RETURN BIDS TO:
RETOURNER LES SOUMISSIONS À:

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

REQUEST FOR PROPOSAL
DEMANDE DE PROPOSITION

Proposal To: Public Works and Government Services Canada

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

Proposition aux: Travaux Publics et Services Gouvernementaux Canada

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

Comments - Commentaires

Title - Sujet
IT CLIENT SERVICES OPERATIONS

Solicitation No. - N° de l'invitation	**Date**
01B68-140150/A	2014-09-12

Client Reference No. - N° de référence du client
01B68-140150

GETS Reference No. - N° de référence de SEAG
PW-$$ZM-611-27922

File No. - N° de dossier	**CCC No./N° CCC - FMS No./N° VME**
611zm.01B68-140150	

Solicitation Closes - L'invitation prend fin
at - à 02:00 PM
on - le 2014-10-06

Time Zone
Fuseau horaire
Eastern Daylight Saving Time EDT

F.O.B. - F.A.B.
Plant-Usine: ☐ **Destination:** ☐ **Other-Autre:** ☐

Address Enquiries to: - Adresser toutes questions à:	**Buyer Id - Id de l'acheteur**
Patel, Ankoor	611zm

Telephone No. - N° de téléphone	**FAX No. - N° de FAX**
(819) 956-1202 ( )	(819) 953-3703

Destination - of Goods, Services, and Construction:
Destination - des biens, services et construction:

Specified Herein
Précisé dans les présentes

Instructions: See Herein

Instructions: Voir aux présentes

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

Delivery Required - Livraison exigée	**Delivery Offered - Livraison proposée**
See Herein	

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

Telephone No. - N° de téléphone
Facsimile No. - N° de télécopieur

Name and title of person authorized to sign on behalf of Vendor/Firm (type or print)
Nom et titre de la personne autorisée à signer au nom du fournisseur/ de l'entrepreneur (taper ou écrire en caractères d'imprimerie)

Signature **Date**

Issuing Office - Bureau de distribution

Informatics Professional Services Division / Division des services professionnels en informatique
11 Laurier St., / 11, rue Laurier
3C2, Place du Portage
Gatineau
Québec
K1A 0S5

Destination Code - Code destinataire	Destination Address - Adresse de la destination	Invoice Code - Code bur.-comptable	Invoice Address - Adresse de facturation
D - 1	AGRICULTURE AND AGRI-FOOD CANADA GEOFF KNEEN, DIRECTOR 1400 MERIVALE RD., TOWER 4, 6TH FLOOR, ROOM 245 OTTAWA, ON K1A 0Y9 TELEPHONE: (613) 773-6723 FAX: (613) 773-5580 INTERNET: GEOFF.KNEEN@AGR.GC.CA	I - 1	AGRICULTURE AND AGRI-FOOD CANADA GEOFF KNEEN, DIRECTOR 1400 MERIVALE RD., TOWER 4, 6TH FLOOR, ROOM 245 OTTAWA, ON K1A 0Y9 TELEPHONE: (613) 773-6723 FAX: (613) 773-5580 INTERNET: GEOFF.KNEEN@AGR.GC.CA

Item Article	Description	Dest. Code Dest.	Inv. Code Fact.	Qty Qté	U. of I. U. de D.	Unit Price/Prix unitaire FOB/FAM Destination	Plant/Usine	Delivery Req. Livraison Req.	Del. Offered Liv. offerte
1	IT CLIENT SERVICES OPERATIONS A FUNDS RESERVATIONS CONTRACT IS REQUIRED UNDER THE TBIPS (TASK-BASED INFORMATICS PROFESSIONAL SERVICES) FOR THE PROVISION OF 1ST LEVEL SERVICE DESK AND 2ND LEVEL DESKTOP LIFECYCLE SUPPORT AND MANAGEMENT PROFESSIONAL SERVICES RESOURCES, IN THE NCR AND MULTIPLE CFIA/AAFC LOCATIONS AS NEEDED, TO SUPPORT THE AAFC-CFIA IT SERVICE DESK OPERATIONS FOR MULTIPLE YEARS.	D - 1	I - 1	2000000	Each	$	$	See Herein	

BID SOLICITATION

TASK-BASED INFORMATICS AND PROFESSIONAL SERVICES (TBIPS) (FOR VARIOUS CATEGORIES OF PERSONNEL - LEVEL 1, 2, AND 3)

FOR

AGRICULTURE AND AGRI-FOOD CANADA (AAFC) - IT HELP DESK SUPPORT

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- Attachment 4.1: Bid Submission Form
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Forms:

- Form 1 - Bid Submission Form

BID SOLICITATION FOR

TASK-BASED INFORMATICS AND PROFESSIONAL SERVICES (TBIPS) (FOR VARIOUS CATEGORIES OF PERSONNEL - LEVEL 1, 2, AND 3)

FOR

AGRICULTURE AND AGRI-FOOD CANADA - IT HELP DESK SUPPORT

PART 1 - GENERAL INFORMATION

1.1 Introduction

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

Part 1 General Information: provides a general description of the requirement;

Part 2 Bidder Instructions: provides the instructions, clauses and conditions applicable to the bid solicitation;

Part 3 Bid Preparation Instructions: provides bidders with instructions on how to prepare their bid;

Part 4 Evaluation Procedures and Basis of Selection: indicates how the evaluation will be conducted, the evaluation criteria that must be addressed in the bid, if applicable, and the basis of selection;

Part 5 Certifications: includes the certifications to be provided;

Part 6 Security, Financial and Other Requirements: includes specific requirements that must be addressed by bidders; and

Part 7 Resulting Contract Clauses: includes the clauses and conditions that will apply to any resulting contract.

The annexes include the Statement of Work and any other annexes.

The Attachments include the Bid Submission Form, the Bid Evaluation Criteria and the Financial Bid.

1.2 Summary

(a) This bid solicitation is being issued to satisfy the requirement of Agriculture and Agri-Food Canada (AAFC) (the "**Client**") for Task-Based Informatics Professional Services (TBIPS) under the TBIPS Supply Arrangement (SA) method of supply.

(b) It is intended to result in the award of a single or multiple contracts for three years, plus two one-year irrevocable options allowing Canada to extend the term of the contract.

(c) There is a security requirement associated with this requirement. For additional information, see Part 6 - Security, Financial and Other Requirements, and Part 7 - Resulting Contract Clauses. Bidders should consult the "Security Requirements on PWGSC Bid Solicitations - Instructions for Bidders" document on the Departmental Standard Procurement Documents (http://www.tpsgc-pwgsc.gc.ca/app-acq/lc-pl/index-eng.html) Website.

(d) The requirement is subject to the provisions of the World Trade Organization Agreement on Government Procurement (WTO-AGP), the North American Free Trade Agreement (NAFTA), the Canada-Chile Free Trade Agreement (CCFTA), the Agreement on Internal Trade (AIT), the

Canada-Peru Free Trade Agreement (CPFTA), the Canada-Columbia Free Trade Agreement if it is in force, and the Canada-Panama Free Trade Agreement if it is in force.

1.3 Requirement Competed Under a Supply Arrangement

(a) The Client's requirement is described in this bid solicitation and in particular in the Statement of Work attached as Annex A.

(b) Only TBIPS SA Holders currently holding a TBIPS SA for Tier 2 in Canada under the EN578-055605/E series of Supply Arrangements (SAs) are eligible to compete. The TBIPS Supply Arrangement EN578-055605/E is incorporated by reference and forms part of this bid solicitation, as though expressly set out in it, subject to any express terms and conditions contained in this bid solicitation. The capitalized terms not defined in this bid solicitation have the meaning given to them in the TBIPS SA.

(c) The estimated number of resources described below are required on an 'as and when requested' basis in accordance with the TBIPS SA Annex "B":

#	AAFC IT Client Services Role	TBIPS Category, Level	Estimated number of resources required (immediately after Contract award)
1.	Senior Service Desk Supervisor (Bilingual)	B.10 Help Desk Specialist, Level 3	0*
2.	Senior Service Desk Specialist (Bilingual)	B.10 Help Desk Specialist, Level 3	5
3.	Intermediate Service Desk Specialist (Bilingual)	B.10 Help Desk Specialist, Level 2	11
4.	Junior Service Desk Specialist (Bilingual)	B.10 Help Desk Specialist, Level 1	0*
5.	Intermediate Operational Support Specialist (Bilingual)	P. 6 Project Administrator, Level 2	4
6.	Junior Operational Support Specialist (Bilingual)	P. 6 Project Administrator, Level 1	2
7.	Senior Desk-side Support Technician (Bilingual)	B.10 Help Desk Specialist, Level 3	0*
8.	Intermediate Desk-side Support Technician (Bilingual)	B.10 Help Desk Specialist, Level 2	2
9.	Junior Desk-side Support Technician (Bilingual)	B.10 Help Desk Specialist, Level 1	5
10.	Unilingual Senior Desk-side Support Technician (English or French)	B.10 Help Desk Specialist, Level 3	0*
11.	Unilingual Intermediate Deskside Support Technician (English or French)	B.10 Help Desk Specialist, Level 2	0*
12.	Unilingual Junior Deskside Support Technician (English or French)	B.10 Help Desk Specialist, Level 1	0*
13.	Junior Deployment Support Technician(English or French)	B.10 Help Desk Specialist, Level 1	0*
14.	Service Desk Consultant (English or French)	B.8 Call Centre Consultant, Level 3	0*
15.	Service Desk Programmer/Analyst	A.7 Programmer/Analyst, Level 2	0*
16.	Performance Management Consultant	B.3 Business Consultant, Level 3	0*
17.	IT Service Project Manager	P.9 Project Manager, Level 3	0*
		Total # of Resources	**29**

Note: these resources will be evaluated after contract award

1.4 Debriefings

Bidders may request a debriefing on the results of the bid solicitation process. Bidders should make the request to the Contracting Authority within 15 working days of receipt of the results of the bid solicitation process. The debriefing may be provided in writing, by telephone or in person.

PART 2 - BIDDER INSTRUCTIONS

2.1 Standard Instructions, Clauses and Conditions

(a) All instructions, clauses and conditions identified in the bid solicitation by number, date and title are set out in the *Standard Acquisition Clauses and Conditions Manual*

(https://buyandsell.gc.ca/policy-and-guidelines/standard-acquisition-clauses-and-conditions-manual) issued by Public Works and Government Services Canada.

(b) Bidders who submit a bid agree to be bound by the instructions, clauses and conditions of the bid solicitation and accept the clauses and conditions of the resulting contract.

(c) The 2003 (2014-03-01) Standard Instructions - Goods or Services - Competitive Requirements are incorporated by reference into and form part of the bid solicitation. If there is a conflict between the provisions of 2003 and this document, this document prevails.

(d) Subsections 4 and 5 of Section 01 of 2003, Standard Instructions - Goods or Services - Competitive Requirements are deleted and replaced as follows:

4. Bidders who are incorporated or who are a sole proprietorship, including those bidding as a joint venture, have already provided a list of names of all individuals who are directors of the Bidder, or the name of the owner, at the time of submitting an arrangement under the Request for Supply Arrangement (RFSA). These bidders must diligently maintain this list up-to-date by informing Canada in writing of any change occurring during the validity period of the bid as well as during the period of any contract arising from this bid solicitation.

5. Canada may, at any time, request that a Bidder provide properly completed and Signed Consent Forms (Consent to a Criminal Record Verification form - PWGSC-TPSGC 229) for any or all individuals aforementioned within the time specified. Failure to provide such Consent Forms within the time period provided will result in the bid being declared non-responsive.

2.2 Submission of Bids

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

(b) Due to the nature of the bid solicitation, bids transmitted by facsimile to Public Works and Government Services Canada will not be accepted.

2.3 Former Public Servant

(a) Information Required

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

(b) Definitions

For the purposes of this clause, *"former public servant" is any former member of a department as defined in the Financial Administration Act*, R.S., 1985, c. F-11, a former member of the Canadian Armed Forces or a former member of the Royal Canadian Mounted Police. A former public servant may be:

an individual;

an individual who has incorporated;

a partnership made of former public servants; or

a sole proprietorship or entity where the affected individual has a controlling or major interest in the entity.

"lump sum payment period" means the period measured in weeks of salary, for which payment has been made to facilitate the transition to retirement or to other employment as a result of the implementation of various programs to reduce the size of the Public Service. The lump sum payment period does not include the period of severance pay, which is measured in a like manner.

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

(c) Former Public Servant in Receipt of a Pension

As per the above definitions, is the Bidder a FPS in receipt of a pension? **Yes ( ) No ( )**

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

name of former public servant;

date of termination of employment or retirement from the Public Service.

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

(d) Work Force Adjustment Directive

Is the Bidder a FPS who received a lump sum payment pursuant to the terms of the Work Force Adjustment Directive? **Yes ( ) No ( )**

If so, the Bidder must provide the following information:

name of former public servant;

conditions of the lump sum payment incentive;

date of termination of employment;

amount of lump sum payment;

rate of pay on which lump sum payment is based;

period of lump sum payment including start date, end date and number of weeks;

number and amount (professional fees) of other contracts subject to the restrictions of a work force adjustment program.

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

2.4 Enquiries - Bid Solicitation

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

(b) Bidders should reference as accurately as possible the numbered item of the bid solicitation to which the enquiry relates. Care should be taken by bidders to explain each question in sufficient detail in order to enable Canada to provide an accurate answer. Technical enquiries that are of a "proprietary" nature must be clearly marked "proprietary" at each relevant item. Items identified as proprietary will be treated as such except where Canada determines that the enquiry is not of a proprietary nature. Canada may edit the questions or may request that the Bidder do so, so that the proprietary nature of the question is eliminated, and the enquiry can be answered with copies to all bidders. Enquiries not submitted in a form that can be distributed to all bidders may not be answered by Canada.

2.5 Applicable Laws

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

Note to Bidders: A bidder may, at its discretion, substitute the applicable laws of a Canadian province or territory of their choice without affecting the validity of its bid, by deleting the name of the Canadian province or territory specified and inserting the name of the Canadian province or territory of its choice. If no change is made, it acknowledges that the applicable laws specified are acceptable to the Bidder. *Bidders are requested to indicate the Canadian province or territory they wish to apply to any resulting contract in their Bid Submission Form.*

PART 3 - BID PREPARATION INSTRUCTIONS

3.1 Bid Preparation Instructions

(a) **Copies of Bid**: Canada requests that bidders provide their bid in separately bound sections as follows:

(i) Section I: Technical Bid (4 hard copies + 1 soft copy on CD)

(ii) Section II: Financial Bid (2 hard copies)

(iii) Section III: Certifications (2 hard copies)

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

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

(b) **Format for Bid**: Canada requests that bidders follow the format instructions described below in the preparation of their bid:

(i) use 8.5 x 11 inch (216 mm x 279 mm) paper;

(ii) use a numbering system that corresponds to the bid solicitation;

(iii) include a title page at the front of each volume of the bid that includes the title, date, bid solicitation number, bidder's name and address and contact information of its representative; and

(iv) include a table of contents.

(c) **Canada's Policy on Green Procurement**: In April 2006, Canada issued a policy directing federal departments and agencies to take the necessary steps to incorporate environmental considerations into the procurement process. See the Policy on Green Procurement (http://www.tpsgc-pwgsc.gc.ca/ecologisation-greening/achats-procurement/politique-policy-eng.html). To assist Canada in reaching its objectives, bidders are encouraged to:

(i) use paper containing fibre certified as originating from a sustainably-managed forest and/or containing a minimum of 30% recycled content; and

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

(d) **Submission of Only One Bid from a Bidding Group**:

(i) The submission of more than one bid from members of the same bidding group is not permitted in response to this bid solicitation. If members of a bidding group participate in more than one bid, Canada will choose in its discretion which bid to consider.

(ii) For the purposes of this article, "**bidding group**" means all entities (whether those entities include one or more natural persons, corporations, partnerships, limited liability partnerships, etc.) that are related to one another. Regardless of the jurisdiction where any of the entities concerned is incorporated or otherwise formed as a matter of law, entities are considered "**related**" for the purposes of this bid solicitation if:

(A) they are the same legal entity (i.e., the same natural person, corporation, partnership, limited liability partnership, etc.);

(B) they are "related persons" or "affiliated persons" according to the *Canada Income Tax Act*;

(C) the entities have now or in the two years before bid closing had a fiduciary relationship with one another (either as a result of an agency arrangement or any other form of fiduciary relationship); or

(D) the entities otherwise do not deal with one another at arm's length, or each of them does not deal at arm's length with the same third party.

(e) **Joint Venture Experience:**

Except where expressly provided otherwise, at least one member of a joint venture Bidder must meet any given mandatory requirement of this bid solicitation. Joint venture members cannot pool their abilities to satisfy any single mandatory requirement of this bid solicitation. Wherever substantiation of a mandatory requirement is required, the Bidder is requested to indicate which joint venture member satisfies the requirement. Any Bidder with questions regarding the way in which a joint venture bid will be evaluated should raise such questions through the Enquiries process as early as possible during the solicitation period.

Example: A bidder is a joint venture consisting of members X, Y and Z. If a solicitation requires: (a) that the bidder have 3 years of experience providing maintenance services, and (b) that the bidder have 2 years of experience integrating hardware with complex networks, then each of these two requirements can be met by a different member of the joint venture. However, for a single requirement, such as the requirement for 3 years of experience providing maintenance services, the bidder cannot indicate that each of members X, Y and Z has one year of experience, totaling 3 years. Such a response would be declared non-responsive.

3.2 Section I: Technical Bid

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

(b) The technical bid consists of the following:

(i) **Bid Submission Form**: Bidders must to include the Bid Submission Form - Attachment 1 with their bids. It provides a common form in which bidders can provide information required for evaluation and contract award, such as a contact name and the Bidder's Procurement Business Number, etc. Using the form to provide this information is not mandatory, but it is recommended. If Canada determines that the information required by the Bid Submission Form is incomplete or requires correction, Canada will provide the Bidder with an opportunity to do so.

(ii) **Security, Financial & Other Requirements**: Bidders are requested to submit the following security information for each of the proposed resources with their bids on or before the bid closing date:

SECURITY INFORMATION	
Name of individual as it appears on security clearance application form	
Level of security clearance obtained	

Validity period of security clearance obtained	
Security Screening Certificate and Briefing Form file number	

If the Bidder has not included the security information in its bid, the Contracting Authority will provide the Bidder with an opportunity to submit the security information during the evaluation period. If the Bidder has not submitted the security information within the period set by the Contracting Authority, its bid will be declared non-responsive.

(iii) **Substantiation of Technical Compliance**: The technical bid must substantiate the compliance with the specific articles of Attachment 2 - Substantiation of Technical Compliance of this RFP, which is the requested format for providing the substantiation. The substantiation must not simply be a repetition of the requirement(s), but must explain and demonstrate how the Bidder will meet the requirements and carry out the required Work. Simply stating that the Bidder or its proposed solution or product complies is not sufficient. Where Canada determines that the substantiation is not complete, the Bidder will be declared non-responsive and disqualified. The substantiation may refer to additional documentation submitted with the bid - this information can be referenced in the "Bidder's Response" column of the Substantiation of Technical Compliance Form or use Attachment 2, where bidders are requested to indicate where in the bid the reference material can be found, including the title of the document, and the page and paragraph numbers; where the reference is not sufficiently precise, Canada may request that the Bidder direct Canada to the appropriate location in the documentation.

(iv) **Previous Similar Projects:** Where the bid must include a description of previous similar projects: (i) a project must have been completed by the Bidder itself (and cannot include the experience of any proposed subcontractor or any affiliate of the Bidder); (ii) a project must have been commenced by the bid closing date; (iii) each project description must include, at minimum, the name and either the telephone number or e-mail address of a customer reference; and (iv) if more similar projects are provided than requested, Canada will decide in its discretion which projects will be evaluated. A project will be considered "similar" to the Work to be performed under any resulting contract if the project was for the performance of work that closely matches the descriptions of the Resource Categories identified in Annex A. Work will be considered to "closely match" if the work in the provided project is described in at least 50% of the points of responsibility listed in the description of the given resource category.

(v) **Proposed Resources**: The technical bid must include résumés for the resources identified in Attachment 2. The same individual must not be proposed for more than one resource category. The Technical Bid must demonstrate that each proposed individual meets the qualification requirements described (including any educational requirements, work experience requirements, and professional designation or membership requirements). With respect to 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 (refer to Part 5, Certifications).

(B) For educational requirements for a particular degree, designation or certificate, PWGSC will only consider educational programmes that were successfully completed by the resource by the time of bid closing.

(C) 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 or membership throughout the evaluation period and Contract Period. Where the designation or membership must be demonstrated through a

certification, diploma or degree, such document must be current, valid and issued by the entity specified in this solicitation. If the entity is not specified, the issuer must be an accredited or otherwise recognized body, institution or entity.

(D) For work experience, PWGSC 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.

(E) For any requirements that specify a particular time period (e.g., 2 years) of work experience, PWGSC will disregard any information about experience if the technical bid does not include the relevant dates (month and year) for the experience claimed (i.e., the start date and end date). PWGSC will evaluate only the duration that the resource actually worked on a project or projects (from his or her start date to end date), instead of the overall start and end date of a project or a combination of projects in which a resource has participated.

(F) For work experience to be considered by PWGSC, the technical bid must not simply indicate the title of the individual's position, but must demonstrate that the resource has the required work experience by explaining the responsibilities and work performed by the individual while in that position. In situations in which a proposed resource worked at the same time on more than one project, the duration of any overlapping time period will be counted only once toward any requirements that relate to the individual's length of experience.

(vi) **Customer Reference Contact Information**:

(A) The Bidder must provide customer references who must each confirm, when requested by PWGSC, the facts identified in the Bidder's bid.

(B) For each customer reference, the Bidder must, at a minimum, provide the name and either the telephone number or e-mail address for a contact person. If only the telephone number is provided, it will be used to call to request the e-mail address and the reference check will be done by e-mail.

Bidders are also requested to include the title of the contact person. It is the sole responsibility of the Bidder to ensure that it provides a contact who is knowledgeable about the services the Bidder has provided to its customer and who is willing to act as a customer reference.Crown references will be accepted.

3.3 Section II: Financial Bid

(a) **Pricing**: Bidders must submit their financial bid in accordance with Attachment 3. The total amount of Applicable Taxes must be shown separately. Unless otherwise indicated, bidders must include a single, firm, all-inclusive price quoted in Canadian dollars in each cell requiring an entry in the pricing tables.

(b) **Variation in Resource Rates By Time Period:** For any given resource category, where the financial tables provided by Canada allow different firm rates to be charged for a resource category during different time periods:

(i) the rate bid must not increase by more than 5% from one time period to the next, and

(ii) the rate bid for the same resource category during any subsequent time period must not be lower than the rate bid for the time period that includes the first month of the Initial Contract Period.

(c) **Variation in Resource Rates By Level:** Where the financial tables provided by Canada allow different firm rates to be charged for different levels of experience within the same resource category and time period, for any such resource category and time period

(i) the rate bid for level three must be higher than that bid for level two, and

(ii) the rate bid for level two must be higher than the rate bid for level one.

(d) **Costs to be Included:** The financial bid must include all costs for the requirement described in the bid solicitation for the entire Contract Period, including any option years. The identification of all necessary equipment, software, peripherals, cabling and components required to meet the requirements of the bid solicitation and the associated costs of these items is the sole responsibility of the Bidder.

(e) **Blank Prices**: Bidders are requested to insert "$0.00" for any item for which it does not intend to charge or for items that are already included in other prices set out in the tables. If the Bidder leaves any price blank, Canada will treat the price as "$0.00" for evaluation purposes and may request that the Bidder confirm that the price is, in fact, $0.00. No bidder will be permitted to add or change a price as part of this confirmation. Any bidder who does not confirm that the price for a blank item is $0.00 will be declared non-responsive.

(f) SACC Manual Clauses:

(i) C3011T (2013-11-06), Exchange Rate Fluctuation

3.4 Section III: Certifications

(a) Bidders must submit the certifications required under Part 5.

PART 4 - EVALUATION PROCEDURES AND BASIS OF SELECTION

4.1 Evaluation Procedures

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

(b) An evaluation team composed of representatives of the Client and PWGSC will evaluate the bids on behalf of Canada. Canada may hire any independent consultant, or use any Government resources, to evaluate any bid. Not all members of the evaluation team will necessarily participate in all aspects of the evaluation.

(c) In addition to any other time periods established in the bid solicitation:

(i) **Requests for Clarifications**: If Canada seeks clarification or verification from the Bidder about its bid, the Bidder will have 2 working days (or a longer period if specified in writing by the Contracting Authority) to provide the necessary information to Canada. Failure to meet this deadline will result in the bid being declared non-responsive.

(ii) **Requests for Interviews** : If Canada wishes to interview the Bidder and/or any or all of the resources proposed by the Bidder to fulfill the requirements of the bid solicitation, the Bidder will have 2 working days working days following notice by the Contracting Authority to make any necessary arrangements (at the Bidder's sole cost) for the interview to take place at a location specified by Canada.

(iii) **Requests for Further Information**: If Canada requires additional information in order to do any of the following pursuant to the Section entitled "Conduct of Evaluation" in 2003, Standard Instructions - Goods or Services - Competitive Requirements:

A. verify any or all information provided by the Bidder in its bid; or

B. contact any or all references supplied by the Bidder (e.g., references named in the résumés of individual resources) to verify and validate any information submitted by the Bidder,

The Bidder must provide the information requested by Canada within 2 working days working days of a request by the Contracting Authority.

(iv) **Extension of Time**: If additional time is required by the Bidder, the Contracting Authority may grant an extension in his or her sole discretion.

4.2 Technical Evaluation

(a) **Mandatory Technical Criteria**:

Each bid will be reviewed for compliance with the mandatory requirements of the bid solicitation. Any element of the bid solicitation that is identified specifically with the words "must" or "mandatory" is a mandatory requirement. Bids that do not comply with each and every mandatory requirement will be declared non-responsive and be disqualified.

(b) **Point-Rated Technical Criteria**:

Each bid will be rated by assigning a score to the rated requirements, which are identified in the bid solicitation by the word "rated" or by reference to a score. Bidders who fail to submit complete bids with all the information requested by this bid solicitation will be rated accordingly. The rated requirements are described in Attachment 2 - Bid Evaluation Criteria of this RFP

(c) **Reference Checks:**

(i) For reference checks, Canada will conduct the reference check in writing by e-mail. Canada will send all e-mail reference check requests to contacts supplied by all the Bidders within a 48-hour period using the e-mail address provided in the bid. Canada will not award any points unless the response is received within 5 working days of the date that Canada's e-mail was sent.

(ii) On the third working day after sending out the reference check request, if Canada has not received a response, Canada will notify the Bidder by e-mail, to allow the Bidder to contact its reference directly to ensure that it responds to Canada within 5 working days. If the individual named by a Bidder is unavailable when required during the evaluation period, the Bidder may provide the name and e-mail address of an alternate contact person from the same customer. Bidders will only be provided with this opportunity once for each customer, and only if the originally named individual is unavailable to respond (i.e., the Bidder will not be provided with an opportunity to submit the name of an alternate contact person if the original contact person indicates that he or she is unwilling or unable to respond). The 5 working days will not be extended to provide additional time for the new contact to respond.

(iii) Wherever information provided by a reference differs from the information supplied by the Bidder, the information supplied by the reference will be the information evaluated.

(iv) Points will not be allocated and/or a bidder will not meet the mandatory experience requirement (as applicable) if (1) the reference customer states he or she is unable or unwilling to provide the information requested, or (2) the customer reference is not a customer of the Bidder itself (for example, the customer cannot be the customer of an affiliate of the Bidder instead of being a customer of the Bidder itself). Nor will points be allocated or a mandatory met if the customer is itself an affiliate or other entity that does not deal at arm's length with the Bidder.

4.3 Financial Evaluation

(a) The Bidder must provide firm, all inclusive per diem rates for the initial contract period and option periods for each Resource Category identified in Attachment 3 - Financial Bid using the tables attached at Attachment 3 - Financial Bid. The Financial evaluation will be conducted by using these rates to calculate the Total Financial Score.

(b) There are two financial evaluation methods possible for this requirement. The first method will be used if 3 or more bids are determined responsive (see 4.3 (c)), and the second method will be used if fewer than 3 bids are determined responsive (see 4.3 (d)).

(c) Financial Evaluation - Method 1: The following financial evaluation method will be used if 3 or more bids are determined responsive:

(i) **STEP 1 - DETERMINING THE LOWER AND UPPER MEDIAN BANDS FOR EACH PERIOD AND EACH RESOURCE CATEGORY**: The Contracting Authority will establish, for each period and each Resource Category, the median band limits based on the firm per diem rates provided by the technically responsive bids. For each period and each Resource Category, the median will be calculated using the median function in Microsoft Excel and will represent a range that encompasses the lower median rate to a value of minus (-) 20% of the median, and an upper median rate to a value of plus (+) 30% of the median. For information purposes, when an even number of technically responsive bids have been determined, an average of the middle two rates will be used to calculate the median band limits and for an odd number of technically responsive bids, the middle rate will be used.

(ii) **STEP 2 - POINTS ALLOCATION**: For each period and each Resource Category, points will be allocated as follow:

(A) A Bidder's proposed firm per diem rate that is either lower than the established lower median band limit or higher than the established upper median band limit for that period and Resource Category will be allocated 0 points.

(B) A Bidder's proposed firm per diem rate falling within the upper and lower median band limits, for that period and Resource Category, will be allocated points using the following calculation, which will be rounded to two decimal places:

$$\frac{\text{Lowest proposed firm per diem rate within the median band limits}}{\text{Bidder's proposed firm per diem rate Within the median band limit}} \times \text{Points Assigned at Tables 1-6 below}$$

(C) A Bidder's proposed firm per diem rate falling within the pre-determined median band limits and is the lowest proposed firm per diem rate will be allocated the applicable points assigned at Tables 1-6 below.

	TABLE 1 - ATLANTIC - MAXIMUM POINTS ASSIGNED				
#	**RESOURCE CATEGORIES**	**INITIAL CONTRACT PERIOD (3 YEARS)**	**OPTION PERIOD 1 (1 YEAR)**	**OPTION PERIOD 2 (1 YEAR)**	**TOTAL POINTS**
1	Senior Service Desk Supervisor (Bilingual)	30	10	10	50
2	Senior Service Desk Specialist (Bilingual)	30	10	10	50
3	Intermediate Service Desk Specialist (Bilingual)	30	10	10	50
4	Junior Service Desk Specialist (Bilingual)	30	10	10	50
5	Intermediate Operational Support Specialist(Bilingual)	30	10	10	50
6	Junior Operational SupportSpecialist (Bilingual)	30	10	10	50
7	Senior Desk-Side Support Technician (Bilingual)	30	10	10	50
8	Intermediate Desk-Side Support Technician (Bilingual)	30	10	10	50
9	Junior Desk-Side Support Technician (Bilingual)	30	10	10	50
10	Unilingual Senior Desk-Side Support Technician (English or French)	30	10	10	50
11	Unilingual Intermediate Desk-Side Support Technician (English or French)	30	10	10	50
12	Unilingual Junior Desk-Side Support Technician (English or French)	30	10	10	50
13	Junior Deployment	30	10	10	50

	Support Technician (English or French)				
14	Service Desk Consultant (English or French)	30	10	10	50
15	Service Desk Programmer/Analyst	30	10	10	50
16	Performance Management Consultant	30	10	10	50
17	IT Service Project Manager	30	10	10	50
TOTAL POINTS		**510**	**170**	**170**	**850**

	TABLE 2 - QUEBEC - MAXIMUM POINTS ASSIGNED				
#	**RESOURCE CATEGORIES**	**INITIAL CONTRACT PERIOD (3 YEARS)**	**OPTION PERIOD 1 (1 YEAR)**	**OPTION PERIOD 2 (1 YEAR)**	**TOTAL POINTS**
1	Senior Service Desk Supervisor (Bilingual)	30	10	10	50
2	Senior Service Desk Specialist (Bilingual)	30	10	10	50
3	Intermediate Service Desk Specialist (Bilingual)	30	10	10	50
4	Junior Service Desk Specialist (Bilingual)	30	10	10	50
5	Intermediate Operational Support Specialist(Bilingual)	30	10	10	50
6	Junior Operational SupportSpecialist (Bilingual)	30	10	10	50
7	Senior Desk-Side Support Technician (Bilingual)	30	10	10	50
8	Intermediate Desk-Side Support Technician (Bilingual)	30	10	10	50
9	Junior Desk-Side Support Technician (Bilingual)	30	10	10	50
10	Unilingual Senior Desk-Side Support Technician (English or French)	30	10	10	50
11	Unilingual Intermediate Desk-Side Support Technician (English or French)	30	10	10	50
12	Unilingual Junior Desk-Side Support Technician (English or French)	30	10	10	50
13	Junior Deployment	30	10	10	50

	Support Technician (English or French)				
14	Service Desk Consultant (English or French)	30	10	10	50
15	Service Desk Programmer/Analyst	30	10	10	50
16	Performance Management Consultant	30	10	10	50
17	IT Service Project Manager	30	10	10	50
TOTAL POINTS		**510**	**170**	**170**	**850**

	TABLE 3 - NCR - MAXIMUM POINTS ASSIGNED				
#	**RESOURCE CATEGORIES**	**INITIAL CONTRACT PERIOD (3 YEARS)**	**OPTION PERIOD 1 (1 YEAR)**	**OPTION PERIOD 2 (1 YEAR)**	**TOTAL POINTS**
1	Senior Service Desk Supervisor (Bilingual)	30	10	10	50
2	Senior Service Desk Specialist (Bilingual)	30	10	10	50
3	Intermediate Service Desk Specialist (Bilingual)	30	10	10	50
4	Junior Service Desk Specialist (Bilingual)	30	10	10	50
5	Intermediate Operational Support Specialist(Bilingual)	30	10	10	50
6	Junior Operational SupportSpecialist (Bilingual)	30	10	10	50
7	Senior Desk-Side Support Technician (Bilingual)	30	10	10	50
8	Intermediate Desk-Side Support Technician (Bilingual)	30	10	10	50
9	Junior Desk-Side Support Technician (Bilingual)	30	10	10	50
10	Unilingual Senior Desk-Side Support Technician (English or French)	30	10	10	50
11	Unilingual Intermediate Desk-Side Support Technician (English or French)	30	10	10	50
12	Unilingual Junior	30	10	10	50

	Desk-Side Support Technician (English or French)				
13	Junior Deployment Support Technician (English or French)	30	10	10	50
14	Service Desk Consultant (English or French)	30	10	10	50
15	Service Desk Programmer/Analyst	30	10	10	50
16	Performance Management Consultant	30	10	10	50
17	IT Service Project Manager	30	10	10	50
TOTAL POINTS		**510**	**170**	**170**	**850**

	TABLE 4 - ONTARIO - MAXIMUM POINTS ASSIGNED				
#	**RESOURCE CATEGORIES**	**INITIAL CONTRACT PERIOD (3 YEARS)**	**OPTION PERIOD 1 (1 YEAR)**	**OPTION PERIOD 2 (1 YEAR)**	**TOTAL POINTS**
1	Senior Service Desk Supervisor (Bilingual)	30	10	10	50
2	Senior Service Desk Specialist (Bilingual)	30	10	10	50
3	Intermediate Service Desk Specialist (Bilingual)	30	10	10	50
4	Junior Service Desk Specialist (Bilingual)	30	10	10	50
5	Intermediate Operational Support Specialist(Bilingual)	30	10	10	50
6	Junior Operational SupportSpecialist (Bilingual)	30	10	10	50
7	Senior Desk-Side Support Technician (Bilingual)	30	10	10	50
8	Intermediate Desk-Side Support Technician (Bilingual)	30	10	10	50
9	Junior Desk-Side Support Technician (Bilingual)	30	10	10	50
10	Unilingual Senior Desk-Side Support Technician (English or French)	30	10	10	50
11	Unilingual Intermediate Desk-Side Support Technician (English or French)	30	10	10	50
12	Unilingual Junior Desk-Side Support	30	10	10	50

	Technician (English or French)				
13	Junior Deployment Support Technician (English or French)	30	10	10	50
14	Service Desk Consultant (English or French)	30	10	10	50
15	Service Desk Programmer/Analyst	30	10	10	50
16	Performance Management Consultant	30	10	10	50
17	IT Service Project Manager	30	10	10	50
TOTAL POINTS		**510**	**170**	**170**	**850**

	TABLE 5 - WESTERN - MAXIMUM POINTS ASSIGNED				
#	**RESOURCE CATEGORIES**	**INITIAL CONTRACT PERIOD (3 YEARS)**	**OPTION PERIOD 1 (1 YEAR)**	**OPTION PERIOD 2 (1 YEAR)**	**TOTAL POINTS**
1	Senior Service Desk Supervisor (Bilingual)	30	10	10	50
2	Senior Service Desk Specialist (Bilingual)	30	10	10	50
3	Intermediate Service Desk Specialist (Bilingual)	30	10	10	50
4	Junior Service Desk Specialist (Bilingual)	30	10	10	50
5	Intermediate Operational Support Specialist(Bilingual)	30	10	10	50
6	Junior Operational SupportSpecialist (Bilingual)	30	10	10	50
7	Senior Desk-Side Support Technician (Bilingual)	30	10	10	50
8	Intermediate Desk-Side Support Technician (Bilingual)	30	10	10	50
9	Junior Desk-Side Support Technician (Bilingual)	30	10	10	50
10	Unilingual Senior Desk-Side Support Technician (English or French)	30	10	10	50
11	Unilingual Intermediate Desk-Side Support Technician (English or French)	30	10	10	50
12	Unilingual Junior Desk-Side Support	30	10	10	50

	Technician (English or French)				
13	Junior Deployment Support Technician (English or French)	30	10	10	50
14	Service Desk Consultant (English or French)	30	10	10	50
15	Service Desk Programmer/Analyst	30	10	10	50
16	Performance Management Consultant	30	10	10	50
17	IT Service Project Manager	30	10	10	50
TOTAL POINTS		**510**	**170**	**170**	**850**

	TABLE 6 - PACIFIC - MAXIMUM POINTS ASSIGNED				
#	**RESOURCE CATEGORIES**	**INITIAL CONTRACT PERIOD (3 YEARS)**	**OPTION PERIOD 1 (1 YEAR)**	**OPTION PERIOD 2 (1 YEAR)**	**TOTAL POINTS**
1	Senior Service Desk Supervisor (Bilingual)	30	10	10	50
2	Senior Service Desk Specialist (Bilingual)	30	10	10	50
3	Intermediate Service Desk Specialist (Bilingual)	30	10	10	50
4	Junior Service Desk Specialist (Bilingual)	30	10	10	50
5	Intermediate Operational Support Specialist(Bilingual)	30	10	10	50
6	Junior Operational SupportSpecialist (Bilingual)	30	10	10	50
7	Senior Desk-Side Support Technician (Bilingual)	30	10	10	50
8	Intermediate Desk-Side Support Technician (Bilingual)	30	10	10	50
9	Junior Desk-Side Support Technician (Bilingual)	30	10	10	50
10	Unilingual Senior Desk-Side Support Technician (English or French)	30	10	10	50
11	Unilingual Intermediate Desk-Side Support Technician (English or French)	30	10	10	50
12	Unilingual Junior Desk-Side Support	30	10	10	50

	Technician (English or French)				
13	Junior Deployment Support Technician (English or French)	30	10	10	50
14	Service Desk Consultant (English or French)	30	10	10	50
15	Service Desk Programmer/Analyst	30	10	10	50
16	Performance Management Consultant	30	10	10	50
17	IT Service Project Manager	30	10	10	50
TOTAL POINTS		**510**	**170**	**170**	**850**

(iii) **STEP 3 - TOTAL FINANCIAL SCORE**: Points allocated under STEP 2 for each period and Resource Category will be added together and rounded to two decimal places to produce the Total Financial Score. Bidders will find below an example of a financial evaluation using method 1.

(iv) ***EXAMPLE OF A FINANCIAL EVALUATION USING METHOD 1***

Resource Category	Max. Points	Bidder 1		Bidder 2		Bidder 3	
		Year 1	Year 2	Year 1	Year 2	Year 1	Year 2
Programmer	150 (75 pts. per year)	$400.00	$400.00	$420.00	$450.00	$450.00	$450.00
Business Analyst	100 (50 pts. per year)	$600.00	$600.00	$600.00	$620.00	$650.00	$820.00
Project Manager	50 (25 pts. per year)	$555.00	$900.00	$750.00	$800.00	$700.00	$800.00
TOTAL	300						

STEP 1 - DETERMINING THE LOWER AND UPPER MEDIAN BANDS FOR EACH YEAR AND EACH RESOURCE CATEGORY

(Median 1) For the Programmer Resource Category, the year 1 median would be $420.00. The lower median band limit would be $336.00 and higher median band limit would be $546.00.

(Median 2) For the Programmer Resource Category, the year 2 median would be $450.00. The lower median band limit would be $360.00 and higher median band limit would be $585.00.

(Median 3) For the Business Analyst Resource Category, the year 1 median would be $600.00. The lower median band limit would be $480.00 and higher median band limit would be $780.00.

(Median 4) For the Business Analyst Resource Category, the year 2 median would be $620.00. The lower median band limit would be $496.00 and higher median band limit would be $806.00.

(Median 5) For the Project Manager Resource Category, the year 1 median would be $700.00. The lower median band limit would be $560.00 and higher median band limit would be $910.00.

(Median 6) For the Project Manager Resource Category, the year 2 median would be $800.00. The lower median band limit would be $640.00 and higher median band limit would be $1,040.00.

STEP 2 - POINTS ALLOCATION:

Bidder 1:

Programmer Year 1 = 75 points (lowest rate within the lower and upper median band limits)
Programmer Year 2 = 75 points (lowest rate within the lower and upper median band limits)

Business Analyst Year 1 = 50 points (lowest rate within the lower and upper median band limits)
Business Analyst Year 2 = 50 points (lowest rate within the lower and upper median band limits)

Project Manager Year 1 = 0 points (outside the lower and higher median band limits)
Project Manager Year 2 = 22 points (based on the following calculation = (Lowest rate of $800.00 / Bidder's proposed rate of $900.00) Multiplied by 25 pts)

Bidder 2:

Programmer Year 1 = 71 points (based on the following calculation = (Lowest rate of $400.00 / Bidder's proposed rate of $420.00) Multiplied by 75 pts)
Programmer Year 2 = 67 points (based on the following calculation = (Lowest rate of $400.00 / Bidder's proposed rate of $450.00) Multiplied by 75 pts)

Business Analyst Year 1 = 50 points (lowest price within the lower and upper median band limits)
Business Analyst Year 2 = 48 points (based on the following calculation = (Lowest rate of $600.00 / Bidder's proposed rate of $620.00) Multiplied by 50 pts)

Project Manager Year 1 = 23 points (based on the following calculation = (Lowest rate of $700.00 / Bidder's proposed rate of $750.00) Multiplied by 25 pts)
Project Manager Year 2 = 25 points (lowest price within the lower and upper median band limits)

Bidder 3:

Programmer Year 1 = 67 points (based on the following calculation = (Lowest rate of $400.00 / Bidder's proposed rate of $450.00) Multiplied by 75 pts)
Programmer Year 2 = 67 points (based on the following calculation = (Lowest rate of $400.00 / Bidder's proposed rate of $450.00) Multiplied by 75 pts)

Business Analyst Year 1 = 46 points (based on the following calculation = (Lowest rate of $600.00 / Bidder's proposed rate of $650.00) Multiplied by 75 pts)
Business Analyst Year 2 = 0 points (outside the lower and higher median band limits)

Project Manager Year 1 = 25 points (lowest price within the lower and upper median band limits)
Project Manager Year 2 = 25 points (lowest price within the lower and upper median band limits)

STEP 3 - TOTAL FINANCIAL SCORE:

Bidder 1

75 + 75 + 50 + 50 + 0 + 22 = Total financial score of 272 points out of a possible 300 points

Bidder 2

71 + 67 + 50 + 48 + 23 + 25 = Total financial score of 284 points out of a possible 300 points

Bidder 3

67 + 67 + 46 + 0 + 25 + 25 = Total financial score of 230 points out of a possible 300 points

(d) Financial Evaluation - Method 2: The following financial evaluation method will be used if fewer than 3 bids are determined responsive:

(i) **STEP 1 - POINTS ALLOCATION**: For each period and each Resource Category, points will be allocated as follow:

(A) Points will be established based on the following calculation, which will be rounded to two decimal places:

$$\frac{\text{Lowest proposed firm per diem rate}}{\text{Bidder's proposed firm per diem rate}} \times \text{Points Assigned at Table 1 below}$$

(B) The Bidder with the lowest proposed firm per diem rate will be allocated the applicable points assigned as per Tables 1-6 above.

(ii) **STEP 2 - TOTAL FINANCIAL SCORE:** Points allocated under STEP 1, for each period and each Resource Category, will be added together and rounded to two decimal places to produce the Total Financial Score.

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

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

(i) an invoice (referencing a contract serial number or other unique contract identifier) that shows that the Bidder has provided and invoiced a customer (with whom the Bidder deals at arm's length) for services performed for that customer similar to the services that would be provided in the relevant resource category, where those services were provided for at least three months within the twelve months before the bid solicitation closing date, and the fees charged were equal to or less than the rate offered to Canada;

(ii) in relation to the invoice in (i), evidence from the bidder's customer that the services identified in the invoice include at least 50% of the tasks listed in the Statement of Work for the category of resource being assessed for an unreasonably low rate. This evidence must consist of either a copy of the contract (which must describe the services to be provided and demonstrate that at least 50% of the tasks to be performed are the same as those to be performed under the Statement of Work in this bid solicitation) or the customer's signed certification that the services subject to the charges in the invoice included at least 50% of the same tasks to be performed under the Statement of Work in this bid solicitation;

(iii) in respect of each contract for which an invoice is submitted as substantiation, a résumé for the resource that provided the services under that contract that demonstrates that, in relation to the resource category for which the rates are being substantiated, the resource would meet the mandatory requirements and achieve any required pass mark for any rated criteria; and

(iv) the name, telephone number and, if available, e-mail address of a contact person at the customer who received each invoice submitted under (i), so that Canada may verify any information provided by the Bidder.

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

4.4 Basis of Selection

(a) A bid must comply with the requirements of the bid solicitation and meet all mandatory evaluation criteria to be declared responsive. The responsive bid that obtains the highest combined rating of technical merit and price, by adding the technical score with the financial score, will be recommended for award of a contract. The total possible technical score is 60 while the total possible financial score is 40.

(i) Calculation of Technical Score: A responsive proposal is one that meets all mandatory requirement identified in this solicitation and obtains a minimum pass mark, specified in the rated requirements of Attachment 2 of this RFP. The Final Technical Score will constitute 60 points of the Total Bidder Score. The Total Technical Score will be computed for each responsive Bidder using the points obtained for the point-rated technical criteria. The Final Technical Score will then be converted to points using the following formula:

$$\frac{\text{Total Technical Score}}{\text{Maximum Technical Points (608pts)}} \times 60 = \text{Final Technical Score}$$

(ii) Calculation of Financial Score: The Final Financial Score will be calculated in accordance with the following formula:

$$\frac{\text{Total Financial Score}}{\text{Maximum Financial Points (510pts)}} \times 40 = \text{Final Financial Score}$$

The Total Financial Score will be obtained in accordance with 4.3 (c) or 4.3 (d) above. The Maximum Financial Points is 510. The point breakdown is provided under table 1 - Maximum Points Assigned of section 4.3 above.

(iii) The Total Bidder Score will be calculated in accordance with the following formula:

Final Technical Score + Final Financial Score = Total Bidder Score.

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

(c) If more than one bidder is ranked first because of identical Total Bidder Scores, then the bidder with the highest Total Financial Score for the contract period, including options, will become the top-ranked bidder.

ATTACHMENT 1 - BID SUBMISSION FORM

BID SUBMISSION FORM		
Bidder's full legal name		
Authorized Representative of Bidder for evaluation purposes (e.g., clarifications)	Name	
	Title	
	Address	
	Telephone #	
	Fax #	
	Email	
Bidder's Procurement Business Number (PBN) [*see the Standard Instructions 2003*]		
Jurisdiction of Contract: Province in Canada the bidder wishes to be the legal jurisdiction applicable to any resulting contract (if other than as specified in solicitation)		
Former Public Servants See the Article in Part 5 of the bid solicitation entitled Former Public Servant Certification for a definition of "Former Public Servant".	Is the Bidder a FPS in receipt of a pension as defined in the bid solicitation? Yes ____ No ____ If yes, provide the information required by the Article in Part 5 entitled "Former Public Servant Certification"	
	Is the Bidder a FPS who received a lump sum payment under the terms of a work force reduction program? Yes ____ No ____ If yes, provide the information required by the Article in Part 5 entitled "Former Public Servant Certification"	

Federal Contractors Program for Employment Equity (FCP EE) Certification: If the bidder is exempt, please indicate the basis for the exemption to the right. If the bidder does not fall within the exceptions enumerated to the right, the Program requirements do apply and the bidder is required either to: (a) submit to the Department of HRSD form LAB 1168, Certificate of Commitment to Implement Employment Equity, DULY SIGNED; or (b) submit a valid Certificate number confirming its adherence to the FCP-EE. Bidders are requested to include their FCP EE Certification or signed LAB 1168 with their bid; if this information is not provided in the bid, it must be provided upon request by the Contracting Authority during evaluation. For joint ventures, be sure to provide this information for each of the members of the joint venture.	On behalf of the bidder, by signing below, I also confirm that the bidder [*check the box that applies*]:	
	(a) is not subject to Federal Contractors Program for Employment Equity (FCP-EE), because it has a workforce of less than 100 permanent full or part-time employees in Canada;	
	(b) is not subject to FCP-EE, because it is a regulated employer under the *Employment Equity Act*;	
	(c) is subject to the requirements of FCP-EE, because it has a workforce of 100 or more permanent full or part-time employees in Canada, but has not previously obtained a certificate number from the Department of Human Resources and Skills Development (HRSD) (having not bid on requirements of $200,000 or more), in which case a duly signed certificate of commitment is attached; OR	
	(d) is subject to FCP-EE, and has a valid certification number as follows: _____ (and has not been declared an Ineligible Contractor by HRSD).	

Number of FTEs [Bidders are requested to indicate, the total number of full-time-equivalent positions that would be created and maintained by the bidder if it were awarded the Contract. This information is for information purposes only and will not be evaluated.]	
Security Clearance Level of Bidder *[include both the level and the date it was granted]*	
On behalf of the bidder, by signing below, I confirm that I have read the entire bid solicitation including the documents incorporated by reference into the bid solicitation and I certify that: 1. The bidder considers itself and its products able to meet all the mandatory requirements described in the bid solicitation; 2. This bid is valid for the period requested in the bid solicitation; 3. All the information provided in the bid is complete, true and accurate; and 4. If the bidder is awarded a contract, it will accept all the terms and conditions set out in the resulting contract clauses included in the bid solicitation.	
Signature of Authorized Representative of Bidder	

ATTACHMENT 2 - BID EVALUATION CRITERIA

1. DEFINITIONS

The following definitions apply to the mandatory and point-rated evaluation criteria that follow:

a. 1st Level Information Technology (IT) Help Desk Support - refers to the first point of contact (accessible by phone, web, or in person) for all IT services within an organization, and where the 1st Level IT Help Desk Support organization is responsible to resolve as many incidents and service requests as possible on initial contact and to track and dispatch service calls to 2nd and 3rd Level IT Help Desk Support as appropriate.

b. Microsoft Office suite - includes Microsoft Outlook, Word, PowerPoint and Excel.

c. Corporate Desktop Environment - includes desktop hardware, software and peripherals.

d. Corporate Business Applications - refers to enterprise-wide applications used within an organization (i.e. department or corporate enterprise) to support its business operations. These include web-based applications as well as desktop applications such as Human Resource (HR) systems, financial and ERP systems. Examples include Oracle's PeopleSoft Enterprise human capital management (HCM), Oracle's Siebel customer relationship management (CRM), Oracle Business Intelligence (BI) Applications, SAP Enterprise Resource Planning (ERP) Financials, and Microsoft SharePoint.

2. CORPORATE MANDATORY CRITERIA

2.1 Corporate Experience

Corporate Mandatory Criteria		
Criteria- Bidder's Response	**Mandatory Criteria**	**Demonstrated Experience (Bidder to Insert Data)**
M.1	The Bidder must demonstrate that they have delivered three contracts for the provisioning of IT Help Desk Services. To meet this mandatory requirement, each contract: a. Must have been completed within the last ten years, or has been ongoing for a minimum of twelve months, prior to the RFP closing date; b. Must have included the provision of professional services resources in the B.10 Help Desk Specialist category. c. Must have billed a minimum of 2000 days in the B.10 Help Desk Specialist category (any Level); d. Must have had a minimum contract period of twelve (12) months; and e. Must have had a minimum contract value of $1,000,000 (including taxes).	

	Of the three projects, at least one must have included support of end users located in at least three separate provinces or territories. The Bidder must complete the Corporate Project Reference Form provided in Appendix A of Attachment 2 for each referenced project.	

3. CORPORATE RATED CRITERIA

3.1 Corporate Experience

The Bidder should, for each referenced contract provided in response to mandatory M-1 of section 2.1 (Corporate Mandatory Criteria) above, complete the following Corporate Rated Criteria table.

Evaluation Criteria: Bidder's responses will be evaluated and a maximum of 300 points (100 points per project) will be awarded in accordance with the following grid:

Corporate Rated Criteria **Corporate Reference Contract #_____**				
Item	**Point-Rated Criteria**	**Max Points**	**Evaluation Criteria**	**Demonstrated Experience (Bidder to Insert Data)**
R.1	For each contract, 1, 2 and 3, provided in response to the Corporate Mandatory Criteria (M1), the Bidder should demonstrate its experience completing the following tasks: a. Providing 1st level IT help Desk technical advice and coaching to clients (i.e. end-users) via telephone; b. Troubleshooting problems and dispatching calls to 2nd and 3rd level IT support; c. Providing 2nd level desk-side support to end-users; d. Providing 2nd level on-site support for Video Conferencing equipment; and e. Using an automated IT Service Management (ITSM) system to record and track service requests.	**30**	6 points will be awarded for each task (a. to e.) demonstrated for a maximum of 30 points.	
R.2	For each contract, 1, 2 and 3, provided in response to the Corporate Mandatory Criteria (M1), the Bidder should demonstrate its experience developing and executing a	**15**	A maximum of 15 points will be awarded for demonstrated experience.	

	transition plan to initiate service after contract award.		• Developed a formal transition plan for client approval = 5 points; • Recruited new Help Desk resources to replace incumbent contract resources = 5 points; • And Provided orientation and training to new Help Desk resources = 5 points	
R.3	For each contract, 1, 2 and 3, provided in response to the Corporate Mandatory Criteria (M1), the Bidder should demonstrate its experience providing 1st level IT Help Desk resources on-site at the client's location in Canada.	**10**	A maximum of 10 points will be awarded. • On-site at a client location in the NCR = 10 points; or • On-site at a client location elsewhere in Canada = 5 points.	
R.4	For each contract, 1, 2 and 3, provided in response to the Corporate Mandatory Criteria (M1), the Bidder should demonstrate the total number of days billed in the B.10 Help Desk Specialist category (any Level), to a maximum of 3200 days.	**15**	A maximum of 15 points will be awarded. • Over 2000 days billed = 1.25 points; • Over 2100 days billed = 2.5 points;	

			• Over 2200 days billed = 3.75 points; • Over 2300 days billed = 5 points; • Over 2400 days billed = 6.25 points; • Over 2500 days billed = 7.5 points; • Over 2600 days billed = 8.75 points; • Over 2700 days billed = 10 points; • Over 2800 days billed = 11.25 points; • Over 2900 days billed = 12.5 points; • Over 3000 days billed = 13.75 points; or • Over 3100 days billed = 15 points.	
R.5	For each contract, 1, 2 and 3, provided in response to the Corporate Mandatory Criteria (M1), the Bidder should demonstrate its experience providing 1st level IT Help Desk for a public or private sector client in Canada.	**10**	A maximum of 10 points will be awarded. • Government of Canada client department or agency = 10 points; • Other Public Sector client organization	

			in Canada = 7 points; or • Other client organization in Canada = 5 points.	
R.6	For each contract, 1, 2 and 3, provided in response to the Corporate Mandatory Criteria (M1), the Bidder should demonstrate its experience providing a team of bilingual (English and French) B.10 Help Desk Specialist resources (regardless of the level).	**20**	A maximum of 20 points will be awarded for demonstrated experience providing a team of resources simultaneously: • More than 25 bilingual resources = 20 points; • 20 to 25 bilingual resources = 16 points • 15 to 19 bilingual resources = 12 points; • 10 to 14 bilingual resources = 8 points; • 5 to 9 bilingual resources = 4 points; or • Less than 5 bilingual resources = 0 point.	
Total Maximum Points		**100**	**(Per project)**	
Points Achieved				

3.2 Resource Management Processes

The Bidder should describe the approach and processes related to the management of its professional services resources that will be utilized to ensure the Bidder's ability to propose fully qualified resources to AAFC within five days of receipt of a TA and minimize turnover of those resources. If applicable, the Bidder should demonstrate where the same approach and process was utilized successfully to support one of the referenced contracts provided in response to mandatory M-1 of section 2.1 (Corporate Mandatory Criteria) above.

The Bidder's resource management approach and processes should be described in terms of the following:

A) Recruitment of resources;
B) Screening of resources;
C) Training and ongoing development of resources; and
D) Retention of resources.

Evaluation Criteria: Bidder's responses will be evaluated and a maximum of 148 points will be awarded in accordance with the following grid:

Maximum Score	Evaluation Grid
	A) Recruitment of resources
25 points	a)The Bidder's response will be evaluated based on the extent to which the description of the proposed approach and process should result in the provision of fully qualified resources on a timely* basis as demonstrated through the following elements: i.Identifies and describes the risks associated with recruitment of resources; ii.Demonstrates that all aspects of the risks were understood and were addressed with a risk mitigation strategy; iii.Provides a detailed description of the processes supporting the mitigation strategy; iv.Follows a consistent and repeatable methodology; and v.Demonstrates a flexible approach that is able to address difficult or unexpected situations Points will be awarded as follows: • **25 points –** Comprehensive approach and process that should enable superior results. (i.e.: fully addresses 5 elements i. to v.); • **18 points –** Satisfactory approach and process that should enable acceptable results (i.e.: fully addresses 4 elements); • **12 points** – Adequate approach and process that should enable acceptable results (i.e: fully addresses 3 elements) or; • **0 points –** Less than 3 elements described. ***Note:*** *"Timely" = Within the service standard specified in the proposed contract*
12 points	b)The extent to which the Bidder has demonstrated that the approach described in response to a) above has been used previously on a client's reference project by the Bidder; Points will be awarded (only if a minimum of 12 points have been awarded above) as follows: • **12 points** – All elements described in the Bidder's response to a) above are demonstrated • **6 points** – Some elements described in the Bidder's response to a) above are demonstrated • **0 points** – Approach proposed in response to a) above is not demonstrated
	B) Screening of resources:
25 points	a)The Bidder's response will be evaluated based on the extent to which the description of the proposed approach and process should result in the provision of

Maximum Score	Evaluation Grid
	A) Recruitment of resources
	well-qualified resources that are a good fit for the role as demonstrated through the following elements: i.Identifies and describes the risks associated with screening of resources; ii.Demonstrates that all aspects of the risks were understood and were addressed with a risk mitigation strategy; iii.Provides a detailed description of the processes supporting the mitigation strategy; iv.Follow a consistent and repeatable methodology; and v.Demonstrates a flexible approach that is able to address difficult or unexpected situations Points will be awarded as follows: • **25 points** – Comprehensive approach and process that should enable superior results. (Fully addresses 5 elements of i. – v.); • **18 points** – Adequate approach and process that should enable acceptable results (Fully addresses 4 elements); • **12 points** – Adequate approach and process that should enable acceptable results (Fully addresses 3 elements) or; • **0 points** – Less than 3 elements described or description is deemed inadequate.
12 points	b)The extent to which the Bidder has demonstrated that this described approach has been successfully used previously at other sites by this Bidder; Points will be awarded (only if a minimum of 12 points have been awarded above) as follows: • **12 points** – All elements described in the Bidder's response to a) above are demonstrated • **6 points** – Some elements described in the Bidder's response to a) above are demonstrated • **0 points** – Approach proposed in response to a) above is not demonstrated
	C) Training and ongoing development of resources:
25 points	a)The Bidder's response will be evaluated based on the extent to which the description of the proposed approach and process should result in the provision of contract resources that are fully competent and knowledgeable of the client's IT environment and the support tools they utilize as demonstrated through the following elements: i.Identifies and describes the risks associated with training and ongoing develpment of resources; ii.Demonstrates that all aspects of the risks were understood and were addressed with a risk mitigation strategy; iii.Provides a detailed description of the processes supporting the mitigation strategy; iv.Follow a consistent and repeatable methodology; and v.Demonstrates a flexible approach that is able to address difficult or unexpected situations Points will be awarded as follows: • **25 points** – Comprehensive approach and process that should enable superior results. (Fully addresses 5 elements of i. – v.); • **18 points** – Adequate approach and process that should enable acceptable results (Fully addresses 4 elements);

Maximum Score	Evaluation Grid
	A) Recruitment of resources
	• **12 points** – Adequate approach and process that should enable acceptable results (Fully addresses 3 elements) or; • **0 points** – Less than 3 elements described or description is deemed inadequate
12 points	b)The extent to which the Bidder has demonstrated that this described approach has been successfully used previously at other sites by this Bidder; Points will be awarded (only if a minimum of 12 points have been awarded above) as follows: • **12 points** – All elements described in the Bidder's response to a) above are demonstrated • **6 points** – Some elements described in the Bidder's response to a) above are demonstrated • **0 points** – Approach proposed in response to a) above is not demonstrated
	D) Retention of resources:
25 points	a)The Bidder's response will be evaluated based on the extent to which the description of the proposed approach and process should, in general, result in low turnover of contract resources and the retention of high achieving resources as demonstrated through the following elements: i.Identifies and describes the risks associated with retention of resources, including adequate remuneration for contract resources; ii.Demonstrates that all aspects of the risks were understood and were addressed with a risk mitigation strategy; iii.Provides a detailed description of the processes supporting the mitigation strategy; iv.Follow a consistent and repeatable methodology; and v.Demonstrates a flexible approach that is able to address difficult or unexpected situations Points will be awarded as follows: • **25 points** – Comprehensive approach and process that should enable superior results. (Fully addresses 5 elements of i. – v.); • **18 points** – Adequate approach and process that should enable acceptable results (Fully addresses 4 elements); • **12 points** – Adequate approach and process that should enable acceptable results (Fully addresses 3 elements) or; • **0 points** – Less than 3 elements described or description is deemed inadequate
12 points	b)The extent to which the Bidder has demonstrated that this described approach has been successfully used previously at other sites by this Bidder; Points will be awarded (only if a minimum of 12 points have been awarded above) as follows: • **12 points** – All elements described in the Bidder's response to a) above are demonstrated • **6 points** – Some elements described in the Bidder's response to a) above are demonstrated • **0 points** – Approach proposed in response to a) above is not demonstrated
148 points	**Total Maximum Points**
	Points Achieved

3.3 Resource Turnover

High turnover presents one of the most significant risks for this contract. Frequent turnover of contract resources increases costs for both the Contractor and AAFC/CFIA and significantly impacts overall productivity due to the level of effort and duration required to recruit new resources and complete the orientation, training and knowledge transfer necessary to enable the individual resource to begin providing 1st or 2nd Level support to clients.

The Bidder should demonstrate, as applicable, where each of the referenced contracts provided in response to mandatory M-1 of section 2.1 (Corporate Mandatory Criteria) included the requirement for the Bidder to formally track and report turnover of its resources under the contract and meet with the client to review turnover rates and take appropriate corrective action as required.

Evaluation Criteria: Bidder's responses will be evaluated and a maximum of 120 points (40 points per project) will be awarded in accordance with the following grid:

Resource Turnover Rated Criteria

Corporate Reference Contract #_____

Item	Point-Rated Criteria	Max Points	Evaluation Criteria	Demonstrated Experience (Bidder to Insert Data)
R.1	**a) Tracking and Reporting** The Bidder should demonstrate that Referenced Project required tracking and reporting of turnover rates	**10**	Criteria demonstrated = 10 points	
	b) Formal Review Meetings The Bidder should demonstrate that Referenced Project held regular formal meetings with client to formally review turnover rates and take appropriate corrective action.	**10**	Criteria demonstrated = 10 points	
	c) Annual Turnover Rate The Bidder should demonstrate annual resource turnover rates for that Referenced Project.	**20**	Up to 20 points will be awarded. • Less than 10% annual turnover = 20 points. • Less than 15% annual turnover = 15 points. • Less than 20% annual turnover = 10 points.	

			• More than 20% annual turnover = 0 points.	
Total Maximum Points		**40**	**(Per project)**	
Points Achieved				

3.4 Account Manager

The Bidder should demonstrate the experience, within the last 10 years, of its proposed Account Manager in any of the following areas:

a. Where the individual was responsible for managing the business relationship between a Government of Canada client and a contractor, for a contract with a minimum value of $1M;
b. Where the individual was responsible for screening and proposing IT resources in response to client requirements, for a contract with a minimum value of $1M; and
c. Where the individual was responsible for the development and delivery of IT Help Desk services.

Evaluation Criteria: Bidder's responses will be evaluated and a maximum of 40 points will be awarded in accordance with the following grid:

Account Manager Rated Criteria **Proposed Resource** _____				
Item	**Point-Rated Criteria**	**Max Points**	**Evaluation Criteria**	**Demonstrated Experience (Bidder to Insert Data)**
R.1	**a) Tracking and Reporting** The Bidder should demonstrate that the individual was responsible for managing the business relationship between with a Government of Canada client and a contractor, for a contract with a minimum value of $1M.	**10**	A maximum of 10 points will be awarded. • Government of Canada client department or agency = 10 points; • Other Public Sector client organization in Canada = 7 points; or	

			• Other client organization in Canada = 5 points.	
	b) Formal Review Meetings The Bidder should demonstrate that the individual was responsible for screening and proposing IT resources in response to client requirements, for a contract with a minimum value of $1M.	**10**	A maximum of 10 points will be awarded. • Total billed value > $6M (Cdn, incl tax) = 10 points; • Total billed value > $5M (Cdn, incl tax) = 9 points; • Total billed value > $4M (Cdn, incl tax) = 8 points; • Total billed value > $3M (Cdn, incl tax) = 7 points; • Total billed value > $2M (Cdn, incl tax) = 6 points; • Total billed value > $1M (Cdn, incl tax) = 5 points; or • Total billed value < $1M (Cdn, incl tax) = 0	
	c) Help Desk Experience The Bidder should demonstrate that the individual was responsible for the development and delivery of IT Help Desk services.	**20**	Up to 20 points will be awarded for years of demonstrated experience as follows: • More than 5 years = 20 points.	

			• More than 4 years = 16 points. • More than 3 years = 12 points. • More than 2 years = 8 points. • More than 1 year = 4 points. • Less than 1 year = 0 points.	
Total Maximum Points		**40**		
Points Achieved				

3.5 Minimum Pass Marks

Minimum pass marks have been assigned to each area of the technical evaluation criteria as specified in the table below. A Technical Proposal Score out of 60 points, subject to Validation, will be computed using the formulas below.

Technical Evaluation Criteria	Maximum Score
Corporate Qualifications:	
• R-1 Corporate Reference Projects (3)	300
• R-2 Contract Management Plan	148
• R-3 Resource Turnover	120
• R-4 Account Manager	40
Maximum Points	**608**
Minimum Points Required	70% (425)
Total Points Achieved	
Note: Proposals that do not meet the required minimum points will not be evaluated further.	

APPENDIX A OF ATTACHMENT 2

CORPORATE REFERENCE PROJECT FORM (Bidder to Insert Data Where Indicated)	
To be accepted, the Bidder must fully complete this table and demonstrate its experience supplying professional services resources in the B.10 Help Desk Specialist category.	
REFERENCE CONTRACT INFORMATION	
Name of Client organization:	
Contract #:	
Contract Dates: **(month/year, start and finish)**	
Final Contract $ Value:	

Total # of days billed in the B.10 Help Desk Specialist category (any level).	

Scope of Work:

The Bidder must describe its scope of work under the contract including a list of the professional services resource categories that were provided. The Bidder must demonstrate that the resources provided under the contract delivered first point of contact telephone support to log IT service requests, resolve incidents and escalate or dispatch calls to 2nd and 3rd level IT support using an automated IT Service Management (ITSM) system.

CLIENT CONTACT INFORMATION

Name & Title of Client Contact:
(should be the Project Authority or their Authorized Representative):

Telephone # or email address of Client Contact:

ATTACHMENT 3 - FINANCIAL BID

1. Professional Services

In accordance with the contract, the Contractor will be paid the following firm all-inclusive per diem rates for work performed pursuant to this Contract, Goods and Services Tax (GST) and Harmonized Sales Tax (HST extra).

2. Financial Evaluation

A financial evaluation will be performed only on bids that are responsive. A responsive bid is one that meets all Mandatory requirements and obtains the required minimum pass mark on the Point-Rated Evaluation Criteria, as specified in the bid solicitation.

(a) The PWGSC Contracting Authority, independently of the technical bids, will evaluate the Financial Bid.

(b) Bid prices will be evaluated in Canadian dollars, GST and HST excluded, Customs duties and Excise taxes included, delivery to destination, transportation and packaging charges included.

In respect of the "Number of Days" listed below, the estimated number of days has been provided to Bidders to assist them in preparing their Bids. The inclusion of this data in the Bid Solicitation does not represent a commitment by Canada that Canada's future usage of the Category of Personnel will be consistent with this data. It is provided for information purposes only.

FOR THE INITIAL CONTRACT PERIOD (3 YEARS) - ATLANTIC			
#	AAFC IT Client Services Role	TBIPS Resource Category / Level	Firm Per Diem Rate
1	Service Desk Supervisor (Bilingual)	B.10 Help Desk Specialist, Level 3	
2	Senior Service Desk Specialist (Bilingual)	B.10 Help Desk Specialist, Level 3	
3	Intermediate Service Desk Specialist (Bilingual)	B.10 Help Desk Specialist, Level 2	
4	Junior Service Desk Specialist (Bilingual)	B.10 Help Desk Specialist, Level 1	
5	Intermediate Operational Support Specialist (Bilingual)	P.6 Project Administrator, Level 2	
6	Junior Operational Support Specialist (Bilingual)	P.6 Project Administrator, Level 1	
7	Senior Desk-side Support Technician (Bilingual)	B10. Help Desk Specialist, Level 3	
8	Intermediate Desk-side Support Technician (Bilingual)	B.10 Help Desk Specialist, Level 2	
9	Junior Desk-side Support Technician (Bilingual)	B.10 Help Desk Specialist, Level 1	
10	Unilingual Senior Desk-side Support Technician (English or French)	B.10 Help Desk Specialist, Level 3	
11	Unilingual Intermediate Desk-side Support Technician (English or French)	B.10 Help Desk Specialist, Level 2	

12	Unilingual Junior Desk-side Support Technician (English or French)	B.10 Help Desk Specialist, Level 1	
13	Junior Deployment Support Technician (English or French)	B.10 Help Desk Specialist, level 1	
14	Service Desk Consultant (English or French)	B.8 Call Centre Consultant, Level 3	
15	Service Desk Programmer/Analyst (English or French)	A.7 Programmer/Analyst, Level 2	
16	Performance Management Consultant	B.3 Business Consultant, Level 3	
17	IT Service Project Manager	P.9 Project Manager, Level 3	

FOR THE INITIAL CONTRACT PERIOD (3 YEARS) - QUEBEC

#	AAFC IT Client Services Role	TBIPS Resource Category / Level	Firm Per Diem Rate
1	Service Desk Supervisor (Bilingual)	B.10 Help Desk Specialist, Level 3	
2	Senior Service Desk Specialist (Bilingual)	B.10 Help Desk Specialist, Level 3	
3	Intermediate Service Desk Specialist (Bilingual)	B.10 Help Desk Specialist, Level 2	
4	Junior Service Desk Specialist (Bilingual)	B.10 Help Desk Specialist, Level 1	
5	Intermediate Operational Support Specialist (Bilingual)	P.6 Project Administrator, Level 2	
6	Junior Operational Support Specialist (Bilingual)	P.6 Project Administrator, Level 1	
7	Senior Desk-side Support Technician (Bilingual)	B10. Help Desk Specialist, Level 3	
8	Intermediate Desk-side Support Technician (Bilingual)	B.10 Help Desk Specialist, Level 2	
9	Junior Desk-side Support Technician (Bilingual)	B.10 Help Desk Specialist, Level 1	
10	Unilingual Senior Desk-side Support Technician (English or French)	B.10 Help Desk Specialist, Level 3	
11	Unilingual Intermediate Desk-side Support Technician (English or French)	B.10 Help Desk Specialist, Level 2	
12	Unilingual Junior Desk-side Support Technician (English or French)	B.10 Help Desk Specialist, Level 1	
13	Junior Deployment Support Technician (English or French)	B.10 Help Desk Specialist, level 1	
14	Service Desk Consultant (English or French)	B.8 Call Centre Consultant, Level 3	
15	Service Desk	A.7 Programmer/Analyst,	

	Programmer/Analyst (English or French)	Level 2	
16	Performance Management Consultant	B.3 Business Consultant, Level 3	
17	IT Service Project Manager	P.9 Project Manager, Level 3	

FOR THE INITIAL CONTRACT PERIOD (3 YEARS) - NCR			
#	**AAFC IT Client Services Role**	**TBIPS Resource Category / Level**	**Firm Per Diem Rate**
1	Service Desk Supervisor (Bilingual)	B.10 Help Desk Specialist, Level 3	
2	Senior Service Desk Specialist (Bilingual)	B.10 Help Desk Specialist, Level 3	
3	Intermediate Service Desk Specialist (Bilingual)	B.10 Help Desk Specialist, Level 2	
4	Junior Service Desk Specialist (Bilingual)	B.10 Help Desk Specialist, Level 1	
5	Intermediate Operational Support Specialist (Bilingual)	P.6 Project Administrator, Level 2	
6	Junior Operational Support Specialist (Bilingual)	P.6 Project Administrator, Level 1	
7	Senior Desk-side Support Technician (Bilingual)	B10. Help Desk Specialist, Level 3	
8	Intermediate Desk-side Support Technician (Bilingual)	B.10 Help Desk Specialist, Level 2	
9	Junior Desk-side Support Technician (Bilingual)	B.10 Help Desk Specialist, Level 1	
10	Unilingual Senior Desk-side Support Technician (English or French)	B.10 Help Desk Specialist, Level 3	
11	Unilingual Intermediate Desk-side Support Technician (English or French)	B.10 Help Desk Specialist, Level 2	
12	Unilingual Junior Desk-side Support Technician (English or French)	B.10 Help Desk Specialist, Level 1	
13	Junior Deployment Support Technician (English or French)	B.10 Help Desk Specialist, level 1	
14	Service Desk Consultant (English or French)	B.8 Call Centre Consultant, Level 3	
15	Service Desk Programmer/Analyst (English or French)	A.7 Programmer/Analyst, Level 2	
16	Performance Management Consultant	B.3 Business Consultant, Level 3	
17	IT Service Project Manager	P.9 Project Manager, Level 3	

FOR THE INITIAL CONTRACT PERIOD (3 YEARS) - ONTARIO

#	AAFC IT Client Services Role	TBIPS Resource Category / Level	Firm Per Diem Rate
1	Service Desk Supervisor (Bilingual)	B.10 Help Desk Specialist, Level 3	
2	Senior Service Desk Specialist (Bilingual)	B.10 Help Desk Specialist, Level 3	
3	Intermediate Service Desk Specialist (Bilingual)	B.10 Help Desk Specialist, Level 2	
4	Junior Service Desk Specialist (Bilingual)	B.10 Help Desk Specialist, Level 1	
5	Intermediate Operational Support Specialist (Bilingual)	P.6 Project Administrator, Level 2	
6	Junior Operational Support Specialist (Bilingual)	P.6 Project Administrator, Level 1	
7	Senior Desk-side Support Technician (Bilingual)	B10. Help Desk Specialist, Level 3	
8	Intermediate Desk-side Support Technician (Bilingual)	B.10 Help Desk Specialist, Level 2	
9	Junior Desk-side Support Technician (Bilingual)	B.10 Help Desk Specialist, Level 1	
10	Unilingual Senior Desk-side Support Technician (English or French)	B.10 Help Desk Specialist, Level 3	
11	Unilingual Intermediate Desk-side Support Technician (English or French)	B.10 Help Desk Specialist, Level 2	
12	Unilingual Junior Desk-side Support Technician (English or French)	B.10 Help Desk Specialist, Level 1	
13	Junior Deployment Support Technician (English or French)	B.10 Help Desk Specialist, level 1	
14	Service Desk Consultant (English or French)	B.8 Call Centre Consultant, Level 3	
15	Service Desk Programmer/Analyst (English or French)	A.7 Programmer/Analyst, Level 2	
16	Performance Management Consultant	B.3 Business Consultant, Level 3	
17	IT Service Project Manager	P.9 Project Manager, Level 3	

FOR THE INITIAL CONTRACT PERIOD (3 YEARS) - WESTERN

#	AAFC IT Client Services Role	TBIPS Resource Category / Level	Firm Per Diem Rate
1	Service Desk Supervisor (Bilingual)	B.10 Help Desk Specialist, Level 3	
2	Senior Service Desk Specialist (Bilingual)	B.10 Help Desk Specialist, Level 3	
3	Intermediate Service Desk Specialist (Bilingual)	B.10 Help Desk Specialist, Level 2	

4	Junior Service Desk Specialist (Bilingual)	B.10 Help Desk Specialist, Level 1	
5	Intermediate Operational Support Specialist (Bilingual)	P.6 Project Administrator, Level 2	
6	Junior Operational Support Specialist (Bilingual)	P.6 Project Administrator, Level 1	
7	Senior Desk-side Support Technician (Bilingual)	B10. Help Desk Specialist, Level 3	
8	Intermediate Desk-side Support Technician (Bilingual)	B.10 Help Desk Specialist, Level 2	
9	Junior Desk-side Support Technician (Bilingual)	B.10 Help Desk Specialist, Level 1	
10	Unilingual Senior Desk-side Support Technician (English or French)	B.10 Help Desk Specialist, Level 3	
11	Unilingual Intermediate Desk-side Support Technician (English or French)	B.10 Help Desk Specialist, Level 2	
12	Unilingual Junior Desk-side Support Technician (English or French)	B.10 Help Desk Specialist, Level 1	
13	Junior Deployment Support Technician (English or French)	B.10 Help Desk Specialist, level 1	
14	Service Desk Consultant (English or French)	B.8 Call Centre Consultant, Level 3	
15	Service Desk Programmer/Analyst (English or French)	A.7 Programmer/Analyst, Level 2	
16	Performance Management Consultant	B.3 Business Consultant, Level 3	
17	IT Service Project Manager	P.9 Project Manager, Level 3	

FOR THE INITIAL CONTRACT PERIOD (3 YEARS) - PACIFIC			
#	**AAFC IT Client Services Role**	**TBIPS Resource Category / Level**	**Firm Per Diem Rate**
1	Service Desk Supervisor (Bilingual)	B.10 Help Desk Specialist, Level 3	
2	Senior Service Desk Specialist (Bilingual)	B.10 Help Desk Specialist, Level 3	
3	Intermediate Service Desk Specialist (Bilingual)	B.10 Help Desk Specialist, Level 2	
4	Junior Service Desk Specialist (Bilingual)	B.10 Help Desk Specialist, Level 1	
5	Intermediate Operational Support Specialist (Bilingual)	P.6 Project Administrator, Level 2	
6	Junior Operational Support Specialist (Bilingual)	P.6 Project Administrator, Level 1	
7	Senior Desk-side Support Technician (Bilingual)	B10. Help Desk Specialist, Level 3	
8	Intermediate Desk-side	B.10 Help Desk Specialist,	

	Support Technician (Bilingual)	Level 2	
9	Junior Desk-side Support Technician (Bilingual)	B.10 Help Desk Specialist, Level 1	
10	Unilingual Senior Desk-side Support Technician (English or French)	B.10 Help Desk Specialist, Level 3	
11	Unilingual Intermediate Desk-side Support Technician (English or French)	B.10 Help Desk Specialist, Level 2	
12	Unilingual Junior Desk-side Support Technician (English or French)	B.10 Help Desk Specialist, Level 1	
13	Junior Deployment Support Technician (English or French)	B.10 Help Desk Specialist, level 1	
14	Service Desk Consultant (English or French)	B.8 Call Centre Consultant, Level 3	
15	Service Desk Programmer/Analyst (English or French)	A.7 Programmer/Analyst, Level 2	
16	Performance Management Consultant	B.3 Business Consultant, Level 3	
17	IT Service Project Manager	P.9 Project Manager, Level 3	

FOR THE OPTION YEAR 1 (1 YEAR) - ATLANTIC

#	AAFC IT Client Services Role	TBIPS Resource Category / Level	Firm Per Diem Rate
1	Service Desk Supervisor (Bilingual)	B.10 Help Desk Specialist, Level 3	
2	Senior Service Desk Specialist (Bilingual)	B.10 Help Desk Specialist, Level 3	
3	Intermediate Service Desk Specialist (Bilingual)	B.10 Help Desk Specialist, Level 2	
4	Junior Service Desk Specialist (Bilingual)	B.10 Help Desk Specialist, Level 1	
5	Intermediate Operational Support Specialist (Bilingual)	P.6 Project Administrator, Level 2	
6	Junior Operational Support Specialist (Bilingual)	P.6 Project Administrator, Level 1	
7	Senior Desk-side Support Technician (Bilingual)	B10. Help Desk Specialist, Level 3	
8	Intermediate Desk-side Support Technician (Bilingual)	B.10 Help Desk Specialist, Level 2	
9	Junior Desk-side Support Technician (Bilingual)	B.10 Help Desk Specialist, Level 1	
10	Unilingual Senior Desk-side Support Technician (English or French)	B.10 Help Desk Specialist, Level 3	
11	Unilingual Intermediate	B.10 Help Desk Specialist, Level 2	

	Desk-side Support Technician (English or French)		
12	Unilingual Junior Desk-side Support Technician (English or French)	B.10 Help Desk Specialist, Level 1	
13	Junior Deployment Support Technician (English or French)	B.10 Help Desk Specialist, level 1	
14	Service Desk Consultant (English or French)	B.8 Call Centre Consultant, Level 3	
15	Service Desk Programmer/Analyst (English or French)	A.7 Programmer/Analyst, Level 2	
16	Performance Management Consultant	B.3 Business Consultant, Level 3	
17	IT Service Project Manager	P.9 Project Manager, Level 3	

FOR THE OPTION YEAR 1 (1 YEAR) - QUEBEC			
#	**AAFC IT Client Services Role**	**TBIPS Resource Category / Level**	**Firm Per Diem Rate**
1	Service Desk Supervisor (Bilingual)	B.10 Help Desk Specialist, Level 3	
2	Senior Service Desk Specialist (Bilingual)	B.10 Help Desk Specialist, Level 3	
3	Intermediate Service Desk Specialist (Bilingual)	B.10 Help Desk Specialist, Level 2	
4	Junior Service Desk Specialist (Bilingual)	B.10 Help Desk Specialist, Level 1	
5	Intermediate Operational Support Specialist (Bilingual)	P.6 Project Administrator, Level 2	
6	Junior Operational Support Specialist (Bilingual)	P.6 Project Administrator, Level 1	
7	Senior Desk-side Support Technician (Bilingual)	B10. Help Desk Specialist, Level 3	
8	Intermediate Desk-side Support Technician (Bilingual)	B.10 Help Desk Specialist, Level 2	
9	Junior Desk-side Support Technician (Bilingual)	B.10 Help Desk Specialist, Level 1	
10	Unilingual Senior Desk-side Support Technician (English or French)	B.10 Help Desk Specialist, Level 3	
11	Unilingual Intermediate Desk-side Support Technician (English or French)	B.10 Help Desk Specialist, Level 2	
12	Unilingual Junior Desk-side Support Technician (English or French)	B.10 Help Desk Specialist, Level 1	
13	Junior Deployment Support Technician (English or French)	B.10 Help Desk Specialist, level 1	

14	Service Desk Consultant (English or French)	B.8 Call Centre Consultant, Level 3	
15	Service Desk Programmer/Analyst (English or French)	A.7 Programmer/Analyst, Level 2	
16	Performance Management Consultant	B.3 Business Consultant, Level 3	
17	IT Service Project Manager	P.9 Project Manager, Level 3	

FOR THE OPTION YEAR 1 (1 YEAR) - NCR

#	AAFC IT Client Services Role	TBIPS Resource Category / Level	Firm Per Diem Rate
1	Service Desk Supervisor (Bilingual)	B.10 Help Desk Specialist, Level 3	
2	Senior Service Desk Specialist (Bilingual)	B.10 Help Desk Specialist, Level 3	
3	Intermediate Service Desk Specialist (Bilingual)	B.10 Help Desk Specialist, Level 2	
4	Junior Service Desk Specialist (Bilingual)	B.10 Help Desk Specialist, Level 1	
5	Intermediate Operational Support Specialist (Bilingual)	P.6 Project Administrator, Level 2	
6	Junior Operational Support Specialist (Bilingual)	P.6 Project Administrator, Level 1	
7	Senior Desk-side Support Technician (Bilingual)	B10. Help Desk Specialist, Level 3	
8	Intermediate Desk-side Support Technician (Bilingual)	B.10 Help Desk Specialist, Level 2	
9	Junior Desk-side Support Technician (Bilingual)	B.10 Help Desk Specialist, Level 1	
10	Unilingual Senior Desk-side Support Technician (English or French)	B.10 Help Desk Specialist, Level 3	
11	Unilingual Intermediate Desk-side Support Technician (English or French)	B.10 Help Desk Specialist, Level 2	
12	Unilingual Junior Desk-side Support Technician (English or French)	B.10 Help Desk Specialist, Level 1	
13	Junior Deployment Support Technician (English or French)	B.10 Help Desk Specialist, level 1	
14	Service Desk Consultant (English or French)	B.8 Call Centre Consultant, Level 3	
15	Service Desk Programmer/Analyst (English or French)	A.7 Programmer/Analyst, Level 2	
16	Performance Management Consultant	B.3 Business Consultant, Level 3	
17	IT Service Project Manager	P.9 Project Manager, Level 3	

FOR THE OPTION YEAR 1 (1 YEAR) - ONTARIO			
#	AAFC IT Client Services Role	TBIPS Resource Category / Level	Firm Per Diem Rate
1	Service Desk Supervisor (Bilingual)	B.10 Help Desk Specialist, Level 3	
2	Senior Service Desk Specialist (Bilingual)	B.10 Help Desk Specialist, Level 3	
3	Intermediate Service Desk Specialist (Bilingual)	B.10 Help Desk Specialist, Level 2	
4	Junior Service Desk Specialist (Bilingual)	B.10 Help Desk Specialist, Level 1	
5	Intermediate Operational Support Specialist (Bilingual)	P.6 Project Administrator, Level 2	
6	Junior Operational Support Specialist (Bilingual)	P.6 Project Administrator, Level 1	
7	Senior Desk-side Support Technician (Bilingual)	B10. Help Desk Specialist, Level 3	
8	Intermediate Desk-side Support Technician (Bilingual)	B.10 Help Desk Specialist, Level 2	
9	Junior Desk-side Support Technician (Bilingual)	B.10 Help Desk Specialist, Level 1	
10	Unilingual Senior Desk-side Support Technician (English or French)	B.10 Help Desk Specialist, Level 3	
11	Unilingual Intermediate Desk-side Support Technician (English or French)	B.10 Help Desk Specialist, Level 2	
12	Unilingual Junior Desk-side Support Technician (English or French)	B.10 Help Desk Specialist, Level 1	
13	Junior Deployment Support Technician (English or French)	B.10 Help Desk Specialist, level 1	
14	Service Desk Consultant (English or French)	B.8 Call Centre Consultant, Level 3	
15	Service Desk Programmer/Analyst (English or French)	A.7 Programmer/Analyst, Level 2	
16	Performance Management Consultant	B.3 Business Consultant, Level 3	
17	IT Service Project Manager	P.9 Project Manager, Level 3	

FOR THE OPTION YEAR 1 (1 YEAR) - WESTERN			
#	AAFC IT Client Services Role	TBIPS Resource Category / Level	Firm Per Diem Rate
1	Service Desk Supervisor (Bilingual)	B.10 Help Desk Specialist, Level 3	

2	Senior Service Desk Specialist (Bilingual)	B.10 Help Desk Specialist, Level 3	
3	Intermediate Service Desk Specialist (Bilingual)	B.10 Help Desk Specialist, Level 2	
4	Junior Service Desk Specialist (Bilingual)	B.10 Help Desk Specialist, Level 1	
5	Intermediate Operational Support Specialist (Bilingual)	P.6 Project Administrator, Level 2	
6	Junior Operational Support Specialist (Bilingual)	P.6 Project Administrator, Level 1	
7	Senior Desk-side Support Technician (Bilingual)	B10. Help Desk Specialist, Level 3	
8	Intermediate Desk-side Support Technician (Bilingual)	B.10 Help Desk Specialist, Level 2	
9	Junior Desk-side Support Technician (Bilingual)	B.10 Help Desk Specialist, Level 1	
10	Unilingual Senior Desk-side Support Technician (English or French)	B.10 Help Desk Specialist, Level 3	
11	Unilingual Intermediate Desk-side Support Technician (English or French)	B.10 Help Desk Specialist, Level 2	
12	Unilingual Junior Desk-side Support Technician (English or French)	B.10 Help Desk Specialist, Level 1	
13	Junior Deployment Support Technician (English or French)	B.10 Help Desk Specialist, level 1	
14	Service Desk Consultant (English or French)	B.8 Call Centre Consultant, Level 3	
15	Service Desk Programmer/Analyst (English or French)	A.7 Programmer/Analyst, Level 2	
16	Performance Management Consultant	B.3 Business Consultant, Level 3	
17	IT Service Project Manager	P.9 Project Manager, Level 3	

FOR THE OPTION YEAR 1 (1 YEAR) - PACIFIC

#	AAFC IT Client Services Role	TBIPS Resource Category / Level	Firm Per Diem Rate
1	Service Desk Supervisor (Bilingual)	B.10 Help Desk Specialist, Level 3	
2	Senior Service Desk Specialist (Bilingual)	B.10 Help Desk Specialist, Level 3	
3	Intermediate Service Desk Specialist (Bilingual)	B.10 Help Desk Specialist, Level 2	
4	Junior Service Desk Specialist (Bilingual)	B.10 Help Desk Specialist, Level 1	
5	Intermediate Operational Support Specialist (Bilingual)	P.6 Project Administrator, Level 2	

6	Junior Operational Support Specialist (Bilingual)	P.6 Project Administrator, Level 1	
7	Senior Desk-side Support Technician (Bilingual)	B10. Help Desk Specialist, Level 3	
8	Intermediate Desk-side Support Technician (Bilingual)	B.10 Help Desk Specialist, Level 2	
9	Junior Desk-side Support Technician (Bilingual)	B.10 Help Desk Specialist, Level 1	
10	Unilingual Senior Desk-side Support Technician (English or French)	B.10 Help Desk Specialist, Level 3	
11	Unilingual Intermediate Desk-side Support Technician (English or French)	B.10 Help Desk Specialist, Level 2	
12	Unilingual Junior Desk-side Support Technician (English or French)	B.10 Help Desk Specialist, Level 1	
13	Junior Deployment Support Technician (English or French)	B.10 Help Desk Specialist, level 1	
14	Service Desk Consultant (English or French)	B.8 Call Centre Consultant, Level 3	
15	Service Desk Programmer/Analyst (English or French)	A.7 Programmer/Analyst, Level 2	
16	Performance Management Consultant	B.3 Business Consultant, Level 3	
17	IT Service Project Manager	P.9 Project Manager, Level 3	

FOR THE OPTION YEAR 2 (1 YEAR) - ATLANTIC			
#	**AAFC IT Client Services Role**	**TBIPS Resource Category / Level**	**Firm Per Diem Rate**
1	Service Desk Supervisor (Bilingual)	B.10 Help Desk Specialist, Level 3	
2	Senior Service Desk Specialist (Bilingual)	B.10 Help Desk Specialist, Level 3	
3	Intermediate Service Desk Specialist (Bilingual)	B.10 Help Desk Specialist, Level 2	
4	Junior Service Desk Specialist (Bilingual)	B.10 Help Desk Specialist, Level 1	
5	Intermediate Operational Support Specialist (Bilingual)	P.6 Project Administrator, Level 2	
6	Junior Operational Support Specialist (Bilingual)	P.6 Project Administrator, Level 1	
7	Senior Desk-side Support Technician (Bilingual)	B10. Help Desk Specialist, Level 3	
8	Intermediate Desk-side Support Technician (Bilingual)	B.10 Help Desk Specialist, Level 2	

9	Junior Desk-side Support Technician (Bilingual)	B.10 Help Desk Specialist, Level 1	
10	Unilingual Senior Desk-side Support Technician (English or French)	B.10 Help Desk Specialist, Level 3	
11	Unilingual Intermediate Desk-side Support Technician (English or French)	B.10 Help Desk Specialist, Level 2	
12	Unilingual Junior Desk-side Support Technician (English or French)	B.10 Help Desk Specialist, Level 1	
13	Junior Deployment Support Technician (English or French)	B.10 Help Desk Specialist, level 1	
14	Service Desk Consultant (English or French)	B.8 Call Centre Consultant, Level 3	
15	Service Desk Programmer/Analyst (English or French)	A.7 Programmer/Analyst, Level 2	
16	Performance Management Consultant	B.3 Business Consultant, Level 3	
17	IT Service Project Manager	P.9 Project Manager, Level 3	

FOR THE OPTION YEAR 2 (1 YEAR) - QUEBEC

#	AAFC IT Client Services Role	TBIPS Resource Category / Level	Firm Per Diem Rate
1	Service Desk Supervisor (Bilingual)	B.10 Help Desk Specialist, Level 3	
2	Senior Service Desk Specialist (Bilingual)	B.10 Help Desk Specialist, Level 3	
3	Intermediate Service Desk Specialist (Bilingual)	B.10 Help Desk Specialist, Level 2	
4	Junior Service Desk Specialist (Bilingual)	B.10 Help Desk Specialist, Level 1	
5	Intermediate Operational Support Specialist (Bilingual)	P.6 Project Administrator, Level 2	
6	Junior Operational Support Specialist (Bilingual)	P.6 Project Administrator, Level 1	
7	Senior Desk-side Support Technician (Bilingual)	B10. Help Desk Specialist, Level 3	
8	Intermediate Desk-side Support Technician (Bilingual)	B.10 Help Desk Specialist, Level 2	
9	Junior Desk-side Support Technician (Bilingual)	B.10 Help Desk Specialist, Level 1	
10	Unilingual Senior Desk-side Support Technician (English or French)	B.10 Help Desk Specialist, Level 3	
11	Unilingual Intermediate Desk-side Support Technician (English or French)	B.10 Help Desk Specialist, Level 2	

12	Unilingual Junior Desk-side Support Technician (English or French)	B.10 Help Desk Specialist, Level 1	
13	Junior Deployment Support Technician (English or French)	B.10 Help Desk Specialist, level 1	
14	Service Desk Consultant (English or French)	B.8 Call Centre Consultant, Level 3	
15	Service Desk Programmer/Analyst (English or French)	A.7 Programmer/Analyst, Level 2	
16	Performance Management Consultant	B.3 Business Consultant, Level 3	
17	IT Service Project Manager	P.9 Project Manager, Level 3	

FOR THE OPTION YEAR 2 (1 YEAR) - NCR

#	AAFC IT Client Services Role	TBIPS Resource Category / Level	Firm Per Diem Rate
1	Service Desk Supervisor (Bilingual)	B.10 Help Desk Specialist, Level 3	
2	Senior Service Desk Specialist (Bilingual)	B.10 Help Desk Specialist, Level 3	
3	Intermediate Service Desk Specialist (Bilingual)	B.10 Help Desk Specialist, Level 2	
4	Junior Service Desk Specialist (Bilingual)	B.10 Help Desk Specialist, Level 1	
5	Intermediate Operational Support Specialist (Bilingual)	P.6 Project Administrator, Level 2	
6	Junior Operational Support Specialist (Bilingual)	P.6 Project Administrator, Level 1	
7	Senior Desk-side Support Technician (Bilingual)	B10. Help Desk Specialist, Level 3	
8	Intermediate Desk-side Support Technician (Bilingual)	B.10 Help Desk Specialist, Level 2	
9	Junior Desk-side Support Technician (Bilingual)	B.10 Help Desk Specialist, Level 1	
10	Unilingual Senior Desk-side Support Technician (English or French)	B.10 Help Desk Specialist, Level 3	
11	Unilingual Intermediate Desk-side Support Technician (English or French)	B.10 Help Desk Specialist, Level 2	
12	Unilingual Junior Desk-side Support Technician (English or French)	B.10 Help Desk Specialist, Level 1	
13	Junior Deployment Support Technician (English or French)	B.10 Help Desk Specialist, level 1	
14	Service Desk Consultant (English or French)	B.8 Call Centre Consultant, Level 3	
15	Service Desk	A.7 Programmer/Analyst,	

	Programmer/Analyst (English or French)	Level 2	
16	Performance Management Consultant	B.3 Business Consultant, Level 3	
17	IT Service Project Manager	P.9 Project Manager, Level 3	

FOR THE OPTION YEAR 2 (1 YEAR) - ONTARIO

#	AAFC IT Client Services Role	TBIPS Resource Category / Level	Firm Per Diem Rate
1	Service Desk Supervisor (Bilingual)	B.10 Help Desk Specialist, Level 3	
2	Senior Service Desk Specialist (Bilingual)	B.10 Help Desk Specialist, Level 3	
3	Intermediate Service Desk Specialist (Bilingual)	B.10 Help Desk Specialist, Level 2	
4	Junior Service Desk Specialist (Bilingual)	B.10 Help Desk Specialist, Level 1	
5	Intermediate Operational Support Specialist (Bilingual)	P.6 Project Administrator, Level 2	
6	Junior Operational Support Specialist (Bilingual)	P.6 Project Administrator, Level 1	
7	Senior Desk-side Support Technician (Bilingual)	B10. Help Desk Specialist, Level 3	
8	Intermediate Desk-side Support Technician (Bilingual)	B.10 Help Desk Specialist, Level 2	
9	Junior Desk-side Support Technician (Bilingual)	B.10 Help Desk Specialist, Level 1	
10	Unilingual Senior Desk-side Support Technician (English or French)	B.10 Help Desk Specialist, Level 3	
11	Unilingual Intermediate Desk-side Support Technician (English or French)	B.10 Help Desk Specialist, Level 2	
12	Unilingual Junior Desk-side Support Technician (English or French)	B.10 Help Desk Specialist, Level 1	
13	Junior Deployment Support Technician (English or French)	B.10 Help Desk Specialist, level 1	
14	Service Desk Consultant (English or French)	B.8 Call Centre Consultant, Level 3	
15	Service Desk Programmer/Analyst (English or French)	A.7 Programmer/Analyst, Level 2	
16	Performance Management Consultant	B.3 Business Consultant, Level 3	
17	IT Service Project Manager	P.9 Project Manager, Level 3	

FOR THE OPTION YEAR 2 (1 YEAR) - WESTERN

#	AAFC IT Client Services Role	TBIPS Resource Category / Level	Firm Per Diem Rate
1	Service Desk Supervisor (Bilingual)	B.10 Help Desk Specialist, Level 3	
2	Senior Service Desk Specialist (Bilingual)	B.10 Help Desk Specialist, Level 3	
3	Intermediate Service Desk Specialist (Bilingual)	B.10 Help Desk Specialist, Level 2	
4	Junior Service Desk Specialist (Bilingual)	B.10 Help Desk Specialist, Level 1	
5	Intermediate Operational Support Specialist (Bilingual)	P.6 Project Administrator, Level 2	
6	Junior Operational Support Specialist (Bilingual)	P.6 Project Administrator, Level 1	
7	Senior Desk-side Support Technician (Bilingual)	B10. Help Desk Specialist, Level 3	
8	Intermediate Desk-side Support Technician (Bilingual)	B.10 Help Desk Specialist, Level 2	
9	Junior Desk-side Support Technician (Bilingual)	B.10 Help Desk Specialist, Level 1	
10	Unilingual Senior Desk-side Support Technician (English or French)	B.10 Help Desk Specialist, Level 3	
11	Unilingual Intermediate Desk-side Support Technician (English or French)	B.10 Help Desk Specialist, Level 2	
12	Unilingual Junior Desk-side Support Technician (English or French)	B.10 Help Desk Specialist, Level 1	
13	Junior Deployment Support Technician (English or French)	B.10 Help Desk Specialist, level 1	
14	Service Desk Consultant (English or French)	B.8 Call Centre Consultant, Level 3	
15	Service Desk Programmer/Analyst (English or French)	A.7 Programmer/Analyst, Level 2	
16	Performance Management Consultant	B.3 Business Consultant, Level 3	
17	IT Service Project Manager	P.9 Project Manager, Level 3	

FOR THE OPTION YEAR 2 (1 YEAR) - PACIFIC

#	AAFC IT Client Services Role	TBIPS Resource Category / Level	Firm Per Diem Rate
1	Service Desk Supervisor (Bilingual)	B.10 Help Desk Specialist, Level 3	
2	Senior Service Desk Specialist (Bilingual)	B.10 Help Desk Specialist, Level 3	

3	Intermediate Service Desk Specialist (Bilingual)	B.10 Help Desk Specialist, Level 2	
4	Junior Service Desk Specialist (Bilingual)	B.10 Help Desk Specialist, Level 1	
5	Intermediate Operational Support Specialist (Bilingual)	P.6 Project Administrator, Level 2	
6	Junior Operational Support Specialist (Bilingual)	P.6 Project Administrator, Level 1	
7	Senior Desk-side Support Technician (Bilingual)	B10. Help Desk Specialist, Level 3	
8	Intermediate Desk-side Support Technician (Bilingual)	B.10 Help Desk Specialist, Level 2	
9	Junior Desk-side Support Technician (Bilingual)	B.10 Help Desk Specialist, Level 1	
10	Unilingual Senior Desk-side Support Technician (English or French)	B.10 Help Desk Specialist, Level 3	
11	Unilingual Intermediate Desk-side Support Technician (English or French)	B.10 Help Desk Specialist, Level 2	
12	Unilingual Junior Desk-side Support Technician (English or French)	B.10 Help Desk Specialist, Level 1	
13	Junior Deployment Support Technician (English or French)	B.10 Help Desk Specialist, level 1	
14	Service Desk Consultant (English or French)	B.8 Call Centre Consultant, Level 3	
15	Service Desk Programmer/Analyst (English or French)	A.7 Programmer/Analyst, Level 2	
16	Performance Management Consultant	B.3 Business Consultant, Level 3	
17	IT Service Project Manager	P.9 Project Manager, Level 3	

PART 5 - CERTIFICATIONS

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

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

5.1 Mandatory Certifications Required Precedent to Contract Award

1 Code of Conduct and Certifications - Related documentation

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

2 Federal Contractors Program for Employment Equity - Bid Certification

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

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

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

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

5.2 Professional Services Resources

(a) By submitting a bid, the Bidder certifies that, if it is awarded a contract as a result of the bid solicitation, every individual proposed in its bid will be available to perform the Work as required by Canada's representatives and at the time specified in the bid solicitation or agreed to with Canada's representatives.

(b) By submitting a bid, the Bidder certifies that all the information provided in the résumés and supporting material submitted with its bid, particularly the information pertaining to education, achievements, experience and work history, has been verified by the Bidder to be true and

accurate. Furthermore, the Bidder warrants that every individual proposed by the Bidder for the requirement is capable of performing the Work described in the resulting Contract.

(c) If the Bidder is unable to provide the services of an individual named in its bid due to the death, sickness, extended leave (including parental leave or disability leave), retirement, resignation or dismissal for cause of that individual, within five business days of Canada's knowledge of the unavailability of the individual the Bidder may propose a substitute to the Contracting Authority, providing:

(i) the reason for the substitution with substantiating documentation acceptable to the Contracting Authority;

(ii) the name, qualifications and experience of a proposed replacement immediately available for work; and

(iii) proof that the proposed replacement has the required security clearance granted by Canada, if applicable.

No more than one substitute will be considered for any given individual proposed in the bid. In response to the Bidder's proposed substitution, the Contracting Authority may elect in its sole discretion either to:

(A) set aside the bid and give it no further consideration; or

(B) evaluate the replacement in accordance with the requirements of the bid solicitation in the place of the original resource as if that replacement had originally been proposed in the bid, with any necessary adjustments being made to the evaluation results, including the rank of the bid vis-à-vis other bids.

If no substitute is proposed the Contracting Authority will set aside the bid and give it no further consideration.

(d) If a Bidder has proposed any individual who is not an employee of the Bidder, by submitting a bid, the Bidder certifies that it has the permission from that individual to propose his/her services in relation to the Work to be performed and to submit his/her résumé to Canada. The Bidder must, upon request from the Contracting Authority, provide a written confirmation, signed by the indivi dual, of the permission given to the Bidder and of his/her availability. Failure to comply with the request may result in the bid being declared non-responsive.

5.3 Certification of Language - English Essential

By submitting a bid, the Bidder certifies that, should it be awarded a contract as result of the bid solicitation, every individual proposed in its bid will be

fluent in English. The individual(s) proposed must be able to communicate orally and in writing in English without any assistance and with minimal errors.

5.4 Status and Availability of Resources

(a) By submitting a bid, the Bidder certifies that, should it be awarded a contract as a result of the bid solicitation, every individual proposed in its bid or in response to a Task Authorization will be available to perform the Work as required by Canada's representatives and at the time specified in the bid solicitation or agreed to with Canada's representatives. If for reasons beyond its control, the Bidder is unable to provide the services of the proposed individual, the Bidder may propose a substitute who will be rated by the Technical Authority and the rated score obtained must be equal or superior as the original resource being replaced. The Bidder must advise the Contracting Authority of the reason for the substitution and provide the name, qualifications and experience of the proposed replacement. For the purposes of this clause, only the following

reasons will be considered as beyond the control of the Bidder: death, sickness, retirement, resignation, dismissal for cause or termination of an agreement for default.

(b) If the Bidder has proposed any individual who is not an employee of the Bidder, by submitting a bid, the Bidder certifies that it has the permission from that individual to propose his/her services in relation to the Work to be performed and to submit his/her resume to Canada. The Bidder must, upon request from the Contracting Authority, provide a written confirmation, signed by the individual, of the permission given to the Bidder and of his/her availability. Failure to comply with the request may result in the bid being declared non-responsive.

5.5 Education and Experience

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

(b) All of the resources proposed must meet the minimum experience requirements detailed in the Supply Arrangement for the Category of Personnel for which they are being proposed. The SA Holder acknowledges that the Department of Public Works and Government Services Canada reserves the right to verify this certification prior to contract award or during contract performance and that untrue statements may result in the proposal being declared non-responsive or any other action which the Minister may consider appropriate.

PART 6 - SECURITY, FINANCIAL AND OTHER REQUIREMENTS

6.1 Mandatory at Contract Award - Security Requirement

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 7 - Resulting Contract Clauses;

(ii) the Bidder's proposed individuals requiring access to classified or protected information, assets or sensitive work site(s) must meet the security requirement as indicated in Part 7 - Resulting Contract Clauses; 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.

(a) Canada will not delay the award of any contract to allow bidders to obtain the required clearance.

(b) It is the responsibility of SA Holders to ensure that the information required concerning the security clearance is provided on time. SA Holders should indicate in their proposal if they meet all the security requirements and the status of their application for security clearance. SA Holders 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, SA Holders 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, SA Holders 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.

(c) In the case of a joint venture bidder, each member of the joint venture must meet the security requirements.

6.2 Financial Capability

(a) SACC Manual clause A9033T (2012-07-16) Financial Capability applies, except that subsection 3 is deleted and replaced with the following: “If the Bidder is a subsidiary of another company, then any financial information required by the Contracting Authority in 1(a) to (f) must also be provided by each level of parent company, up to and including the ultimate parent company. The financial information of a parent company does not satisfy the requirement for the provision of the financial information of the Bidder; however, if the Bidder is a subsidiary of a company and, in the normal course of business, the required financial information is not generated separately for the subsidiary, the financial information of the parent company must be provided. If Canada determines that the Bidder is not financially capable but the parent company is, or if Canada is unable to perform a separate assessment of the Bidder’s financial capability because its financial information has been combined with its parent’s, Canada may, in its sole discretion, award the contract to the Bidder on the condition that one or more parent companies grant a performance guarantee to Canada.”

(b) In the case of a joint venture bidder, each member of the joint venture must meet the financial capability requirements.

PART 7 - RESULTING CONTRACT CLAUSES

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

7.1 Requirement

(a) _____ (the "**Contractor**") agrees to supply to the Client the goods and services described in the Contract, including the Statement of Work, in accordance with, and at the prices set out in, the Contract. This includes providing professional services

to one or more locations to be designated by Canada, excluding any locations in areas subject to any of the Comprehensive Land Claims Agreements.

(b) **Client:** Under the Contract, the "**Client**" is Agriculture and Agri-Food Canada (AAFC).

(c) **Reorganization of Client**: The Contractor's obligation to perform the Work will not be affected by (and no additional fees will be payable as a result of) the renaming, reorganization, reconfiguration, or restructuring of any Client. The reorganization, reconfiguration and restructuring of the Client includes the privatization of the Client, its merger with another entity, or its dissolution, where that dissolution is followed by the creation of another entity or entities with mandates similar to the original Client. In connection with any form of reorganization, Canada may designate another department or government body as the Contracting Authority or Technical Authority, as required to reflect the new roles and responsibilities associated with the reorganization.

(d) **Defined Terms**: Words and expressions defined in the General Conditions or Supplemental General Conditions and used in the Contract have the meanings given to them in the General Conditions or Supplemental General Conditions.

7.2 Task Authorization

(a) **Purpose of a TA**: Services to be provided under the Contract on an as-and-when-requested basis will be ordered by Canada using a Task Authorization ("TA").

(b) **Process of Issuing a TA**: The processes for issuing, responding to, assessing and approving Task Authorizations are stated in Appendices A, B, C and D of Annex A.

(c) **Authority to Issue a TA**: Any TA with a value less than or equal to $300,000.00 (including GST/HST) may be issued by the Technical Authority. Any TA with a value greater than this amount must be issued directly by the Contracting Authority. By providing written notice to the Contractor, the Contracting Authority may suspend the Technical Authority's authority to issue TAs at any time.

(d) **Charges for Work under a TA**: The Contractor must not charge Canada anything more than the price set out in the Task Authorization unless Canada has issued a TA amendment authorizing the increased expenditure. Canada will not pay the Contractor for any design changes, modifications or interpretations of the Work unless they have been approved, in writing, by the Contracting Authority before being incorporated into the Work.

(e) **Task Authorization Quotations**: The Contractor is required to submit a responsive quotation in response to every TA Form issued to it by Canada. In addition to Canada's other rights to terminate the Contract, Canada may immediately, and without further notice, terminate the Contract for default if during the Contract Period the Contractor in at least three instances has either not responded or has not submitted responsive quotations when issued a TA Form. A responsive quotation is one that is submitted within the time stated in the TA Form and meets all requirements of the TA issued, including quoting the required number of resources that meet the minimum experience and other requirements of the Categories of Personnel identified in the TA at pricing not exceeding the rates of Annex B.

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

(g) **TA Reports:** The Contractor must submit to the Contracting Authority a TA report on a quarterly basis that identifies each TA issued during that quarter and its dollar value.

(h) **Period of Services:** No Task Authorizations may be entered into after the expiry date of the Contract.

7.3 Minimum Work Guarantee

(a) In this clause, “Minimum Contract Value” means 3% of the amount identified as the Total Estimated Cost on page 1 of the Contract when it is first awarded.

(b) The Contractor must perform the Work described in the Contract as and when requested by Canada during the Contract Period. Canada's obligation under the Contract is to request Work in the amount of the Minimum Contract Value or, at Canada's option, to pay the Contractor at the end of the Contract in accordance with paragraph (c). In consideration of this obligation, the Contractor agrees to stand in readiness throughout the Contract Period to perform the Work described in the Contract.

(c) If Canada does not request work in the amount of the Minimum Contract Value during the Contract Period, Canada must pay the Contractor the difference between the Minimum Contract Value and the cost of the Work performed.

(d) Canada will have no obligation to the Contractor under this clause if Canada terminates the Contract in whole or in part for default.

7.4 Standard Clauses and Conditions

All clauses and conditions identified in the Contract by number, date and title are set out in the Standard Acquisition Clauses and Conditions Manual (http://sacc.pwgsc.gc.ca/sacc/index-e.jsp) issued by Public Works and Government Services Canada.

(a) **General Conditions**

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

(b) **Supplemental General Conditions**

The following Supplemental General Conditions:

(i) 4006 (2010-08-16), Supplemental General Conditions - Contractor to Own Intellectual Property Rights in Foreground Information apply to and form part of the Contract.

apply to and form part of the Contract.

7.5 Security Requirement

SECURITY REQUIREMENT FOR CANADIAN SUPPLIER: PWGSC FILE COMMON-PS-SRCL#19

1. The Contractor/Offeror must, at all times during the performance of the Contract/Standing Offer/Supply Arrangement, hold a valid Facility Security Clearance at the level of SECRET, issued by the Canadian Industrial Security Directorate (CISD), Public Works and Government Services Canada (PWGSC).

2. The Contractor/Offeror personnel requiring access to PROTECTED/CLASSIFIED information, assets or sensitive work site(s) must EACH hold a valid personnel security screening at the level of

RELIABLITY STATUS, CONFIDENTIAL or SECRET as required, granted or approved by CISD/PWGSC.

3. The Contractor/Offeror MUST NOT remove any PROTECTED/CLASSIFIED information from the identified work site(s), and the Contractor/Offeror must ensure that its personnel are made aware of and comply with this restriction.

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

5. The Contractor/Offeror must comply with the provisions of the:
(a) Security Requirements Check List and security guide (if applicable), attached at Annex C;
(b) Industrial Security Manual (Latest Edition).

NOTE: There are multiple levels of personnel security screenings associated with this file. In this instance, a Security Classification Guide must be added to the SRCL clarifying these screenings. The Security Classification Guide is normally generated by the organization's project authority and/or security authority.

7.6 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 "**Initial Contract Period**", which begins on the date the Contract is awarded and ends two years later; and

(ii) the period during which the Contract is extended, if Canada chooses to exercise any options set out in the Contract.

(b) **Option to Extend the Contract**:

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

(ii) Canada may exercise this option at any time by sending a written notice to the Contractor before the expiry date of the Contract. The option may only be exercised by the Contracting Authority, and will be evidenced, for administrative purposes only, through a contract amendment.

7.7 Authorities

(a) **Contracting Authority**

The Contracting Authority for the Contract is:

Name:	Ankoor Patel
Title:	Supply Specialist Public Works and Government Services Canada Acquisitions Branch
Directorate:	Informatics and Telecommunications Systems Procurement
Address:	11 Laurier Street, Portage III, 3C2, Gatineau QC K1A 0S5
Telephone:	819-956-1202
Facsimile:	819-953-1207
E-mail address:	ankoor.patel@tpsgc-pwgsc.gc.ca

The Contracting Authority is responsible for the management of the Contract and any changes to the Contract must be authorized in writing by the Contracting Authority. The Contractor must not

perform work in excess of or outside the scope of the Contract based on verbal or written requests or instructions from anybody other than the Contracting Authority.

(b) **Technical Authority**

The Technical Authority for the Contract is:
[The following to be identified in any resulting contract]

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

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

(c) **Contractor's Representative**

The Contractor's Representative for the contract is:

[The following to be identified in any resulting contract]

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

The Contractor's Representative is the person delegated by the Contractor who is responsible for the management and all technical and administrative matters relating to this Contract.

7.8 Payment

(a) **Basis of Payment**

(i) **Professional Services provided under a Task Authorization (TA) with a Maximum Price:** For professional services 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 in Annex B, Basis of Payment, GST/HST extra. Partial days will be prorated based on actual hours worked based on a 7.5-hour workday.

(ii) **Professional Services provided under a Task Authorization with a Firm Price**: For professional services requested by Canada, in accordance with a validly issued Task Authorization, Canada will pay the Contractor the firm price set out in the Task Authorization (based on the firm, all-inclusive per diem rates set out in Annex B), Applicable Taxes extra.

Estimated Cost: $_____

(iii) **Pre-Authorized Travel and Living Expenses**:

Canada will reimburse the Contractor for its pre-authorized travel and living expenses reasonably and properly incurred in the performance of the Work outside the National Capital Area, at cost, without any allowance for profit and/or administrative overhead, in accordance with the meal, private vehicle and incidental expenses provided in Appendices B, C and D of the Treasury Board Travel Directive, and with the other provisions of the directive referring to "travellers", rather than those referring to "employees". All travel must have the prior authorization of the Technical Authority. All payments are subject to government audit. The Contractor will be able to charge for time spent travelling at the per diem/hourly rates set out in the Contract.

(iv) **Overtime work**:

(A) All proposed personnel must be available to work outside normal office hours during the duration of the Contract.

(B) The Technical Authority will advise the Contractor as soon as possible of any overtime requirements. All overtime must be pre-approved by the Technical Authority.

(C) The per diem rates paid for overtime will be the same as the per diem rates indicated in Annex B.

(iv) 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.

(v) 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 are described elsewhere in the Contract.

(b) **Limitation of Expenditure**

(i) Canada's total liability to the Contractor under the Contract must not exceed the amount set out on page 1 of the Contract. Customs duties are included and Goods and Services Tax or Harmonized Sales Tax is included, if applicable. Any commitments to purchase specific amounts or values of goods or services are described elsewhere in the Contract.

(ii) No increase in the total liability of Canada or in the price of Work resulting from any design changes, modifications or interpretations of the specifications, will be authorized or paid to the Contractor unless such design changes, modifications or interpretations have been approved, in writing, by the Contracting Authority prior to their incorporation into the Work. The Contractor shall not be obliged to perform any work or provide any service that would cause the total liability of Canada to be exceeded without the prior written approval of the Contracting Authority. The Contractor shall notify the Contracting Authority in writing as to the adequacy of this sum when:

(A) it is 75 percent committed, or

(B) four (4) months prior to the Contract expiry date, or

(C) if the Contractor considers the funds provided are inadequate for the completion of the Work,

whichever comes first.

(iii) In the event that the notification refers to inadequate funds, the Contractor shall provide to the Contracting Authority, in writing, an estimate for the additional funds required. Provision of such notification and estimate for the additional funds does not increase Canada’s liability.

(iv) The above limitation of expenditure amount is included for the administrative purposes of Canada only and does not represent any commitment on the part of Canada to pay any amounts except as expressly set out in this Contract.

(c) **Method of Payment for Task Authorizations with a Maximum Price**: For each Task Authorization issued under the Contract that contains a maximum price:

(i) Canada will pay the Contractor no more frequently than once a month in accordance with the Basis of Payment. The Contractor must submit time sheets for each resource showing the days and hours worked to support the charges claimed in the invoice.

(i) Once Canada has paid the maximum TA price, Canada will not be required to make any further payment, but the Contractor must complete all the work described in the TA, all of which is required to be performed for the maximum TA price. If the work described in the TA is completed in less time than anticipated, and the actual time worked (as supported by the time sheets) at the rates set out in the Contract is less than the maximum TA price, Canada is only required to pay for the time spent performing the work related to that TA.

(d) Method of Payment for Task Authorizations with a Firm Price - Milestone Payments

(i) For any task authorization issued under the Contract that includes a schedule of milestone payments to be made once specific portions of the work have been completed and accepted, Canada will make milestone payments in accordance with the schedule of milestones detailed in that TA and the payment provisions of the Contract if,

(A) an accurate and complete claim for milestone payment using form PWGSC-TPSGC 1111 (://www.pwgsc.gc. ca/acquisitions/text/forms/forms-e.htmlCa/acquisitions/text/forms/forms-e.html) and any other documents required by the Contract have been submitted in accordance with the invoicing instructions provided in the Contract.

(B) all the certificates appearing on form PWGSC-TPSGC 1111 have been signed by the respective authorized representatives; and

(C) all work associated with the milestone and any deliverable required have been completed, delivered, and accepted by Canada.

(e) Time Verification

C0711C (2008-05-12) Time Verification, apply to and form part of the Contract.

(f) Payment Credits

(i) **Professional Services**: If the Contractor does not provide a required professional services resource that has all the required qualifications within the time prescribed by the Contract, including resources required as per the Transition In Plan during and after the Transition In Period, the Contractor must provide a credit to Canada an amount equal to the per diem rate (based on a 7.5 hour workday) of the required resource for each day (or partial day) of delay in providing the required resource, up to a maximum of 10 days.

(ii) **Corrective Measures:** If credits are payable under this Article for two consecutive months or for three months in any 12-month period, the Contractor must submit a written action plan describing measures it will implement or actions it will undertake to eliminate the recurrence of the problem. The Contractor will have 5 working days to deliver the action plan to the Client and the Contracting Authority and 20 working days to rectify the underlying problem.

(iii) **Termination for Failure to Provide Professional Services as Required**: In addition to any other rights it has under the Contract, Canada may terminate the Contract for default by giving the Contractor 3 months' written notice of its intent, if any of the following apply:

(A) the total amount of credits for a given monthly billing cycle reach a level of 10% of the total billing for that month; or

(B) the corrective measures required of the Contractor described above are not met.

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

(g) Price Protection - Most Favoured Customer

(i) To the best of the Contractor's knowledge, the prices it is charging to Canada under the Contract are not higher than the lowest prices/rates that it has charged any other customer (including other Government of Canada entities) for a similar quality and quantity of goods and services in the year before the Contract was awarded.

(ii) The Contractor also agrees that, if after the date of the Contract it reduces the prices it charges to other customers for a similar quality and quantity of goods and services, it will reduce the prices for all remaining deliveries under the Contract (with notice to the Contracting Authority).

(iii) At any time during the 6 years after making the final payment under the Contract or until all claims and disputes then outstanding are settled, whichever is later, Canada has the right to audit the Contractor's records to verify that it is receiving (or has received) these prices. Canada will give at least 2 weeks of notice before the audit.

(iv) During this audit, the Contractor must produce invoices and contracts for similar quality or quantity of goods or services sold to other customers from one year before the Contract was awarded until the end of the Contract Period. If the Contractor is required by law or by contract to keep another customer's information confidential, the Contractor may black out any information on the invoices or contracts that could reasonably reveal the identity of the customer (such as the customer's name and address), as long as the Contractor provides, together with the invoices and contracts, a certification from its Chief Financial Officer describing the profile of the customer (e.g., whether it is a public sector or private sector customer and the customer's size and service locations).

(v) In determining whether the goods and services sold to another customer were of similar quality, the terms and conditions of the contract under which those goods and services were delivered will be considered, if those terms and conditions are reasonably likely to have had a material effect on pricing.

(vi) If Canada's audit reveals that the Contractor charged lower prices for a similar quality and quantity of goods and services under any contract where deliveries were made in the year before the Contract was awarded, or that the Contractor delivered additional goods or services under the Contract after reducing its prices for other customers but without reducing the prices under the Contract, then the Contractor must pay to Canada the difference between the amount charged to Canada and the amount charged to the other customer, up to a maximum of 25% of the value of the Contract.

(vii) Canada acknowledges that this commitment does not apply to prices charged by any affiliates of the Contractor.

(h) Price Protection No Responsibility to Pay for Work not performed due to Closure of Government Offices

(i) Where the Contractor, its employees, subcontractors, or agents are providing services on government premises under the Contract and those premises are inaccessible because of the evacuation or closure of government offices, and as a result no work is performed, Canada is not responsible for paying the Contractor for work that otherwise would have been performed if there had been no evacuation or closure.

(ii) If, as a result of any strike or lock-out, the Contractor or its employees, subcontractors or agents cannot obtain access to government premises and, as a result, no work is performed, Canada is not responsible for paying the Contractor for work that otherwise would have been performed if the Contractor had been able to gain access to the premises.

7.9 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 the Contractor is certifying that the goods and services have been delivered and that all charges are in accordance with the Basis of Payment provision of the Contract, including any charges for work performed by subcontractors.

(d) The Contractor must provide the original of each invoice to the Technical Authority, and a copy to the Contracting Authority.

7.10 Certifications

Compliance with the certifications provided by the Contractor in its response to the bid solicitation or a TA request 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 or TA response is untrue, whether made knowingly or unknowingly, Canada has the right, under the default provision of the Contract, to terminate the Contract for default.

7.11 Applicable Laws

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

7.12 Priority of Documents

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

(a) these Articles of Agreement, including any individual SACC clauses incorporated by reference in these Articles of Agreement;

(b) supplemental general conditions 4006 (2010-08-16), Contractor to Own Intellectual Property Rights in Foreground Information;

(c) General Conditions 2035 (2014-03-01), Higher Complexity - Services;

(d) Annex A, Statement of Work (SOW) including its appendices in the order they appear;

(e) Annex B, Basis of Payment;

(f) Annex C, Security Requirement Check List;

(g) the signed Task Authorizations including required Certifications;

(h) Supply Arrangement Number EN578-055605/XXX/EL (the “Supply Arrangement”); and

(i) The Contractor's bid dated _____ **(to be filled out at Contract Award)**.

7.13 Foreign Nationals (Canadian Contractor)

(a) SACC Manual clause A2000C (2006-06-16) Foreign Nationals (Canadian Contractor)

7.14 Foreign Nationals (Foreign Contractor)

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

7.15 Insurance Requirements

(a) Contractor's Responsibility

(i) It will be the sole responsibility of the Contractor to decide whether or not any insurance coverage is necessary for its own protection or to fulfill its obligations under the Contract. Any such insurance will be provided and maintained by the Contractor at its own expense.

The insurance stipulation provisions contained herein will not limit any insurance required by federal, provincial or municipal law. The required insurance is to the benefit and protection of the Contractor and will not be deemed to release or diminish its liability in any manner including as may be referenced elsewhere by the provision of the Contract.

(ii) To meet the insurance requirements of the Contract, the Contractor must provide, upon request, in its application a Certificate of Insurance containing reasonable detail of the insurance coverage, exclusions, deductibles and conditions applying to such policies and confirming that the insurance is in force to meet these requirements or, at the request of the Contracting Authority, a certified true copy of all applicable insurance policies.

(b) Commercial General Liability (CGL)

Commercial General Liability insurance will be effected by the Contractor and maintained in force throughout the duration of the Contract, in an amount usual for a contract of this nature, but, in any case, for a limit of liability **NOT LESS THAN $5 million** per accident or occurrence and in the annual aggregate.

(c) CGL Endorsements

The following endorsements must be incorporated into the conditions of the Contractor's Commercial General Liability insurance policy:

(i) Additional Insured Endorsement: Canada is included as an additional insured, but only with respect to liabilities that may arise from the contractor's own negligence, in the performance of the contract.

The interest of Canada as additional insured should read as follows: Canada, represented by Public Works and Government Services Canada.

(ii) Notice of Cancellation Endorsement: The Insurer agrees to provide the Contracting Authority thirty (30) days written notice of policy cancellation;

(iii) Cross Liability Endorsement: Without increasing the limit of liability, the policy will protect all insured parties to the full extent of coverage provided. Further, the policy will apply to each Insured in the same manner and to the same extent as if a separate policy had been issued to each;

(iv) Contractual Liability Endorsement: The policy will, on a blanket basis or by specific reference to threshold limits of the SO/SA Tiers, extend to assumed liabilities with respect to contractual insurance provisions;

(v) Contingent Employer's Liability Endorsement": To protect Contractor for liabilities arising in the management and administration of statutory and contractual entitlements of their employees;

(vi) Employees and (where applicable) Volunteers as Additional Insured: All employees and (where applicable) volunteers, on behalf of the Contractor, will be included as additional insured.

(vii) Voluntary Medical Payments, $5,000 per person, $25,000 per accident: To provide, without contestation, for expenses incurred in instances of minor accidental bodily injuries.

(viii) Products and Completed Operations Broad Form (24 months): While not limited to, the endorsement should include service, assembly and repair activities as well as material, parts or equipment furnished in connection with the work performed by the Contractor or on it's behalf.

(ix) Personal Injury Broad Form: While not limited to, the endorsement should include coverage for Violation of Privacy, Libel and Slander, False Arrest, Detention or Imprisonment and Defamation of Character.

(x) Independent Contractors Liability Endorsement (if any): Unless otherwise insured elsewhere, and evidence thereof is secured by the Contractor; all subcontractors are included as Insured by the policy;

(xi) Non-Owned Automobile Endorsement: To protect the Contractor for liabilities arising by their use of vehicles owned by other parties including Canada.

(d) Where the Contractor is a Joint Venture, for the purposes of the Contract and any related documents (including insurance certificates), Canada requires that the Joint Venture Contractor identify itself by a single name. Upon request by Canada, a Joint Venture Contractor must specify the name of the Joint Venture to the Contracting Authority.

(e) Errors and Omissions insurance

Errors and Omissions Liability insurance will be effected by the Contractor and maintained in force throughout the duration of the Contract, in an amount usual for a contract of this nature, but, in any case, for a limit of liability **NOT LESS THAN $500K** per loss and in the annual aggregate, inclusive of defence costs.

If this is a claims made policy and the duration of the Contract exceeds the policy term; in the event of cancellation or non-renewal of the policy, an Extended Claims Reporting Endorsement, minimum twelve (12) months, must be secured by the Contractor.

(f) Errors and Omissions Endorsements

The following clauses must be incorporated into the conditions of the Contractor's Errors and Omissions Liability coverage:

(i) Notice of Cancellation Endorsement: The Insurer agrees to provide the Contracting Authority thirty-day written notice of policy cancellation.

7.16 Limitation of Liability

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

(b) **First Party Liability**:

(i) The Contractor is fully liable for all damages to Canada, including indirect, special or consequential damages, caused by the Contractor's performance or failure to perform the Contract that relate to:

(A) any infringement of intellectual property rights to the extent the Contractor breaches the section of the General Conditions entitled "Intellectual Property Infringement and Royalties";

(B) physical injury, including death.

(ii) The Contractor is liable for all direct damages affecting real or tangible personal property owned, possessed, or occupied by Canada.

(iii) Each of the Parties is liable for all direct damages resulting from any breach of confidentiality under the Contract. Each of the Parties is also liable for all indirect, special or consequential damages in respect of any unauthorized disclosure of the other Party's trade secrets (or trade secrets of a third party provided by one Party to another under the Contract) relating to information technology.

(iv) The Contractor is liable for all direct damages relating to any encumbrance or claim relating to any portion of the Work for which Canada has made any payment. This does not apply to encumbrances or claims relating to intellectual property rights, which are addressed under (i)(A) above.

(v) The Contractor is also liable for any other direct damages to Canada caused by the Contractor in any way relating to the Contract, including:

(A) d any breach of the warranty obligations under the Contract, up to the total amount paid by Canada (including any applicable taxes) for the goods and services affected by the breach of warranty; and

(B) f any other direct damages, including all identifiable direct costs to Canada associated with re-procuring the Work from another party if the Contract is terminated either in whole or in part for default, up to an aggregate maximum for this subparagraph (B) of the greater of .75 times the total estimated cost (meaning the dollar amount shown on the first page of the Contract in the cell titled "Total Estimated Cost" or shown on each call-up, purchase order or other document used to order goods or services under this instrument), or $1,000,000.00.

In any case, the total liability of the Contractor under subparagraph (v) will not exceed the total estimated cost (as defined above) for the Contract or $1,000,000.00, whichever is more.

(vi) If Canada's records or data are harmed as a result of the Contractor's negligence or willful act, the Contractor's only liability is, at the Contractor's own expense, to restore Canada's records and data using the most recent back-up kept by Canada. Canada is responsible for maintaining an adequate back-up of its records and data.

(c) **Third Party Claims**:

(i) Regardless of whether a third party makes its claim against Canada or the Contractor, each Party agrees that it is liable for any damages that it causes to any third party in connection with the Contract as set out in a settlement agreement or as finally determined by a court of competent jurisdiction, where the court determines that the Parties are jointly and severally liable or that one Party is solely and directly liable to the third party. The amount of the liability will be the amount set out in the settlement agreement or determined by the court to have been the Party's portion of the damages to the third party. No settlement agreement is binding on a Party unless its authorized representative has approved the agreement in writing.

(ii) If Canada is required, as a result of joint and several liability, to pay a third party in respect of damages caused by the Contractor, the Contractor must reimburse Canada by the amount finally determined by a court of competent jurisdiction to be the Contractor's portion of the damages to the third party. However, despite Sub-article (i), with respect to

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

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

7.17 Joint Venture Contractor

(a) Supply Arrangement (SA) Holder's who wish to submit their proposal as a joint venture must have already been qualified under the SA # EN578-055605/E as a joint venture.

(b) 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 bid will be listed].**

(c) 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.

(d) 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.

(e) All the members are jointly and severally or solidarily liable for the performance of the entire Contract.

(f) 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.

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

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

7.18 Professional Services - General

(a) The Contractor must provide professional services on request as specified in this Contract. Where in the Contract a specific individual is identified as required to perform the Work, the Contractor must make such person available to perform the work within 10 working days of the issuance of the Contract or the TA (whichever first contains instructions from Canada for that individual to report to the Work site). Where such a specific individual is unavailable to perform the Work, Canada may elect to either exercise its rights or remedies under the Contract or at law (including terminating the Contract for default), or (ii) Canada may require the Contractor to propose the replacement of the specific individual in accordance with the Article titled, "Replacement of Specific Individuals" in the General Conditions 2035. This obligation applies despite any changes that Canada may have made

to any hardware, software or any other aspect of the Client's operating environment. In respect of any given Category of Personnel, any replacement resource will be rated by the Technical Authority and the score obtained must be equal or superior to the score obtained for that original resource.

(b) If there must be a change in a resource performing work under the Contract (which must in any case comply with the requirements in the section of the General Conditions entitled "Replacement of Specific Individuals"), the Contractor must make the replacement available for work within 10 working days of the departure of the existing resource (or, if Canada has requested the replacement, within 15 working days of Canada's notice of the requirement for a replacement).

(c) All resources provided by the Contractor must meet the qualifications described in the Contract (including those relating to previous experience, professional designation, education, and language proficiency) and must be competent to provide the required services by any delivery dates described in the Contract. The resource must be approved by Canada prior to the replacement at the Work site.

(d) The Contractor must monitor its employees to ensure satisfactory performance and that progress of the Work is maintained to Canada's satisfaction. A Contractor representative will meet with the Technical Authority on a regular basis (as specified by Canada) to discuss the performance of its resources and to resolve any issues at hand.

(e) If the Contractor fails to meet any of its obligations under this Article, or fails to deliver any deliverable or complete any task described in the Contract on time, in addition to any other rights or remedies available to Canada under the Contract or the law, Canada may notify the Contractor of the deficiency, in which case the Contractor must submit a written plan to the Technical Authority within 10 working days detailing the actions that the Contractor will undertake to remedy the deficiency. The Contractor must prepare and implement the plan at its own expense.

7.19 Representations and Warranties

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

7.20 Access to Canada's Property and Facilities

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

7.21 Contractor's Identification Protocol Responsibility

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

(a) Contractor Representatives who attend a Government of Canada meeting whether internal or external to Canada's offices must identify if an individual is not a permanent employee of the Contractor prior to the commencement of the meeting to ensure that each meeting participant is aware of the fact that the individual is not a Contractor permanent employee;

(b) During the performance of any Work at a Government of Canada site, each Contractor Representative must be clearly identified at all times as being a Contractor Representative; and

(c) If a Contractor Representative requires the use of the Government of Canada's e-mail system in the performance of the Work, then the individual must clearly identify him or herself as an agent or subcontractor of the Contractor in all electronic mail in the signature block as well as under "Properties." This identification protocol must also be used in all other correspondence, communication, and documentation.

(d) If the Contractor is, in Canada's determination, in breach of any obligation stated in this Article, upon written notice from Canada, the Contractor must submit a written action plan describing measures it will implement or actions it will undertake to eliminate the recurrence of the problem. The Contractor will have 5 working days to deliver the action plan to the Client and the Contracting Authority and 20 working days to rectify the underlying problem.

(e) In addition to any other rights it has under the Contract, Canada may terminate the Contract for default if the corrective measures required of the Contractor described above are not met.

ANNEX A

STATEMENT OF WORK

1. REQUIREMENT

The Information Systems Branch (ISB) of Agriculture and Agri-Food Canada (AAFC) and the IM/IT Organization of Canadian Food Inspection Agency (CFIA) have a requirement for the provision of 1st Level Service Desk and 2nd Level Desk-side Support professional services resources, on an "as and when requested" basis, to support the IT Client Services organization.

In the event that Shared Services Canada (SSC) assumes responsibility for this function, responsibility for this contract could, at Canada's discretion, be transferred to SSC.

2. BACKGROUND

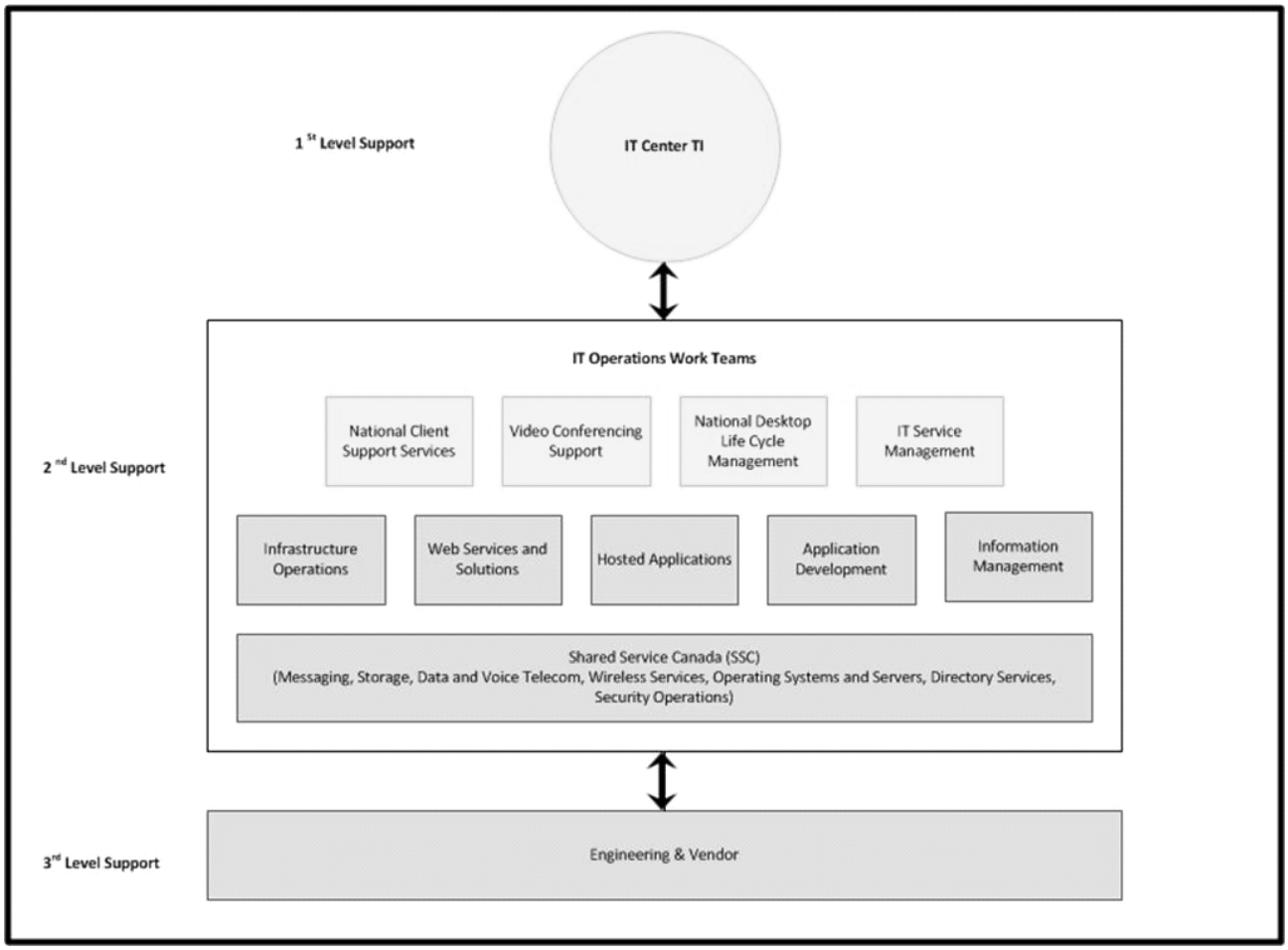
2.1 IT Client Services

IT Client Services is AAFC/CFIA's operational authority responsible for providing support, through a client focused approach, for all IT services to meet client business needs. IT Client Services has established the "IT Centre TI" Service Desk as a single point of contact for all requests for IT-related service and support.

In March 2012, the consolidation of IM/IT back office services for AAFC and CFIA and the appointment of a single Chief Information Officer (CIO) were announced under the 2012 federal budget. Subsequently, the CIO announced the establishment of a single service desk and desk-side support organization for both AAFC and CFIA.

Despite large populations that support business operations in traditional office settings using office based products, both CFIA and AAFC have specialized personnel using a broad range products that require additional knowledge and skills to support. In particular, science based staff often use different operating systems (Linux, Windows (various versions)), equipment, and specialized software supporting scientific equipment. Although standards are in place, software varies from lab to lab depending on the given scientific requirements of that location. Additionally, although closer to standard office machines, CFIA has many inspectors using tablets and wireless telecommunication tools to support their mobility requirements.

The consolidated "IT Centre TI" offers bilingual services to AAFC and CFIA (office, scientific, and inspection) clients nationally and generates approximately 12,250 tickets per month. AAFC/CFIA's current IT Client Services support model is depicted in the graphic below.



2.2 Client Support Services

In addition to receiving and tracking all service requests, the "IT Centre TI" Service Desk also provides 1st Level Support with the objective of resolving the majority of the client's (i.e. end-user) problems at the first point of contact. When necessary, calls are escalated / dispatched to 2nd and 3rd Level Support by the Service Desk. The following 1st and 2nd level support services originate at the "IT Centre TI" Service Desk:

1st Level Service Desk Support - Is responsible for providing the following support services and functions within AAFC/CFIA:

- First point of contact for all IT services including resolving as many incidents and service requests as possible on initial contact;
- 1st level desktop assistance to AAFC/CFIA office and scientific staff (i.e. clients) with regards to desktop hardware, software, peripherals, and mobile devices;
- 1st level client support for corporate business applications, including SAP and PeopleSoft;
- Limited consultation and advice, e.g. special software to cater for disabilities;
- Local registration authority (LRA) for Public Key Infrastructure (PKI) certificates;
- Support for mobile devices (including BlackBerry, iPad, PlayBook, etc.);
- Ownership of incident management; and
- Performance reporting.

2nd Level Desk-side Support - Is responsible for providing the following support services and functions

within AAFC/CFIA:

- 2nd level desktop assistance to AAFC/CFIA clients with regards to desktop hardware, software, peripherals, and mobile devices;
- 2nd level on-site client support at office and lab locations; and
- Desktop hardware IMACs (i.e. moves, adds and changes).

AAFC/CFIA's IT Client Services utilizes a hybrid approach where government employees and contracted resources provide 1st Level Service Desk and 2nd Level Desk-side Support to clients. Government employees currently provide overall guidance and service management functionality.

3. SCOPE OF WORK

3.1 Summary of Work

The Contractor must supply the required resources on an "as and when requested" basis, including the provision of 1st Level Service Desk and 2nd Level Desk-side Support resources in various categories and levels. It is expected that AAFC/CFIA will require approximately 29 resources upon contract award, the majority of which will be Service Desk Specialists, including up to 25 resources in the NCR and 4 in Moncton. The initial number of resources required in each category will be confirmed following contract award via the issuance of approved Task Authorizations. The distribution of contract resources (i.e. NCR versus Moncton or other locations) is subject to change as determined by business requirements through the duration of the contract.

The Contractor's resources must work in conjunction with AAFC/CFIA resources and other contract personnel as appropriate to deliver the services. In delivering the services under the contract, the Contractor's resources will utilize AAFC/CFIA's established and approved tools, methods and systems for 1st and 2nd level IT support. Although initially all resources will be under AAFC/CFIA management direction, the Contractor may be requested via TA to provide project management resources in the future.

3.2 Professional Services Resource Requirements

3.2.1 TBIPS Categories

The Contractor must provide resources on an as and when requested basis, in any of the categories listed in the table below. AAFC/CFIA may request multiple resources in any category.

#	AAFC/CFIA IT Client Service Role	TBIPS Resource Category / Level	Language Requirement	Security Level
1.	Service Desk Supervisor	B.10 Help Desk Specialist, Level 3	Bilingual (English & French)	Secret
2.	Senior Service Desk Specialist	B.10 Help Desk Specialist, Level 3	Bilingual (English & French)	Secret
3.	Intermediate Service Desk Specialist	B.10 Help Desk Specialist, Level 2	Bilingual (English & French)	Secret
4.	Junior Service Desk Specialist	B.10 Help Desk Specialist, Level 1	Bilingual (English & French)	Secret
5.	Intermediate Operational Support Specialist	P.6 Project Administrator, Level 2	Bilingual (English & French)	Reliability
6.	Junior Operational Support Specialist	P.6 Project Administrator, Level 1	Bilingual (English & French)	Reliability
7.	Senior Desk-side Support Technician	B.10 Help Desk Specialist, Level 3	Bilingual (English & French)	Secret
8.	Intermediate Desk-side Support Technician	B.10 Help Desk Specialist, Level 2	Bilingual (English & French)	Secret
9.	Junior Desk-side Support Technician	B.10 Help Desk Specialist, Level 1	Bilingual (English & French)*****	Secret
10	Unilingual Senior Desk-side Support Technician	B.10 Help Desk Specialist, Level 3	Fluent in English or French	Secret
11	Unilingual Intermediate Desk-side Support Technician	B.10 Help Desk Specialist, Level 2	Fluent in English or French	Secret
12	Unilingual Junior Desk-side Support Technician	B.10 Help Desk Specialist, Level 1	Fluent in English or French	Secret
13	Junior Deployment Support Technician	B.10 Help Desk Specialist, Level 1	Fluent in English or French	Reliability
14	Service Desk Consultant	B.8 Call Centre Consultant, Level 3	Fluent in English or French	Reliability
15	Service Desk Programmer/Analyst	A.7 Programmer/Analyst, Level 2	Fluent in English or French	Secret
16	Performance Management Consultant	B.3 Business Consultant, Level 3	Fluent in English or French	Reliability
17	IT Service Product Management	P.9 Project Manager, Level 3	Bilingual (English & French)	Secret

3.2.2 Tasks and Responsibilities

3.2.2.1 IT Client Service Role #1 Service Desk Supervisor

1.	**TBIPS Resource Category & Level**	**B.10 Help Desk Specialist, Level 3**
	Overview of Role	The Service Desk Supervisor resource(s) must supervise Service Desk contract resources. In this role the resource must work closely with AAFC/CFIA managers to schedule, manage and mentor contract resources as part of an integrated team with AAFC/CFIA employee resources. In addition to supervisor responsibilities, if requested, the resource must provide 1st Level IT incident support for AAFC/CFIA corporate, scientific and desktop applications and desktop hardware.
	Language Requirement	The resource must be fluently bilingual in English and French.
	Security Requirement	The resource must hold a valid security clearance at the level of SECRET.
	Tasks and Responsibilities as specified in the TBIPS Supply Arrangement	Tasks and responsibilities include but are not limited to: 1. Perform a variety of network problem analysis and monitoring tasks, monitor network management systems and respond appropriately to user requests and problems; 2. Perform initial problem analysis and triage problem to other appropriate staff when appropriate; 3. Maintain liaison with network users and technical staff to communicate the status of problem resolution to network users; log and track requests for assistance; 4. Develop, implement and participate in the preparation of procedure manuals and documentation for help desk use; conduct periodic user satisfaction surveys and track user problem trends; make recommendations for improvements to the network systems and create reports based on information provided from user surveys and trends; 5. Develop, implement and participate in the distribution of network related information to users to include information such as help desk procedures and network handbooks; 6. Participate in the development of a comprehensive training plan for help desk procedures; assist in training personnel providing backup coverage; 7. Participate in on-site installations of network systems for users; and 8. Perform other related duties incidental to the work described herein.
	Additional Tasks and Responsibilities beyond those	Additional tasks and responsibilities, include but are not limited to: 1. Mentoring and supervising / managing 1st Level IM/IT Support contract resources;

	specified in the TBIPS Supply Arrangement	2. Providing first point of contact for all IT services, including resolving as many incidents and service requests as possible; 3. Tracking service levels and providing related reports, including performance metrics; 4. Providing 1st Level client support for the Microsoft Office Suite and Microsoft Exchange; 5. Maintaining team documentation; 6. Using the Axios System assyst IT Service Management (ITSM) software solution; 7. Using an IT Service Management (ITSM) software tool; 8. Using an Automated Call Distribution (ACD) system; 9. Using remote control software (e.g. pcAnywhere, Altiris, SMS); 10. Providing 1st Level client support for Blackberry devices; 11. Providing 1st Level client support for SAP ERP Financials business application; 12. Providing 1st Level client support for Oracle's PeopleSoft Enterprise Human Capital Management business application; and 13. Providing client support for Video Conferencing equipment and services.

3.2.2.2 IT Client Service Role #2 Senior Service Desk Specialist

2.	**TBIPS Resource Category & Level**	**B.10 Help Desk Specialist, Level 3**
	Overview of Role	The Senior Service Desk Specialist resource(s) must provide 1st Level IT incident support for AAFC/CFIA corporate, scientific and desktop applications and desktop hardware, and follow standard escalation procedures. The resource must also mentor and supervise Junior Service Desk resources.
	Language Requirement	The resource must be fluently bilingual in English and French.
	Security Requirement	The resource must hold a valid security clearance at the level of SECRET.
	Tasks and Responsibilities as specified in the TBIPS Supply Arrangement	Tasks and responsibilities include but are not limited to: 1. Perform a variety of network problem analysis and monitoring tasks, monitor network management systems and respond appropriately to user requests and problems; 2. Perform initial problem analysis and triage problem to other appropriate staff when appropriate; 3. Maintain liaison with network users and technical staff to communicate the status of problem resolution to network users; log and track requests for assistance; 4. Develop, implement and participate in the preparation of procedure manuals and documentation for help desk use; conduct periodic user satisfaction surveys and track user problem trends; make recommendations for improvements to the network systems and create reports based on information provided from user surveys and trends;

		5. Develop, implement and participate in the distribution of network related information to users to include information such as help desk procedures and network handbooks; 6. Participate in the development of a comprehensive training plan for help desk procedures; assist in training personnel providing backup coverage; 7. Participate in on-site installations of network systems for users; and 8. Perform other related duties incidental to the work described herein.
	Additional Tasks and Responsibilities beyond those specified in the TBIPS Supply Arrangement	Additional tasks and responsibilities include but are not limited to: 1. Providing first point of contact for all IT services including resolving as many incidents and service requests as possible; 2. Tracking service levels and providing related reports, including performance metrics; 3. Providing 1st Level client support for the Microsoft Office suite and Microsoft Exchange; 4. Maintaining team documentation; 5. Mentoring 1st Level IM/IT Support contract resources; 6. Using the Axios System assyst IT Service Management (ITSM) software solution; 7. Using an IT Service Management (ITSM) software tool; 8. Using an Automated Call Distribution (ACD) system; 9. Using remote control software (e.g. pcAnywhere, Altiris, SMS); 10. Providing 1st Level client support for Blackberry devices; 11. Providing 1st Level client support for SAP ERP Financials business application; 12. Providing 1st Level client support for Oracle's PeopleSoft Enterprise Human Capital Management business application; and 13. Providing client support for Video Conferencing equipment and services.

3.2.2.3 IT Client Service Role #3 Intermediate Service Desk Specialist

3.	**TBIPS Resource Category & Level**	**B.10 Help Desk Specialist, Level 2**
	Overview of Role	The Intermediate Service Desk Specialist resource(s) must provide 1st Level IT incident support for AAFC/CFIA corporate, scientific and desktop applications and desktop hardware, and follow standard escalation procedures. The resource must also provide desktop deployment support on a rotational basis.
	Language Requirement	The resource must be fluently bilingual in English and French.
	Security Requirement	The resource must hold a valid security clearance at the level of SECRET.
	Tasks and Responsibilities as	Tasks and responsibilities include but are not limited to:

	specified in the TBIPS Supply Arrangement	1. Perform a variety of network problem analysis and monitoring tasks, monitor network management systems and respond appropriately to user requests and problems; 2. Perform initial problem analysis and triage problem to other appropriate staff when appropriate; 3. Maintain liaison with network users and technical staff to communicate the status of problem resolution to network users; log and track requests for assistance; 4. Develop, implement and participate in the preparation of procedure manuals and documentation for help desk use; conduct periodic user satisfaction surveys and track user problem trends; make recommendations for improvements to the network systems and create reports based on information provided from user surveys and trends; 5. Develop, implement and participate in the distribution of network related information to users to include information such as help desk procedures and network handbooks; 6. Participate in the development of a comprehensive training plan for help desk procedures; assist in training personnel providing backup coverage; 7. Participate in on-site installations of network systems for users; and 8. Perform other related duties incidental to the work described herein.
	Additional Tasks and Responsibilities beyond those specified in the TBIPS Supply Arrangement	Additional tasks and responsibilities, to be stipulated by TA, could include but are not limited to: 1. Providing first point of contact for all IT services including resolving as many incidents and service requests as possible on initial contact; 2. Providing 1st Level client support for the Microsoft Office suite and Microsoft Exchange; 3. Using the Axios System assyst IT Service Management (ITSM) software solution; 4. Using an IT Service Management (ITSM) software tool; 5. Using an Automated Call Distribution (ACD) system; 6. Using remote control software (e.g. pcAnywhere, Altiris, SMS); 7. Providing 1st Level client support for Blackberry devices; 8. Providing 1st Level client support for SAP ERP Financials business application; 9. Providing 1st Level client support for Oracle's PeopleSoft Enterprise Human Capital Management business application; and 10. Providing client support for Video Conferencing equipment and services.

3.2.2.4 IT Client Service Role #4 Junior Service Desk Specialist

4.	**TBIPS Resource Category & Level**	**B.10 Help Desk Specialist, Level 1**

	Overview of Role	The Junior Service Desk Specialist resource(s) must provide 1st Level IT incident support for AAFC/CFIA corporate, scientific and desktop applications and desktop hardware, and follow standard escalation procedures.
	Language Requirement	The resource must be fluently bilingual in English and French.
	Security Requirement	The resource must hold a valid security clearance at the level of SECRET.
	Tasks and Responsibilities as specified in the TBIPS Supply Arrangement	Tasks and responsibilities include but are not limited to: 1. Perform a variety of network problem analysis and monitoring tasks, monitor network management systems and respond appropriately to user requests and problems; 2. Perform initial problem analysis and triage problem to other appropriate staff when appropriate; 3. Maintain liaison with network users and technical staff to communicate the status of problem resolution to network users; log and track requests for assistance; 4. Develop, implement and participate in the preparation of procedure manuals and documentation for help desk use; conduct periodic user satisfaction surveys and track user problem trends; make recommendations for improvements to the network systems and create reports based on information provided from user surveys and trends; 5. Develop, implement and participate in the distribution of network related information to users to include information such as help desk procedures and network handbooks; 6. Participate in the development of a comprehensive training plan for help desk procedures; assist in training personnel providing backup coverage; 7. Participate in on-site installations of network systems for users; and 8. Perform other related duties incidental to the work described herein.
	Additional Tasks and Responsibilities beyond those specified in the TBIPS Supply Arrangement	Additional tasks and responsibilities include but are not limited to: 1. Providing first point of contact for all IT services including resolving as many incidents and service requests as possible on initial contact; 2. Providing 1st Level client support for the Microsoft Office suite and Microsoft Exchange; 3. Using the Axios System assyst IT Service Management (ITSM) software solution; 4. Using an IT Service Management (ITSM) software tool; 5. Using an Automated Call Distribution (ACD) system; 6. Providing 1st Level client support for Blackberry devices; 7. Providing 1st Level client support for SAP ERP Financials business application; 8. Providing 1st Level client support for Oracle's PeopleSoft Enterprise Human Capital Management business application; and 9. Providing client support for Video Conferencing equipment and services.

3.2.2.5 IT Client Service Role #5 Intermediate Operational Support Specialist

5.	**TBIPS Resource Category & Level**	**P.6 Project Administrator, Level 2**
	Overview of Role	The Intermediate Operational Support Specialist resource(s) must provide administrative support to the IT Client Services team in support of its mandate. In this role the individual is required to act as the first point of contact for a designated Manager, by accepting incoming calls, logging calls, attempting to resolve simple problems and re-directing incoming calls to the appropriate team member in accordance with their particular role within the team.
	Language Requirement	The resource must be fluently bilingual in English and French.
	Security Requirement	The resource must hold a valid security clearance at the level of RELIABILITY.
	Tasks and Responsibilities as specified in the TBIPS Supply Arrangement	Tasks and responsibilities include but are not limited to: 1. Assist project management and data processing professionals, technical users and end users in simple routine tasks; 2. Provide administrative and technical support of a clerical nature as required to projects; 3. Assist in performing such tasks as maintaining project documentation and application/system libraries; 4. Acts as the first point of contact in a "hot-line" situation by accepting incoming calls, logging calls, attempting to resolve simple problems and following established procedures for more difficult problems; 5. Tracks project change requests; 6. Maintain and updates relevant project information in manual and electronic files; project information might include such things as project activity schedule, status reports, correspondence; 7. Use computer tools, aids, system control languages on PCs, minis, or mainframes to perform work; and 8. Communicates with project management and data processing professionals, technical users and end users on administrative matters related to the project.
	Additional Tasks and Responsibilities beyond those specified in the TBIPS Supply Arrangement	Additional tasks and responsibilities include but are not limited to: 1. Using Microsoft Office suite (i.e. Outlook, Word, PowerPoint and Excel); 2. Logging tickets into the Axios Assyst ticket system for regional requests for IMACs, including receiving request, scheduling work and monitoring progress to ensure completion of the desktop hardware move, add or change;

		3. Receiving and troubleshooting end-user requests for assistance using PeopleSoft, and if necessary, escalating the service request; 4. Using and maintaining a database for Corporate Software Licensing and distribution using various applications, such as MS Access and MS Excel; and 5. Using the Altiris Client Management Suite.

3.2.2.6 IT Client Service Role #6 Junior Operational Support Specialist

6.	**TBIPS Resource Category & Level**	**P.6 Project Administrator, Level 1**
	Overview of Role	The Junior Operational Support Specialist resource(s) must provide administrative support to the IT Client Services team in support of its mandate. In this role the individual must act as the first point of contact for a designated Manager by accepting incoming calls, logging calls, attempting to resolve simple problems and re-directing incoming calls to the appropriate team member in accordance with their particular role within the team.
	Language Requirement	The resource must be fluently bilingual in English and French.
	Security Requirement	The resource must hold a valid security clearance at the level of RELIABILITY.
	Tasks and Responsibilities as specified in the TBIPS Supply Arrangement	Tasks and responsibilities include but are not limited to: 1. Assist project management and data processing professionals, technical users and end users in simple routine tasks; 2. Provide administrative and technical support of a clerical nature as required to projects; 3. Assist in performing such tasks as maintaining project documentation and application/system libraries; 4. Acts as the first point of contact in a "hot-line" situation by accepting incoming calls, logging calls, attempting to resolve simple problems and following established procedures for more difficult problems; 5. Tracks project change requests; 6. Maintain and updates relevant project information in manual and electronic files; project information might include such things as project activity schedule, status reports, correspondence; 7. Use computer tools, aids, system control languages on PCs, minis, or mainframes to perform work; and 8. Communicates with project management and data processing professionals, technical users and end users on administrative matters related to the project.
	Additional Tasks and Responsibilities beyond those	Additional tasks and responsibilities include but are not limited to: 1. Using the Microsoft Office suite (i.e. Outlook, Word, PowerPoint and Excel);

	specified in the TBIPS Supply Arrangement	2. Logging tickets into the Axios Assyst ticket system, including receiving Service Desk requests via e-mail, interpreting request and creating the ticket; 3. Using and maintaining a database for Corporate Software Licensing and distribution using various applications, such as MS Access and MS Excel; and 4. Using the Altiris Client Management Suite.

3.2.2.7 IT Client Service Role #7 Senior Desk-side Support Technician

7.	**TBIPS Resource Category & Level**	**B.10 Help Desk Specialist, Level 3**
	Overview of Role	The Senior Desk-side Support Technician resource(s) must perform 2nd level trouble-shooting and problem resolution services for desktop hardware, software, peripherals, and mobile devices at identified AAFC/CFIA locations. The role also includes additional responsibilities associated with mentoring and supervising junior Desk-side resources.
	Language Requirement	The resource must be fluently bilingual in English and French.
	Security Requirement	The resource must hold a valid security clearance at the level of SECRET.
	Tasks and Responsibilities as specified in the TBIPS Supply Arrangement	Tasks and responsibilities include but are not limited to: 1. Perform a variety of network problem analysis and monitoring tasks, monitor network management systems and respond appropriately to user requests and problems; 2. Perform initial problem analysis and triage problem to other appropriate staff when appropriate; 3. Maintain liaison with network users and technical staff to communicate the status of problem resolution to network users; log and track requests for assistance; 4. Develop, implement and participate in the preparation of procedure manuals and documentation for help desk use; conduct periodic user satisfaction surveys and track user problem trends; make recommendations for improvements to the network systems and create reports based on information provided from user surveys and trends; 5. Develop, implement and participate in the distribution of network related information to users to include information such as help desk procedures and network handbooks; 6. Participate in the development of a comprehensive training plan for help desk procedures; assist in training personnel providing backup coverage; 7. Participate in on-site installations of network systems for users; and 8. Perform other related duties incidental to the work described herein.

	Additional Tasks and Responsibilities beyond those specified in the TBIPS Supply Arrangement	Additional tasks and responsibilities include but are not limited to: 1. Working as a member of a team and managing time to complete assigned work independently; 2. Overseeing activities of junior contract resources; 3. Deploying IT hardware and software; Audio Visual (AV) equipment; and Video Conferencing equipment throughout AAFC/CFIA's locations; 4. Deploying, troubleshooting and supporting Microsoft Windows operating systems, Microsoft Office Suite and various email client software; 5. Troubleshooting personal computers, printers, and other related peripherals and equipment, such as scanners; 6. Supporting and troubleshooting mobile computing devices including Blackberries, PlayBooks, iPads, etc.; 7. Work with a ticketing management tool, updating, assigning, escalating and monitoring incidents; 8. Lifting equipment weighing up to 20 kg and moving heavy office equipment which is on castors/wheels; 9. Using an IT Service Management (ITSM) software tool; and 10. Providing client support for Video conferencing equipment and services.

3.2.2.8 IT Client Service Role #8 Intermediate Desk-side Support Technician

8.	**TBIPS Resource Category & Level**	**B.10 Help Desk Specialist, Level 2**
	Overview of Role	The Intermediate Desk-side Support Technician resource(s) must perform 2nd level trouble-shooting and problem resolution services for desktop hardware, software, peripherals, and mobile devices at identified AAFC/CFIA locations
	Language Requirement	The resource must be fluently bilingual in English and French.
	Security Requirement	The resource must hold a valid security clearance at the level of SECRET.
	Tasks and Responsibilities as specified in the TBIPS Supply Arrangement	Tasks and responsibilities include but are not limited to: 1. Perform a variety of network problem analysis and monitoring tasks, monitor network management systems and respond appropriately to user requests and problems; 2. Perform initial problem analysis and triage problem to other appropriate staff when appropriate; 3. Maintain liaison with network users and technical staff to communicate the status of problem resolution to network users; log and track requests for assistance; 4. Develop, implement and participate in the preparation of procedure manuals and documentation for help desk use; conduct periodic user satisfaction surveys and track user problem trends; make recommendations for improvements to the network systems

		and create reports based on information provided from user surveys and trends; 5. Develop, implement and participate in the distribution of network related information to users to include information such as help desk procedures and network handbooks; 6. Participate in the development of a comprehensive training plan for help desk procedures; assist in training personnel providing backup coverage; 7. Participate in on-site installations of network systems for users; and 8. Perform other related duties incidental to the work described herein.
	Additional Tasks and Responsibilities beyond those specified in the TBIPS Supply Arrangement	Additional tasks and responsibilities include but are not limited to: 1. Working as a member of a team and managing time to complete assigned work independently; 2. Deploying IT hardware and software; AV equipment; and Video Conferencing equipment throughout AAFC/CFIA's locations; 3. Deploying, troubleshooting and supporting Microsoft Windows operating systems, Microsoft Office Suite and various email client software; 4. Troubleshooting personal computers, printers, and other related peripherals and equipment, such as scanners; 5. Supporting and troubleshooting mobile computing devices including Blackberries, PlayBooks, iPads, etc.; 6. Work with a ticketing management tool, updating, assigning, escalating and monitoring incidents; 7. Lifting equipment weighing up to 20 kg and moving heavy office equipment which is on castors/wheels; 8. Using an IT Service Management (ITSM) software tool; and 9. Providing client support for Video conferencing equipment and services.

3.2.2.9 IT Client Service Role #9 Junior Desk-side Support Technician

9.	**TBIPS Resource Category & Level**	**B.10 Help Desk Specialist, Level 1**
	Overview of Role	The Junior Desk-side Support Technician resource(s) must perform 2nd level trouble-shooting and problem resolution services for desktop hardware, software, peripherals, and mobile devices at identified AAFC/CFIA locations
	Language Requirement	The resource must be fluently bilingual in English and French.
	Security Requirement	The resource must hold a valid security clearance at the level of SECRET.
	Tasks and Responsibilities as specified in the TBIPS Supply Arrangement	Tasks and responsibilities include but are not limited to: 1. Perform a variety of network problem analysis and monitoring tasks, monitor network management systems and respond appropriately to user requests and problems; 2. Perform initial problem analysis and triage problem to other appropriate staff when appropriate;

		3. Maintain liaison with network users and technical staff to communicate the status of problem resolution to network users; log and track requests for assistance; 4. Develop, implement and participate in the preparation of procedure manuals and documentation for help desk use; conduct periodic user satisfaction surveys and track user problem trends; make recommendations for improvements to the network systems and create reports based on information provided from user surveys and trends; 5. Develop, implement and participate in the distribution of network related information to users to include information such as help desk procedures and network handbooks; 6. Participate in the development of a comprehensive training plan for help desk procedures; assist in training personnel providing backup coverage; 7. Participate in on-site installations of network systems for users; and 8. Perform other related duties incidental to the work described herein.
	Additional Tasks and Responsibilities beyond those specified in the TBIPS Supply Arrangement	Additional tasks and responsibilities include but are not limited to: 1. Working as a member of a team and managing time to complete assigned work independently; 2. Deploying IT hardware and software; AV equipment; and Video Conferencing equipment throughout AAFC/CFIA's locations; 3. Deploying, troubleshooting and supporting Microsoft Windows operating systems, Microsoft Office Suite and various email client software; 4. Troubleshooting personal computers, printers, and other related peripherals and equipment, such as scanners; 5. Supporting and troubleshooting mobile computing devices including Blackberries, PlayBooks, iPads, etc.; 6. Work with a ticketing management tool, updating, assigning, escalating and monitoring incidents; 7. Lifting equipment weighing up to 20 kg and moving heavy office equipment which is on castors/wheels; 8. Using an IT Service Management (ITSM) software tool; and 9. Providing client support for Video conferencing equipment and services.

3.2.2.10 IT Client Service Role #10 Senior Desk-side Support Technician

10.	**TBIPS Resource Category & Level**	**B.10 Help Desk Specialist, Level 3**
	Overview of Role	The Senior Desk-side Support Technician resource(s) must perform 2nd level trouble-shooting and problem resolution services for desktop hardware, software, peripherals and mobile devices at identified AAFC/CFIA locations. The role also includes additional responsibilities associated with mentoring and supervising junior Desk-side resources.
	Language Requirement	The resource must be fluently English or French as identified in the TA.

	Security Requirement	The resource must hold a valid security clearance at the level of SECRET.
	Tasks and Responsibilities as specified in the TBIPS Supply Arrangement	Tasks and responsibilities include but are not limited to: 1. Perform a variety of network problem analysis and monitoring tasks, monitor network management systems and respond appropriately to user requests and problems; 2. Perform initial problem analysis and triage problem to other appropriate staff when appropriate; 3. Maintain liaison with network users and technical staff to communicate the status of problem resolution to network users; log and track requests for assistance; 4. Develop, implement and participate in the preparation of procedure manuals and documentation for help desk use; conduct periodic user satisfaction surveys and track user problem trends; make recommendations for improvements to the network systems and create reports based on information provided from user surveys and trends; 5. Develop, implement and participate in the distribution of network related information to users to include information such as help desk procedures and network handbooks; 6. Participate in the development of a comprehensive training plan for help desk procedures; assist in training personnel providing backup coverage; 7. Participate in on-site installations of network systems for users; and 8. Perform other related duties incidental to the work described herein.
	Additional Tasks and Responsibilities beyond those specified in the TBIPS Supply Arrangement	Additional tasks and responsibilities include but are not limited to: 1. Working as a member of a team and managing time to complete assigned work independently; 2. Overseeing activities of junior contract resources; 3. Deploying IT hardware and software; AV equipment; and Video Conferencing equipment throughout AAFC/CFIA's locations; 4. Deploying, troubleshooting and supporting Microsoft Windows operating systems, Microsoft Office Suite and various email client software; 5. Troubleshooting personal computers, printers, and other related peripherals and equipment, such as scanners; 6. Supporting and troubleshooting mobile computing devices including Blackberries, PlayBooks, iPads, etc.; 7. Work with a ticketing management tool, updating, assigning, escalating and monitoring incidents; 8. Lifting equipment weighing up to 20 kg and moving heavy office equipment which is on castors/wheels; 9. Using an IT Service Management (ITSM) software tool; and 10. Providing client support for Video conferencing equipment and services.

3.2.2.11 IT Client Service Role #11 Intermediate Desk-side Support Technician

11.	TBIPS Resource Category & Level	B.10 Help Desk Specialist, Level 2
	Overview of Role	The Intermediate Desk-side Support Technician resource(s) must perform 2nd level trouble-shooting and problem resolution services for desktop hardware, software, peripherals, and mobile devices at identified AAFC/CFIA locations
	Language Requirement	The resource must be fluently English or French as identified in the TA.
	Security Requirement	The resource must hold a valid security clearance at the level of SECRET.
	Tasks and Responsibilities as specified in the TBIPS Supply Arrangement	Tasks and responsibilities include but are not limited to: 1. Perform a variety of network problem analysis and monitoring tasks, monitor network management systems and respond appropriately to user requests and problems; 2. Perform initial problem analysis and triage problem to other appropriate staff when appropriate; 3. Maintain liaison with network users and technical staff to communicate the status of problem resolution to network users; log and track requests for assistance; 4. Develop, implement and participate in the preparation of procedure manuals and documentation for help desk use; conduct periodic user satisfaction surveys and track user problem trends; make recommendations for improvements to the network systems and create reports based on information provided from user surveys and trends; 5. Develop, implement and participate in the distribution of network related information to users to include information such as help desk procedures and network handbooks; 6. Participate in the development of a comprehensive training plan for help desk procedures; assist in training personnel providing backup coverage; 7. Participate in on-site installations of network systems for users; and 8. Perform other related duties incidental to the work described herein.
	Additional Tasks and Responsibilities beyond those specified in the TBIPS Supply Arrangement	Additional tasks and responsibilities include but are not limited to: 1. Working as a member of a team and managing time to complete assigned work independently; 2. Deploying IT hardware and software; AV equipment; and Video Conferencing equipment throughout AAFC/CFIA's locations; 3. Deploying, troubleshooting and supporting Microsoft Windows operating systems, Microsoft Office Suite and various email client software; 4. Troubleshooting personal computers, printers, and other related peripherals and equipment, such as scanners; 5. Supporting and troubleshooting mobile computing devices including Blackberries, PlayBooks, iPads, etc.; 6. Work with a ticketing management tool, updating, assigning, escalating and monitoring incidents;

		7. Lifting equipment weighing up to 20 kg and moving heavy office equipment which is on castors/wheels; 8. Using an IT Service Management (ITSM) software tool; and 9. Providing client support for Video conferencing equipment and services.

3.2.2.12 IT Client Service Role #12 Junior Desk-side Support Technician

12.	**TBIPS Resource Category & Level**	**B.10 Help Desk Specialist, Level 1**
	Overview of Role	The Junior Desk-side Support Technician resource(s) must perform 2nd level trouble-shooting and problem resolution services for desktop hardware, software, peripherals, and mobile devices at identified AAFC/CFIA locations
	Language Requirement	The resource must be fluently English or French as identified in the TA.
	Security Requirement	The resource must hold a valid security clearance at the level of SECRET.
	Tasks and Responsibilities as specified in the TBIPS Supply Arrangement	Tasks and responsibilities include but are not limited to: 1. Perform a variety of network problem analysis and monitoring tasks, monitor network management systems and respond appropriately to user requests and problems; 2. Perform initial problem analysis and triage problem to other appropriate staff when appropriate; 3. Maintain liaison with network users and technical staff to communicate the status of problem resolution to network users; log and track requests for assistance; 4. Develop, implement and participate in the preparation of procedure manuals and documentation for help desk use; conduct periodic user satisfaction surveys and track user problem trends; make recommendations for improvements to the network systems and create reports based on information provided from user surveys and trends; 5. Develop, implement and participate in the distribution of network related information to users to include information such as help desk procedures and network handbooks; 6. Participate in the development of a comprehensive training plan for help desk procedures; assist in training personnel providing backup coverage; 7. Participate in on-site installations of network systems for users; and 8. Perform other related duties incidental to the work described herein.
	Additional Tasks and Responsibilities beyond those specified in the TBIPS Supply Arrangement	Additional tasks and responsibilities include but are not limited to: 1. Working as a member of a team and managing time to complete assigned work independently; 2. Deploying IT hardware and software; AV equipment; and Video Conferencing equipment throughout AAFC/CFIA's locations;

		3. Deploying, troubleshooting and supporting Microsoft Windows operating systems, Microsoft Office Suite and various email client software; 4. Troubleshooting personal computers, printers, and other related peripherals and equipment, such as scanners; 5. Supporting and troubleshooting mobile computing devices including Blackberries, PlayBooks, iPads, etc.; 6. Work with a ticketing management tool, updating, assigning, escalating and monitoring incidents; 7. Lifting equipment weighing up to 20 kg and moving heavy office equipment which is on castors/wheels; 8. Using an IT Service Management (ITSM) software tool; and 9. Providing client support for Video conferencing equipment and services.

3.2.2.13 IT Client Service Role #13 Junior Deployment Support Technician

13.	TBIPS Resource Category & Level	B.10 Help Desk Specialist, Level 1
	Overview of Role	The Junior Deployment Support Technician resource(s) must primarily assist in the delivery, set-up and installation of IT, AV and Video Conferencing equipment at designated AAFC/CFIA's locations.
	Language Requirement	The resource must be fluently English or French as identified in the TA.
	Security Requirement	The resource must hold a valid security clearance at the level of RELIABILITY.
	Tasks and Responsibilities as specified in the TBIPS Supply Arrangement	Tasks and responsibilities include but are not limited to: 1. Perform a variety of network problem analysis and monitoring tasks, monitor network management systems and respond appropriately to user requests and problems; 2. Perform initial problem analysis and triage problem to other appropriate staff when appropriate; 3. Maintain liaison with network users and technical staff to communicate the status of problem resolution to network users; log and track requests for assistance; 4. Develop, implement and participate in the preparation of procedure manuals and documentation for help desk use; conduct periodic user satisfaction surveys and track user problem trends; make recommendations for improvements to the network systems and create reports based on information provided from user surveys and trends; 5. Develop, implement and participate in the distribution of network related information to users to include information such as help desk procedures and network handbooks; 6. Participate in the development of a comprehensive training plan for help desk procedures; assist in training personnel providing backup coverage; 7. Participate in on-site installations of network systems for users; and 8. Perform other related duties incidental to the work described herein.
	Additional Tasks and Responsibilities beyond those specified in the TBIPS Supply Arrangement	Additional tasks and responsibilities but are not limited to: 1. Deploying IT hardware and software; AV equipment; and Video Conferencing equipment throughout AAFC/CFIA's locations; 2. Lifting equipment weighing up to 20 kg and moving heavy office equipment which is on castors/wheels; 3. Using an IT Service Management (ITSM) software tool; and 4. Providing client support for Video Conferencing equipment and services.

3.2.2.14 IT Client Service Role #14 Service Desk Consultant

14.	TBIPS Resource Category & Level	B.8 Call Centre Consultant, Level 3
	Overview of Role	The Service Desk Consultant resource must provide expert level guidance and advice related to the implementation of proven Help / Service Desk solutions and in establishing an Information Technology Infrastructure Library (ITIL) based Service Management model.
	Language Requirement	The resource must be fluently English or French as identified in the TA.
	Security Requirement	The resource must hold a valid security clearance at the level of RELIABILITY.
	Tasks and Responsibilities as specified in the TBIPS Supply Arrangement	Tasks and responsibilities include but are not limited to: 1. Providing expert advice and developing and implementing computer enabled call centers that permit service agents to efficiently and effectively respond to client service requests received by telephone and other electronic media; 2. Providing expert advice and developing Interactive Voice Response (IVR) Application systems that permit callers to obtain information or enter transactions using the telephone and Keypad; and 3. Providing expert advice and developing service request management application systems.
	Additional Tasks and Responsibilities beyond those specified in the TBIPS Supply Arrangement	Additional tasks and responsibilities include but are not limited to: 1. Providing expert level guidance and advise related to the planning and implementation of an ITIL based Service Management Model; 2. Providing business transformation expertise in the establishment of measured performance indicators; 3. Identifying and recommending new Service Management functional requirements, including but not limited to the 1st Level Service Desk function; 4. Developing options and solutions to meet new business and technical requirements; 5. Providing guidance, advice and recommendations about appropriate Service Levels; 6. Developing and integrating processes and information models between Service Management business processes; 7. Developing cost estimates related to Service Management; 8. Developing Service Level Agreements and providing recommendations for the modification of existing Service Level Agreements (including underpinning contracts and Organizational Level Agreements); 9. Providing guidance, advice and recommendations about Automated Trouble Ticketing tools and the implementation/configuration of those tools;

		10. Aligning Service Desk business requirements with existing and planned procedures and decision flows; 11. Providing guidance, advice and recommendations about the selection, implementation and configuration of a Configuration Management Database; 12. Providing expert advice about the Change Management Process and making recommendations for improvement in line with best practices; 13. Providing expert level guidance about 1st Level Service Desk support resource retention and training; 14. Coordinating special projects in support of Service Desk operations, including the preparation and delivery of reports and presentations to client Management and Executive levels; and 15. Using an IT Service Management (ITSM) software tool.

3.2.2.15 IT Client Service Role #15 Service Desk Programmer/Analyst

15.	**TBIPS Resource Category & Level**	**A.7 Programmer/Analyst, Level 2**
	Overview of Role	The Service Desk Programmer/Analyst, Level 2 resource(s) must develop, test and implement computer applications that support and enable AAFC/CFIA's IT Centre TI Service Desk operations.
	Language Requirement	The resource must be fluently English or French as identified in the TA.
	Security Requirement	The resource must hold a valid security clearance at the level of SECRET.
	Tasks and Responsibilities as specified in the TBIPS Supply Arrangement	Tasks and responsibilities include but are not limited to: 1. Create and modify code and software; 2. Create and modify screens and reports; 3. Gather and analyze data for the conduct of studies to establish the technical and economic feasibility of proposed computer systems, and for the development of functional and system design specifications; 4. Design methods and procedures for small computer systems, and sub-system of larger systems; 5. Develop, test and implement small computer systems, and sub-systems of larger systems; and 6. Produce forms, manuals, programs, data files, and procedures for systems and applications.
	Additional Tasks and Responsibilities beyond those specified in the TBIPS Supply Arrangement	Additional tasks and responsibilities include but are not limited to: 1. Creating and modifying code and software; 2. Creating and modifying screens and reports; 3. Gathering and analyzing data for the conduct of studies to establish the technical and economic feasibility of proposed computer systems, and for the development of functional and system design specifications; 4. Designing methods and procedures for small computer systems, and sub-system of larger systems;

		5. Developing, testing and implementing small computer systems, and sub-systems of larger systems; and 6. Producing forms, manuals, programs, data files, and procedures for systems and applications; 7. Programming the Axios System assyst IT Service Management (ITSM) software solution; 8. Programming the IBM's Cognos Business Intelligence (BI) suite of products; 9. Programming reporting software solutions (e.g. Crystal Reports, etc.); and 10. Programming the Altiris suite of products.

3.2.2.16 IT Client Service Role #16 Performance Management Consultant

16.	**TBIPS Resource Category & Level**	**B.3 Business Consultant, Level 3**
	Overview of Role	The Performance Management Consultant will provide options and recommendations, and lead AAFC/CFIA in the implementation of a Performance Management methodology for its' IT Client Services organization or components of its' organization.
	Language Requirement	The resource must be fluently English or French as identified in the TA.
	Security Requirement	The resource must hold a valid security clearance at the level of RELIABILITY.
	Tasks and Responsibilities as specified in the TBIPS Supply Arrangement	Tasks and responsibilities include but are not limited to: 1. Analyze, evaluate, develop business processes (financial, operational, systems, etc.). 2. Identify organizational and/or project business opportunities for improvement and streamlining of business processes. 3. Identify and evaluate critical success parameters, factors and performance measurements. 4. Assist other stakeholders in development and implementation of business improvement processes and programs.
	Additional Tasks and Responsibilities beyond those specified in the TBIPS Supply Arrangement	Additional tasks and responsibilities include but are not limited to: 1. Providing options and recommendations, and leading the implementation of a Performance Management methodology for its' IT Client Services organization or components of its' organization. 2. Utilizing ITIL and industry best practices for IT performance management.

3.2.2.17 IT Client Service Role #17 IT Support Project Manager

17.	TBIPS Resource Category & Level	P.9 Project Manager, Level 3
	Overview of Role	The IT Support Project Manager resource(s) must implement and manage IT Support service solutions, including but not limited to 1st Level Service Desk solutions. In this role the resource must work closely with AAFC/CFIA managers to design and implement service solutions. The IT Support Project Manager is responsible for the management of designated resources and delivery of services in accordance with the established service levels.
	Language Requirement	The resource must be fluently bilingual in English and French.
	Security Requirement	The resource must hold a valid security clearance at the level of SECRET.
	Tasks and Responsibilities as specified in the TBIPS Supply Arrangement	Tasks and responsibilities include but are not limited to: 1. Manage several Project Managers, each responsible for an element of the project and its associated project team. 2. Manage the project during the development, implementation and operations startup by ensuring that resources are made available and that the project is developed and is fully operational within previously agreed time, cost and performance parameters. 3. Formulate statements of problems; establishes procedures for the development and implementation of significant, new or modified project elements to solve these problems, and obtains approval thereof. 4. Define and document the objectives for the project; determine budgetary requirements, the composition, roles and responsibilities and terms of reference for the project team. 5. Report progress of the project on an ongoing basis and at scheduled points in the life cycle. 6. Meets in conference with stakeholders and other project managers and states problems in a form capable of being solved. 7. Prepare plans, charts, tables and diagrams to assist in analyzing or displaying problems; work with a variety of project management tools. 8. Project sign-off.
	Additional Tasks and Responsibilities	Additional tasks and responsibilities include but are not limited to: 1. Collaborate with client management to define the scope of work and service levels for IT Support requirements;

17.	**TBIPS Resource Category & Level**	**P.9 Project Manager, Level 3**
	Overview of Role	The IT Support Project Manager resource(s) must implement and manage IT Support service solutions, including but not limited to 1st Level Service Desk solutions. In this role the resource must work closely with AAFC/CFIA managers to design and implement service solutions. The IT Support Project Manager is responsible for the management of designated resources and delivery of services in accordance with the established service levels.
	beyond those specified in the TBIPS Supply Arrangement	2. Design support solutions and associated project plans for implementation; 3. Implement IT support service solutions; and 4. Ongoing operation and management of IT support services.

4. Supported IT Environment

AAFC/CFIA's current supported end-user environment includes:

Email:	Microsoft Outlook
Office Suite:	Microsoft Office 2010
Corporate Financial System:	SAP ERP Financials
Corporate Human Resources (HR) System:	Oracle's PeopleSoft Enterprise Human Capital Management
Business Intelligence:	IBM Cognos Business Intelligence
Mobile Communication:	Research in Motion (RIM) BlackBerry
IT Service Management Tool:	Axios System assyst

Over the life of the Contract, the technical environment will be upgraded and modified in line with the AAFC/CFIA and the federal government strategic direction.

5. Work Location

a) **AAFC/CFIA Locations**

IT Client Services currently has full-time resources at the locations listed in the table below. These resources deliver support services to AAFC and CFIA end-users across Canada, including end users at other smaller or remote locations.

<table>
<tr><th>Support Service</th><th colspan="2">IT Client Services Resource Locations</th></tr>
<tr><td rowspan="3">1st Level Service Desk Support</td><td colspan="2">NHCAP, 1341 Baseline Road, Ottawa, ON</td></tr>
<tr><td colspan="2">1081 Main Street, Moncton, NB</td></tr>
<tr><td colspan="2">303 Main Street, Winnipeg, MB</td></tr>
<tr><td rowspan="2">2nd Level Desk-side Support</td><td colspan="2">National Capital Region:
• NHCAP & other locations throughout the NCR</td></tr>
<tr><td>Eastern Region:

• Frederickton
• Moncton
• St-John's
• Kentville
• Charlottetown
• Halifax/Dartmouth
• Laval
• Montreal
• Saint-Jean-sur-Richelieu
• Sherbrooke
• Saint-Hyacynthe
• Quebec City
• Normandin</td><td>Western Region:

• Burnaby
• Agassiz
• Summerland
• Lethbridge
• Calgary
• Edmonton
• Lacombe
• Swift Current
• Saskatoon
• Regina
• Brandon
• Winnipeg
• Windsor/Harrow
• London
• Guelph
• Mississauga
• Etobicoke</td></tr>
</table>

B) Location of Contract Resources

The Contractor must provide have the capability to provide resources, in any of the resource categories identified in section 3.2, in any of the following areas of Canada and is not limited to current AAFC/CFIA locations:

Region	Includes
Atlantic	Newfoundland New Brunswick Nova Scotia Prince Edward Island
Quebec	Quebec
NCR	National Capital Region (i.e. Ottawa – Gatineau)
Ontario	Ontario, excluding NCR
Western Canada	Alberta Manitoba Saskatchewan
Pacific	British Columbia

C) Location of Initial Resources

AAFC/CFIA's initial resource requirements will be confirmed after contract award via the issuance of Task Authorizations, however AAFC/CFIA anticipates in will require contract resources in Moncton and the NCR as follows:

- 1st Level Service Desk Support - The majority of the initial contract resources are expected to be located at AAFC/CFIA's Service Desk locations in the National Capital Region (NCR) or in Moncton, NB.

- 2nd Level Desk-side Support -The majority of the initial contract Desk-side Support resources are expected to be located at AAFC/CFIA in the National Capital Region (NCR).

The distribution of contract resources, between NCR, Moncton and other Canadian locations, is subject to change throughout the contract.

D) Local Travel between AAFC/CFIA Locations within Region

Contract resources may be tasked with 2nd Level Desk-side Support activities at various locations within a particular Region as defined in paragraph b) above (e.g. NCR). When requested to travel between locations within a Region, the Contractor will be reimbursed by AAFC/CFIA for authorized local travel expenses including mileage, parking and taxi expenses. The requirement for local travel will be identified in any such TA and associated expenses reimbursed to the Contractor.

E) Occasional Long-Distance Travel to other AAFC/CFIA locations

Occasionally, long-distance travel between AAFC/CFIA locations may be required to support desktop upgrade programs, desktop implementation projects or other short-term requirements. The requirement for long-distance travel between AAFC/CFIA locations will be identified in any such TA. In such cases, and with the prior authorization of the Technical Authority, travel and living expenses

may be reimbursed to the Contractor. All travel and living expenses are subject to Treasury Board (TB) regulations and guidelines.

6. Working Hours

Normal working hours will be no earlier than 7:00 am to no later than 8:00 pm (Eastern), Monday through Friday, with the exception of statutory holidays as defined by the province of work. The Contractor resources will be expected to work 7.5 hours/day within normal working hours, unless arrangements are made ahead of time with the Technical Authority. The Technical Authority will authorize additional hours of work in advance at the same rate as normal office hours. The Contractor will normally work during regular business hours, on AAFC/CFIA's site, unless otherwise agreed upon by the Contractor and the Technical Authority. For the duration of the Contract all resources must be available to work outside normal office hours as required.

7. Deliverables

The Contractor will provide various deliverables such as, but not limited to, reports, plans, work breakdown structures, draft Task Authorizations, schedules and other related documents as specified in the applicable Task Authorization.

8. Reporting Requirement

The Account Manager is expected to provide reports to the Technical Authority such as, but not limited to, the following:

a) Time reporting, due the first business day following the last working day of the month;
b) Monthly financial reports detailing contract actuals, monthly burn rate (by resource) and forecast for coming month;
c) Regular contract status reports detailing resource turn-over rates, outstanding resource requirements (new and replacement), other general contract status, issues and progress; and
d) Any other ad hoc written or oral reports, upon request from the Technical Authorities.

9. Contract Start-up and Ongoing Management

(a) The Contractor must designate, at no additional cost to Canada, an Account Manager as its repre sentative and single point of contact for all issues relating to the resulting contract. The Account Manager is responsible for the business relationship between Canada including management of the TA process and preparation of reports requested by Canada. The Account Manager is respon sible for pre-screening resources, obtaining security clearances for qualified resources to be proposed in response to TAs, and managing the performance of all resources provided under the contract. The Account Manager must be available, on-site at AAFC/CFIA in the NCR, a minimum of twice weekly for at least three hours each time, to meet with IT Client Services management and the contract resources to track resource performance, monitor client satisfaction, identify upcoming resource requirements, and resolve ad-hoc issues as they arise. In addition, the Account Manger must be available to meet with IT Client Services management in Moncton, NB via video-conference or conference call when requested.

(b) The Contractor must, at no cost to AAFC/CFIA, participate in a contract initiation meeting with AAFC/CFIA and the Contract Authority. The Account Manager must attend the contract initiation meeting. The agenda for the contract initiation meeting will be provided upon Contract award by AAFC/CFIA. At the initial meeting the AAFC/CFIA Project Authority will provide comments and discuss any required adjustments to the Contractor's approach (including its Resource Manage ment Processes) as proposed in its solicitation response. The Contractor must, at no cost to AAFC/CFIA, implement additional enhanced processes based on input from AAFC/CFIA at the contract initiation meeting. A revised Resource Management Process document, if requested,

must be submitted within ten days following the contract initiation meeting, to the Project Authorty for review and approval. AAFC/CFIA, at its discretion, may not issue TAs to the Contractor until the Project Authority has approved the revised Resource Management Process document. In addition, the initial number of resources required in each category will also be confirmed at this meeting. It is Canada's expectation that the contract initiation meeting will be a face-to-face meeting, held at AAFC/CFIA in the National Capital Region (NCR), within five days of contract award. Additional meetings may be required as determined by the Project Authority.

(c) The Contractor must, at no cost to AAFC/CFIA, participate in a monthly contract review meetings with AAFC/CFIA to review resource turnover, new and outstanding resource requirements for additional and replacement resources and other contract and resource management issues. The Account Manager must attend the monthly meetings and publish meeting minutes within three days of the meeting.

(d) Following approval of the Resource Management Process document, AAFC/CFIA will initiate Task Authorizations (TAs) for the initial resources. Resources identified under the initial approved Tas will be required to start work within ten days of issue of approved TA(s) unless otherwise identified in the TA.

10. Screening and Pre-Qualification of Resources

(a) The Contractor is responsible to screen and pre-qualify all resources prior to proposing the candi date to AAFC/CFIA in response to a Task Authorization requirement. The screening process must ensure that a candidate meets the Resource Assessment Criteria associated with the applicable role and possesses good communication and IT trouble-shooting skills.

(b) Screening of resources must include formal language skills testing (oral and written) as applicble for roles with bilingual language requirements.

11. Orientation, Training and Knowledge Transfer

(a) The Contractor is responsible for providing its resources with the technical training necessary to support the technologies deployed at AAFC/CFIA. Training opportunities must be made available at no cost to the resources. The Contractor may provide the training directly; make training avail able through a 3rd party training company or reimburse resources for pre-approved training completed by the individual.

(b) In conjunction with the Account Manager, to ensure continuity, all new contract resources must complete the IT Centre TI orientation program provided by AAFC/CFIA Service Desk staff. This orientation / training includes but is not limited to Service Desk roles and services, expectations, policies and procedures, corporate applications and support models, Service Desk technical overview, troubleshooting guidelines and scenarios, call processing, training on various tools and software including Axios assyst (IT service management software). Following completion of the orientation, new resources will shadow senior resources to complete further training and knowl edge transfer as necessary to begin providing 1st or 2nd Level support to clients. The extent to which training and/or knowledge transfer is required will be determined by AAFC/CFIA on an individual resource basis. Orientation, Training and Knowledge Transfer will be provided to Contractor resources at no cost to the Contractor.

(c) The Account Manager must attend the initial Service Desk Orientation program at AAFC/CFIA. It is intended that the designated Account Manager, at the discretion of AAFC/CFIA, will play a role in the delivery of subsequent orientation sessions and the training and knowledge transfer of future replacement or additional resources.

(d) In the event that any Contract resource leaves, for any reason, within the initial six months of the individuals' start date at AAFC/CFIA, the Contractor is responsible for sharing with Canada the cost of the replacement resource during the period which AAFC/CFIA will complete the initial Orientation, Training and Knowledge Transfer activities with the new resource. (Refer to

paragraph (b) above for details) The cost sharing is limited to a discounted Per Diem rate for the replacement resource during the initial twenty day period, determined as follows:

Time period in which previous resource leaves AAFC/CFIA	**Replacement Resource Cost Shared by Contractor**	**Replacement Resource Cost Shared by AAFC/CFIA**	**Per Diem Rate Discount** (initial 20 days)
Within 3 months of start date	65%	35%	65%
Within 4 months of start date	60%	40%	60%
Within 5 months of start date	55%	45%	55%
Within 6 months of start date	50%	50%	50%

(e) At the conclusion of the contract and/or individual TA, Contractor resources may be required at the discretion of AAFC/CFIA to conduct knowledge transfer activities to AAFC/CFIA resources including a subsequent contractor (if applicable). Knowledge transfer and transition-out activities at the conclusion of the contract will be limited to a maximum of 40 days of effort at the applicable Per Diem rates specified in the Basis of Payment. A separate TA will be prepared for transition-out activities.

APPENDIX A TO ANNEX A
TASKING ASSESSMENT PROCEDURE

1. Where a requirement for a specific task is identified, a draft Task Authorization Form (TA Form) as attached at Appendix B to Annex A will be provided to the Contractor in accordance with the allocation methodology stated in the Contract Article titled “Allocation of Task Authorizations”., Once a draft TA Form is received the Contractor must submit to the Technical Authority a quotation of rates to supply the requested Resource Categories based on the information identified in the TA Form. The quotation must be signed and submitted to Canada within the time for response identified in the TA Form. The Contractor will be given a minimum of 48 hours turnaround time to submit a quotation.

2. For each proposed resource the Contractor must supply a résumé, the requested security clearance information and must complete the Response Tables at Appendix C of Annex A applicable to the Resource Categories identified in the draft TA. The same individual must not be proposed for more than one Resource Category. The résumés must demonstrate that each proposed individual meets the qualification requirements described (including any educational requirements, work experience requirements, and professional designation or membership requirements). With respect to the proposed resources:

   (A) Proposed resources may be employees of the Contractor or employees of a subcontractor, or these individuals may be independent contractors to whom the Contractor would subcontract a portion of the Work. (Refer to Appendix D to Annex A, Certifications).

   (B) For educational requirements for a particular degree, designation or certificate, Canada will only consider educational programmes that were successfully completed by the resource before the date the draft TA was first issued to the Contractor.

   (C) For requirements relating to professional designation or membership, the resource must have the required designation or membership by the time of draft TA issuance and must continue, where applicable, to be a member in good standing of the profession or membership throughout the assessment period and Contract Period. Where the designation or membership must be demonstrated through a certification, the certification must be current, valid and issued by the entity specified in this Contract or if the entity is not specified an accredited or otherwise recognized body, institution or entity.

   (D) For work experience, Canada will not consider experience gained as part of an educational programme, except for experience gained through a formal co-operative programme at a post-secondary institution.

   (E) For any requirements that specify a particular time period (e.g., 2 years) of work experience, Canada will disregard any information about experience if the résumé does not include the relevant dates (month and year) for the experience claimed (i.e., the start date and end date). Canada will evaluate only the duration that the resource actually worked on a project or projects (from his or her start date to end date), instead of the overall start and end date of a project or a combination of projects in which a resource has participated.

   (F) A résumé must not simply indicate the title of the individual’s position, but must demonstrate that the resource has the required work experience by explaining the responsibilities and work performed by the individual while in that position. Only listing experience without providing any supporting data to describe responsibilities, duties and relevance to the requirement, or reusing the same wording as the TA Form, will not be considered “demonstrated” for the purposes of the assessment. The Contractor should provide complete details as to where, when, month and year, and how, through which activities/responsibilities, the stated qualifications / experience were obtained. In situations in which a proposed resource worked at the same time on more than one

project, the duration of any overlapping time period will be counted only once toward any requirements that relate to the individual's length of experience.

3. The qualifications and experience of the proposed resources will be assessed against the requirements set out in Appendix C to Annex A to determine each proposed resource's compliance with the mandatory and rated criteria. Canada may request proof of successful completion of formal training, as well as reference information. Canada may conduct reference checks to verify the accuracy of the information provided. If reference checks are done, they will be conducted in writing by e-mail (unless the contact at the reference is only available by telephone). Canada will not assess any points or consider a mandatory criteria met unless the response is received within 5 working days. On the third working day after sending out the e-mails, if Canada has not received a response, Canada will notify the Contractor by e-mail, to allow the Contractor to contact its reference directly to ensure that it responds to Canada within 5 working days. Wherever information provided by a reference differs from the information supplied by the Contractor, the information supplied by the reference will be the information assessed. Points will not be allocated or a mandatory criteria considered as met if the reference customer is not a customer of the Contractor itself (for example, the customer cannot be the customer of an affiliate of the Contractor). Nor will points be allocated or a mandatory criteria considered as met if the customer is itself an affiliate or other entity that does not deal at arm's length with the Contractor. [*modify this paragraph if there are no rated requirements, but only mandatory requirements.*] Crown references will be accepted.

4. During the assessment of the resources proposed, should the references for two or more resources required under that TA either be unavailable or fail to substantiate the required qualifications of the proposed resources to perform the required services, the Contracting Authority may find the quotation to be non-responsive.

5. Only quotations that meet all of the mandatory criteria will be considered for assessment of the point rated criteria. Each resource proposed must attain the required minimum score for the point rated criteria for the applicable Resource Category. If the minimum score for any proposed resource is less than what is required, the Contractor's quotation will be found to be non-responsive.

6. Once the quotation has been accepted by the Technical Authority, the TA Form will be signed by Canada and provided to the Contractor for signature. The TA Form must be appropriately signed by Canada prior to commencement of any work. The Contractor must not commence work until a validly issued TA Form (the Task Authorization) has been received, and any work performed in its absence is done at the Contractor's own risk.

APPENDIX B TO ANNEX A

TASK AUTHORIZATION (TA) FORM

Contractor		**Contract Number:**	
Commitment #		**Financial Coding:**	
Task Number (Amendment):		**Issue Date:**	**Response Required By:**

1. Statement of Work (Work Activities, Certifications and Deliverables)

See attached for Statement of Work and Certifications required.

2. Period of Services:	**From (**DATE):	**To (**DATE):
3. Work Location:		
4. Travel Requirements:		
5. Language Requirements:		
6. Other Conditions/Constraints:		
7. Level of Security Clearance required for the Contractor Personnel:		

8. Contractor's Response:

Category and Name of Proposed Resource	PWGSC Security File Number	Per Diem Rate	Estimated # of Days	Total Cost
			Estimated Cost	
			GST/HST	
			Total Labour Cost	
			Total Travel & Living Cost	
			Firm Price or Maximum TA Price	

Contractor's Signature

Name, Title and Signature of Individual Authorized to Sign on behalf of **Contractor** (type or print)	Signature: _____ Date: _____

7. **Approval - Signing Authority**

TASK AUTHORIZATION (TA) FORM

CONTRACTOR		**CONTRACT NUMBER:**	
COMMITMENT #		**FINANCIAL CODING:**	
TASK NUMBER (AMENDMENT):		**ISSUE DATE:**	**RESPONSE REQUIRED BY:**

Signatures (Client)	**Signatures (PWGSC)**
Name, Title and Signature of Individual Authorized to sign: Technical Authority: _____ Date: _____	Contracting Authority [1]: _____ Date: _____

[1] Signature required for projects valued at $300,000. or more, Applicable Taxes included.

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.

APPENDIX C TO ANNEX A
RESOURCES ASSESSMENT CRITERIA AND RESPONSE TABLE

To facilitate resource assessment, Contractors must prepare and submit a response to a draft Task Authorization using the tables provided in this Annex. When completing the resource grids, the specific information which demonstrates the requested criteria and reference to the page number of the résumé should be incorporated so that the assessor can verify this information. The tables should not contain all the project information from the resume. Only the specific answer should be provided.

For post-secondary requirements, a copy of the diploma or degree must be provided. The degree or diploma must be obtained from an accredited institution, recognized by the Canadian Information Centre for International Credentials (http://www.cicic.ca/en/index.aspx).

PERSONNEL QUALIFICATION REQUIREMENTS

The proposed resources will be evaluated in accordance with the following mandatory criteria:

AAFC IT Client Services Role #1: Service Desk Supervisor **TBIPS Category:** B.10 Help Desk Specialist, Level 3		
Criteria **Mandatory Criteria** **Demonstrated Experience** (Contractor to Insert Data)		
M1	The Contractor must demonstrate that the proposed resource has a minimum of **ten years' experience**, completed within the last 13 years, providing 1st Level IT Help Desk Support to end-users to resolve incidents related to the Corporate Desktop Environment or Corporate Business Applications. **--OR--** The Contractor must demonstrate that the proposed resource: a) Has a minimum of **eight years' experience**, completed within the last 12 years, providing 1st Level IT Help Desk Support to end-users to resolve incidents related to the Corporate Desktop Environment or Corporate Business Applications; and b) Has completed a **two-year post-secondary educational** program in computer science, information technology or information management.	
M2	The Contractor must demonstrate that the proposed resource has a minimum of **three years' experience**, completed within the last 5 years, mentoring and supervising or managing 1st Level IT Help Desk IM/IT Support resources.	
M3	The Contractor must demonstrate that the proposed resource's has a minimum of **one year of experience**, completed within the last 3 years, providing 1st Level IT Help Desk Support to end-users to resolve, on initial contact, incidents related to the Microsoft Office suite and Microsoft Exchange.	

AAFC IT Client Services Role #2: Senior Service Desk Specialist **TBIPS Category:** B.10 Help Desk Specialist, Level 3		
Criteria **Mandatory Criteria** **Demonstrated Experience** (Contractor to insert data)		
M1	The Contractor must demonstarte that the proposed resource has a minimum of **ten years' experience,** completed within the last 13 years, providing 1st Level desk-side support to end-users to trouble-shoot and resolve problems related to Corporate Desktop Environment or Corporate Business Applications. **--OR--** The Contractor must demonstrate that the proposed resource: A) Has a minimum of **eight years' experience,** completed within the last 12 years, providing 1st Level IT Help Desk support to end-users to resolve incidents related to the Corporate Desktop Environ ment or Corporate Business Applications; and B) Has completed a **two-year post-secondary educational** program in computer science, informa tion technology or information management.	
M2	The Contractor must demonstrate that the proposed resource's experience, within the last 3 years, includes: A) A minimum of 1-year of experience providing 1st level IT Help Desk Support to end-users to resolve, on initial contact, incidents related to Microsoft Office suite and Microsoft Exchange; and B) A minimum of two (out of nine) of the following: i. A minimum of nince months experience mentoring and supervising or managing 1st Level IT Help Desk IM/IT Support resources; ii. A minimum of nine months experience using the Axios System assyst IT Service Management (ITSM) software solution; iii. A minimum of nince months experience using an Automated Call Distribution (ACD) system;	

	iv. A minimum of nine months experience using remote control software (e.g pcAnywhere, Altiris, SMS); v. A minimum of nine months experience providing 1st Level IT Help Desk client support for Blackberry devices; vi. A minimum of nine months experience providing 1st Level IT Help Desk client support for SAP ERP Financials business application; vii. A minimum of nine months experience providing 1st Level IT Help Desk client support for Oracle's PeopleSoft Enterprise Human Capital Management business application; viii. A minimum of nine months experience providing client support for video conferencing equipment and services; or ix. A certification: A+, ITILL Foundations or MS Office Specialist. **Note:** A copy of the Certification must be provided. The Certification must be obtained from an accredited insttution, recognized by the Canadian Infor mation Centre for International Credenials (http://www.cicic.ca/en/index.aspx).	

AAFC IT Client Services Role #3: Intermediate Desk-Side Support Technician **TBIPS Category:** B.10 Help Desk Specialist, Level 2		
Criteria **Mandatory Criteria** **Demonstrated Experience** (Contractor to insert data)		
M1	The Contractor must demonstarte that the proposed resource has a minimum of **five years' experience,** completed within the last 7 years, providing 1st Level desk-side support to end-users to trouble-shoot and resolve problems related to Corporate Desktop Environment or Corporate Business Applications. **--OR--** The Contractor must demonstrate that the proposed resource: A) Has a minimum of **two years' experience,** completed within the last 3 years, providing 1st Level IT Help Desk support to end-users to resolve incidents related to the Corporate Desktop Environment or Corporate Business Applications; and B) Has completed a **two-year post-secondary educational** program in computer science, informa tion technology or information management. **--OR--** The Contractor must demonstrate that the proposed resource: A) Has a minimum of **four years' experience,** completed within the last 6 years, providing 1st Level IT Help Desk Support to end-users to resolve incidents related to the Corporate Desktop Environ ment or Corporate Business Applications; and B) Has completed a **one-year post-secondary educational** program in computer science, informa tion technology or information management.	
M2	The Contractor must demonstrate that the proposed resource's experience, within the last 3 years, includes: A) A minimum of 1-year of experience providing 1st Level IT Help Desk Support to end-users to resolve, on initial contact, incidents related to	

	Microsoft Office suite and Microsoft Exchange; and B) A minimum of two (out of eight) of the following: i. A minimum of six months experience using the Axios System assyst IT Service Managment (ITSM) software solution; Ii. A minimum of six months experience using an Automated Call Distribution (ACD) system; iii. A minimum of six months experience using remote control software (e.g. pcAnywhere, Altiris, SMS); iv. A minimum of six months experience providing 1st Level IT Help Desk client support for Blackberry devices; v. A minimum of six months experience providing 1st Level IT Help Desk client support for SAP ERP Financials business application; vi. A minimum of six months experience providing 1st Level IT Help Desk client support for Oracle's PeopleSoft Enterprise Human Capital Management business application; vii. A minimum of six months experience providing client support for video conferencing equipment and services; or viii. A certification: A+, ITILL Foundations or MS Office Specialist. **Note:** A copy of the Certification must be provided. The Certification must be obtained from an accredited insttution, recognized by the Canadian Information Centre for International Credenials (http://www.cicic.ca/en/index.aspx).	

AAFC IT Client Services Role #4: Junior Service Desk Specialist **TBIPS Category:** B.10 Help Desk Specialist, Level 1		
Criteria **Mandatory Criteria** **Demonstrated Experience** (Contractor to Insert Data)		
M1	The Contractor must demonstrate that the proposed resource has: a) A minimum of one years' experience, completed within the last 2 years, providing 1st Level IT Help Desk Support to end-users to resolve incidents related to the Corporate Desktop Environment or Corporate Business Applications; b) A minimum of six-months of experience, completed within the last 3 years, providing 1st Level IT Help Desk Support to end-users to resolve, on initial contact, incidents related to the Microsoft Office suite and Microsoft Exchange; and c) A certification: A+, ITILL Foundations or MS Office Specialist. ***Note:*** A copy of the Certification must be provided. The Certification must be obtained from an accredited institution, recognized by the Canadian Information Centre for International Credentials (http://www.cicic.ca/en/index.aspx)., or a minimum of four months experience, completed within the last 3 years, with a minimum of one (out of six) of the following: i. Using an Automated Call Distribution (ACD) system; ii. Using remote control software (e.g. pcAnywhere, Altiris, SMS); iii. Providing 1st Level IT Help Desk client support for Blackberry devices; iv. Providing 1st Level IT Help Desk client support for SAP ERP Financials business application; v. Providing 1st Level IT Help Desk client support for Oracle's PeopleSoft Enterprise Human Capital Management business application; or vi. Providing client support for video conferencing equipment and services. **--OR—** The Contractor must demonstrate that the proposed resource has completed a **two-year post-secondary educational** program in computer science, information technology or information management.	

AAFC IT Client Services Role #5: Intermediate Operational Support Specialist **TBIPS Category:** P.6 Project Administrator, Level 2		
Criteria **Mandatory Criteria** **Demonstrated Experience** (Contractor to Insert Data)		
M1	The Contractor must demonstrate that the proposed resource has a minimum of three-years' experience, completed within the last 7 years, providing administrative support in an IM/IT environment.	
M2	The Contractor must demonstrate that the proposed resource has completed a post-secondary program receiving a College Diploma or Certificate.	
M3	The Contractor must demonstrate that the proposed resource has a minimum of one-year experience, within the last 2 years, using the Microsoft Office suite.	

AAFC IT Client Services Role #6: Junior Operational Support Specialist **TBIPS Category:** P.6 Project Administrator, Level 1		
Criteria **Mandatory Criteria** **Demonstrated Experience** (Contractor to Insert Data)		
M1	The Contractor must demonstrate that the proposed resource has a minimum of one-year experience, completed within the last 5 years, providing administrative support in an IM/IT environment.	
M2	The Contractor must demonstrate that the proposed resource has completed a post secondary program receiving a College Diploma or Certificate.	
M3	The Contractor must demonstrate that the proposed resource has a minimum of one-year experience, within the last 2 years, using the Microsoft Office suite.	

AAFC IT Client Services Role #7: Senior Desk-side Support Technician **TBIPS Category:** B.10 Help Desk Specialist, Level 3		
Criteria **Mandatory Criteria** **Demonstrated Experience** (Contractor to Insert Data)		
M1	The Contractor must demonstrate that the proposed resource has a minimum of **ten years' experience**, completed within the last 13 years, providing 2nd Level desk-side support to end-users to trouble-shoot and resolve problems related to desktop hardware, software, peripherals; and mobile devices. **--OR--** The Contractor must demonstrate that the proposed resource: a) Has a minimum of **eight years' experience**, completed within the last 12 years, providing 2nd Level desk-side support to end-users to trouble-shoot and resolve problems related to desktop hardware, software, peripherals; and mobile devices; and b) Has completed a **two-year post-secondary educational** program in computer science, information technology or information management.	
M2	The Contractor must demonstrate that the proposed resource's experience, within the last 3 years, includes a minimum of two (out of four) of the following: i. A minimum of nine months experience in an IM/IT environment overseeing the activities of junior resources; ii. A minimum of nine months experience using an IT Service Management (ITSM) software tool; iii. A minimum of nine months experience providing client support for Video conferencing equipment and services; or iv. A certification: A+, ITILL Foundations or MS Office Specialist**. Note:** A copy of the Certification must be provided. The Certification must be obtained from an accredited institution, recognized by the Canadian Information Centre for International Credentials (http://www.cicic.ca/en/index.aspx).	

AAFC IT Client Services Role #8: Unilingual Intermediate Desk-Side Support Technician **TBIPS Category:** B.10 Help Desk Specialist, Level 2		
Criteria **Mandatory Criteria** **Demonstrated Experience** (Contractor to insert data)		
M1	The Contractor must demonstarte that the proposed resource has a minimum of **five years' experience,** completed within the last 7 years, providing 2nd Level desk-side support to end-users to trouble-shoot and resolve problems related to desktop hardware, software, peripherals; and mobile devices. **--OR--** The Contractor must demonstrate that the proposed resource: A) Has a minimum of **two years' experience,** completed within the last 3 years, providing 2nd Level desk-side support to end-users to trouble-shoot and resolve problems related to desktop hardware, software, peripherals; and mobile devices; and B) Has completed a **two-year post-secondary educational** program in computer science, informa tion technology or information management. **--OR--** The Contractor must demonstrate that the proposed resource: A) Has a minimum of **four years' experience,** completed within the last 6 years, providing 2nd Level desk-side support to end-users to trouble-shoot and resolve problems related to desktop hardware, software, peripherals; and mobile devices; and B) Has completed a **one-year post-secondary educational** program in computer science, informa tion technology or information management.	

M2	The Contractor must demonstrate that the proposed resource's experience, within the last 3 years, includes a minimum of two (out of four) of the following: i. A minimum of six months experience in an IM/IT environment overseeing the activities of junior resources; ii. A minimum of six months experience using an IT Service Management (ITSM) software tool; iii. A minimum of six months experience providing client support for Video conference equipment and services; or iv. A certification: A+, ITLL Foundations or MS Office Specialist. **Note:** A copy of the Certification must be provided. The Certification must be obtained from an accredited institution, recognized by the Canadian Information Centre for International Credetials (http://www.cicic.ca/en/index.aspx).	

AAFC IT Client Services Role #9: Junior Desk-side Support Technician **TBIPS Category:** B.10 Help Desk Specialist, Level 1		
Criteria **Mandatory Criteria** **Demonstrated Experience** (Contractor to Insert Data)		
M1	The Contractor must demonstrate that the proposed resource has a minimum of **one years' experience**, completed within the last 2 years, providing 2nd Level desk-side support to end-users to trouble-shoot and resolve problems related to desktop hardware, software, peripherals; and mobile devices. **--OR--** The Contractor must demonstrate that the proposed resource has completed a **two-year post-secondary educational** program in computer science, information technology or information management.	

AAFC IT Client Services Role #10: Unilingual Senior Desk-side Support Technician **TBIPS Category:** B.10 Help Desk Specialist, Level 3		
Criteria **Mandatory Criteria** **Demonstrated Experience** (Contractor to Insert Data)		
M1	The Contractor must demonstrate that the proposed resource has a minimum of **ten years' experience**, completed within the last 13 years, providing 2nd Level desk-side support to end-users to trouble-shoot and resolve problems related to desktop hardware, software, peripherals; and mobile devices. **--OR--** The Contractor must demonstrate that the proposed resource: a) Has a minimum of **eight years' experience**, completed within the last 12 years, providing 2nd Level desk-side support to end-users to trouble-shoot and resolve problems related to desktop hardware, software, peripherals; and mobile devices; and b) Has completed a **two-year post-secondary educational** program in computer science, information technology or information management.	
M2	The Contractor must demonstrate that the proposed resource's experience, within the last 3 years, includes a minimum of two (out of four) of the following: i. A minimum of nine months experience in an IM/IT environment overseeing the activities of junior resources; ii. A minimum of nine months experience using an IT Service Management (ITSM) software tool; iii. A minimum of nine months experience providing client support for Video conferencing equipment and services; or iv. A certification: A+, ITILL Foundations or MS Office Specialist**. Note:** A copy of the Certification must be provided. The Certification must be obtained from an accredited institution, recognized by the Canadian Information Centre for International Credentials (http://www.cicic.ca/en/index.aspx).	

AAFC IT Client Services Role #11: Unilingual Intermediate Desk-Side Support Technician **TBIPS Category:** B.10 Help Desk Specialist, Level 2		
Criteria **Mandatory Criteria** **Demonstrated Experience** (Contractor to insert data)		
M1	The Contractor must demonstarte that the proposed resource has a minimum of **five years' experience,** completed within the last 7 years, providing 2nd Level desk-side support to end-users to trouble-shoot and resolve problems related to desktop hardware, software, peripherals; and mobile devices. **--OR--** The Contractor must demonstrate that the proposed resource: A) Has a minimum of **two years' experience,** completed within the last 3 years, providing 2nd Level desk-side support to end-users to trouble-shoot and resolve problems related to desktop hardware, software, peripherals; and mobile devices; and B) Has completed a **two-year post-secondary educational** program in computer science, informa tion technology or information management. **--OR--** The Contractor must demonstrate that the proposed resource: A) Has a minimum of **four years' experience,** completed within the last 6 years, providing 2nd Level desk-side support to end-users to trouble-shoot and resolve problems related to desktop hardware, software, peripherals; and mobile devices; and B) Has completed a **one-year post-secondary educational** program in computer science, informa tion technology or information management.	

M2	The Contractor must demonstrate that the proposed resource's experience, within the last 3 years, includes a minimum of two (out of four) of the following: i. A minimum of six months experience in an IM/IT environment overseeing the activities of junior resources; ii. A minimum of six months experience using an IT Service Management (ITSM) software tool; iii. A minimum of six months experience providing client support for Video conferencing equipment and services; or iv. A certification: A+, ITLL Foundations or MS Office Specialist. **Note:** A copy of the Certification must be provided. The Certification must be obtained from an accredited institution, recognized by the Canadian Information Centre for International Credetials (http://www.cicic.ca/en/index.aspx).	

AAFC IT Client Services Role #12: Unilingual Junior Desk-side Support Technician **TBIPS Category:** B.10 Help Desk Specialist, Level 1		
Criteria **Mandatory Criteria** **Demonstrated Experience** (Contractor to Insert Data)		
M1	The Contractor must demonstrate that the proposed resource has a minimum of **one years' experience**, completed within the last 2 years, providing 2nd Level desk-side support to end-users to trouble-shoot and resolve problems related to desktop hardware, software, peripherals; and mobile devices. **--OR--** The Contractor must demonstrate that the proposed resource has completed a **two-year post-secondary educational** program in computer science, information technology or information management.	

AAFC IT Client Services Role #13: Junior Deployment Support Technician **TBIPS Category:** B.10 Help Desk Specialist, Level 1
Criteria **Mandatory Criteria** **Demonstrated Experience** (Contractor to Insert Data)

M1	The Contractor must demonstrate that the proposed resource has completed a minimum of **one-year post-secondary educational** program in computer science, information technology, information management or relevant IT-related speciality.	

AAFC IT Client Services Role #14: Service Desk Consultant **TBIPS Category:** B.8 Call Centre Consultant, Level 3		
Criteria **Mandatory Criteria** **Demonstrated Experience** (Contractor to Insert Data)		
M1	The Contractor must demonstrate that the proposed resource has completed a **post secondary education** program receiving a University Degree or College Diploma.	
M2	The Contractor must demonstrate that the proposed resource has a minimum of **five years' experience**, within the last 10 years, providing expert level advice related to Help Desk Service Management in at least one, or a combination, of the following areas: a) Planning and implementation of an ITIL based Service Management Model; b) Developing Service Level Agreements and/or recommends modification of existing Service Level Agreements; c) Automated Trouble Ticketing tools and the implementation/configuration of those tools; d) Aligning Service Desk business requirements with existing and planned procedures and decision flows; e) Selection, implementation and configuration of a Configuration Management Database; f) Change Management Process and making recommendations for improvement in line with best practices; or g) 1st Level Service Desk support resource retention and training.	

AAFC IT Client Services Role #14: Service Desk Consultant **TBIPS Category:** B.8 Call Centre Consultant, Level 3		
Criteria **Mandatory Criteria** **Demonstrated Experience** (Contractor to Insert Data)		
M1	The Contractor must demonstrate that the proposed resource has completed a **post secondary education** program receiving a University Degree or College Diploma.	
M3	The Contractor must demonstrate that the proposed resource's experience, within the last 3 years, includes a minimum of one (out of three) of the following: i. A minimum of nine months experience using an IT Service Management (ITSM) software tool; ii. A minimum of six months experience in the establishment and operation of Service Desk operations for Government of Canada clients; or iii. A certification: ITILL Foundations certification, ITIL Incident Management and Service Desk Practitioner certification, or Project Management Professional (PMP) certification. **Note:** A copy of the Certification must be provided. The certification must be obtained from an accredited institution, recognized by the Canadian Information Centre for International Credentials (http://www.cicic.ca/en/index.aspx).	

AAFC IT Client Services Role #15: Service Desk Programmer/Analyst **TBIPS Category:** A.7 Programmer/Analyst, Level 2		
Criteria **Mandatory Criteria** **Demonstrated Experience** (Contractor to Insert Data)		
M1	The Contractor must demonstrate that the proposed resource has a minimum of **five years' experience**, within the last 10 years, as a Programmer/Analyst conducting at least one, or a combination, of the following tasks and activities: a) Creating and modifying code and software; b) Creating and modifying screens and reports; c) Gathering and analyzing data for the conduct of studies to establish the technical and economic feasibility of proposed computer systems, and for the development of functional and system design specifications; or d) Producing forms, manuals, programs, data files, and procedures for systems and/or applications.	
M2	The Contractor must demonstrate that the proposed resource's experience, within the last 3 years, includes a minimum of one (out of four) of the following: i. A minimum of six months experience as a Programmer/Analyst for the Axios System assyst IT Service Management (ITSM) software solution; ii. A minimum of six months experience as a Programmer/Analyst for IBM's Cognos Business Intelligence (BI) suite of products; iii. A minimum of six months experience as a Programmer/Analyst for reporting software solutions (e.g. Crystal Reports, etc.); or iv. A minimum of six months experience as a Programmer/Analyst for the Altiris suite of products.	

AAFC IT Client Services Role #16: Performance Management Consultant **TBIPS Category:** B.3 Business Consultant, Level 3		
Criteria **Mandatory Criteria** **Demonstrated Experience** (Contractor to Insert Data)		
M1	The Contractor must demonstrate that the proposed resource has completed a **post secondary education** program receiving a University Degree or College Diploma.	
M2	The Contractor must demonstrate that the proposed resource has experience, within the last 10 years, designing and implementing IT Performance Management methodologies for a minimum of **three separate client organizations**, and where at least one was for an IT Support Organization supporting a minimum of 5,000 end-users in multiple geographic locations.	
M3	The Contractor must demonstrate that the proposed resource holds one of the following designations: i. ITIL Foundations certification, ii. ITIL Incident Management and Service Desk Practitioner certification, or iii. Project Management Professional (PMP) certification. **Note:** A copy of the Certification must be provided. The certification must be obtained from an accredited institution, recognized by the Canadian Information Centre for International Credentials (http://www.cicic.ca/en/index.aspx).	

AAFC IT Client Services Role #17: IT Support Project Manager **TBIPS Category:** P.9 Project Manager, Level 3		
Criteria **Mandatory Criteria** **Demonstrated Experience** (Contractor to Insert Data)		
M1	The Contractor must demonstrate that the proposed resource has a minimum of **ten years' experience**, completed within the last 13 years, managing IT Support services in support of a Corporate Business, Scientific or Desktop Environment. **--OR--** The Contractor must demonstrate that the proposed resource: a) Has a minimum of **eight years' experience**, completed within the last 12 years, managing IT Support services in support of a Corporate Business, Scientific or Desktop Environment; and b) Has completed a **two-year post-secondary educational** program in computer science, information technology or information management.	
M2	The Contractor must demonstrate that the proposed resource has a minimum of **three years' experience**, completed within the last 6 years, mentoring and supervising or managing 1st level (i.e. Help Desk) Support resources.	

ANNEX B

BASIS OF PAYMENT

1. Professional Services

In accordance with the contract, the Contractor will be paid the following firm all-inclusive per-diem rates for work performed pursuant to this Contract, GST/HST extra.

FOR THE INITIAL CONTRACT PERIOD (3 YEARS) - ATLANTIC			
#	AAFC IT Client Services Role	TBIPS Resource Category / Level	Firm Per Diem Rate
1	Service Desk Supervisor (Bilingual)	B.10 Help Desk Specialist, Level 3	
2	Senior Service Desk Specialist (Bilingual)	B.10 Help Desk Specialist, Level 3	
3	Intermediate Service Desk Specialist (Bilingual)	B.10 Help Desk Specialist, Level 2	
4	Junior Service Desk Specialist (Bilingual)	B.10 Help Desk Specialist, Level 1	
5	Intermediate Operational Support Specialist (Bilingual)	P.6 Project Administrator, Level 2	
6	Junior Operational Support Specialist (Bilingual)	P.6 Project Administrator, Level 1	
7	Senior Desk-side Support Technician (Bilingual)	B10. Help Desk Specialist, Level 3	
8	Intermediate Desk-side Support Technician (Bilingual)	B.10 Help Desk Specialist, Level 2	
9	Junior Desk-side Support Technician (Bilingual)	B.10 Help Desk Specialist, Level 1	
10	Unilingual Senior Desk-side Support Technician (English or French)	B.10 Help Desk Specialist, Level 3	
11	Unilingual Intermediate Desk-side Support Technician (English or French)	B.10 Help Desk Specialist, Level 2	
12	Unilingual Junior Desk-side Support Technician (English or French)	B.10 Help Desk Specialist, Level 1	
13	Junior Deployment Support Technician (English or French)	B.10 Help Desk Specialist, level 1	
14	Service Desk Consultant (English or French)	B.8 Call Centre Consultant, Level 3	
15	Service Desk Programmer/Analyst (English or French)	A.7 Programmer/Analyst, Level 2	
16	Performance Management Consultant	B.3 Business Consultant, Level 3	
17	IT Service Project Manager	P.9 Project Manager, Level 3	

FOR THE INITIAL CONTRACT PERIOD (3 YEARS) - QUEBEC			
#	AAFC IT Client Services Role	TBIPS Resource Category / Level	Firm Per Diem Rate
1	Service Desk Supervisor (Bilingual)	B.10 Help Desk Specialist, Level 3	
2	Senior Service Desk Specialist (Bilingual)	B.10 Help Desk Specialist, Level 3	
3	Intermediate Service Desk Specialist (Bilingual)	B.10 Help Desk Specialist, Level 2	
4	Junior Service Desk Specialist (Bilingual)	B.10 Help Desk Specialist, Level 1	
5	Intermediate Operational Support Specialist (Bilingual)	P.6 Project Administrator, Level 2	
6	Junior Operational Support Specialist (Bilingual)	P.6 Project Administrator, Level 1	
7	Senior Desk-side Support Technician (Bilingual)	B10. Help Desk Specialist, Level 3	
8	Intermediate Desk-side Support Technician (Bilingual)	B.10 Help Desk Specialist, Level 2	
9	Junior Desk-side Support Technician (Bilingual)	B.10 Help Desk Specialist, Level 1	
10	Unilingual Senior Desk-side Support Technician (English or French)	B.10 Help Desk Specialist, Level 3	
11	Unilingual Intermediate Desk-side Support Technician (English or French)	B.10 Help Desk Specialist, Level 2	
12	Unilingual Junior Desk-side Support Technician (English or French)	B.10 Help Desk Specialist, Level 1	
13	Junior Deployment Support Technician (English or French)	B.10 Help Desk Specialist, level 1	
14	Service Desk Consultant (English or French)	B.8 Call Centre Consultant, Level 3	
15	Service Desk Programmer/Analyst (English or French)	A.7 Programmer/Analyst, Level 2	
16	Performance Management Consultant	B.3 Business Consultant, Level 3	
17	IT Service Project Manager	P.9 Project Manager, Level 3	

FOR THE INITIAL CONTRACT PERIOD (3 YEARS) - NCR			
#	AAFC IT Client Services Role	TBIPS Resource Category / Level	Firm Per Diem Rate
1	Service Desk Supervisor (Bilingual)	B.10 Help Desk Specialist, Level 3	
2	Senior Service Desk Specialist (Bilingual)	B.10 Help Desk Specialist, Level 3	

3	Intermediate Service Desk Specialist (Bilingual)	B.10 Help Desk Specialist, Level 2	
4	Junior Service Desk Specialist (Bilingual)	B.10 Help Desk Specialist, Level 1	
5	Intermediate Operational Support Specialist (Bilingual)	P.6 Project Administrator, Level 2	
6	Junior Operational Support Specialist (Bilingual)	P.6 Project Administrator, Level 1	
7	Senior Desk-side Support Technician (Bilingual)	B10. Help Desk Specialist, Level 3	
8	Intermediate Desk-side Support Technician (Bilingual)	B.10 Help Desk Specialist, Level 2	
9	Junior Desk-side Support Technician (Bilingual)	B.10 Help Desk Specialist, Level 1	
10	Unilingual Senior Desk-side Support Technician (English or French)	B.10 Help Desk Specialist, Level 3	
11	Unilingual Intermediate Desk-side Support Technician (English or French)	B.10 Help Desk Specialist, Level 2	
12	Unilingual Junior Desk-side Support Technician (English or French)	B.10 Help Desk Specialist, Level 1	
13	Junior Deployment Support Technician (English or French)	B.10 Help Desk Specialist, level 1	
14	Service Desk Consultant (English or French)	B.8 Call Centre Consultant, Level 3	
15	Service Desk Programmer/Analyst (English or French)	A.7 Programmer/Analyst, Level 2	
16	Performance Management Consultant	B.3 Business Consultant, Level 3	
17	IT Service Project Manager	P.9 Project Manager, Level 3	

FOR THE INITIAL CONTRACT PERIOD (3 YEARS) - ONTARIO			
#	**AAFC IT Client Services Role**	**TBIPS Resource Category / Level**	**Firm Per Diem Rate**
1	Service Desk Supervisor (Bilingual)	B.10 Help Desk Specialist, Level 3	
2	Senior Service Desk Specialist (Bilingual)	B.10 Help Desk Specialist, Level 3	
3	Intermediate Service Desk Specialist (Bilingual)	B.10 Help Desk Specialist, Level 2	
4	Junior Service Desk Specialist (Bilingual)	B.10 Help Desk Specialist, Level 1	
5	Intermediate Operational Support Specialist (Bilingual)	P.6 Project Administrator, Level 2	
6	Junior Operational Support Specialist (Bilingual)	P.6 Project Administrator, Level 1	

7	Senior Desk-side Support Technician (Bilingual)	B10. Help Desk Specialist, Level 3	
8	Intermediate Desk-side Support Technician (Bilingual)	B.10 Help Desk Specialist, Level 2	
9	Junior Desk-side Support Technician (Bilingual)	B.10 Help Desk Specialist, Level 1	
10	Unilingual Senior Desk-side Support Technician (English or French)	B.10 Help Desk Specialist, Level 3	
11	Unilingual Intermediate Desk-side Support Technician (English or French)	B.10 Help Desk Specialist, Level 2	
12	Unilingual Junior Desk-side Support Technician (English or French)	B.10 Help Desk Specialist, Level 1	
13	Junior Deployment Support Technician (English or French)	B.10 Help Desk Specialist, level 1	
14	Service Desk Consultant (English or French)	B.8 Call Centre Consultant, Level 3	
15	Service Desk Programmer/Analyst (English or French)	A.7 Programmer/Analyst, Level 2	
16	Performance Management Consultant	B.3 Business Consultant, Level 3	
17	IT Service Project Manager	P.9 Project Manager, Level 3	

FOR THE INITIAL CONTRACT PERIOD (3 YEARS) - WESTERN			
#	**AAFC IT Client Services Role**	**TBIPS Resource Category / Level**	**Firm Per Diem Rate**
1	Service Desk Supervisor (Bilingual)	B.10 Help Desk Specialist, Level 3	
2	Senior Service Desk Specialist (Bilingual)	B.10 Help Desk Specialist, Level 3	
3	Intermediate Service Desk Specialist (Bilingual)	B.10 Help Desk Specialist, Level 2	
4	Junior Service Desk Specialist (Bilingual)	B.10 Help Desk Specialist, Level 1	
5	Intermediate Operational Support Specialist (Bilingual)	P.6 Project Administrator, Level 2	
6	Junior Operational Support Specialist (Bilingual)	P.6 Project Administrator, Level 1	
7	Senior Desk-side Support Technician (Bilingual)	B10. Help Desk Specialist, Level 3	
8	Intermediate Desk-side Support Technician (Bilingual)	B.10 Help Desk Specialist, Level 2	
9	Junior Desk-side Support Technician (Bilingual)	B.10 Help Desk Specialist, Level 1	
10	Unilingual Senior Desk-side	B.10 Help Desk Specialist, Level 3	

	Support Technician (English or French)		
11	Unilingual Intermediate Desk-side Support Technician (English or French)	B.10 Help Desk Specialist, Level 2	
12	Unilingual Junior Desk-side Support Technician (English or French)	B.10 Help Desk Specialist, Level 1	
13	Junior Deployment Support Technician (English or French)	B.10 Help Desk Specialist, level 1	
14	Service Desk Consultant (English or French)	B.8 Call Centre Consultant, Level 3	
15	Service Desk Programmer/Analyst (English or French)	A.7 Programmer/Analyst, Level 2	
16	Performance Management Consultant	B.3 Business Consultant, Level 3	
17	IT Service Project Manager	P.9 Project Manager, Level 3	

FOR THE INITIAL CONTRACT PERIOD (3 YEARS) - PACIFIC

#	AAFC IT Client Services Role	TBIPS Resource Category / Level	Firm Per Diem Rate
1	Service Desk Supervisor (Bilingual)	B.10 Help Desk Specialist, Level 3	
2	Senior Service Desk Specialist (Bilingual)	B.10 Help Desk Specialist, Level 3	
3	Intermediate Service Desk Specialist (Bilingual)	B.10 Help Desk Specialist, Level 2	
4	Junior Service Desk Specialist (Bilingual)	B.10 Help Desk Specialist, Level 1	
5	Intermediate Operational Support Specialist (Bilingual)	P.6 Project Administrator, Level 2	
6	Junior Operational Support Specialist (Bilingual)	P.6 Project Administrator, Level 1	
7	Senior Desk-side Support Technician (Bilingual)	B10. Help Desk Specialist, Level 3	
8	Intermediate Desk-side Support Technician (Bilingual)	B.10 Help Desk Specialist, Level 2	
9	Junior Desk-side Support Technician (Bilingual)	B.10 Help Desk Specialist, Level 1	
10	Unilingual Senior Desk-side Support Technician (English or French)	B.10 Help Desk Specialist, Level 3	
11	Unilingual Intermediate Desk-side Support Technician (English or French)	B.10 Help Desk Specialist, Level 2	
12	Unilingual Junior Desk-side Support Technician (English or French)	B.10 Help Desk Specialist, Level 1	
13	Junior Deployment Support	B.10 Help Desk Specialist,	

	Technician (English or French)	level 1	
14	Service Desk Consultant (English or French)	B.8 Call Centre Consultant, Level 3	
15	Service Desk Programmer/Analyst (English or French)	A.7 Programmer/Analyst, Level 2	
16	Performance Management Consultant	B.3 Business Consultant, Level 3	
17	IT Service Project Manager	P.9 Project Manager, Level 3	

FOR THE OPTION YEAR 1 (1 YEAR) - ATLANTIC

#	AAFC IT Client Services Role	TBIPS Resource Category / Level	Firm Per Diem Rate
1	Service Desk Supervisor (Bilingual)	B.10 Help Desk Specialist, Level 3	
2	Senior Service Desk Specialist (Bilingual)	B.10 Help Desk Specialist, Level 3	
3	Intermediate Service Desk Specialist (Bilingual)	B.10 Help Desk Specialist, Level 2	
4	Junior Service Desk Specialist (Bilingual)	B.10 Help Desk Specialist, Level 1	
5	Intermediate Operational Support Specialist (Bilingual)	P.6 Project Administrator, Level 2	
6	Junior Operational Support Specialist (Bilingual)	P.6 Project Administrator, Level 1	
7	Senior Desk-side Support Technician (Bilingual)	B10. Help Desk Specialist, Level 3	
8	Intermediate Desk-side Support Technician (Bilingual)	B.10 Help Desk Specialist, Level 2	
9	Junior Desk-side Support Technician (Bilingual)	B.10 Help Desk Specialist, Level 1	
10	Unilingual Senior Desk-side Support Technician (English or French)	B.10 Help Desk Specialist, Level 3	
11	Unilingual Intermediate Desk-side Support Technician (English or French)	B.10 Help Desk Specialist, Level 2	
12	Unilingual Junior Desk-side Support Technician (English or French)	B.10 Help Desk Specialist, Level 1	
13	Junior Deployment Support Technician (English or French)	B.10 Help Desk Specialist, level 1	
14	Service Desk Consultant (English or French)	B.8 Call Centre Consultant, Level 3	
15	Service Desk Programmer/Analyst (English or French)	A.7 Programmer/Analyst, Level 2	
16	Performance Management Consultant	B.3 Business Consultant, Level 3	

17	IT Service Project Manager	P.9 Project Manager, Level 3	

FOR THE OPTION YEAR 1 (1 YEAR) - QUEBEC			
#	AAFC IT Client Services Role	TBIPS Resource Category / Level	Firm Per Diem Rate
1	Service Desk Supervisor (Bilingual)	B.10 Help Desk Specialist, Level 3	
2	Senior Service Desk Specialist (Bilingual)	B.10 Help Desk Specialist, Level 3	
3	Intermediate Service Desk Specialist (Bilingual)	B.10 Help Desk Specialist, Level 2	
4	Junior Service Desk Specialist (Bilingual)	B.10 Help Desk Specialist, Level 1	
5	Intermediate Operational Support Specialist (Bilingual)	P.6 Project Administrator, Level 2	
6	Junior Operational Support Specialist (Bilingual)	P.6 Project Administrator, Level 1	
7	Senior Desk-side Support Technician (Bilingual)	B10. Help Desk Specialist, Level 3	
8	Intermediate Desk-side Support Technician (Bilingual)	B.10 Help Desk Specialist, Level 2	
9	Junior Desk-side Support Technician (Bilingual)	B.10 Help Desk Specialist, Level 1	
10	Unilingual Senior Desk-side Support Technician (English or French)	B.10 Help Desk Specialist, Level 3	
11	Unilingual Intermediate Desk-side Support Technician (English or French)	B.10 Help Desk Specialist, Level 2	
12	Unilingual Junior Desk-side Support Technician (English or French)	B.10 Help Desk Specialist, Level 1	
13	Junior Deployment Support Technician (English or French)	B.10 Help Desk Specialist, level 1	
14	Service Desk Consultant (English or French)	B.8 Call Centre Consultant, Level 3	
15	Service Desk Programmer/Analyst (English or French)	A.7 Programmer/Analyst, Level 2	
16	Performance Management Consultant	B.3 Business Consultant, Level 3	
17	IT Service Project Manager	P.9 Project Manager, Level 3	

FOR THE OPTION YEAR 1 (1 YEAR) - NCR			
#	AAFC IT Client Services Role	TBIPS Resource Category / Level	Firm Per Diem Rate
1	Service Desk Supervisor	B.10 Help Desk Specialist,	

	(Bilingual)	Level 3	
2	Senior Service Desk Specialist (Bilingual)	B.10 Help Desk Specialist, Level 3	
3	Intermediate Service Desk Specialist (Bilingual)	B.10 Help Desk Specialist, Level 2	
4	Junior Service Desk Specialist (Bilingual)	B.10 Help Desk Specialist, Level 1	
5	Intermediate Operational Support Specialist (Bilingual)	P.6 Project Administrator, Level 2	
6	Junior Operational Support Specialist (Bilingual)	P.6 Project Administrator, Level 1	
7	Senior Desk-side Support Technician (Bilingual)	B10. Help Desk Specialist, Level 3	
8	Intermediate Desk-side Support Technician (Bilingual)	B.10 Help Desk Specialist, Level 2	
9	Junior Desk-side Support Technician (Bilingual)	B.10 Help Desk Specialist, Level 1	
10	Unilingual Senior Desk-side Support Technician (English or French)	B.10 Help Desk Specialist, Level 3	
11	Unilingual Intermediate Desk-side Support Technician (English or French)	B.10 Help Desk Specialist, Level 2	
12	Unilingual Junior Desk-side Support Technician (English or French)	B.10 Help Desk Specialist, Level 1	
13	Junior Deployment Support Technician (English or French)	B.10 Help Desk Specialist, level 1	
14	Service Desk Consultant (English or French)	B.8 Call Centre Consultant, Level 3	
15	Service Desk Programmer/Analyst (English or French)	A.7 Programmer/Analyst, Level 2	
16	Performance Management Consultant	B.3 Business Consultant, Level 3	
17	IT Service Project Manager	P.9 Project Manager, Level 3	

FOR THE OPTION YEAR 1 (1 YEAR) - ONTARIO			
#	**AAFC IT Client Services Role**	**TBIPS Resource Category / Level**	**Firm Per Diem Rate**
1	Service Desk Supervisor (Bilingual)	B.10 Help Desk Specialist, Level 3	
2	Senior Service Desk Specialist (Bilingual)	B.10 Help Desk Specialist, Level 3	
3	Intermediate Service Desk Specialist (Bilingual)	B.10 Help Desk Specialist, Level 2	
4	Junior Service Desk Specialist (Bilingual)	B.10 Help Desk Specialist, Level 1	
5	Intermediate Operational	P.6 Project Administrator,	

	Support Specialist (Bilingual)	Level 2	
6	Junior Operational Support Specialist (Bilingual)	P.6 Project Administrator, Level 1	
7	Senior Desk-side Support Technician (Bilingual)	B10. Help Desk Specialist, Level 3	
8	Intermediate Desk-side Support Technician (Bilingual)	B.10 Help Desk Specialist, Level 2	
9	Junior Desk-side Support Technician (Bilingual)	B.10 Help Desk Specialist, Level 1	
10	Unilingual Senior Desk-side Support Technician (English or French)	B.10 Help Desk Specialist, Level 3	
11	Unilingual Intermediate Desk-side Support Technician (English or French)	B.10 Help Desk Specialist, Level 2	
12	Unilingual Junior Desk-side Support Technician (English or French)	B.10 Help Desk Specialist, Level 1	
13	Junior Deployment Support Technician (English or French)	B.10 Help Desk Specialist, level 1	
14	Service Desk Consultant (English or French)	B.8 Call Centre Consultant, Level 3	
15	Service Desk Programmer/Analyst (English or French)	A.7 Programmer/Analyst, Level 2	
16	Performance Management Consultant	B.3 Business Consultant, Level 3	
17	IT Service Project Manager	P.9 Project Manager, Level 3	

FOR THE OPTION YEAR 1 (1 YEAR) - WESTERN			
#	**AAFC IT Client Services Role**	**TBIPS Resource Category / Level**	**Firm Per Diem Rate**
1	Service Desk Supervisor (Bilingual)	B.10 Help Desk Specialist, Level 3	
2	Senior Service Desk Specialist (Bilingual)	B.10 Help Desk Specialist, Level 3	
3	Intermediate Service Desk Specialist (Bilingual)	B.10 Help Desk Specialist, Level 2	
4	Junior Service Desk Specialist (Bilingual)	B.10 Help Desk Specialist, Level 1	
5	Intermediate Operational Support Specialist (Bilingual)	P.6 Project Administrator, Level 2	
6	Junior Operational Support Specialist (Bilingual)	P.6 Project Administrator, Level 1	
7	Senior Desk-side Support Technician (Bilingual)	B10. Help Desk Specialist, Level 3	
8	Intermediate Desk-side Support Technician (Bilingual)	B.10 Help Desk Specialist, Level 2	

9	Junior Desk-side Support Technician (Bilingual)	B.10 Help Desk Specialist, Level 1	
10	Unilingual Senior Desk-side Support Technician (English or French)	B.10 Help Desk Specialist, Level 3	
11	Unilingual Intermediate Desk-side Support Technician (English or French)	B.10 Help Desk Specialist, Level 2	
12	Unilingual Junior Desk-side Support Technician (English or French)	B.10 Help Desk Specialist, Level 1	
13	Junior Deployment Support Technician (English or French)	B.10 Help Desk Specialist, level 1	
14	Service Desk Consultant (English or French)	B.8 Call Centre Consultant, Level 3	
15	Service Desk Programmer/Analyst (English or French)	A.7 Programmer/Analyst, Level 2	
16	Performance Management Consultant	B.3 Business Consultant, Level 3	
17	IT Service Project Manager	P.9 Project Manager, Level 3	

FOR THE OPTION YEAR 1 (1 YEAR) - PACIFIC			
#	**AAFC IT Client Services Role**	**TBIPS Resource Category / Level**	**Firm Per Diem Rate**
1	Service Desk Supervisor (Bilingual)	B.10 Help Desk Specialist, Level 3	
2	Senior Service Desk Specialist (Bilingual)	B.10 Help Desk Specialist, Level 3	
3	Intermediate Service Desk Specialist (Bilingual)	B.10 Help Desk Specialist, Level 2	
4	Junior Service Desk Specialist (Bilingual)	B.10 Help Desk Specialist, Level 1	
5	Intermediate Operational Support Specialist (Bilingual)	P.6 Project Administrator, Level 2	
6	Junior Operational Support Specialist (Bilingual)	P.6 Project Administrator, Level 1	
7	Senior Desk-side Support Technician (Bilingual)	B10. Help Desk Specialist, Level 3	
8	Intermediate Desk-side Support Technician (Bilingual)	B.10 Help Desk Specialist, Level 2	
9	Junior Desk-side Support Technician (Bilingual)	B.10 Help Desk Specialist, Level 1	
10	Unilingual Senior Desk-side Support Technician (English or French)	B.10 Help Desk Specialist, Level 3	
11	Unilingual Intermediate Desk-side Support Technician (English or French)	B.10 Help Desk Specialist, Level 2	

12	Unilingual Junior Desk-side Support Technician (English or French)	B.10 Help Desk Specialist, Level 1	
13	Junior Deployment Support Technician (English or French)	B.10 Help Desk Specialist, level 1	
14	Service Desk Consultant (English or French)	B.8 Call Centre Consultant, Level 3	
15	Service Desk Programmer/Analyst (English or French)	A.7 Programmer/Analyst, Level 2	
16	Performance Management Consultant	B.3 Business Consultant, Level 3	
17	IT Service Project Manager	P.9 Project Manager, Level 3	

FOR THE OPTION YEAR 2 (1 YEAR) - ATLANTIC

#	AAFC IT Client Services Role	TBIPS Resource Category / Level	Firm Per Diem Rate
1	Service Desk Supervisor (Bilingual)	B.10 Help Desk Specialist, Level 3	
2	Senior Service Desk Specialist (Bilingual)	B.10 Help Desk Specialist, Level 3	
3	Intermediate Service Desk Specialist (Bilingual)	B.10 Help Desk Specialist, Level 2	
4	Junior Service Desk Specialist (Bilingual)	B.10 Help Desk Specialist, Level 1	
5	Intermediate Operational Support Specialist (Bilingual)	P.6 Project Administrator, Level 2	
6	Junior Operational Support Specialist (Bilingual)	P.6 Project Administrator, Level 1	
7	Senior Desk-side Support Technician (Bilingual)	B10. Help Desk Specialist, Level 3	
8	Intermediate Desk-side Support Technician (Bilingual)	B.10 Help Desk Specialist, Level 2	
9	Junior Desk-side Support Technician (Bilingual)	B.10 Help Desk Specialist, Level 1	
10	Unilingual Senior Desk-side Support Technician (English or French)	B.10 Help Desk Specialist, Level 3	
11	Unilingual Intermediate Desk-side Support Technician (English or French)	B.10 Help Desk Specialist, Level 2	
12	Unilingual Junior Desk-side Support Technician (English or French)	B.10 Help Desk Specialist, Level 1	
13	Junior Deployment Support Technician (English or French)	B.10 Help Desk Specialist, level 1	
14	Service Desk Consultant (English or French)	B.8 Call Centre Consultant, Level 3	
15	Service Desk	A.7 Programmer/Analyst, Level 2	

	Programmer/Analyst (English or French)		
16	Performance Management Consultant	B.3 Business Consultant, Level 3	
17	IT Service Project Manager	P.9 Project Manager, Level 3	

FOR THE OPTION YEAR 2 (1 YEAR) - QUEBEC

#	AAFC IT Client Services Role	TBIPS Resource Category / Level	Firm Per Diem Rate
1	Service Desk Supervisor (Bilingual)	B.10 Help Desk Specialist, Level 3	
2	Senior Service Desk Specialist (Bilingual)	B.10 Help Desk Specialist, Level 3	
3	Intermediate Service Desk Specialist (Bilingual)	B.10 Help Desk Specialist, Level 2	
4	Junior Service Desk Specialist (Bilingual)	B.10 Help Desk Specialist, Level 1	
5	Intermediate Operational Support Specialist (Bilingual)	P.6 Project Administrator, Level 2	
6	Junior Operational Support Specialist (Bilingual)	P.6 Project Administrator, Level 1	
7	Senior Desk-side Support Technician (Bilingual)	B10. Help Desk Specialist, Level 3	
8	Intermediate Desk-side Support Technician (Bilingual)	B.10 Help Desk Specialist, Level 2	
9	Junior Desk-side Support Technician (Bilingual)	B.10 Help Desk Specialist, Level 1	
10	Unilingual Senior Desk-side Support Technician (English or French)	B.10 Help Desk Specialist, Level 3	
11	Unilingual Intermediate Desk-side Support Technician (English or French)	B.10 Help Desk Specialist, Level 2	
12	Unilingual Junior Desk-side Support Technician (English or French)	B.10 Help Desk Specialist, Level 1	
13	Junior Deployment Support Technician (English or French)	B.10 Help Desk Specialist, level 1	
14	Service Desk Consultant (English or French)	B.8 Call Centre Consultant, Level 3	
15	Service Desk Programmer/Analyst (English or French)	A.7 Programmer/Analyst, Level 2	
16	Performance Management Consultant	B.3 Business Consultant, Level 3	
17	IT Service Project Manager	P.9 Project Manager, Level 3	

FOR THE OPTION YEAR 2 (1 YEAR) - NCR

#	AAFC IT Client Services Role	TBIPS Resource Category / Level	Firm Per Diem Rate
1	Service Desk Supervisor (Bilingual)	B.10 Help Desk Specialist, Level 3	
2	Senior Service Desk Specialist (Bilingual)	B.10 Help Desk Specialist, Level 3	
3	Intermediate Service Desk Specialist (Bilingual)	B.10 Help Desk Specialist, Level 2	
4	Junior Service Desk Specialist (Bilingual)	B.10 Help Desk Specialist, Level 1	
5	Intermediate Operational Support Specialist (Bilingual)	P.6 Project Administrator, Level 2	
6	Junior Operational Support Specialist (Bilingual)	P.6 Project Administrator, Level 1	
7	Senior Desk-side Support Technician (Bilingual)	B10. Help Desk Specialist, Level 3	
8	Intermediate Desk-side Support Technician (Bilingual)	B.10 Help Desk Specialist, Level 2	
9	Junior Desk-side Support Technician (Bilingual)	B.10 Help Desk Specialist, Level 1	
10	Unilingual Senior Desk-side Support Technician (English or French)	B.10 Help Desk Specialist, Level 3	
11	Unilingual Intermediate Desk-side Support Technician (English or French)	B.10 Help Desk Specialist, Level 2	
12	Unilingual Junior Desk-side Support Technician (English or French)	B.10 Help Desk Specialist, Level 1	
13	Junior Deployment Support Technician (English or French)	B.10 Help Desk Specialist, level 1	
14	Service Desk Consultant (English or French)	B.8 Call Centre Consultant, Level 3	
15	Service Desk Programmer/Analyst (English or French)	A.7 Programmer/Analyst, Level 2	
16	Performance Management Consultant	B.3 Business Consultant, Level 3	
17	IT Service Project Manager	P.9 Project Manager, Level 3	

FOR THE OPTION YEAR 2 (1 YEAR) - ONTARIO

#	AAFC IT Client Services Role	TBIPS Resource Category / Level	Firm Per Diem Rate
1	Service Desk Supervisor (Bilingual)	B.10 Help Desk Specialist, Level 3	
2	Senior Service Desk Specialist (Bilingual)	B.10 Help Desk Specialist, Level 3	
3	Intermediate Service Desk Specialist (Bilingual)	B.10 Help Desk Specialist, Level 2	

4	Junior Service Desk Specialist (Bilingual)	B.10 Help Desk Specialist, Level 1	
5	Intermediate Operational Support Specialist (Bilingual)	P.6 Project Administrator, Level 2	
6	Junior Operational Support Specialist (Bilingual)	P.6 Project Administrator, Level 1	
7	Senior Desk-side Support Technician (Bilingual)	B10. Help Desk Specialist, Level 3	
8	Intermediate Desk-side Support Technician (Bilingual)	B.10 Help Desk Specialist, Level 2	
9	Junior Desk-side Support Technician (Bilingual)	B.10 Help Desk Specialist, Level 1	
10	Unilingual Senior Desk-side Support Technician (English or French)	B.10 Help Desk Specialist, Level 3	
11	Unilingual Intermediate Desk-side Support Technician (English or French)	B.10 Help Desk Specialist, Level 2	
12	Unilingual Junior Desk-side Support Technician (English or French)	B.10 Help Desk Specialist, Level 1	
13	Junior Deployment Support Technician (English or French)	B.10 Help Desk Specialist, level 1	
14	Service Desk Consultant (English or French)	B.8 Call Centre Consultant, Level 3	
15	Service Desk Programmer/Analyst (English or French)	A.7 Programmer/Analyst, Level 2	
16	Performance Management Consultant	B.3 Business Consultant, Level 3	
17	IT Service Project Manager	P.9 Project Manager, Level 3	

FOR THE OPTION YEAR 2 (1 YEAR) - WESTERN			
#	**AAFC IT Client Services Role**	**TBIPS Resource Category / Level**	**Firm Per Diem Rate**
1	Service Desk Supervisor (Bilingual)	B.10 Help Desk Specialist, Level 3	
2	Senior Service Desk Specialist (Bilingual)	B.10 Help Desk Specialist, Level 3	
3	Intermediate Service Desk Specialist (Bilingual)	B.10 Help Desk Specialist, Level 2	
4	Junior Service Desk Specialist (Bilingual)	B.10 Help Desk Specialist, Level 1	
5	Intermediate Operational Support Specialist (Bilingual)	P.6 Project Administrator, Level 2	
6	Junior Operational Support Specialist (Bilingual)	P.6 Project Administrator, Level 1	
7	Senior Desk-side Support Technician (Bilingual)	B10. Help Desk Specialist, Level 3	
8	Intermediate Desk-side	B.10 Help Desk Specialist,	

	Support Technician (Bilingual)	Level 2	
9	Junior Desk-side Support Technician (Bilingual)	B.10 Help Desk Specialist, Level 1	
10	Unilingual Senior Desk-side Support Technician (English or French)	B.10 Help Desk Specialist, Level 3	
11	Unilingual Intermediate Desk-side Support Technician (English or French)	B.10 Help Desk Specialist, Level 2	
12	Unilingual Junior Desk-side Support Technician (English or French)	B.10 Help Desk Specialist, Level 1	
13	Junior Deployment Support Technician (English or French)	B.10 Help Desk Specialist, level 1	
14	Service Desk Consultant (English or French)	B.8 Call Centre Consultant, Level 3	
15	Service Desk Programmer/Analyst (English or French)	A.7 Programmer/Analyst, Level 2	
16	Performance Management Consultant	B.3 Business Consultant, Level 3	
17	IT Service Project Manager	P.9 Project Manager, Level 3	

FOR THE OPTION YEAR 2 (1 YEAR) - PACIFIC			
#	**AAFC IT Client Services Role**	**TBIPS Resource Category / Level**	**Firm Per Diem Rate**
1	Service Desk Supervisor (Bilingual)	B.10 Help Desk Specialist, Level 3	
2	Senior Service Desk Specialist (Bilingual)	B.10 Help Desk Specialist, Level 3	
3	Intermediate Service Desk Specialist (Bilingual)	B.10 Help Desk Specialist, Level 2	
4	Junior Service Desk Specialist (Bilingual)	B.10 Help Desk Specialist, Level 1	
5	Intermediate Operational Support Specialist (Bilingual)	P.6 Project Administrator, Level 2	
6	Junior Operational Support Specialist (Bilingual)	P.6 Project Administrator, Level 1	
7	Senior Desk-side Support Technician (Bilingual)	B10. Help Desk Specialist, Level 3	
8	Intermediate Desk-side Support Technician (Bilingual)	B.10 Help Desk Specialist, Level 2	
9	Junior Desk-side Support Technician (Bilingual)	B.10 Help Desk Specialist, Level 1	
10	Unilingual Senior Desk-side Support Technician (English or French)	B.10 Help Desk Specialist, Level 3	

11	Unilingual Intermediate Desk-side Support Technician (English or French)	B.10 Help Desk Specialist, Level 2	
12	Unilingual Junior Desk-side Support Technician (English or French)	B.10 Help Desk Specialist, Level 1	
13	Junior Deployment Support Technician (English or French)	B.10 Help Desk Specialist, level 1	
14	Service Desk Consultant (English or French)	B.8 Call Centre Consultant, Level 3	
15	Service Desk Programmer/Analyst (English or French)	A.7 Programmer/Analyst, Level 2	
16	Performance Management Consultant	B.3 Business Consultant, Level 3	
17	IT Service Project Manager	P.9 Project Manager, Level 3	

ANNEX C

SECURITY REQUIREMENTS CHECK LIST

BIDDER FORMS

BID SUBMISSION FORM		
Bidder's full legal name **[*Note to Bidders: Bidders who are part of a corporate group should take care to identify the correct corporation as the Bidder*.]**		
Authorized Representative of Bidder for evaluation purposes (e.g., clarifications)	Name	
	Title	
	Address	
	Telephone #	
	Fax #	
	Email	
Bidder's Procurement Business Number (PBN) [*see the Standard Instructions 2003*] **[*Note to Bidders: Please ensure that the PBN you provide matches the legal name under which you have submitted your bid. If it does not, the Bidder will be determined based on the legal name provided, not based on the PBN, and the Bidder will be required to submit the PBN that matches the legal name of the Bidder*.]**		
Jurisdiction of Contract: Province in Canada the bidder wishes to be the legal jurisdiction applicable to any resulting contract (if other than as specified in solicitation)		
Former Public Servants See the Article in Part 2 of the bid solicitation entitled Former Public Servant Certification for a definition of "Former Public Servant".	Is the Bidder a FPS in receipt of a pension as defined in the bid solicitation? Yes ____ No ____ If yes, provide the information required by the Article in Part 5 entitled "Former Public Servant Certification"	
	Is the Bidder a FPS who received a lump sum payment under the terms of a work force reduction program? Yes ____ No ____ If yes, provide the information required by the Article in Part 5 entitled "Former Public Servant Certification"	
Canadian Content Certification As described in the solicitation, bids with at least 80% Canadian content are being given a preference. [For the definition of Canadian goods and services, consult the PWGSC SACC clause A3050T]	On behalf of the bidder, by signing below, I confirm that [*check the box that applies*]:	
	At least 80 percent of the bid price consists of Canadian goods and services (as defined in the solicitation)	
	Less than 80 percent of the bid price consists of Canadian goods and services (as defined in the solicitation)	

Number of FTEs [Bidders are requested to indicate, the total number of full-time-equivalent positions that would be created and maintained by the bidder if it were awarded the Contract. This information is for information purposes only and will not be evaluated.]	
Security Clearance Level of Bidder *[include both the level and the date it was granted]* ***[Note to Bidders: Please ensure that the security clearance matches the legal name of the Bidder. If it does not, the security clearance is not valid for the Bidder.]***	
On behalf of the Bidder, by signing below, I confirm that I have read the entire bid solicitation including the documents incorporated by reference into the bid solicitation and I certify that: 1. The Bidder considers itself and its products able to meet all the mandatory requirements described in the bid solicitation; 2. This bid is valid for the period requested in the bid solicitation; 3. All the information provided in the bid is complete, true and accurate; and 4. If the Bidder is awarded a contract, it will accept all the terms and conditions set out in the resulting contract clauses included in the bid solicitation.	
Signature of Authorized Representative of Bidder	