

RETURN BIDS TO:
RETOURNER LES SOUMISSIONS À:
PWGSC/TPSGC Acquisitions
1045 Main Street
1st Floor, Lobby C
Unit 108
Moncton, NB E1C 1H1
Bid Fax: (506) 851-6759

REQUEST FOR PROPOSAL
DEMANDE DE PROPOSITION

**Proposal To: Public Works and Government
Services Canada**

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

**Proposition aux: Travaux Publics et Services
Gouvernementaux Canada**

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

Comments - Commentaires

Title - Sujet IT Professional Services		
Solicitation No. - N° de l'invitation W0501-150039/A	Date 2014-10-28	
Client Reference No. - N° de référence du client W0501-150039		
GETS Reference No. - N° de référence de SEAG PW-\$MCT-011-4907		
File No. - N° de dossier MCT-4-37055 (011)	CCC No./N° CCC - FMS No./N° VME	
Solicitation Closes - L'invitation prend fin at - à 02:00 PM on - le 2014-11-18		Time Zone Fuseau horaire Atlantic Standard Time AST
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: Sharpe, Charlene A.		Buyer Id - Id de l'acheteur mct011
Telephone No. - N° de téléphone (506) 851-3467 ()		FAX No. - N° de FAX (506) 851-6759
Destination - of Goods, Services, and Construction: Destination - des biens, services et construction: DEPARTMENT OF NATIONAL DEFENCE CDN. Forces Ut,CFB GAGE.,SUPPLY COY PO BOX 17000 STN FORCES B10 OROMOCTO New Brunswick E2V4J5 Canada		

Instructions: See Herein

Instructions: Voir aux présentes

Vendor/Firm Name and Address

**Raison sociale et adresse du
fournisseur/de l'entrepreneur**

Delivery Required - Livraison exigée 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

Solicitation No. - N° de l'invitation

W0501-150039/A

Amd. No. - N° de la modif.

File No. - N° du dossier

MCT-4-37055

Buyer ID - Id de l'acheteur

mct011

Client Ref. No. - N° de réf. du client

W0501-150039

CCC No./N° CCC - FMS No/ N° VME

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TABLE OF CONTENTS

TITLE: IT Professional Services

PART 1 - GENERAL INFORMATION

1. Introduction
2. Summary
3. Debriefings

PART 2 - BIDDER INSTRUCTIONS

1. Standard Instructions, Clauses and Conditions
2. Submission of Bids
3. Former Public Servant
4. Enquiries - Bid Solicitation
5. Applicable Laws

PART 3 - BID PREPARATION INSTRUCTIONS

1. Bid Preparation Instructions

PART 4 - EVALUATION PROCEDURES AND BASIS OF SELECTION

1. Evaluation Procedures
2. Basis of Selection

PART 5 - CERTIFICATIONS

1. Certifications Required Precedent to Contract Award
2. Additional Certifications Required Precedent to Contract Award

PART 6 - SECURITY, FINANCIAL AND OTHER REQUIREMENTS

1. Security Requirement
2. Insurance Requirements

PART 7 - RESULTING CONTRACT CLAUSES

1. Requirement
2. Standard Clauses and Conditions
3. Security Requirement
4. Term of Contract
5. Authorities
6. Proactive Disclosure of Contracts with Former Public Servants
7. Payment
8. Invoicing Instructions
9. Certifications
10. Applicable Laws
11. Priority of Documents
12. SACC Manual Clauses
13. Insurance – Specific Requirements
14. Limitation of Liability
15. Professional Services – General
16. Safeguarding Electronic Media
17. Representations and Warranties

18. Access to Canada's Property and Facilities

List of Annexes:

Annex "A"	Statement of Work
Annex "B"	Basis of Payment
Annex "C"	Security Requirements Check List
Annex "D"	Technical Evaluation Criteria

PART 1 - GENERAL INFORMATION

1. Introduction

The bid solicitation and resulting contract document is divided into seven parts plus 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 and states that the Bidder agrees to be bound by the clauses and conditions contained in all parts of the bid solicitation;
- Part 3 Bid Preparation Instructions: provides bidders with instructions on how to prepare their bid;
- Part 4 Evaluation Procedures and Basis of Selection: indicates how the evaluation will be conducted, the evaluation criteria that must be addressed in the bid, if applicable, and the basis of selection;
- Part 5 Certifications: includes the certifications to be provided;
- Part 6 Security, Financial and Other Requirements: includes specific requirements that must be addressed by bidders; and
- Part 7 Resulting Contract Clauses: includes the clauses and conditions that will apply to any resulting contract.

The annexes include the Statement of Work, the Basis of Payment, the Security Requirements Check List, and the Technical Evaluation Criteria.

2. Summary

This bid solicitation is being issued to satisfy the requirement of Department of National Defence (the "**Client**") for the provision of IT Professional Services (Help Desk Specialists, Ops Support Specialists, System Administrator, Project Manager, Programmer Analyst and IT Security TRA and C&A Analyst - IM/IT Security Advisor). It is intended to result in the award of a contract for one year, plus 4 one-year irrevocable options allowing Canada to extend the term of the contract.

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 .

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

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.

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).

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.

PART 2 - BIDDER INSTRUCTIONS

1. Standard Instructions, Clauses and Conditions

- (a) All instructions, clauses and conditions identified in the bid solicitation by number, date and title are set out in the Standard Acquisition Clauses and Conditions Manual issued by Public Works and Government Services Canada (PWGSC).
- (b) Bidders who submit a bid agree to be bound by the instructions, clauses and conditions of the bid solicitation and accept the clauses and conditions of the resulting contract.
- (c) The 2003 (2014/09/25) Standard Instructions - Goods or Services - Competitive Requirements are incorporated by reference into and form part of the bid solicitation.

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 or electronic mail to Public Works and Government Services Canada will not be accepted.

3. Former Public Servant - Competitive - Bid

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.

(Derived from - Provenant de: A3025T, 2014/06/26)

4. Enquiries - Bid Solicitation

All enquiries must be submitted in writing to the Contracting Authority no later than five (5) calendar days before the bid closing date. Enquiries received after that time may not be answered.

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

5. Applicable Laws

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

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.

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 (2 hard copies)

Section II: Financial Bid (1 hard copy)

Section III: Certifications (1 hard copy)

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

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

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

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

- 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

In their technical bid, bidders should demonstrate their understanding of the requirements contained in the bid solicitation and explain how they will meet these requirements. Bidders should demonstrate their capability in a thorough, concise and clear manner for carrying out the work.

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

Résumés for Proposed Resources: The technical bid must include résumés for the resources identified in the bid solicitation that demonstrate that each proposed individual meets the qualification requirements described in Annex D, Technical Evaluation Criteria. With respect to résumés and resources:

- (A) Proposed resources may be employees of the Bidder or employees of a subcontractor, or these individuals may be independent contractors to whom the Bidder would subcontract a portion of the Work.
- (B) For educational requirements for a particular degree, designation or certificate, PWGSC will only consider educational programmes that were successfully completed by the resource by the time of bid closing.
- (C) For requirements relating to professional designation or membership, the resource must have the required designation or membership by the time of bid closing and must continue, where applicable, to be a member in good standing of the profession's governing body throughout the evaluation and Contract Period.
- (D) For work experience, PWGSC will not consider experience gained as part of an educational programme, except for experience gained through a formal co-operative programme at a post-secondary institution.
- (E) For any requirements that specify a particular time period (e.g., 2 years) of work experience, PWGSC will disregard any information about experience if the individual's résumé does not include the relevant dates for the experience claimed (i.e., the start date and end date).
- (F) For work experience to be considered by PWGSC, the résumé must not simply indicate the title of the individual's position, but must demonstrate that the resource has the required work experience by explaining the responsibilities and work performed by the individual while in that position. In situations in which a proposed resource worked at the same time on more than one project, only one project will be counted toward any requirements that relate to the individual's length of experience.

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. Unless otherwise indicated, bidders must include a single, firm, all-inclusive price quoted in Canadian dollars in each cell requiring an entry in the pricing tables.

1.2 Exchange Rate Fluctuation

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

Section III: Certifications

Bidders must submit the certifications required under Part 5.

PART 4 - EVALUATION PROCEDURES AND BASIS OF SELECTION

1. Evaluation Procedures

- (a) Bids will be assessed in accordance with the entire requirement of the bid solicitation including the technical and financial evaluation criteria.
- (b) An evaluation team composed of representatives of Canada will evaluate the bids.
- (c) **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.
- (d) **Extension of Time:** If additional time is required by the Bidder, the Contracting Authority may grant an extension in his or her sole discretion.

1.1 Technical Evaluation

Mandatory and point-rated technical evaluation criteria are included in Annex D, Technical Evaluation Criteria.

1.2 Financial Evaluation

The financial evaluation will be conducted by calculating the Total Bid Price using the Pricing Tables completed by the bidders at Annex B, Basis of Payment.

SACC Reference	Section	Date
A0220T	Evaluation of Price - Bid	2014/06/26

2. Basis of Selection

A bid must comply with the requirements of the bid solicitation and meet all mandatory evaluation criteria to be declared responsive. The responsive bid with the lowest evaluated price will be recommended for award of a contract.

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

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.

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.

(Derived from – Provenant de : A3005T, 2010/08/16)

2.2 Education and Experience

2.2.1 SACC Manual clause [A3010T](#) (2010/08/16) Education and Experience

PART 6 - SECURITY, FINANCIAL AND OTHER REQUIREMENTS

1. Security Requirement

1. Before award of a contract, 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;
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. Insurance Requirements

The Bidder must provide a letter from an insurance broker or an insurance company licensed to operate in Canada stating that the Bidder, if awarded a contract as a result of the bid solicitation, can be insured in accordance with the Insurance Requirements specified in Part 7 – Resulting Contract Clauses, Section 13.

If the information is not provided in the bid, the Contracting Authority will so inform the Bidder and provide the Bidder with a time frame within which to meet the requirement. Failure to comply with the request of the Contracting Authority and meet the requirement within that time period will render the bid non-responsive.

(Derived from - Provenant de: G1007T, 2011/05/16)

PART 7 - RESULTING CONTRACT CLAUSES

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

1. Requirement - Contract

1.1 _____ (the "**Contractor**") agrees to supply to the Client the services described in the Contract, including the Statement of Work, in accordance with, and at the prices set out in, the Contract. This includes providing professional services, as and when requested by Canada;

- (a) **Client:** Under the Contract, the "**Client**" is the Department of National Defence (DND).
- (b) **Reorganization of Client:** The Contractor's obligation to perform the Work will not be affected by (and no additional fees will be payable as a result of) the renaming, reorganization, reconfiguration, or restructuring of any Client. The reorganization, reconfiguration and restructuring of the Client includes the privatization of the Client, its merger with another entity, or its dissolution, where that dissolution is followed by the creation of another entity or entities with mandates similar to the original Client.
- (c) **Defined Terms:** Words and expressions defined in the General Conditions or Supplemental General Conditions and used in the Contract have the meanings given to them in the General Conditions or Supplemental General Conditions. Any reference to an Identified User in the Supply Arrangement is a reference to the client. Also, any reference to a "**deliverable**" or "**deliverables**" includes all documentation outlined in this contract.

1.2 Task Authorization

- (a) **Purpose of TA:** Services to be provided under the Contract on an as-and-when-requested basis will be ordered by Canada using a Task Authorization ("TA").
- (b) **Process of Issuing a TA:** If a requirement for a specific task is identified, a draft "statement of task" will be prepared by the DND Procurement Authority and sent to the Contractor. Once it receives the statement of task, the Contractor must submit a quotation to the authority identified in the TA detailing the cost and time to complete the task. The Contractor's quotation must be based on the rates set out in the Contract. The Contractor will not be paid for providing the quotation or for providing other information re-

quired to prepare and issue the TA. The Contractor must provide any information requested by Canada in relation to the preparation of a TA within three working days of the request, unless otherwise specified.

(c) **Approval Process:** If Canada approves the Contractor's task quotation, Canada (by its authorized representative, as described in this contract) will issue the TA by forwarding a signed copy of the final TA form to the Contractor. Whether or not to approve or issue a TA is entirely within Canada's discretion.

(d) **Authority to Issue a TA:** Any TA with a value less than or equal to \$400,000.00 (including Applicable Taxes) may be issued by the DND Procurement Authority. Any TA with a value greater than this amount must be issued directly by the Contracting Authority. By providing written notice to the Contractor, the Contracting Authority may suspend the DND Procurement Authority's authority to issue TAs at any time.

(e) **Contents of a TA:** A Task Authorization must contain the following information, if applicable:

- (i) a task number;
- (ii) the details of any financial coding to be used;
- (iii) the number of resources in each category required;
- (iv) a brief statement of work for the task outlining the activities to be performed and identifying any deliverables;
- (v) the interval during which the task is to be carried out (beginning and end dates);
- (vi) milestone dates for deliverables and payments (if applicable);
- (vii) the number of person-days of effort required;
- (viii) the specific work location;
- (ix) the price payable to the Contractor for performing the task, with an indication of whether it is a firm price or a maximum TA price (and, for maximum price task authorizations, the TA must indicate how the final amount payable will be determined; where the TA does not indicate how the final amount payable will be determined, the amount payable is the amount, up to the maximum, that the Contractor demonstrates was actually worked on the project, by submitting time sheets filled in at the time of the work by the individual resources to support the charges); and
- (x) any other constraints that might affect the completion of the task.

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

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

Minimum Work Guarantee - All the Work - Task Authorizations

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 amount identified as the Total Estimated Cost on page 1 of the Contract when it is first awarded.

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.

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

(Derived from - Provenant de: B9030C, 2011/05/16)

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)(<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 (2014/09/25), General Conditions - Higher Complexity - Services, 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.

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

1. The Contractor/Offeree must, at all times during the performance of the Contract/Standing Offer/Supply Arrangement, hold a valid Facility Security Clearance at the level of SECRET, issued by the Canadian Industrial Security Directorate (CISD), Public Works and Government Services Canada (PWGSC).
2. The Contractor/Offeree 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 **RELIABILITY STATUS, CONFIDENTIAL** or **SECRET** as required, granted or approved by CISD/PWGSC.
3. The Contractor/Offeree MUST NOT remove any PROTECTED/CLASSIFIED information from the identified work site(s), and the Contractor/Offeree must ensure that its personnel are made aware of and comply with this restriction.
4. Subcontracts which contain security requirements are NOT to be awarded without the prior written permission of CISD/PWGSC.
5. The Contractor/Offeree must comply with the provisions of the:
 - a. Security Requirements Check List and security guide (if applicable), attached at Annex C;
 - b. *Industrial Security Manual* (Latest Edition).

4. Term of Contract

4.1 Period of the Contract

The "**Contract Period**" is the entire period of time during which the Contractor is obliged to perform the Work, which includes:

- (i) The "**Initial Contract Period**", which begins on January 12, 2015 and ends one (1) year later (January 11, 2016); and
- (ii) the period during which the Contract is extended, if Canada chooses to exercise any options set out in the Contract.

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 four (4) additional one-year periods under the same conditions. The Contractor agrees that, during the extended period of the Contract, it will be paid in accordance with the applicable provisions as set out in the Basis of Payment.

Canada may exercise this option at any time by sending a written notice to the Contractor at least 10 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.

(Derived from - Provenant de: A9009C, 2008/12/12)

5. Authorities

5.1 Contracting Authority

The Contracting Authority for the Contract is:

Charlene Sharpe
Acting Supply Specialist
Public Works and Government Services Canada
Acquisitions Branch
1045 Main Street, Unit 108
Moncton, NB E1C 1H1
Telephone: 506-851-3467
Facsimile: 506-851-6759
E-mail address: Charlene.Sharpe@pwgsc-tpsgc.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 Technical Authority

The Technical Authority for the Contract is: **will be identified at contract award.**

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

Facsimile: _____
E-mail address: _____

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

5.3 DND Procurement Authority

The DND Procurement Authority for the Contract is: ***will be identified at contract award.***

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

The DND Procurement Authority will be responsible for all communication with the Contracting Authority on all matters concerning the Contract, including technical aspects of the work, management of Contract cash flow, FAA Section 34 approval and processing of all invoices, joint management of the Contract with PWGSC, including monitoring and evaluation of Contractor performance, and participation in conflict resolution and processing Task Authorizations.

5.4 Contractor's Representative *Bidders are to provide the following information:*

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

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.

(Derived from - Provenant de: A3025C, 2013/03/21)

7. Payment

7.1 Basis of Payment - Limitation of Expenditure

- (a) **Professional Services provided under a Task Authorization with a Maximum Price:** For professional services requested by Canada, including stand-by and call-back requirements, in accordance with an approved Task Authorization, Canada will pay the Contractor, in arrears, up to the Maximum Price for the TA, for actual time worked and any resulting deliverables in accordance with the firm all-inclusive per diem rates set out in Annex B, Basis of Payment, Applicable Taxes extra. Partial days will be prorated based on actual hours worked based on a 7.5-hour workday.

Estimated Cost: \$850,000.00 per year

- (b) All Contractors will be working at 5 CDSB Gagetown.

- (c) **Applicable Taxes:**

Estimated Cost: \$110,500.00

- (d) **Competitive Award:** The Contractor acknowledges that the Contract has been awarded as a result of a competitive process. No additional charges will be allowed to compensate for errors, oversights, misconceptions or underestimates made by the Contractor when bidding for the Contract.

- (e) **Professional Services Rates:** In Canada's experience, bidders from time to time propose rates at the time of bidding for one or more categories of resources that they later refuse to honour, on the basis that these rates do not allow them to recover their own costs and/or make a profit. This denies Canada of the benefit of the awarded contract. If the Contractor refuses, or is unable, to provide an individual with the qualifications described in the Contract within the time described in the Contract (or proposes instead to provide someone from an alternate category at a different rate), whether or not Canada terminates the Contract as a whole, Canada may impose sanctions or take other measures in accordance with the PWGSC Vendor Performance Policy (or equivalent) then in effect, which may include prohibiting the Contractor from bidding on future requirements that include any professional services, or rejecting the Contractor's other bids for professional services requirements on the basis that the Contractor's performance on this or other contracts is sufficiently poor to jeopardize the successful completion of other requirements.

- (f) **Purpose of Estimates:** All estimated costs contained in the Contract are included solely for the administrative purposes of Canada and do not represent a commitment on the part of Canada to purchase services in these amounts. Any commitment to purchase specific amounts or values of services are described elsewhere in the Contract.

7.2 Limitation of Expenditure

1. Canada's total liability to the Contractor under the Contract must not exceed \$850,000.00 per year. Customs duties are included and Applicable Taxes are extra.
2. No increase in the total liability of Canada or in the price of the Work resulting from any design changes, modifications or interpretations of the Work, will be authorized or paid to the Contractor unless these design changes, modifications or interpretations have been approved, in writing, by the Contracting Authority before their incorporation into the Work. The Contractor must not perform any work or provide any service that would result in Canada's total liability being exceeded before obtaining the written approval of the Contracting Authority. The Contractor must notify the Contracting Authority in writing as to the adequacy of this sum:
 - 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 contract funds provided are inadequate for the completion of the Work, whichever comes first.

3. 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.

(Derived from - Provenant de: C6001C, 2013/04/25)

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

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

7.4 Time Verification

SACC Reference	Section	Date
C0711C	Time Verification	2008/05/12

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

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

8. Invoicing Instructions

1. 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.
2. The Contractor's invoice must include a separate line item for each subparagraph in the Basis of Payment provision.
3. By submitting invoices, the Contractor is certifying that the goods and services have been delivered and that all charges are in accordance with the Basis of Payment provision of the Contract, including any charges for work performed by subcontractors.
4. The Contractor must provide the original of each invoice to the DND Procurement Authority, and a copy to the Contracting Authority.

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.

10. Applicable Laws

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

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 general conditions 2035 (2014/09/25), General Conditions - Higher Complexity - Services;
- (c) Annex A, Statement of Work;
- (d) Annex B, Basis of Payment;
- (e) Annex C, Security Requirements Check List;
- (f) the signed Task Authorizations (including all of its annexes, if any); and
- (g) the Contractor's bid dated _____.

12. SACC Manual Clauses

SACC Reference	Section	Date
A9062C	Canadian Forces Site Regulations	2011/05/16

13. Insurance - Specific Requirements

The Contractor must comply with the insurance requirements specified below. 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.

(Derived from - Provenant de: G1001C, 2013/11/06)

Commercial General Liability Insurance

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 \$5,000,000 per accident or occurrence and in the annual aggregate.
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. 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.
 - c. Blanket Contractual Liability: The policy must, on a blanket basis or by specific reference to threshold limits of the SOISA Tiers, extend to assumed liabilities with respect to contractual provisions.
 - d. Employees and, if applicable, Volunteers must be included as Additional Insured.
 - e. Employers' Liability (or confirmation that all employees are covered by Worker's compensation (WSIB) or similar program)
 - f. Notice of Cancellation: The Insurer will endeavour to provide the Contracting Authority thirty (30) days written notice of policy cancellation.

(Derived from – Provenant de: G2001C, 2014/06/26)

14. Limitation of Liability - Information Management/Information Technology

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

- i. any infringement of intellectual property rights to the extent the Contractor breaches the section of the general conditions entitled "Intellectual Property Infringement and Royalties";
 - ii. physical injury, including death.
- b. The Contractor is liable for all direct damages caused by the Contractor's performance or failure to perform the Contract affecting real or tangible personal property owned, possessed, or occupied by Canada.
- c. Each of the Parties is liable for all direct damages resulting from its breach of confidentiality under the Contract. Each of the Parties is also liable for all indirect, special or consequential damages in respect of its unauthorized disclosure of the other Party's trade secrets (or trade secrets of a third party provided by one Party to another under the Contract) relating to information technology.
- d. The Contractor is liable for all direct damages relating to any encumbrance or claim relating to any portion of the Work for which Canada has made any payment. This does not apply to encumbrances or claims relating to intellectual property rights, which are addressed under (a) above.
- e. The Contractor is also liable for any other direct damages to Canada caused by the Contractor's performance or failure to perform the Contract that relate to:
 - i. any breach of the warranty obligations under the Contract, up to the total amount paid by Canada (including Applicable Taxes) for the goods and services affected by the breach of warranty; and
 - ii. any other direct damages, including all identifiable direct costs to Canada associated with re-procuring the Work from another party if the Contract is terminated either in whole or in part for default, up to an aggregate maximum for this subparagraph (ii) of the greater of 0.75 times the total estimated cost (meaning the dollar amount shown on the first page of the Contract in the block titled "Total Estimated Cost" or shown on each call-up, purchase order or other document used to order goods or services under this instrument), or \$1,000,000.00.

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

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

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

3. Third Party Claims:

- a. Regardless of whether a third party makes its claim against Canada or the Contractor, each Party agrees that it is liable for any damages that it causes to any third party in connection with the Contract as set out in a settlement agreement or as finally determined by a court of competent jurisdiction, where the court determines that the Parties are jointly and severally liable or that one Party is solely and directly liable to the third party. The amount of the liability will be the amount set out in the settlement agreement or determined by the court to have been the Party's portion of

the damages to the third party. No settlement agreement is binding on a Party unless its authorized representative has approved the agreement in writing.

- b. If Canada is required, as a result of joint and several liability, to pay a third party in respect of damages caused by the Contractor, the Contractor must reimburse Canada by the amount finally determined by a court of competent jurisdiction to be the Contractor's portion of the damages to the third party. However, despite paragraph (a), with respect to special, indirect, and consequential damages of third parties covered by this section, the Contractor is only liable for reimbursing Canada for the Contractor's portion of those damages that Canada is required by a court to pay to a third party as a result of joint and several liability that relate to the infringement of a third party's intellectual property rights; physical injury of a third party, including death; damages affecting a third party's real or tangible personal property; liens or encumbrances on any portion of the Work; or breach of confidentiality.
- c. The Parties are only liable to one another for damages to third parties to the extent described in this paragraph 3.

(Derived from - Provenant de: N0000C, 2013/04/25)

15. Professional Services - General

The Contractor must provide professional services on request as specified in this Contract. Where in the Contract a specific individual is identified as required to perform the Work, the Contractor must make such person available to perform the work within 10 working days of the issuance of the Contract or the TA (whichever first contains instructions from Canada for that individual to report to the Work site). Where such a specific individual is unavailable to perform the Work, Canada may elect to either (i) exercise its rights or remedies under the Contract or at law (including terminating the Contract for default), or (ii) Canada may require the Contractor to propose the replacement of the specific individual in accordance with the Article titled "Replacement of Personnel" in the General Conditions 2035. This obligation applies despite any changes that Canada may have made to any hardware, software or any other aspect of the Client's operating environment. In respect of any given Category of Personnel any replacement resource will be rated by the Technical Authority and the score obtained must be equal or superior to the minimum required score for the applicable category.

- (a) If there must be a change in a resource performing work under the Contract (which must in any case comply with the requirements in the section of the General Conditions entitled "Replacement of Personnel"), the Contractor must make the replacement available for work within 10 working days of the departure of the existing resource (or, if Canada has requested the replacement, within 15 working days of Canada's notice of the requirement for a replacement).
- (b) All resources provided by the Contractor must meet the qualifications described in the Contract (including those relating to previous experience, professional designation, education, and language proficiency) and must be competent to provide the required services by any delivery dates described in the Contract. The resource must be approved by Canada prior to the replacement at the Work site.
- (c) The Contractor must monitor its employees to ensure satisfactory performance and that progress of the Work is maintained to Canada's satisfaction. A Contractor representative will meet with the Project and/or Technical Authority on a regular basis (as specified by Canada) to discuss the performance of its resources and to resolve any issues at hand.
- (d) If the Contractor fails to meet any of its obligations under this Article, or fails to deliver any deliverable or complete any task described in the Contract on time, in addition to any other rights or remedies available to Canada under the Contract or the law, Canada may notify the Contractor of the deficiency, in which case the Contractor must submit a written plan to the Technical Authority within 10 working days detailing the actions that the Contractor will undertake to remedy the deficiency. The Contractor must prepare and implement the plan at its own expense.

16. Safeguarding Electronic Media

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

17. Representations and Warranties

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

18. Access to Canada's Property and Facilities

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

ANNEX A

STATEMENT OF WORK

1. BACKGROUND

The Department of National Defence (DND) intends to reallocate military Information Technology (IT) personnel from bases, garrisons and wings to field and deployable units to improve their availability for employment on higher priority operational tasks. To continue providing IT support, DND has a requirement for ongoing IT professional services on an "as-and-when-requested" basis.

2. SCOPE

In accordance with other contracts, Canada has purchased and/or will purchase hardware (including hardware parts).

In accordance with other contracts, Canada was or will be granted licenses to use and reproduce different Licensed Software.

In accordance with other contracts, Canada was or will be granted the right to be provided Support Services and upgrades for Licensed Software (collectively the "Other Contracts"). Subject to the terms and conditions of the Other Contracts, the Contractor will provide, on an "as-and-when-requested" basis, a broad selection of IT professional services categories as set out in this Contract. Such professional services will be provided in Gagetown. Canada will not require the Contractor to modify or create any intellectual property rights under this Contract nor to interfere with contractual rights of any third party.

3. TECHNICAL ENVIRONMENT

3.1. The Contractor must:

3.1.2. supply professional services resources in the categories of work described in this Statement of Work (SOW) who are qualified to do the work described in Section 4 - "Tasks and Deliverables" below;

3.1.3. provide the services to support operational requirements as follows:

3.1.3.1. All Resource Categories must be available to work during regular business hours from Monday to Friday:

- a. All locations: 0730-1630 hours local time, excluding statutory holidays; and
- b. There may be a requirement for shift work for the B.10 Helpdesk Specialists as determined by the Technical Authority in support of major exercises or operations. Sufficient advance notice will be provided to the Contractor;

3.1.3.2. In addition, all Resource Categories must be available to satisfy possible Stand-by and Call-Back requirements as described below;

- a. All resource categories must be available for stand-by requirements outside regular business hours 24 hours per day including Saturdays, Sundays and statutory holidays. To support the Contractor in satisfying this requirement, DND may provide the resources with pagers or cellphones.

- b. All resource categories must be available for call-back requirements when the Contractor has been authorized to respond to an incident while on stand-by outside of regular business hours.

3.1.4. attend quarterly meetings with the Technical Authority at the Canadian Forces Base in Gaagetown

3.1.4.1, the status of work on current tasks in each location based on the monthly progress reports;

3.1 -4.2. the financial elements of the contract based on the monthly financial report; and

3.1:4.3. other issues as deemed necessary by either party.

3.2. Information Technology (IT) Applications. During the period of the contract, DND reserves the right to add, delete and/or upgrade tools and/or systems in support of DND's operations. Where DND adds and/or upgrades any tools and/or systems in support of its operations, the Contractor, to the extent possible, will endeavour to provide support of those tools and systems.

DND currently uses the following IT applications, however, these may change from time to time:

3.2.1 Information Technology Service Management (ITSM) tools: Support Magic SDE 9.0/9.2, Assist and Remedy 7.1;

3.2.2 Network Operating System (NOS): Microsoft Windows 2003 Server, Microsoft Windows 2008 R1/2 Server

3.2.3 Desktop Operating System (Os): Microsoft Windows XP, Windows 7, line-up;

3.2.4 Messaging System: Microsoft Exchange; and

3.2.5 Office Suite: Microsoft Office 2003, 2007 and 2010.

3.3 Applicable Documents

To assist in the accomplishment of assigned tasks and deliverables, the following documents will be available to the Contractor as applicable:

3.3.1 Local Service Level Agreements (SLAs);

3.3.2 . Local Standard Operating Procedures (SOPS); and

3.3.3 Local contextual briefing packages, where available.

The Contractor may be provided with any other document deemed as applicable by the Technical Authority.

4. TASKS AND DELIVERABLES

4.1. Tasks:

4.1 .1 Help Desk Specialist Level 1 - provide IT first level response to end user requests for technical assistance. The Help Desk Specialist must perform the following tasks:

4.1.1.1 Perform a variety of problem analysis and monitoring tasks, monitor

network management systems and respond appropriately to user requests and problems;

4.1 .1.2 Perform initial problem analysis and attempt to rectify the problem over the phone and when required assign the problem to the appropriate technical staff;

4.1 .1.3 Maintain liaison with network users and technical staff to communicate the status of problem resolution to network users; log and track requests for assistance;

4.1 .1.4 Provide advice and technical guidance to end users and technical resources as the situation warrants;

4.1.1.5 Maintain records of problems reported and their resolution using the provided ITSM tool;

4.1.1.6 Liaise with end users to ensure maintenance of accounts and software, and to advise end users of upgrades, additions and/or changes to IMIIT resources or configuration prior to their execution; and

4.1 .1 .7 Perform other Help Desk Specialist related duties incidental to the work described herein.

4.1.2 System Administrator Level I - provide hardware and software support to servers in a network environment. The System Administrator must perform the following tasks:

4.1 -2.1 Install, monitor, upgrade and maintain server operating systems;

4.1.2.2 Install, monitor, upgrade and maintain server hardware and software;

4.1.2.3 Apply problem-solving skills to troubleshoot and resolve technical incidents and problems;

4.1.2.4 Ensure timely and reliable system administration procedures, such as backup and/or recovery;

4.1.2.5 Analyze system performance and recommend improvements;

4.1.2.6 Provide advice and technical guidance to end users and technical resources as the situation warrants;

4.1.2.7 Perform/provide installation, configuration, maintenance and troubleshooting services in support of server communication architecture, server to workstation, and hardware/software, peripherals and related equipment;

4,1.2.8 Maintain records of incidents and problems reported against a system and their resolution; and

4.1.2.9 Perform other System Administrator related duties incidental to the work described herein.

4.1.3 Operations Support Specialist Level 1 - provide 2nd line desktop (including peripherals) support maintenance.

The Operations Support Specialist must perform the following tasks:

4.1.3.1. Repair, upgrade, install, troubleshoot, and maintain desktop and laptop computer equipment and all peripherals;

4.1.3.2. Provide preventative maintenance of desktop and laptop computer equipment and all peripherals;

4.1.3.3. Upgrade and install desktop and laptop operating systems and application software;

** Conduct desktop and laptop application software testing

** Conduct hardware and peripheral (ie: printers and MFD) testing

4.1.3.4. Maintain records of problems reported and their resolution utilizing the provided ITSM tool; and

4.1.3.5. Perform other Operations Support Specialist related duties incidental to the work described herein.

4.1.4 Project Manager Level 1 - manage IM/IT projects and tasks during the development, implementation, operations start-up and project closure.

The Project Manager must perform the following tasks:

4.1.4.1 Manage the project(s) during the development, implementation, Operations start-up, and project closure, by ensuring that resources are made available and that the project(s) is(are) developed and is(are) fully operational within previously agreed time, cost and performance parameters;

4.1.4.2 Analyze the requirements and define the solution that will enable an optimal achievement of the tasks;

4.1.4.3 Ensure every aspect of project management, including planning and management of the scope, costs, schedules, human resources, risks, communications, integration, quality insurance and acquisitions;

4.1.4.4 Formulate statements of problems; establish procedures for the development and implementation of significant, new or modified project elements to solve these problems, and obtain approval thereof;

4.1.4.5 Define and document the objectives for the project; determine budgetary requirements, and the composition, roles, responsibilities and terms of reference for the project team;

4.1.4.6 Report progress of the project on an ongoing basis and at scheduled points in the life cycle;

4.1.4.7 Meet in conference with stakeholders and other project managers and state problems in a form capable of being solved;

4.1.4.8 Write task and work orders, prepare plans, charts, tables and diagrams to assist in analyzing or displaying problems; work with a variety of project management tools;

4.1.4.9 Ensure that project closing activities and synthesis activities are executed and documented according to the pre-defined project standards and project management standards, including the documentation on lessons learned; and

4.1.4.10 Perform other Project Manager related duties incidental to the work described herein.

4.1.5 Programmer Analyst - Computer software applications design, programming and analysis services in support of DND/CF Information Management/Information Technology (IM/IT) systems.

4.1.5.1 Develops and implements new or enhanced software applications; installs, configures, administers and maintains IM/IT application systems and components, and vendor fixes/patches for commercial-off-the-shelf (COTS) software; develops, maintains and uses software testing environments for new or updated software; develops and maintains application software access controls; develops and maintains application system documentation for system maintainers and for clients.

4.1.5.2 Conducts problem analysis, troubleshooting, program testing, problem resolution and disaster recovery of supported software applications, and provides recommendations for improving their reliability and performance.

4.1.5.3 Provides advice and recommendations to management related to the acquisition of IM/IT software applications products and related equipment.

4.1.5.4 Develops and delivers training and technical advice to DND/CF clients and colleagues.

4.1.5.5 Coordinates the work of small applications development or life cycle maintenance teams.

4.1.5.6 Maintains a continuing study of IM/IT technology.

4.1.6 IT Security TRA and C&A Analyst (IM/IT Security Advisor Level I) – provide IM/IT security services to DND/CF and assists with for the day-to-day application of IM/IT security policies and guidelines and for providing security-related technical support.

4.1.6.1 Develops and implements operational procedures and provides technical input for the development of policies, standards and levels of service governing IM/IT security operations.

4.1.6.2 Analyzes new software applications or upgrades to existing applications.

4.1.6.3 Provides IM/IT security advice, services and operational support clients.

4.1.6.4 Implements monitoring programs to assess IM/IT security.

4.1.6.5 Represents the security operational component on technical committees.

4.2. Deliverables

4.2.1 Deliverables will be detailed in each Task Authorization. Deliverables may include but are not limited to:

4.2.1.1 Incident Resolution: in accordance with local service levels; and

4.2.1.2 Problem Resolution: in accordance with local service levels.

4.2.2 Contractor-supplied resource(s) must provide services in accordance with local service levels, Standard Operating Procedures (SOPS) and any other applicable document, which may evolve over the course of the contract.

5. REPORTING REQUIREMENTS

5.1. Contractor: The Contractor must provide a financial status report, to be included with the monthly invoice, which must contain, at a minimum, the following information for each task:

- 5.1.1 Task Number,
- 5.1.2 Start Date,
- 5.1.3 End Date,
- 5.1.4 Amount Spent on Services,
- 5.1.5 Amount on Travel and Living,
- 5.1.6 GST/HST,
- 5.1.7 Total Spent,
- 5.1.8 Task Value,
- 5.1.9 Funds Remaining in the Task,
- 5.1.10 % Complete, and
- 5.1.11 Task Status (Active/Closed).

5.2 Contractor Personnel: A monthly progress report must be completed by the Contractor for each resource and submitted with the monthly invoice. At a minimum, each progress report must document the following information:

- 5.2.1 All significant activities performed in the period covered that may impact the ability to answer calls;
- 5.2.2 Status of any outstanding activities that may extend beyond normal timelines;
- 5.2.3 Description of any problems encountered which will require attention or escalation; and
- 5.2.4 Any recommendations to update procedures.

5.3 Format: Reports are to be provided in Microsoft Office 2000 or 2003, in a format acceptable to the Technical Authority. Documents readable in Microsoft Visio 2002, Microsoft Project 2002, and Adobe Reader 8, as appropriate, are also acceptable.

7. LANGUAGE REQUIREMENT

7.1 The B.10 Help Desk Specialists may be required to be fluent in both official languages of Canada (French and English). Fluent means that the individual must be able to communicate orally and in writing without any assistance and with minimal errors. Specific requirements will be detailed in each Task Authorization.

7.2 All other categories must be fluent in the English language. All proposed resources must be able to communicate orally and in writing in English without any assistance and with minimal errors.

ANNEX B

SECURITY REQUIREMENTS CHECK LIST

(see attached document)

**ANNEX B
BASIS OF PAYMENT**

You will be paid your costs reasonably and properly incurred for the performance of the work as follows;

For the initial period from January 12, 2015 to January 11, 2016; (11 individuals)		Extended price (daily rate X number of days X number of individuals)
1.	Level 1 Help Desk Specialists - (5 individuals)	
	Labour at the following firm all-inclusive rates:	
1.1	\$_____ per day for an estimated 260 days X 5 individuals	\$_____
2.	Level 1 Operations Support Specialists – (2 individuals)	
	Labour at the following firm all-inclusive rates:	
2.1	\$_____ per day for an estimated 260 days X 2 individuals	\$_____
3.	Level 1 System Administrator – (1 individual)	
	Labour at the following firm all-inclusive rates:	
3.1	\$_____ per day for an estimated 260 days X 1 individual	\$_____
4.	Level 1 Project Manager – (1 individual)	
	Labour at the following firm all-inclusive rates:	
4.1	\$_____ per day for an estimated 260 days X 1 individual	\$_____
5.	Level 1 Programmer Analyst – (1 individual)	
	Labour at the following firm all-inclusive rates:	
5.1	\$_____ per day for an estimated 260 days X 1 individual	\$_____
6.	Level 1 IT Security TRA and C&A Analyst (IM/IT Security Advisor) – (1 individual)	
	Labour at the following firm all-inclusive rates:	
6.1	\$_____ per day for an estimated 260 days X 1 individual	\$_____
	TOTAL ESTIMATED COST: January 12, 2015 to January 11, 2016	\$_____

**ANNEX B
BASIS OF PAYMENT**

For the first optional period from January 12, 2016 to January 11, 2017; (11 individuals)		Extended price (daily rate X number of days X number of individuals)
1.	Level 1 Help Desk Specialists - (5 individuals)	
	Labour at the following firm all-inclusive rates:	
1.1	\$_____ per day for an estimated 260 days X 5 individuals	\$_____
2.	Level 1 Operations Support Specialists – (2 individuals)	
	Labour at the following firm all-inclusive rates:	
2.1	\$_____ per day for an estimated 260 days X 2 individuals	\$_____
3.	Level 1 System Administrator – (1 individual)	
	Labour at the following firm all-inclusive rates:	
3.1	\$_____ per day for an estimated 260 days X 1 individual	\$_____
4.	Level 1 Project Manager – (1 individual)	
	Labour at the following firm all-inclusive rates:	
4.1	\$_____ per day for an estimated 260 days X 1 individual	\$_____
5.	Level 1 Programmer Analyst – (1 individual)	
	Labour at the following firm all-inclusive rates:	
5.1	\$_____ per day for an estimated 260 days X 1 individual	\$_____
6.	Level 1 IT Security TRA and C&A Analyst (IM/IT Security Advisor) – (1 individual)	
	Labour at the following firm all-inclusive rates:	
6.1	\$_____ per day for an estimated 260 days X 1 individual	\$_____
	TOTAL ESTIMATED COST: January 12, 2016 to January 11, 2017	\$_____

**ANNEX B
BASIS OF PAYMENT**

For the second optional period from January 12, 2017 to January 11, 2018; (11 individuals)		Extended price (daily rate X number of days X number of individuals)
1.	Level 1 Help Desk Specialists - (5 individuals)	
	Labour at the following firm all-inclusive rates:	
1.1	\$_____ per day for an estimated 260 days X 5 individuals	\$_____
2.	Level 1 Operations Support Specialists – (2 individuals)	
	Labour at the following firm all-inclusive rates:	
2.1	\$_____ per day for an estimated 260 days X 2 individuals	\$_____
3.	Level 1 System Administrator – (1 individual)	
	Labour at the following firm all-inclusive rates:	
3.1	\$_____ per day for an estimated 260 days X 1 individual	\$_____
4.	Level 1 Project Manager – (1 individual)	
	Labour at the following firm all-inclusive rates:	
4.1	\$_____ per day for an estimated 260 days X 1 individual	\$_____
5.	Level 1 Programmer Analyst – (1 individual)	
	Labour at the following firm all-inclusive rates:	
5.1	\$_____ per day for an estimated 260 days X 1 individual	\$_____
6.	Level 1 IT Security TRA and C&A Analyst (IM/IT Security Advisor) – (1 individual)	
	Labour at the following firm all-inclusive rates:	
6.1	\$_____ per day for an estimated 260 days X 1 individual	\$_____
	TOTAL ESTIMATED COST: January 12, 2017 to January 11, 2018	\$_____

**ANNEX B
BASIS OF PAYMENT**

For the third optional period from January 12, 2018 to January 11, 2019; (11 individuals)		Extended price (daily rate X number of days X number of individuals)
1.	Level 1 Help Desk Specialists - (5 individuals)	
	Labour at the following firm all-inclusive rates:	
1.1	\$_____ per day for an estimated 260 days X 5 individuals	\$_____
2.	Level 1 Operations Support Specialists – (2 individuals)	
	Labour at the following firm all-inclusive rates:	
2.1	\$_____ per day for an estimated 260 days X 2 individuals	\$_____
3.	Level 1 System Administrator – (1 individual)	
	Labour at the following firm all-inclusive rates:	
3.1	\$_____ per day for an estimated 260 days X 1 individual	\$_____
4.	Level 1 Project Manager – (1 individual)	
	Labour at the following firm all-inclusive rates:	
4.1	\$_____ per day for an estimated 260 days X 1 individual	\$_____
5.	Level 1 Programmer Analyst – (1 individual)	
	Labour at the following firm all-inclusive rates:	
5.1	\$_____ per day for an estimated 260 days X 1 individual	\$_____
6.	Level 1 IT Security TRA and C&A Analyst (IM/IT Security Advisor) – (1 individual)	
	Labour at the following firm all-inclusive rates:	
6.1	\$_____ per day for an estimated 260 days X 1 individual	\$_____
	TOTAL ESTIMATED COST: January 12, 2018 to January 11, 2019	\$_____

**ANNEX B
BASIS OF PAYMENT**

For the fourth optional period from January 12, 2019 to January 11, 2020; (11 individuals)		Extended price (daily rate X number of days X number of individuals)
1.	Level 1 Help Desk Specialists - (5 individuals)	
	Labour at the following firm all-inclusive rates:	
1.1	\$_____ per day for an estimated 260 days X 5 individuals	\$_____
2.	Level 1 Operations Support Specialists – (2 individuals)	
	Labour at the following firm all-inclusive rates:	
2.1	\$_____ per day for an estimated 260 days X 2 individuals	\$_____
3.	Level 1 System Administrator – (1 individual)	
	Labour at the following firm all-inclusive rates:	
3.1	\$_____ per day for an estimated 260 days X 1 individual	\$_____
4.	Level 1 Project Manager – (1 individual)	
	Labour at the following firm all-inclusive rates:	
4.1	\$_____ per day for an estimated 260 days X 1 individual	\$_____
5.	Level 1 Programmer Analyst – (1 individual)	
	Labour at the following firm all-inclusive rates:	
5.1	\$_____ per day for an estimated 260 days X 1 individual	\$_____
6.	Level 1 IT Security TRA and C&A Analyst (IM/IT Security Advisor) – (1 individual)	
	Labour at the following firm all-inclusive rates:	
6.1	\$_____ per day for an estimated 260 days X 1 individual	\$_____
	TOTAL ESTIMATED COST: January 12, 2019 to January 11, 2020	\$_____

Grand Total:
(The sum of all periods will be used for evaluation purposes)

\$_____

**ANNEX B
BASIS OF PAYMENT**

Notes:

1. The basis of payment will be on an all inclusive per diem rate based on seven point five (7.5) hours of work per day. For work performed for duration of more or less than one day, the daily rate specified will be prorated accordingly. The Contractor is to submit a monthly invoice for consulting days/hours utilized each month before the 15th day of the following month.
2. The minimum guaranteed level of effort for this requirement is 5% of the amount identified as the Total Estimated Cost on page 1 of the Contract when it is first awarded.
3. DND will not be responsible for any costs associated with travel and relocation to provide services to the delivery destination (5 CDSB Gagetown, Oromocto, NB). All other travel outside of the delivery destinations must have the prior approval of the Project Authority, and travel and living cost incurred must be in accordance with National Joint Council Travel Directive in effect at the time of travel.



Government of Canada
Gouvernement du Canada

Contract Number / Numéro du contrat

Common PS SRCL#19

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		Acquisitions Branch	
3. a) Subcontract Number / Numéro du contrat de sous-traitance		3. b) Name and Address of Subcontractor / Nom et adresse du sous-traitant	
4. Brief Description of Work / Brève description du travail Professional Services - Standing Offers and Supply Arrangements			
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"/>	
Not releasable À ne pas diffuser <input type="checkbox"/>		No release restrictions Aucune restriction relative à la diffusion <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 B PROTÉGÉ B <input checked="" type="checkbox"/>		NATO NON CLASSIFIÉ <input type="checkbox"/>	
PROTECTED C PROTÉGÉ C <input checked="" type="checkbox"/>		NATO RESTRICTED <input type="checkbox"/>	
CONFIDENTIAL CONFIDENTIEL <input checked="" type="checkbox"/>		NATO DIFFUSION RESTREINTE <input type="checkbox"/>	
SECRET SECRET <input checked="" type="checkbox"/>		NATO CONFIDENTIAL <input type="checkbox"/>	
TOP SECRET TRÈS SECRET <input type="checkbox"/>		NATO CONFIDENTIEL <input type="checkbox"/>	
TOP SECRET (SIGINT) TRÈS SECRET (SIGINT) <input type="checkbox"/>		NATO SECRET <input type="checkbox"/>	
		NATO SECRET <input type="checkbox"/>	
		COSMIC TOP SECRET <input type="checkbox"/>	
		COSMIC TRÈS SECRET <input type="checkbox"/>	
		PROTECTED A <input type="checkbox"/>	
		PROTÉGÉ A <input type="checkbox"/>	
		PROTECTED B <input type="checkbox"/>	
		PROTÉGÉ B <input type="checkbox"/>	
		PROTECTED C <input type="checkbox"/>	
		PROTÉGÉ C <input type="checkbox"/>	
		CONFIDENTIAL <input type="checkbox"/>	
		CONFIDENTIEL <input type="checkbox"/>	
		SECRET <input type="checkbox"/>	
		SECRET <input type="checkbox"/>	
		TOP SECRET <input type="checkbox"/>	
		TRÈS SECRET <input type="checkbox"/>	
		TOP SECRET (SIGINT) <input type="checkbox"/>	
		TRÈS SECRET (SIGINT) <input type="checkbox"/>	



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 checked="" 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



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

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

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

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

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

SUMMARY CHART / TABLEAU RÉCAPITULATIF

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

ANNEX D
TECHNICAL EVALUATION CRITERIA

MANDATORY CRITERIA:

It is understood by the parties submitting offers that to be considered valid, an offer **MUST** meet all of the following mandatory requirements. Proposals **MUST** be supported by proper and adequate detail, particularly where supporting evidence is required by a mandatory item. Those not meeting all of these mandatory requirements will be given no further consideration.

ATTENTION BIDDERS: WRITE BESIDE THE CRITERIA BELOW THE RELEVANT PAGE NUMBER(S) FROM YOUR PROPOSAL WHICH ADDRESSES THE ISSUE.

The bidder must demonstrate that they can provide all services (resources) listed below. The bidder must also demonstrate that each proposed resource meets the following mandatory requirements:		Page #	For Evaluation Purposes	
			Met/ Not Met	Comments
M1	Help Desk Specialist – Level 1 (5 resources)			
	M1.1 Minimum three (3) years experience working as a Help Desk Specialist in an IT Service Desk environment, providing IT-related first line support to a minimum of 100 users.			
	M1.2 Minimum three (3) years experience as a Help Desk Specialist working with Active Directory in a Windows Servers 2000 or 2003 or Win7 environment.			
	M1.3 Minimum Three (3) years experience working as Help Desk Specialist using at least one of the industry standard Information Technology Services Management (ITSM) Tools (www.itsmportal.com/tools).			
	M1.4 Minimum three (3) years experience as a Help Desk Specialist providing remote desktop or laptop assistance.			

ANNEX D
TECHNICAL EVALUATION CRITERIA

M2	System Administrator - Level 1 (1 resource)				
	M2.1	Minimum three (3) years experience installing monitoring, upgrading and maintaining "server" operating systems.			
	M2.2	Microsoft Certified Systems Administrator (MCSA) or Microsoft Certified Systems Engineer (MCSE) on Windows 2000 or later. Proof of certification must be provided.			
M3	Operations Support Specialist – Level 1 (2 resources)				
	M3.1	Minimum three (3) years experience as an Operations Support Specialist installing, maintaining and troubleshooting desktop and laptop computer equipment and peripherals.			
	M3.2	Valid A+ Certification or Canadian Forces Small Systems Support Specialist course or Canadian Forces Compute systems and Networking course. Proof of A+ certification or of successful completion of Canadian Forces courses must be provided.			
M4	Project Manager – Level 1 (1 resource)				
	M4.1	Minimum three (3) years experience as a Project Manager managing IM/IT projects through all phases of the project life cycle including development, implementation, operations start-up and closure.			
M5	Programmer Analyst – Level 1 (1 resource)				
	M5.1	Minimum three (3) years experience arranging project requirements in programming sequence by analyzing requirements.			
	M5.2	Minimum three (3) years experience in Software Design, Software Development, Software Documentation and Software Testing.			
	M5.3	Minimum three (3) years experience working with Software Development Tool Kits (SDK).			
	M5.4	Minimum three (3) years experience working with SQL.			

ANNEX D
TECHNICAL EVALUATION CRITERIA

M6	IT Security TRA and C&A Analyst (IM/IT Security Advisor) – Level 1 (1 resource)			
	M6.1 Minimum one (1) year experience conducting threat and risk assessments of networks, systems, and applications.			
	M6.2 Minimum one (1) year experience providing security recommendations as part of risk assessments, preparing and delivering formal reports.			
	M6.3 Minimum one (1) year experience developing and delivering information sessions on risk management for networks, systems, and applications.			
	M6.4 Minimum one (1) year experience drafting policies, guidelines, procedures and information packages.			
	M6.5 Minimum one (1) year experience developing IT security awareness material and conducting awareness sessions.			

ANNEX D
TECHNICAL EVALUATION CRITERIA

POINT-RATED EVALUATION CRITERIA:

1. In addition to meeting all of the mandatory requirements, the Proposals will be evaluated and scored in accordance with specific evaluation criteria as detailed in this section. Proposals not meeting the minimum pass marks in any criterion will be given no further consideration.
2. The point-rated evaluation criteria are:

ATTENTION BIDDERS: WRITE BESIDE THE CRITERIA BELOW THE RELEVANT PAGE NUMBER(S) FROM YOUR PROPOSAL WHICH ADDRESSES THE ISSUE.

Criteria:		Page #	For Evaluation Purposes	
			Score	
R1	Help Desk Specialist – Level 1 (5 resources) (Maximum 17 points; Minimum 11 points)			
	R1.1 Experience working as a Help Desk Specialist in an IT Service desk environment, providing IT-Related first line support to more than 100 users.		>100 to 500 users = 2 501 to 1000 users = 3 1001 to 1500 users = 4 >1500 users = 5	
	R1.2 Experience as a Help Desk Specialist working with Active Directory in a Windows Server 2000-Win7 environment.		>3 to 4 years = 2 >4 years = 4	
	R1.3 Experience working as a Help Desk Specialist using at least one of the industry standard information Technology Service Management (ITSM) tools (www.itsmportal.com/tools).		>3 to 4 years = 2 >4 years = 4	
	R1.4 Experience as a Help Desk Specialist providing remote desktop or laptop assistance.		>3 to 4 years = 2 >4 years = 4	
R2	System Administrator - Level 1 (1 resource) (Maximum 10 points; Minimum 6 points)			
	R2.1 Experience installing, monitoring, upgrading and maintaining “server” operating systems.		>3 to 4 years = 2 >4 years = 4	
	R2.2 Microsoft courses or exams successfully completed within the past five (5) years excluding any courses or exams required for MCSA or MCSE certifications on Windows 2000 or later. Transcripts must be provided.		2 points for each to a maximum of 6	

ANNEX D
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R3	Operations Support Specialist – Level 1 (2 resources) (Maximum 10 points; Minimum 6 points)		
	R3.1 Experience as an Operations Support Specialist installing, maintaining and troubleshooting desktop and laptop computer equipment and peripherals.		>3 to 4 years = 2 >4 years = 4
	R3.2 Microsoft courses or exams successfully completed within the past five years, excluding any courses or exams required for A+ certification. Transcripts must be provided.		2 points for each to a maximum of 6
R4	Project Manager – Level 1 (1 resource) (Maximum 16 points; Minimum 10 points)		
	R4.1 Experience as a Project manager on IM/IT project(s).		>3 to 4 years = 2 >4 years = 4
	R4.2 Experience as a Project Manager managing IM/IT projects through all phases of the project life cycle, including development implementation, operations start-up and closure.		>3 to 4 years = 2 >4 years = 4
	R4.3 Experience as a Project Manager developing and maintaining project plans, including work Breakdown Structures.		>3 to 4 years = 2 >4 years = 4
	R4.4 Experience as a Project manager: a. Determining budgetary requirements; b. Determining the composition, roles, responsibilities, and terms of reference of a project team.		a. 2 points b. 2 points
R5	Programmer Analyst – Level 1 (1 resource) (Maximum 16 points; Minimum 10 points)		
	R5.1 Experience arranging project requirements in programming sequence by analyzing requirements.		>3 to 4 years = 2 >4 years = 4
	R5.2 Experience in Software Design, Software Development, Software Documentation and Software Testing.		>3 to 4 years = 2 >4 years = 4
	R5.3 Experience working with Software Development Tool Sets (SDK).		>3 to 4 years = 2 >4 years = 4
	R5.4 Experience working with SQL.		>3 to 4 years = 2 >4 years = 4

ANNEX D
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R6	IT Security TRA and C&A Analyst (IM/IT Security Advisor) – Level 1 (1 resource) (Maximum 20 points; Minimum 12 points)		
	R6.1 Experience conducting threat and risk assessments of networks, systems, and applications.		>1 to 2 years = 2 >2 years = 4
	R6.2 Experience providing security recommendations as part of risk assessments, preparing and delivering formal reports.		>1 to 2 years = 2 >2 years = 4
	R6.3 Experience developing and delivering information sessions on risk management for networks, systems, and applications.		>1 to 2 years = 2 >2 years = 4
	R6.4 Experience drafting policies, guidelines, procedures and information packages.		>1 to 2 years = 2 >2 years = 4
	R6.5 Experience developing IT security awareness material and conducting awareness sessions.		>1 to 2 years = 2 >2 years = 4

*At call up the actual Development Tool set (SDK) will be identified by project.