

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 OA1/Noyau OA1
Gatineau
Quebec
K1A 0S5
Bid Fax: (819) 997-9776

LETTER OF INTEREST
LETTRE D'INTÉRÊT

Comments - Commentaires

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

Issuing Office - Bureau de distribution
Business Operations Support Systems Division/Systèmes
de soutien des activités opérationnelles
Portage III 12C1 - 42
11 Laurier Street/11, rue Laurier
Gatineau
Quebec
K1A 0S5

Title - Sujet document Imaging for Protected B do	
Solicitation No. - N° de l'invitation EN929-142184/A	Date 2014-10-08
Client Reference No. - N° de référence du client 20142184	GETS Ref. No. - N° de réf. de SEAG PW-\$\$XS-003-28046
File No. - N° de dossier 003xs.EN929-142184	CCC No./N° CCC - FMS No./N° VME
Solicitation Closes - L'invitation prend fin at - à 02:00 PM on - le 2014-10-27	
Time Zone Fuseau horaire Eastern Daylight Saving Time EDT	
F.O.B. - F.A.B. Plant-Usine: <input type="checkbox"/> Destination: <input type="checkbox"/> Other-Autre: <input type="checkbox"/>	
Address Enquiries to: - Adresser toutes questions à: Smith, Kenneth	Buyer Id - Id de l'acheteur 003xs
Telephone No. - N° de téléphone (819) 956-3335 ()	FAX No. - N° de FAX (819) 956-8303
Destination - of Goods, Services, and Construction: Destination - des biens, services et construction: DEPARTMENT OF PUBLIC WORKS AND GOVERNMENT SERVICES CANADA PORTAGE III 11 LAURIER ST Gatineau Quebec K1A0S5 Canada	

Instructions: See Herein

Instructions: Voir aux présentes

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

SUBJECT:

Document Imaging Services (DIS)

INTRODUCTION:

PWGSC, as a common service provider, is exploring options for broadening its document imaging services to provide end to end managed services to meet the increasing demand for document imaging services across all federal government departments and agencies in a timely and effective manner. The managed services provided will include consultation and expertise related to:

- Identification of image and index requirements, including the intended use within the client business processes and information management systems;
- CGSB compliance for evidentiary requirements;
- Library and Archives Canada guidelines for electronic images and storage media;
- Identification of imaging and indexing options and related costs;
- Document preparation requirements, processes and alternatives;
- Image return, storage and use;
- Quality assurance of images and index data;

In order to gather information to support the project, Public Works and Government Services Canada (PWGSC) are launching an industry engagement process. Through this process PWGSC want to engage industry early to help inform project decisions and shape a procurement strategy. The goal of the industry engagement process is to promote a better understanding of the Government of Canada's business needs and industry practices, so that risks can be mitigated and innovative solutions identified. The industry engagement process will include this Request for Information with the attached draft RFP documents to date and may include an industry day.

OBJECTIVE:

This notice provides industry with draft RFP documents, seeks input from industry on those documents, answers to several related questions and outlines the Government of Canada's intended industry engagement process.

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003xs

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20142184

CCC No./N° CCC - FMS No/ N° VME

Interested suppliers may contact the PWGSC Contracting Authority at any point to initiate participation in the industry engagement process and obtain information.

There is a security requirement associated with this requirement. For additional information, consult Part 6 - Security, Financial and Other Requirements, and Part 7 - Resulting Contract Clauses.

All communications with the government regarding the Document Imaging Services RFI should be directed to:

Attention: Kenneth Smith

E-mail: kenneth.smith@tpsgc-pwgsc.gc.ca

Telephone : 819-956-3335

Fax : 819-956-8303

Public Works and Government Services Canada

Place du Portage, Phase III, 12C1-33

11 Laurier Street

Gatineau, Quebec K1A 0S5

REQUEST FOR INFORMATION REGARDING DOCUMENT IMAGING SERVICES

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Appendix A – Draft Request for Proposal

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REQUEST FOR INFORMATION REGARDING DOCUMENT IMAGING SERVICES

Background and Purpose of this Request for Information (RFI)

PWGSC, as a common service provider, is exploring options for broadening its document imaging services to provide end to end managed services to meet the increasing demand for document imaging services across all federal government departments and agencies in a timely and effective manner. The managed services provided will include consultation and expertise related to:

- Identification of image and index requirements, including the intended use within the client business processes and information management systems;
- CGSB compliance for evidentiary requirements;
- Library and Archives Canada guidelines for electronic images and storage media;
- Identification of imaging and indexing options and related costs;
- Document preparation requirements, processes and alternatives;
- Image return, storage and use;
- Quality assurance of images and index data;

The purpose of this RFI is to seek feedback from Industry regarding:

- (a) availability of services to meet the needs of the project;
- (b) best options for proceeding with a proposed RFP for document imaging services;
- (c) input from industry on the proposed approach and schedule; and
- (d) to provide your response to Canada's questions herein.

Nature of Request for Information

This is not a bid solicitation. This RFI will not result in the award of any contract. As a result, potential suppliers of any goods or services described in this RFI should not reserve stock or facilities, nor allocate resources, as a result of any information contained in this RFI. Nor will this RFI result in the creation of any source list. Therefore, whether or not any potential supplier responds to this RFI will not preclude that

supplier from participating in any future procurement. Also, the procurement of any of the goods and services described in this RFI will not necessarily follow this RFI. This RFI is simply intended to solicit feedback from industry with respect to the matters described in this RFI.

Canada reserves the right to change at any time, any or all of the technical requirements stated in this RFI.

Nature and Format of Responses Requested

Respondents are requested to provide their comments, concerns and, where applicable, alternative recommendations regarding how the requirements or objectives described in this RFI could be satisfied. Respondents are also invited to provide comments regarding the content, format and/or organization of any draft documents included in this RFI. Respondents should explain any assumptions they make in their responses.

Respondents are requested to submit their feedback in either official language of Canada. Information provided may be used by Canada in the preparation of the final procurement strategy for Document Imaging Services for PWGSC. As a result, Respondents are advised not to include any proprietary information in the response submitted. All submissions must be clearly marked **Document Imaging Services – RFI Input**. The name and address of the supplier must be on the envelope.

Respondents are requested to provide their responses in one original hard copy and two electronic copies on USB key to the PWGSC Bid Receiving Unit at the address below, no later than **August 27, 2014, 2:00 pm EDT**. The electronic file formats of the response must be in either the Adobe Portable Document Format (PDF)TM or in a file format that is readable by the Microsoft OfficeTM Suite. Respondents should submit only pertinent information in response to this request. The inclusion of general marketing or technical manuals is discouraged, unless they provide specific information that has been requested in this document.

PWGSC Bid Receiving Unit
11 Laurier Street
Place du Portage, Phase III
Core 0A1
Gatineau, QC J8X 4A6

Format of Responses

- (a) Cover Page: If the response includes multiple volumes, respondents are requested to indicate on the front cover page of each volume the title of the response, the solicitation number, the volume number and the full legal name of the respondent.
- (b) Title Page: The first page of each volume of the response, after the cover page, should be the title page, which should contain:
 - (i) the title of the respondent's response and the volume number;
 - (ii) the name and address of the respondent;
 - (iii) the name, address and telephone number of the respondent's contact;
 - (iv) the date; and
 - (v) the RFI number.
- (c) Numbering System: Respondents are requested to prepare their response using a numbering system corresponding to the one in this RFI. All references to

descriptive material, technical manuals and brochures included as part of the response should be referenced accordingly.

Response Costs

Canada will not reimburse any respondent for expenses incurred in responding to this RFI.

Treatment of Responses

(a) **Use of Responses:** Responses will not be formally evaluated. However, the responses received may be used by Canada to develop or modify procurement strategies or any draft documents contained in this RFI. Canada will review all responses received by the RFI closing date. Canada may, in its discretion, review responses received after the RFI closing date.

(b) **Review Team:** A review team composed of representatives of the client (where applicable) and PWGSC will review the responses. Canada reserves the right to hire any independent consultant, or use any Government resources that it considers necessary to review any response. Not all members of the review team will necessarily review all responses.

(c) **Confidentiality:** Respondents should mark any portions of their response that they consider proprietary or confidential. Canada will handle the responses in accordance with the *Access to Information Act*.

(d) **Engagement Process:** The Industry Engagement Process will begin with the publication of this RFI on the Government Electronic Tendering Service (GETS) – www.buyandsell.gc.ca/tenders and will conclude with the dissemination of the RFI Summary of the feedback and outcomes. The Industry Engagement Process may consist of the following events:

- i) Release of the RFI;
- ii) Industry Day;
- iii) Submission of RFI responses; and
- iv) Release of the RFI Summary of the feedback and outcomes.

The above listed events or schedule may change at any time throughout the process. Canada will endeavour to provide five calendar days notice to Respondents of any planned change when possible.

(e) **Follow-up Activity:** Canada may, in its discretion, contact any respondents to follow up with additional questions or for clarification of any aspect of a response.

Contracting Authority

Enquiries are to be made in writing (preferably by e-mail) to the Contracting Authority indicated below. Enquiries should be received no less than ten (10) working days prior to the RFI closing date to allow sufficient time to provide a response. Enquiries received after that time might not be answered prior to the RFI closing date.

Kenneth Smith
Supply Team Leader
Business Operations System Support Division (BOSS)
Special Procurement Initiatives Directorate (SPID)
Service and Technology Acquisitions Management Sector (STAMS)
Public Works and Government Services Canada (PWGSC)
12C1, Phase III, Place du Portage
11 Laurier St.

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CCC No./N° CCC – FMS No./N° VME

Gatineau, Quebec
K1A 0S5
Telephone No.: 819-956-3335
Email: kenneth.smith@tpsgc-pwgsc.gc.ca

To ensure consistency and quality of information provided to Respondents, the replies to enquiries will be provided to all Respondents having requested a RFI package through the Government Buy and Sell Website without revealing the sources of the enquiries. It should be noted that any information provided in relation to this RFI will not be binding upon Canada under any circumstances.

Contents of this RFI

- (a) This RFI contains a draft Bid Solicitation document (see Appendix A), draft Statement of Work (see Annex A), draft Technical Evaluation (see Attachment 1), draft Financial Evaluation (see Attachment 2), draft Basis of Payment (see Annex B), draft Insurance Requirements (see Annex D) and SRCLs (see Annex C). This document remains a work in progress, requirements may be added or modified or deleted. Comments regarding any aspect of the draft document are welcome.
- (b) This RFI also contains specific questions addressed to the industry.

Appendix A

REQUEST FOR INFORMATION (RFI)

**DRAFT REQUEST FOR PROPOSAL (RFP)
NO.:**

**DEPARTMENT OF PUBLIC WORKS AND GOVERNMENT
SERVICES CANADA**

**FOR THE PROVISION OF
DOCUMENT IMAGING SERVICES (DIS)**

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003xs
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Annex "C"	Security Requirements Check List
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Annex "F"	Form PWGSC-TPSGC 572 Task Authorization
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List of Attachments:

Attachment 1 to Part 4	Technical Bid
Attachment 2 to part 4	Financial Bid

Document Imaging Services (DIS)

PART 1 - GENERAL INFORMATION

1. Introduction

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

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

The Annexes include the Statement of Work, the Basis of Payment, the Security Requirements Checklist, the Federal Contractors Program for Employment Equity - Certification, the Insurance Requirements, the Task Authorization Form 572 and any other annexes.

2. Summary

2.1 Background

Document Imaging Solutions Center (DISC) of Cheque Redemption and Control Directorate of Public Works Government Services Canada (PWGSC) are subject matter experts in the field of document imaging and in the use of electronic images in business and information management processes and systems. PWGSC has provided a variety of imaging solutions to government departments and agencies for the past seven years.

Library and Archives Canada (LAC) retains government records of enduring value. After April 2017, LAC's preferred acquisition format for records of enduring value is in digital format. In addition, where LAC had previously accepted records of business value for storage, these are being returned to government departments. These program directions, as well as government department and agency interest in reducing paper document retention are resulting in an increase in demand for document imaging services.

To meet this increased demand in a timely and effective manner, PWGSC is broadening its document imaging services to provide end to end managed services as a Common Service provider to federal government departments and agencies. The managed services provided by PWGSC to federal departments and agencies will include consultation and expertise related to:

- Identification of image and index requirements, including the intended use within the client business processes and information management systems;
- CGSB compliance for evidentiary requirements;
- Library and Archives Canada guidelines for electronic images and storage media;
- Identification of imaging and indexing options and related costs;
- Document preparation requirements, processes and alternatives;
- Image return, storage and use;
- Quality assurance of images and index data;

PWGSC, as a Common Service Provider of imaging services for the federal government, is putting in place multi-vendor Task Authorization contracts to meet the document imaging needs of government departments. Task Authorizations will be issued on an as-and-when-required basis and provide the specific requirements for each individual order.

2.2 Purpose of this RFP

- (i) This bid solicitation is being issued to satisfy the requirements of the Accounting, Banking and Compensation Branch of Public Works and Government Services Canada (PWGSC), to obtain the services of multiple contractors to provide complete document imaging services, including: shipping and delivery; record conversion; security; data management; and quality assurance, on behalf of federal government departments and agencies, as part of a common service provider.;
- (ii) It is the intention to award a series of contracts for two years, plus two one-year irrevocable options each, allowing Canada to extend the term of the contracts under the same terms and conditions as follows:

Series 1 – up to 2 contracts for the imaging of unclassified documents for amounts over \$100,000.00;

Series 2 – up to 3 contracts for the imaging of Protected B documents with the option of Protected B documents with an IT link and the option of Protected B documents with Secret level handling; and

Series 3 – up to 2 contracts for the imaging of Secret documents;

2.3 Contract Period

Each of the above noted contracts will be for a period of two years with options to extend by an additional 2 one year periods.

2.4 Security Requirements

There is a security requirement associated with this requirement. For additional information, consult Part 6 - Security, Financial and Other Requirements, and Part 7 - Resulting Contract Clauses. For more information on personnel and organization security screening or security clauses, bidders should refer to

the Canadian Industrial Security Directorate (CISD), Industrial and Security Program of Public Works and Government Services Canada (<http://ssi-iss.tpsgc-pwgsc.gc.ca/index-eng.html>) website;

2.5 Trade Agreements

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), and the Agreement on Internal Trade (AIT).

2.6 Code of Conduct

- (iv) Bidders must provide a list of names, or other related information as needed, pursuant to section 01 of Standard Instructions 2003;

2.7 Former Public Servants

For services requirements, Bidders in receipt of a pension or a lump sum payment must provide the required information as detailed in article 3 of Part 2 of the bid solicitation;

2.8 Federal Contractors Program for Employment Equity

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

3. Debriefings

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

4. Conflict of Interest

Without limiting Canada's rights under Article 18 of 2003 (2014-06-26) Standard Instructions - Goods or Services - Competitive Requirements, the following private sector individuals and non-crown employees have been engaged in the preparation of this solicitation:

Name	Company / Entity
Bruce Maynard, Peter Woods, Nabil Kraya	Knowles Consultancy Services Inc.
Ross Gravelle	Altis Human Resources Inc.
Laura d'Entremont	Altis Human Resources Inc.
Francis Pelletier	Ideatics Inc.

	Doculabs Consulting Services

PART 2 - BIDDER INSTRUCTIONS

1. Standard Instructions, Clauses and Conditions

All instructions, clauses and conditions identified in the bid solicitation by number, date and title are set out in the *Standard Acquisition Clauses and Conditions Manual* (<https://buyandsell.gc.ca/policy-and-guidelines/standard-acquisition-clauses-and-conditions-manual>) issued by Public Works and Government Services Canada.

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

The 2003 (2014-06-26) Standard Instructions - Goods or Services - Competitive Requirements, are incorporated by reference into and form part of the bid solicitation.

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

Delete: sixty (60) days
Insert: (180) days

2. Submission of Bids

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

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

3. Former Public Servant

Contracts awarded to former public servants (FPS) in receipt of a pension or of a lump sum payment must bear the closest public scrutiny, and reflect fairness in the spending of public funds. In order to comply with Treasury Board policies and directives on contracts awarded to FPS, bidders must provide the information required below before contract award. If the answer to the questions and, as applicable the information required have not been received by the time the evaluation of bids is completed, Canada will inform the Bidder of a time frame within which to provide the information. Failure to comply with Canada's request and meet the requirement within the prescribed time frame will render the bid non-responsive.

Definitions

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

- a. an individual;

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

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

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

Former Public Servant in Receipt of a Pension

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

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

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

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

Work Force Adjustment Directive

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

If so, the Bidder must provide the following information:

- a. name of former public servant;
- b. conditions of the lump sum payment incentive;
- c. date of termination of employment;
- d. amount of lump sum payment;
- e. rate of pay on which lump sum payment is based;

- f. period of lump sum payment including start date, end date and number of weeks;
- g. 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.

4. Enquiries - Bid Solicitation

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

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

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.

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

6. Improvement of Requirement During Solicitation Period

Should bidders consider that the specifications or Statement of Work contained in the bid solicitation could be improved technically or technologically, bidders are invited to make suggestions, in writing, to the Contracting Authority named in the bid solicitation. Bidders must clearly outline the suggested improvement as well as the reason for the suggestion. Suggestions that do not restrict the level of competition nor favour a particular bidder will be given consideration provided they are submitted to the Contracting Authority at least 10 calendar days before the bid closing date. Canada will have the right to accept or reject any or all suggestions.

PART 3 - BID PREPARATION INSTRUCTIONS

1. Bid Preparation Instructions

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

Section I: Technical Bid 4 hard copies and 4 soft copies on USB key,

Section II: Financial Bid 2 hard copies and 2 soft copies on USB key,

Section III: Certifications 2 hard copies and 2 soft copies on USB key,

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

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

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

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

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

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

Section I: Technical Bid

- 1.1 In their technical bid, bidders should demonstrate their understanding of the requirements contained in the bid solicitation and explain how they will meet these requirements. Bidders should demonstrate their capability and describe their approach in a thorough, concise and clear manner for carrying out the work.
- 1.2 The technical bid should address clearly and in sufficient depth the points that are subject to the evaluation criteria against which the bid will be evaluated. Simply repeating the statement contained in the bid solicitation is not sufficient. In order to facilitate the evaluation of the bid, Canada requests that bidders address and present topics in the order of the evaluation criteria under the same headings. To avoid duplication, bidders may refer to different sections of their bids by identifying the specific paragraph and page number where the subject topic has already been addressed.
- 1.3 Part 4, Evaluation Procedures, contains additional instructions that bidders should consider when preparing their technical bid.

Section II: Financial Bid

- 1.1 Bidders must submit their financial bid in accordance with the Basis of Payment in Annex "B". The total amount of Applicable Taxes must be shown separately.
- 1.2 Bidders should include the following information in their financial bid:
 - 1. Their legal name;

2. Their Procurement Business Number (PBN); and
3. The name of the contact person (including this person's phone and facsimile numbers and email address) authorized by the Bidder to enter into communications with Canada with regards to:
 - (a) their bid; and
 - (b) any contract that may result from their bid.

1.3 Exchange Rate Fluctuation

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

Section III: Certifications

Bidders must submit the certifications required under Part 5.

Section IV: Additional Information

1.1 Bidder's Proposed Site or Premises Requiring Safeguard Measures

As indicated in Part 6 under Security Requirement, the Bidder must provide the required information below, on the Bidder's proposed site or premises for which safeguard measures are required for Work Performance:

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

PART 4 - EVALUATION PROCEDURES AND BASIS OF SELECTION

1. Evaluation Procedures

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

An evaluation team composed of representatives of Canada will evaluate the bids.

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.

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 of its proposed resource(s) to fulfill the requirements of the bid solicitation, the Bidder will have 5 working days following notice by Canada to make any necessary arrangements (at the Bidder's sole cost) to arrange for the interview to take place at PWGSC in the National Capital Region.
- (iii) Extension of Time: If additional time is required by the Bidder, the Contracting Authority may grant an extension at his or her sole discretion.

1.1 Technical Evaluation

Mandatory and point rated technical evaluation criteria are included in Attachment 1 - Technical Bid.

General Information

Mandatory Technical Criteria: Each bid will be reviewed for compliance with the mandatory requirements listed in Attachment 1 – Technical Bid, of the bid solicitation. All elements of the bid solicitation that are mandatory are identified specifically with "M" or the words "must" or "mandatory". Bids that do not comply with each and every mandatory requirement will be declared non-responsive and be disqualified.

Point-Rated Technical Criteria: Each bid will be rated by assigning a score to the rated technical requirements, which are identified in Attachment 1 – Technical Bid, of the bid solicitation by "R" or the word "rated" or by reference to a score. Bidders who fail to submit complete bids with all the information requested by the bid solicitation will be rated accordingly. For a bid to be responsive, it must achieve or exceed a minimum pass mark of 70%.

Reference Checks: Canada reserves the right to conduct the reference checks by telephone or in writing by e-mail (unless the reference's contact is only available by telephone). Wherever information provided by a reference differs from the information supplied by the Bidder, the information supplied by the reference will be given precedence.

Scoring Procedures:

Step 1: Section Scores:

A score will be calculated for each section of the Bidder's Technical Bid based on the applicable evaluation criteria and scoring formulae detailed in Attachment 1 – Technical Bid. Where no response is provided or the provided response is not relevant to the criteria as stated, a score of "0" will be assigned.

The score for each section in each table will be calculated in accordance with the scoring as outlined in Column F.

Step 2: Technical Bid Score:

The Technical Bid Score (TBS) will equal sum of the Section Scores, entered into Column F of the Technical Evaluation Table.

Technical Bids failing to achieve a minimum of 70% will be declared non-responsive.

1.2 Financial Evaluation

The financial bids of those Bidders who are responsive and have achieved a Technical Bid Score of 70% or greater will be evaluated in accordance with Attachment 2 – Financial Bid.

1.2.1 Evaluation of Price

SACC Manual Clause A0220T (2014-06-26), Evaluation of Price

2. Basis of Selection

To be declared responsive, a bid must:

- a. comply with all the requirements of the bid solicitation; and
- b. meet all mandatory criteria; and
- c. obtain the required minimum of ____ (*insert minimum number of points*) points overall for the technical evaluation criteria which are subject to point rating.

The rating is performed on a scale of ____ (*insert total number of available points*) points.

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

The selection will be based on the highest responsive combined rating of technical merit and price. The ratio will be 60% for the technical merit and 40% for the price.

To establish the technical merit score, the overall technical score for each responsive bid will be determined as follows: total number of points obtained / maximum number of points available multiplied by the ratio of 60%.

To establish the pricing score, each responsive bid will be prorated against the lowest evaluated price and the ratio of 40%.

For each responsive bid, the technical merit score and the pricing score will be added to determine its combined rating.

Neither the responsive bid obtaining the highest technical score nor the one with the lowest evaluated price will necessarily be accepted. In each series of contracts, the responsive bid with the highest combined rating of technical merit and price will be recommended as the first ranked for award of a contract, the responsive bid with the second highest combined rating of technical merit and price will be recommended as the second ranked for award of a contract and the responsive bid with the third highest combined rating of technical merit and price will be recommended as the third ranked for award of a contract.

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

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

		Bidder 1	Bidder 2	Bidder 3
Overall Technical Score		115/135	89/135	92/135
Evaluated Price		\$55,000.00	\$50,000.00	\$45,000.00
Calculations	Technical Merit Score	115/135 x 60 = 51.11	89/135 x 60 = 39.56	92/135 x 60 = 40.89
	Pricing Score	45/55 x 40 = 32.73	45/50 x 40 = 36.00	45/45 x 40 = 40.00
Combined Rating		83.84	75.56	80.89
Overall Rating		1st	3rd	2nd

As there will be multiple contracts awarded for each series, they will be awarded as follows:

The Contractor ranked first will receive, on an annual base, approximately 50% of the actual annual value for the service requirements to be requested by Public Works and Government Services Canada through the Task Authorization Process described herein.

The Contractor ranked second will receive, on an annual base, approximately 30% of the actual annual value for the service requirements to be requested by Public Works and Government Services Canada through the Task Authorization Process described herein.

The Contractor ranked third will receive, on an annual base, approximately 20% of the actual annual value for the service requirements to be requested by Public Works and Government Services Canada through the Task Authorization Process described herein.

The nature of the Work to be executed does not permit the exact attainment of the portions indicated above. The portions can also vary within a range of 10% (e.g. A range between 50% of the actual annual value for the service requirements to be requested by Public Works and Government Services Canada - 10% and 50% of the actual annual value for the service requirements to be requested by Public Works and Government Services Canada + 10%).

This order of ranking is used only for the purpose of issuing the first TA. For subsequent tasks, one of the TA Authorities will send the TA to one of the contractors listed above, regardless of ranking.

Or, if only two contracts are awarded

The Contractor ranked first will receive, on an annual base, approximately 60% of the actual annual value for the service requirements to be requested by Public Works and Government Services Canada through the Task Authorization Process described herein.

The Contractor ranked second will receive, on an annual base, approximately 40% of the actual annual value for the service requirements to be requested by Public Works and Government Services Canada through the Task Authorization Process described herein.

The nature of the work to be executed does not permit the exact attainment of the portions indicated above. The portions can also vary within a range of 15% (e.g. A range between 40% of the actual annual value for the service requirements to be requested by Health Canada - 15% and 40% of the actual annual value for the service requirements to be requested by Public Works and Government Services Canada + 15%).

This order of ranking is used only for the purpose of issuing the first TA. For subsequent tasks, one of the TA Authorities will send the TA prepared to one of the contractors listed above, regardless of ranking.

PART 5 - CERTIFICATIONS

Bidders must provide the required certifications and associated information 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 in carrying out any of its obligations under the Contract, 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 and to cooperate with any request or requirement imposed by the Contracting Authority may render the bid non-responsive or constitute a default under the Contract.

1. Certifications Required Precedent to Contract Award

1.1 Integrity Provisions - Associated Information

By submitting a bid, the Bidder certifies that the Bidder and its Affiliates are in compliance with the provisions as stated in Section 01 Integrity Provisions - Bid of Standard Instructions 2003. The associated information required within the Integrity Provisions will assist Canada in confirming that the certifications are true.

1.2 Federal Contractors Program for Employment Equity - Bid Certification

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

2. Additional Certifications Required Precedent to Contract Award

The certifications listed below should be completed and submitted with the bid but may be submitted afterwards. If any of these required certifications is not completed and submitted as requested, the Contracting Authority will inform the Bidder of a time frame within which to provide the information. Failure to comply with the request of the Contracting Authority and to provide the certifications within the time frame provided will render the bid non-responsive.

2.1 Status and Availability of Resources

The Bidder certifies that, should it be awarded a contract as a result of the bid solicitation, every individual proposed in its bid will be available to perform the Work as required by Canada's representatives and at the time specified in the bid solicitation or agreed to with Canada's representatives. If for reasons beyond its control, the Bidder is unable to provide the services of an individual named in its bid, the Bidder may propose a substitute with similar qualifications and experience. The Bidder must advise the Contracting Authority of the reason for the substitution and provide the name, qualifications and experience of the proposed replacement. For the purposes of this clause, only the following reasons will be considered as beyond the control of the Bidder: death, sickness, maternity and parental leave, retirement, resignation, dismissal for cause or termination of an agreement for default.

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

2.2 Rate or Price Certification

The Bidder certifies that the rate proposed:

- a. is not in excess of the lowest rate charged anyone else, including the Bidder's most favoured customer, for the like quality and quantity of the service;
- b. does not include an element of profit on the sale in excess of that normally obtained by the Bidder on the sale of services of like quality and quantity, and
- c. does not include any provision for discounts to selling agents.

2.3 Education and Experience

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

PART 6 - SECURITY, FINANCIAL AND OTHER REQUIREMENTS

1. Security Requirement

1. At the date of bid closing, the following conditions must be met:
 - (a) the Bidder must hold a valid organization security clearance as indicated in Part 7 - Resulting Contract Clauses;
 - (b) the Bidder's proposed individuals requiring access to classified or protected information, assets or sensitive work site(s) must meet the security requirement as indicated in Part 7 - Resulting Contract Clauses;
 - (c) the Bidder must provide the name of all individuals who will require access to classified or protected information, assets or sensitive work sites;
 - (d) the Bidder's proposed location of work performance or document safeguarding must meet the security requirement as indicated in Part 7 - Resulting Contract Clauses;
 - (e) the Bidder must provide the address(es) of proposed location(s) of work performance or document safeguarding as indicated in Part 3 - Section IV Additional Information.
2. Bidders are reminded to obtain the required security clearance promptly. Any delay in the award of a contract to allow the successful bidder to obtain the required clearance will be at the entire discretion of the Contracting Authority.
3. For additional information on security requirements, bidders should refer to the Canadian Industrial Security Directorate (CISD), Industrial Security Program of Public Works and Government Services Canada (<http://ssi-iss.tpsgc-pwgsc.gc.ca/index-eng.html>) website.

2. Financial Capability

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

3. Insurance Requirements

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

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

The Contractor must forward to the Contracting Authority within ten (10) days after the date of award of the Contract, a Certificate of Insurance evidencing the insurance coverage and confirming that the insurance policy complying with the requirements is in force. For Canadian-based Contractors, coverage must be placed with an Insurer licensed to carry out business in Canada, however, for Foreign-based Contractors, coverage must be placed with an Insurer with an A.M. Best Rating no less than "A-". The Contractor must, if requested by the Contracting Authority, forward to Canada a certified true copy of all applicable insurance policies.

PART 7 - RESULTING CONTRACT CLAUSES

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

1. Statement of Work

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

1.1 Task Authorization

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

1.1.1 Task Authorization Process

As more than one contract has been awarded for this requirement, a request to perform a task will be sent to the first ranked contractor. If that contractor confirms in writing that it is unable to perform the task as a result of previous commitments under a TA, or an agreement on the terms and/or price for the TA cannot be reached between the Contractor and Canada, the request to perform a task will then be forwarded to the contractor ranked second. This process will continue until the task can be performed by another contractor. If no contractor can perform the task, Canada reserves the right to acquire the required Work by other means. A contractor may advise the Project Authority and the Contracting Authority in writing that it is unable to carry out additional tasks as a result of previous commitments under a TA and no request to perform a task will be sent to that contractor until that contractor has given notice in writing to the Project Authority and the Contracting Authority that it is available to perform additional tasks.

Task Authorization Process:

1.1.1.1 The Project Authority will provide the Contractor with a description of the task using the Task Authorization" form specified in Annex "F".

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

1.1.1.3 The Contractor must provide the Project Authority, within ___ calendar days of its receipt, the proposed total estimated cost for performing the task and a breakdown of that cost, established in accordance with the Basis of Payment specified in the Contract.

1.1.1.4 The Contractor must not commence work until a TA authorized by the Project Authority has been received by the Contractor. The Contractor acknowledges that any work performed before a TA has been received will be done at the Contractor's own risk.

1.1.2 Task Authorization Limit

The Project Authority may authorize individual task authorizations up to a limit of (TBD), Applicable Taxes included, inclusive of any revisions.

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

1.1.3 Task Authorization – Multiple Contracts

Note: This clause will be deleted if only one contract is awarded

For the purpose of Clause 1.2.3, the actual quarterly value will be calculated based on a year period determined from the Contract Award date.

1.1.3.1 Three contracts were awarded as a result of Public Works and Government Services Canada bid solicitation number: _____ (*insert number*). The contractors' order of ranking is as follows:

Ranked first: _____

Ranked second: _____

Ranked third: _____

1.1.3.2 This order of ranking is used only for the purpose of issuing the first TA. For subsequent tasks, one of the TA Authorities will send the TA prepared in accordance with clause 1.2.1 to one of the contractors listed above, regardless of ranking.

1.1.3.3 During the Contract period, the Contractor ranked first will receive, on an annual base, approximately 50% of the actual annual value for the service requirements to be requested by Public Works and Government Services Canada through the Task Authorization Process described herein.

1.1.3.4 The Contractor ranked second will receive, on an annual base, approximately 30% of the actual annual value for the service requirements to be requested by Public Works and Government Services Canada through the Task Authorization Process described herein.

1.1.3.5 The Contractor ranked third will receive, on an annual base, approximately 20% of the actual annual value for the service requirements to be requested by Public Works and Government Services Canada through the Task Authorization Process described herein.

1.1.3.6 The nature of the Work to be executed does not permit the exact attainment of the portions indicated above. The portions can also vary within a range of 10% (e.g. A range between 50% of the actual annual value for the service requirements to be

requested by Public Works and Government Services Canada - 10% and 50% of the actual annual value for the service requirements to be requested by Public Works and Government Services Canada + 10%).

Or, if only two contracts are awarded

1.1.3.7 Two contracts were awarded as a result of Public Works and Government Services Canada bid solicitation number: *(To be determined in the resulting Contract)*. The contractors' order of ranking is as follows:

Ranked first: _____

Ranked second: _____

1.1.3.8 This order of ranking is used only for the purpose of issuing the first TA. For subsequent tasks, one of the TA Authorities will send the TA prepared in accordance with clause 1.2.1 to one of the contractors listed above, regardless of ranking.

1.1.3.9 During the Contract period, the Contractor ranked first will receive, on an annual base, approximately 60% of the actual annual value for the service requirements to be requested by Public Works and Government Services Canada through the Task Authorization Process described herein.

The Contractor ranked second will receive, on an annual base, approximately 40% of the actual annual value for the service requirements to be requested by Public Works and Government Services Canada through the Task Authorization Process described herein.

1.1.3.10 The nature of the work to be executed does not permit the exact attainment of the portions indicated above. The portions can also vary within a range of 15% (e.g. A range between 40% of the actual annual value for the service requirements to be requested by Health Canada - 15% and 40% of the actual annual value for the service requirements to be requested by Public Works and Government Services Canada + 15%).

1.1.4 Minimum Work Guarantee - All the Work - Task Authorizations

1.1.4.1 In this clause,

"Maximum Contract Value" means the amount specified in the "Limitation of Expenditure" clause set out in the Contract; and

"Minimum Contract Value" means 5% of the Maximum Contract Value or a fixed dollar amount.

1.1.4.2 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 3. In consideration of such obligation, the Contractor agrees to stand in readiness throughout the Contract period to perform the Work described in the Contract. Canada's maximum liability for work performed under the Contract must not exceed the Maximum Contract Value, unless an increase is authorized in writing by the Contracting Authority.

1.1.4.3 In the event that Canada does not request work in the amount of the Minimum Contract Value during the period of the Contract, Canada must pay the Contractor the difference between the Minimum Contract Value and the total cost of the Work requested.

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

1.1.5 Periodic Usage Reports - Contracts with Task Authorizations

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

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

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

The quarterly periods are defined as follows:

1st quarter: April 1 to June 30;

2nd quarter: July 1 to September 30;

3rd quarter: October 1 to December 31; and

4th quarter: January 1 to March 31.

1.1.5.4 The data must be submitted to the Contracting Authority no later than 5 calendar days after the end of the reporting period.

Reporting Requirement- Details

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

For each authorized task:

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

For all authorized tasks:

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

2. Standard Clauses and Conditions

All clauses and conditions identified in the Contract by number, date and title are set out in the *Standard Acquisition Clauses and Conditions Manual*(<https://buyandsell.gc.ca/policy-and-guidelines/standard-acquisition-clauses-and-conditions-manual>) issued by Public Works and Government Services Canada.

2.1 General Conditions

2035 (2014-06-26), General Conditions - Higher Complexity - Services, apply to and form part of the Contract.

2.2 Supplemental General Conditions

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

3. Security Requirement

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

Series 1 contract - see Annex "C"

Series 2 contract – see Annex "C"

Series 3 contract – see Annex "C"

3.2 Contractor's Site or Premises Requiring Safeguard Measures

The Contractor must diligently maintain up-to-date, the information related to the Contractor's site or premises, where safeguard measures are required in the performance of the Work, for the following addresses:

Address:

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

City, Province, Territory / State

Postal Code / Zip Code

Country

3.3 Handling of Personal Information

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

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

information to Canada, the Contractor will have no right to retain that information in any form and must ensure that no record of the personal information remains in the Contractor's possession.

3.4 Protection and Security of Data Stored in Databases

1. The Contractor must ensure that all the databases containing any information related to the Work are located in Canada. The Contractor must control access to all databases on which any data relating to the Contract is stored so that only individuals with the appropriate security clearance are able to access the database, either by using a password or other form of access control (such as biometric controls).
2. The Contractor must ensure that all databases on which any data relating to the Contract is stored are physically and logically independent (meaning there is no direct or indirect connection of any kind) from all other databases, unless those databases are located in Canada and otherwise meet the requirements of this article.
4. The Contractor must ensure that all data relating to the Contract is processed only in Canada.
5. The Contractor must ensure that all domestic network traffic (meaning traffic or transmissions initiated in one part of Canada to a destination or individual located in another part of Canada) is routed exclusively through Canada.
6. Despite any section of the General Conditions relating to subcontracting, the Contractor must not subcontract (including to an affiliate) any function that involves providing a subcontractor with access to any data relating to the Contract unless the Contracting Authority first consents in writing.

4. Term of Contract

4.1 Period of the Contract

The period of the Contract is from date of Contract to _____ inclusive (***fill in end date of the period***).

4.2 Option to Extend the Contract

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

Canada may exercise this option at any time by sending a written notice to the Contractor at least 60 calendar days before the expiry date of the Contract. The option may only be exercised by the Contracting Authority, and will be evidenced for administrative purposes only, through a contract amendment.

5. Authorities

5.1 Contracting Authority

The Contracting Authority for the Contract is:

Name: Kenneth Smith
Title: Supply Team Leader
Public Works and Government Services Canada
Acquisitions Branch
Directorate: Special Procurement Initiatives Directorate
Address: 11 Laurier Street, Gatineau, Quebec, K1A 0S5

Telephone: 819-956-3335
Facsimile: 819-956-8303
E-mail address: kenneth.smith@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.

5.2 Project Authority

The Project Authority for the Contract is:

Name: _____
Title: _____
Organization: _____
Address: _____

Telephone: ____-____-_____
Facsimile: ____-____-_____
E-mail address: _____

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

5.3 Task Authorization Authorities

(The Task Authorization Authorities will be identified in each Task Authorization)

The Project Authority is responsible for the issuance and management of all Task Authorization Requests under this Contract. Only the Project Authority is required to issue any individual Task Authorization provided that the total TA value does not exceed the financial limitation specified in Clause 1.2.2 of the Contract. However, the Task Authorization Authority is responsible for all other matters related to the TAs, including vendor performance and acceptance of Work.

5.4 Contractor's Representative

(The Contractor's Representative will be identified in the resulting contract)

The Contractor's Representative has the authority to deal with Canada on behalf of the Contractor in regard to all matters related to this contract.

6. Proactive Disclosure of Contracts with Former Public Servants

By providing information on its status, with respect to being a former public servant in receipt of a *Public Service Superannuation Act* (PSSA) pension, the Contractor has agreed that this information will be reported on departmental websites as part of the published proactive disclosure reports, in accordance with Contracting Policy Notice: 2012-2 of the Treasury Board Secretariat of Canada.

7. Payment

7.1 Basis of Payment

In consideration of the Contractor satisfactorily completing all of its obligations under the authorized Task Authorization (TA), the Contractor will be paid the firm unit price(s) in accordance with the basis of payment, in Annex "B", as specified in the authorized TA. Customs duties are included and Applicable Taxes are extra.

Canada will not pay the Contractor for any design changes, modifications or interpretations of the Work, unless they have been authorized, in writing, by the Contracting Authority before their incorporation into the Work.

7.2 Limitation of Expenditure

7.2.1 Basis of Payment – Limitation of Expenditure - Task Authorizations

7.2.1.1 The Contractor will be reimbursed for the costs reasonably and properly incurred in the performance of the Work specified in the authorized Task Authorization (TA), as determined in accordance with the Basis of Payment in Annex B, to the limitation of expenditure specified in the authorized TA.

7.2.1.2 Canada's liability to the Contractor under the authorized TA must not exceed the limitation of expenditure specified in the authorized TA. Customs duties are included and applicable taxes are extra.

7.2.1.3 No increase in the liability of Canada or in the price of the Work specified in the authorized TA resulting from any design changes, modifications or interpretations of the Work will be authorized or paid to the Contractor unless these design changes, modifications or interpretations have been authorized, in writing, by the Contracting Authority before their incorporation into the Work.

7.2.2 Limitation of Expenditure - Cumulative Total of all Task Authorizations

7.2.2.1 Canada's total liability to the Contractor under the Contract for all authorized Task Authorizations (TAs), inclusive of any revisions, must not exceed the sum of \$ _____. Customs duties are included and Applicable Taxes are extra.

7.2.2.2 No increase in the total liability of Canada will be authorized or paid to the Contractor unless an increase has been approved, in writing, by the Contracting Authority.

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

- a. when it is 75 percent committed, or
- b. four (4) months before the contract expiry date, or
- c. as soon as the Contractor considers that the sum is inadequate for the completion of the Work required in all authorized TAs, inclusive of any revisions, whichever comes first.

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

7.2 Limitation of Price

SACC Manual clause C6000C (2011-05-16) Limitation of Price

7.3 Method of Payment

One of the following methods will form part of the authorized TA:

7.3.1 Single Payment

Canada will pay the Contractor upon completion and delivery of the Work in accordance with the payment provisions of the Contract if:

- a. an accurate and complete invoice and any other documents required by the Contract have been submitted in accordance with the invoicing instructions provided in the Contract;
- b. all such documents have been verified by Canada;
- c. the Work delivered has been accepted by Canada.

7.3.2 Multiple Payments

Canada will pay the Contractor upon completion and delivery of units in accordance with the payment provisions of the Contract if:

- a. an accurate and complete invoice and any other documents required by the Contract have been submitted in accordance with the invoicing instructions provided in the Contract;
- b. all such documents have been verified by Canada;

- c. the Work delivered has been accepted by Canada.

7.4 SAAC Manual Clauses

SACC Manual clause A9117C (2007-11-30) T1204 - Direct Request by Customer Department
SACC Manual clause C0305C (2008-05-12) Cost Submission

7.5 Discretionary Audit

SACC Manual clause C0100C (2010-01-11) Discretionary Audit

8. Invoicing Instructions

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

Each invoice must be supported by:

- a. a copy of time sheets to support the time claimed;
- b. a copy of the release document and any other documents as specified in the Contract;
- c. a copy of the invoices, receipts, vouchers for all direct expenses, and all travel and living expenses;
- d. a copy of the monthly progress report.

Invoices must be distributed as follows:

- a. The original and one (1) copy must be forwarded to the following address for certification and payment.

(Insert the name of the organization)

- b. One (1) copy must be forwarded to the Contracting Authority identified under the section entitled "Authorities" of the Contract.

9. Certifications

9.1 Compliance

The continuous compliance with the certifications provided by the Contractor in its bid and the ongoing cooperation in providing associated information are conditions of the Contract. Certifications are subject to verification by Canada during the entire period of the Contract. If the Contractor does not comply with any certification, fails to provide the associated information, or if it is determined that any certification made by the Contractor in its bid is untrue, whether made knowingly or unknowingly, Canada has the right, pursuant to the default provision of the Contract, to terminate the Contract for default.

9.2 Federal Contractors Program for Employment Equity - Default by the Contractor

The Contractor understands and agrees that, when an Agreement to Implement Employment Equity (AIEE) exists between the Contractor and Employment and Social Development Canada (ESDC)-Labour, the AIEE must remain valid during the entire period of the Contract. If the AIEE becomes invalid, the name of the Contractor will be added to the "FCP Limited Eligibility to Bid" list. The imposition of such a sanction by ESDC will constitute the Contractor in default as per the terms of the Contract.

10. Applicable Laws

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

11. Priority of Documents

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

- (a) the Articles of Agreement;
- (b) the supplemental general conditions 4006 (2010-08-16)
- (c) the general conditions 2035 (2014-06-26);
- (d) Annex "A", Statement of Work;
- (e) Annex "B", Basis of Payment;
- (f) Annex "C", Security Requirements Check List
- (g) Annex "F", Federal Contractors Program for Employment Equity - Certification;
- (h) Annex "D", Insurance Requirements;
- (i) the signed Task Authorizations (including all of its annexes, if any);
- (j) the Contractor's bid dated _____, (*insert date of bid*) (*If the bid was clarified or amended, insert at the time of contract award:* " _____ " *or* " _____ ", as amended on _____ " and insert date(s) of clarification(s) or amendment(s)).

12. Foreign Nationals (Canadian Contractor)

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

Foreign Nationals (Foreign Contractor)

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

13. Insurance Requirements

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

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

The Contractor must forward to the Contracting Authority within ten (10) days after the date of award of the Contract, a Certificate of Insurance evidencing the insurance coverage and confirming that the insurance policy complying with the requirements is in force. For Canadian-based Contractors,

coverage must be placed with an Insurer licensed to carry out business in Canada, however, for Foreign-based Contractors, coverage must be placed with an Insurer with an A.M. Best Rating no less than "A-". The Contractor must, if requested by the Contracting Authority, forward to Canada a certified true copy of all applicable insurance policies.

14. Dispute Resolution

If a dispute arises out of, or in connection with this Contract, and the parties do not resolve some or all of the dispute through discussions then:

- (a) Either party may provide to the other written notice containing a request to negotiate. This notice shall be given promptly in order to prevent further damages resulting from delay and shall specify the issues in dispute.
- (b) If the parties do not resolve some or all of the issues in dispute within 30 days from the notice to commence negotiations, the parties agree to attempt to resolve those issues through mediation.
- (c) The parties agree to jointly select a mediator. If they are unable to do so, then a mediator will be chosen, upon application by the parties, by the
ADR Institute of Canada, Inc.
234 Eglinton Avenue East, Suite 500
Toronto, Ontario, M4P 1K5
- (d) All information exchanged during the negotiation and mediation processes shall be regarded as "without prejudice" communications for the purposes of settlement negotiations and shall be treated as confidential by the parties and their representatives unless otherwise required by law. However, evidence that is independently admissible or discoverable shall not be rendered inadmissible or non-discoverable by virtue of its use during negotiation or mediation.

The parties agree that the representatives selected to participate in the dispute resolution process will have the authority required to resolve the dispute, or will have a rapid means of obtaining the requisite authorization.

Solicitation No. – N° de l'invitation
EN929-14-2184/A
Client Ref. No. N° de réf. Du client
EN929-14-2184

Amd. No. – N° de la modif.
File No. – N° du dossier
003xs.EN929-14-2184

Buyer ID – Id de l'acheteur
003xs
CCC No./N° CCC – FMS No./N° VME

Solicitation No. –N° de l'invitation
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ANNEX A

Statement of Work (SOW)

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Statement of Work (SOW)

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Section I – Overview of SOW and General Requirements

1. Purpose

The Government of Canada requires document imaging services, to convert paper and microfilm records to electronic images, to generate and/or capture identified metadata and index data and to provide images and data that will integrate into specified document management systems or databases for future retrieval and use.

Public Works Government Services Canada (PWGSC) is a common service provider to the Government of Canada, and provides document imaging managed services to federal departments and agencies, including use of the private sector to provide the document imaging services.

2. Background

Document Imaging Solutions Center (DISC) of Cheque Redemption and Control (CRC) of Public Works Government Services Canada (PWGSC) are subject matter experts in the field of document imaging and in the use of electronic images in business and information management processes and systems. PWGSC has provided a variety of imaging solutions to government departments and agencies since 2007.

Library and Archives Canada (LAC) retains government records of enduring value. After April 2017, LAC's preferred acquisition format for records of enduring value is in digital format. In addition, where LAC had previously accepted records of business value for storage, these are being returned to government departments. These program directions, as well as government department and agency interest in reducing paper document retention are resulting in an increase in demand for document imaging services.

To meet this increased demand in a timely and effective manner, PWGSC is broadening its document imaging services to provide end to end managed services as a Common Service provider to federal government departments and agencies. The managed services provided by PWGSC to federal departments and agencies will include consultation and expertise related to:

- Identification of image and index requirements, including the intended use within the client business processes and information management systems;
- CGSB compliance for evidentiary requirements;
- Library and Archives Canada guidelines for electronic images and storage media;
- Identification of imaging and indexing options and related costs;
- Document preparation requirements, processes and alternatives;
- Image return, storage and use;

- Quality assurance of images and index data;
- Contract management including issuance and control of Task Authorizations, quality and security inspections, delivery acceptance, invoice receipt and payment.

The federal government is also implementing document and records management practices based upon OpenText products procured for the Government of Canada's GCDOCS V2.0 program. (GCDOCS V2.0 is the Government of Canada licensed solution built upon OpenText Content Server 2010). At this time, the implementation of the GCDOCS system is at various stages within the government departments.

The availability of digital images and the implementation of the GCDOCS record management system provide opportunities for federal departments and agencies to improve their business processes with improved and faster access to historical records.

PWGSC, as a Common Service Provider of imaging services for the federal government, is putting in place multi-vendor Task Authorization contracts to meet the document imaging needs of government departments. Task Authorizations will be issued on an as-and-when-required basis and provide the specific requirements for each individual order.

PWGSC is conducting a survey of government departments and agencies to determine forecasts of imaging needs.

The overall goals of federal departments are:

- a) to convert historical and / or current records to digital images to reduce costs and improve retrieval associated with storage of records in paper and other media; and
- b) to obtain digital images of these records, with associated metadata and index data for transfer into the GCDOCS document and record management system, providing employees with improved access and search capabilities.

Employees will have faster access to the records as well as improved search capabilities. Some departments and agencies may destroy their paper documents eliminating the need for ongoing storage and retrieval; the destruction of paper records requires that images be produced in compliance with CGSB standards and their successors: CAN/CGSB 72.34-2005 - Electronic Records as Documentary Evidence and CAN/CGSB-72.11-93 - Microfilm and Electronic Image as Documentary Evidence;

Within each series of contracts, the Contractor(s) must meet all required quality levels (Acceptable Quality Levels of 5%, 2.5%, 1.5% and .01%) and the services to the following locations must be provided:

1. Alberta
2. British Columbia
3. Manitoba

4. National Capital Region
5. New Brunswick
6. Newfoundland and Labrador
7. Northwest Territories
8. Nova Scotia
9. Nunavut
10. Ontario
11. Prince Edward Island
12. Quebec
13. Saskatchewan
14. Yukon

PWGSC Project Authority will administer these contracts as part of its document imaging managed service provided to all federal government departments and agencies, issuing Task Authorizations, providing quality inspections, managing payments etc.

3. PWGSC Structure and High level Responsibilities

- 3.1. PWGSC has established a Document Imaging Center of Expertise with overall responsibility for the Document Imaging Project. It is anticipated that the Center of Expertise will be comprised of approximately six PWGSC resources during the early stages of operation and that this number will increase during the next few years. Although the exact size and composition of the Document Imaging Center of Expertise will continue to evolve, it will include the following:
 - 3.1.1. A Director of Document Imaging Services with overall responsibility for the Document Imaging Project.
 - 3.1.2. A Manager of Document Imaging, who will act as Project Authority and will be responsible for provision of business processes and general administrative support to the Document Imaging Center of Expertise. Responsible for the provision of Project Management support to the Director Document Imaging Services and client departments including Risk, Change, Requirements, Schedule and Budget Management. Responsible for coordination of project deliverables and business subject matter experts, contract management for document imaging and quality assurance to support project activities.
 - 3.1.3. Project managers who are responsible for representing PWGSC in the client department organizations to identify document imaging requirements, review and approve the relevant business deliverables and work with the Contractor(s) to obtain the deliverables, and manage the Task Authorizations. Works with various entities within the client organization who are stakeholders in the Document Imaging deliverables, such as program management, IT, Information Management. Responsible

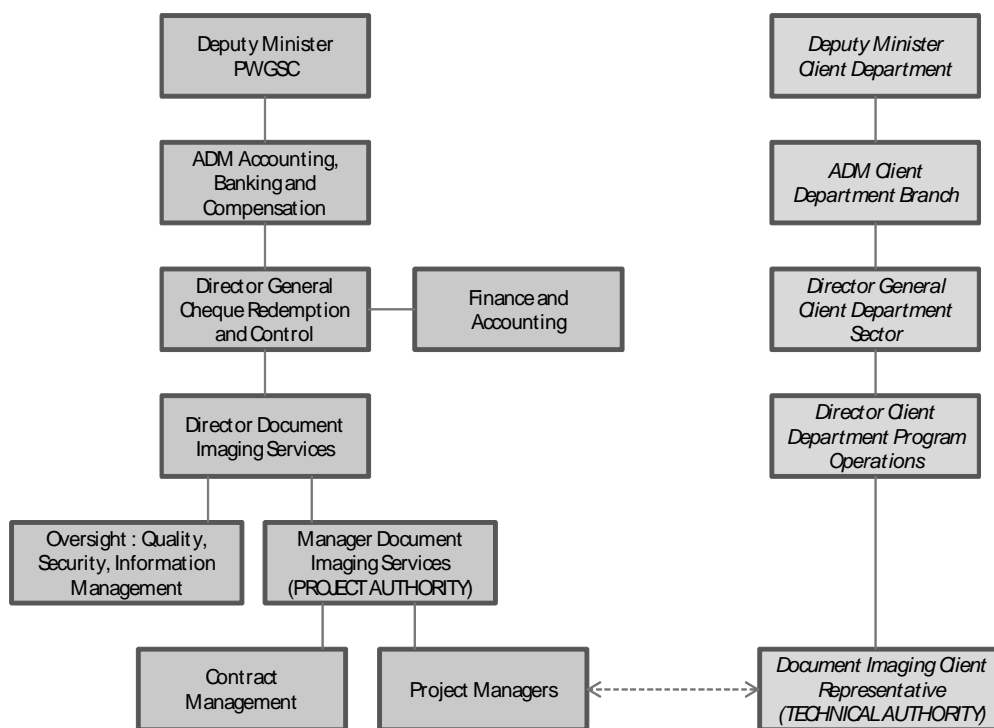
for the review and approval of relevant business deliverables and resolution of any issues related to the deliverables.

3.1.4. A Contract Management component, responsible for supporting the Project Authority in contract management activities including Task Authorization approval process, tracking Task Authorization start and end dates, schedules, values and delivery, acceptance tracking of deliverables and approval of payments. Responsible for ensuring approval of deliverables related to in service delivery aspects of the solution provided by the Contractor(s).

3.1.5. A Finance and Accounting component, reporting to the Director General CRC is responsible for the financial and administrative procurement responsibilities including budgeting, variance analysis, financial system recording, and processing of Task Authorizations, invoices, accounts payable functions, procurement file management.

3.1.6. A Quality Assurance component, reporting to the Director Document Imaging Services, responsible for the review and analysis of quality, security, information management and privacy reviews performed on behalf of PWGSC.

3.1.7. PWGSC Organizational Chart



3.2. The Document Imaging Center of Expertise, as described above, intends to develop an integrated working relationship with the Contractor(s). It will be important to avoid duplication and overlap of responsibilities between PWGSC and Contractor(s) resources. The Center of Expertise will provide, manage and report on an oversight program to ensure vendor adherence to quality, privacy and security requirements;

3.3. At a high level PWGSC is responsible for:

3.3.1. Overall project sponsorship and project management;

3.3.2. Engagement of the client federal departments and agencies directly with the assignment of a project manager to each client intake;

3.3.3. Provision of information and advice to the Contractor(s) concerning functional and non-functional requirements;

3.3.4. Oversight of contracts to ensure adherence to Government of Canada and PWGSC requirements for quality, security, privacy and information management.

3.4. PWGSC Project Managers are responsible for:

3.4.1. Working with the client department or agency to identify the client needs including understanding of document types, current and future business processes, future intended use of images, integration with client information management systems, metadata and index data requirements, file structures, opportunities for end to end solutions and automation of business processes, etc.;

3.4.2. Preparation of the Task Authorization for the assigned Contractor(s), including imaging requirements, metadata and index data requirements, client pickup and delivery locations;

3.4.3. Identification of the client Technical Authority to the vendor for collection specific queries. The client Technical Authority will be invited by the PWGSC project manager to attend some meetings related to scheduling, delivery and quality with the Contractor(s);

3.4.4. Liaison with the Contractor(s) to respond to queries and address issues or concerns related to particular Task Authorizations;

3.4.5. Validation of receipt and acceptance of the images, metadata and index data with the client and the provision of feedback and approvals in a timely manner;

3.4.6. Approval of receipt of deliverables for payment authorization.

4. Contractor(s) Structure and High level Responsibilities

4.1 The Contractor(s) is responsible for the project management, record conversion, data capture and coding services, record management, data and record safeguard, data management, quality assurance and professional services. The Contractor(s) is also responsible to ensure their adherence to the Government of Canada and PWGSC privacy, security, quality and information management requirements.

5. Constraints

5.1 Privacy

5.1.1 All data must remain in Canada and cannot be transmitted outside of Canada for any reason, and cannot be accessed from outside of Canada for any reason. This includes, but is not limited to, any quality assurance procedures

5.2 Travel and Living Costs

- 5.2.1 The Contractor(s) shall be responsible for and must pay for (at its own expense) all travel and living costs of its staff, assigned resources and representatives for work done to meet the requirements of the SOW. This shall include but not be limited to attendance at meetings, record inspections, orientation sessions at PWGSC or client department sites, training competency testing, interviews of proposed resources after contract award, and briefings involving PWGSC staff. Canada will not pay for any such travel or living costs.
- 5.2.2 Travel that may be required for Task Authorized work must be pre-authorized by PWGSC Project Authority and is subject to Treasury Board directives governing travel and living expenses as detailed in terms and conditions at Annex B, Basis of Payment.

5.3 Language of Work

- 5.3.1 Reports, meetings, correspondence, and discussions are to be in English or French. Ability to communicate in both French and English is preferred but not required.

6. General Requirements

This work requires the digitization of documents, including:

1. Shipping and Delivery,
2. Record conversion,
 - i. Organizing and preparing records for conversion
 - ii. Conversion to digital image
 - iii. Capture, generation and transfer of index coding
 - iv. Capture, generation and transfer of metadata
 - v. Post-conversion assembly of records
 - vi. Full text transcription
3. Security,
4. Data Management,
5. Quality Assurance,
6. Professional Services
7. Reference Material

Title	Source
Handling and Safeguarding of Classified and Protected Information and Assets	http://ssi-iss.tpsgc-pwgsc.gc.ca/msi-ism/ch5-eng.html
MIL-STD-105E	https://archive.org/stream/MIL-STD-105E_1/MIL-STD-105E#page/n0/mode/2up
CGSB standards and their successors: CAN/CGSB 72.34-2005 – Electronic Records as Documentary Evidence	http://www.scc.ca/en/standardsdb/standards/22952
CAN/CGSB-72.11.93-Microfilm and Electronic Image as Documentary Evidence	http://www.scc.ca/en/standardsdb/standards/5525
ISO 216	http://www.iso.org/iso/catalogue_detail.htm?csnumber=36631
ISOI 27000 and 27001	http://www.27000.org/index.htm
TBS Privacy Policy Suite and related instruments	http://www.tbs-sct.gc.ca/pol/about-apropos-eng.aspx http://www.cra-arc.gc.ca/gncy/prvcy/pia-efvp/menu-eng.html
TBS Policy on Government Security and related instruments and standards	http://www.tbs-sct.gc.ca/pol/doc-eng.aspx?id=16578

Section 2 –Scope and Requirements

7. Detailed Requirements

The Contractor(s) must provide the following services for the digitization requirement. Task Authorizations will require different combinations of the services listed below and particular requirements will be specified in each Task Authorization.

7.1 Shipping and Delivery:

- 7.1.1 The Contractor(s) must provide a transportation plan that addresses all shipping and delivery requirements.

- 7.1.2 The Contractor(s) is responsible for the pick-up and delivery of records from the Government of Canada office location (or other locations as specified in the Task Authorization) to the Contractor's processing facilities within a 90 KM radius of each image location across Canada, as and when requested.
- 7.1.3 Where requested in the Task Authorization, the Contractor(s) is responsible for the pick-up and delivery of records from the Government of Canada office location (or other locations as specified in the Task Authorization) outside the 90 KM radius of each warehouse location across Canada.
- 7.1.4 Where specified in the Task Authorization that the client will arrange for transportation of the records, the Contractor(s) is responsible for the receipt of records at the Contractor(s) image location, and/or release of records from the Contractor(s) image location.
- 7.1.5 Pick-up and delivery locations will be specified in the Task Authorization.
- 7.1.6 The Contractor(s) must provide chain of custody tracking and reporting for each pickup/ delivery request.
- 7.1.7 Shipping and delivery charges (pickup, transit, delivery) must be prepaid by the Contractor(s) and charged at cost with no allowance for mark-up or profit to the Contractor(s), as specified in Annex B.
- 7.1.8 The Contractor(s) must ensure that pick up of hard copy records and return of media, images and records is handled via bonded courier that provides a controlled movement service for shipments. This service must conform to with Canada's requirements for the **Handling and Safeguarding of Classified and Protected Information and Assets** (ISS Industrial Security Manual <http://ssi-iss.tpsgc-pwgsc.gc.ca/msi-ism/ch5-eng.html>), with proof of signature of each handler. Pick-up and delivery must be point to point with no stops in between. Under no circumstances can the records be left unattended.
- 7.1.9 Upon project completion, the Contractor(s) must ship records and deliverables to the location(s) specified by PWGSC in the Task Authorization. Fully re-assembled records must only be returned once PWGSC confirms the acceptability of the exported data.
- 7.1.10 The preferred method of image delivery is through Secure File Transfer Protocol (FTP). Until the PWGSC client's servers and processes are in place, the images and data will be returned on hard copy media.
- 7.1.11 When the PWGSC client servers and processes are in place, at least one set of images may be delivered through Secure FTP.

7.1.12 If delivery problems occur, the Contractor(s) is to resolve the situation and to provide the client with the required export within the established deadline as specified in the Task Authorization.

7.1.13 All records must be returned to the exact original order, location and condition as received. Re-assembly is as specified by the Task Authorization.

7.2 Record Conversion

The Contractor(s) must convert all types of hard copy records including, but not limited to, original hard copy records (printed, handwritten, etc.), photocopies of originals, microfiche film, microfilm, overhead transparencies, printed graphics (such as photographs, maps, charts), with various forms of binding, or various sizes and in various states of condition.

Services must include, but are not limited to, the requirements below. PWGSC will issue Task Authorizations for different combinations of the services listed below and particular requirements will be specified in each Task Authorization. The Contractor also grants to Canada the right to add new Digitization related services for the provision of the services that are part of the Scope of this contract, as needed and at any time during the contract or during option periods if exercised, under the same conditions and at prices which are to be negotiated. Adding new personnel classifications will require a contract amendment.

8.2.1. For each Task Authorization, the Contractor(s) must **organize and prepare the records** for conversion and later re-assembly, including, but not limited to:

8.2.1.1. Receive, log and inventory all incoming material (by box/container/package), capturing source information (including office, box/container, file and volume information);

8.2.1.2. Control the process to maintain the integrity of material at all times, ensuring that records and their pages can be reinstated to their original location and order (with reinstated bindings/fastenings where required by the Task Authorization);

8.2.1.3. Batches of microfilm or hard copy records must be controlled so that a particular batch can be immediately retrieved if and when required by PWGSC;

8.2.1.4. The Contractor(s) must accurately log/inventory and retain logs for tracking and control purposes as part of chain of custody;

8.2.1.5. Prepare the files and documents for imaging including but not limited to:

8.2.1.5.1. The Contractor(s) must develop specific work instructions for inventory, preparation, conversion, reassembly, coding requirements, exception handling, process and quality control;

8.2.1.5.2. Open containers including but not limited to boxes and envelopes

8.2.1.5.3. Clean microfilm reels and microfilm where required;

8.2.1.6. As specified in the Task Authorization, the Contractor(s) must prepare documents according to the appropriate level of preparation:

8.2.1.6.1. Level 1: Sort, remove one or two binding, fastener, staple or clip per section of documents. Identify, properly sequence and batch documents for optical scanning. Identify and note transition from single to double sided pages. Identify portrait or landscape orientations.

8.2.1.6.2. Level 2: In addition to activities from level 1 preparation, open envelopes, remove bindings, fasteners, staples or clips, separate documents contained within a binder or file folder. Unfold pages, add header pages or separators if required. Leave sticky notes and flags on pages so they can be imaged as-is, moving them if required so that they do not obscure other information on the page. The occasional document found to be in poor condition will have to be photocopied. The photocopy will be scanned instead of the original. The post-imaging copy will be put into the original file and the photocopy destroyed;

8.2.1.6.3. Level 3: In addition to activities in Level 1 and Level 2 preparation, remove all bindings/fastenings (paperclips, staples, binder clips, three ring binders, cerlox bindings, spiral bindings, rubber bands etc.) and insert separator sheets (or use another comparable method) to note the exact types and locations of bindings/fastenings so that they can be reinstated post-imaging and, per Task Authorization, apply the required methodology for record unitization and capturing of source/attachment relationship ranges:

- i. True sources/attachments only – based on explicit references to attachments/enclosures (e.g. a letter referencing an attached report); or
- ii. Physical only – based strictly on clips, staples, tabs and other fastening;
or
- iii. Hybrid – based on both true and physical attachments (i and ii)
- iv. Break sheets – based on existing break sheets placed within the material,
or
- v. Other methodology established for the Task Authorization;

- vi. Per the Task Authorization, apply the required methodology for handling sticky notes and flags including placing sticky notes and flags on a separate page that will be imaged, mimicking the original area on the page on which they were originally affixed, or placing sticky notes and flags on a separate page that will not be imaged, mimicking the original area of the page in which they were originally affixed, or other methodology per the Task Authorization.

8.2.1.7. The Contractor(s) must properly and accurately prepare 100% of the records for conversion (removal and tracking of bindings/fastenings, handling of sticky notes and flags, unitization and capture of source/attachment relationships, etc) as specified in the requirements stated in the Task Authorization

8.2.2. **For each Task Authorization and as specified in each Task Authorization,** the Contractor(s) must **convert records to digital images**, including but not limited to:

8.2.2.1. **Set up of Equipment**, including set up and configuration of all related equipment and software specific to the work;

8.2.2.2. Assign a unique value to each digital document

8.2.2.3. Assign a filename of the type and in the format specified in the Task Authorization

8.2.2.4. Provide a minimum of two sets of images, based on the specific characteristics of the records being processed

8.2.2.5. Process standard record sizes with removable bindings, standard North American and ISO 216 page formats; and

8.2.2.6. Process non-standard record sizes and /or non-removable bindings with page formats falling outside of standard North American and ISO 216 page formats and/or larger than 11x17 in size. Included in this category are records that do not lend well to automatic feeding through imaging equipment, due to possible damage to the original record (e.g. onion-skin, thermal fax paper, carbon copy paper) and

8.2.2.7. Apply the specified DPI within the following ranges:

	200 DPI	300 DPI	400 DPI	600 DPI
Bond	√	√	√	√
Mylar	√	√	x	X
Vellum	√	√	x	x

Other	√	√	x	x
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8.2.2.8. Image records in bi-tonal or greyscale or colour;

8.2.2.9. Provide digital image output in the specified format including but not limited to:

8.2.2.9.1. TIFF CCITT G4

8.2.2.9.2. PDF Image

8.2.2.9.3. PDF/A Image

8.2.2.9.4. JPEG , compressed or uncompressed.

8.2.2.9.5. Other formats offered.

8.2.2.10. Generate full text Optical Character Recognition (OCR) content from images

8.2.2.11. Quality control each image for resolution, density, skew, specking, 100% accuracy, orientation, adjust sensitivity and other controls to improve the quality of the captured image (all-in pricing must anticipate and include all corrections to images and page indices).

8.2.2.12. Reconcile between the scanned images and page indices;

8.2.2.13. Save images with specified file inclusions, filenames, in folder structures, with index data and metadata;

8.2.2.14. Output electronic records to media including but not limited to CDs, DVDs, RAIDs, hard drives. Where required by the Task Authorization, creation of an additional copy of the converted images, saved to alternate media as specified.

8.2.2.15. Where output by FTP is required, encrypt the data before transmission in accordance with Government of Canada requirements. The client recipient will decrypt upon receipt.

8.2.2.16. Label media (CDs, DVDs, and/or RAIDs) as Protected A, Protected B, Confidential or Secret as appropriate, and referencing the name of the Contractor(s), contract and TA number, reel or box numbers, number of records/images, and date of generation/delivery.

8.2.2.17. Where images must meet requirements for evidentiary standards, lossless compression TIFFS may be required.

8.2.2.18. All supplied exports must be 100% error-free.

- 8.2.2.19. Exported images must be completed and delivered in the format specified in the Task Authorization, and by the deadline designated by the task design process unless delay is due to no fault of the Contractor(s).
- 8.2.2.20. The Contractor(s) must protect all information against data loss, data corruption, and viruses
- 8.2.2.21. A test set must be generated for validation at the start of the Task Authorization work. Work will not continue until acceptance is received from the DISC Project Manager or DISC Project Authority; acceptance or rejection will be provided within 48 hours.
- 8.2.2.22. The Contractor(s) must use the image format that ensures the best quality image and the smallest image file size (while respecting the requirements of the Task Authorization). It is preferred that files not exceed 500 KB. Where file size is likely to be higher, this must be highlighted in the TA response.
- 8.2.2.23. 100% of the records must be imaged in their entirety (no skipped pages or missed transitions from single-sided to double-sided pages), scans must be legible, and image files must be correctly named and indexed. Blank pages, such as 'blank' images at the beginning or end of a microfilm reel, are not to be imaged, included in the image file and charged for unless otherwise requested in the Task Authorization.
- 8.2.2.24. Each page of the records must be imaged so that all information on the record page that is discernible to the naked eye is clearly legible without aid on paper copies generated from the resulting digital images; page orientation must be so that the entire original page appears as the record original does.
- 8.2.2.25. Images rejected by PWGSC Project Manager or Project Authority are to be reimaged from the original source record(s) at no additional charge.
- 8.2.3. Capture, generate and transfer index coding, including:
- 8.2.3.1. The number, type and content of data fields as indicated contained in the Task Authorization:
- 8.2.3.1.1. up to 3 fields of index data in the defined format as specified in the Task Authorization (Mini coding), or
- 8.2.3.1.2. 4 or 5 fields of index data in the defined format as specified in the Task Authorization (Basic Coding), or
- 8.2.3.1.3. 6 or 7 fields of index data in the defined format as specified in the Task Authorization (Standard Coding).
- 8.2.3.1.4. 8 or more fields of index data in the defined format as specified in the Task Authorization (Standard Coding + Additional Coding)

8.2.3.1.5. Where batch coding is provided to be applied to a set of images in aggregate, the batch coding will count as 1 field of index data.

8.2.3.2. The Contractor(s) must provide coding in English and / or French as specified in each Task Authorization.

8.2.3.3. Index data may include but is not limited to:

8.2.3.3.1. Client :

8.2.3.3.2. Creation Date :

8.2.3.3.3. Cost Centre (owner) :

8.2.3.3.4. Cost Centre (bill to):

8.2.3.3.5. Container Number :

8.2.3.3.6. Container Bar code:

8.2.3.3.7. Location Description :

8.2.3.3.8. Container Type :

8.2.3.3.9. Container size :

8.2.3.3.10. Essential Record :

8.2.3.3.11. Security Level :

8.2.3.3.12. Container Group Category :

8.2.3.3.13. Received Date :

8.2.3.3.14. Record Date Range :

8.2.3.3.15. Record Description

8.2.3.3.16. Disposition Planned Date :

8.2.3.3.17. Client Disposition Decision :

8.2.3.3.18. Archivist Disposition Decision :

8.2.3.3.19. Disposition Approved Date :

8.2.3.3.20. Actual Disposition Date :

8.2.3.3.21. Disposition Method :

8.2.3.3.22. Estimated Usage :

8.2.3.3.23. Media Type :

8.2.3.3.24. Physical placement to storage location

8.2.3.4. The Contractor(s) must capture 100% of index data coding as specified in the Task Authorization and adhere to the quality control and assurance methods specified by the Contractor(s) in the Contractor(s) proposal.

8.2.3.5. The Contractor(s) must ensure the controlled review of coding to ensure consistency and reliability of the captured field information.

8.2.3.6. PWGSC will review quality of coding on a regular basis, subject to the Quality Control Procedures outlined in Annex. The Contractor(s) will provide space for auditors contracted by PWGSC to review output. The quality level for the purposes of the sampling inspection is as specified in the procedures in Annex XXXX.

8.2.4. **Capture, Generation and transfer of metadata**

8.2.4.1. **The Contractor(s) must capture, retain and transfer metadata** generated in the creation of the images , including but not limited to:

8.2.4.1.1. Unique digital image identifier (Document ID)

8.2.4.1.2. Date and time of digitization

8.2.4.1.3. Name of Contractor providing the digitization

8.2.4.1.4. Capture device

8.2.4.1.5. Processing agent ID

8.2.4.1.6. Calibration settings (colour correction settings on monitor and for output

8.2.4.1.7. Date of last calibration

8.2.4.1.8. Item and /or image filename

8.2.4.1.9. Item and/or file resolution, colour depth and compression

8.2.4.1.10. Collection identification

8.2.4.1.11. Digital size

8.2.4.1.12. File format

8.2.4.1.13. Checksum

8.2.4.1.14. Record reference (container reference)

8.2.4.1.15. Number of pages

8.2.4.2. Minimum Metadata requirements must include tombstone data

8.2.4.3. Provide all index data and metadata to the client in an electronic format compatible with the Client's Information Technology (IT) system(s).

8.2.5. For each Task Authorization and as specified in each Task Authorization, the Contractor(s) **must assemble the records post-conversion** according to the defined level of assembly:

8.2.5.1. **Level 1:** Group pages of a document together using clip, divider, elastic, fastener or divider. Properly sequence 100% of the documents and place them to the same originating container.

8.2.5.2. **Level 2:** Properly sequence document pages and return documents to their respective file folders, binders or fasteners. Properly sequence 100% of the file folders, binders etc. and place them to the same originating container.

8.2.5.3. **Level 3:** 100% of the records must be fully re-instated to their pre-conversion state. Documents must be re-stapled in the original order, documents or photos are to be placed in original envelopes, re-staple documents in order and re-instate all bindings/fastenings, return sticky notes and flags to their original positions. Properly sequence 100% of the file folders, binders etc. and place them to the same originating container

8.2.6. Full Text Transcription

8.2.6.1. For each Task Authorization and as specified in each Task Authorization, the Contractor(s) must:

8.2.6.2. Generate full text Optical Character Recognition (OCR) content from the records, or images of records;

8.2.6.3. Generate full text transcription of handwritten and poor quality records, in either French and/or English based on the content of the records, for which OCR processes are unlikely to generate reliable OCR content, in order to obtain OCR content.

8.3. Security

8.3.1. **Series 2A: Protected B Level** – The Contractor(s) must perform work specified in the Task Authorizations in conformity with the SRCL found at Annex XXX and the security clauses included in the contract clauses and conditions section.

8.3.2. **Series 2B: Protected B Level with Secret Level handling.** – The Contractor(s) must perform work specified in the Task Authorizations in conformity with the SRCL found at Annex XXX and the security clauses included in the contract clauses and conditions section

- 8.3.3. **Series 2C: Protected B level with IT link.** Where the Task Authorization requires transmission of data by a link, the Contractor(s) must perform work specified in the Task Authorizations in conformity with the SRCL found at Annex XXX and the security clauses included in the contract clauses and conditions section.
- 8.3.4. **Series 3: Secret Level** – The Contractor(s) must perform work specified in the Task Authorizations in conformity with the SRCL found at Annex XXX and the security clauses included in the contract clauses and conditions section.
- 8.3.5. The Contractor(s) is strictly prohibited from Duplicating or disclosing any information that the Contractor(s) has access to as a result of this contract
- 8.3.6. The Contractor(s) must build in security costs into the rates for the requested services as specified in the Annex B Basis of Payment.
- 8.3.7. The Contractor(s) must provide access to its premises on a when-requested basis, with or without prior notice, for PWGSC, CISD, or the supplier contracted by PWGSC to perform security, privacy and/or quality audits and reviews.

8.4. Data Management and Privacy

For each Task Authorization and as specified in each Task Authorization, the Contractor(s) must:

- 8.4.1. Process and maintain records and resulting data with equipment, software, and storage systems that operate on a closed/standalone network (external connections to the internet or other network, internal or otherwise, are not permitted).
- 8.4.2. (for Series 1 Unclassified) retain all project data for a period of 90 days after the full-completion of the project; once these periods have elapsed, the Contractor(s) must delete all of the project data;
- 8.4.3. (for Series 2) retain all project data for a period of 90 days after the full-completion of the project; once these periods have elapsed, the Contractor(s) must delete all of the project data (with the exception of removable media/memory used in conjunction with 'Series 2: Protected B Level with Secret Level handling' records, which must be provided to the client for destruction per the principles outlined in section xxx, with costs billable in accordance with section xxx,).
- 8.4.4. (Series 3) retain all project data for a period of 90 days after the full-completion of the project; once these periods have elapsed, the Contractor(s) must provide PWGSC with removable media/memory used in conjunction with Secret Level records for destruction per the principles outlined in section xxx with costs billable in accordance with Annex B).
- 8.4.5. The Contractor(s) must protect all information against data loss, data corruption, and viruses.

- 8.4.6. The Contractor(s) must ensure no gaps or overlaps in page, document, and batch sequencing.
- 8.4.7. The Contractor(s) must employ systems and processes that are fully Unicode compliant and are capable of generating deliverables that are Unicode compliant.
- 8.4.8. The Contractor(s) must assume any costs related to hardware and software and any modifications required to comply with technical requirements of data management and media preparation for the work to be performed for each Task Authorization.
- 8.4.9. (for Series 2 Protected B) At conclusion of the Task Authorization, the Contractor(s) must provide to PWGSC all removable media/memory materials employed in delivering services on 'Series 2A: Protected B Level' and 'Series 2B: Protected B Level with Secret Level handling' records (includes writeable discs, flash memory data storage devices, CD-ROMs, DVD ROMs, portable hard drives, magnetic tapes, etc.). The Contractor(s) must immediately provide any of these materials that become defective over the course of the Contract to PWGSC for destruction. Canada will not compensate the Contractor(s) for the costs of these removable media/memory materials. (Series 3) At conclusion of the Task Authorization, the Contractor(s) must provide to PWGSC all removable media/memory materials employed in delivering services on Secret Level records (includes writeable discs, flash memory data storage devices, CD-ROMs, DVD ROMs, portable hard drives, magnetic tapes, etc.). The Contractor(s) must immediately provide any of these materials that become defective over the course of the Contract to PWGSC for destruction. Canada will not compensate the Contractor(s) for the costs of these removable media/memory materials.
- 8.4.10. (for Series 2 Protected B) At the conclusion of the Contract, the Contractor(s) must sanitize (overwrite data and/or degauss) all other media/memory employed in performing services on 'Series 2A: Protected B Level' and 'Series 2: Protected B Level with Secret Level handling' records (including computer hard drives and memory, network server hard drives and memory, etc.) in accordance with procedures approved by Canada, and certify the sanitization. If the Contractor(s) is unable to sanitize the media to Canada's satisfaction, the Contractor(s) must provide the media/memory to PWGSC for destruction. (For Series 3 Secret) The Contractor(s) must immediately provide memory/media employed in performing services on Secret Level records to PWGSC for destruction. If any memory/media becomes defective during the course of the Contract, the Contractor(s) must immediately provide it to PWGSC for destruction; the same applies to media/memory contained in computers, servers, or other equipment employed in performing services that the Contractor(s) chooses to sell or dispose of for any other reason. Canada will not compensate the Offeror for media/memory sanitization or the costs of media/memory materials.
- 8.4.11. Canada reserves the right to inspect any equipment/media/memory that the Contractor(s) has certified as being sanitized, or have the equipment/media/memory inspected by a third party contracted by Canada.

- 8.4.12. (for Series 2 Protected B) The Contractor(s) must ensure that 'Series 2A: Protected B Level' and 'Series 2B: Protected B Level with Secret Level handling' information does not remain on the media/memory (including hard drives, removable discs) of computers/equipment that are removed from the Contractor's premises (or onsite service delivery location designated by PWGSC for maintenance or other uses. (Series 3) The Contractor(s) must provide any and all media/memory used in conjunction with Series 2: Secret Level information to PWGSC for destruction per the principles outlined in section xxx
- 8.4.13. The Contractor(s) must clearly label all removable media/memory and must clearly label any removed computer/server/equipment media/memory with the appropriate security classification level (e.g. Protected B, Secret).
- 8.4.14. The Contractor(s) must build data management costs into the rates for the requested services as specified in the Annex B Basis of Payment.
- 8.4.15. The Contractor(s) must provide access to its premises on a when-requested basis, with or without prior notice, for PWGSC, CISD or any supplier contracted by PWGSC or CISD to perform security, privacy and/or quality audits and reviews.

8.5. Quality Assurance

- 8.5.1. The Contractor(s) must have a **quality assurance plan, policies and procedures** in place and followed to meet all related digitization requirements, and the plan must include but is not necessarily limited to the following:
- 8.5.1.1. A documented description of methodology followed for imaging and coding quality assurance;
 - 8.5.1.2. Identification of the methodology used to determine the sample sizes and samples for quality assurance purposes, such as acceptable quality level,
 - 8.5.1.3. Quality procedures;
 - 8.5.1.4. Process followed for automated and / or manual review of scanned images;
 - 8.5.1.5. Processes followed for data indexing quality control and assurance;
 - 8.5.1.6. Timing and frequency of measurement and reporting;
 - 8.5.1.7. Timing and type of quality assurance and control reports;
 - 8.5.1.8. Quality training plan for Contractor(s) employees;
 - 8.5.1.9. Procedures for exception handling.

- 8.5.2. The Contractor(s) must apply Quality Assurance procedures for imaging and coding in accordance with their stated Quality processes and procedures as identified in their Bid and will apply the Quality Assurance procedures to achieve the quality level specified in each Task Authorization.
- 8.5.3. The Contractor(s) must structure its work in batches as defined in Annex XX for the purpose of application of their Quality Assurance procedures and reporting.
- 8.5.4. In addition to the Contractor(s) Quality Assurance procedures, PWGSC will also evaluate quality of deliverables and adherence to privacy, data management and security requirements under this contract on a regular basis using the procedures described in Annex XX as executed by a third party contracted for this purpose. PWGSC will evaluate the quality of deliverables, including but not limited to completeness of data conversion, adherence to technical requirements for the images, quality of the metadata and index coding output, return and condition of records, adherence to security, information management and privacy requirements.
- 8.5.5. The Contractor(s) must provide access to PWGSC and/or the third party contracted for this purpose. The Contractor(s) must provide a space to work for PWGSC and / or the third party contracted for this purpose.

8.6. Rejection of a Quality Control Batch

- 8.6.1. In the event a Quality Control Batch for a Task Authorization order is rejected in accordance with the PWGSC procedures applied in Annex XX, the Contractor(s) must correct the identified problems and investigate the source of divergence from Quality Assurance processes at the Contractor(s) location, and meet with the Project Manager to identify the problem source, corrective action applied, the subsequent monitoring initiated to validate the success of the corrective action, and provide a report of the subsequent monitoring initiated.
- 8.6.2. Where the Contractor(s) fails to meet quality standards in two consecutive reviews or in two of five consecutive reviews, the work assignment rotation for that vendor may be suspended until Canada is satisfied that the deficiencies have been addressed and appropriate quality levels can be maintained.
- 8.6.2.1. PWGSC will advise the Contractor(s) in writing of the suspension which will be initially for one month. The Contractor(s) will meet with the Project Authority and a client representative to provide a remediation plan, plans to monitor the remediation plan and will report to the Project Authority on the status of remediation plan outcomes.
- 8.6.2.2. In the event a Quality Control Batch for a Task Authorization order is rejected in 2 consecutive reviews, or in 2 of 5 consecutive reviews, the Contractor(s) will assume the costs for the subsequent 2 reviews which will be performed at a **tightened** level (Refer to Annex XX). Should more than three suspensions be rejected over the term of the Contract, PWGSC may terminate the contract at its discretion.
- 8.6.3. Reporting Requirements

3.4.6.2. A report must be submitted by the Contractor(s) to PWGSC containing the following information for each identified batch of documents returned under the Task Authorization. The report must include the following information for each batch inspected under the batch:

- i. Task Authorization;
- ii. BatchIDs – the current batch being sampled under the Task Authorization;
- iii. BatchIDs – Batch# assigned to sample set from the batch;
- iv. Batch_No – Number of documents inspected
- v. DocID – DocID of documents inspected
- vi. AC_RE – Acceptance / rejection of objective field coding for each document in sample batch
- vii. RE_Defect – Notes detailing reason objective field coding was rejected.

8.6.4. Professional Services

8.6.4.1. Where indicated on the Task Authorization, Professional Services may be required for to ensure end to end delivery of the document imaging solution and may include, but are not limited to, scripts to provide input of electronic records into client systems and databases.

8. Project Management Requirements

8.1 A project management plan must include but not limited to:

- 8.1.1 Assignment of a specific project manager;
- 8.1.2 A project design process within 7 days of contract award, to review with the Project Authority the overall requirements of the contract, confirm general workflows (covering Task Authorizations, record receipt and shipping, general design process and documentation requirements, project scheduling, reporting invoicing, etc.) ;
- 8.1.3 Participation with the PWGSC Project Authority and/or his/her delegated in bi-annual reviews at PWGSC offices of general workflows to identify best practices and implement processes to optimize service delivery;
- 8.1.4 Project Manager availability to answer questions, action Task Authorizations and provide progress reports from Monday to Friday (with the exception of statutory and civic holidays) between the hours of 8:30 am to 5:00 pm EST;
- 8.1.5 Response service levels (e.g. to inquiries from the PWGSC Project Managers or Project Authority) as specified by the Contractor(s) and an identified escalation path for problem resolution;

Contractor	PWGSC
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TBD	Project Manager
TBD	Manager Imaging and Document Services
TBD	Director Document Imaging Services
TBD	Director General Cheque Redemption and Control

8.1.6 Where a Task Authorization requires prioritized and/or accelerated services, as approved by the Project Authority. The Project Manager availability to answer questions, respond to requests and provide progress reports during the hours that the accelerated service is being performed.

8.1.7 Due to immediate pressures to work, work may be organized so that document receipt, organization, and processing can take place concurrent with the development of the task design specifications. In this situation, an initial Task Authorization will reflect the first tasks, and will be amended to include additional detail as necessary.

8.2 The Contractor(s) must provide a Project Management Plans In accordance with the requirements in the SOW. The plan must identify how issues will be addressed in a timely manner, and include an identified escalation path. The frequency and efficacy of meetings, working groups and documentation must meet the requirements of the SOW.

8.3 The Contractor(s) must apply its approved management plan to all aspects of the relationship between Canada, the Contractor(s) and its subcontractor(s). Any changes to the Contractor's organization that may affect the plan must be immediately reported to PWGSC Project Authority.

[Specific participants in management steering committees and/or account management meetings will be identified at the time of Contract award and must include participants from the Contractor(s), PWGSC.]

8.4 The Contractor(s) must notify PWGSC in writing of any anticipated difficulties in complying with any project delivery schedule, or whenever there are actual or potential situations threatening to delay the completion of the project. Notification to PWGSC must include pertinent information describing any scheduling challenges; information of this nature shall not be construed as a waiver by PWGSC of any delivery schedule or date or any right or remedies provided by law or under this contract.

Section 3 - Contract Management Requirements

9. General Statement of Contractor's Management Responsibilities

- 9.1 The Contractor(s) must make available the corporate expertise, skills and resources identified in its proposal to meet the PWGSC requirements.
- 9.2 The Contractor(s) must assume the full responsibilities of a total solution provider, and when FTP capability is approved and implemented, end-to-end data integrator. This includes primary responsibility for achieving the performance levels specified in this Contract and the timely resolution of all problems identified by PWGSC or the Contractor(s). The Contractor(s) must supply and manage all Contractor(s) staff and supporting resources, including all third party product vendors, to achieve the requirements specified in this Contract.
- 9.3 In the specification of Task Authorizations, PWGSC will specify required "outcomes" of the work performed that are necessary to meet Client business objectives and needs. The Contractor(s) shall be responsible for meeting these outcomes as well as providing technology and technology services.
- 9.4 The Contractor(s) must provide leadership in the development of document imaging solutions that meet PWGSC's business requirements. This includes the provision of expert professional advice to PWGSC document imaging design and implementation strategies, plans, techniques, and developments and new trends related to document imaging.
- 9.5 The Contractor(s) must implement its Quality Assurance methodology and program in accordance with the approved Project Management Plan to meet the SOW requirements.
- 9.6 Upon request by PWGSC, the Contractor(s) will be responsible for demonstrating to the satisfaction of PWGSC that the quality of the work performed meets or exceeds industry standards. If, in the sole opinion of PWGSC, the quality of the work performed does not meet the standards required, the Contractor(s) must immediately work to improve the performance of the work, at its sole cost, and to the satisfaction of PWGSC.
- 9.7 Inspection and Acceptance of the Work, as well as the identification and resolution of work issues, are subject to specifications in the Contract and its General Terms and Conditions (2035).
- 9.8 The Contractor(s) must train staff to perform duties necessary to meet the requirements of the Task Authorizations.
- 9.9 The Contractor(s) must complete an initial project design process within the timeframe designated unless the delay is due to no fault of the Contractor(s).
- 9.10 The Contractor(s) must complete each Task design process within the timeframe designated unless the delay is due to no fault of the Contractor(s).

9.11 The Contractor(s) must provide an space or room on site at each of imaging facility for the use by PWGSC Project Authority or a sub-contracted resource for quality assurance purposes to examine the requested data available for their inspection. The room must be equivalent to the Contractor's standard office environment and equipped with one work table and two chairs and of sufficient size to accommodate two individuals;

9.12 Adherence to Federal legislation, policies, Standards

9.12.1 The Contractor(s) must keep its staff and professional resources knowledgeable of the published Federal Government legislation, policies, and standards that are applicable to the work performed for PWGSC, and must incorporate the requirements of such legislation, policies and standards into the performance of the work and all deliverables provided under the Contract.

9.13 Communications

9.13.1 The Contractor(s) must meet and maintain the bilingual requirements for resources, deliverables and communications as specified in the SOW and individual Task Authorizations on an on-going basis.

9.13.2 Reports and other documentation in writing must be comprehensive, complete, and use non-technical language that can be clearly understood by the Project Authority. Documentation supplied by the Contractor(s) should not require any quality control review, proofreading, or corrections by PWGSC. Where required, the Contractor(s) must correct the supplied material.

10. *Contract Management Status Reports*

10.1 The Contractor(s) must provide status reports in response to reporting requirements in the Contract, the SOW and in accordance with the approved Project Management Plan.

10.2 The Contractor(s) must provide PWGSC and the PWGSC Contracting Authority with timely, complete and accurate information on the conduct of the Contractor-performed work (including risks, problems, potential or actual cost overruns, errors, etc). The information must be sufficiently timely so that PWGSC can take remedial action to avoid any unnecessary expenses or delays.

10.3 For the effective and timely management of individual Task Authorizations (TAs), the Contractor(s) must supply Task Authorization status information to PWGSC as required that will include and address:

10.3.1 Work completed last reporting period

10.3.2 Work projected for next reporting period

10.3.3 Risks that have come due

10.3.4 Risks that are in danger of coming due

10.3.5 Status of risk mitigation and work around plans

10.4 Task Authorization reports are subject to Task Authorization specifications in the Contract.

10.5 The Contractor(s) must provide to PWGSC and the PWGSC Contracting Authority, a set of Contract Management Status reports monthly, that will be sufficient for PWGSC to administer the contract, provide for tight financial control and to assess status, trends and issues. The set of reports must be provided within 15 working days of the end of each month and must include as a minimum, but not be limited to, the following individual reports:

10.5.1 A Monthly Tracking Report of all Task Authorizations (TAs) from the commencement of the contract showing for each Task Authorization. This report will be provided at the detail and summary level, based on coding and classification of TAs:

10.5.1.1.1 initial funds authorized,

10.5.1.1.2 all amendments to the Task Authorization funds and dates,

10.5.1.1.3 total funds expended to the reporting date

10.5.1.1.4 total funds remaining

10.5.1.1.5 resulting variances (over or under)

10.5.1.1.6 status and issues information relating to completion dates and cost variances

11. Account Management by the Contractor(s)

11.1 Relationship Management

The Contractor(s) must maintain a pro-active relationship management program to sustain a positive and productive relationship with PWGSC. The program will be led by the Contractor's Account Manager and involve the active participation of the Contractor's executives. The program will provide for:

11.1.1 Measurement and maintenance of Client satisfaction with its relationship with the Contractor(s);

11.1.2 Regular Contractor(s) executive involvement with PWGSC Executive(s);

11.1.3 Contractor(s) (Account Manager and Executives) understanding of Client business issues and concerns that may affect services provided under the Contract;

11.1.4 Contractor(s) maintenance of open and effective communication;

11.1.5 Active effort by Contractor(s) to share risks and benefits related to achievement of Client business objectives;

11.1.6 Maintenance of productive Contractor-Client relationships at the working level;

11.1.7 Joint promotion of best practices and achievements during the Contract lifecycle.

11.2 Contractor's Decision-Making Authority

11.2.1 The Contractor(s) must have an identified management position with financial authority, and to whom the Account Manager and key resources report, who must be directly involved in negotiating with PWGSC and who can, at his/her sole discretion, directly resolve contract issues throughout the period of this Contract.

11.2.2 The Contractor(s) must identify and provide a senior management resource or resources who will be available and have the financial authority to issue credit notes, pay claims, accept write-offs, or pay for third party expertise and to issue credit notes, pay claims, or pay for contracted third party expertise to resolve problems, throughout the period of the Contract.

11.2.3 The Contractor(s) must train and supervise Contractor(s) staff, including but not limited to project specific instructions, coding requirements, index data coding and batch coding

12. ***Transition Management and Services***

12.1 The Contractor(s) must provide management and services for the transition to PWGSC and/or to another Contractor(s) as required by Canada. Transition is anticipated at the end of the exercise of options, but could occur earlier if options are not exercised or if the contract is terminated for any reason

12.2 The Contractor(s) must provide transition management and services in a timely and cost-effective manner and in accordance with a PWGSC transition schedule. The Contractor(s) must provide a final transition-out plan within 90 days of contract award for contract close-out activities and must make available all work-generated information and documentation that is required by the transition. The transition will be managed through the Task Authorization process and will be performed by the Contractor(s) as required.

12.3 As part of the contract closeout activities, the Contractor(s) will provide contract close out activities and deliverables for the effective and timely transition of any imaging services completed or in progress to PWGSC and/or a designated Contractor(s). The Contractor(s) will provide the following as part of its priced services.

12.3.1 Work generated information and documentation;

12.3.2 Data back up and data transfer as requested by PWGSC;

12.3.3 Knowledge transfer to PWGSC

12.3.4 Degaussing, return or destruction of media as specified in requirements for privacy and security, including a schedule of equipment and treatment applied.

12.3.5 A close out report.

12.3.6 Separate Task Authorizations will be used to administer and cover the costs of the Contractor's provision for a detailed transition plan, and the performance of transition services that do not fall within the contract closeout services and deliverables described above.

13. Sub-Contractor Management

13.1 Subcontracting is not allowed except for shipping purposes and professional services, unless the sub-contracting is specifically approved by PWGSC prior to subcontracting. Subcontracting is subject to the General Terms and Conditions (Article 06 of 2035) and the Security Requirements of the Contract

14. Contractor(s) Locations

14.1 The Contractor(s) must provide, at its own expense, all facilities on its site(s) for the resources it assigns to this Contract. This includes, but is not limited to, supplies, furniture, hardware, software and connectivity to the PWGSC Facilities Managed servers. All telecommunication services between the Contractor(s) site(s) and PWGSC must be provided by the Contractor(s) and included in the Contractor's costs for operations.

14.2 The Contractor(s) site and facilities must meet all Government Security requirements as specified and approved by the Industrial Security Directorate (ISD) of PWGSC.

14.3 The Contractor's service facilities and locations for PWGSC work requirements are subject to mandatory specifications in the Security Requirements Check List (SRCL).

14.4 The Contractor(s) must identify, in advance, the locations where it will provide all required services, including:

- i. Technical services (differentiate site for production database and data storage)
- ii. Coding services
- iii. Disaster Recovery facility and services

Part 4 – Professional Services Requirements

15. Professional Services Overview

Additional subject matter experts outside of the Document Imaging services may be required to provide end to end services for the client.

16. Core Team and Essential Resources

16.1 The Contractor's team of professionals must collectively provide the skills and experience necessary to meet the requirements specified in the SOW, and in accordance with the Contract.

16.2 At the commencement of the Contract and throughout the Contract's lifecycle, the Contractor's core team must include the following qualified resources

16.2.1 Account Manager (Client Manager)

16.2.2 Project Manager

16.2.3 Quality Assurance Specialist

16.3 The core team personnel named in the Contractor's proposal must be available to the project on a dedicated basis from the start of the Contract. Ideally, the same core team should be assigned to the position during the entire lifecycle of the Contract, Options included.

16.4 Replacement or reassignment of personnel during the lifecycle of the Contract (contract Options included) is subject to the terms of Article xxxx of the Contract.

16.5 The Core Team and Essential Resources listed in the Contractor's proposal will be included in the Contractor's inclusive prices in Annex B Basis of Payment.

17. *Qualifications and Experience*

The Bidder must demonstrate its capability to provide the services required under this RFP by providing two Customer Reference Summary that demonstrates its experience in successfully performing similar duties, within the last 3 years from bid solicitation closing date, where the contract value was \$100,000 or greater.

18. *Skills Upgrade*

The Bidder must name a candidate to be the Project Manager (PM) and provide his/her current résumé. The candidate must be able to read, write and speak in both of Canada's official languages and have a Reliability status security clearance at the time of bid solicitation closing date, granted or approved by the Canadian Industrial Security Directorate (CISD), Public Works and Government Services Canada (PWGSC).

19. *Supplementing Core Team*

The Contractor(s) may supplement its core team with additional professional resources, as required, in response to task assignments. As Contract Options are exercised, the Contractor(s) may be required to modify the composition of the core team. Supplementary resources will be included in the Contractor's inclusive prices in Annex B Basis of Payment.

20. *Replacement of Individuals*

The Contractor's specified professional resources assigned to PWGSC may only be replaced by personnel approved in advance by PWGSC during the life of the Contract and in accordance with 2035 – General Conditions – Higher Complexity – Services, Article 08 – Replacement of Specific Individuals.

21. *Account Manager*

The Contractor(s) must provide an Account Manager who will be the focal point for the management of the business relationship between PWGSC and the Contractor(s).

22. Professional Categories for Task Authorized Work

- 22.1 The list of anticipated resource categories at xxxx does not preclude Contractor-proposed resource categories that may be more appropriate and more cost-effective for performing services to meet task authorized requirements during the lifecycle of the Contract.
- 22.2 Some resources, such as Subject Matter Experts, cannot be easily categorized for per diem rate purposes in advance of individual Task Authorizations.
- 22.3 The following categories may be required for work performed through the Task Authorization process. All are subject to firm per diem rates provided by the Contractor(s) and approved by Canada.
- i. Quality Assurance Specialist
 - ii. Programmer, Senior
 - iii. Programmer, Intermediate
 - iv. Test Coordinator, IT,
 - v. Tester
 - vi. Content Author
 - vii. Database Manager
 - viii. Database Designer
 - ix. Database Administrator, Senior
 - x. Technical Architect
 - xi. Technology Architect, Software
 - xii. Applications Product Specialist
 - xiii. Client Service Manager

Qualifications Tables

The following Tables specify the minimum mandatory qualifications and experience for anticipated resource categories that may be required to perform task-authorized work.

To be added in the RFP

SOW Appendices

Appendix 1 –SOW Glossary

Definitions

Image location: a physical location where the Contractor(s) performs document imaging services including but not limited to the receiving, tracking, imaging and coding of documents.

Appendix 2 – Volumetrics

To follow after the results of a PWGSC information consultation of document imaging needs in the federal government are consolidated and analyzed. This consultation is currently in progress.

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Annex B

Document Imaging Services

Basis of Payment

Basis of Payment

1.0 GENERAL

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

2.0 HARD COPY RECORDS

The Contractor will be paid the firm all-inclusive unit prices, Goods and Services Tax (GST), Quebec Sales Tax (QST) or Harmonized Sales Tax (HST) extra, as applicable, as outlined in Tab 1 – Hard Copy Records, of the attached spreadsheet.

3.0 OPTIONAL SERVICES

The Contractor will be paid the firm all-inclusive unit prices, Goods and Services Tax (GST), Quebec Sales Tax (QST) or Harmonized Sales Tax (HST) extra, as applicable, as outlined in Tab 2 – Optional Services, of the attached spreadsheet.

4.0 LEGAL AND RINGTAIL CODED

The Contractor will be paid the firm all-inclusive unit prices, Goods and Services Tax (GST), Quebec Sales Tax (QST) or Harmonized Sales Tax (HST) extra, as applicable, as outlined in Tab 3 – Legal and Ringtail Coded, of the attached spreadsheet.

5.0 PROFESSIONAL SERVICES

5.1 Fixed Per Diem Professional Services Rates

The following firm, all-inclusive, per diem labour rates, including overhead and profit based on a 7.5 hour day, will be used to calculate the labour costs for any TA. The qualifications for the personnel shall be in accordance with Annex A of the SOW.

Professional Service Category	Contract Year 1	Contract Year 2	Option Year 1	Option Year 2

5.2 Additional Fixed Per Diem Labour Rates

Fixed per diem rates for Professional Services Categories not identified above and which are required for “as and when requested” Work to be performed in accordance with Article 1.1 of the Contract, Task Authorizations, will be negotiated as and when required by the Contracting Authority. Per diem rates shall be fair and reasonable and the Contractor must demonstrate they are not in excess of the best price for similar type quality and quantity of work. Canada reserves the right to apply Contract Cost Principles 1031-2 and the PWGSC departmental Profit Policy in effect at the time. The rates will only apply to the TA for which they were negotiated unless incorporated into the Contract through a formal Contract amendment issued by the Contracting Authority.

5.2 Definition of a Day/Proration

A day is defined as 7.5 hours exclusive of meal breaks. Payment shall be for days actually worked with no provision for annual leave, statutory holidays and sick leave. Time worked which is more or less than a day shall be prorated to reflect actual time worked in accordance with the following formula:

$$\frac{\text{Hours worked}}{7.5 \text{ hours}} \times \text{Fixed Per Diem Labour Rate}$$

6 TRAVEL AND LIVING EXPENSES – TASK AUTHORIZATIONS – COST REIMBURSABLE

6.1 Should a requirement for travel arise as part of a TA, the Contractor will be paid for pre-authorized reasonable and proper travel and living expenses incurred in the performance of the work as supported by receipts, without any allowance therein for overhead or profit. These expenses will be in accordance with the lesser of current Treasury Board (TB) Travel Directive or the Contractor's travel guidelines. With respect to the TB Travel Directive, only the meal, private vehicle and incidental allowances specified in Appendices B, C and D of the TB Travel Directive http://www.tbs-sct.gc.ca/hr-rh/gtla-vgcl/index_e.asp, and the other provisions of the directive referring to “travellers”, rather than those referring to “employees”, are applicable. All payments are subject to Government Audit and all travel must have the prior authorization of the PWGSC Project Authority.

6.2 Travel and living expenses associated with the provision of any work required under a TA are included in the above stated fixed per diem labour rates if the work location is within 50 km of the personnel's primary place of business. Otherwise, travel and related living expenses are extra and will be paid in accordance with above Article 5.0 (a).

6.3 Canada will not accept any travel and living expenses incurred by the Contractor, except where indicated otherwise in the Contract.

7 OTHER DIRECT COSTS

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

8 GOODS AND SERVICES TAX / QUEBEC SALES TAX / HARMONIZED SALES TAX

- 8.1 All prices and amounts of money in the Contract are exclusive of GST, QST or HST, as applicable, unless otherwise indicated. The GST, QST or HST, whichever is applicable, is extra to the price herein and will be paid by Canada.
- 8.2 The estimated GST, QST or HST is included in the total estimated cost. GST, QST or HST, to the extent applicable, will be incorporated into all invoices and progress claims and shown as a separate item on invoices and progress claims. All items that are zero-rated, exempt or to which the GST or HST does not apply, are to be identified as such on all invoices. The Contractor agrees to remit to the Canada Revenue Agency any amounts of GST and HST paid or due.

9.0 TIME VERIFICATION

This article applies only to TAs utilizing the labour categories under Article 5.1 and 5.2 above.

- 9.1 Time charged and the accuracy of the Contractor's time recording system may be verified by Canada's representatives before or after payment is made to the Contractor under the terms and conditions of the Contract. If verification is done after payment, the Contractor agrees to repay any overpayment immediately upon demand by Canada.
- 9.2 Canada shall have the right to holdback, drawback, deduct and set off from and against the amounts of any moneys owing at any time by Canada to the Contractor, any credits owing and unpaid under this article. Should Canada elect not to exercise the foregoing right at any given time, this shall not be deemed a waiver of this right nor shall it affect the right(s) described above.
- 9.3 In lieu of submitting time sheets to support time claimed on each invoice, the Contractor is required to keep all time sheets at its project office. From time to time, but no less frequently than quarterly, the Contracting Authority will visit the Contractor's project office and randomly verify several different invoices to ensure the time claimed has been accurately recorded. Should the verification indicate that there has been an overpayment on any given invoice, the amount of the overpayment shall be immediately refunded to Canada. The Contracting Authority will provide the Contractor with 5 working days notice of any time verification visit.

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Annex “C”

Document Imaging Services

Security Requirements Check List (SRCL)

Solicitation No. – N° de l'invitation
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003xs.EN929-14-2184

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Document Imaging Services

Security Requirements Check List (SRCL)

Series 2



Government of Canada
Gouvernement du Canada

Contract Number / Numéro du contrat

EN929-14-2184 A

Security Classification / Classification de sécurité
UNCLASSIFIED

PART A (continued) / PARTIE A (suite)

8. Will the supplier require access to PROTECTED and/or CLASSIFIED COMSEC information or assets?
Le fournisseur aura-t-il accès à des renseignements ou à des biens COMSEC désignés PROTÉGÉS et/ou CLASSIFIÉS? ☒ No ☐ Yes
Non Oui

If Yes, indicate the level of sensitivity:

Dans l'affirmative, indiquer le niveau de sensibilité :

9. Will the supplier require access to extremely sensitive INFOSEC information or assets?
Le fournisseur aura-t-il accès à des renseignements ou à des biens INFOSEC de nature extrêmement délicate? ☒ No ☐ Yes
Non Oui

Short Title(s) of material / Titre(s) abrégé(s) du matériel :

Document Number / Numéro du document :

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

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

- | | | | |
|---|---|---|--|
| <input checked="" type="checkbox"/> RELIABILITY STATUS
COTE DE FIABILITÉ | <input type="checkbox"/> CONFIDENTIAL
CONFIDENTIEL | <input type="checkbox"/> SECRET
SECRET | <input type="checkbox"/> TOP SECRET
TRÈS SECRET |
| <input type="checkbox"/> TOP SECRET - SIGINT
TRÈS SECRET - SIGINT | <input type="checkbox"/> NATO CONFIDENTIAL
NATO CONFIDENTIEL | <input type="checkbox"/> NATO SECRET
NATO SECRET | <input type="checkbox"/> COSMIC TOP SECRET
COSMIC TRÈS SECRET |
| <input type="checkbox"/> SITE ACCESS
ACCÈS AUX EMPLACEMENTS | | | |

Special comments:

Commentaires spéciaux :

NOTE: If multiple levels of screening are identified, a Security Classification Guide must be provided.

REMARQUE : Si plusieurs niveaux de contrôle de sécurité sont requis, un guide de classification de la sécurité doit être fourni.

10. b) May unscreened personnel be used for portions of the work?
Du personnel sans autorisation sécuritaire peut-il se voir confier des parties du travail? ☒ No ☐ Yes
Non Oui

If Yes, will unscreened personnel be escorted?

Dans l'affirmative, le personnel en question sera-t-il escorté? ☒ No ☐ Yes
Non Oui

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

INFORMATION / ASSETS / RENSEIGNEMENTS / BIENS

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

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

PRODUCTION

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

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

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

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



Government of Canada
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Security Classification / Classification de sécurité
UNCLASSIFIED

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

PART A - CONTRACT INFORMATION / PARTIE A - INFORMATION CONTRACTUELLE

1. Originating Government Department or Organization / Ministère ou organisme gouvernemental d'origine		Public Works and Government Services Canada	2. Branch or Directorate / Direction générale ou Direction ABCB	
3. a) Subcontract Number / Numéro du contrat de sous-traitance		3. b) Name and Address of Subcontractor / Nom et adresse du sous-traitant		
4. Brief Description of Work / Brève description du travail Digitization and indexing of Protected B document by CRCD PWGSC as part of managed services provided to the Federal government. Includes optional service of destruction of documents such as by shredding of documents.				
5. a) Will the supplier require access to Controlled Goods? Le fournisseur aura-t-il accès à des marchandises contrôlées?			<input checked="" type="checkbox"/> No Non	<input type="checkbox"/> Yes Oui
5. b) Will the supplier require access to unclassified military technical data subject to the provisions of the Technical Data Control Regulations? Le fournisseur aura-t-il accès à des données techniques militaires non classifiées qui sont assujetties aux dispositions du Règlement sur le contrôle des données techniques?			<input checked="" type="checkbox"/> No Non	<input type="checkbox"/> Yes Oui
6. Indicate the type of access required / Indiquer le type d'accès requis				
6. a) Will the supplier and its employees require access to PROTECTED and/or CLASSIFIED information or assets? Le fournisseur ainsi que les employés auront-ils accès à des renseignements ou à des biens PROTÉGÉS et/ou CLASSIFIÉS? (Specify the level of access using the chart in Question 7. c) (Préciser le niveau d'accès en utilisant le tableau qui se trouve à la question 7. c)			<input type="checkbox"/> No Non	<input checked="" type="checkbox"/> Yes Oui
6. b) Will the supplier and its employees (e.g. cleaners, maintenance personnel) require access to restricted access areas? No access to PROTECTED and/or CLASSIFIED information or assets is permitted. Le fournisseur et ses employés (p. ex. nettoyeurs, personnel d'entretien) auront-ils accès à des zones d'accès restreintes? L'accès à des renseignements ou à des biens PROTÉGÉS et/ou CLASSIFIÉS n'est pas autorisé.			<input checked="" type="checkbox"/> No Non	<input type="checkbox"/> Yes Oui
6. c) Is this a commercial courier or delivery requirement with no overnight storage? S'agit-il d'un contrat de messagerie ou de livraison commerciale sans entreposage de nuit?			<input checked="" type="checkbox"/> No Non	<input type="checkbox"/> Yes Oui
7. a) Indicate the type of information that the supplier will be required to access / Indiquer le type d'information auquel le fournisseur devra avoir accès				
Canada <input checked="" type="checkbox"/>		NATO / OTAN <input type="checkbox"/>		Foreign / Étranger <input type="checkbox"/>
7. b) Release restrictions / Restrictions relatives à la diffusion				
No release restrictions Aucune restriction relative à la diffusion <input checked="" type="checkbox"/>		All NATO countries Tous les pays de l'OTAN <input type="checkbox"/>		No release restrictions Aucune restriction relative à la diffusion <input type="checkbox"/>
Not releasable À ne pas diffuser <input type="checkbox"/>				
Restricted to: / Limité à: <input type="checkbox"/>		Restricted to: / Limité à: <input type="checkbox"/>		Restricted to: / Limité à: <input type="checkbox"/>
Specify country(ies): / Préciser le(s) pays:		Specify country(ies): / Préciser le(s) pays:		Specify country(ies): / Préciser le(s) pays:
7. c) Level of information / Niveau d'information				
PROTECTED A PROTÉGÉ A <input checked="" type="checkbox"/>		NATO UNCLASSIFIED <input type="checkbox"/>		PROTECTED A PROTÉGÉ A <input type="checkbox"/>
PROTECTED B PROTÉGÉ B <input checked="" type="checkbox"/>		NATO NON CLASSIFIÉ <input type="checkbox"/>		PROTECTED B PROTÉGÉ B <input type="checkbox"/>
PROTECTED C PROTÉGÉ C <input type="checkbox"/>		NATO RESTRICTED <input type="checkbox"/>		PROTECTED C PROTÉGÉ C <input type="checkbox"/>
CONFIDENTIAL CONFIDENTIEL <input type="checkbox"/>		NATO DIFFUSION RESTREINTE <input type="checkbox"/>		CONFIDENTIAL CONFIDENTIEL <input type="checkbox"/>
SECRET SECRET <input type="checkbox"/>		NATO CONFIDENTIAL <input type="checkbox"/>		SECRET SECRET <input type="checkbox"/>
TOP SECRET TRÈS SECRET <input type="checkbox"/>		NATO SECRET <input type="checkbox"/>		TOP SECRET TRÈS SECRET <input type="checkbox"/>
TOP SECRET (SIGINT) TRÈS SECRET (SIGINT) <input type="checkbox"/>		NATO COSMIC TOP SECRET <input type="checkbox"/>		TOP SECRET (SIGINT) TRÈS SECRET (SIGINT) <input type="checkbox"/>
		NATO COSMIC TRÈS SECRET <input type="checkbox"/>		



PART C - (continued) / PARTIE C - (suite)

For users completing the form **manually** use the summary chart below to indicate the category(ies) and level(s) of safeguarding required at the supplier's site(s) or premises.

Les utilisateurs qui remplissent le formulaire **manuellement** doivent utiliser le tableau récapitulatif ci-dessous pour indiquer, pour chaque catégorie, les niveaux de sauvegarde requis aux installations du fournisseur.

For users completing the form **online** (via the Internet), the summary chart is automatically populated by your responses to previous questions.

Dans le cas des utilisateurs qui remplissent le formulaire **en ligne** (par Internet), les réponses aux questions précédentes sont automatiquement saisies dans le tableau récapitulatif.

SUMMARY CHART / TABLEAU RÉCAPITULATIF

Category Catégorie	PROTECTED PROTÉGÉ			CLASSIFIED CLASSIFIÉ			NATO				COMSEC					
	A	B	C	CONFIDENTIAL CONFIDENTIEL	SECRET	TOP SECRET TRÈS SECRET	NATO RESTRICTED NATO DIFFUSION RESTREINTE	NATO CONFIDENTIAL	NATO SECRET	COSMIC TOP SECRET COSMIC TRÈS SECRET	PROTECTED PROTÉGÉ			CONFIDENTIAL	SECRET	TOP SECRET TRÈS SECRET
											A	B	C			
Information / Assets Renseignements / Biens Production		✓														
IT Media / Support TI																
IT Link / Lien électronique																

12. a) Is the description of the work contained within this SRCL PROTECTED and/or CLASSIFIED?
La description du travail visé par la présente LVERS est-elle de nature PROTÉGÉE et/ou CLASSIFIÉE?

☒ No
Non ☐ Yes
Oui

If Yes, classify this form by annotating the top and bottom in the area entitled "Security Classification".

Dans l'affirmative, classifiez le présent formulaire en indiquant le niveau de sécurité dans la case intitulée « Classification de sécurité » au haut et au bas du formulaire.

12. b) Will the documentation attached to this SRCL be PROTECTED and/or CLASSIFIED?
La documentation associée à la présente LVERS sera-t-elle PROTÉGÉE et/ou CLASSIFIÉE?

☒ No
Non ☐ Yes
Oui

If Yes, classify this form by annotating the top and bottom in the area entitled "Security Classification" and indicate with attachments (e.g. SECRET with Attachments).

Dans l'affirmative, classifiez le présent formulaire en indiquant le niveau de sécurité dans la case intitulée « Classification de sécurité » au haut et au bas du formulaire et indiquer qu'il y a des pièces jointes (p. ex. SECRET avec des pièces jointes).

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Buyer ID – Id de l'acheteur
003xs
CCC No./N° CCC – FMS No./N° VME

SECURITY REQUIREMENT FOR CANADIAN SUPPLIER:
PWGSC FILE N° EN929-14-2184 A

1. The Contractor/Offeror must, at all times during the performance of the Contract, hold a valid Designated Organization Screening (DOS), with approved Document Safeguarding Capability (DSC) at the level of **PROTECTED B** issued by the Canadian Industrial Security Directorate, Public Works and Government Services Canada.
2. The Contractor/Offeror personnel requiring access to **PROTECTED** information, assets or sensitive work site(s) must **EACH** hold a valid **RELIABILITY STATUS**, granted or approved by the Canadian Industrial Security Directorate (CISD), Public Works and Government Services Canada (PWGSC).
3. Processing of **PROTECTED** materiel electronically at the Contractor/Offeror's site is **NOT** permitted under this Contract/Standing Offer.
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 ____;
 - b) *Industrial Security Manual* (Latest Edition).



Government of Canada
Gouvernement du Canada

Contract Number / Numéro du contrat

EN929-14-2184 B

Security Classification / Classification de sécurité
UNCLASSIFIED

SECURITY REQUIREMENTS CHECK LIST (SRCL)

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

PART A - CONTRACT INFORMATION / PARTIE A - INFORMATION CONTRACTUELLE			
1. Originating Government Department or Organization / Ministère ou organisme gouvernemental d'origine		2. Branch or Directorate / Direction générale ou Direction Public Works and Government Services Canada ABCB	
3. a) Subcontract Number / Numéro du contrat de sous-traitance		3. b) Name and Address of Subcontractor / Nom et adresse du sous-traitant	
4. Brief Description of Work / Brève description du travail Digitization and indexing of documents up to Protected B level, with optional destruction and potential for electronic link to vendor.			
5. a) Will the supplier require access to Controlled Goods? Le fournisseur aura-t-il accès à des marchandises contrôlées?		<input checked="" type="checkbox"/> No <input type="checkbox"/> Yes	
5. b) Will the supplier require access to unclassified military technical data subject to the provisions of the Technical Data Control Regulations? Le fournisseur aura-t-il accès à des données techniques militaires non classifiées qui sont assujetties aux dispositions du Règlement sur le contrôle des données techniques?		<input checked="" type="checkbox"/> No <input type="checkbox"/> Yes	
6. Indicate the type of access required / Indiquer le type d'accès requis			
6. a) Will the supplier and its employees require access to PROTECTED and/or CLASSIFIED information or assets? Le fournisseur ainsi que les employés auront-ils accès à des renseignements ou à des biens PROTÉGÉS et/ou CLASSIFIÉS? (Specify the level of access using the chart in Question 7. c) (Préciser le niveau d'accès en utilisant le tableau qui se trouve à la question 7. c)		<input type="checkbox"/> No <input checked="" type="checkbox"/> Yes	
6. b) Will the supplier and its employees (e.g. cleaners, maintenance personnel) require access to restricted access areas? No access to PROTECTED and/or CLASSIFIED information or assets is permitted. Le fournisseur et ses employés (p. ex. nettoyeurs, personnel d'entretien) auront-ils accès à des zones d'accès restreintes? L'accès à des renseignements ou à des biens PROTÉGÉS et/ou CLASSIFIÉS n'est pas autorisé.		<input checked="" type="checkbox"/> No <input type="checkbox"/> Yes	
6. c) Is this a commercial courier or delivery requirement with no overnight storage? S'agit-il d'un contrat de messagerie ou de livraison commerciale sans entreposage de nuit?		<input checked="" type="checkbox"/> No <input type="checkbox"/> Yes	
7. a) Indicate the type of information that the supplier will be required to access / Indiquer le type d'information auquel le fournisseur devra avoir accès			
Canada <input checked="" type="checkbox"/>		NATO / OTAN <input type="checkbox"/>	
Foreign / Étranger <input type="checkbox"/>			
7. b) Release restrictions / Restrictions relatives à la diffusion			
No release restrictions Aucune restriction relative à la diffusion <input checked="" type="checkbox"/>		All NATO countries Tous les pays de l'OTAN <input type="checkbox"/>	
Not releasable À ne pas diffuser <input type="checkbox"/>		Restricted to: / Limité à: <input type="checkbox"/>	
Restricted to: / Limité à: <input type="checkbox"/>		Specify country(ies): / Préciser le(s) pays:	
Specify country(ies): / Préciser le(s) pays:		Specify country(ies): / Préciser le(s) pays:	
7. c) Level of information / Niveau d'information			
PROTECTED A PROTÉGÉ A <input checked="" type="checkbox"/>		NATO UNCLASSIFIED NATO NON CLASSIFIÉ <input type="checkbox"/>	
PROTECTED B PROTÉGÉ B <input checked="" type="checkbox"/>		NATO RESTRICTED NATO DIFFUSION RESTREINTE <input type="checkbox"/>	
PROTECTED C PROTÉGÉ C <input type="checkbox"/>		NATO CONFIDENTIAL NATO CONFIDENTIEL <input type="checkbox"/>	
CONFIDENTIAL CONFIDENTIEL <input type="checkbox"/>		NATO SECRET NATO SECRET <input type="checkbox"/>	
SECRET SECRET <input type="checkbox"/>		COSMIC TOP SECRET COSMIC TRÈS SECRET <input type="checkbox"/>	
TOP SECRET TRÈS SECRET <input type="checkbox"/>			
TOP SECRET (SIGINT) TRÈS SECRET (SIGINT) <input type="checkbox"/>			
		PROTECTED A PROTÉGÉ A <input type="checkbox"/>	
		PROTECTED B PROTÉGÉ B <input type="checkbox"/>	
		PROTECTED C PROTÉGÉ C <input type="checkbox"/>	
		CONFIDENTIAL CONFIDENTIEL <input type="checkbox"/>	
		SECRET SECRET <input type="checkbox"/>	
		TOP SECRET TRÈS SECRET <input type="checkbox"/>	
		TOP SECRET (SIGINT) TRÈS SECRET (SIGINT) <input type="checkbox"/>	

TBS/SCT 350-103(2004/12)

Security Classification / Classification de sécurité
UNCLASSIFIED

Canada



Government of Canada
Gouvernement du Canada

Contract Number / Numéro du contrat

EN929-14-2184 B

Security Classification / Classification de sécurité
UNCLASSIFIED

PART A (continued) / PARTIE A (suite)

8. Will the supplier require access to PROTECTED and/or CLASSIFIED COMSEC information or assets?

Le fournisseur aura-t-il accès à des renseignements ou à des biens COMSEC désignés PROTÉGÉS et/ou CLASSIFIÉS?

☒ No ☐ Yes
Non Oui

If Yes, indicate the level of sensitivity:

Dans l'affirmative, indiquer le niveau de sensibilité :

9. Will the supplier require access to extremely sensitive INFOSEC information or assets?

Le fournisseur aura-t-il accès à des renseignements ou à des biens INFOSEC de nature extrêmement délicate?

☒ No ☐ Yes
Non Oui

Short Title(s) of material / Titre(s) abrégé(s) du matériel :

Document Number / Numéro du document :

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

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

- | | | | |
|---|---|---|--|
| <input checked="" type="checkbox"/> RELIABILITY STATUS
COTE DE FIABILITÉ | <input type="checkbox"/> CONFIDENTIAL
CONFIDENTIEL | <input type="checkbox"/> SECRET
SECRET | <input type="checkbox"/> TOP SECRET
TRÈS SECRET |
| <input type="checkbox"/> TOP SECRET - SIGINT
TRÈS SECRET - SIGINT | <input type="checkbox"/> NATO CONFIDENTIAL
NATO CONFIDENTIEL | <input type="checkbox"/> NATO SECRET
NATO SECRET | <input type="checkbox"/> COSMIC TOP SECRET
COSMIC TRÈS SECRET |
| <input type="checkbox"/> SITE ACCESS
ACCÈS AUX EMPLACEMENTS | | | |

Special comments:

Commentaires spéciaux :

NOTE: If multiple levels of screening are identified, a Security Classification Guide must be provided.

REMARQUE : Si plusieurs niveaux de contrôle de sécurité sont requis, un guide de classification de la sécurité doit être fourni.

10. b) May unscreened personnel be used for portions of the work?

Du personnel sans autorisation sécuritaire peut-il se voir confier des parties du travail?

☒ No ☐ Yes
Non Oui

If Yes, will unscreened personnel be escorted?

Dans l'affirmative, le personnel en question sera-t-il escorté?

☒ No ☐ Yes
Non Oui

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

INFORMATION / ASSETS / RENSEIGNEMENTS / BIENS

11. a) Will the supplier be required to receive and store PROTECTED and/or CLASSIFIED information or assets on its site or premises?

Le fournisseur sera-t-il tenu de recevoir et d'entreposer sur place des renseignements ou des biens PROTÉGÉS et/ou CLASSIFIÉS?

☐ No ☒ Yes
Non Oui

11. b) Will the supplier be required to safeguard COMSEC information or assets?

Le fournisseur sera-t-il tenu de protéger des renseignements ou des biens COMSEC?

☒ No ☐ Yes
Non Oui

PRODUCTION

11. c) Will the production (manufacture, and/or repair and/or modification) of PROTECTED and/or CLASSIFIED material or equipment occur at the supplier's site or premises?

Les installations du fournisseur serviront-elles à la production (fabrication et/ou réparation et/ou modification) de matériel PROTÉGÉ et/ou CLASSIFIÉ?

☒ No ☐ Yes
Non Oui

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

11. d) Will the supplier be required to use its IT systems to electronically process, produce or store PROTECTED and/or CLASSIFIED information or data?

Le fournisseur sera-t-il tenu d'utiliser ses propres systèmes informatiques pour traiter, produire ou stocker électroniquement des renseignements ou des données PROTÉGÉS et/ou CLASSIFIÉS?

☐ No ☒ Yes
Non Oui

11. e) Will there be an electronic link between the supplier's IT systems and the government department or agency?

Disposera-t-on d'un lien électronique entre le système informatique du fournisseur et celui du ministère ou de l'agence gouvernementale?

☐ No ☒ Yes
Non Oui

TBS/SCT 350-103(2004/12)

Security Classification / Classification de sécurité

UNCLASSIFIED

Canada



PART C - (continued) / PARTIE C - (suite)

For users completing the form **manually** use the summary chart below to indicate the category(ies) and level(s) of safeguarding required at the supplier's site(s) or premises.

Les utilisateurs qui remplissent le formulaire **manuellement** doivent utiliser le tableau récapitulatif ci-dessous pour indiquer, pour chaque catégorie, les niveaux de sauvegarde requis aux installations du fournisseur.

For users completing the form **online** (via the Internet), the summary chart is automatically populated by your responses to previous questions.

Dans le cas des utilisateurs qui remplissent le formulaire **en ligne** (par Internet), les réponses aux questions précédentes sont automatiquement saisies dans le tableau récapitulatif.

SUMMARY CHART / TABLEAU RÉCAPITULATIF

Category Catégorie	PROTECTED PROTÉGÉ			CLASSIFIED CLASSIFIÉ			NATO				COMSEC					
	A	B	C	CONFIDENTIAL	SECRET	TOP SECRET	NATO RESTRICTED	NATO CONFIDENTIAL	NATO SECRET	COSMIC TOP SECRET	PROTECTED PROTÉGÉ			CONFIDENTIAL	SECRET	TOP SECRET
				CONFIDENTIEL		TRÈS SECRET	NATO DIFFUSION RESTREINTE	NATO CONFIDENTIEL		COSMIC TRÈS SECRET	A	B	C	CONFIDENTIEL		TRÈS SECRET
Information / Assets Renseignements / Biens Production		✓														
IT Media / Support TI		✓														
IT Link / Lien électronique		✓														

12. a) Is the description of the work contained within this SRCL PROTECTED and/or CLASSIFIED?

La description du travail visé par la présente LVERS est-elle de nature PROTÉGÉE et/ou CLASSIFIÉE?

☒ No
Non ☐ Yes
Oui

If Yes, classify this form by annotating the top and bottom in the area entitled "Security Classification".

Dans l'affirmative, classifiez le présent formulaire en indiquant le niveau de sécurité dans la case intitulée « Classification de sécurité » au haut et au bas du formulaire.

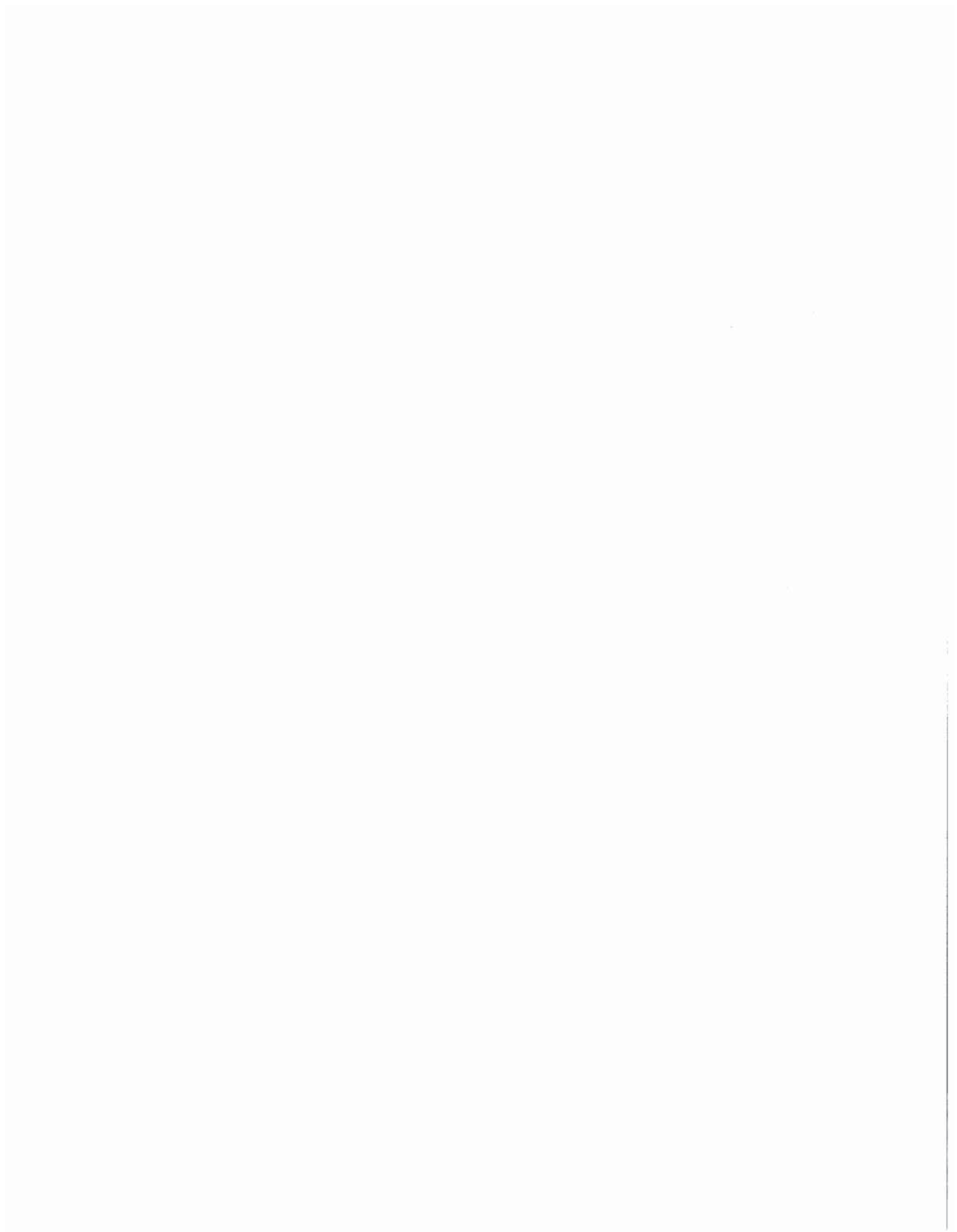
12. b) Will the documentation attached to this SRCL be PROTECTED and/or CLASSIFIED?

La documentation associée à la présente LVERS sera-t-elle PROTÉGÉE et/ou CLASSIFIÉE?

☒ No
Non ☐ Yes
Oui

If Yes, classify this form by annotating the top and bottom in the area entitled "Security Classification" and indicate with attachments (e.g. SECRET with Attachments).

Dans l'affirmative, classifiez le présent formulaire en indiquant le niveau de sécurité dans la case intitulée « Classification de sécurité » au haut et au bas du formulaire et indiquer qu'il y a des pièces jointes (p. ex. SECRET avec des pièces jointes).



Solicitation No. – N° de l'invitation
EN929-14-2184/A
Client Ref. No. N° de réf. Du client
EN929-14-2184

Amd. No. – N° de la modif.
File No. – N° du dossier
003xs.EN929-14-2184

Buyer ID – Id de l'acheteur
003xs
CCC No./N° CCC – FMS No./N° VME

SECURITY REQUIREMENT FOR CANADIAN SUPPLIER:
PWGSC FILE N° EN929-14-2184 B

1. The Contractor/Offeror must, at all times during the performance of the Contract/Standing Offer, hold a valid Designated Organization Screening (DOS) with approved *Document Safeguarding Capability (DSC)* at the level of **PROTECTED B** issued by the Canadian Industrial Security Directorate, Public Works and Government Services Canada.
2. The Contractor/Offeror personnel requiring access to **PROTECTED** information, assets or work site(s) must **EACH** hold a valid **RELIABILITY STATUS**, granted or approved by the Canadian Industrial Security Directorate (CISD), Public Works and Government Services Canada (PWGSC).
3. The Contractor **MUST NOT** utilize its Information Technology systems to electronically process, produce or store **PROTECTED** information until the CISD/PWGSC has issued written approval. After approval has been granted or approved, these tasks may be performed at **PROTECTED Level B** including an IT Link at **PROTECTED Level B**.
4. Subcontracts, which contain security requirements, are **NOT** to be awarded without the prior written permission of CISD/PWGSC.
5. The Contractor/Offeror must comply with the provisions of the:
 - a) *Security Requirements Check List* and Security Guide (if applicable), attached at Annex ____;
 - b) *Industrial Security Manual* (Latest Edition)



Government of Canada
Gouvernement du Canada

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Security Classification / Classification de sécurité
UNCLASSIFIED

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

PART A - CONTRACT INFORMATION / PARTIE A - INFORMATION CONTRACTUELLE			
1. Originating Government Department or Organization / Ministère ou organisme gouvernemental d'origine		2. Branch or Directorate / Direction générale ou Direction Public Works and Government Services Canada ABCB	
3. a) Subcontract Number / Numéro du contrat de sous-traitance		3. b) Name and Address of Subcontractor / Nom et adresse du sous-traitant	
4. Brief Description of Work / Brève description du travail Digitization and indexing of up to Protected B documents, may include optional shredding. Some requirements request secret handling although Protected B facilities.			
5. a) Will the supplier require access to Controlled Goods? Le fournisseur aura-t-il accès à des marchandises contrôlées?		<input checked="" type="checkbox"/> No <input type="checkbox"/> Yes Non Oui	
5. b) Will the supplier require access to unclassified military technical data subject to the provisions of the Technical Data Control Regulations? Le fournisseur aura-t-il accès à des données techniques militaires non classifiées qui sont assujetties aux dispositions du Règlement sur le contrôle des données techniques?		<input checked="" type="checkbox"/> No <input type="checkbox"/> Yes Non Oui	
6. Indicate the type of access required / Indiquer le type d'accès requis			
6. a) Will the supplier and its employees require access to PROTECTED and/or CLASSIFIED information or assets? Le fournisseur ainsi que les employés auront-ils accès à des renseignements ou à des biens PROTÉGÉS et/ou CLASSIFIÉS? (Specify the level of access using the chart in Question 7. c) (Préciser le niveau d'accès en utilisant le tableau qui se trouve à la question 7. c)		<input type="checkbox"/> No <input checked="" type="checkbox"/> Yes Non Oui	
6. b) Will the supplier and its employees (e.g. cleaners, maintenance personnel) require access to restricted access areas? No access to PROTECTED and/or CLASSIFIED information or assets is permitted. Le fournisseur et ses employés (p. ex. nettoyeurs, personnel d'entretien) auront-ils accès à des zones d'accès restreintes? L'accès à des renseignements ou à des biens PROTÉGÉS et/ou CLASSIFIÉS n'est pas autorisé.		<input checked="" type="checkbox"/> No <input type="checkbox"/> Yes Non Oui	
6. c) Is this a commercial courier or delivery requirement with no overnight storage? S'agit-il d'un contrat de messagerie ou de livraison commerciale sans entreposage de nuit?		<input checked="" type="checkbox"/> No <input type="checkbox"/> Yes Non Oui	
7. a) Indicate the type of information that the supplier will be required to access / Indiquer le type d'information auquel le fournisseur devra avoir accès			
Canada <input checked="" type="checkbox"/>		NATO / OTAN <input type="checkbox"/>	
		Foreign / Étranger <input type="checkbox"/>	
7. b) Release restrictions / Restrictions relatives à la diffusion			
No release restrictions Aucune restriction relative à la diffusion <input checked="" type="checkbox"/>		All NATO countries Tous les pays de l'OTAN <input type="checkbox"/>	
Not releasable À ne pas diffuser <input type="checkbox"/>			
Restricted to: / Limité à: <input type="checkbox"/>		Restricted to: / Limité à: <input type="checkbox"/>	
Specify country(ies): / Préciser le(s) pays:		Specify country(ies): / Préciser le(s) pays:	
7. c) Level of information / Niveau d'information			
PROTECTED A PROTÉGÉ A <input checked="" type="checkbox"/>		NATO UNCLASSIFIED <input type="checkbox"/>	PROTECTED A PROTÉGÉ A <input type="checkbox"/>
PROTECTED B PROTÉGÉ B <input checked="" type="checkbox"/>		NATO NON CLASSIFIÉ <input type="checkbox"/>	PROTECTED B PROTÉGÉ B <input type="checkbox"/>
PROTECTED C PROTÉGÉ C <input type="checkbox"/>		NATO RESTRICTED <input type="checkbox"/>	PROTECTED C PROTÉGÉ C <input type="checkbox"/>
CONFIDENTIAL CONFIDENTIEL <input type="checkbox"/>		NATO DIFFUSION RESTREINTE <input type="checkbox"/>	CONFIDENTIAL CONFIDENTIEL <input type="checkbox"/>
SECRET <input type="checkbox"/>		NATO CONFIDENTIAL <input type="checkbox"/>	SECRET <input type="checkbox"/>
TOP SECRET <input type="checkbox"/>		NATO SECRET <input type="checkbox"/>	TOP SECRET <input type="checkbox"/>
TRÈS SECRET <input type="checkbox"/>		NATO COSMIC <input type="checkbox"/>	TRÈS SECRET <input type="checkbox"/>
TOP SECRET (SIGINT) <input type="checkbox"/>		COSMIC TOP SECRET <input type="checkbox"/>	TOP SECRET (SIGINT) <input type="checkbox"/>
TRÈS SECRET (SIGINT) <input type="checkbox"/>		COSMIC TRÈS SECRET <input type="checkbox"/>	TRÈS SECRET (SIGINT) <input type="checkbox"/>



Government of Canada
Gouvernement du Canada

Contract Number / Numéro du contrat

EN929-14-2184 C

Security Classification / Classification de sécurité
UNCLASSIFIED

PART A (continued) / PARTIE A (suite)

8. Will the supplier require access to PROTECTED and/or CLASSIFIED COMSEC information or assets?
Le fournisseur aura-t-il accès à des renseignements ou à des biens COMSEC désignés PROTÉGÉS et/ou CLASSIFIÉS? ☒ No ☐ Yes
Non Oui

If Yes, indicate the level of sensitivity:

Dans l'affirmative, indiquer le niveau de sensibilité :

9. Will the supplier require access to extremely sensitive INFOSEC information or assets?
Le fournisseur aura-t-il accès à des renseignements ou à des biens INFOSEC de nature extrêmement délicate? ☒ No ☐ Yes
Non Oui

Short Title(s) of material / Titre(s) abrégé(s) du matériel :

Document Number / Numéro du document :

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

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

- | | | | |
|--|---|--|--|
| <input type="checkbox"/> RELIABILITY STATUS
COTE DE FIABILITÉ | <input type="checkbox"/> CONFIDENTIAL
CONFIDENTIEL | <input checked="" type="checkbox"/> SECRET
SECRET | <input type="checkbox"/> TOP SECRET
TRÈS SECRET |
| <input type="checkbox"/> TOP SECRET - SIGINT
TRÈS SECRET - SIGINT | <input type="checkbox"/> NATO CONFIDENTIAL
NATO CONFIDENTIEL | <input type="checkbox"/> NATO SECRET
NATO SECRET | <input type="checkbox"/> COSMIC TOP SECRET
COSMIC TRÈS SECRET |
| <input type="checkbox"/> SITE ACCESS
ACCÈS AUX EMPLACEMENTS | | | |

Special comments:

Commentaires spéciaux : _____

NOTE: If multiple levels of screening are identified, a Security Classification Guide must be provided.

REMARQUE: Si plusieurs niveaux de contrôle de sécurité sont requis, un guide de classification de la sécurité doit être fourni.

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

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

INFORMATION / ASSETS / RENSEIGNEMENTS / BIENS

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

PRODUCTION

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

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

11. d) Will the supplier be required to use its IT systems to electronically process, produce or store PROTECTED and/or CLASSIFIED information or data?
Le fournisseur sera-t-il tenu d'utiliser ses propres systèmes informatiques pour traiter, produire ou stocker électroniquement des renseignements ou des données PROTÉGÉS et/ou CLASSIFIÉS? ☐ No ☒ Yes
Non Oui
11. e) Will there be an electronic link between the supplier's IT systems and the government department or agency?
Disposera-t-on d'un lien électronique entre le système informatique du fournisseur et celui du ministère ou de l'agence gouvernementale? ☒ No ☐ Yes
Non Oui



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EN929-14-2184 C

Security Classification / Classification de sécurité
UNCLASSIFIED

PART C - (continued) / PARTIE C - (suite)

For users completing the form manually use the summary chart below to indicate the category(ies) and level(s) of safeguarding required at the supplier's site(s) or premises.

Les utilisateurs qui remplissent le formulaire **manuellement** doivent utiliser le tableau récapitulatif ci-dessous pour indiquer, pour chaque catégorie, les niveaux de sauvegarde requis aux installations du fournisseur.

For users completing the form online (via the Internet), the summary chart is automatically populated by your responses to previous questions.

Dans le cas des utilisateurs qui remplissent le formulaire en ligne (par Internet), les réponses aux questions précédentes sont automatiquement saisies dans le tableau récapitulatif.

SUMMARY CHART / TABLEAU RÉCAPITULATIF

Category Catégorie	PROTECTED PROTÉGÉ			CLASSIFIED CLASSIFIÉ			NATO				COMSEC					
	A	B	C	CONFIDENTIAL	SECRET	TOP SECRET	NATO RESTRICTED	NATO CONFIDENTIAL	NATO SECRET	COSMIC TOP SECRET	PROTECTED PROTÉGÉ			CONFIDENTIAL	SECRET	TOP SECRET
				CONFIDENTIEL		TRÈS SECRET	NATO DIFFUSION RESTREINTE	NATO CONFIDENTIEL		COSMIC COSMIC TRÈS SECRET	A	B	C	CONFIDENTIEL		TRÈS SECRET
Information / Assets Renseignements / Biens Production		✓														
IT Media / Support TI		✓														
IT Link / Lien électronique																

12. a) Is the description of the work contained within this SRCL PROTECTED and/or CLASSIFIED?

La description du travail visé par la présente LVERS est-elle de nature PROTÉGÉE et/ou CLASSIFIÉE?

☒ No ☐ Yes
Non Oui

If Yes, classify this form by annotating the top and bottom in the area entitled "Security Classification".

Dans l'affirmative, classifiez le présent formulaire en indiquant le niveau de sécurité dans la case intitulée « Classification de sécurité » au haut et au bas du formulaire.

12. b) Will the documentation attached to this SRCL be PROTECTED and/or CLASSIFIED?

La documentation associée à la présente LVERS sera-t-elle PROTÉGÉE et/ou CLASSIFIÉE?

☒ No ☐ Yes
Non Oui

If Yes, classify this form by annotating the top and bottom in the area entitled "Security Classification" and indicate with attachments (e.g. SECRET with Attachments).

Dans l'affirmative, classifiez le présent formulaire en indiquant le niveau de sécurité dans la case intitulée « Classification de sécurité » au haut et au bas du formulaire et indiquez qu'il y a des pièces jointes (p. ex. SECRET avec des pièces jointes).

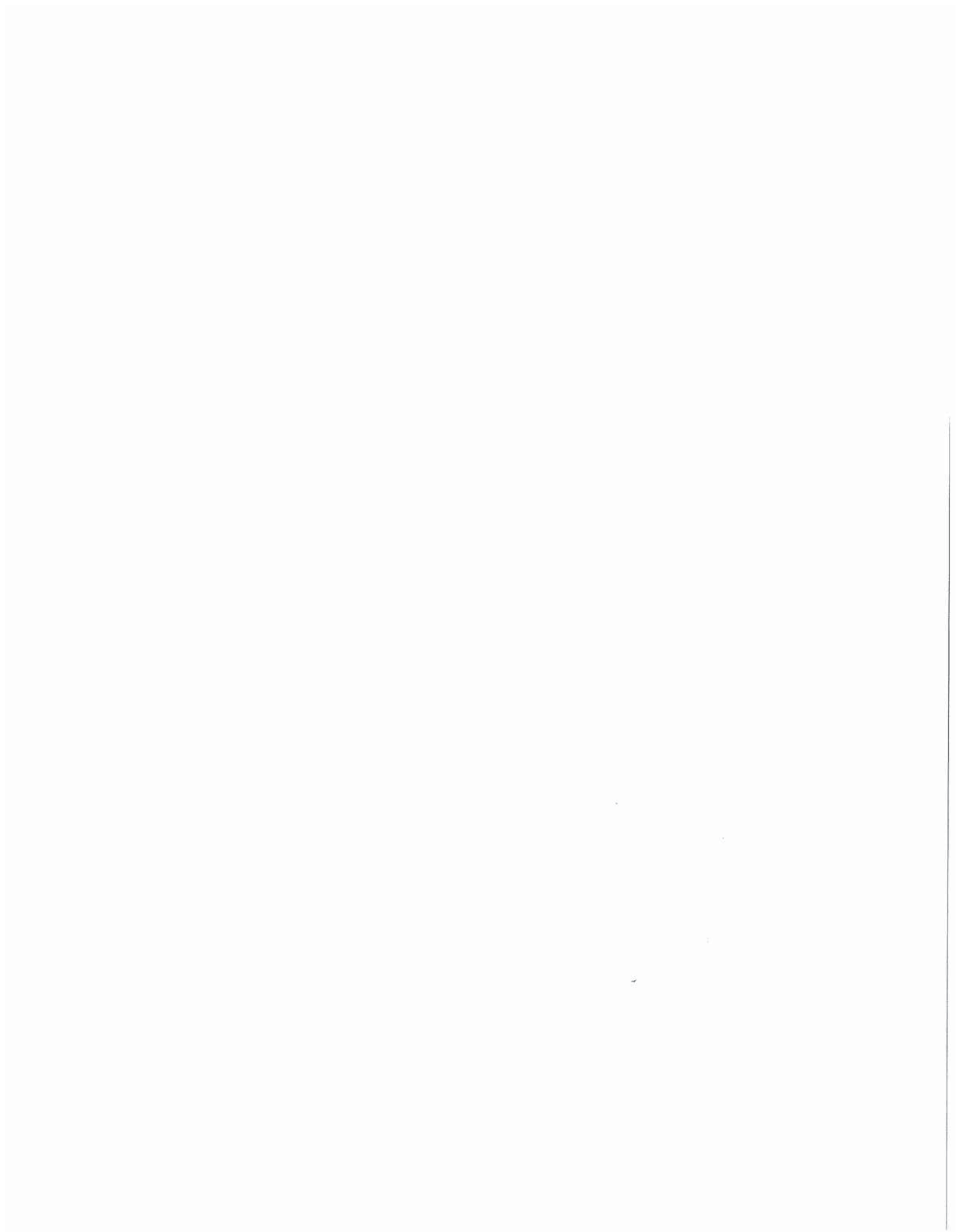
Solicitation No. – N° de l'invitation
EN929-14-2184/A
Client Ref. No. N° de réf. Du client
EN929-14-2184

Amd. No. – N° de la modif.
File No. – N° du dossier
003xs.EN929-14-2184

Buyer ID – Id de l'acheteur
003xs
CCC No./N° CCC – FMS No./N° VME

**SECURITY REQUIREMENT FOR CANADIAN SUPPLIER:
PWGSC FILE # EN929-14-2184 C**

1. The Contractor/Offeror must, at all times during the performance of the Contract/Standing Offer, hold a valid **Facility Security Clearance at the level of SECRET, with approved Document Safeguarding at the level of Protected B**, 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 **SECRET**, granted or approved by the CISD, PWGSC.
3. The Contractor **MUST NOT utilize its Information Technology** systems to electronically process, produce or store any sensitive PROTECTED/CLASSIFIED information until CISD/PWGSC has issued written approval. After approval has been granted, these tasks may be performed at the level **Protected B**.
4. Subcontracts which contain security requirements are **NOT** to be awarded without the prior written permission of CISD/PWGSC.
5. The Contractor/Offeror must comply with the provisions of the:
 - (a) Security Requirements Check List and security guide (if applicable), attached at Annex _____;
 - (b) *Industrial Security Manual* (Latest Edition).



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Document Imaging Services

Security Requirements Check List (SRCL)

Series 3



Government of Canada
Gouvernement du Canada

Contract Number / Numéro du contrat

EN929-14-2185 A

Security Classification / Classification de sécurité
UNCLASSIFIED

SECURITY REQUIREMENTS CHECK LIST (SRCL)

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

PART A - CONTRACT INFORMATION / PARTIE A - INFORMATION CONTRACTUELLE			
1. Originating Government Department or Organization / Ministère ou organisme gouvernemental d'origine		2. Branch or Directorate / Direction générale ou Direction ABCB	
3. a) Subcontract Number / Numéro du contrat de sous-traitance		3. b) Name and Address of Subcontractor / Nom et adresse du sous-traitant	
4. Brief Description of Work / Brève description du travail Digitization and indexing of Secret Documents for CRCD PWGSC Managed Services provided to the Federal Government			
5. a) Will the supplier require access to Controlled Goods? Le fournisseur aura-t-il accès à des marchandises contrôlées?		<input checked="" type="checkbox"/> Yes <input type="checkbox"/> No	<input type="checkbox"/> Yes <input type="checkbox"/> No
5. b) Will the supplier require access to unclassified military technical data subject to the provisions of the Technical Data Control Regulations? Le fournisseur aura-t-il accès à des données techniques militaires non classifiées qui sont assujetties aux dispositions du Règlement sur le contrôle des données techniques?		<input checked="" type="checkbox"/> Yes <input type="checkbox"/> No	<input type="checkbox"/> Yes <input type="checkbox"/> No
6. Indicate the type of access required / Indiquer le type d'accès requis			
6. a) Will the supplier and its employees require access to PROTECTED and/or CLASSIFIED information or assets? Le fournisseur ainsi que les employés auront-ils accès à des renseignements ou à des biens PROTÉGÉS et/ou CLASSIFIÉS? (Specify the level of access using the chart in Question 7. c) (Préciser le niveau d'accès en utilisant le tableau qui se trouve à la question 7. c)		<input type="checkbox"/> Yes <input type="checkbox"/> No	<input checked="" type="checkbox"/> Yes <input type="checkbox"/> No
6. b) Will the supplier and its employees (e.g. cleaners, maintenance personnel) require access to restricted access areas? No access to PROTECTED and/or CLASSIFIED information or assets is permitted. Le fournisseur et ses employés (p. ex. nettoyeurs, personnel d'entretien) auront-ils accès à des zones d'accès restreintes? L'accès à des renseignements ou à des biens PROTÉGÉS et/ou CLASSIFIÉS n'est pas autorisé.		<input checked="" type="checkbox"/> Yes <input type="checkbox"/> No	<input type="checkbox"/> Yes <input type="checkbox"/> No
6. c) Is this a commercial courier or delivery requirement with no overnight storage? S'agit-il d'un contrat de messagerie ou de livraison commerciale sans entreposage de nuit?		<input checked="" type="checkbox"/> Yes <input type="checkbox"/> No	<input type="checkbox"/> Yes <input type="checkbox"/> No
7. a) Indicate the type of information that the supplier will be required to access / Indiquer le type d'information auquel le fournisseur devra avoir accès			
Canada <input checked="" type="checkbox"/>		NATO / OTAN <input type="checkbox"/>	Foreign / Étranger <input type="checkbox"/>
7. b) Release restrictions / Restrictions relatives à la diffusion			
No release restrictions Aucune restriction relative à la diffusion <input checked="" type="checkbox"/>		All NATO countries Tous les pays de l'OTAN <input type="checkbox"/>	No release restrictions Aucune restriction relative à la diffusion <input type="checkbox"/>
Not releasable À ne pas diffuser <input type="checkbox"/>			
Restricted to: / Limité à: <input type="checkbox"/>		Restricted to: / Limité à: <input type="checkbox"/>	Restricted to: / Limité à: <input type="checkbox"/>
Specify country(ies): / Préciser le(s) pays:		Specify country(ies): / Préciser le(s) pays:	Specify country(ies): / Préciser le(s) pays:
7. c) Level of Information / Niveau d'information			
PROTECTED A PROTÉGÉ A <input checked="" type="checkbox"/>		NATO UNCLASSIFIED <input type="checkbox"/>	PROTECTED A PROTÉGÉ A <input type="checkbox"/>
PROTECTED B PROTÉGÉ B <input checked="" type="checkbox"/>		NATO NON CLASSIFIÉ <input type="checkbox"/>	PROTECTED B PROTÉGÉ B <input type="checkbox"/>
PROTECTED C PROTÉGÉ C <input checked="" type="checkbox"/>		NATO RESTRICTED NATO DIFFUSION RESTREINTE <input type="checkbox"/>	PROTECTED C PROTÉGÉ C <input type="checkbox"/>
CONFIDENTIAL CONFIDENTIEL <input checked="" type="checkbox"/>		NATO CONFIDENTIAL NATO CONFIDENTIEL <input type="checkbox"/>	CONFIDENTIAL CONFIDENTIEL <input type="checkbox"/>
SECRET SECRET <input checked="" type="checkbox"/>		NATO SECRET NATO SECRET <input type="checkbox"/>	SECRET SECRET <input type="checkbox"/>
TOP SECRET TRÈS SECRET <input type="checkbox"/>		COSMIC TOP SECRET COSMIC TRÈS SECRET <input type="checkbox"/>	TOP SECRET TRÈS SECRET <input type="checkbox"/>
TOP SECRET (SIGINT) TRÈS SECRET (SIGINT) <input type="checkbox"/>			TOP SECRET (SIGINT) TRÈS SECRET (SIGINT) <input type="checkbox"/>



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Gouvernement du Canada

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PART A (continued) // PARTIE A (suite)

8. Will the supplier require access to PROTECTED and/or CLASSIFIED COMSEC information or assets?
Le fournisseur aura-t-il accès à des renseignements ou à des biens COMSEC désignés PROTÉGÉS et/ou CLASSIFIÉS? ☒ No ☐ Yes
Non Oui

If Yes, indicate the level of sensitivity:

Dans l'affirmative, indiquer le niveau de sensibilité :

9. Will the supplier require access to extremely sensitive INFOSEC information or assets?
Le fournisseur aura-t-il accès à des renseignements ou à des biens INFOSEC de nature extrêmement délicate? ☒ No ☐ Yes
Non Oui

Short Title(s) of material / Titre(s) abrégé(s) du matériel :

Document Number / Numéro du document :

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

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

- | | | | |
|--|---|--|--|
| <input type="checkbox"/> RELIABILITY STATUS
COTE DE FIABILITÉ | <input type="checkbox"/> CONFIDENTIAL
CONFIDENTIEL | <input checked="" type="checkbox"/> SECRET
SECRET | <input type="checkbox"/> TOP SECRET
TRÈS SECRET |
| <input type="checkbox"/> TOP SECRET - SIGINT
TRÈS SECRET - SIGINT | <input type="checkbox"/> NATO CONFIDENTIAL
NATO CONFIDENTIEL | <input type="checkbox"/> NATO SECRET
NATO SECRET | <input type="checkbox"/> COSMIC TOP SECRET
COSMIC TRÈS SECRET |
| <input type="checkbox"/> SITE ACCESS
ACCÈS AUX EMPLACEMENTS | | | |

Special comments:

Commentaires spéciaux :

NOTE: If multiple levels of screening are identified, a Security Classification Guide must be provided.

REMARQUE : Si plusieurs niveaux de contrôle de sécurité sont requis, un guide de classification de la sécurité doit être fourni.

10. b) May unscreened personnel be used for portions of the work?
Du personnel sans autorisation sécuritaire peut-il se voir confier des parties du travail? ☒ No ☐ Yes
Non Oui

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

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

INFORMATION / ASSETS / RENSEIGNEMENTS / BIENS

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

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

PRODUCTION

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

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

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

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

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Canada



PART C - (continued) / PARTIE C - (suite)

For users completing the form manually use the summary chart below to indicate the category(ies) and level(s) of safeguarding required at the supplier's site(s) or premises.

Les utilisateurs qui remplissent le formulaire manuellement doivent utiliser le tableau récapitulatif ci-dessous pour indiquer, pour chaque catégorie, les niveaux de sauvegarde requis aux installations du fournisseur.

For users completing the form online (via the Internet), the summary chart is automatically populated by your responses to previous questions. Dans le cas des utilisateurs qui remplissent le formulaire en ligne (par Internet), les réponses aux questions précédentes sont automatiquement saisies dans le tableau récapitulatif.

SUMMARY CHART / TABLEAU RÉCAPITULATIF

Category Catégorie	PROTECTED PROTÉGÉ			CLASSIFIED CLASSIFIÉ			NATO				COMSEC					
	A	B	C	CONFIDENTIAL CONFIDENTIEL	SECRET	TOP SECRET TRÈS SECRET	NATO RESTRICTED	NATO CONFIDENTIAL	NATO SECRET	COSMIC TOP SECRET	PROTECTED PROTÉGÉ			CONFIDENTIAL	SECRET	TOP SECRET
							NATO DIFFUSION RESTREINTE	NATO CONFIDENTIEL		COSMIC TOP SECRET	A	B	C			
Information / Assets Renseignements / Biens Production					✓											
IT Media / Support TI					✓											
IT Link / Lien électronique																

12. a) Is the description of the work contained within this SRCL PROTECTED and/or CLASSIFIED?
La description du travail visé par la présente LVERS est-elle de nature PROTÉGÉE et/ou CLASSIFIÉE?

☒ No
Non ☐ Yes
Oui

If Yes, classify this form by annotating the top and bottom in the area entitled "Security Classification".

Dans l'affirmative, classifiez le présent formulaire en indiquant le niveau de sécurité dans la case intitulée « Classification de sécurité » au haut et au bas du formulaire.

12. b) Will the documentation attached to this SRCL be PROTECTED and/or CLASSIFIED?
La documentation associée à la présente LVERS sera-t-elle PROTÉGÉE et/ou CLASSIFIÉE?

☒ No
Non ☐ Yes
Oui

If Yes, classify this form by annotating the top and bottom in the area entitled "Security Classification" and indicate with attachments (e.g. SECRET with Attachments).

Dans l'affirmative, classifiez le présent formulaire en indiquant le niveau de sécurité dans la case intitulée « Classification de sécurité » au haut et au bas du formulaire et indiquez qu'il y a des pièces jointes (p. ex. SECRET avec des pièces jointes).

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**SECURITY REQUIREMENT FOR CANADIAN SUPPLIER:
PWGSC FILE # EN929-14-2185 A**

1. The Contractor/Offeror must, at all times during the performance of the Contract/Standing Offer, hold a valid **Facility Security Clearance at the level of SECRET, with approved Document Safeguarding 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 **SECRET**, granted or approved by the CISD, PWGSC.
3. The Contractor **MUST NOT utilize its Information Technology** systems to electronically process, produce or store any sensitive PROTECTED/CLASSIFIED information until CISD/PWGSC has issued written approval. After approval has been granted, these tasks may be performed at the level **SECRET**.
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 _____;
 - (b) *Industrial Security Manual* (Latest Edition).

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Annex “D”

Document Imaging Services

Insurance Requirements

1. Commercial General Liability Insurance

1.1 The Contractor must obtain Commercial General Liability Insurance, and maintain it in force throughout the duration of the Contract, in an amount usual for a contract of this nature, but for not less than \$2,000,000 per accident or occurrence and in the annual aggregate.

1.2 The Commercial General Liability policy must include the following:

- a. Additional Insured: Canada is added as an additional insured, but only with respect to liability arising out of the Contractor's performance of the Contract. The interest of Canada should read as follows: Canada, as represented by Public Works and Government Services Canada.
- b. Bodily Injury and Property Damage to third parties arising out of the operations of the Contractor.
- c. Products and Completed Operations: Coverage for bodily injury or property damage arising out of goods or products manufactured, sold, handled, or distributed by the Contractor and/or arising out of operations that have been completed by the Contractor.
- d. Personal Injury: While not limited to, the coverage must include Violation of Privacy, Libel and Slander, False Arrest, Detention or Imprisonment and Defamation of Character.
- e. Cross Liability/Separation of Insureds: Without increasing the limit of liability, the policy must protect all insured parties to the full extent of coverage provided. Further, the policy must apply to each Insured in the same manner and to the same extent as if a separate policy had been issued to each.
- f. Blanket Contractual Liability: The policy must, on a blanket basis or by specific reference to the Contract, extend to assumed liabilities with respect to contractual provisions.
- g. Employees and, if applicable, Volunteers must be included as Additional Insured.
- h. Employers' Liability (or confirmation that all employees are covered by Worker's compensation (WSIB) or similar program)
- i. Broad Form Property Damage including Completed Operations: Expands the Property Damage coverage to include certain losses that would otherwise be excluded by the standard care, custody or control exclusion found in a standard policy.
- j. Notice of Cancellation: The Insurer will endeavour to provide the Contracting Authority thirty (30) days written notice of policy cancellation.
- k. If the policy is written on a claims-made basis, coverage must be in place for a period of at least 12 months after the completion or termination of the Contract.
- l. Owners' or Contractors' Protective Liability: Covers the damages that the Contractor becomes legally obligated to pay arising out of the operations of a subcontractor.
- m. Non-Owned Automobile Liability - Coverage for suits against the Contractor resulting from the use of hired or non-owned vehicles.

- n. Advertising Injury: While not limited to, the endorsement must include coverage piracy or misappropriation of ideas, or infringement of copyright, trademark, title or slogan.
- o. Litigation Rights: Pursuant to subsection 5(d) of the Department of Justice Act, S.C. 1993, c. J-2, s.1, if a suit is instituted for or against Canada which the Insurer would, but for this clause, have the right to pursue or defend on behalf of Canada as an Additional Named Insured under the insurance policy, the Insurer must promptly contact the Attorney General of Canada to agree on the legal strategies by sending a letter, by registered mail or by courier, with an acknowledgement of receipt.

For the province of Quebec, send to:

Director Business Law Directorate,
Quebec Regional Office (Ottawa),
Department of Justice,
284 Wellington Street, Room SAT-6042,
Ottawa, Ontario, K1A 0H8

For other provinces and territories, send to:

Senior General Counsel,
Civil Litigation Section,
Department of Justice
234 Wellington Street, East Tower
Ottawa, Ontario K1A 0H8

A copy of the letter must be sent to the Contracting Authority. Canada reserves the right to co-defend any action brought against Canada. All expenses incurred by Canada to co-defend such actions will be at Canada's expense. If Canada decides to co-defend any action brought against it, and Canada does not agree to a proposed settlement agreed to by the Contractor's insurer and the plaintiff(s) that would result in the settlement or dismissal of the action against Canada, then Canada will be responsible to the Contractor's insurer for any difference between the proposed settlement amount and the amount finally awarded or paid to the plaintiffs (inclusive of costs and interest) on behalf of Canada.

1. Errors and Omissions Liability Insurance

- 2.1 The Contractor must obtain Errors and Omissions Liability (a.k.a. Professional Liability) insurance, and maintain it in force throughout the duration of the Contract, in an amount usual for a contract of this nature but for not less than \$1,000,000 per loss and in the annual aggregate, inclusive of defence costs.
- 2.2 If the policy is written on a claims-made basis, coverage must be in place for a period of at least 12 months after the completion or termination of the Contract.
- 2.3 The following endorsement must be included:

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

3. Automobile Liability Insurance

3.1 The Contractor must obtain Automobile Liability Insurance, and maintain it in force throughout the duration of the Contract, in an amount usual for a contract of this nature, but for not less than \$2,000,000 per accident or occurrence.

3.2 The policy must include the following:

- a. Third Party Liability - \$2,000,000 Minimum Limit per Accident or Occurrence
- b. Accident Benefits - all jurisdictional statutes
- c. Uninsured Motorist Protection
- d. Notice of Cancellation: The Insurer will endeavour to provide the Contracting Authority thirty (30) days written notice of cancellation.

4. All Risk Property Insurance

The Contractor must obtain All Risks Property insurance while the Government Property is under its care, custody or control, and maintain it in force throughout the duration of the Contract, in an amount of not less than \$1,000,000.00. The Government's Property must be insured on *Agreed Value* basis.

4.1 Administration of Claims: The Contractor must notify Canada promptly about any losses or damages to Government Property and monitor, investigate and document losses of or damage to ensure that claims are properly made and paid.

4.2 The All Risks Property insurance policy must include the following:

- a. Notice of Cancellation: The Insurer will endeavour to provide the Contracting Authority at least thirty (30) days written notice of policy cancellation.
- b. Loss Payee: Canada as its interest may appear or as it may direct.
- c. Waiver of Subrogation Rights: Contractor's Insurer to waive all rights of subrogation against Canada as represented by Public Works and Government Services Canada for any and all loss of or damage to the property however caused.

5. Warehouseman's Legal Liability Insurance

5.1 The Contractor must obtain Warehouseman's Legal Liability Insurance coverage on Government Property, and maintain it in force while under its care, custody or control for storage, in an amount of not less than \$1,000,000.00. The Government's Property must be insured on an *Agreed Value (appraisal)* basis.

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5.2 Administration of Claims: The Contractor must notify Canada promptly about any losses or damages to Government Property and monitor, investigate and document losses of or damage to Government Property to ensure that claims are properly made and paid.

5.3 The following endorsements must be included:

- a. Notice of Cancellation: The Insurer will endeavour to provide the Contracting Authority thirty (30) days written notice of cancellation.
- b. Settlement of Claims: The insurance proceeds regarding any loss of or damage to Government Property must be payable to the appropriate party as directed by the Contracting Authority.
- c. Loss Payee: Canada as its interest may appear or it may direct.
- d. Waiver of Subrogation Rights: Contractor's Insurer to waive all rights of subrogation against Canada as represented by Public Works and Government Services Canada for any and all loss of or damage to the property however caused.

Solicitation No. –N° de l’invitation
W8474-10-SP10/A
Client Ref. No. N° de réf. Du client
W8474-10-SP10

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File No. – N° du dossier
495xi.W8474-10-SP10

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Attachment 1 to Part 4

Technical Bid

For

Series 2

Introduction

The following elements of the Technical Bid will be evaluated and scored in accordance with specific evaluation criteria. It is imperative that these criteria be addressed in sufficient depth to allow for a complete assessment of capacity and capabilities.

Each Technical Bid will be evaluated solely on its content and as it relates to the Statement of Work. Bids should be clear and concise, following the order and numbering of the Statement of Work. The Bidders must clearly state and demonstrate in their bid if they are responsive or non-responsive with each mandatory requirement.

The Bidder must respond to the submission requirements in Table 1 below:

Table 1 Technical Bid				
SOW Section Number	Section Name / Evaluation Subject	Points Available	Submission Requirements	Compliant = Yes Non-Compliant = No
A	B	C	D	E
Section 1 – Overview of SOW and General Requirements				
	Corporate Capability	R xx Points M M	<p>The Bidder should demonstrate its capability to provide the services required under this RFP by providing two Customer Reference Summaries that demonstrate its experience in successfully providing document Imaging Services, where the services were provided:</p> <p>within the last 2 years from bid solicitation closing date, where the contract value was \$750,000 or greater.</p> <p>The Customer Reference Summary should include the following information:</p> <p>a) Name of the Project. b) A description of the project., c) A description of the services provided by the Bidder including: i. The contract value. ii. Volume of pages imaged iii. Volume of documents imaged iv. The period, including the start and end date. v. Role of the Bidder in the referenced project.</p>	<p>The response will be evaluated as follows:</p> <p>Step “1”</p> <p>The Customer Reference will be evaluated as follows:</p> <p>a) The response to subsection “a)”, Column “D” is required to validate the referenced project. b) The response to subsection “b)”, Column “D” will be evaluated to determine that the project was for Document Imaging Services. c) The response to subsection “c)”, Column D will be evaluated to determine the services provided by the Bidder including: i)The response to subsection “c) i)”, Column “D” will be evaluated to determine the contract value; ii) The response to subsection “c) ii)”, Column “D” will be evaluated to determine the volume of pages imaged; iii) The response to subsection “c) iii)”, Column “D” will be evaluated to determine the volume of documents imaged; iv)The response to subsection “c) iv)”, Column “D” will be evaluated to determine that the period of work occurred in the last 2 years of bid solicitation closing date; and v) The response to subsection “c) v)”, Column “D” will be evaluated to determine the role of the Bidder in the project.</p> <p>d) The response to subsection “d)”, Column “D” will be evaluated to determine that a</p>

Table 1 Technical Bid				
SOW Section Number	Section Name / Evaluation Subject	Points Available	Submission Requirements	Compliant = Yes Non-Compliant = No
A	B	C	D	E
			F	Evaluation Criteria
			<div>d) A description of the various resources categories provided by the Bidder as well as a description of the role of the resources relative to the experience claimed in subsection "c)" above.</div> <div>e) Customer Project Authority contact name as well as an alternate contact name from the project along with their title, e-mail address and telephone number.</div> <div>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. Points will not be allocated if the reference customer is not a customer of the Bidder itself (for example, the customer cannot be the customer of an affiliate of the Bidder). Nor will points be allocated if the customer is itself an affiliate or other entity that does not deal at arm's length with the Bidder. Government of Canada references will be accepted.</div> <div>Points will be awarded in accordance with Column "F".</div>	
			<div>e) The Customer contact may be contacted to validate the claimed experience. If the information is not provided or insufficient to contact the Customer contact then, upon request from Canada, the Bidder will have 2 working days to provide the necessary information to Canada. If the requested information is not provided in accordance with the request, the Customer Reference Summary will not qualify.</div> <div>Step "2"</div> <div><ul style="list-style-type: none">The Customer Reference Summary must qualify through Step "1", if not, the Customer Reference Summary will be inadmissible.</div> <div>Step "3"</div> <div>Points will be allocated for the Customer Reference Summary, that meets the criteria specified in Step "1", as follows:</div> <div><ul style="list-style-type: none">xx points will be allocated if the Project was document Imaging Services for conversion of paper and microfilm records to electronic images;xx points will be allocated if the Project was for a federal, provincial or municipal government organization;xx points will be allocated if the Project included the provision of services to multiple locations.xx points will be allocated if the volume of pages imaged was > 2M and <3M pages.xx points will be allocated if the volume of pages imaged was >3M page sand <5M pages.xx points will be allocated if the volume of pages imaged was 5M pages or greater.xx points will be allocated if the index coding was provided in both Canadian</div>	

Table 1 Technical Bid				
SOW Section Number	Section Name / Evaluation Subject	Points Available	Submission Requirements	Compliant = Yes Non-Compliant = No
A	B	C	D	E
F				
				official languages.
				A maximum of xx points will be allocated.
	Corporate Capability		The Bidder should demonstrate its capability of processing volumes by providing a listing of equipment make and model by location.	The response will be evaluated as follows:
		M	The response should include:	a) All equipment listed must be 5 years old or newer
		R	a) Equipment make, model and year of manufacture by location and the following details:	(i) Maximum xx points per location for raw scanner throughput rate: <ul style="list-style-type: none">xx points for > xx K pieces per hour and < xx K pieces per hourxx points for > xx K pieces per hour and < xx K pieces per hourxx points for xx K pieces per hour and greater
		xxx points	i. Hourly scanning throughput	
		xxx points	ii. Hourly framing and cropping through put	(ii) Maximum xx points per location for framing and cropping throughput rate: <ul style="list-style-type: none">xx points for xx pieces per hourxx points for xx pieces per hourxx points for > xx pieces per hour
		xxx points	iii. Hourly image generation stored to repository	(iii) Maximum xx points per location for image generation stored to repository: <ul style="list-style-type: none">XX points for XK pieces per hourXX points for XK pieces per hour
		xxx		

Table 1 Technical Bid					
SOW Section Number	Section Name / Evaluation Subject	Points Available	Submission Requirements	Compliant = Yes Non-Compliant = No	Evaluation Criteria
A	B	C	D	E	F
		points	b) Annual volume of mail pieces received and processed (number of pieces)		<div><ul style="list-style-type: none">XX points for XK pieces per hour</div> <div>[lmd I]</div> <div>b) Maximum xx points for annual volume of mail pieces received and processed per facility, by location:<ul style="list-style-type: none">x points for less than 2 million pieces per year, per facilityx points for > 2 million and < 3 million pieces per year, per facilityx points for >3 million and < 5 million pieces per year, per facilityx points for >5 million and < 10 million pieces per year, per facilityxx points for > 10 million pieces per year, per facility</div> <div>c) Maximum xxx points for annual volume of scanned images per year, per facility:<ul style="list-style-type: none">xx points for XXK pieces per year per facilityxx points for XXK pieces per year per facilityxx points for XXK pieces per year per facility</div>

Table 1 Technical Bid					
SOW Section Number	Section Name / Evaluation Subject	Points Available	Submission Requirements	Compliant = Yes Non-Compliant = No	Evaluation Criteria
A	B	C	D	E	F
					d) Maximum xxx points for index coding per location: <ul style="list-style-type: none">xx points for X pieces per hour per facilityxx points for X piece per hour per facilityxx points for >X pieces per hour per facility

Sample Set	R	<p>Canada will provide samples to the contractor to image. Assuming a start date of xxx</p> <p>a) Based on your equipment and facilities at Bid Closing, Provide a imaging plan for the mock TA for a client in the National Capital Region including but not limited to,</p> <p>a. Schedule and resource plan for imaging</p> <p>b. Schedule and resource plan for index coding, including location of resources</p> <p>c. Quality assurance test plan</p> <p>d. Completion date</p> <p>b) Provide samples:</p> <p>i. coding sample will be provided with a mock TA for which images will need to be created for each page, and documents coded as per the Task Authorization .</p>		<p>a) Imaging plan evaluation criteria:</p> <p>i. Imaging plan is consistent with equipment profiles provided.</p> <p>ii. Coding plan is consistent with facility and resource profile provided.</p> <p>iii. Coding schedule and plan is reasonable to industry standards</p> <p>iv. Xxx points to durations equal or less than a threshold</p> <p>[lmd2]</p> <p>b) The bidder must provide 2 samples</p> <p>i. Documents imaged will be evaluated for document type, legibility, clarity (point rating to be determined)</p> <p>ii. Coding will be evaluated against the criteria provided in the TA (point rating to be determined)</p> <p>iii. Metadata conforms to minimum requirements in the SOW</p> <p>[lmd3]</p>
Service to Locations	Rxx Points	The Bidder should demonstrate its capability of providing service to all provinces, territories and the National Capital Region, by listing each of its locations along with the equipment available for use at the time		<p>Points will be allocated as follows:</p> <p>x points for each of the following regions that the bidder has a location in, and an additional</p>

			of solicitation closing. The response must include: a) Street address of location with city, province and postal code. b) Square footage of facility including warehouse space c)		xx points if the bidder has locations in all of National Capital Region, British Columbia, Alberta, Nova Scotia. Alberta British Columbia Manitoba National Capital Region New Brunswick Newfoundland and Labrador Northwest Territories Nova Scotia Nunavut Ontario Prince Edward Island Quebec Saskatchewan Yukon A maximum of X points will be allocated.	
	Privacy	M	The bidder must ensure that all data must remain in Canada and cannot be transmitted outside of Canada for any reason, and cannot be accessed from outside of Canada for any reason.	<div><input type="checkbox"/> Yes</div> <div><input type="checkbox"/> No</div>	The response must state the Bidder's compliancy with a Yes or No in column E. The response must also indicate how the Bidder will ensure that all data will remain in Canada and will be inaccessible from outside of Canada.	
Section 2 – Scope and Requirements						
8.1	Transportation Plan	R xx Points	The Bidder should provide a draft Transportation Plan that meets the requirements of Article 8.1 of the SOW. The plan should, at a minimum, address all details in Article 8.1 of the SOW and demonstrate that the Bidder has a clear understanding of the requirements.		The response should, at a minimum, address all items indicated in column “D” and demonstrate that the Bidder has a clear understanding of the requirements. Points will be allocated as follows: a) xx points Unacceptable Response – Based on the information provided, the response does not address the requirement or indicates a lack of understanding of the intent of the requirement or is generally a repetition of the requirement as stated in the RFP rather than a clear response that indicates an understanding of the intent of the requirement. May represent an unacceptable risk to the Client b) xx points Minimum Acceptable Response – Based on the information provided, the response addresses only part of or none of the requirement but the	

					<p>Bidder understands the requirement, has provided an acceptable plan and it can and will satisfy the requirement. Minimal but acceptable risk to the Client without cost to the Client.</p> <p>c) xx points Good Response - Based on the information provided, the response adequately addresses most of the requirement and indicates that the Bidder has a sound understanding of the intent of the requirement and that it can and will satisfy the requirement . Minimal or no perceived risk to the Client.</p> <p>d) xx points Excellent Response - Based on the information provided, the response fully meets the requirement and indicates that the Bidder has an excellent understanding of the intent of the requirement and that it can and will satisfy the requirement , possibly with added value. No perceived risk to the Client.</p> <p>A maximum of xx points will be allocated.</p> <p>The response should, at a minimum, address all items indicated in column “D” and demonstrate that the Bidder has a clear understanding of the requirements.</p> <p>Points will be allocated as follows:</p> <p>a)xx points Unacceptable Response – Based on the information provided, the response does not address the requirement or indicates a lack of understanding of the intent of the requirement or is generally a repetition of the requirement as stated in the RFP rather than a clear response that indicates an understanding of the intent of the requirement. May represent an unacceptable risk to the Client</p> <p>b) xx points Minimum Acceptable Response – Based on the information provided, the response addresses only part of or none of the requirement but the Bidder understands the requirement, has provided an acceptable plan and it can and will satisfy the requirement. Minimal but acceptable risk to the Client without cost to the Client.</p> <p>c) xx points Good Response - Based on the information provided, the response adequately addresses most of the requirement and indicates that the Bidder has a sound understanding of the intent of the requirement and that it can and will satisfy the requirement . Minimal or no perceived risk to the Client.</p>
8.2	Record Conversion		<p>The bidder should demonstrate how all incoming material will be received and inventoried, describe the process for controlling and maintaining the integrity of all materials at all times and how it will ensure that all records can be immediately retrieved if and when required by PWGSC.</p> <p>The response should, at a minimum, address all details in sub-articles 8.2.1.1, 8.2.1.2, 8.2.1.3 and 8.2.1.4 and show that the Bidder has a clear understanding of the requirements.</p>	R xx Points	

					d) xx points Excellent Response - Based on the information provided, the response fully meets the requirement and indicates that the Bidder has an excellent understanding of the intent of the requirement and that it can and will satisfy the requirement , possibly with added value. No perceived risk to the Client.
					A maximum of xx points will be allocated.
8.4	Data Management and Privacy	M	The Bidder must confirm that it will process, code and maintain records and resulting data with equipment, software, and storage systems that operate on a closed/standalone network (external connections to the internet or other network, internal or otherwise, are not permitted).	<div><input type="checkbox"/> Yes</div> <div><input type="checkbox"/> No</div>	The response must state the Bidder's compliancy with a Yes or No in column E. The response must also indicate how the Bidder will meet the requirement as described in sub-article 8.4.1 of the SOW.
8.5	Quality Assurance	R xx Points	The Bidder should provide a draft Quality Assurance Plan that meets the requirements of Article 8.5 of the SOW. The plan should, at a minimum, address all details in Article 8.5 of the SOW and demonstrate that the Bidder has a clear understanding of the requirements		<p>The response should, at a minimum, address all items indicated in column "D" and demonstrate that the Bidder has a clear understanding of the requirements.</p> <p>Points will be allocated as follows:</p> <p>a) x points Unacceptable Response – Based on the information provided, the response does not address the requirement or indicates a lack of understanding of the intent of the requirement or is generally a repetition of the requirement as stated in the RFP rather than a clear response that indicates an understanding of the intent of the requirement. May represent an unacceptable risk to the Client</p> <p>b) xx points Minimum Acceptable Response – Based on the information provided, the response addresses only part of or none of the requirement but the Bidder understands the requirement, has provided an acceptable plan and it can and will satisfy the requirement. Minimal but acceptable risk to the Client without cost to the Client.</p> <p>c) xx points Good Response - Based on the information provided, the response adequately addresses most of the requirement and indicates that the Bidder has a sound understanding of the intent of the requirement and that it can and will satisfy the requirement . Minimal or no perceived risk to the Client.</p> <p>d) xx points Excellent Response - Based on the information provided, the response</p>

					fully meets the requirement and indicates that the Bidder has an excellent understanding of the intent of the requirement and that it can and will satisfy the requirement , possibly with added value. No perceived risk to the Client.
9.1	Project Management Plan		The Bidder should provide a Project Management Plan that meets the requirements of Section 2 Article 9 of the SOW and at a minimum, addresses the following: <ul style="list-style-type: none">• Assignment of a Project Manager• Project Design Process;• Participation with PWGSC Project Authority in bi-annual reviews;• Project Manager Availability;• Response Service levels and escalation path• Response during accelerated service;• Monitoring and Control Process	<div>A maximum of xx points will be allocated.</div> <div>Points will be allocated as follows:</div> <div>a) xx points Unacceptable Response – Based on the information provided, the response does not address the requirement or indicates a lack of understanding of the intent of the requirement or is generally a repetition of the requirement as stated in the RFP rather than a clear response that indicates an understanding of the intent of the requirement. May represent an unacceptable risk to the Client</div> <div>b) xx points Minimum Acceptable Response – Based on the information provided, the response addresses only part of or none of the requirement but the Bidder understands the requirement, has provided an acceptable plan and it can and will satisfy the requirement. Minimal but acceptable risk to the Client without cost to the Client.</div> <div>c) xx points Good Response - Based on the information provided, the response adequately addresses most of the requirement and indicates that the Bidder has a sound understanding of the intent of the requirement and that it can and will satisfy the requirement . Minimal or no perceived risk to the Client.</div> <div>a) xx points Excellent Response - Based on the information provided, the response fully meets the requirement and indicates that the Bidder has an excellent understanding of the intent of the requirement and that it can and will satisfy the requirement , possibly with added value. No perceived risk to the Client.</div> <div>A maximum of xx points will be allocated.</div>	
17.2.1	Account Manager	M	The Bidder must name a Project Executive who will oversee the Contract and has the authority to resolve issues requiring escalation.	<div><input type="checkbox"/> Yes</div> <div><input type="checkbox"/> No</div>	The response must provide the name and position within the company of the proposed Project Executive.
17.2.2	Project Manager	Rxx	The Bidder should name a candidate to be the Project Manager (PM) and provide		The response will be evaluated as follows:

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File No. – N° du dossier
495xi.W8474-10-SP10

Buyer ID – Id de l'acheteur
495xi
CCC No./N° CCC – FMS No./N° VME

Table 2

Canada will insert point awarded information in the following summary table for evaluation purposes.

Technical Bid Summary Table 2			
Sow Part and Section Number	Section Name	Points Available	Points Awarded
5.1	Privacy		To be entered by Canada
8.1.1	Shipping and Delivery		To be entered by Canada
8.2	Record Conversion		To be entered by Canada
8.3	Security		To be entered by Canada
8.5	Quality Assurance		To be entered by Canada
9	Project Management		To be entered by Canada
	Corporate Capability		To be entered by Canada
	Contractor Resources		To be entered by Canada
	Risk Management		To be entered by Canada
Total			To be entered by Canada

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EN929-14-2184

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File No. – N° du dossier
003xs.EN929-14-2184

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003xs
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Attachment 2

Financial Bid

Attachment 2

Financial Bid

1. All pricing must be submitted as firm price(s) and entered into the Financial Bid EXCEL spreadsheet. All applicable taxes extra.
2. The Bidder must provide prices in the Financial Bid only.
3. The Bidder must include pricing for all elements in its proposal.
4. Blank Prices: Bidders are requested to insert "\$0.00" for any item for which it does not intend to charge or for items that are already included in other prices set out in the tables. If the Bidder leaves any price blank, Canada will treat the price as "\$0.00" for evaluation purposes and may request that the Bidder confirm that the price is, in fact, \$0.00. No bidder will be permitted to add or change a price as part of this confirmation. Any bidder who does not confirm that the price for a blank item is \$0.00 will be declared non-responsive.
5. Goods and Services Tax (GST), Harmonized Sales Tax (HST) or Quebec Sales Tax (QST). If applicable, will be extra to the prices herein.

There are three tabs in The Basis of Payment EXCEL spreadsheet to differentiate the following pricing options:

1. Imaging of Hard Copy Records other than Microfilm and Microfiche
2. Imaging of Microfilm and/or Microfiche
3. Optional Services, including professional

Each tab within The Basis of Payment EXCEL spreadsheet is structured in sections:

1. Hard Copy Records:
 - Section I: Cumulative volume up to x million of images (x to be defined by the Bidder)
 - Section II: Cumulative volume greater than x million images, but less than xx images (xx to be defined by the Bidder)
 - Section III: Cumulative volume greater than xx million images.
 - Section IV: Additional Services
2. Microfilm and/or Microfiche Records:
 - Section I: Cumulative volume up to x million of images (x to be defined by the Bidder)\
 - Section II: Cumulative volume greater than x million images, but less than xx images (xx to be defined by the Bidder)
 - Section III: Cumulative volume greater than xx million images.
 - Section IV: Additional Services
3. Optional Services, including professional:
 - Section V: Direct Expenses
 - Section VI: Professional Services

- Section VII: Travel and Living

Sections I – III

- All pricing must be submitted as firm price(s) and entered into the Basis of Payment spreadsheet as all inclusive*, as outlined in rows 8-36 in the Financial Bid spreadsheet . All applicable taxes extra.
- Each section provides pricing options at four levels of quality output (AQL 5%, AQL 2.5%, AQL 1.5%, AQL .01%)
- Each quality output allows pricing options for three levels of coding:
 - Mini coding (up to 3 fields of index data)
 - Basic coding (capture of 4, 5 or 6 fields of index coding)
 - Standard coding (capture of 7 or 8 fields of coding)

Section IV

- Variations in the standard service are provided as either a price adjustment (NIL, increase or decrease) against the standard price per image.
- All pricing must be submitted as firm price(s) and entered into the Financial Bid spreadsheet as all inclusive of the specified additional service . All applicable taxes extra.
- Additional Services (Prices are in addition to Standard Digitization and indexing price above)

* Note: all inclusive means inclusion of the following:

Preparation and reassembly:
Cleaning of reels and microfilm where required
Level 1 preparation as defined. Organizing and preparing records for conversion
Level 1 reassembly as defined.
Conversion
2 copies of imaged files on separate media
200 or 300 DPI
Bi-tonal or greyscale
PDF/A with full OCR or TIFF or JPEG as specified in TA
cropped
de-skewed
de-speckled
Orientation
No blank pages imaged or charged for unless specified in TA
File names and metadata
Filenames as specified in TA
Folder structure as per TA

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<i>Metadata capture as per Contractor proposal (must meet LAC requirements)</i>
Capture and generation of index data in specified format
Media
Saved to specified media in the specified format
Media label must include Contractor name, contract and TA number, reel or box number, number of records/images, date of generation
Business processes
Equipment set up, related equipment and software set up, configuration etc. specific to the work requirement
Training and supervision of Contractor staff, including project specific instructions, coding requirements, index data coding and batch coding;
Quality assurance processes, systems including quality procedures and exception handling, control reports as per plan submitted;
Project management of the project (including all TAs) as per plan submitted;
Activities related to data management specifications and security in the Statement of Work and contract , including sanitizing or degaussing of media as required
Corrections to images and page indices if required.

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Appendix B

Questions

Questions for the RFI

1. Does the contract structure by document security handling make sense? We expect to award contracts for unclassified documents, separate contracts for Protected B classified documents, and separate contracts for Secret documents.
2. One segment of documents anticipated will require facilities for Protected B classified documents, but handling (personnel) cleared at the secret level. Currently we expect to include this document segment in the contracts for Protected B classified documents. Would it be better included in the contract for Secret documents?
3. Does the price bundling in the Basis of Payment make sense? E.g. Were we correct in our determination that different quality levels will affect pricing?
4. Regional coverage
 - i. What regions do you have locations in, and in what cities?
 - ii. Are there regions where you do not have a location, but you would service from another location by picking up materials and delivering those materials.
 - iii. Do you have other comments on regional coverage.
5. Is the order rotation sufficiently clear?
6. Is there a minimum threshold of volume or time that should be considered for providing mobile services (imaging on client site).
7. Do you currently degauss or destroy removable media? Do you subcontract for these services?
8. Have you received external certification for your processes against CGSB standard CAN/CGSB 72.34-2005 – Electronic Records as Documentary Evidence? What type of firm performed the certification?
9. Have you received external certification for your processes against CGSB standard CAN/CGSB-72.11.93-Microfilm and Electronic Image as Documentary Evidence? What type of firm performed the certification?
10. Do you currently use ISO 2859-1 Sampling procedures for inspection by attributes, and does your current quality assurance process adhere to ISO 2859-1 Sampling procedures for inspection by attributes.
11. What Industry IT Security standards are currently in place? (i.e. ISO 27001 and ISO 27002)

12. Should the following items be included in the Basis of Payment? If yes, please explain what these are (where not obvious)

- Insert blank page
- Rotation of 90 degrees
- CD Replication
- OCR Editing at different quality levels
 - * High Quality is defined as more than 99% character accuracy after automated OCR.
 - ** Medium Quality is defined as between 90% and 99% character accuracy after automated OCR.
 - *** Poor Quality is defined as between than 75% and 90% character accuracy after automated OCR
 - Editing of PDF normal: character accuracy per AQL levels
 - Editing of PDG image plus hidden text: character accuracy per AQL levels
 - OCR and editing to text formats: character accuracy per AQL levels

	High Quality - defined as more than 99% character accuracy after automated OCR	Medium Quality - defined as between 90% and 99% character accuracy after automated OCR	Poor Quality - defined as between than 75% and 90% character accuracy after automated OCR
Editing of PDF normal: character accuracy of 99.95%			
Editing of PDF image plus hidden text of 99.95%			
OCR and editing to text formats of 99.95%			

13. Please provide examples of reports you normally provide to the client for monitoring and control purposes, for example, status reports, QA reports, etc.

14. Please provide high level description of your progress reporting process and your monitoring and control process.
15. Please provide any comments on the Contract, Statement of Work or other appendices and annexes. Please reference the Appendix, Annex and relevant sections.
16. PWGSC requires the work to begin as soon as possible after contract award without delay for facility and personnel clearances. As such, the required security clearances for facilities and personnel would need to be in place at bid closing.

Do any of your facilities and personnel currently have the required security clearances as outlined in Annex C – Security Requirements Checklist (SRCL)? If so, please indicate the locations and clearances.

Information on obtaining security clearance can be found at the following link: [Canadian Industrial Security Directorate \(CISD\), Industrial Security Program](#)