterion	Points	Scoring
R2 Functional Requirements		
<i>solution.</i> ii) it is preferred that the solution provide the functionality to store or retain the analysis data / metrics produced by the solution (with a client-definable retention period), within the solution.		
MAXIMUM AVAILABLE POINTS	180	

Point-Rated Criterion	Points	Scoring
R3 Implementation Plan		
Points will be awarded, up to a maximum of 85 points, based on the extent to which the Bidder’s proposed response to Mandatory Requirement M6 is detailed, responsive and consistent with the requirement as expressed within the SOW with respect to the following specific factors:		
a) The Bidder demonstrates an understanding of CIHR’s business problem that its COTS solution will address.	15	Up to 15 points overall, with up to 5 points for each of the following, based on the extent of the Bidder’s demonstrated understanding of: i. Research funding processes; ii. Peer review processes; and iii. Challenges of this project unique to CIHR’s requirements.
b) The Bidder provided a clear project plan and work breakdown, showing a linkage of project milestones / deliverables with expected outcomes and next steps.	10	<i>Up to 2 points for each of the following areas:</i> i. Critical paths and key milestones are clearly identified; ii. Milestones are linked to the expected deliverables; iii. The identified time frames and levels of Bidder resource allocation necessary to complete the work within CIHR’s identified timeframe are reasonable and realistic iv. The Bidder identified gap areas and input or feedback required from CIHR resources to complete the work is identified within the plan. v. The Bidder identified tools or techniques to be used to control the proposed schedule;



Point-Rated Criterion	Points	Scoring
R3 Implementation Plan		
c) The Bidder provided a clear description of its proposed software solution.	40	<p><i>Up to 20 points for each of the following areas:</i></p> <ul style="list-style-type: none"> i. A clear identification of which elements of the solution would be provided via hosted Software as a Service versus what would need to be installed locally for privacy and security reasons. ii. An identification of what the COTS solution can do, vis-a-vis the functionality sought by CIHR in Phase 2 and 3, and what will require customization or the integration of other technology products to work as desired.
d) The Bidder's identification of possible problems and challenges to the successful completion of the work on time and in budget.	20	<p><i>Up to 20 points overall. Up to 10 points per identified risk for up to two risks, with up to 5 points available for each of the following areas:</i></p> <ul style="list-style-type: none"> i. The Bidder identifies a risk that might realistically pose a challenge to completing the work within the identified timeline or otherwise present a major challenge to the success of the project; ii. The Bidder provides a feasible and effective strategy for risk mitigation or avoidance, to deal with the identified challenge. <p><i>Examples that demonstrate where this approach has been used effectively in the past are encouraged.</i></p> <p><i>A maximum of two risks and associated mitigation strategies will be evaluated in the order presented in the Bidder's Technical Proposal.</i></p>
MAXIMUM AVAILABLE POINTS	85	

Point-Rated Criterion	Points	Scoring
R4 Service Approach		
<p>Points will be awarded, up to a maximum of 15 points, in relation to the Bidder's approach to managing the Work and any specified Tasks, such that CIHR has timely access to qualified resources to effectively undertake the requirements as described within the Statement of Work.</p> <p>Bidders are encouraged to include information as to where these approaches have been utilized successfully in the past.</p>		



Point-Rated Criterion	Points	Scoring
R4 Service Approach		
a) The Bidder’s proposed approach and methodology for timely and responsive service delivery, as described in the Statement of Work.	15	<p><i>Up to 5 points for each of the following areas:</i></p> <ul style="list-style-type: none"> i. The Bidder’s existing pool of qualified resources, including its designated “core team” as offered in its Proposal, is aligned to the expected Work and required Deliverables as described in the Statement of Work, as a demonstration of available Bidder capacity and capability. ii. The Bidder’s contingency strategy for the provision of qualified replacement resources for the core team during the initial work phase within a short timeframe (should the need arise); iii. The Bidder’s mechanisms in place to ensure timely resource availability (including methodology for the selection and deployment of qualified resources) and responsiveness to work requests (including requests for the services of the “additional” resource categories as described in the SOW) issued on an “as-and-when required” basis”.
MAXIMUM AVAILABLE POINTS	15	

Point-Rated Criterion	Points	Scoring
R5 Support Methodology		
Points will be awarded, up to a maximum of 25 points, for the Bidder’s proposed service offerings, based on the extent to which the cited approaches are appropriate to the requirements as described within the SOW, with regard to the following specific factors:		
a) The identified issue escalation procedures for problem identification, isolation and resolution.	10	<p><i>Up to 5 points for each of the following areas:</i></p> <ul style="list-style-type: none"> i. The Bidder's defined process to escalate reported problems involving complicated or critical system errors; and ii. The Bidder's defined process to undertake issue analysis to determine problem areas and provide a quick resolution or a viable work-around.
b) The means to monitor and report compliance with a defined Service Level Agreement as provided in response to Mandatory Requirement M7.	10	<p><i>Up to 5 points for each of the following areas:</i></p> <ul style="list-style-type: none"> i. The Bidder’s methods for tracking SLA compliance with regards to website/system and support availability and communication of unresolved issues to the client, including the means of verifying the accuracy of these reported metrics or measurements; and ii. Any remedies offered in the event of Bidder non-performance with respect to adherence to the Service



Point-Rated Criterion	Points	Scoring
R5 Support Methodology		
		Standards set out in section 11 of the Statement of Work.
c) The Bidder's help desk / support services.	5	Up to a total of 5 points based on: 2 points – French client support services offered; 3 points – Extended hours of support services offered beyond the required support for Mon-Fri core business hours (as described in section 11 of the Statement of Work)
MAXIMUM AVAILABLE POINTS	25	

Point-Rated Requirement	Points	Scoring
R6 Proposal Quality		
Points will be awarded, up to a maximum of 6 points, based on the following specific factors:		
a) Proposal Quality	3	3 points - Overall quality of the proposal as it relates to presentation of information and ease-of-use (including clarity, lack of confusion, absence of typos, and grammatical correctness).
b) Proposal Identification of Information	3	2 points - The Technical Proposal includes an accurate Table of Contents to facilitate the location of information. 1 point - The Technical Proposal includes identifier tabs between sections to facilitate the location of information (i.e. tabs are labelled and aligned with the Table of Contents or colour coded or otherwise marked).
MAXIMUM AVAILABLE POINTS	6	

Sub-Total Technical Score (R1-R6)	/465	<i>Only those proposals achieving a minimum score of 70% on Point Rated Criteria R1-R6 inclusive (325/465) will be evaluated on the basis of the Bidder's Financial Proposal.</i>
Bidder (Adjusted) Technical Score	/70	Overall Technical Score will be prorated to result in a score out of 70 points, for the purposes of calculating the Bidder's Total Score (out of 100 points) (in Section 5.0 Basis of Selection) by the following calculation: (Bidder Overall Technical score ÷ 465) x 70 = Bidder's Score (out of 70)



4. Financial Evaluation

- 4.1 Bidders meeting ALL Mandatory Requirements, achieving at least the overall pass mark of 70% on Point-Rated Criteria **R1-R6** (collectively) will be evaluated on the basis of their Financial Proposal.
- 4.2 The Financial Evaluation will be carried out by the Contracting Authority independent of the Evaluation Team responsible for rating the Technical Proposal.
- 4.3 All of the information required in this section **MUST** appear in the Bidder’s Financial Proposal **ONLY**. The Bidder’s Financial Proposal **MUST** be submitted in a **separate, sealed** envelope from the Bidder’s Technical Proposal. The Bidder’s failure to comply with this condition will result in the Bidder’s Proposal being declared non-compliant and being given no further consideration.
- 4.4 Failure on the part of the Bidder to provide the information required within the Financial Proposal Tables will result in CIHR deeming the Bidder’s Proposal to be non-compliant, with the Proposal being given no further consideration.
- 4.5 Any travel (if required by CIHR for travel to locations outside of the NCR), administrative or other expenses will be added by CIHR at time of Contract award.
- 4.6 The prices included in the Bidders’ Financial Proposals will be evaluated on the total requirement including the all-inclusive prices of the initial system functionality and licensing, support and maintenance fees, solution documentation, training delivery and instructional material, and the monthly user subscriptions to the hosted system plus any supporting professional services per diem rates.
- 4.7 **Calculation of the Bidder Total Assessed Price (TAP)**

The **Limitation of Expenditure** for the sum total of **items (1-i), (2-a), (2-b), (2-c) and (2-d)** below is **\$1,600,000.00 (CAD)**, excluding any pre-authorized travel and all applicable taxes.

Any Bidder who exceeds this Limitation of Expenditure in its Financial Proposal shall be automatically disqualified from the bidding process and be given no further consideration.

The Bidder's proposed prices within the Bidder’s Financial Proposal will be utilized to derive a **Total Assessed Price (TAP)** for each compliant Bidder, based on the following calculations:

Bidder Total Assessed Price (TAP) Calculation				
Item	Description of Cost Item	Bidder Price (\$CAD)	Multiplier *	Evaluated Price* (\$CAD)
(1-i)	Fixed Costs for Phases 1 - 2 (from Table 1 of the Basis of Payment)	\$ _____	1	\$ _____



Bidder Total Assessed Price (TAP) Calculation				
Item	Description of Cost Item	Bidder Price (\$CAD)	Multiplier *	Evaluated Price* (\$CAD)
(2-a)	SaaS Solution Components Access Fees (from Table 2a of the Basis of Payment) <i>(The average per user subscription fee, across the initial contract period, multiplied by an estimated number of users and the total length of the contract term, as indicated in the multiplier column, will be used for evaluation purposes)</i>	\$ _____ /user/month	250 users x 36 months	\$ _____
(2-b)	Solution Software Licensing Costs (from Table 2b of the Basis of Payment) for the Contract Term	\$ _____	1	\$ _____
(2-c)	Solution Support Costs (from Table 2c of the Basis of Payment) for the Contract Term	\$ _____	36 months	\$ _____
(2-d)	Reviewer Profile Development Fees (see Table 2d of the Basis of Payment). <i>(The average per profile development fee, across the initial contract period, multiplied by an estimated number of profiles, as indicated in the multiplier column, will be used for evaluation purposes)</i>	\$ _____ /Profile	4000 profiles	\$ _____
(3-i)	“As-and-when Required” Senior Project Manager services (see Table 3 of the Basis of Payment). <i>(The average resource category per diem rate, across the contract period, for the listed resource category multiplied by the number of days indicated in the multiplier column will be used for evaluation purposes)</i>	\$ _____/day	25 days	\$ _____
Bidder Total Assessed Price (TAP) <i>Calculated as the sum of all items above</i>				\$ _____

* Values are used ONLY for the purposes of establishing the Bidder’s Total Assessed Price for the Financial Evaluation; any actual payment values will be as a result of services rendered and invoices submitted by the Contractor.

Part 2 Basis of Selection

1. CIHR intends to award one (1) Contract as a result of this solicitation to the Bidder representing **Best Overall Value**.
2. **Best Overall Value** is defined as the highest *Total Score*.
3. The Total Score will be calculated as follows:

Bidder's Prorated Technical Score (out of 70) + Bidder's Financial Score (out of 30) = Bidder's Total Score (out of 100).

Formula:

Technical Score

$$\frac{\text{Bidder Technical Score X 70}}{\text{Max. points on Point Rated Criteria (465)}} = \text{Bidder Prorated Technical Score (/70)} \quad \textbf{(Total 1)}$$

Financial Score

The calculation used to determine the Bidder's Financial Score will be as follows:

- i) The compliant Bidder with the lowest Total Assessed Price (TAP) will be awarded full points (30/30).
- ii) Fewer points will be awarded to all other Bidders based on the differential of their TAP to that of the Bidder with the lowest TAP using the following calculation:

$$\frac{\text{Lowest TAP X 30}}{\text{Bidder's TAP}} = \text{Bidder Financial Score (/30)} \quad \textbf{(Total 2)}$$

Total Score: = (Total 1) + (Total 2) = Combined Rating of Financial and Technical Merit

4. **Recommendation for Award**
 - a) Neither the valid bid that scores the highest number of rating points, nor the one that contains the lowest costs estimate will necessarily be accepted.
 - b) At the conclusion of the Financial Evaluation, all scores from the Technical and Financial Evaluations will be added and subject to satisfactory competition of any required software demonstrations, resource interviews and security clearance checks and subject to the express and implied rights of Canada, the compliant Bidder with the highest combined technical (70%) and financial (30%) scores will be recommended for award of a contract.

- c) In the event that more than one (1) Bidder receives the same *Total Score*, of those Proposals, the compliant Bidder with the higher Financial Score will be considered to represent Best Overall Value.
- d) Awarding a contract will be subject to the successful negotiation of a contract and to approval by CIHR management in accordance with its policies and procedures.

5. Price Support

- a) The Bidder must provide, on Canada's request, one or more of the following price support, if applicable:
 - i) a current published price list indicating the percentage discount available to Canada; or
 - ii) copies of paid invoices for the like quality and quantity of the goods, services or both sold to other customers; or
 - iii) a price breakdown showing the cost of direct labour, direct materials, purchased items, engineering and plant overheads, general and administrative overhead, transportation, etc., and profit; or
 - iv) price or rate certifications; or
 - v) any other supporting documentation as requested by Canada.
- b) Further, the Bidder agrees that:
 - i) CIHR is not bound by the per diem rates quoted in the Bidder's Proposal for the **Resource Categories** other than the Senior Project Manager (as offered in the Contractor's Proposal) (see Table 4 of the Fee Schedules) as these are not evaluated as part of the RFP evaluation process.
 - ii) CIHR may, by giving notice to the selected Contractor, re-negotiate the Contractor's per diem rates for any offered **Resource Categories** prior to any first use of these rates.

6. Proof of Proposal Test for Top-Ranked Bid

- a) CIHR reserves the right to invite the highest-ranked Bidder after Technical and Financial Evaluation to a Proof of Proposal (PoP) test.
- b) Through the Proof of Proposal (PoP) test, Canada will test the solution proposed in the top-ranked bid (identified after the financial evaluation) to confirm both that it will function as described in the bid and that it meets the technical functionality requirements described in **Mandatory Requirement M3**. The PoP test will take place at a site in the National Capital Region provided by Canada that recreates the technical environment described in Annex A to Appendix A (CIHR Technical Environment), or the PoP test may take place at a location in Canada selected by the top-ranked Bidder, if that location is agreed to by the Contracting Authority and if the Bidder assumes all responsibility for recreating the technical environment described in Annex A to Appendix A (it is within the Contracting Authority's sole

discretion to determine whether the Bidder has accurately recreated this environment for the test). Any cost associated with the top-ranked Bidder's participation in any PoP test shall be at the top-ranked Bidder's own cost.

- c) After being notified by the Contracting Authority, the Bidder will be given a maximum of 7 working days to start the installation of the proposed solution. The installation must be completed and functional within 5 working days of the Bidder starting the installation (7.5 hrs/day). Canada will then conduct the PoP test. Up to three (3) representatives of the Bidder may be present during the PoP test. The representative(s) named in the bid to provide technical support during the PoP test should be available by telephone for technical advice and clarification during the PoP test; however, Canada is not required to delay the PoP test if an individual is unavailable.
- d) In connection with the PoP testing, the Bidder grants to Canada a limited license to use the Bidder's proposed software solution for testing and evaluation purposes.
- e) If, during the initial installation of the software for the PoP test, the Bidder discovers that there are missing and/or corrupt files for software components identified in the technical bid, the Bidder must cease the installation process and inform the Contracting Authority. If CIHR determines that the missing and/or corrupt files are for components identified in the technical bid, CIHR may at its discretion, allow the Bidder to the missing files and/or replacements for the corrupt files on electronic media or by referring to a web site where the files can be downloaded. These files must have been commercially released to the public before the bid closing date. Upon receiving the files on electronic media or downloading them from a corporate web site, the Contracting Authority will verify that (i) the files were commercially released to the public before the bid closing date; (ii) the files do not include new releases or versions of the software; (iii) the files belong to software components identified in the technical bid; and (iv) the software will not need to be recompiled to make use of the files. The Contracting Authority will have the sole discretion to decide if the additional files may be installed for the PoP test. Under no circumstances will files required to correct flaws in the software programming or code be permitted. This process can be used only a single time, and only during the initial installation of the software for the PoP test.
- f) Canada will document the results of the PoP Test. If Canada determines that the proposed solution does not meet any mandatory requirement of the bid solicitation, the bid will fail the PoP Test and the bid will be disqualified. Canada may, as a result of the PoP test, reduce the score of the Bidder on any rated requirement, if the PoP test indicates that the score provided to the Bidder on the basis of its written bid is not validated by the PoP test. The Bidder's score will not be increased as a result of the PoP test.
- g) If at any time during the PoP demonstration, CIHR determines that the solution proposed by the Bidder does not meet a feature or function within Mandatory Requirement or where as a result of a reassessment of the Bidder's Technical Score the Bidder is no longer the highest ranked Bidder, the PoP process with the Bidder will end and no further consideration will be given to the Bidder's proposal. CIHR



will then start the PoP demonstration with the next highest ranked Bidder (as determined in accordance with the combination of technical merit and pricing).



Appendix “C” -Basis of Payment

Bidders are required to provide their proposed costs in Canadian dollars.

Under the Contract, payment will be made upon receipt of an invoice, as accepted by the CIHR Project Authority, based on the terms of payment specified below or as detailed within an authorized TA Form for any “as-and-when required” Professional Services as requested by CIHR, in accordance with the Basis of Payment of the Contract.

CIHR reserves the right to verify completion of all services, deliverables, and reports prior to authorizing any payment to the Contractor. Should any deliverable or service provided not be to the satisfaction of the CIHR Project Authority, as submitted, the CIHR Project Authority will have the right to reject it or require correction by the Contractor before any payment to the Contractor will be authorized by CIHR.

Deliverables may be comprised of multiple milestones. The Contractor may therefore submit progress payment invoices upon the completion (and CIHR acceptance) of each of the Deliverables identified in the Statement of Work.

Notwithstanding the above, invoices are not to be submitted more frequently than monthly.

All prices and costs quoted must be in Canadian Dollars (CAD). Prices must not be quoted as a range.

All fixed, all-inclusive rates and fees must include all payroll, overhead costs and profits for the Contractor to complete the work as stated in the Statement of Work.

The rates and prices shall *exclude* Goods and Services Tax (GST) and/or the Harmonized Sales Tax (HST). Any amounts for taxes will be added at the time of Contract Award. The rates and prices shall include delivery to destination, Customs duties and Excise taxes, if applicable.

D.1 Fee Schedules

The Bidder hereby offers to perform and complete the work for the all-inclusive prices and per diem rates indicated below.

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, CIHR 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.



FIXED COST DELIVERABLES

For the provision and the delivery of the deliverables indicated below, the Contractor shall be paid a firm all-inclusive fixed cost payable after acceptance by the Client Project Authority and after submission of a valid invoice by the Contractor.

Table 1 – All-inclusive Fixed Costs	
Description of Fixed Costs	Firm Unit Price (\$CAD)
All-inclusive fixed price of the Contractor’s Research and Reviewer Matching solution that meets the Phase 1 Proof of Concept functionality as described in the Statement of Work, inclusive of all required customization, configuration, testing, and implementation services, as installed in CIHR’s Production environment (as described in SOW section 6.5) *	\$ _____
All-inclusive fixed price for Research and Reviewer Matching solution COTS solution documentation , in English at a minimum, including User Guides, Administration, Deployment and Maintenance Manuals (as per SOW section 6.6.3)	\$ _____
All-inclusive fixed price for Research and Reviewer Matching solution COTS solution “train the trainer” instructional material , in English at a minimum (such as training kits, use cases, and tutorials) supporting the training delivery (as per SOW section 6.6.3)	\$ _____
All-inclusive fixed price for Research and Reviewer Matching solution COTS solution business and technical user “train the Trainer” training sessions , in English at a minimum (as per SOW section 6.6.3)	\$ _____
Total Fixed Cost	\$ _____ (1-i)

* *Inclusive of the 90 day warranty period for the accepted solution.*

UNIT FEES FOR THE RESEARCH AND REVIEWER MATCHING SOLUTION

User Access Fees

The Contractor shall be paid fixed, all-inclusive per unit fees for each CIHR user to access to its secure, online Research and Reviewer Matching solution.

Payment of user access fees shall not commence until the Research and Reviewer Matching solutions has been fully implemented in Phase 2, as tested and accepted by CIHR.



Table 2a – Contractor externally hosted SaaS Solution Components Access Fees (\$CAD per unit monthly fees)				
Fees	Coverage Period			<i>For Evaluation Purposes Only</i>
Client Access Fee * (per user per month)	Contract Period Year 1	Contract Period Year 2	Contract Period Year 3	AVERAGE per User Fee (by Type)
Per IT Administrator (admin user) license	\$_____	\$_____	\$_____	\$_____
Per Researcher (user) license	\$_____	\$_____	\$_____	\$_____
Per Business User (user) license	\$_____	\$_____	\$_____	\$_____
Aggregate Average monthly per user fee**:				\$_____ (2-a)
Full Journal Article Access (OPTIONAL, as offered in the Contractor’s Proposal)				
Per User access to full text Journal articles	\$_____	\$_____	\$_____	

* *CIHR anticipates a user base of approximately 250 users of the system in a variety of researcher, business user and administrator roles, once the solution has been fully implemented. However CIHR reserves the right to increase or decrease this user base as necessary based on operational requirements.*

** *Zero values are excluded from the aggregate averaged value.*

Software Licenses

Payment of software licensing fees shall not commence until the Research and Reviewer Matching solutions has been fully implemented in Phase 2, as tested and accepted by CIHR.

The Contractor will be paid a firm all inclusive software yearly license fees, payable in advance at the start of each Contract Year, and a firm all inclusive lot price for the acquisition of software source code (one-time cost) for the Contractor’s Research and Reviewer Matching solution, in Canadian dollars.

TABLE 2b – Software Licensing Costs (\$CAD)	
Support Services for the Requirement defined in SOW section	Firm Lot Price (\$CAD)
Source Code Acquisition (one-time cost <i>as required</i> *)	\$_____
Software Licenses during Contract Year 1	\$_____
Software Licenses during Contract Year 2	\$_____
Software Licenses during Contract Year 3	\$_____
Total of Software Costs for the Contract Term	\$_____ (2-b)



TABLE 2b – Software Licensing Costs (\$CAD)	
Support Services for the Requirement defined in SOW section	Firm Lot Price (\$CAD)
Extended Software Warranty (OPTIONAL, as offered in the Contractor’s Proposal)	
Extended (One (1) Year) Software Warranty Period	\$_____

* Source code will be required by CIHR where the desired functionality of the final solution will require adaptation or customization of the Contractor’s underlying COTS products.

Bidders are encouraged to provide a cost breakdown of any sub-component software pricing in addition to the total cost required above.

Support Services

Payment of software support fees shall not commence until the Research and Reviewer Matching solutions has been fully implemented in Phase 2, as tested and accepted by CIHR.

The Contractor will be paid a firm all inclusive lot price, payable in advance, of the support period for the provision of Support Services for the Contractor’s COTS solution during CIHR core business hours (as per SOW section 6.7.8) as detailed below.

TABLE 2c – Contractor Support Services (\$CAD)				
Item	Coverage Period			<i>For Evaluation Purposes Only</i>
	Contract Period Year 1	Contract Period Year 2	Contract Period Year 3	AVERAGE Monthly Support Fee
Support Services Fee (Per Month)	\$_____	\$_____	\$_____	\$_____ (2-c)
Extended Support (OPTIONAL, as offered in the Contractor’s Proposal)				
Extended (24x7) Support Services (Per Month)	\$_____	\$_____	\$_____	

Profile Development Fees

The Contractor shall be paid fixed, all-inclusive fees for the development of each CIHR researchers’ Reviewer Profile within the Contractor’s Research and Reviewer Matching solution.

Profile development fees shall be inclusive of all initial researcher tombstone data migration, citation and publications identification, and researcher profile development and disambiguation services.



Table 2d – Contractor Reviewer Profile Development Fees (\$CAD per Profile)				
	Coverage Period			<i>For Evaluation Purposes Only</i>
Item	Contract Period Year 1	Contract Period Year 2	Contract Period Year 3	AVERAGE Fee (per User)
Profile Development Fee * (per researcher)	\$ _____	\$ _____	\$ _____	\$ _____ (2-d)

Additional Training Offerings

The Bidder may provide a listing of its available training courses that pertain to its COTS products, along with the associated per course price (per attendee) and any percentage or volume discounts offered, that it wishes to make available to CIHR, for the period of the Contract (and any extension thereto).

The description of the offered training material should include its medium/delivery method, length and any required prerequisites.

The Bidder’s list of available training courses for its COTS products forming the Research and Reviewer Matching solution and associated prices will not be evaluated as a component of the Financial Evaluation process.

CIHR reserves the right to request any training course packages and related offerings, as indicated in the selected Contractor’s Proposal.

PROFESSIONAL SERVICES PER DIEM RATES

For “as-and-when required” Professional Services, as described in SOW section 6.4, as detailed by the Project Authority, as requested by Canada, in accordance with an approved Task Authorization, Canada will pay the Contractor, in arrears, up to the Maximum Price for the TA, for actual time worked and any resulting deliverables in accordance with the firm all-inclusive per diem rates set out below in Table 3.

Professional Services are including but are not limited to activities such as user training, content migration, system integration services and additional system functionality requested.

The rates specified below must include any of the following expenses that may need to be incurred to satisfy the terms of any contract that may result from its bid:

- a) all travel and living expenses for work performed within the National Capital Region (NCR). The NCR is defined in the National Capital Act, R.S.C. 1985, c. N-4, S.2. The National Capital Act is available on the Justice Website: <http://laws.justice.gc.ca/en/N-4/> ;
- b) any expenses for travel between the Contractor’s place of business and the NCR; and



- c) any travel and living expenses for the relocation of resources to satisfy the terms of any resulting contract. These expenses cannot be charged directly and separately from the professional fees to any contract that may result from the bid solicitation.

All fixed, all-inclusive rates and prices must include all payroll, overhead costs and profits to complete the work. GST/HST is extra.

Table 3 - All inclusive Professional Services Per Diem Rates (\$CAD) for “As-and-when Required Services”				
	Coverage Period			<i>For Evaluation Purposes Only</i>
Resource Categories	Contract Period Year 1	Contract Period Year 2	Contract Period Year 3	Average Resource Category Per Diem
Senior Project Manager	\$_____	\$_____	\$_____	\$_____ (3-i)
Additional Resource Categories (OPTIONAL, as offered in the Contractor’s Proposal) *				
<i>Add rows as required</i>	\$_____	\$_____	\$_____	
....	\$_____	\$_____	\$_____	

** The Bidder is encouraged to include other Resource Categories that the Bidder feels may be relevant and of potential use to CIHR in its undertakings as described with the Statement of Work. Any usage of these Resource Categories will be at CIHR’s discretion. CIHR reserves the right to review and approve any resources in advance of their performing any work under the resulting Contract.*

Definition of a Day/Proration

For the purpose of this Contract, a day is defined as 7.5 hours of work, exclusive of meal breaks. Payment will be made for days actually worked, with no provision for annual leave, statutory holidays and sick leave. If time worked is more or less than a day, the fixed daily rate must be prorated to reflect the actual time worked.

The formula is as follows:

$$\frac{\text{Hours worked} \times \text{applicable firm all-inclusive per diem rate}}{7.5 \text{ hours}}$$

Travel & Living Expenses

CIHR will not accept any travel and living expenses incurred by the Contractor as a consequence of any resource relocation required to satisfy the terms of the Contract.

All travel within the National Capital Region will be at the Contractor’s expense.

Subject to the preceding, CIHR will reimburse the Contractor for pre-authorized travel and living expenses for travel required to/within locations outside of the NCR by CIHR that is reasonably and properly incurred in the performance of the Work, at cost, without

any allowance for profit or administrative overhead, in accordance with the meal, private vehicle, and incidental expenses provided in Appendices B, C, and D of the National Joint Council 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 Contracting/ Project Authority. All payments are subject to government audit.

Travel Status Time for travel required to/within locations outside of the NCR will be limited to 50% of the hourly rate calculated by dividing the proposed firm all inclusive per diem by 7.5.

Time spent by a contracted individual traveling to and from specific pre-authorized work assignments outside of the NCR (not commuting) that are more than 100 kilometers from the individual's work location may be billed at 50% of the firm per diem rate. Time for travel which is more or less than a day shall be prorated to reflect actual time for travel in accordance with the following formula:

$$\frac{\text{Hours of travel} \quad \times \quad 50\% \text{ of firm all-inclusive per diem rate}}{7.5 \text{ hours}}$$

Overtime Work

All proposed personnel must be available to work outside normal office hours during the duration of the Contract. No overtime charges will be authorized under this Contract.

Harmonized Sales Tax (HST)

All prices and amounts of money in the Contract are exclusive of HST, as applicable, unless otherwise indicated. The HST is extra to the price and will be paid by CIHR.

HST to the extent applicable will be incorporated into all invoices and progress claims and shown as a separate item on invoices and progress claims. All items that are zero-related, exempt or to which HST does not apply, are to be identified as such on all invoices. The Contractor agrees to remit to Canada Revenue Agency any amounts of HST paid or due.



Appendix “D”- Certifications

The following certification requirements apply to this Request for Proposal (RFP) document. Bidders are to complete, sign and include each certification below in their bid. A contract will not be awarded until all certifications have been signed by the Bidder and received by the CIHR.

1. Certification of Understanding

The Bidder certifies that all parts of this RFP have been reviewed in detail and are completely understood in order to make its bid. Under no circumstances will the Statement of Work, specifications, or task description be subject to revised interpretation or amended following contract award except where the Contracting Authority so authorizes in writing.

Bidders who submit a bid agree to be bound by the instructions, clauses and conditions of the RFP and accept the terms and conditions of any resulting contract.

 Signature Bidder

 Date

2. Certification of Experience

We certify that all statements made with regard to the experience of the Bidder completing the subject Work are accurate and factual, and we are aware that CIHR reserves the right to verify any information provided in this regard and that untrue statements shall result in the bid being declared non-responsive.

Should a verification by CIHR disclose untrue statements, whether made willfully or not, CIHR shall have the right to treat any contract resulting from this Bid as being in default and to terminate it accordingly.

 Signature Bidder

 Date

3. Certification of Availability and Status of Personnel

The Bidder hereby certifies that all personnel proposed in its submission will be available to commence the work at the period specified herein, and will remain available to perform the work to fulfil this requirement.

If the Bidder has proposed any person in fulfilment of this requirement who is not an employee of the Bidder/Contractor, the Bidder hereby certifies that it has written permission from such person (or the employer of such person) to propose the services of such person in relation to the work to be performed in fulfilment of this requirement and to submit such person's résumé to the Contracting Authority.

If the Bidder has proposed any person in fulfilment of this requirement who is or who is not an employee of the Bidder/ Contractor, the Bidder/Contractor hereby certifies that such a person is under no restrictive covenant in relation to a constraint of trade that would prevent the person from fulfilling his or her services in relation to the work.

During the bid evaluation, the Bidder **MUST** upon the request of the Contracting Authority provide a copy of such written permission, in relation to any or all non-employees proposed. The Bidder/Contractor agrees that failure to comply with such a request may lead to disqualification of the Bidder's/Contractor's bid from further consideration.

Signature Bidder

Date



4. Certification of Employment Equity

Note: The Employment Equity program applies to Canadian suppliers (including sole source suppliers) and foreign suppliers with a resident work force in Canada.

1. The Federal Contractors Program for Employment Equity requires that some organizations bidding for federal government contracts make a formal commitment to implement employment equity, as a pre-condition to the validation of their bids. All Bidders must check the applicable box(es) below. Failure to do so may render the bid non-responsive.
2. Program requirements do not apply for the following reason(s):
 - () bid is less than \$1,000,000;
 - () this organization has fewer than 100 permanent part-time and/or full time employees;
 - () this organization is a federally regulated employer; or, program requirements do apply:
 - () copy of signed Certificate of Commitment is enclosed; or
 - () Certificate number is _____.

NOTE: The Certificate of Commitment, criteria and other information about the Federal Contractors Program for Employment Equity, are available from:

Federal Contractors Program
 140 Promenade du Portage
 Phase IV, 5th Floor
 Ottawa, Ontario
 K1A 0J2
 (819) 953-7531

Signature Bidder

Date



5. Representation as to Identity or Legal Capacity of Bidder

The Bidder hereby represents that it has the legal capacity to submit this bid and enter into a resulting Contract. The Bidder agrees that CIHR may request the Bidder to provide proof satisfactory to CIHR of the legal capacity under which it carries on business prior to contract award.

Signature Bidder

Date



6. Information of Work Force Reduction Program

The Bidder agrees that, if requested by CIHR, it will provide information regarding the status of any former public servants involved in this Bid who is in receipt of either a lump sum payment or a pension, or both, pursuant to the terms of the Forces Reduction Program, the Executive Employment Transition Program and any other current and future similar programs implemented by Treasury Board.

The Bidder shall indicate their status by checking the applicable line and sign the certification below. Bids that are subject to the Work Force Reduction Program(s), shall also include the specified details.

- () This bid (is not) subject to the Work Force Reduction Program(s).
- () This bid (is) subject to the Work Force Reduction Program(s).

Name of Contractor: _____

Terms and Conditions of the Lump Sum Payment Incentive - copy attached: _____

Date of Termination of Employment as a Public Servant: _____

Amount of Lump Sum Payment: \$ _____

Rate of Pay on which Lump Sum Payment is based: \$ _____ /Week

Period of Lump Sum Payment:

Start Date: _____ Completion Date: _____ Weeks: _____

Other contracts subject to Work Force Reduction Program Restrictions:

Contract Number	Contract Amount (Professional Fees)
_____	\$ _____
_____	\$ _____
_____	\$ _____
Total:	\$ _____

 Signature Bidder

 Date



7. Certification of Independent Bid Determination

I, the undersigned, in submitting the accompanying proposal to CIHR do hereby make the following statements that I certify to be true and complete in every respect:

I certify, on behalf of: _____ that:
(Name of Bidder or Tenderer (hereinafter “Bidder”))

1. I have read and I understand the contents of this Certification:
2. I understand that the accompanying bid will be disqualified if this Certification is found not to be true and complete in every respect;
3. I am authorized by the Bidder to sign this Certification;
4. each person whose signature appears on the accompanying bid, has been authorized by the Bidder to determine the terms of, and to sign, the bid, on behalf of the Bidder;
5. for the purposes of this Certification and the accompanying bid, I understand that the word “competitor” shall include any individual or organization, other than the Bidder, whether or not affiliated with the Bidder, who:
 - (a) has been requested to submit a bid in response to this call for bids;
 - (b) could potentially submit a bid in response to this call for bids, based on their qualifications, abilities or experience;
6. the Bidder discloses that (check one of the following, as applicable):
 - (a) the Bidder has arrived at the accompanying bid independently from, and without consultation, communication, agreement or arrangement with, any competitor
 - (b) the Bidder has entered into consultation, communications, agreements or arrangements with one or more competitors regarding this call for bids, and the Bidder discloses, in the attached document(s), complete details thereof, including the names of the competitors and the nature of, and reasons for, such consultations, communications, agreements or arrangements;
7. in particular, without limiting the generality of paragraphs 6 (a) or 6 (b) above, there has been no consultation, communication, agreement or arrangement with any competitor regarding:
 - (a) prices;



- (b) methods, factors, or formula used to calculate prices;
 - (c) the intention or decision to submit, or not to submit, a bid; or
 - (d) the submission of a bid which does not meet the specifications of the call for bids; except as specifically disclosed pursuant to paragraph 6 (b) above;
8. in addition, there has been no consultation, communication, agreement or arrangement with any competitor regarding the quality, quantity, specifications or delivery particulars of the products or services to which this call for bids relates, except as specifically authorized by the Tendering Authority or as specifically disclosed pursuant to paragraph 6 (b) above;
9. the terms of the accompanying bid have not been, and will not be, knowingly disclosed by the Bidder, directly or indirectly, to any competitor, prior to the date and time of the official bid opening, or of the awarding of the contract, whichever comes first, unless otherwise required by law or as specifically disclosed pursuant to paragraph 6 (b) above.

(Printed Name and Signature of Authorized Agent of Bidder)

(Position Title)

Date



8. Protection of Personal Information Certification

The Bidder must certify the following:

- a) The Bidder must review the requirements of this SOW, in particular the requirements concerning the protection of personal information. The Bidder must ensure that personal information that is managed, accessed, collected, used, disclosed, retained, received, created, or disposed of in order to fulfil the requirements of the Contract must be treated in accordance with the *Privacy Act* R.S. 1985, c. P-21, the *Personal Information Protection and Electronic Documents Act*, 2000, c. 5, and Treasury Board privacy policies.
- b) This certification shall be true and correct throughout the term of the resulting contract with the same force and effect as if continuously made throughout the term of the resulting contract.
- c) Furthermore, the Bidder acknowledges that the CIHR shall rely on this certification to award the contract. Should the Contractor fail to comply with this certification or in the event that verification or inspection by the CIHR discloses a misrepresentation on the part of the Contractor, the CIHR shall have the right to treat the contract as being in default and to terminate it pursuant to the default provisions of the contract.

Bidders Acknowledgement

I confirm that I have reviewed the requirements as referenced above and hereby agree to abide by the terms.

Signature Bidder

Date

9. Bidder Certifies that System is “Off-the-Shelf”

Any system bid to meet this requirement must be “off-the-shelf” (unless otherwise stated in this bid solicitation), meaning that the equipment and software comprising any system bid must consist of standard equipment and software that are commercially available and require no further research or development. Together, this equipment and software must form part of an existing system with a field-proven operational history (that is, it has not simply been tested in a laboratory or experimental environment). If any of the equipment or software comprising the system bid is a fully compatible extension of a field-proven product line, it must have been publicly announced on or before the bid closing.

Signature Bidder

Date



10. Software Publisher Certification and Software Publisher Authorization

- (a) If the Bidder is the Software Publisher for any of the proprietary software component(s) it bids, Canada requires that the Bidder confirm in writing that it is the Software Publisher. Bidders are requested to use the Software Publisher Certification Form included below. Although all the contents of the Software Publisher Certification Form are required, using the form itself to provide this information is not mandatory. For Bidders who use an alternate form, it is in Canada’s sole discretion to determine whether all the required information has been provided.
- (b) Any Bidder that is not the Software Publisher of all the proprietary software products or components proposed as part of its bid is required to submit proof of the Software Publisher’s authorization, which must be signed by the Software Publisher (not the Bidder). No Contract will be awarded to a Bidder who is not the Software Publisher of all of the proprietary software it proposes to supply to Canada, unless proof of this authorization has been provided to Canada. If the proprietary software proposed by the Bidder originates with multiple Software Publishers, authorization is required from each Software Publisher. Bidders are requested to use the Software Publisher Authorization Form included with the bid solicitation. Although all the contents of the Software Publisher Authorization Form are required, using the form itself to provide this information is not mandatory. For Bidders/Software Publishers who use an alternate form, it is in Canada’s sole discretion to determine whether all the required information has been provided.
- (c) In this bid solicitation, “Software Publisher” means the owner of the copyright in any software included in the bid, who has the right to license (and authorize others to license/sub-license) its software products.

Software Publisher Certification Form

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

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

(Bidder should add or remove lines as needed)



Software Publisher Authorization Form

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

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

This authorization applies to the following software products:

[Bidders should add or remove lines as needed]

Name of Software Publisher (SP) _____

Signature of authorized signatory of
SP _____

Print Name of authorized signatory of
SP _____

Print Title of authorized signatory of
SP _____

Address for authorized signatory of
SP _____

Telephone no. for authorized signatory of
SP _____

Fax no. for authorized signatory of SP _____

Date signed _____

Solicitation Number _____

Name of Bidder _____



Appendix “E” -Task Authorization Form

TASK AUTHORIZATION (TA)				
Contractor:		TA Number:		
Commitment Number:		Financial Coding:		
Task Number:		Date:		
TA Request (For completion by Technical Authority)				
1. Description of Work to be Performed				
Statement of Work: Description of any Deliverable(s) required (including the required format and media)				
2. PERIOD OF SERVICES		From:	To:	
3. Work Location				
4. Travel Requirements				
5. Other Conditions /Restraints				
6. Task Proposal (insert rows as required) Check <input type="checkbox"/> :		Estimated Cost <input type="checkbox"/>	Fixed Price <input type="checkbox"/>	
7. LEVEL OF SECURITY CLEARANCE REQUIRED FOR THE CONTRACTOR'S PERSONNEL				
<input type="checkbox"/> Reliability Status <input type="checkbox"/> Secret <input type="checkbox"/> Top Secret <input type="checkbox"/> Other				
8. BILINGUALISM (if applicable)				
		<input type="checkbox"/> YES	<input type="checkbox"/> No	
List of the categories of personnel for whom the bilingualism is required:				
TA Proposal (For completion by Contractor)				
9. Estimated Cost Contract (insert rows as required)				
Category (Level) and Name of Proposed Resource	PWGSC Security File Number	Firm Per Diem Rate	Estimated # of Days	Total cost
Professional services estimated cost		Total		
		HST		
		Grand Total		
Travel & Living		Estimated Cost		
		HST		
		Total Travel & Living Cost		
Grand Total for Labor and Travel				



TA Approval		
10. Signing Authorities		
Name, Title and Signature of Individual Authorized to Sign on Behalf of Contractor :		Date
Name, Title and Signature of Individual Authorized to Sign on Behalf of the Canadian Institutes of Health Research :		Date
Name, Title and Signature of the Project Authority:		Date
11. Basis of Payment & Invoicing		
<p>In Accordance with the article entitled "Basis of Payment" in the Contract. Payment to be made based on receipt of detailed monthly invoices for services rendered, subject to full acceptance by the Project/Technical Authority. Total of payments not to exceed the grand total. Original invoices shall be sent to the Project/Technical Authority. One copy of each invoice, together with attachments, shall be sent to the Contracting Authority. You are requested to sell to her Majesty The Queen in Right of Canada, in accordance with the terms and conditions set out herein, referred to herein, or attached hereto, the services listed herein and in any attached sheets at the price set out thereof. Work to be performed in accordance with Statement of Work.</p>		



Appendix "F" - Security Requirements Checklist and Related Clauses

Government of Canada / Gouvernement du Canada

Contract Number / Numéro du contrat

Security Classification / Classification de sécurité

SECURITY REQUIREMENTS CHECK LIST (SRCL)

LISTE DE VÉRIFICATION DES EXIGENCES RELATIVES À LA SÉCURITÉ (LVERS)

PART A - CONTRACT INFORMATION / PARTIE A - INFORMATION CONTRACTUELLE			
1. Originating Government Department or Organization / Ministère ou organisme gouvernemental d'origine Canadian Institutes of Health Research		2. Branch or Directorate / Direction générale ou Direction	
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 To provide a Research and Reviewer Matching solution to support CIHR's adjudication of health research funding applications and facilitate the selection process for peer reviewers. Security requirements will vary if the elements of the proposed solution containing Protected B information is hosted by the Contractor or by CIHR.			
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 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 <input type="checkbox"/>		COSMIC TOP SECRET / COSMIC TRÈS SECRET <input type="checkbox"/>	SECRET <input type="checkbox"/>
TOP SECRET <input type="checkbox"/>			TOP SECRET <input type="checkbox"/>
TRÈS SECRET <input type="checkbox"/>			TRÈS SECRET <input type="checkbox"/>
TOP SECRET (SIGINT) <input type="checkbox"/>			TOP SECRET (SIGINT) <input type="checkbox"/>
TRÈS SECRET (SIGINT) <input type="checkbox"/>			TRÈS SECRET (SIGINT) <input type="checkbox"/>

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Security Classification / Classification de sécurité



Contract Number / Numéro du contrat

Security Classification / Classification de sécurité

PART A (continued) / PARTIE A (suite)

8. Will the supplier require access to PROTECTED and/or CLASSIFIED COMSEC information or assets?
Le fournisseur aura-t-il accès à des renseignements ou à des biens COMSEC désignés PROTÉGÉS et/ou CLASSIFIÉS?
If Yes, indicate the level of sensitivity.
Dans l'affirmative, indiquer le niveau de sensibilité : No / Non Yes / Oui

9. Will the supplier require access to extremely sensitive INFOSEC information or assets?
Le fournisseur aura-t-il accès à des renseignements ou à des biens INFOSEC de nature extrêmement délicate?
Short Title(s) of material / Titre(s) abrégé(s) du matériel :
Document Number / Numéro du document : No / Non Yes / Oui

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

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

<input checked="" type="checkbox"/> RELIABILITY STATUS COTE DE FIABILITE	<input type="checkbox"/> CONFIDENTIAL CONFIDENTIEL	<input 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 : Technical resources with Privileged Access to Protected B information will require a Secret clearance

NOTE: If multiple levels of screening are identified, a Security Classification Guide must be provided.
REMARQUE : Si plusieurs niveaux de contrôle de sécurité sont requis, un guide de classification de la sécurité doit être fourni.

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

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

INFORMATION / ASSETS / RENSEIGNEMENTS / BIENS

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

11. b) Will the supplier be required to safeguard COMSEC information or assets?
Le fournisseur sera-t-il tenu de protéger des renseignements ou des biens COMSEC? No / Non Yes / Oui

PRODUCTION

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

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

11. d) Will the supplier be required to use its IT systems to electronically process, produce or store PROTECTED and/or CLASSIFIED information or data?
Le fournisseur sera-t-il tenu d'utiliser ses propres systèmes informatiques pour traiter, produire ou stocker électroniquement des renseignements ou des données PROTÉGÉS et/ou CLASSIFIÉS? No / Non Yes / Oui

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

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Security Classification / Classification de sécurité



Contract Number / Numéro du contrat

Security Classification / Classification de sécurité

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 CLASSIFIÉE			NATO				COMSEC						
	A	B	C	CONFIDENTIAL CONFIDENTIEL	SECRET	TOP SECRET TRÈS SECRET	NATO RESTRICTED NATO DIFFUSION RESTREINTE	CONFIDENTIAL CONFIDENTIEL	NATO SECRET	COSMIC TOP SECRET COSMIC TRÈS 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 indiquez qu'il y a des pièces jointes (p. ex. SECRET avec des pièces jointes).