

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

REQUEST FOR PROPOSAL
DEMANDE DE PROPOSITION

Proposal To: Public Works and Government
Services Canada

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

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

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

Comments - Commentaires

THIS DOCUMENT CONTAINS A SECURITY
REQUIREMENT

Title - Sujet Professional Services Tier 2 TBIPS	
Solicitation No. - N° de l'invitation W6369-14P5GU/A	Date 2014-11-20
Client Reference No. - N° de référence du client W6369-14P5GU	
GETS Reference No. - N° de référence de SEAG PW-\$\$ZM-380-28141	
File No. - N° de dossier 380zm.W6369-14P5GU	CCC No./N° CCC - FMS No./N° VME
Solicitation Closes - L'invitation prend fin at - à 02:00 PM on - le 2014-12-11	Time Zone Fuseau horaire Eastern Standard Time EST
F.O.B. - F.A.B. Plant-Usine: <input type="checkbox"/> Destination: <input checked="" type="checkbox"/> Other-Autre: <input type="checkbox"/>	
Address Enquiries to: - Adresser toutes questions à: Cook, Gail	Buyer Id - Id de l'acheteur 380zm
Telephone No. - N° de téléphone (819) 956-2591 ()	FAX No. - N° de FAX (819) 956-1207
Destination - of Goods, Services, and Construction: Destination - des biens, services et construction: See Herein	

Instructions: See Herein

Instructions: Voir aux présentes

Vendor/Firm Name and Address

Raison sociale et adresse du
fournisseur/de l'entrepreneur

Issuing Office - Bureau de distribution

Informatics Professional Services Division / Division des
services professionnels en informatique

11 Laurier St., / 11, rue Laurier
3C2, Place du Portage
Gatineau
Québec
K1A 0S5

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

BID SOLICITATION
FOR CONTRACTS AGAINST A SUPPLY ARRANGEMENT FOR TASK-
BASED IN INFORMATICS PROFESSIONAL SERVICES (TBIPS)
FOR
THE DEPARTMENT OF NATIONAL DEFENCE (DND)

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BID SOLICITATION

FOR CONTRACTS AGAINST A SUPPLY ARRANGEMENT FOR TASK-BASED IN INFORMATICS PROFESSIONAL SERVICES (TBIPS)

FOR

THE DEPARTMENT OF NATIONAL DEFENCE (DND)

PART 1 - GENERAL INFORMATION

1.1 Introduction

This document states terms and conditions that apply to this bid solicitation G9321-130001/A. It is divided into seven parts plus annexes and attachments 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 Bid Evaluation Criteria, the Bid Submission Form and any other annexes.

1.2 Summary

- (a) This bid solicitation is being issued to satisfy the requirement of the Department of National Defence (DND) (the "Client") for Task-Based Informatics Professional Services (TBIPS) under the TBIPS Supply Arrangement (SA) method of supply.
- (b) Bidders may submit bids for one or both of the Workstreams. Each Workstream will be evaluated separately. It is intended to result in the award of one contract for each Workstream, with each contract purchasing Work from only one Workstream. Each contract will be for two years plus three one-year irrevocable options allowing Canada to extend the term of the contract.
- (c) There is a security requirement associated with this requirement. For additional information, consult Part 6 - Security, Financial and Other Requirements, and Part 7 - Resulting Contract

Clauses. Bidders should consult the "Security Requirements on PWGSC Bid Solicitations - Instructions for Bidders" document on the Departmental Standard Procurement Documents (<http://ssi-iss.tpsgc-pwgsc.gc.ca>) Website.

- (d) The requirement is subject to the provisions of the World Trade Organization Agreement on Government Procurement (WTO-AGP), the North American Free Trade Agreement (NAFTA), the Canada-Chile Free Trade Agreement (CCFTA), the Agreement on Internal Trade (AIT), the Canada-Peru Free Trade Agreement (CPFTA), the Canada-Columbia Free Trade Agreement (CColFTA), and the Canada-Panama Free Trade Agreement (CPanFTA) if it is in force.
- (e) This procurement is subject to the Controlled Goods Program.
- (f) Only TBIPS SA Holders currently holding a TBIPS SA for Tier 2 in the National Capital Region under the EN578-055605/E series of SAs are eligible to compete. The TBIPS SA EN578-055605/E is incorporated by reference and forms part of this bid solicitation, as though expressly set out in it, subject to any express terms and conditions contained in this bid solicitation. The capitalized terms not defined in this bid solicitation have the meaning given to them in the TBIPS SA.
- (g) SA Holders that are invited to compete as a joint venture must submit a bid as that joint venture SA Holder, forming no other joint venture to bid. Any joint venture must be already qualified under the SA #EN578-055605/E as that joint venture at the time of bid closing in order to submit a bid.
- (h) For each Workstream, the Resource Categories described below are required on an as and when requested basis in accordance with the TBIPS SA Annex A:

WORKSTREAM 1 - DEVELOPMENT SERVICES

RESOURCE CATEGORY	LEVEL OF EXPERTISE
A.1 Application/Software Architect	3
A.7 Programmer/Analyst	3
A.7 Programmer/Analyst	2
A.7 Programmer/Analyst	1
P.9 Project Manager	3

WORKSTREAM 2 - SUPPORT SERVICES

RESOURCE CATEGORY	LEVEL OF EXPERTISE
A.11 Tester	3
A.11 Tester	2
B.11 Instructor IT	3
B.13 Operations Support Specialist	2
B.14 Technical Writer	3
I.2 Database Administrator	3
P.11 Quality Assurance Specialist/Analyst	3

1.3 Debriefings

After contract award, 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

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Buyer ID - Id de l'acheteur

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receipt of the results of the bid solicitation process. The debriefing may be provided in writing, by telephone or in person.

PART 2 - BIDDER INSTRUCTIONS

2.1 Standard Instructions, Clauses and Conditions

- (a) All instructions, clauses and conditions identified in the bid solicitation by number, date and title are set out in the Standard Acquisition Clauses and Conditions Manual 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(s).
- (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, with Subsection 5.4 amended by deleting "sixty (60) days" and inserting "180 days". If there is a conflict between the provisions of 2003 and this document, this document prevails.

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

- 4 Bidders who are incorporated or who are a sole proprietorship, including those bidding as a joint venture, have already provided a list of names of all individuals who are directors of the Bidder, or the name of the owner, at the time of submitting an arrangement under the Request for Supply Arrangement (RFSA). These Bidders must diligently maintain this list up-to-date by informing Canada in writing of any change occurring during the validity period of the bid as well as during the period of any contract arising from this bid solicitation.
- 5 Canada may, at any time, request that a Bidder provide properly completed and Signed Consent Forms (*Consent to a Criminal Record Verification form - PWGSC-TPSGC 229*) for any or all individuals aforementioned within the time specified. Failure to provide such Consent Forms within the time period provided will result in the bid being declared non-responsive.

2.2 Submission of Bids

- (a) Bids must be submitted only to the Public Works and Government Services Canada (PWGSC) Bid Receiving Unit by the date, time and at the PWGSC address indicated on page one of the bid solicitation.
- (b) Due to the nature of the bid solicitation, bids transmitted by facsimile or electronic mail to PWGSC will not be accepted.

2.3 Enquiries - Bid Solicitation

- (a) All enquiries must be submitted in writing to the Contracting Authority no later than 10 calendar days before the bid closing date. Enquiries received after that time may not be answered.
- (b) Bidders should reference as accurately as possible the numbered item of the bid solicitation to which the enquiry relates. Care should be taken by bidders to explain each question in sufficient detail in order to enable Canada to provide an accurate answer. Technical enquiries that are of a "proprietary" nature must be clearly marked "proprietary" at each relevant item. Items identified as proprietary will be treated as such except where Canada determines that the enquiry is not of a proprietary nature. Canada may edit the questions or may request that the Bidder do so, so that the proprietary nature of the question is eliminated, and the enquiry can be answered with copies to all bidders. Enquiries not submitted in a form that can be distributed to all bidders may not be answered by Canada.

2.4 Applicable Laws

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

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

2.5 Improvement of Requirement During Solicitation Period

Should bidders consider that the specifications or Statement of Work contained in the bid solicitation could be improved technically or technologically, bidders are invited to make suggestions, in writing, to the Contracting Authority named in the bid solicitation. Bidders must clearly outline the suggested improvement as well as the reasons for the suggestion. Suggestions that do not restrict the level of competition nor favour a particular bidder will be given consideration provided they are submitted to the Contracting Authority in accordance with the article entitled "Enquiries - Bid Solicitation". Canada will have the right to accept or reject any or all suggestions.

2.6 Volumetric Data

The estimated number of days for each Resource Category has been provided to Bidders to assist them in preparing their bids. The inclusion of this data in this bid solicitation does not represent a commitment by Canada that Canada's future usage of the service identified in this bid solicitation will be consistent with this data. It is provided purely for information purposes.

PART 3 - BID PREPARATION INSTRUCTIONS

3.1 Bid Preparation Instructions

- (a) **Copies of Bid:** Canada requests that Bidders provide their bid for each Workstream in separately bound sections as follows:
- (i) Section I: Technical Bid (five hard copies and five soft copies on CD);
 - (ii) Section II: Financial Bid (two hard copies); and
 - (iii) Section III: Certifications not included in the Technical Bid (two hard copies).
- If there is a discrepancy between the wording of the soft copy and the hard copy, the wording of the hard copy will have priority over the wording of the soft copy.
- Prices must appear in the financial bid only. No prices must be indicated in any other section of the bid.
- (b) **Format for Bid:** Canada requests that Bidders follow the format instructions described below in the preparation of their bid:
- (i) use 8.5 x 11 inch (216 mm x 279 mm) paper;
 - (ii) use a numbering system that corresponds to the bid solicitation;
 - (iii) include a title page at the front of each volume of the bid that includes the title, date, bid solicitation number, Bidder's name and address and contact information of its representative; and
 - (iv) include a table of contents.
- (c) **Canada's Policy on Green Procurement:** In April 2006, Canada issued a policy directing federal departments and agencies to take the necessary steps to incorporate environmental considerations into the procurement process. See the Policy on Green Procurement (<http://www.tpsgc-pwgsc.gc.ca/ecologisation-greening/achats-procurement/politique-policy-eng.html>). To assist Canada in reaching its objectives, bidders are encouraged to:
- (i) use paper containing fibre certified as originating from a sustainably-managed forest and/or containing a minimum of 30% recycled content; and
 - (ii) use an environmentally-preferable format including black and white printing instead of colour printing, printing double sided/duplex, and using staples or clips instead of cerlox, duotangs or binders.
- (d) **Submission of Only One Bid from a Bidding Group:**
- (i) The submission of more than one bid from members of the same bidding group is not permitted in response to this bid solicitation. If members of a bidding group participate in more than one bid, Canada will set aside all bids received from members of that bidding group. A single bid may contain bids to be awarded a contract in one or more Workstreams. However, a bid may not contain a bid for a member of a bidding group to be awarded more than one contract in any given Workstream.
 - (ii) For the purposes of this article, "**bidding group**" means all entities (whether those entities include one or more natural persons, corporations, partnerships, limited liability partnerships, etc.) that are related to one another. Regardless of the jurisdiction where

any of the entities concerned is incorporated or otherwise formed as a matter of law, entities are considered "**related**" for the purposes of this bid solicitation if:

- (A) they are the same legal entity (i.e., the same natural person, corporation, partnership, limited liability partnership, etc.);
- (B) they are "related persons" or "affiliated persons" according to the *Canada Income Tax Act*;
- (C) the entities have now or in the two years before bid closing had a fiduciary relationship with one another (either as a result of an agency arrangement or any other form of fiduciary relationship); or
- (D) the entities otherwise do not deal with one another at arm's length, or each of them does not deal at arm's length with the same third party.

(e) **Joint Venture Experience:**

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

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

3.2 Section I: Technical Bid

The technical bid consists of the following:

- (i) **Bid Submission Form:** Bidders are requested to include the Bid Submission Form - Attachment 3.1 with their bids. It provides a common form in which Bidders can provide information required for evaluation and contract award, such as a contact name, the Bidder's Procurement Business Number, the Bidder's status under the Federal Contractors Program for Employment Equity, etc. Using the form to provide this information is not mandatory, but it is recommended. If Canada determines that the information required by the Bid Submission Form is incomplete or requires correction, Canada will provide the Bidder with an opportunity to do so.
- (ii) **Security Clearance:** Bidders are requested to submit the following security information for each of the proposed resources with their bids on or before the bid closing date:

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

SECURITY INFORMATION	
Security Screening Certificate and Briefing Form file number	

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

- (iii) **Substantiation of Technical Compliance:** The technical bid must substantiate the compliance with the specific articles of Attachment 4.1, which is the requested format for providing the substantiation. The substantiation must not simply be a repetition of the requirement(s), but must explain and demonstrate how the Bidder will meet the requirements and carry out the required Work. Simply stating that the Bidder or its proposed solution or product complies is not sufficient. Where Canada determines that the substantiation is not complete, the Bidder will be considered non-responsive and disqualified. The substantiation may refer to additional documentation submitted with the bid - this information can be referenced in the "Bidder's Response" column of Attachment 4.1, where Bidders are requested to indicate where in the bid the reference material can be found, including the title of the document, and the page and paragraph numbers; where the reference is not sufficiently precise, Canada may request that the Bidder direct Canada to the appropriate location in the documentation.
- (iv) **For Proposed Resources:** The technical bid must include résumés for the resources as identified in Attachment 4.1. The same individual must not be proposed for more than one Resource Category or more than one Workstream. The Technical bid must demonstrate that each proposed individual meets the qualification requirements described (including any educational requirements, work experience requirements, and professional designation or membership requirements). With respect to the proposed resources:
- (A) Proposed resources may be employees of the Bidder or employees of a subcontractor, or these individuals may be independent contractors to whom the Bidder would subcontract a portion of the Work (refer to Part 5, Certifications).
 - (B) For educational requirements for a particular degree, designation or certificate, Canada will only consider educational programmes that were successfully completed by the resource by the time of bid closing.
 - (C) For requirements relating to professional designation or membership, the resource must have the required designation or membership by the time of bid closing and must continue, where applicable, to be a member in good standing of the profession or membership throughout the evaluation period and contract period. Where the designation or membership must be demonstrated through a certification, diploma or degree, such document must be current, valid and issued by the entity specified in this solicitation. If the entity is not specified, the issuer must be an accredited or otherwise recognized body, institution or entity.
 - (D) For work experience, Canada will not consider experience gained as part of an educational programme, except for experience gained through a formal co-operative programme at a post-secondary institution.
 - (E) For any requirements that specify a particular time period (e.g., 2 years) of work experience, Canada will disregard any information about experience if the technical bid does not include the relevant dates (month and year) for the experience claimed (i.e., the start date and end date). Canada will evaluate only

the duration that the resource actually worked on a project or projects (from his or her start date to end date), instead of the overall start and end date of a project or a combination of projects in which a resource has participated.

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

- (v) **Customer Reference Contact Information:** The Bidder must provide customer references who must each confirm, if requested by Canada the facts identified in the Bidder's bid, as required by Attachment 4.1. For each customer reference, the Bidder must, at a minimum, provide the name, the telephone number or e-mail address for a contact person. Bidders are also requested to include the title of the contact person. If there is a conflict between the information provided by the customer reference and the bid, the information provided by the customer reference will be evaluated instead of the information in the bid. If the named individual is unavailable when required during the evaluation period, the Bidder may provide the name and contact information of an alternate contact from the same customer.

3.3 Section II: Financial Bid

- (a) **Pricing:** Bidders must submit their financial bid in accordance with Attachment 4.2 - Pricing Schedule of this bid solicitation. The total amount of Applicable Taxes must be shown separately, if applicable. Unless otherwise indicated, Bidders must include a single, firm, all-inclusive per diem rate in Canadian dollars in each cell requiring an entry in the pricing tables.
- (b) **Variation in Resource Rates By Time Period:** For any given Resource Category, where the financial tables provided by Canada allow different firm rates to be charged for a resource category during different time periods:
- (i) the rate bid must not increase by more than 5% from one time period to the next, and
 - (ii) the rate bid for the same Resource Category during any subsequent time period must not be lower than the rate bid for the time period that includes the first month of the Initial Contract Period.
- (c) **All Costs to be Included:** The financial bid must include all costs for the requirement described in the bid solicitation for the entire Contract Period, including any option periods. The identification of all necessary equipment, software, peripherals, cabling and components required to meet the requirements of the bid solicitation and the associated costs of these items is the sole responsibility of the Bidder.
- (d) **Blank Prices:** Bidders are requested to insert "\$0.00" for any item for which it does not intend to charge or for items that are already included in other prices set out in the tables. If the Bidder leaves any price blank, Canada will treat the price as "\$0.00" for evaluation purposes and may request that the Bidder confirm that the price is, in fact, \$0.00. No Bidder will be permitted to add or change a price as part of this confirmation. Any Bidder who does not confirm that the price for a blank item is \$0.00 will be declared non-responsive.

3.4 Section III: Certifications

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Bidders must submit the certifications as required under Part 5 that have not been included in the Technical Bid.

PART 4 - EVALUATION PROCEDURES AND BASIS OF SELECTION

4.1 Evaluation Procedures

- (a) Bids will be evaluated in accordance with the entire requirement of the bid solicitation including the technical and financial evaluation criteria. There are several steps in the evaluation process, which are described below. Even though the evaluation and selection will be conducted in steps, the fact that Canada has proceeded to a later step does not mean that Canada has conclusively determined that the Bidder has successfully passed all the previous steps. Canada may conduct steps of the evaluation in parallel.
- (b) An evaluation team composed of representatives of the Client and PWGSC will evaluate the bids on behalf of Canada. Canada may hire any independent consultant, or use any government resources, to evaluate any bid. Not all members of the evaluation team will necessarily participate in all aspects of the evaluation.
- (c) In addition to any other time periods established in the bid solicitation:
- (i) **Requests for Clarifications:** If Canada seeks clarification or verification from the Bidder about its bid, the Bidder will have 2 working days (or a longer period if specified in writing by the Contracting Authority) to provide the necessary information to Canada. Failure to meet this deadline will result in the bid being declared non-responsive.
 - (ii) **Requests for Interviews:** If Canada wishes to interview the Bidder and/or any or all of the resources proposed by the Bidder to fulfill the requirements of the bid solicitation, the Bidder will have 2 working days following notice by the Contracting Authority to make any necessary arrangements (at the Bidder's sole cost) for the interview to take place at PWGSC in Gatineau, Québec.
 - (iii) **Requests for Further Information:** If Canada requires additional information in order to do any of the following pursuant to the Section entitled "Conduct of Evaluation" in 2003, Standard Instructions - Goods or Services - Competitive Requirements:
 - (A) verify any or all information provided by the Bidder in its bid; or
 - (B) contact any or all references supplied by the Bidder (e.g., references named in the résumés of individual resources) to verify and validate any information submitted by the Bidder,
 the Bidder must provide the information requested by Canada within 2 working days of a request by the Contracting Authority.
 - (iv) **Extension of Time:** If additional time is required by the Bidder, the Contracting Authority may grant an extension in his or her sole discretion.

4.2 Technical Evaluation

A separate technical evaluation will be conducted for each Workstream.

(a) **Mandatory Technical Criteria:**

Each bid will be reviewed to determine whether it meets the mandatory requirements of the bid solicitation. Any element of the bid solicitation that is identified specifically with the words "must" or "mandatory" is a mandatory requirement. Bids that do not comply with each and every mandatory requirement will be declared non-responsive and be disqualified. The Mandatory evaluation criteria are described in Attachment 4.1 - Bid Evaluation Criteria.

(b) Point- Rated Technical Criteria:

Each bid will be rated by assigning a score to the rated requirements, which are identified in the bid solicitation by the word "rated" or by reference to a score. Bidders who fail to submit complete bids with all the information requested by this bid solicitation will be rated accordingly. The rated requirements are described in Attachment 4.1 - Bid Evaluation Criteria.

(c) Reference Checks:

- (i) For reference checks, Canada will conduct the reference check in writing by email. Canada will send all email reference check requests to contacts supplied by all the Bidders on the same day using the email address provided in the bid. Canada will not award any points unless the response is received within five working days of the date that Canada's email was sent.
- (ii) On the third working day after sending out the reference check request, if Canada has not received a response, Canada will notify the Bidder by email, to allow the Bidder to contact its reference directly to ensure that it responds to Canada within 5 working days. If the individual named by a Bidder is unavailable when required during the evaluation period, the Bidder may provide the name and email address of an alternate contact person from the same customer. Bidders will only be provided with this opportunity once for each customer, and only if the originally named individual is unavailable to respond (i.e., the Bidder will not be provided with an opportunity to submit the name of an alternate contact person if the original contact person indicates that he or she is unwilling or unable to respond). The Bidder will have 24 hours to submit the name of a new contact. That contact will again be given 5 working days to respond once Canada sends its reference check request.
- (iii) Wherever information provided by a reference differs from the information supplied by the Bidder, the information supplied by the reference will be the information evaluated.
- (iv) Points will not be allocated and/or a bidder will not meet the mandatory experience requirement (as applicable) if (1) the reference customer states he or she is unable or unwilling to provide the information requested, or (2) the customer reference is not a customer of the Bidder itself (for example, the customer cannot be the customer of an affiliate of the Bidder instead of being a customer of the Bidder itself). Nor will points be allocated or a mandatory met if the customer is itself an affiliate or other entity that does not deal at arm's length with the Bidder.
- (v) Whether or not to conduct reference checks is discretionary. However, if PWGSC chooses to conduct reference checks for any given rated or mandatory requirement, it will check the references for that requirement for all bidders to be recommended for contract award."

(d) Number of Resources Evaluated:

Only a certain number of resources per Resource Category will be evaluated as part of this bid solicitation as identified in Annex A. Additional resources will only be assessed after contract award once specific tasks are requested of the Contractor. After contract award, the Task Authorization process will be in accordance with Part 7 - Resulting Contract Clauses, the Article titled "Task Authorization". When a Task Authorization Form (TA Form) is issued, the Contractor will be requested to propose a resource to satisfy the specific requirement based on the TA Form's Statement of Work. The proposed resource will then be assessed against the criteria identified in the Contract's Statement of Work in accordance with Appendix C of Annex A.

4.3 Financial Evaluation - Highest Responsive Combined Rating of Technical Merit and Price

- (a) **Calculation of Total Bid Price:** The financial evaluation will be conducted by calculating the Total Bid Price using the pricing tables completed by the responsive Bidders. A separate financial evaluation will be conducted for each Workstream.
- (b) There are two possible financial evaluation methods for this requirement. The first method will be used if three or more bids are determined responsive (see (c) Financial Evaluation - Method A below). The second method will be used if fewer than three bids are determined responsive (see (d) Financial Evaluation - Method B below).
- (c) **Financial Evaluation - Method A:** The following financial evaluation method will be used if three or more bids are determined responsive:
- (i) **Financial Calculation:** The financial evaluation will be conducted using the pricing tables completed by the bidders and the Firm Per Diem Median Rate Evaluation Method explained below. A financial calculation will occur for each Bidder by multiplying its firm per diem rates for the Initial Contract Period and the option period(s) (or the median, whichever is higher) with the estimated number of days of work for each period, for all the Resource Categories stated in Attachment 4.2 - Pricing Schedule. The sum of such rates will constitute the Total Bid Price for that Bidder.
- (ii) **Firm Per Diem Median Rate Evaluation**
- (A) **Use:** The firm per diem median rate calculation will apply to modify the rate to be assessed in the financial evaluation of a Bidder, where that Bidder submits a firm per diem rate for a resource category that is lower than the median as calculated below. The firm per diem median rate calculation is for evaluation purposes only, and the actual submitted per diem rate will be used in any resulting contract in all instances.
- (B) **Calculation for both the Initial Contract Period and the Option Period medians:** Using the per diem rate proposed for each individual resource category a median rate will be determined for each Resource Category. A median will be used to calculate each Bidder's per diem rate for the Initial Contract Period, and another median will be established for each of the option period(s). For each Resource Category, the median will be calculated using the median function in Microsoft Excel. If a Bidder bids a firm per diem rate for a Resource Category that is lower than the median, that Bidder's financial evaluation will be conducted using a per diem rate equal to the median for that Resource Category.
- (d) **Financial Evaluation - Method B:** The following financial evaluation method will be used if less than three bids are determined responsive:
- (i) **Financial Calculation:** The financial evaluation will be conducted using the pricing tables completed by the Bidders. A financial calculation will occur for each Bidder by multiplying its firm per diem rates for the Initial Contract Period and the option period(s) with the estimated number of days of work for each period, for all the Resource Categories stated in Attachment 4.2 - Pricing Schedule. The sum of such rates will constitute the Total Bid Price for that Bidder.

(e) Substantiation of Professional Services Rates

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

- (i) an invoice (referencing a contract serial number or other unique contract identifier) that shows that the Bidder has provided and invoiced a customer (with whom the Bidder deals at arm's length) for services performed for that customer similar to the services that would be provided in the relevant resource category, where those services were provided for at least three months within the twelve months before the bid solicitation closing date, and the fees charged were equal to or less than the rate offered to Canada;
- (ii) in relation to the invoice in (i), evidence from the bidder's customer that the services identified in the invoice include at least 50% of the tasks listed in the Statement of Work for the category of resource being assessed for an unreasonably low rate. This evidence must consist of either a copy of the contract (which must describe the services to be provided and demonstrate that at least 50% of the tasks to be performed are the same as those to be performed under the Statement of Work in this bid solicitation) or the customer's signed certification that the services subject to the charges in the invoice included at least 50% of the same tasks to be performed under the Statement of Work in this bid solicitation;
- (iii) in respect of each contract for which an invoice is submitted as substantiation, a résumé for the resource that provided the services under that contract that demonstrates that, in relation to the resource category for which the rates are being substantiated, the resource would meet the mandatory requirements and achieve any required pass mark for any rated criteria; and
- (iv) the name, telephone number and, if available, e-mail address of a contact person at the customer who received each invoice submitted under (i), so that Canada may verify any information provided by the Bidder.

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

(f) Formulae in Pricing Tables

If the pricing tables provided to Bidders include any formulae, Canada may re-input the prices provided by Bidders into a fresh table, if Canada believes that the formulae may no longer be functioning properly in the version submitted by a Bidder.

4.4 Basis of Selection

(a) Evaluation of Bid - One Contract Awarded for Each Workstream

Selection Process: The following selection process will be conducted for each Workstream.

- (i) A bid must comply with the requirements of the bid solicitation, meet all mandatory evaluation criteria and obtain the required pass marks for the point rated criteria identified in this bid solicitation to be declared responsive.
- (ii) The responsive bid for Workstream 1 and the responsive bid for Workstream 2 that obtain the highest Total Bidder Score will be recommended for award of a contract. For any given Bidder, the greatest possible Total Technical Score is 60 while the greatest possible Total Financial Score is 40.

(A) Calculation of Total Technical Score: The Total Technical Score will be computed for each responsive bid by converting the Technical Score obtained for the point-rated technical criteria using the following formula, rounded to two decimal places:

$$\frac{\text{Technical Score}}{\text{Maximum Technical Points}} \times 60 = \text{Total Technical Score}$$

(Bidders, please refer to the maximum technical points in Attachment 4.1).

(B) Calculation of Total Financial Score: The Total Financial Score will be computed for each responsive bid by converting the Financial Score obtained for the financial evaluation using the following formula rounded to two decimal places:

$$\frac{\text{Lowest Total Bid Price}}{\text{The Bidder's Total Bid Price}} \times 40 = \text{Total Financial Score}$$

(C) Calculation of the Total Bidder Score: The Total Bidder Score will be computed for each responsive bid in accordance with the following formula:

$$\text{Total Technical Score} + \text{Total Financial Score} = \text{Total Bidder Score}$$

- (iii) In the event of identical Total Bidder Scores occurring, then the bid with the highest Total Technical Score will become the top-ranked bidder.
 - (iv) A maximum of one contract may be awarded for each Workstream as a result of this solicitation.
- (b) Bidders should note that all contract awards are subject to Canada's internal approvals process, which includes a requirement to approve funding in the amount of any proposed contract. Despite the fact that the Bidder may have been recommended for contract award, a contract will only be awarded if internal approval is granted according to Canada's internal policies. If approval is not granted, no contract will be awarded.

PART 5 - CERTIFICATIONS

Bidders must provide the required certifications to be awarded a contract. Canada will declare a bid non-responsive if the required certifications are not completed and submitted in accordance with the articles below.

Compliance with the certifications Bidders provide to Canada is subject to verification by Canada during the bid evaluation period (before award of a contract) and after award of a contract. The Contracting Authority will have the right to ask for additional information to verify Bidders' compliance with the certifications before award of a contract. The bid will be declared non-responsive if any certification made by the Bidder is untrue, whether made knowingly or unknowingly. Failure to comply with the certifications or to comply with the request of the Contracting Authority for additional information will also render the bid non-responsive.

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 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.

5.0 Mandatory Certifications Required Precedent to Contract Award

5.1 Integrity Provisions - Related Documentation

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

5.2 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](http://www.labour.gc.ca/eng/standards_equity/eq/emp/fcp/list/inelig.shtml)" 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](http://www.labour.gc.ca/eng/standards_equity/eq/emp/fcp/list/inelig.shtml)

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](http://www.labour.gc.ca/eng/standards_equity/eq/emp/fcp/list/inelig.shtml)" list at the time of contract award.

Canada will also have the right to terminate the Contract for default if a Contractor, or any member of the Contractor if the Contractor is a Joint Venture, appears on the "[FCP Limited Eligibility to Bid](http://www.labour.gc.ca/eng/standards_equity/eq/emp/fcp/list/inelig.shtml)" list during the period of the Contract.

The Bidder must provide the Contracting Authority with a completed annex [Federal Contractors Program for Employment Equity - Certification](#) (Attachment 5.1), before contract award. If the Bidder is a Joint Venture, the Bidder must provide the Contracting Authority with a completed annex [Federal Contractors Program for Employment Equity - Certification](#) (Attachment 5.1), for each member of the Joint Venture.

Note to Bidders: Bidders are requested to use the Bid Submission Form to provide information about their status under this program. For a joint venture bidder, this information must be provided for each member of the joint venture.

5.3 Former Public Servant - Competitive Requirements

(a) Information Required

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

(b) Definitions

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

- 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.

(c) Former Public Servant in Receipt of a Pension

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

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

- 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 web sites as part of the published proactive disclosure reports in accordance with Contracting Policy Notice: 2012-2 and the Guidelines on the Proactive Disclosure of Contracts.

(d) Work Force Adjustment Directive

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

If so, the Bidder must provide the following information:

- 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. may be paid to a FPS who received a lump sum payment is \$5,000, including Applicable Taxes.

Note to Bidders: Bidders are requested to provide the information required by this clause in their Bid Submission Form.

5.4 Professional Services Resources

- (a) By submitting a bid, the Bidder certifies that, if it is awarded a contract as a result of the bid solicitation, every individual proposed in its bid will be available to perform the Work as required by Canada's representatives and at the time specified in the bid solicitation or agreed to with Canada's representatives.
- (b) By submitting a bid, the Bidder certifies that all the information provided in the résumés and supporting material submitted with its bid, particularly the information pertaining to education, achievements, experience and work history, has been verified by the Bidder to be true and accurate. Furthermore, the Bidder warrants that every individual proposed by the Bidder for the requirement is capable of performing the Work described in the resulting contract.
- (c) If the Bidder is unable to provide the services of an individual named in its bid due to the death, sickness, extended leave (including parental leave or disability leave), retirement, resignation or dismissal for cause of that individual, within five business days of Canada's knowledge of the unavailability of the individual the Bidder may propose a substitute to the Contracting Authority, providing:
 - (i) the reason for the substitution with substantiating documentation acceptable to the Contracting Authority;
 - (ii) the name, qualifications and experience of a proposed replacement immediately available for work; and
 - (iii) proof that the proposed replacement has the required security clearance granted by Canada, if applicable.

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

- (A) set aside the bid and give it no further consideration; or
- (B) evaluate the replacement in accordance with the requirements of the bid solicitation in the place of the original resource as if that replacement had originally been proposed in the bid, with any necessary adjustments being made to the evaluation results, including the rank of the bid vis-à-vis other bids.

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

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

5.5 Certification of Language - English Essential

By submitting a bid, the Bidder certifies that, should it be awarded a contract as result of the bid solicitation, every individual proposed in its bid will be fluent in English. The individual(s) proposed must be able to communicate orally and in writing in English without any assistance and with minimal errors.

PART 6 - SECURITY, FINANCIAL AND OTHER REQUIREMENTS

6.1 Security Requirement

- (a) Before award of a contract, the following conditions must be met:
- (i) the Bidder must hold a valid organization security clearance as indicated in Part 7 - Resulting Contract Clauses; and
 - (ii) the Bidder's proposed individuals requiring access to classified or protected information, assets or sensitive work site(s) must each meet the security requirement as indicated in Part 7 - Resulting Contract Clauses.
- (b) For additional information on security requirements, Bidders should consult the "Security Requirements for PWGSC Bid Solicitations - Instructions to Bidders" document on the Departmental Standard Procurement Documents Website.
- (c) In the case of a joint venture Bidder, each member of the joint venture must meet the security requirements.

6.2 Financial Capability

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

6.3 Controlled Goods Requirement

- (a) SACC Manual clause A9130T (2014-06-26) Controlled Goods Program - Bid
- (b) In the case of a joint venture Bidder, each member of the joint venture must meet the Controlled Goods Program requirement.

PART 7 - RESULTING CONTRACT CLAUSES

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

7.1 Requirement

- (a) _____ (the "**Contractor**") agrees to supply to the Client the 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, to one or more locations to be designated by Canada, excluding any locations in areas subject to any of the Comprehensive Land Claims Agreements.
- (b) **Client:** Under the Contract, the "**Client**" is the Department of National Defence (DND).
- (c) **Reorganization of Client:** The Contractor's obligation to perform the Work will not be affected by (and no additional fees will be payable as a result of) the renaming, reorganization, reconfiguration, or restructuring of any Client. The reorganization, reconfiguration and restructuring of the Client includes the privatization of the Client, its merger with another entity, or its dissolution, where that dissolution is followed by the creation of another entity or entities with mandates similar to the original Client. In connection with any form of reorganization, Canada may designate another department or government body as the Contracting Authority or Technical Authority, as required to reflect the new roles and responsibilities associated with the reorganization.
- (d) **Defined Terms:** Words and expressions defined in the General Conditions or Supplemental General Conditions and used in the Contract have the meanings given to them in the General Conditions or Supplemental General Conditions. 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. A reference to a "local office" of the Contractor means an office having at least one full time employee that is not a shared resource working at that location.

7.2 Task Authorization

- (a) **As and When Requested Task Authorizations:** The Work or a portion of the Work to be performed under the Contract will be on an "as and when requested basis" using a Task Authorization (TA). The Work described in the TA must be in accordance with the scope of the Contract. The Contractor must not commence work until a validly issued TA has been issued by Canada and received by the Contractor. The Contractor acknowledges that any work performed before such issuance and receipt will be done at the Contractor's own risk.
- (b) **Assessment of Resources Proposed at TA Stage:** Processes for issuing, responding to and assessing Task Authorizations are further detailed in Appendices A, B, C and D of Annex A.
- (c) **Form and Content of Task Authorization:**
- (i) The DND Procurement Representative will provide the Contractor with a description of the task in a draft Task Authorization using the form specified in Appendix B of Annex A.
- () The draft Task Authorization will contain the details of the activities to be performed, and must also contain the following information, if applicable:
- (A) the task number;

- (B) The date by which the Contractor's response must be received (which will appear in the draft Task Authorization, but not the issued Task Authorization);
- (C) the details of any financial coding to be used;
- (D) the categories of resources and the number required;
- (E) a description of the work for the task outlining the activities to be performed and identifying any deliverables (such as reports);
- (F) the start and completion dates;
- (G) milestone dates for deliverables and payments (if applicable);
- (H) the number of person-days of effort required;
- (I) whether the work requires on-site activities and the location;
- (J) the language profile of the resources required;
- (K) the level of security clearance required of resources;
- (L) 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
- (M) any other constraints that might affect the completion of the task.

(d) **Contractor's Response to Draft Task Authorization:** The Contractor must provide the DND Procurement Representative, within 2 working days of receiving the draft Task Authorization (or within any longer time period specified in the draft TA), the proposed total price for performing the task and a breakdown of that cost, established in accordance with the Basis of Payment specified in the Contract. The Contractor's quotation must be based on the rates set out in the Contract. The Contractor will not be paid for preparing or providing its response or for providing other information required to prepare and validly issue the TA.

(e) **Task Authorization Limit and Authorities for Validly Issuing Task Authorizations:**

To be validly issued, a TA must include the following signature(s):

- (i) for any TA with a value less than or equal to **\$400,000.00** (including Applicable Taxes), the TA must be signed by:
 - (A) the Technical Authority; and
 - (B) a representative from DND Procurement and Contracting Services; and
- (ii) for any TA with a value greater than this amount, a TA must include the following signatures:
 - (A) the Technical Authority; and
 - (B) a representative from DND Procurement and Contracting Services; and
 - (C) the Contracting Authority.

Any TA that does not bear the appropriate signature(s) is not validly issued by Canada. Any work performed by the Contractor without receiving a validly issued TA is done at

the Contractor's own risk. If the Contractor receives a TA that is not appropriately signed, the Contractor must notify the Contracting Authority. By providing written notice to the Contractor, the Contracting Authority may suspend the Client's ability to issue TAs at any time, or reduce the dollar value threshold described in sub-article (A) above; any suspension or reduction notice is effective upon receipt.

(f) **Periodic Usage Reports:**

(i) The Contractor must compile and maintain records on its provision of services to the federal government under validly issued TAs issued under the Contract. The Contractor must provide this data to Canada in accordance with the reporting requirements detailed below. If any required information is not available, the Contractor must indicate the reason. If services are not provided during a given period, the Contractor must still provide a "NIL" report. The Contractor must submit the periodic usage reports on a quarterly basis to the Contracting Authority. From time to time, the Contracting Authority may also require an interim report during a reporting period.

(ii) The quarterly periods are defined as follows:

- (A) April 1 to June 30;
- (B) July 1 to September 30;
- (C) October 1 to December 31; and
- (D) January 1 to March 31.

The data must be submitted to the Contracting Authority no later than 10 calendar days after the end of the reporting period.

(iii) Each report must contain the following information for each validly issued TA (as amended):

- (A) the Task Authorization number and the Task Authorization Revision number(s), if applicable;
- (B) a title or a brief description of the task;
- (C) the name, Resource category and level of each resource involved in performing the TA, as applicable;
- (D) the total estimated cost specified in the TA (Applicable Taxes extra);
- (E) the total amount (Applicable Taxes extra) expended to date;
- (F) the start and completion date; and
- (G) the active status, as applicable (e.g., indicate whether work is in progress or if Canada has cancelled or suspended the TA, etc.).

(iv) Each report must also contain the following cumulative information for all the validly issued TAs (as amended):

- (A) the amount (Applicable Taxes extra) specified in the contract (as last amended, if applicable) as Canada's total liability to the contractor for all validly issued TAs; and
- (B) the total amount, Applicable Taxes extra, expended to date against all validly issued TAs.

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Amd. No. - N° de la modif.

File No. - N° du dossier

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Buyer ID - Id de l'acheteur

380zm

CCC No./N° CCC - FMS No/ N° VME

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

7.3 Minimum Work Guarantee

- (a) In this clause,
- (i) **"Maximum Contract Value"** means the amount specified in the **"Limitation of Expenditure"** clause set out in the Contract (excluding Applicable Taxes); and
 - (ii) **"Minimum Contract Value"** means 2% of the Maximum Contract Value on the date the contract is first issued.
- (b) 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 sub-article (c), subject to sub-article (d). 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.
- (c) In the event that Canada does not request work in the amount of the Minimum Contract Value during the Contract Period, Canada must pay the Contractor the difference between the Minimum Contract Value and the total cost of the Work requested.
- (d) Canada will have no obligation to the Contractor under this article if Canada terminates the entire Contract
- (i) for default;
 - (ii) for convenience as a result of any decision or recommendation of a tribunal or court that the contract be cancelled, re-tendered or awarded to another supplier; or
 - (iii) for convenience within ten business days of Contract award.

7.4 Standard Clauses and Conditions

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

(a) **General Conditions:**

2035 (2014-09-25), General Conditions - Higher Complexity - Services, apply to and form part of the Contract.

With respect to Section 30 - Termination for Convenience, of General Conditions 2035, Subsection 04 is deleted and replaced with the following Subsections 04, 05 and 06:

4. The total of the amounts, to which the Contractor is entitled to be paid under this section, together with any amounts paid, due or becoming due to the Contractor must not exceed the Contract Price.
5. Where the Contracting Authority terminates the entire Contract and the Articles of Agreement include a Minimum Work Guarantee, the total amount to be paid to the Contractor under the Contract will not exceed the greater of

- (a) the total amount the Contractor may be paid under this section, together with any amounts paid, becoming due other than payable under the Minimum Revenue Guarantee, or due to the Contractor as of the date of termination, or
- (b) the amount payable under the Minimum Work Guarantee, less any amounts paid, due or otherwise becoming due to the Contractor as of the date of termination.
6. The Contractor will have no claim for damages, compensation, loss of profit, allowance arising out of any termination notice given by Canada under this section except to the extent that this section expressly provides. The Contractor agrees to repay immediately to Canada the portion of any advance payment that is unliquidated at the date of the termination.
- (b) **Supplemental General Conditions:**
The following Supplemental General Conditions:
- (i) 4006 (2010-08-16), Supplemental General Conditions - Contractor to Own Intellectual Property Rights in Foreground Information;
apply to and form part of the Contract.
- (c) **Non-Disclosure Agreement**
The Contractor must obtain from its employee(s) or subcontractor(s) the completed and signed Non-Disclosure Agreement, attached at Annex D, and provide it to the Technical Authority before they are given access to information by or on behalf of Canada in connection with the Work.

7.5 Security Requirement

SECURITY REQUIREMENT FOR CANADIAN SUPPLIER: PWGSC FILE # COMMON-PS-SRCL#7

- (a) The Contractor must, at all times during the performance of the Contract, hold a valid Designated Organization Screening (DOS), issued by the Canadian Industrial Security Directorate (CISD), Public Works and Government Services Canada (PWGSC).
- (b) The Contractor personnel requiring access to PROTECTED information, assets or sensitive work site(s) must EACH hold a valid **RELIABILITY STATUS**, granted or approved by CISD/PWGSC.
- (c) The Contractor **MUST NOT** remove any PROTECTED information or assets from the identified work site(s), and the Contractor must ensure that its personnel are made aware of and comply with this restriction.
- (d) Subcontracts which contain security requirements are NOT to be awarded without the prior written permission of CISD/PWGSC.
- (e) The Contractor must comply with the provisions of the:
- (i) Security Requirements Check List and security guide (if applicable), attached at Annex C;
- (ii) *Industrial Security Manual (Latest Edition)*.

7.6 Contract Period

- (a) **Contract Period:** The “**Contract Period**” is the entire period of time during which the Contractor is obliged to perform the Work, which includes:
- (i) The “**Initial Contract Period**”, which begins on the date the Contract is awarded and ends two years later; and
 - (ii) The period during which the Contract is extended, if Canada chooses to exercise any options set out in the Contract.
- (b) **Option to Extend the Contract:**
- (i) The Contractor grants to Canada the irrevocable option to extend the term of the Contract by up to three additional one-year periods under the same terms and conditions. The Contractor agrees that, during the extended period of the Contract, it will be paid in accordance with the applicable provisions set out in the Basis of Payment.
 - (ii) Canada may exercise this option at any time by sending a written notice to the Contractor before the expiry date of the Contract. The option may only be exercised by the Contracting Authority, and will be evidenced, for administrative purposes only, through a contract amendment.

7.7 Authorities

(a) Contracting Authority

The Contracting Authority for the Contract is:

Gail Cook
 Supply Team Leader
 Public Works and Government Services Canada
 Acquisitions Branch
 Informatics and Telecommunications Systems Procurement Directorate
 Place du Portage, Phase III, 3C2-2
 11 Laurier St., Gatineau, Québec K1A 0S5

Telephone: 819-956-2591
 Facsimile: 819-956-1207
 E-mail address: gail.cook@tpsgc-pwgsc.gc.ca

The Contracting Authority is responsible for the management of the Contract and any changes to the Contract must be authorized in writing by the Contracting Authority. The Contractor must not perform work in excess of or outside the scope of the Contract based on verbal or written requests or instructions from anybody other than the Contracting Authority.

(b) Technical Authority

The Technical Authority for the Contract is:

The 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

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W6369-14P5GU/A

Amd. No. - N° de la modif.

File No. - N° du dossier

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Buyer ID - Id de l'acheteur

380zm

CCC No./N° CCC - FMS No/ N° VME

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the Work. Changes to the scope of the Work can only be made through a contract amendment issued by the Contracting Authority.

(c) DND Procurement Representative

The DND Procurement Representative for the Contract is:

The DND Procurement Representative 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 administrative aspects of the Work under the Contract, communication with PWGSC Contracting Authority on all matters concerning the Contract, procurement initiation authority, and providing PWGSC reports on Contract utilization. Technical matters may be discussed with the DND Procurement Representative; however, the DND Procurement Representative 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.

(d) Contractor's Representative

The Contractor's Representative is:

Note to Bidders: *The Contractor's Representative, Technical Authority, and DND Procurement Representative and contact information will be identified at the time of contract award.*

7.8 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 web sites as part of the published proactive disclosure reports, in accordance with Contracting Policy Notice: 2012-2 of the Treasury Board Secretariat of Canada.

7.9 Payment**(a) Basis of Payment**

- (i) **Professional Services provided under a Task Authorization with a Maximum Price:** For professional services requested by Canada, in accordance with a validly issued 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: \$(To be determined)

- (ii) **Applicable Taxes:** Estimated Cost: \$(To be determined)

- (iii) **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.

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- (iv) **Professional Services Rates:** In Canada's experience, bidders from time to time propose rates at the time of bidding for one or more Resource Categories 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 does not respond or refuses 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 or in part or chooses to exercise any of the rights provided to it under the general conditions, Canada may impose sanctions or take other measures in accordance with the PWGSC Vendor Performance Corrective Measure Policy (or equivalent) then in effect, which measures may include an assessment that results in conditions applied against the Contractor to be fulfilled before doing further business with Canada, or full debarment of the Contractor from bidding on future requirements.
- (v) **Purpose of Estimates:** All estimated costs contained in the Contract are included solely for the administrative purposes of Canada and do not represent a commitment on the part of Canada to purchase goods or services in these amounts. Any commitment to purchase specific amounts or values of goods or services are described elsewhere in the Contract.
- (b) **Limitation of Expenditure** Canada's total liability to the Contractor under the Contract must not exceed the amount set out on page one of the Contract, less any Applicable Taxes. With respect to the amount set out on page one of the Contract, Customs duties are included and Applicable Taxes are included, if applicable. Any commitments to purchase specific amounts or values of goods or services are described elsewhere in the Contract.
- (i) 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 when:
- (A) it is 75 percent committed, or
- (B) 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.
- (ii) If the notification is for inadequate contract funds, the Contractor must provide to the Contracting Authority a written estimate for the additional funds required. Providing this information does not increase Canada's liability.
- (c) **Method of Payment for Task Authorizations with a Maximum Price:** For each Task Authorization validly 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.
- (d) **Time Verification**
Time charged and the accuracy of the Contractor's time recording system are subject to verification by Canada, before or after payment is made to the Contractor. If verification is done after payment, the Contract must repay any overpayment, at Canada's request.
- (e) **Payment Credits**
- (i) **Failure to Provide Resource:**
- (A) If the Contractor does not provide a required professional services resource that has all the required qualifications within the time prescribed by the Contract, the Contractor must credit to Canada an amount equal to the per diem rate (based on a 7.5-hour workday) of the required resource for each day (or partial day) of delay in providing the resource, up to a maximum of 10 days.
- (B) **Corrective Measures:** If credits are payable under this Article for two consecutive months or for three months in any twelve-month period, the Contractor must submit a written action plan describing measures it will implement or actions it will undertake to eliminate the recurrence of the problem. The Contractor will have *five working days* to deliver the action plan to the Client and the Contracting Authority and 20 working days to rectify the underlying problem.
- (C) **Termination for Failure to Meet Availability Level:** In addition to any other rights it has under the Contract, Canada may terminate the Contract for default by giving the Contractor three months' written notice of its intent, if :
- (1) the total amount of credits for a given monthly billing cycle reach a level of 10% of the total billing for that month; or
- (2) the corrective measures required of the Contractor described above are not met.
- This termination will be effective when the three month notice period expires, unless Canada determines that the Contractor has implemented the corrective measures to Canada's satisfaction during those three months.
- (ii) **Credits Apply during Entire Contract Period:** The Parties agree that the credits apply throughout the Contract Period.
- (iii) **Credits represent Liquidated Damages:** The Parties agree that the credits are liquidated damages and represent their best pre-estimate of the loss to Canada in the event of the applicable failure. No credit is intended to be, nor will it be construed as, a penalty.
- (iv) **Canada's Right to Obtain Payment:** The Parties agree that these credits are a liquidated debt. To collect the credits, Canada has the right to hold back, draw back,

deduct or set off from and against any money Canada owes to the Contractor from time to time.

- (v) **Canada's Rights & Remedies not Limited:** The Parties agree that nothing in this Article limits any other rights or remedies to which Canada is entitled under the Contract (including the right to terminate the Contract for default) or under the law generally.
- (vi) **Audit Rights:** The Contractor's calculation of credits under the Contract is subject to verification by government audit, at the Contracting Authority's discretion, before or after payment is made to the Contractor. The Contractor must cooperate fully with Canada during the conduct of any audit by providing Canada with access to any records and systems that Canada considers necessary to ensure that all credits have been accurately credited to Canada in the Contractor's invoices. If an audit demonstrates that past invoices contained errors in the calculation of the credits, the Contractor must pay to Canada the amount the audit reveals was required to be credited to Canada, plus interest, from the date Canada remitted the excess payment until the date of the refund (the interest rate is the Bank of Canada's discount annual rate of interest in effect on the date the credit was first owed to Canada, plus 1.25% per year). If, as a result of conducting an audit, Canada determines that the Contractor's records or systems for identifying, calculating or recording the credits are inadequate, the Contractor must implement any additional measures required by the Contracting Authority.
- (f) **No Responsibility to Pay for Work not performed due to Closure of Government Offices**
 - (i) Where the Contractor, its employees, subcontractors, or agents are providing services on government premises under the Contract and those premises are inaccessible because of the evacuation or closure of government offices, and as a result no work is performed, Canada is not responsible for paying the Contractor for work that otherwise would have been performed if there had been no evacuation or closure.
 - (ii) If, as a result of any strike or lock-out, the Contractor or its employees, subcontractors or agents cannot obtain access to government premises and, as a result, no work is performed, Canada is not responsible for paying the Contractor for work that otherwise would have been performed if the Contractor had been able to gain access to the premises.

7.10 Invoicing Instructions

- (a) The Contractor must submit invoices in accordance with the information required in the General Conditions.
- (b) The Contractor's invoice must include a separate line item for each subparagraph in the Basis of Payment provision, and must show all applicable Task Authorization numbers.
- (c) By submitting invoices the Contractor is certifying that the goods and services have been delivered and that all charges are in accordance with the Basis of Payment provision of the Contract, including any charges for work performed by subcontractors.
- (d) The Contractor must provide the original and two copies of each invoice to the DND Procurement Representative, and a copy to the Contracting Authority.

7.11 Certifications

Compliance with the certifications provided by the Contractor in its bid or any TA quotation is a condition of the Contract and subject to verification by Canada during the entire Contract Period. If the Contractor does not comply with any certification or it is determined that any certification made by the Contractor is

untrue, whether made knowingly or unknowingly, Canada has the right, under the default provision of the Contract, to terminate the Contract for default.

7.12 Federal Contractors Program for Employment Equity - Default by Contractor

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

7.13 Applicable Laws

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

7.14 Priority of Documents

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

- (a) these Articles of Agreement, including any individual SACC clauses incorporated by reference in these Articles of Agreement;
- (b) Supplemental General Conditions, in the following order:
 - (i) 4006 (2010-08-16), Supplemental General Conditions - Contractor to Own Intellectual Property Rights in Foreground Information;
- (c) General Conditions 2035 (2014-09-25);
- (d) Annex A, Statement of Work - Annex A including its Appendices as follows:
 - (i) Appendix A to Annex A - Tasking Assessment Procedure;
 - (ii) Appendix B to Annex A - Task Authorization (TA) Form;
 - (iii) Appendix C to Annex A - Resource Assessment Criteria and Response Table;
 - (iv) Appendix D to Annex A - Certifications at the TA stage;
- (e) Annex B, Basis of Payment;
- (f) Annex C, Security Requirements Check List;
- (g) the signed Non-Disclosure Agreement;
- (h) the signed Task Authorizations including any required Certifications;
- (i) Supply Arrangement Number EN578-055605/xxx/EI (the "Supply Arrangement"); and
- (j) the Contractor's bid dated _____ (*insert date of bid*), as amended _____ (*insert date(s) of amendment(s) if applicable*).

7.15 Defence Contract

- (a) SACC Manual clause A9006C (2012-07-16) Defence Contract

7.16 Foreign Nationals (Canadian Contractor)

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

Note to Bidders: *Either this clause or the one that follows, whichever applies (based on whether the successful bidder is a Canadian Contractor or Foreign Contractor), will be included in any resulting contract.*

7.17 Foreign Nationals (Foreign Contractor)

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

7.18 Insurance Requirements**(a) Compliance with Insurance Requirements**

- (i) The Contractor must comply with the insurance requirements specified in this Article. 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.
- (ii) 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.
- (iii) The Contractor should 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. Coverage must be placed with an Insurer licensed to carry out business in Canada and the Certificate of Insurance must confirm that the insurance policy complying with the requirements is in force. If the Certificate of Insurance has not been completed and submitted as requested, the Contracting Authority will so inform the Contractor and provide the Contractor 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 the time period will constitute a default under the General Conditions. The Contractor must, if requested by the Contracting Authority, forward to Canada a certified true copy of all applicable insurance policies.

(b) Commercial General Liability Insurance

- (i) The Contractor must obtain Commercial General Liability Insurance, and maintain it in force throughout the duration of the Contract, in an amount usual for a contract of this nature, but for not less than \$2,000,000 per accident or occurrence and in the annual aggregate.
- (ii) The Commercial General Liability policy must include the following:
 - (A) Additional Insured: Canada is added as an additional insured, but only with respect to liability arising out of the Contractor's performance of the Contract. The interest of Canada should read as follows: Canada, as represented by Public Works and Government Services Canada.
 - (B) Bodily Injury and Property Damage to third parties arising out of the operations of the Contractor.

- (C) Products and Completed Operations: Coverage for bodily injury or property damage arising out of goods or products manufactured, sold, handled, or distributed by the Contractor and/or arising out of operations that have been completed by the Contractor.
- (D) Personal Injury: While not limited to, the coverage must include Violation of Privacy, Libel and Slander, False Arrest, Detention or Imprisonment and Defamation of Character.
- (E) Cross Liability/Separation of Insureds: Without increasing the limit of liability, the policy must protect all insured parties to the full extent of coverage provided. Further, the policy must apply to each Insured in the same manner and to the same extent as if a separate policy had been issued to each.
- (F) Blanket Contractual Liability: The policy must, on a blanket basis or by specific reference to the Contract, extend to assumed liabilities with respect to contractual provisions.
- (G) Employees and, if applicable, Volunteers must be included as Additional Insured.
- (H) Employers' Liability (or confirmation that all employees are covered by Worker's compensation (WSIB) or similar program)
- (I) Broad Form Property Damage including Completed Operations: Expands the Property Damage coverage to include certain losses that would otherwise be excluded by the standard care, custody or control exclusion found in a standard policy.
- (J) Notice of Cancellation: The Insurer will endeavour to provide the Contracting Authority thirty (30) days written notice of policy cancellation.
- (K) If the policy is written on a claims-made basis, coverage must be in place for a period of at least 12 months after the completion or termination of the Contract.
- (L) Owners' or Contractors' Protective Liability: Covers the damages that the Contractor becomes legally obligated to pay arising out of the operations of a subcontractor.
- (M) Advertising Injury: While not limited to, the endorsement must include coverage for piracy or misappropriation of ideas, or infringement of copyright, trademark, title or slogan.

(c) Errors and Omissions Liability Insurance

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

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

7.19 Controlled Goods Program

- (a) SACC Manual Clause A9131C (2014-06-26) Controlled Goods Program - Contract
- (b) SACC Manual Clause B4060C (2011-05-16) Controlled Goods

7.20 Limitation of Liability - Information Management/Information Technology

- (a) This section applies despite any other provision of the Contract and replaces the section of the general conditions entitled "Liability". Any reference in this section to damages caused by the Contractor also includes damages caused by its employees, as well as its subcontractors, agents, and representatives, and any of their employees. This section applies regardless of whether the claim is based in contract, tort, or another cause of action. The Contractor is not liable to Canada with respect to the performance of or failure to perform the Contract, except as described in this section and in any section of the Contract pre-establishing any liquidated damages. The Contractor is only liable for indirect, special or consequential damages to the extent described in this Article, even if it has been made aware of the potential for those damages.
- (b) **First Party Liability:**
 - (i) The Contractor is fully liable for all damages to Canada, including indirect, special or consequential damages, caused by the Contractor's performance or failure to perform the Contract that relate to:
 - (A) any infringement of intellectual property rights to the extent the Contractor breaches the section of the General Conditions entitled "Intellectual Property Infringement and Royalties";
 - (B) physical injury, including death.
 - (ii) The Contractor is liable for all direct damages affecting real or tangible personal property owned, possessed, or occupied by Canada.
 - (iii) Each of the Parties is liable for all direct damages resulting from any breach of confidentiality under the Contract. Each of the Parties is also liable for all indirect, special or consequential damages in respect of any unauthorized disclosure of the other Party's trade secrets (or trade secrets of a third party provided by one Party to another under the Contract) relating to information technology.
 - (iv) The Contractor is liable for all direct damages relating to any encumbrance or claim relating to any portion of the Work for which Canada has made any payment. This does not apply to encumbrances or claims relating to intellectual property rights, which are addressed under (i)(A) above.
 - (v) The Contractor is also liable for any other direct damages to Canada caused by the Contractor in any way relating to the Contract, including:
 - (A) any breach of the warranty obligations under the Contract, up to the total amount paid by Canada (including any applicable taxes) for the goods and services affected by the breach of warranty; and

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

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

- (vi) If Canada's records or data are harmed as a result of the Contractor's negligence or willful act, the Contractor's only liability is, at the Contractor's own expense, to restore Canada's records and data using the most recent back-up kept by Canada. Canada is responsible for maintaining an adequate back-up of its records and data.
- (c) **Third Party Claims:**
- (i) Regardless of whether a third party makes its claim against Canada or the Contractor, each Party agrees that it is liable for any damages that it causes to any third party in connection with the Contract as set out in a settlement agreement or as finally determined by a court of competent jurisdiction, where the court determines that the Parties are jointly and severally liable or that one Party is solely and directly liable to the third party. The amount of the liability will be the amount set out in the settlement agreement or determined by the court to have been the Party's portion of the damages to the third party. No settlement agreement is binding on a Party unless its authorized representative has approved the agreement in writing.
- (ii) If Canada is required, as a result of joint and several liability, to pay a third party in respect of damages caused by the Contractor, the Contractor must reimburse Canada by the amount finally determined by a court of competent jurisdiction to be the Contractor's portion of the damages to the third party. However, despite Sub-article (i), with respect to special, indirect, and consequential damages of third parties covered by this Section, the Contractor is only liable for reimbursing Canada for the Contractor's portion of those damages that Canada is required by a court to pay to a third party as a result of joint and several liability that relate to the infringement of a third party's intellectual property rights; physical injury of a third party, including death; damages affecting a third party's real or tangible personal property; liens or encumbrances on any portion of the Work; or breach of confidentiality.
- (iii) The Parties are only liable to one another for damages to third parties to the extent described in this Sub-article (c).

7.21 Joint Venture Contractor

- (a) The Contractor confirms that the name of the joint venture is and that it is comprised of the following members: *[list all the joint venture members named in the Contractor's original bid]*.
- (b) With respect to the relationship among the members of the joint venture Contractor, each member agrees, represents and warrants (as applicable) that:

- (i) [REDACTED] has been appointed as the “representative member” of the joint venture Contractor and has fully authority to act as agent for each member regarding all matters relating to the Contract;
 - (ii) by giving notice to the representative member, Canada will be considered to have given notice to all the members of the joint venture Contractor; and
 - (iii) all payments made by Canada to the representative member will act as a release by all the members.
- (c) All the members agree that Canada may terminate the Contract in its discretion if there is a dispute among the members that, in Canada’s opinion, affects the performance of the Work in any way.
 - (d) All the members are jointly and severally or solidarily liable for the performance of the entire Contract.
 - (e) The Contractor acknowledges that any change in the membership of the joint venture (i.e., a change in the number of members or the substitution of another legal entity for an existing member) constitutes an assignment and is subject to the assignment provisions of the General Conditions.
 - (f) The Contractor acknowledges that all security and controlled goods requirements in the Contract, if any, apply to each member of the joint venture Contractor.

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

7.22 Professional Services - General

- (a) The Contractor must provide professional services on request as specified in this Contract. If the Contractor is unable to provide the services of an individual named in the Contract due to the death, sickness, extended leave (including parental leave or disability leave), retirement, resignation or dismissal for cause of that individual, within five business days of Canada’s knowledge of the unavailability of the individual the Contractor may propose a replacement to the Technical Authority, providing:
 - (i) the reason for the substitution with substantiating documentation acceptable to the Technical Authority;
 - (ii) the name, qualifications and experience of a proposed replacement immediately available for work; and
 - (iii) proof that the proposed replacement has the required security clearance granted by Canada, if applicable.
- (b) All resources provided by the Contractor must meet the qualifications described in the Contract (including those relating to previous experience, professional designation, education, language proficiency and security clearance) and must be competent to provide the required services by any delivery dates described in the Contract.
- (c) If the Contractor fails to deliver any deliverable (excluding delivery of a specific individual) 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 ten 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.

- (d) In General Conditions 2035, the Section titled "Replacement of Specific Individuals" is deleted and the following applies instead:

Replacement of Specific Individuals

- (i) If the Contractor is unable to provide the services of any specific individual identified in the Contract to perform the services, the Contractor must within five working days of the individual's departure or failure to commence Work (or, if Canada has requested the replacement, within 72 hours of Canada's notice of the requirement for a replacement) provide to the Technical Authority:
- (A) the name, qualifications and experience of a proposed replacement immediately available for Work; and
 - (B) security information on the proposed replacement as specified by Canada, if applicable.

The replacement must have qualifications and experience that meet or exceed those obtained for the original resource.

- (ii) Subject to an Excusable Delay, where Canada becomes aware that a specific individual identified under the Contract to provide services has not been provided or is not performing, the Contracting Authority may elect to:
- (A) exercise Canada's rights or remedies under the Contract or at law, including terminating the Contract for default under Section titled "Default of the Contractor", or
 - (B) assess the information provided under (c) (i) above or, if it has not yet been provided, require the Contractor propose a replacement to be rated by the Technical Authority. The replacement must have qualifications and experience that meet or exceed those obtained for the original resource and be acceptable to Canada. Upon assessment of the replacement, Canada may accept the replacement, exercise the rights in (ii) (A) above, or require another replacement in accordance with this subarticle (c).

Where an Excusable Delay applies, Canada may require (c) (ii) (B) above instead of terminating under the "Excusable Delay" Section. An Excusable Delay does not include resource unavailability due to allocation of the resource to another Contract or project (including those for the Crown) being performed by the Contractor or any of its affiliates.

- (iii) The Contractor must not, in any event, allow performance of the Work by unauthorized replacement persons. The Contracting Authority may order that a resource stop performing the Work. In such a case, the Contractor must immediately comply with the order. The fact that the Contracting Authority does not order that a resource stop performing the Work does not relieve the Contractor from its responsibility to meet the requirements of the Contract.
- (iv) The obligations in this article apply despite any changes that Canada may have made to the Client's operating environment.

7.23 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.

7.24 Representations and Warranties

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

7.25 Access to Canada's Property and Facilities

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

7.26 Implementation of Professional Services

If similar professional services are currently being provided by another supplier or by Canada's own personnel, the Contractor is responsible for ensuring that the transition to the professional services it provides under the Contract is completed in a way that does not disrupt Canada's operations or users, and does not result in any interim degradation to the timeliness or quality of service. The Contractor is solely responsible for any additional training required by its resources to perform the Work, and time spent by resources on that training or becoming familiar with the Client's environment must not be charged to Canada. The transition will be considered complete once the Contractor has demonstrated, to the satisfaction of the Technical Authority, that it is ready and able to carry out the Work. The transition must be complete by no later than 10 working days after the Contract is awarded. All costs associated with establishing itself to provide the professional services are the responsibility of the Contractor.

7.27 Transition Services at End of Contract Period

The Contractor agrees that, in the period leading up to the end of the Contract Period and for up to ten working days afterwards, it will make all reasonable efforts to assist Canada in the transition from the Contract to a new contract with another supplier. The Contractor agrees that there will be no charge for these services.

7.28 Identification Protocol Responsibilities

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

- (a) Contractor Representatives who attend a Government of Canada meeting (whether internal or external to Canada's offices) must identify if an individual is not a permanent employee of the Contractor prior to the commencement of the meeting, to ensure that each meeting participant is aware of the fact that the individual is not a Contractor permanent employee;
- (b) During the performance of any Work at a Government of Canada site, each Contractor Representative must be clearly identified at all times as being a Contractor Representative; and
- (c) If a Contractor Representative requires the use of the Government of Canada's e-mail system in the performance of the Work, then the individual must clearly identify him or herself as an agent or subcontractor of the Contractor in all electronic mail in the signature block as well as under "Properties." This identification protocol must also be used in all other correspondence, communication, and documentation.
- (d) If Canada determines that the Contractor is in breach of any obligation stated in this Article, upon written notice from Canada the Contractor must submit a written action plan describing corrective measures it will implement to eliminate the recurrence of the problem. The Contractor will have five working days to deliver the action plan to the Client and the Contracting Authority, and twenty working days to rectify the underlying problem.
- (e) In addition to any other rights it has under the Contract, Canada may terminate the Contract for default if the corrective measures required of the Contractor described above are not met.

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ANNEX A

STATEMENT OF WORK (SOW)

WORKSTREAM 1 - DEVELOPMENT SERVICES

The SOW document follows in PDF format.

A Word version of this document is available by sending a request by e-mail to gail.cook@tpsgc-pwgsc.gc.ca.

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ANNEX A

STATEMENT OF WORK (SOW)

WORKSTREAM 2 - SUPPORT SERVICES

The SOW document follows in PDF format.

A Word version of this document is available by sending a request by e-mail to gail.cook@tpsgc-pwgsc.gc.ca.

APPENDIX A TO ANNEX A

TASKING ASSESSMENT PROCEDURE

1. Where a requirement for a specific task is identified, a draft Task Authorization Form (TA Form) as attached at Appendix B to Annex A will be provided to the Contractor in accordance with the allocation methodology stated in the Contract Article titled "Allocation of Task Authorizations"., Once a draft TA Form is received the Contractor must submit to the DND Procurement Representative a quotation of rates to supply the requested Resource Categories based on the information identified in the TA Form. The quotation must be signed and submitted to Canada within the time for response identified in the TA Form. The Contractor will be given a minimum of 2 working days turnaround time to submit a quotation.
2. For each proposed resource the Contractor must supply a résumé, the requested security clearance information and must complete the Response Tables at Appendix C of Annex A applicable to the Resource Categories identified in the draft TA. The same individual must not be proposed for more than one Resource Category. The résumés must demonstrate that each proposed individual meets the qualification requirements described (including any educational requirements, work experience requirements, and professional designation or membership requirements). With respect to the proposed resources:
 - (A) Proposed resources may be employees of the Contractor or employees of a subcontractor, or these individuals may be independent contractors to whom the Contractor would subcontract a portion of the Work. (Refer to Appendix D to Annex A, Certifications).
 - (B) For educational requirements for a particular degree, designation or certificate, Canada will only consider educational programmes that were successfully completed by the resource before the date the draft TA was first issued to the Contractor.
 - (C) For requirements relating to professional designation or membership, the resource must have the required designation or membership by the time of draft TA issuance and must continue, where applicable, to be a member in good standing of the profession or membership throughout the assessment period and Contract Period. Where the designation or membership must be demonstrated through a certification, the certification must be current, valid and issued by the entity specified in this Contract or if the entity is not specified an accredited or otherwise recognized body, institution or entity.
 - (D) For work experience, Canada will not consider experience gained as part of an educational programme, except for experience gained through a formal co-operative programme at a post-secondary institution.
 - (E) For any requirements that specify a particular time period (e.g., 2 years) of work experience, Canada will disregard any information about experience if the résumé does not include the relevant dates (month and year) for the experience claimed (i.e., the start date and end date). Canada will evaluate only the duration that the resource actually worked on a project or projects (from his or her start date to end date), instead of the overall start and end date of a project or a combination of projects in which a resource has participated.
 - (F) A résumé must not simply indicate the title of the individual's position, but must demonstrate that the resource has the required work experience by explaining the responsibilities and work performed by the individual while in that position. Only listing experience without providing any supporting data to describe responsibilities, duties and relevance to the requirement, or reusing the same wording as the TA Form, will not be

considered “demonstrated” for the purposes of the assessment. The Contractor should provide complete details as to where, when, month and year, and how, through which activities/responsibilities, the stated qualifications / experience were obtained. In situations in which a proposed resource worked at the same time on more than one project, the duration of any overlapping time period will be counted only once toward any requirements that relate to the individual's length of experience.

3. The qualifications and experience of the proposed resources will be assessed against the requirements set out in Appendix C to Annex A to determine each proposed resource's compliance with the mandatory and rated criteria. Canada may request proof of successful completion of formal training, as well as reference information. Canada may conduct reference checks to verify the accuracy of the information provided. If reference checks are done, they will be conducted in writing by e-mail (unless the contact at the reference is only available by telephone). Canada will not assess any points or consider a mandatory criteria met unless the response is received within 5 working days. On the third working day after sending out the e-mails, if Canada has not received a response, Canada will notify the Contractor by e-mail, to allow the Contractor to contact its reference directly to ensure that it responds to Canada within 5 working days. Wherever information provided by a reference differs from the information supplied by the Contractor, the information supplied by the reference will be the information assessed. Points will not be allocated or a mandatory criteria considered as met if the reference customer is not a customer of the Contractor itself (for example, the customer cannot be the customer of an affiliate of the Contractor). Nor will points be allocated or a mandatory criteria considered as met if the customer is itself an affiliate or other entity that does not deal at arm's length with the Contractor. Crown references will be accepted.
4. During the assessment of the resources proposed, should the references for two or more resources required under that TA either be unavailable or fail to substantiate the required qualifications of the proposed resources to perform the required services, the Contractor's quotation will be found to be non-responsive.
5. Only quotations that meet all of the mandatory criteria will be considered for assessment of the point rated criteria. Each resource proposed must attain the required minimum score for the point rated criteria for the applicable Resource Category. If the minimum score for any proposed resource is less than what is required, the Contractor's quotation will be found to be non-responsive.
6. Once the quotation has been accepted by the DND Procurement Representative, the TA Form will be signed by Canada and provided to the Contractor for signature. The TA Form must be appropriately signed by Canada prior to commencement of any work. The Contractor must not commence work until a validly issued TA Form (the Task Authorization) has been received, and any work performed in its absence is done at the Contractor's own risk.

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APPENDIX B TO ANNEX A TASK AUTHORIZATION FORM

All invoices/progress claims must show the referenced Contract and Task numbers. Toutes les factures doivent indiquer les numéros du contrat et de la tâche.		Contract no. - No du contrat
		Task no. - No de la tâche
Amendment no. - No de la modification	Increase/Decrease - Augmentation/Réduction	Previous value - Valeur précédente
To - À	<p>TO THE CONTRACTOR</p> <p>You are requested to supply the following services in accordance with the terms of the above referenced Contract. Only services included in the Contract can be supplied against this task.</p> <p>Please advise the undersigned if the completion date cannot be met. Invoices/progress claims shall be prepared in accordance with the instructions set out in the contract.</p>	
Delivery location - Expédiez à	<p>À L'ENTREPRENEUR</p> <p>Vous êtes prié de fournir les services suivants en conformité des termes du contrat mentionné ci-dessus. Seules les services mentionnés dans le contrat doivent être fournis à l'appui de cette demande.</p> <p>Prière d'aviser le signataire si la livraison ne peut se faire dans les délais prescrits. Les factures doivent être établies selon les instructions énoncées dans le contrat.</p>	
Delivery/Completion date - Date de livraison/d'achèvement	<p>_____</p> <p style="text-align: center;">Date</p> <p style="text-align: center;">for the Department of National Defence pour le ministère de la Défense nationale</p>	
From - De : To - À :		
Contract item no. No d'article du contrat	Services	Cos Prix
		Applicable Taxes Taxes applicables
		Total
	<p>TECHNICAL AUTHORITY :</p> <p>_____</p> <p style="display: flex; justify-content: space-between;"> Name (type or print) Title (type or print) </p> <p>_____</p> <p style="display: flex; justify-content: space-between;"> Signature Date </p> <p>THE CONTRACTOR HEREBY ACCEPTS THE TASK AUTHORIZATION IDENTIFIED ABOVE :</p> <p>_____</p> <p style="display: flex; justify-content: space-between;"> Name (type or print) Title (type or print) </p> <p>_____</p> <p style="display: flex; justify-content: space-between;"> Signature Date </p>	

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APPLICABLE ONLY TO PWGSC CONTRACTS: The Contracting Authority signature is required when the total value of the DND 626 exceeds the threshold specified in the Contract.

NE S'APPLIQUE QU' AUX CONTRATS DE TPSGC : La signature de l'autorité contractante est requise lorsque la valeur totale du formulaire DND 626 est supérieure au seuil précisé dans le contrat.

for the Department of Public Works and Government Services
pour le ministère des Travaux publics et services gouvernementaux

DND 626 (01-05)

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APPENDIX C TO ANNEX A RESOURCES ASSESSMENT CRITERIA AND RESPONSE TABLE

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

Note to Bidders: Attachment 4.1 - Evaluation Criteria to be inserted and will form part of the resulting Contract.

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APPENDIX D TO ANNEX A CERTIFICATIONS AT THE TA STAGE

The following Certifications are to be used, as applicable. If they apply, they must be signed and attached to the Contractor's quotation when it is submitted to Canada.

1. CERTIFICATION OF EDUCATION AND EXPERIENCE

The Contractor certifies that all the information provided in the résumés and supporting material proposed for completing the subject work, particularly the information pertaining to education, achievements, experience and work history, has been verified by the Contractor to be true and accurate. Furthermore, the Contractor warrants that every individual proposed by the Contractor for the requirement is capable of performing the Work described in the Task Authorization.

Print name of authorized individual & sign above _____
Date

2. CERTIFICATION OF AVAILABILITY OF PERSONNEL

The Contractor certifies that, should it be authorized to provide services under this Task Authorization, the persons proposed in the quotation will be available to commence performance of the work within a reasonable time from the date of issuance of the valid Task Authorization, or within the time specified in the TA Form, and will remain available to perform the work in relation to the fulfillment of the requirement.

Print name of authorized individual & sign above _____
Date

3. CERTIFICATION OF STATUS OF PERSONNEL

If the Contractor has proposed any individual who is not an employee of the Contractor, the Contractor certifies that it has permission from that individual to propose his/her services in relation to the Work to be performed under this TA and to submit his/her résumé to Canada. At any time during the Contract the Contractor must, upon request from the Contracting Authority, provide the written confirmation, signed by the individual, of the permission that was given to the Contractor of his/her availability. Failure to comply with the request may result in a default under the Contract in accordance with the General Conditions.

Print name of authorized individual & sign above _____
Date

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4. CERTIFICATION OF LANGUAGE - ENGLISH

The Contractor certifies that the proposed resource(s) in response to this draft Task Authorization is/are fluent in English. The individual(s) proposed must be able to communicate orally and in writing in English without any assistance and with minimal errors.

Print name of authorized individual & sign above

Date

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ANNEX B

BASIS OF PAYMENT

WORKSTREAM 1 - DEVELOPMENT SERVICES

Resource Category	Level of Expertise	Firm Per Diem Rates				
		Contract Period - Year 1	Contract Period - Year 2	Option Period - Year 3	Option Period - Year 4	Option Period - Year 5
A.1 Application/Software Architect	3	\$	\$	\$	\$	\$
A.7 Programmer/Analyst	3	\$	\$	\$	\$	\$
A.7 Programmer/Analyst	2	\$	\$	\$	\$	\$
A.7 Programmer/Analyst	1	\$	\$	\$	\$	\$
P.9 Project Manager	3	\$	\$	\$	\$	\$

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ANNEX B**BASIS OF PAYMENT****WORKSTREAM 2 - SUPPORT SERVICES**

Resource Category	Level of Expertise	Firm Per Diem Rates				
		Contract Period - Year 1	Contract Period - Year 2	Option Period - Year 3	Option Period - Year 4	Option Period - Year 5
A.11 Tester	3	\$	\$	\$	\$	\$
A.11 Tester	2	\$	\$	\$	\$	\$
B.11 Instructor IT	3	\$	\$	\$	\$	\$
B.13 Operations Support Specialist	2	\$	\$	\$	\$	\$
B.14 Technical Writer	3	\$	\$	\$	\$	\$
I.2 Database Administrator	3	\$	\$	\$	\$	\$
P.11 Quality Assurance Specialist/Analyst	3	\$	\$	\$	\$	\$

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

Contract Number / Numéro du contrat Common PS SRCL#7
Security Classification / Classification de sécurité UNCLASSIFIED

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 type="checkbox"/> No / Non	<input checked="" 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 :	

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PART A (Continued) / PARTIE A (Suite)

7. c) Level of Information / Niveau d'information

PROTECTED A PROTÉGÉ A	<input checked="" type="checkbox"/>	NATO UNCLASSIFIED NATO NON CLASSIFIÉ	<input type="checkbox"/>	PROTECTED A PROTÉGÉ A	<input type="checkbox"/>
PROTECTED B PROTÉGÉ B	<input checked="" type="checkbox"/>	NATO RESTRICTED NATO DIFFUSION RESTREINTE	<input type="checkbox"/>	PROTECTED B PROTÉGÉ B	<input type="checkbox"/>
PROTECTED C PROTÉGÉ C	<input type="checkbox"/>	NATO CONFIDENTIAL NATO CONFIDENTIEL	<input type="checkbox"/>	PROTECTED C PROTÉGÉ C	<input type="checkbox"/>
CONFIDENTIAL CONFIDENTIEL	<input type="checkbox"/>	NATO SECRET NATO SECRET	<input type="checkbox"/>	CONFIDENTIAL CONFIDENTIEL	<input type="checkbox"/>
SECRET SECRET	<input type="checkbox"/>	COSMIC TOP SECRET COSMIS TRÈS SECRET	<input type="checkbox"/>	SECRET SECRET	<input type="checkbox"/>
TOP SECRET TRÈS SECRET	<input type="checkbox"/>			TOP SECRET TRÈS SECRET	<input type="checkbox"/>
TOP SECRET (SIGINT) TRÈS SECRET	<input type="checkbox"/>			TOP SECRET (SIGINT) TRÈS SECRET	<input type="checkbox"/>

8. Will the supplier require access to PROTECTED and/or CLASSIFIED COMSEC information or assets? No / Yes /
Non Oui

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

If Yes, indicate the level of sensitivity:

Dans l'affirmative, indiquer le niveau de sensibilité :

9. Will the supplier require access to extremely sensitive INFOSEC information or assets? No / Yes /
Non Oui

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

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

Document Number / Numéro du document :

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

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

- RELIABILITY STATUS
COTE DE FIABILITÉ
- CONFIDENTIAL
CONFIDENTIEL
- SECRET
SECRET
- TOP SECRET
TRÈS SECRET
- TOP SECRET - SIGINT
TRÈS SECRET - SIGINT
- NATO CONFIDENTIAL
NATO CONFIDENTIEL
- NATO SECRET
NATO SECRET
- COSMIC TOP SECRET
COSMIS TRÈS SECRET
- SITE ACCESS
ACCÈS AUX EMBLEMES

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? No Yes
Non Oui

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

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? No Yes
Non Oui

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

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

PART C (Continued) / PARTIE C (Suite)**PRODUCTION**

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

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

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

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			
	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
Information / Assets Renseignements / Biens	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>					
Production										
IT Media / Support TI	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>					
IT Link / Lien électronique										

COMSEC										
Category Catégorie	PROTECTED PROTÉGÉ			CONFIDENTIAL CONFIDENTIEL	SECRET	TOP SECRET TRÈS SECRET				
	A	B	C							
Information / Assets Renseignements / Biens										
Production										
IT Media / Support TI										

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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 PROTÉGÉS et/ou CLASSIFIÉS?

No
Non

Yes
Oui

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

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

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

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

No
Non

Yes
Oui

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

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

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**ANNEX D
NON-DISCLOSURE AGREEMENT**

I, _____, recognize that in the course of my work as an employee or subcontractor of _____, I may be given access to information by or on behalf of Canada in connection with the Work, pursuant to Contract Serial No. _____ between Her Majesty the Queen in right of Canada, represented by the Minister of Public Works and Government Services and the Minister of National Defence, including any information that is confidential or proprietary to third parties, and information conceived, developed or produced by the Contractor as part of the Work. For the purposes of this agreement, information includes but not limited to: any documents, instructions, guidelines, data, material, advice or any other information whether received orally, in printed form, recorded electronically, or otherwise and whether or not labeled as proprietary or sensitive, that is disclosed to a person or that a person becomes aware of during the performance of the Contract.

I agree that I will not reproduce, copy, use, divulge, release or disclose, in whole or in part, in whatever way or form any information described above to any person other than a person employed by Canada on a need to know basis. I undertake to safeguard the same and take all necessary and appropriate measures, including those set out in any written or oral instructions issued by Canada, to prevent the disclosure of or access to such information in contravention of this agreement.

I also acknowledge that any information provided to the Contractor by or on behalf of Canada must be used solely for the purpose of the Contract and must remain the property of Canada or a third party, as the case may be.

I agree that the obligation of this agreement will survive the completion of the Contract Serial No.:

Signature of resource
(include printed name)

Date

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ATTACHMENT 3.1**BID SUBMISSION FORM**

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

<p>Federal Contractors Program for Employment Equity (FCP EE) Certification:</p> <p>If the bidder is exempt, please indicate the basis for the exemption to the right. If the bidder does not fall within the exceptions enumerated to the right, the Program requirements do apply and the bidder is required either to:</p> <p>(a) submit to ESDC form LAB 1168, Certificate of Commitment to Implement Employment Equity, DULY SIGNED; or</p> <p>(b) submit a valid Certificate number confirming its adherence to the FCP-EE.</p> <p>Bidders are requested to include their FCP EE Certification or signed LAB 1168 with their bid; if this information is not provided in the bid, it must be provided upon request by the Contracting Authority during evaluation.</p> <p>For joint ventures, be sure to provide this information for each of the members of the joint venture.</p>	<p>On behalf of the bidder, by signing below, I also confirm that the bidder <i>[check the box that applies]</i>:</p> <p>(a) is not subject to Federal Contractors Program for Employment Equity (FCP-EE), because it has a workforce of less than 100 permanent full or part-time employees in Canada;</p> <p>(b) is not subject to FCP-EE, because it is a regulated employer under the <i>Employment Equity Act</i>;</p> <p>(c) is subject to the requirements of FCP-EE, because it has a workforce of 100 or more permanent full or part-time employees in Canada, but has not previously obtained a certificate number from Employment and Social Development Canada (ESDC) (having not bid on requirements of \$200,000 or more), in which case a duly signed certificate of commitment is attached; OR</p> <p>(d) is subject to FCP-EE, and has a valid certification number as follows: _____ (and has not been declared an Ineligible Contractor by HRSD).</p>
<p>Number of FTEs [Bidders are requested to indicate, the total number of full-time-equivalent positions that would be created and maintained by the bidder if it were awarded the Contract. This information is for information purposes only and will not be evaluated.]</p>	
<p>Security Clearance Level of Bidder <i>[include both the level and the date it was granted]</i></p>	
<p>On behalf of the bidder, by signing below, I confirm that I have read the entire bid solicitation including the documents incorporated by reference into the bid solicitation and I certify that:</p> <ol style="list-style-type: none"> 1. The bidder considers itself and its products able to meet all the mandatory requirements described in the bid solicitation; 2. This bid is valid for the period requested in the bid solicitation; 3. All the information provided in the bid is complete, true and accurate; and 4. If the bidder is awarded a contract, it will accept all the terms and conditions set out in the resulting contract clauses included in the bid solicitation. 	
<p>Signature of Authorized Representative of Bidder</p>	

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ATTACHMENT 4.1

BID EVALUATION CRITERIA

WORKSTREAM 1 - DEVELOPMENT SERVICES

The Bid Evaluation Criteria document follows in PDF format.

A Word version of this document is available by sending a request by e-mail to gail.cook@tpsgc-pwgsc.gc.ca.

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ATTACHMENT 4.1

BID EVALUATION CRITERIA

WORKSTREAM 2 - SUPPORT SERVICES

The Bid Evaluation Criteria document follows in PDF format.

A Word version of this document is available by sending a request by e-mail to gail.cook@tpsgc-pwgsc.gc.ca.

ATTACHMENT 4.2**PRICING SCHEDULE****WORKSTREAM 1 - DEVELOPMENT SERVICES**

In respect of the "Number of Days" listed below in (C), the estimated number of days is for evaluation purposes only during the solicitation process. The actual number of days during the Initial Contract Period and Option Periods may be more or less, as determined by the Technical Authority.

INITIAL CONTRACT PERIOD:

Contract Period - Year 1				
(A)	(B)	(C)	(D)	(E)
Resource Category	Level of Expertise	Estimated Number of Days	Firm Per Diem Rate or Median Rate whichever is higher	Total Cost (Cx D)
A.1 Application/Software Architect	3	460	\$	\$
A.7 Programmer/Analyst	3	1150	\$	\$
A.7 Programmer/Analyst	2	690	\$	\$
A.7 Programmer/Analyst	1	180	\$	\$
P.9 Project Manager	3	115	\$	\$
Total Price (Contract Period - Year 1):				\$ <TBD>

Contract Period - Year 2				
(A)	(B)	(C)	(D)	(E)
Resource Category	Level of Expertise	Estimated Number of Days	Firm Per Diem Rate or Median Rate whichever is higher	Total Cost (Cx D)
A.1 Application/Software Architect	3	460	\$	\$
A.7 Programmer/Analyst	3	1150	\$	\$
A.7 Programmer/Analyst	2	690	\$	\$
A.7 Programmer/Analyst	1	180	\$	\$
P.9 Project Manager	3	115	\$	\$
Total Price (Contract Period - Year 2):				\$ <TBD>

OPTION PERIODS:

Option Period - Year 3				
(A)	(B)	(C)	(D)	(E)
Resource Category	Level of Expertise	Estimated Number of Days	Firm Per Diem Rate or Median Rate whichever is higher	Total Cost (CxD)
A.1 Application/Software Architect	3	460	\$	\$
A.7 Programmer/Analyst	3	1150	\$	\$
A.7 Programmer/Analyst	2	690	\$	\$
A.7 Programmer/Analyst	1	180	\$	\$
P.9 Project Manager	3	115	\$	\$
Total Price (Option Period - Year 3):				\$ <TBD>

Option Period - Year 4				
(A)	(B)	(C)	(D)	(E)
Resource Category	Level of Expertise	Estimated Number of Days	Firm Per Diem Rate or Median Rate whichever is higher	Total Cost (CxD)
A.1 Application/Software Architect	3	460	\$	\$
A.7 Programmer/Analyst	3	1150	\$	\$
A.7 Programmer/Analyst	2	690	\$	\$
A.7 Programmer/Analyst	1	180	\$	\$
P.9 Project Manager	3	115	\$	\$
Total Price (Option Period - Year 4):				\$ <TBD>

Option Period - Year 5				
(A)	(B)	(C)	(D)	(E)
Resource Category	Level of Expertise	Estimated Number of Days	Firm Per Diem Rate or Median Rate whichever is higher	Total Cost (CxD)
A.1 Application/Software Architect	3	460	\$	\$
A.7 Programmer/Analyst	3	1150	\$	\$
A.7 Programmer/Analyst	2	690	\$	\$
A.7 Programmer/Analyst	1	180	\$	\$
P.9 Project Manager	3	115	\$	\$
Total Price (Option Period - Year 5):				\$ <TBD>

Total Bid Price - Workstream 1 - Development Services	
Total Initial Contract Period (Year 1, and Year 2) + Option Periods (Year 3, Year 4 and Year 5)	\$ <TBD>

ATTACHMENT 4.2
PRICING SCHEDULE
WORKSTREAM 2 - SUPPORT SERVICES

In respect of the "Number of Days" listed below in (C), the estimated number of days is for evaluation purposes only during the solicitation process. The actual number of days during the Initial Contract Period and Option Periods may be more or less, as determined by the Technical Authority.

INITIAL CONTRACT PERIOD:

Contract Period - Year 1				
(A)	(B)	(C)	(D)	(E)
Resource Category	Level of Expertise	Estimated Number of Days	Firm Per Diem Rate or Median Rate whichever is higher	Total Cost (Cx D)
A.11 Tester	3	690	\$	\$
A.11 Tester	2	120	\$	\$
B.11 Instructor IT	3	115	\$	\$
B.13 Operations Support Specialist	2	230	\$	\$
B.14 Technical Writer	3	115	\$	\$
I.2 Database Administrator	3	460	\$	\$
P.11 Quality Assurance Specialist/Analyst	3	230	\$	\$
Total Price (Contract Period - Year 1):				\$ <TBD>

Contract Period - Year 2				
(A)	(B)	(C)	(D)	(E)
Resource Category	Level of Expertise	Estimated Number of Days	Firm Per Diem Rate or Median Rate whichever is higher	Total Cost (Cx D)
A.11 Tester	3	690	\$	\$
A.11 Tester	2	120	\$	\$
B.11 Instructor IT	3	115	\$	\$
B.13 Operations Support Specialist	2	230	\$	\$
B.14 Technical Writer	3	115	\$	\$
I.2 Database Administrator	3	460	\$	\$
P.11 Quality Assurance Specialist/Analyst	3	230	\$	\$
Total Price (Contract Period - Year 2):				\$ <TBD>

OPTION PERIODS:

Option Period - Year 3				
(A)	(B)	(C)	(D)	(E)
Resource Category	Level of Expertise	Estimated Number of Days	Firm Per Diem Rate or Median Rate whichever is higher	Total Cost (Cx D)
A.11 Tester	3	690	\$	\$
A.11 Tester	2	120	\$	\$
B.11 Instructor IT	3	115	\$	\$
B.13 Operations Support Specialist	2	230	\$	\$
B.14 Technical Writer	3	115	\$	\$
I.2 Database Administrator	3	460	\$	\$
P.11 Quality Assurance Specialist/Analyst	3	230	\$	\$
Total Price (Option Period - Year 3):				\$ <TBD>

Option Period - Year 4				
(A)	(B)	(C)	(D)	(E)
Resource Category	Level of Expertise	Estimated Number of Days	Firm Per Diem Rate or Median Rate whichever is higher	Total Cost (Cx D)
A.11 Tester	3	690	\$	\$
A.11 Tester	2	120	\$	\$
B.11 Instructor IT	3	115	\$	\$
B.13 Operations Support Specialist	2	230	\$	\$
B.14 Technical Writer	3	115	\$	\$
I.2 Database Administrator	3	460	\$	\$
P.11 Quality Assurance Specialist/Analyst	3	230	\$	\$
Total Price (Option Period - Year 4):				\$ <TBD>

Option Period - Year 5				
(A)	(B)	(C)	(D)	(E)
Resource Category	Level of Expertise	Estimated Number of Days	Firm Per Diem Rate or Median Rate whichever is higher	Total Cost (Cx D)
A.11 Tester	3	690	\$	\$
A.11 Tester	2	120	\$	\$
B.11 Instructor IT	3	115	\$	\$
B.13 Operations Support Specialist	2	230	\$	\$
B.14 Technical Writer	3	115	\$	\$
I.2 Database Administrator	3	460	\$	\$
P.11 Quality Assurance Specialist/Analyst	3	230	\$	\$
Total Price (Option Period - Year 5):				\$ <TBD>

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Total Bid Price - Workstream 2 - Support Services	
Total Initial Contract Period (Year 1, and Year 2) + Option Periods (Year 3, Year 4 and Year 5)	\$ <TBD>

ATTACHMENT 5.1

FEDERAL CONTRACTORS PROGRAM FOR EMPLOYMENT EQUITY - CERTIFICATION

I, the Bidder, by submitting the present information to the Contracting Authority, certify that the information provided is true as of the date indicated below. The certifications provided to Canada are subject to verification at all times. I understand that Canada will declare a bid non-responsive, or will declare a contractor in default, if a certification is found to be untrue, whether during the bid evaluation period or during the contract period. Canada will have the right to ask for additional information to verify the Bidder's certifications. Failure to comply with such request by Canada will also render the bid non-responsive or will constitute a default under the Contract.

For further information on the Federal Contractors Program for Employment Equity visit ESDC-Labour's website.

Date: _____(YYYY/MM/DD) (If left blank, the date will be deemed to be the bid solicitation closing date.)

Complete both A and B.

A. Check only one of the following:

- () A1. The Bidder certifies having no work force in Canada.
- () A2. The Bidder certifies being a public sector employer.
- () A3. The Bidder certifies being a federally regulated employer being subject to the *Employment Equity Act*.
- () A4. The Bidder certifies having a combined work force in Canada of less than 100 employees (combined work force includes: permanent full-time, permanent part-time and temporary employees [temporary employees only includes those who have worked 12 weeks or more during a calendar year and who are not full-time students]).

A5. The Bidder has a combined workforce in Canada of 100 or more employees; and

- () A5.1. The Bidder certifies already having a valid and current Agreement to Implement Employment Equity (AIEE) in place with ESDC-Labour.

OR

- () A5.2. The Bidder certifies having submitted the Agreement to Implement Employment Equity (LAB1168) to ESDC-Labour. As this is a condition to contract award, proceed to completing the form Agreement to Implement Employment Equity (LAB1168), duly signing it, and transmit it to ESDC-Labour.

B. Check only one of the following:

- () B1. The Bidder is not a Joint Venture.

OR

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- () B2. The Bidder is a Joint venture and each member of the Joint Venture must provide the Contracting Authority with a completed annex Federal Contractors Program for Employment Equity - Certification. (Refer to the Joint Venture section of the Standard Instructions).

ANNEX A - STATEMENT OF WORK
WORKSTREAM 1 – DEVELOPMENT SERVICES

1.0 BACKGROUND

- 1.1. The Director Human Resources Information Management (DHRIM), in support of the Director Military Pay Accounts Processing (DMPAP) and on behalf of the Department of National Defence (DND), is responsible for the operation and management of enterprise-wide business applications supporting the administration of pay and pension services for all Canadian Armed Forces (CAF) members.
- 1.2. DND provides pay services to members of the CAF Regular Force and members of the Reserve Force on Class C service, and pension services to all CAF members, through the CAF Central Compensation Pay & Pension System (CCPS).
- 1.3. Pay services include the full range of services for the maintenance of the member's pay record, reflecting all transactions as well as all debits and credits to the member's account. These services include a wide variety of unique entitlements, adjustments, deductions, allowances, and allotments to third parties and payments to members.
- 1.4. Pension services support the services, earnings, eligibility, contributions, and member benefits capabilities under the Canadian Forces Superannuation Act (CFSA). It provides for recording of pension information, processing benefit payments, processing retroactive pay increases affecting lump sums and annuity payments, administering Supplementary Death Benefits, managing reports and queries, and operating automated interfaces.
- 1.5. CCPS provides services to over 130,000 active and retired CAF members. CAF pay and pension administration involves a community of over 400 individuals located in headquarters or pay offices across Canada and on bases and ships abroad. System users rely on the system to process pay and pension accurately and on time for a geographically dispersed CAF population.
- 1.6. CCPS provides management information to support personnel management and interfaces to a number of systems both internal and external to DND. The system provides the capability to support the management of members' loans, insurance, and special benefits. Many DND directorates and other government agencies make use of CCPS data derived from the pay and pension processes.
- 1.7. DND uses CCPS to provide pay services to Regular Force members and Reservists on Class C service for 60 days or more, and pension services to Regular Force and Reserve Force members, both active and retired. As well, the department provides pay and pension services to two other classes of Reservists – Class A and Class B, the Cadet Instructors Cadre, and the Canadian Rangers through a separate pay system known as the Revised Pay System for the Reserves (RPSR) which is not included within this Statement of Work (SOW). CCPS, however, does provide pension services to these additional classes and types of Reservists which is covered under this SOW. CCPS therefore interfaces with RPSR to receive pay information required for pension processing.

2.0 OBJECTIVE

- 2.1 DHRIM, on behalf of DND, has a requirement for informatics professional services to provide on-going application life cycle support to the CCPS on an as-and-when-requested basis.

3.0 SCOPE

- 3.1 The Contractor must provide information technology (IT) professional services to develop and implement software changes in response to mandated business process changes to existing CCPS application modules and maintain the CCPS operational data and application code in production.
- 3.2 CCPS application software changes are developed to respond to changes in business requirements or undertaken in response to planned system software or hardware changes in order to keep the CCPS application current and supportable.
- 3.3 In order to provide DHRIM with the services specified in this SOW, the Contractor must closely cooperate and coordinate all activities with the responsible DHRIM management staff, the DHRIM 9 Military Compensation Systems section and liaise as necessary with business client representatives, the DMPAP Business Function Requirements (BFR) team. The Contractor must demonstrate flexibility in making priority adjustments to activity scheduling requested by the Technical Authority (TA).

4.0 APPLICABLE DOCUMENTS

- 4.1 The following documents will be made available to the Contractor:
 - 4.1.1 CCPS Pay Process Overview;
 - 4.1.2 CCPS Pension Process Overview; and
 - 4.1.3 CCPS Development Standard.
- 4.2 The Contractor will be provided with any additional business and system documentation required to perform the work at the time of Task Authorization.

5.0 CONSTRAINTS

- 5.1 System Availability and Service Response Levels:

DND employees are continually monitoring and using the production CCPS application during business days and often in the evenings and on weekends. The CCPS application cannot be out of service for extended periods of time without significantly affecting CAF pay and pension activities and negatively affecting CAF members.
- 5.2 The Contractor must ensure the CCPS application is available to users at CAF Bases/units inside Canada from 03:00 hours through 19:00 hours, Eastern Standard Time, seven days per week.
- 5.3 The Contractor must meet the Service Level Standard for the CCPS application. The Service Level Standard defines operational problems as follows:
 - 5.3.1 Severity 1 problem – Total inability to access and use the CCPS application resulting in a critical impact on users;

- 5.3.2 Severity 2 problem – Ability to access and use the CCPS application but user operation is severely restricted; and
- 5.3.3 Severity 3 problem – Workaround or bypass available for reported problem.
- 5.4 Downtime commences when the TA notifies the Contractor by e-mail that the CCPS application is not available for use and ceases when the Contractor notifies the TA by e-mail that the cause or malfunction has been corrected and the CCPS application is available for use.
- 5.5 Response Time - The elapsed time from the report of a system outage, failure, or issue to start of restoration by the Contractor must not exceed:
 - 5.5.1 Maximum of one hour for Severity 1 problems;
 - 5.5.2 Maximum of four hours for Severity 2 problems; and
 - 5.5.3 Maximum of twenty-four hours for Severity 3 Problems.
- 5.6 Restoration Time - The elapsed time from a report of a system outage, failure, or issue to full restoration by the Contractor must not exceed:
 - 5.6.1 Maximum of eight hours for Severity 1 problems;
 - 5.6.2 Maximum of twenty-four hours for Severity 2 problems; and
 - 5.6.3 Maximum of seventy-two hours for Severity 3 problems.
- 5.7 The restoration times above are for full restoration of service. With concurrence of the TA, interim measures may be used to meet the required end-to-end availability of the CCPS application or service.
- 5.8 Predefined application maintenance and release schedules will be established and adhered to by the TA and the Contractor and administered through a departmentally-approved configuration and change management process. Unless otherwise authorized by the TA, application changes will normally be made during the application maintenance window outside of core business hours and if possible over a weekend. If emergency corrective action is required, the CCPS application can, if necessary, be disabled during core business hours for short periods of time or applied during the evening after 19:30 hours Eastern Standard Time. Disabling CCPS for emergency repair must be agreed to by both the TA and the Contractor.
- 5.9 Work performed under this SOW must be performed on-site in controlled-access DND office space within the National Capital Region (NCR). Unless otherwise approved by the TA, Contractor work will be performed during the normal working week calculated at 7.5 hours per day, Monday to Friday between the hours of 07:00 hours and 17:00 hours.
- 5.10 The Contractor is not permitted to remove any material or equipment associated with this work from DND premises.
- 5.11 DND will provide the Contractor with all hardware, software, network connectivity, documentation, information, and access to DND resources and stakeholders necessary for completion of this work.

6.0 TECHNICAL ENVIRONMENT

- 6.1 The CCPS application resides on an IBM mainframe using the z/OS operating system and is a custom application developed using IBM Visual Age Pacbase, a Computer-Aided Software Engineering (CASE) tool that uses a repository of application components to generate IBM DB2 data server schemas, Customer Information Control System (CICS) Basic Mapping Support (BMS) maps, and COBOL application programs. The data is maintained on an IBM DB2 database with both on-line current and historical instances. All applications and data reside on the Defence Enterprise Server Complex (DESC) located in Borden, Ontario. Access from user workstations utilizes generic CAF Base/Unit Local Area Network/Metropolitan Area Network (LAN/MAN) infrastructure and Defence Wide Area Network (DWAN) connectivity. There are neither local CCPS application servers nor local LAN configurations unique to CCPS.
- 6.2 The CCPS supports both on-line and batch processing. On-line processing refers to processing that is done immediately upon a user request; it is an event-driven process. Batch processing refers to processing that is done at a scheduled time, typically at night when no on-line processing is being done; it is a time-driven process. Batch processing can be run at any time if required. Batch interfaces provide for data exchange with DND internal and external organizations.
- 6.3 Access to the production system is restricted to authorized users at Base/Unit and central service Pay Offices. Users must provide a valid logon ID and password in order to access the system and access the application functions associated with their assigned profile. A user is defined as being a “pay user”, a “pension user”, or both. Local Access Control Officers (LACOs) are responsible for user profile administration to users at their pay/unit office. The Canadian Forces School of Administration and Logistics (CFSAL) Finance Instructors have access to non-production computer-based training databases.
- 6.4 The application is fully bilingual and allows the user to choose his or her preferred language when using CCPS. User reports are also fully bilingual. All printed material such as pay statements, tax slips, distributed to members, are either fully bilingual, or in the member’s preferred language of correspondence.
- 6.5 The CCPS technical architecture incorporates the following software components. DND does not anticipate significant divergence from these baseline technologies; however, DND does anticipate some upgrades of the software components including versions and releases during the Contract period:
 - 6.5.1 IBM Pacbase/Pacdesign - CASE tool;
 - 6.5.2 IBM DB2 Data Server;
 - 6.5.3 IBM CICS – Customer Information Control System on-line transaction processing software;
 - 6.5.4 IBM RMDS – Report Management Distribution System software;
 - 6.5.5 IBM MQSeries – Message delivery software;
 - 6.5.6 IBM TWS/OPC – Tivoli Workload Scheduler/Operations Planning and Control batch scheduler software;

- 6.5.7 IBM Host on Demand/Java – allows user access to the CCPS application from the DWAN via the enterprise web browser (Microsoft Internet Explorer);
 - 6.5.8 IBM Fortran – custom Fortran applications provided by the Office of the Superintendent of Financial Institutions (OSFI) for transfer value calculation;
 - 6.5.9 Problem Reporting Database – custom Microsoft Access database for tracking application problem reports; and
 - 6.5.10 Change Request Database – custom Microsoft Access database for tracking application changes.
- 6.6 Work History - CCPS application releases typically have a six-month cycle. Most releases contain legislative changes with a firm production implementation date. At any given time, four releases are under development at different stages:
- 6.6.1 One release in production with monthly maintenance changes;
 - 6.6.2 One release in planning, analysis, and design;
 - 6.6.3 One release in development and system testing; and
 - 6.6.4 One release in user acceptance testing.
- 6.7 There are multiple internal and external interfaces, which have a direct impact on information in the CCPS pay and pension databases. CCPS interfaces with the following systems and agencies:
- 6.7.1 Pay - The CCPS Pay Module exchanges data with the following other DND systems and external organizations in order to maintain complete up-to-date records for all CF members:
 - 6.7.1.1 Defence Resource Management Information System (DRMIS) is the corporate financial accounting system of DND. It records and maintains all financial transactions and provides summary and detailed financial accounting information. DRMIS is based on the commercial SAP R3 software. The expenditures associated with the centrally-generated payroll and allotment payments, allowances, and deductions are recorded in DRMIS as summary totals. Remittance payments for Canada Savings Bonds, provincial Medicare, insurance, and federal and provincial taxes are sent and processed by DRMIS. On a weekly basis, the pay system also accepts a list of valid financial account codes from DRMIS;
 - 6.7.1.2 DND Human Resources Management System (DND-HRMS) is the corporate human resources system for DND/CAF. It maintains personnel records for all DND civilians and CAF members, both Regular and Reserve. DND-HRMS is based on the Government of Canada version of the commercial PeopleSoft HR software. CCPS accepts member identification, enrolment, release, posting, service, and pay qualifications information for regular force members from DND-HRMS. It also accepts contract and pay qualifications information for members of the Reserves on Class C service;

- 6.7.1.3 Public Works and Government Services Canada (PWGSC) Standard Payment System (SPS) is the payment system for all Government departments. CCPS forwards payroll and allotment payment requests to PWGSC, which then issues the payments via Receiver General cheques or direct deposits. CCPS reconciles all payments made through PWGSC. On a weekly basis, CCPS accepts the Financial Institution file from PWGSC;
 - 6.7.1.4 Public Service Health Care Plan – Armed Forces (PSHCP-AF) is the system for CAF participants in the PSHCP. CCPS accepts all deemed taxable benefits and premiums;
 - 6.7.1.5 Canada Revenue Agency (CRA) - CCPS provides Revenue Canada Taxation with a yearly file containing T4 information and, on an “as-and-when-requested” basis, addition/correction information in accordance with income tax regulations;
 - 6.7.1.6 Revenue Quebec (MRQ) - CCPS provides Revenue Quebec Taxation with a yearly file containing Relevé1 information and, on an “as-and-when-requested” basis, addition/correction information in accordance with income tax regulations;
 - 6.7.1.7 Service Income Security Insurance Plan (SISIP) - When the SISIP organization makes a change to policy which affects SISIP rates, it provides new or updated factors for inclusion in CCPS business rules;
 - 6.7.1.8 Provincial Governments - At any time, provincial governments can send a report that contains Medicare factors to CCPS. When the provincial government of British Columbia makes a change to their respective provincial Medicare policy that affects Medicare rates, the provincial government agency provides new or updated factors for inclusion in CCPS business rules;
 - 6.7.1.9 CAF Morale and Welfare Agency (CFMWA) Non-Public Fund Allotment System - Once a month, CCPS receives a file containing member mess dues deduction information from the CFMWA;
 - 6.7.1.10 Bank of Canada - Once a month, CCPS sends a file to the Canada Investments and Savings organization of the Bank of Canada reflecting the amount deducted for Canada Savings Bonds for each member; and
 - 6.7.1.11 Employee Member Access Application (EMAA) - CCPS forwards pay statement, T4, and Relevé1 data to EMMA to permit CAF members to view and print their pay statements, T4 forms, and Relevé1 forms with the option of members having it delivered to an e-mail address.
- 6.7.2 Pension - The CCPS Pension Module exchanges data with the following other DND systems and external organizations in order to maintain complete, up-to-date records for all CAF Pension Plan members:
- 6.7.2.1 DRMIS - CCPS Pension Module processes the payment of all lump-sum benefits from the CAF Pension Plan funds including returns of

contributions, transfer values, small pension, minimum death benefits, and pension divisions, providing information on these transactions to DRMIS. Note the payment of recurring benefits is the responsibility of PWGSC and as such the Pension Module reports no information to DRMIS with respect to these benefits. The CCPS Pension Module also transmits information on payment of Supplementary Death Benefits and Reserve Force Death Gratuities to DRMIS. Finally, the Pension Module initiates a transfer of funds when a member requests a transfer of service from the Canadian Forces Superannuation Act (CFSA) to either the Public Service Superannuation Act (PSSA) or the Royal Canadian Mounted Police Superannuation Act (RCMPSA);

- 6.7.2.2 DND-HRMS - CCPS Pension Module receives member identification information such as name, date of birth, and enrolment date from the CCPS Pay Module. Additional information required to determine members' pension benefit entitlement options, such as member Terms of Service or Compulsory Retirement Age extension information, is received directly from DND-HRMS;
- 6.7.2.3 PWGSC annuitant system manages the payment of recurring benefits – annuities, member/survivor/child annual allowances under the CFSA on behalf of DND. PWGSC also administers the PSSA pension plan for federal public servants and processes the pre-authorized debits of pension arrears. CCPS computes initial pension benefits and forwards the requisition of these pension payments to the PWGSC Superannuation Accounts System (SAS);
- 6.7.2.4 CRA manages Canada's system of tax-assisted retirement savings including Registered Pension Plans (RPP) and Registered Retirement Savings Plans (RRSP). CCPS reports members' pension adjustments, past service pension adjustments, and pension adjustment reversals that affect how much tax assistance individual members may receive;
- 6.7.2.5 OSFI, as the primary regulator of federally-chartered financial institutions and federally administered pension plans, requires information from CCPS to fulfill its responsibility of supervising federally-registered pension plans to ensure they conform to the Pension Benefits Standards Act and its associated regulations;
- 6.7.2.6 RCMP - The RCMPSA is the pension plan for regular members of the RCMP. CAF members who join the RCMP may request to have their pensionable service under the CFSA transferred to the RCMPSA;
- 6.7.2.7 PSSA - The PSSA is the pension plan for members of the Public Service of Canada. CAF members who join the Public Service may request to have their pensionable service under the CFSA transferred to the PSSA;
- 6.7.2.8 The RPSR administers pay for all Reserve Force members on Class A or B on short-term (less than 60 days) including the Cadet Instructor Cadre, Cadet movement Civilian Instructors, and Staff Cadets. Members paid by RPSR are CAF Pension Plan members. In order to

administer their pension accounts, RPSR provides the Pension Module with information on the members' service, salary, and contributions. The Pension Module provides RPSR with information necessary to ensure that pension plan contributions are deducted from members' pay; and

- 6.7.2.9 CCPS Pay Module administers pay for all Regular Force members and Reserve Force members on Class C service. Members paid by the CCPS Pay Module are CAF Pension Plan members. In order to administer their pension accounts, the CCPS Pay Module internal interface provides the Pension Module with information on the members' service, salary, and contributions. The Pension Module provides the Pay Module with information necessary to ensure that pension plan contributions are deducted from members' pay.

7.0 TASKS AND DELIVERABLES

- 7.1 The Contractor must provide the following services:
 - 7.1.1 Application software development and implementation including conducting or preparing business analyses; functional and user specifications and procedures; impact analyses and assessments; application and database analysis and design; code development; unit testing; data and process migration; change and release management planning; on-line system help documentation; and documentation in support of all release phases;
 - 7.1.2 System and integration testing, support to user acceptance testing and training, and quality assurance including subsequent system modifications required to ensure successful release and implementation;
 - 7.1.3 Support to the CCPS production environment to ensure 24/7 application availability. This includes quality assurance on pay and pension processing activities; problem identification, analysis, and resolution through application software database, and procedural modifications; monitoring and reporting of performance measurement factors; establishment and monitoring of Service Level Agreement terms and conditions with supporting Information Technology infrastructure service providers; and analysis of data integrity issues affecting the accuracy and integrity of pay and pension information and the implementation of data fixes to correct member accounts;
 - 7.1.4 Solution analysis, application design, development, and implementation to respond to defined business objectives and the DND operational environment and infrastructure program initiatives;
 - 7.1.5 Knowledge transfer to Crown employees including providing formal presentations, one-on-one coaching, and mentoring to explain application documentation and the functions of the CCPS application, the application development and testing environments, application change migration processes and procedures, data model and data definition documentation, operating standards and procedures, and data changes process and migration documentation; and

- 7.1.6 Performance of all aspects of the transition services outlined in paragraphs 7.3 through 7.8 below.
- 7.2 For the requirements outlined in paragraph 7.1, sub-paragraphs 7.1.1 through 7.1.5 above, the Contractor must:
 - 7.2.1 Manage the CCPS application releases content and delivery date as per approved Task Authorizations;
 - 7.2.2 Manage the schedule and progress of the software lifecycle of each release. The release cycle process will control the following activities such as initial baseline of release content; establish and maintain the release schedule; obtain DND sign-off of release package; package the release for implementation in production; verify the final release content and quality; deliver the new release for rollout into production; and confirm successful implementation;
 - 7.2.3 Maintain CCPS application processes defined in the CCPS Pay and Pension Process Overviews referred to in sub-paragraphs 4.1.1 and 4.1.2;
 - 7.2.4 Keep current, enhance, and support the CCPS application including all application code, databases, and documentation. This requirement includes the production environment as well as the historical, training, testing, and development environments;
 - 7.2.5 Provide ongoing lifecycle support of the CCPS application software as follows:
 - 7.2.5.1 Manage and coordinate the project and support teams;
 - 7.2.5.2 Participate in and provide oversight of change and release management processes;
 - 7.2.5.3 Conduct business analyses, impact assessments, defect evaluations, and development of approved changes to resolve defined application problems;
 - 7.2.5.4 Conduct business analyses, impact assessments, and development of legislative, regulatory and departmentally-mandated application changes;
 - 7.2.5.5 Design and execute code development and ongoing maintenance of existing application code and enhancements to all elements and components of the CCPS application;
 - 7.2.5.6 Develop test script documentation that will be used to verify that all application code modifications have been applied correctly;
 - 7.2.5.7 Deliver all test documentation and test results at the time of delivery and transfer of all releases to the Client for user acceptance testing;
 - 7.2.5.8 Assist the Client user acceptance testing team with the testing of all releases;
 - 7.2.5.9 Design, develop, and support all database tables, structures, and elements required by the applications;

- 7.2.5.10 Conduct architectural and technology analysis and assessments on elements of the CCPS technical architecture to support software upgrades and updates;
 - 7.2.5.11 Provide monthly status reports on all development, maintenance and support activities by the assigned team;
 - 7.2.5.12 Track all corrections, changes and enhancements to CCPS within a Problem/Change log application managed within the context of a structured and coordinated Application Release Management approach; and
 - 7.2.5.13 Correct application software problems or defects, defined as a situation where the CCPS application software does not perform according to agreed upon service levels or as designed in the project design documents; and
- 7.2.6 Provide database administration services as follows:
- 7.2.6.1 Monitor database utilization, perform database reorganizations, and provide performance-tuning and capacity planning services for the production/operational, the historical, the training, and the testing and development databases;
 - 7.2.6.2 Ensure all database analysis, technical design, and development work is documented;
 - 7.2.6.3 Control, co-ordinate and apply database changes required for problem fixes and change requests for application releases;
 - 7.2.6.4 Design and update DB2 database structures;
 - 7.2.6.5 Design, develop, and update logical and physical data models;
 - 7.2.6.6 Develop data conversion specifications and procedures;
 - 7.2.6.7 Develop and enforce DB2 coding standards;
 - 7.2.6.8 Ensure that quality control measures are implemented and executed throughout all phases of database maintenance and administration;
 - 7.2.6.9 For the Production/Operational database, ensure that users granted access to the production/operational database can only do so via the application and that users are not permitted to do queries or reports against the production/operational database;
 - 7.2.6.10 For the Historical database, monitor and correct as required the daily historical synchronization process. The process must nightly apply all changes executed against the Production/Operational database to the Historical database;
 - 7.2.6.11 For the Training database, update the training application and database structures with the structures in the Production/Operational database. Update operational processes so that the database restores the data on demand before or after training courses. Evaluate the need for training database upgrades and schedule as required on a yearly basis;

- 7.2.6.12 For the Testing and Development databases, update the testing databases that support the development, system testing, integration testing, and user acceptance testing of all application releases and emergency changes;
- 7.2.6.13 Maintain and keep current the four critical specification documents to reflect all approved problem fixes and authorized changes incorporated into the system. The four CCPS design specifications are:
 - 7.2.6.13.1 The Functional Design Specification (Pacdesign R09);
 - 7.2.6.13.2 The Interface Design Specification (Pacdesign R15);
 - 7.2.6.13.3 The Technical Design Specification (Pacdesign R13); and
 - 7.2.6.13.4 The Architecture Design Specification (Pacdesign R07);
- 7.2.6.14 Maintain the application security access module to reflect problem or defect corrections and authorized changes affecting the security access module;
- 7.2.6.15 Maintain the application account access module to reflect problem or defect corrections and authorized changes affecting the account access module;
- 7.2.6.16 Maintain the application user profile access module to reflect problem or defect corrections and authorized changes affecting the user profile access module;
- 7.2.6.17 Maintain the application audit trail architecture module to reflect problem or defect corrections and authorized changes affecting any components of the audit trail architecture module and ensure the application keeps an audit trail of all transactions. The audit trail will include the following:
 - 7.2.6.17.1 Unique identifier assigned to each transaction;
 - 7.2.6.17.2 User information of the user initiating the transaction and the user approving the transaction;
 - 7.2.6.17.3 “Before” and “after” images of all database records updated as a result of the transactions (i.e. no overwrite of information);
 - 7.2.6.17.4 A record of all transactions that have been superseded by modification or cancellation; and
 - 7.2.6.17.5 The source of the transaction authority;
- 7.2.6.18 Maintain the application data-pruning module to reflect the correction of problems or defects and authorized changes affecting the data-pruning module. The module must perform the following functions:
 - 7.2.6.18.1 Maintain complete current and historical pay account information for a period of no less than seven years for active and released members;

- 7.2.6.18.2 Maintain complete current and historical pension account information for a period of no less than five years after the members or the member's last remaining survivor has ceased to receive a benefit; and
- 7.2.6.18.3 Allow for the retrieval of archived data based on pre-defined criteria and record types; and
- 7.2.6.19 Maintain the application language selection profile architecture module to reflect the correction of problems or defects and authorized changes affecting the language selection profile module.
- 7.3 **Transition Requirements.** It is imperative that, during the transition period between the provision of services by the incumbent service provider (the "Incumbent") and the Contractor, the services be carefully controlled and coordinated to avoid any interruption to pay and pension services. Day-to-day support of the operational data and application code in production and, wherever deemed practicable by the TA, ongoing application development must continue as planned including the scheduling of approved changes for future application releases.
- 7.4 The Contractor must conduct the transition activities described in this section. The transition activities refer to the "Transition-In" immediately after Contract award and the "Transition-Out" invoked when the Contract expires or is terminated. The Contractor must manage the Transition-In with the Incumbent and be responsible for the transition of all related workload from the Incumbent's staff to the Contractor's staff.
- 7.5 **Transition-In Requirements.** Transition-In will begin on Contract award and will end with TA approval of the Handover Readiness Report described in sub-paragraph 7.7.1.3 below indicating that the handover has been successfully completed by the Contractor. The Transition-In will consist of a Stabilization Period followed by a Handover Period.
- 7.6 **Stabilization Period.** The Stabilization Period begins with Contract award and ends with TA approval of the Final Transition Plan.
 - 7.6.1 During the Stabilization Period, the Contractor must:
 - 7.6.1.1 Collect and analyze the applicable information from individuals and documentation regarding the existing application lifecycle support provided by the Incumbent;
 - 7.6.1.2 Prepare and deliver the Final Transition Plan to the TA for approval no later than 30 days after Contract award. The Final Transition Plan must be an updated version of the Transition Strategy and Plan submitted by the Contractor with its bid with the updates reflecting any changes that have occurred since the Contractor's bid was submitted. The Final Transition Plan must include:
 - 7.6.1.2.1 A complete list of Contractor activities during transition with a description of each activity, its estimated duration, and associated work effort;

- 7.6.1.2.2 A schedule in Microsoft Project showing tasks, dependencies, contingencies, and timelines for the transition;
- 7.6.1.2.3 A description of Contractor resources required to complete the transition, resource loading, timelines, and roles and responsibilities for the key resources;
- 7.6.1.2.4 A transition Responsibility Assignment, Responsible Accountable Consulted Informed (RACI) matrix including the Contractor, the Incumbent, and DND resources that will be part of the transition;
- 7.6.1.2.5 A list of the critical success factors relating to the transition period;
- 7.6.1.2.6 A contingency fallback plan to be executed if handover readiness is not achieved;
- 7.6.1.2.7 A summary of the key risks, mitigation strategies, and contingency measures associated with the transition; and
- 7.6.1.2.8 A list of the conditions under which the transfer will take place. This will provide the basis for monitoring the performance and process with respect to transition, acceptance, and handover activities.

7.6.2 During the Stabilization Period, DND will:

- 7.6.2.1 Instruct the Incumbent to wherever practicable freeze the implementation of changes and enhancements to the CCPS infrastructure and application code until the end of the Stabilization Period. DND will permit the Incumbent to make essential fixes to the system and any modifications required by legislative or regulatory requirements;
- 7.6.2.2 Provide the Contractor with a complete inventory of and access to CCPS application documentation, and access to Incumbent and DND subject matter experts who are fully knowledgeable of current CCPS operations and support activities, and CCPS infrastructure and technical environments; and
- 7.6.2.3 Review and at its sole discretion approve the Final Transition Plan submitted by the Contractor. The Stabilization Period ends with DND approval of the Final Transition Plan.

7.7 **Handover Period.** The Handover Period begins with the approval of the Final Transition Plan and ends with DND approval of the Handover Readiness Report.

7.7.1 During the Handover Period, the Contractor must:

- 7.7.1.1 Deliver the application lifecycle support services for CCPS as specified in this SOW;
- 7.7.1.2 Conduct the transition activities in accordance with the approved Final Transition Plan; and

- 7.7.1.3 Prepare and deliver the Handover Readiness Report to the TA for approval no later than 90 days after Contract award. The Handover Readiness Report will describe the handover readiness criteria for each item that DND will use to determine if the Contractor successfully completed the transition; and
 - 7.7.2 During the Handover Period, DND will:
 - 7.7.2.1 Review and at its sole discretion approve the Handover Readiness Report submitted by the Contractor. The Handover Period ends with DND approval of the Handover Readiness Report. If DND determines that the handover has not been successfully achieved, DND will review the basis for that conclusion with the Contractor and together with the Contractor determine the remedial action the Contractor must take. When the Contractor believes it is successfully achieving the required service levels, the Contractor will submit a new Handover Readiness Report and DND will perform its review. The Handover Period will continue as a “moving window” until DND accepts that Handover Readiness for all lifecycle support services has been successfully achieved.
- 7.8 **Contingency Fallback Plan.** A Contingency Fallback Plan must be delivered as part of the Final Transition Plan. The Contingency Fallback Plan must include the arrangements, as proposed by the Contractor and accepted by DND, to deal with any issues that arise during the Handover Period. DND may at its sole discretion require that the Contractor perform the work described in the Contingency Fallback Plan, if the Handover Period is not successfully completed and has extended beyond 30 days from its planned completion date.
- 7.9 **Transition-Out Requirements.** When the Contract expires or terminates, in order to ensure the uninterrupted provision of pay and pension services through CCPS, DND will repatriate the services provided under this Contract to either an in-house support team or to another contractor. The Contractor must agree that in the period leading up to the date of expiration or termination of the Contract and for a period of up to four months afterward, the Contractor will make all reasonable efforts to assist DND in this transition. DND will request work to be performed during the Transition-Out on an “as-and-when-requested” basis using the Task Authorization process.
- 7.10 **Task Authorization.** The Contractor must provide the professional services support on a Task Authorization basis as follows:
 - 7.10.1 The individual tasks will be prepared and prioritized by the TA, requesting specific skills and services under defined deliverables and delivery dates; and
 - 7.10.2 The Contractor must plan, manage, and coordinate the availability and assignment of qualified resources for all authorized tasks.
- 7.11 **Deliverables.** The Contractor must provide the following deliverables during the Contract period:
 - 7.11.1 **Software Specifications and Program Code.** The Contractor must produce new or updated application design specifications and code modules developed

or modified in accordance with authorized tasks in accordance with the CCPS development standards. Content for each release must include:

- 7.11.1.1 IBM DB2 Physical Data Model;
- 7.11.1.2 Migration and Conversion (list of conversion programs, test scenarios and expected results, and test results); and
- 7.11.1.3 Application Release Package (list of programs and maps, test plan information sheet, test scenarios and expected results for unit, string, and integration tests, test results, Pacbase “frozen session” for the program);

7.11.2 **Status Meeting Record of Decisions and Action Items.** The Contractor must produce discussion summaries, notes, and action items for CCPS Requirement Review meetings. These meetings will be chaired by DND and will be held on a bi-weekly basis in DND facilities within the NCR. The TA at its discretion may amend this schedule and reserves the right to assume full control over meeting planning and recording. The Contractor must:

- 7.11.2.1 Organize the meetings as scheduled;
- 7.11.2.2 Prepare the agenda and have it approved by the TA;
- 7.11.2.3 Record the record of decisions and action items during the meeting;
- 7.11.2.4 Prepare the record of decisions for TA approval in soft copy, Microsoft Office format; and
- 7.11.2.5 Distribute the approved decisions and action items;

7.11.3 **Impact Assessment and Approach Document.** In response to each DND-approved change request, the Contractor must produce an Impact Assessment and Approach Document which includes a statement of the scope, the affected components, options, resources, timeline, and cost, detailing the recommended plan to address the change; and

7.11.4 **Schedules.** The Contractor must provide the TA with updated schedules for each application release reflecting agreed action plans, milestone dates, deliverable dates, implementation schedules, and all planned activity as defined in the Task Authorization. The schedules will be submitted in soft copy in Microsoft Office format.

7.12 **Format of Deliverables.** Unless otherwise specified in a Task Authorization, the Contractor must produce all deliverables associated with this Contract, including documentation, in English. All user interface deliverables such as screen text, messages, and reports must be provided by the Contractor in both Official Languages to the TA.

7.13 **Resource Categories Description.** The following breakdown of resource categories may be requested within individual Task Authorizations:

- 7.13.1 Application/Software Architect – Level 3;
- 7.13.2 Programmer/Analyst - Level 3;
- 7.13.3 Programmer/Analyst – Level 2;

- 7.13.4 Programmer/Analyst – Level 1; and
- 7.13.5 Project Manager – Level 3.
- 7.14 All categories of personnel must, on an “as-and-when-requested” basis:
 - 7.14.1 Work cooperatively with DND business and technical staff and other contracted IT professionals in the provision of services for the development and day-to-day operational support of CCPS;
 - 7.14.2 Liaise with DND client representatives, system users, and CCPS stakeholders in the provision of services for the development and day-to-day operational support of CCPS;
 - 7.14.3 Participate in team meetings, working group sessions, briefings, and presentations; and
 - 7.14.4 Conduct knowledge transfer to DND technical staff.
- 7.15 The **Application/Software Architect - Level 3** resource must, on an “as-and-when-requested” basis:
 - 7.15.1 Develop and document detailed statements of requirements for proposed application changes;
 - 7.15.2 Analyze pay and pension process business requirements;
 - 7.15.3 Design physical data and process models;
 - 7.15.4 Analyze functional requirements to identify information, procedures and decision flows;
 - 7.15.5 Analyze and address change requests;
 - 7.15.6 Develop plans, resource and time estimates, and work effort estimates for new requirements;
 - 7.15.7 Model the business data and processes using the IBM Pacbase/Pacdesign modeling tool or its successor;
 - 7.15.8 Develop and maintain functional design specifications using the IBM Pacbase/Pacdesign modeling tool or its successor;
 - 7.15.9 Define and document interface requirements within application sub-systems, to and from external systems, and between new and existing systems;
 - 7.15.10 Define and document input and output sources and develop detailed plans for the technical design phase;
 - 7.15.11 Design and document all system components, their interfaces and the operational environment;
 - 7.15.12 Design data structures and files, sub-systems and modules, programs, and batch, on-line, and production monitoring procedures;
 - 7.15.13 Document system design, concepts and facilities, presenting recommendations and obtaining approval of the detailed system design;

- 7.15.14 Produce an operational system including all forms, manuals, programs, data files, procedures, and training materials;
 - 7.15.15 Define database design, application construction, testing, documentation and production implementation activities;
 - 7.15.16 Prepare and deliver presentations to departmental staff on application design, function, operation, and operational issues;
 - 7.15.17 Provide second-level problem determination and on-call support to the CCPS application production environment;
 - 7.15.18 Develop technical architectures, frameworks and strategies for the CCPS application to meet new business and application requirements;
 - 7.15.19 Analyze and evaluate alternative technology solutions to address business problems and to support development infrastructure;
 - 7.15.20 Evaluate and assess the impact of new Pacbase/Pacdesign releases and fixes and implementation of new development tools on existing CCPS application code generated by Pacbase/Pacdesign or its successor;
 - 7.15.21 Provide day-to-day information and support to the application In-Service Support (ISS) team;
 - 7.15.22 Identify and document system-specific standards relating to programming, documentation, and testing, covering program libraries, naming conventions, and other aspects of application configuration;
 - 7.15.23 Review application program design and code to ensure adherence to the CCPS application development methodology and coding standards and to recommend performance improvements;
 - 7.15.24 Ensure system integrity and integration of the application components;
 - 7.15.25 Develop and maintain the CCPS architecture modules;
 - 7.15.26 Provide Pacbase/Pacdesign and CCPS application architecture expertise and guidance to the CCPS application development and ISS teams;
 - 7.15.27 Design and code the more complex modules of the application;
 - 7.15.28 Perform application technical problem analysis; and
 - 7.15.29 Prepare application support documentation.
- 7.16 The **Programmer/Analyst - Level 3** resource must, on an “as-and-when-requested” basis:
- 7.16.1 Analyze and conduct impact analyses on change requests;
 - 7.16.2 Document the results of impact analyses;
 - 7.16.3 Analyze and investigate production problem reports;
 - 7.16.4 Develop and document problem resolution approaches;
 - 7.16.5 Develop functional design specifications;
 - 7.16.6 Maintain functional design specifications;

- 7.16.7 Develop and maintain technical design specifications;
 - 7.16.8 Code and maintain application programs;
 - 7.16.9 Conduct first level testing (unit tests);
 - 7.16.10 Prepare programs and data migration forms for release implementation;
 - 7.16.11 Assist the user acceptance quality review team with testing activities; and
 - 7.16.12 Provide second-level problem determination and on-call support to the CCPS application production environment.
- 7.17 The **Programmer/Analyst - Level 2** resource must, on an “as-and-when-requested” basis:
- 7.17.1 Analyze and conduct impact analyses on change requests;
 - 7.17.2 Document the results of impact analyses;
 - 7.17.3 Analyze and investigate production problem reports;
 - 7.17.4 Develop and document problem resolution approaches;
 - 7.17.5 Develop functional design specifications;
 - 7.17.6 Maintain functional design specifications;
 - 7.17.7 Develop and maintain technical design specifications;
 - 7.17.8 Code and maintain application programs;
 - 7.17.9 Conduct first level testing (unit tests);
 - 7.17.10 Prepare programs and data migration forms for release implementation;
 - 7.17.11 Assist the user acceptance quality review team with testing activities; and
 - 7.17.12 Provide second-level problem determination and on-call support to the CCPS application production environment.
- 7.18 The **Programmer/Analyst - Level 1** resource must, on an “as-and-when-requested” basis:
- 7.18.1 Analyze and investigate production problem reports;
 - 7.18.2 Document problem resolution approaches;
 - 7.18.3 Maintain technical design specifications;
 - 7.18.4 Code and maintain application programs;
 - 7.18.5 Conduct first level testing (unit tests); and
 - 7.18.6 Assist the user acceptance quality review team with testing activities.
- 7.19 The **Project Manager - Level 3** resource must, on an “as-and-when-requested” basis:
- 7.19.1 Schedule, track, and control all phases of the project lifecycle;
 - 7.19.2 Manage quality assurance;

- 7.19.3 Identify, assess, and continually manage risk, project issues, problems, and scope;
 - 7.19.4 Coordinate project sign-off;
 - 7.19.5 Lead a team of analysts, programmers, and other specialists;
 - 7.19.6 Define and document the objectives and scope of the project, determine budget requirements, and the composition, roles, responsibilities, and terms of reference for the project team;
 - 7.19.7 Develop and maintain project plans including Work Breakdown Structures, schedules, resource plans, training plans, and any other project-related plans;
 - 7.19.8 Lead the project during the requirement definition, design, development, and implementation phases, ensuring the application or component is developed, implemented, and operated within previously-agreed time, cost, quality, and performance parameters;
 - 7.19.9 Report progress of the project on an ongoing basis at scheduled points in the project lifecycle as required;
 - 7.19.10 Evaluate proposed Information Management/Information Technology solutions to determine technical feasibility, functional adequacy, and estimated costs for implementation and operation; and
 - 7.19.11 Ensure project deliverables and wrap-up activities are performed and documented according to defined departmental standards.
- 7.20 **Estimated Resource Requirement.** It is anticipated that DND will request some or all of the above categories either full-time or part-time during the contract period.
- 7.21 Resources will only perform work under the Contract as and when requested by a Task Authorization.

8.0 REPORTING REQUIREMENTS

- 8.1 **Progress Reports.** The Contractor must provide monthly progress reports on the level of effort associated with and the progress of each Task Authorization which has not yet been completed on the date of the Progress Report. Progress Reports must be submitted in soft format in Microsoft Office 2003 format (Microsoft Word and/or Excel). The Progress Report must include:
- 8.1.1 A summary listing of the level of effort expended in person-days and dollars by Task Authorization and in total for all Task Authorizations completed since Contract award;
 - 8.1.2 A summary listing the current expected level of effort in person-days and dollars by Task Authorization and in total for all active Task Authorizations;
 - 8.1.3 For active Task Authorizations, detail with respect to the estimated maximum person-day effort, the cumulative person-day effort expended, and the effort expended during the reporting month by assigned individual for each active Task Authorization;

- 8.1.4 A progress summary report identifying activities that were planned and accomplished during the month, objectives for the next reporting period, and outstanding issues and problems. The status information on the following is required:
 - 8.1.4.1 List of change request impact assessments and estimated level of effort for each;
 - 8.1.4.2 List of application production changes and implementation date for each;
 - 8.1.4.3 List of application release changes with percentage complete, and delivery date for each;
 - 8.1.4.4 Summary of data problems and fixes by category received and implemented; and
 - 8.1.4.5 Recommended courses of action to mitigate identified current or potential problems; and
- 8.1.5 Additional status information as agreed between the Contractor and the TA.

9.0 LANGUAGE REQUIREMENTS

- 9.1 The resources must be fluent in the English language. Fluent means that the individuals must be able to communicate orally and in writing without any assistance and with minimal errors.

10.0 LOCATION OF WORK

- 10.1 All work must be completed at DND facilities within the NCR, primarily at the Cumberland Building, 400 Cumberland Street, Ottawa, Ontario.

11.0 TRAVEL

- 11.1 Travel outside of the NCR will not be required. Travel costs within the NCR will not be reimbursed.

ANNEX A - STATEMENT OF WORK
WORKSTREAM 2 – SUPPORT SERVICES

1.0 BACKGROUND

- 1.1. The Director Human Resources Information Management (DHRIM), in support of the Director Military Pay Accounts Processing (DMPAP) and on behalf of the Department of National Defence (DND), is responsible for the operation and management of enterprise-wide business applications supporting the administration of pay and pension services for all Canadian Armed Forces (CAF) members.
- 1.2. DND provides pay services to members of the CAF Regular Force and members of the Reserve Force on Class C service, and pension services to all CAF members, through the CAF Central Compensation Pay & Pension System (CCPS).
- 1.3. Pay services include the full range of services for the maintenance of the member's pay record, reflecting all transactions as well as all debits and credits to the member's account. These services include a wide variety of unique entitlements, adjustments, deductions, allowances, and allotments to third parties and payments to members.
- 1.4. Pension services support the services, earnings, eligibility, contributions, and member benefits capabilities under the Canadian Forces Superannuation Act (CFSA). It provides for recording of pension information, processing benefit payments, processing retroactive pay increases affecting lump sums and annuity payments, administering Supplementary Death Benefits, managing reports and queries, and operating automated interfaces.
- 1.5. CCPS provides services to over 130,000 active and retired CAF members. CAF pay and pension administration involves a community of over 400 individuals located in headquarters or pay offices across Canada and on bases and ships abroad. System users rely on the system to process pay and pension accurately and on time for a geographically dispersed CAF population.
- 1.6. CCPS provides management information to support personnel management and interfaces to a number of systems both internal and external to DND. The system provides the capability to support the management of members' loans, insurance, and special benefits. Many DND directorates and other government agencies make use of CCPS data derived from the pay and pension processes.
- 1.7. DND uses CCPS to provide pay services to Regular Force members and Reservists on Class C service for 60 days or more, and pension services to Regular Force and Reserve Force members, both active and retired. As well, the department provides pay and pension services to two other classes of Reservists – Class A and Class B, the Cadet Instructors Cadre, and the Canadian Rangers through a separate pay system known as the Revised Pay System for the Reserves (RPSR) which is not included within this Statement of Work (SOW). CCPS, however, does provide pension services to these additional classes and types of Reservists which is covered under this SOW. CCPS therefore interfaces with RPSR to receive pay information required for pension processing.

2.0 OBJECTIVE

- 2.1 DHRIM, on behalf of DND, has a requirement for informatics professional services to provide on-going application life cycle support to the CCPS on an as-and-when-requested basis.

3.0 SCOPE

- 3.1 The Contractor must provide information technology (IT) professional services to develop and implement software changes in response to mandated business process changes to existing CCPS application modules and maintain the CCPS operational data and application code in production.
- 3.2 CCPS application software changes are developed to respond to changes in business requirements or undertaken in response to planned system software or hardware changes in order to keep the CCPS application current and supportable.
- 3.3 In order to provide DHRIM with the services specified in this SOW, the Contractor must closely cooperate and coordinate all activities with the responsible DHRIM management staff, the DHRIM 9 Military Compensation Systems section and liaise as necessary with business client representatives, the DMPAP Business Function Requirements (BFR) team. The Contractor must demonstrate flexibility in making priority adjustments to activity scheduling requested by the Technical Authority (TA).

4.0 APPLICABLE DOCUMENTS

- 4.1 The following documents will be made available to the Contractor:
 - 4.1.1 CCPS Pay Process Overview;
 - 4.1.2 CCPS Pension Process Overview; and
 - 4.1.3 CCPS Development Standard.
- 4.2 The Contractor will be provided with any additional business and system documentation required to perform the work at the time of Task Authorization.

5.0 CONSTRAINTS

- 5.1 System Availability and Service Response Levels:

DND employees are continually monitoring and using the production CCPS application during business days and often in the evenings and on weekends. The CCPS application cannot be out of service for extended periods of time without significantly affecting CAF pay and pension activities and negatively affecting CAF members.
- 5.2 The Contractor must ensure the CCPS application is available to users at CAF Bases/units inside Canada from 03:00 hours through 19:00 hours, Eastern Standard Time, seven days per week.
- 5.3 The Contractor must meet the Service Level Standard for the CCPS application. The Service Level Standard defines operational problems as follows:
 - 5.3.1 Severity 1 problem – Total inability to access and use the CCPS application resulting in a critical impact on users;

- 5.3.2 Severity 2 problem – Ability to access and use the CCPS application but user operation is severely restricted; and
- 5.3.3 Severity 3 problem – Workaround or bypass available for reported problem.
- 5.4 Downtime commences when the TA notifies the Contractor by e-mail that the CCPS application is not available for use and ceases when the Contractor notifies the TA by e-mail that the cause or malfunction has been corrected and the CCPS application is available for use.
- 5.5 Response Time - The elapsed time from the report of a system outage, failure, or issue to start of restoration by the Contractor must not exceed:
 - 5.5.1 Maximum of one hour for Severity 1 problems;
 - 5.5.2 Maximum of four hours for Severity 2 problems; and
 - 5.5.3 Maximum of twenty-four hours for Severity 3 Problems.
- 5.6 Restoration Time - The elapsed time from a report of a system outage, failure, or issue to full restoration by the Contractor must not exceed:
 - 5.6.1 Maximum of eight hours for Severity 1 problems;
 - 5.6.2 Maximum of twenty-four hours for Severity 2 problems; and
 - 5.6.3 Maximum of seventy-two hours for Severity 3 problems.
- 5.7 The restoration times above are for full restoration of service. With concurrence of the TA, interim measures may be used to meet the required end-to-end availability of the CCPS application or service.
- 5.8 Predefined application maintenance and release schedules will be established and adhered to by the TA and the Contractor and administered through a departmentally-approved configuration and change management process. Unless otherwise authorized by the TA, application changes will normally be made during the application maintenance window outside of core business hours and if possible over a weekend. If emergency corrective action is required, the CCPS application can, if necessary, be disabled during core business hours for short periods of time or applied during the evening after 19:30 hours Eastern Standard Time. Disabling CCPS for emergency repair must be agreed to by both the TA and the Contractor.
- 5.9 Work performed under this SOW must be performed on-site in controlled-access DND office space within the National Capital Region (NCR). Unless otherwise approved by the TA, Contractor work will be performed during the normal working week calculated at 7.5 hours per day, Monday to Friday between the hours of 07:00 hours and 17:00 hours.
- 5.10 The Contractor is not permitted to remove any material or equipment associated with this work from DND premises.
- 5.11 DND will provide the Contractor with all hardware, software, network connectivity, documentation, information, and access to DND resources and stakeholders necessary for completion of this work.

6.0 TECHNICAL ENVIRONMENT

- 6.1 The CCPS application resides on an IBM mainframe using the z/OS operating system and is a custom application developed using IBM Visual Age Pacbase, a Computer-Aided Software Engineering (CASE) tool that uses a repository of application components to generate IBM DB2 data server schemas, Customer Information Control System (CICS) Basic Mapping Support (BMS) maps, and COBOL application programs. The data is maintained on an IBM DB2 database with both on-line current and historical instances. All applications and data reside on the Defence Enterprise Server Complex (DESC) located in Borden, Ontario. Access from user workstations utilizes generic CAF Base/Unit Local Area Network/Metropolitan Area Network (LAN/MAN) infrastructure and Defence Wide Area Network (DWAN) connectivity. There are neither local CCPS application servers nor local LAN configurations unique to CCPS.
- 6.2 The CCPS supports both on-line and batch processing. On-line processing refers to processing that is done immediately upon a user request; it is an event-driven process. Batch processing refers to processing that is done at a scheduled time, typically at night when no on-line processing is being done; it is a time-driven process. Batch processing can be run at any time if required. Batch interfaces provide for data exchange with DND internal and external organizations.
- 6.3 Access to the production system is restricted to authorized users at Base/Unit and central service Pay Offices. Users must provide a valid logon ID and password in order to access the system and access the application functions associated with their assigned profile. A user is defined as being a “pay user”, a “pension user”, or both. Local Access Control Officers (LACOs) are responsible for user profile administration to users at their pay/unit office. The Canadian Forces School of Administration and Logistics (CFSAL) Finance Instructors have access to non-production computer-based training databases.
- 6.4 The application is fully bilingual and allows the user to choose his or her preferred language when using CCPS. User reports are also fully bilingual. All printed material such as pay statements, tax slips, distributed to members, are either fully bilingual, or in the member’s preferred language of correspondence.
- 6.5 The CCPS technical architecture incorporates the following software components. DND does not anticipate significant divergence from these baseline technologies; however, DND does anticipate some upgrades of the software components including versions and releases during the Contract period:
 - 6.5.1 IBM Pacbase/Pacdesign - CASE tool;
 - 6.5.2 IBM DB2 Data Server;
 - 6.5.3 IBM CICS – Customer Information Control System on-line transaction processing software;
 - 6.5.4 IBM RMDS – Report Management Distribution System software;
 - 6.5.5 IBM MQSeries – Message delivery software;
 - 6.5.6 IBM TWS/OPC – Tivoli Workload Scheduler/Operations Planning and Control batch scheduler software;

- 6.5.7 IBM Host on Demand/Java – allows user access to the CCPS application from the DWAN via the enterprise web browser (Microsoft Internet Explorer);
 - 6.5.8 IBM Fortran – custom Fortran applications provided by the Office of the Superintendent of Financial Institutions (OSFI) for transfer value calculation;
 - 6.5.9 Problem Reporting Database – custom Microsoft Access database for tracking application problem reports; and
 - 6.5.10 Change Request Database – custom Microsoft Access database for tracking application changes.
- 6.6 Work History - CCPS application releases typically have a six-month cycle. Most releases contain legislative changes with a firm production implementation date. At any given time, four releases are under development at different stages:
- 6.6.1 One release in production with monthly maintenance changes;
 - 6.6.2 One release in planning, analysis, and design;
 - 6.6.3 One release in development and system testing; and
 - 6.6.4 One release in user acceptance testing.
- 6.7 There are multiple internal and external interfaces, which have a direct impact on information in the CCPS pay and pension databases. CCPS interfaces with the following systems and agencies:
- 6.7.1 Pay - The CCPS Pay Module exchanges data with the following other DND systems and external organizations in order to maintain complete up-to-date records for all CF members:
 - 6.7.1.1 Defence Resource Management Information System (DRMIS) is the corporate financial accounting system of DND. It records and maintains all financial transactions and provides summary and detailed financial accounting information. DRMIS is based on the commercial SAP R3 software. The expenditures associated with the centrally-generated payroll and allotment payments, allowances, and deductions are recorded in DRMIS as summary totals. Remittance payments for Canada Savings Bonds, provincial Medicare, insurance, and federal and provincial taxes are sent and processed by DRMIS. On a weekly basis, the pay system also accepts a list of valid financial account codes from DRMIS;
 - 6.7.1.2 DND Human Resources Management System (DND-HRMS) is the corporate human resources system for DND/CAF. It maintains personnel records for all DND civilians and CAF members, both Regular and Reserve. DND-HRMS is based on the Government of Canada version of the commercial PeopleSoft HR software. CCPS accepts member identification, enrolment, release, posting, service, and pay qualifications information for regular force members from DND-HRMS. It also accepts contract and pay qualifications information for members of the Reserves on Class C service;

- 6.7.1.3 Public Works and Government Services Canada (PWGSC) Standard Payment System (SPS) is the payment system for all Government departments. CCPS forwards payroll and allotment payment requests to PWGSC, which then issues the payments via Receiver General cheques or direct deposits. CCPS reconciles all payments made through PWGSC. On a weekly basis, CCPS accepts the Financial Institution file from PWGSC;
 - 6.7.1.4 Public Service Health Care Plan – Armed Forces (PSHCP-AF) is the system for CAF participants in the PSHCP. CCPS accepts all deemed taxable benefits and premiums;
 - 6.7.1.5 Canada Revenue Agency (CRA) - CCPS provides Revenue Canada Taxation with a yearly file containing T4 information and, on an “as-and-when-requested” basis, addition/correction information in accordance with income tax regulations;
 - 6.7.1.6 Revenue Quebec (MRQ) - CCPS provides Revenue Quebec Taxation with a yearly file containing Relevé1 information and, on an “as-and-when-requested” basis, addition/correction information in accordance with income tax regulations;
 - 6.7.1.7 Service Income Security Insurance Plan (SISIP) - When the SISIP organization makes a change to policy which affects SISIP rates, it provides new or updated factors for inclusion in CCPS business rules;
 - 6.7.1.8 Provincial Governments - At any time, provincial governments can send a report that contains Medicare factors to CCPS. When the provincial government of British Columbia makes a change to their respective provincial Medicare policy that affects Medicare rates, the provincial government agency provides new or updated factors for inclusion in CCPS business rules;
 - 6.7.1.9 CAF Morale and Welfare Agency (CFMWA) Non-Public Fund Allotment System - Once a month, CCPS receives a file containing member mess dues deduction information from the CFMWA;
 - 6.7.1.10 Bank of Canada - Once a month, CCPS sends a file to the Canada Investments and Savings organization of the Bank of Canada reflecting the amount deducted for Canada Savings Bonds for each member; and
 - 6.7.1.11 Employee Member Access Application (EMAA) - CCPS forwards pay statement, T4, and Relevé1 data to EMAA to permit CAF members to view and print their pay statements, T4 forms, and Relevé1 forms with the option of members having it delivered to an e-mail address.
- 6.7.2 Pension - The CCPS Pension Module exchanges data with the following other DND systems and external organizations in order to maintain complete, up-to-date records for all CAF Pension Plan members:
- 6.7.2.1 DRMIS - CCPS Pension Module processes the payment of all lump-sum benefits from the CAF Pension Plan funds including returns of

contributions, transfer values, small pension, minimum death benefits, and pension divisions, providing information on these transactions to DRMIS. Note the payment of recurring benefits is the responsibility of PWGSC and as such the Pension Module reports no information to DRMIS with respect to these benefits. The CCPS Pension Module also transmits information on payment of Supplementary Death Benefits and Reserve Force Death Gratuities to DRMIS. Finally, the Pension Module initiates a transfer of funds when a member requests a transfer of service from the Canadian Forces Superannuation Act (CFSA) to either the Public Service Superannuation Act (PSSA) or the Royal Canadian Mounted Police Superannuation Act (RCMPSA);

- 6.7.2.2 DND-HRMS - CCPS Pension Module receives member identification information such as name, date of birth, and enrolment date from the CCPS Pay Module. Additional information required to determine members' pension benefit entitlement options, such as member Terms of Service or Compulsory Retirement Age extension information, is received directly from DND-HRMS;
- 6.7.2.3 PWGSC annuitant system manages the payment of recurring benefits – annuities, member/survivor/child annual allowances under the CFSA on behalf of DND. PWGSC also administers the PSSA pension plan for federal public servants and processes the pre-authorized debits of pension arrears. CCPS computes initial pension benefits and forwards the requisition of these pension payments to the PWGSC Superannuation Accounts System (SAS);
- 6.7.2.4 CRA manages Canada's system of tax-assisted retirement savings including Registered Pension Plans (RPP) and Registered Retirement Savings Plans (RRSP). CCPS reports members' pension adjustments, past service pension adjustments, and pension adjustment reversals that affect how much tax assistance individual members may receive;
- 6.7.2.5 OSFI, as the primary regulator of federally-chartered financial institutions and federally administered pension plans, requires information from CCPS to fulfill its responsibility of supervising federally-registered pension plans to ensure they conform to the Pension Benefits Standards Act and its associated regulations;
- 6.7.2.6 RCMP - The RCMPSA is the pension plan for regular members of the RCMP. CAF members who join the RCMP may request to have their pensionable service under the CFSA transferred to the RCMPSA;
- 6.7.2.7 PSSA - The PSSA is the pension plan for members of the Public Service of Canada. CAF members who join the Public Service may request to have their pensionable service under the CFSA transferred to the PSSA;
- 6.7.2.8 The RPSR administers pay for all Reserve Force members on Class A or B on short-term (less than 60 days) including the Cadet Instructor Cadre, Cadet movement Civilian Instructors, and Staff Cadets. Members paid by RPSR are CAF Pension Plan members. In order to

administer their pension accounts, RPSR provides the Pension Module with information on the members' service, salary, and contributions. The Pension Module provides RPSR with information necessary to ensure that pension plan contributions are deducted from members' pay; and

- 6.7.2.9 CCPS Pay Module administers pay for all Regular Force members and Reserve Force members on Class C service. Members paid by the CCPS Pay Module are CAF Pension Plan members. In order to administer their pension accounts, the CCPS Pay Module internal interface provides the Pension Module with information on the members' service, salary, and contributions. The Pension Module provides the Pay Module with information necessary to ensure that pension plan contributions are deducted from members' pay.

7.0 TASKS AND DELIVERABLES

7.1 The Contractor must provide the following services:

- 7.1.1 Application software development and implementation including conducting or preparing business analyses; functional and user specifications and procedures; impact analyses and assessments; application and database analysis and design; code development; unit testing; data and process migration; change and release management planning; on-line system help documentation; and documentation in support of all release phases;
- 7.1.2 System and integration testing, support to user acceptance testing and training, and quality assurance including subsequent system modifications required to ensure successful release and implementation;
- 7.1.3 Support to the CCPS production environment to ensure 24/7 application availability. This includes quality assurance on pay and pension processing activities; problem identification, analysis, and resolution through application software database, and procedural modifications; monitoring and reporting of performance measurement factors; establishment and monitoring of Service Level Agreement terms and conditions with supporting Information Technology infrastructure service providers; and analysis of data integrity issues affecting the accuracy and integrity of pay and pension information and the implementation of data fixes to correct member accounts;
- 7.1.4 Solution analysis, application design, development, and implementation to respond to defined business objectives and the DND operational environment and infrastructure program initiatives; and
- 7.1.5 Knowledge transfer to Crown employees including providing formal presentations, one-on-one coaching, and mentoring to explain application documentation and the functions of the CCPS application, the application development and testing environments, application change migration processes and procedures, data model and data definition documentation, operating standards and procedures, and data changes process and migration documentation.

- 7.2 For the requirements outlined in paragraph 7.1, sub-paragraphs 7.1.1 through 7.1.5 above, the Contractor must:
 - 7.2.1 Manage the CCPS application releases content and delivery date as per approved Task Authorizations;
 - 7.2.2 Manage the schedule and progress of the software lifecycle of each release. The release cycle process will control the following activities such as initial baseline of release content; establish and maintain the release schedule; obtain DND sign-off of release package; package the release for implementation in production; verify the final release content and quality; deliver the new release for rollout into production; and confirm successful implementation;
 - 7.2.3 Maintain CCPS application processes defined in the CCPS Pay and Pension Process Overviews referred to in sub-paragraphs 4.1.1 and 4.1.2;
 - 7.2.4 Keep current, enhance, and support the CCPS application including all application code, databases, and documentation. This requirement includes the production environment as well as the historical, training, testing, and development environments;
 - 7.2.5 Provide ongoing lifecycle support of the CCPS application software as follows:
 - 7.2.5.1 Manage and coordinate the project and support teams;
 - 7.2.5.2 Participate in and provide oversight of change and release management processes;
 - 7.2.5.3 Conduct business analyses, impact assessments, defect evaluations, and development of approved changes to resolve defined application problems;
 - 7.2.5.4 Conduct business analyses, impact assessments, and development of legislative, regulatory and departmentally-mandated application changes;
 - 7.2.5.5 Design and execute code development and ongoing maintenance of existing application code and enhancements to all elements and components of the CCPS application;
 - 7.2.5.6 Develop test script documentation that will be used to verify that all application code modifications have been applied correctly;
 - 7.2.5.7 Deliver all test documentation and test results at the time of delivery and transfer of all releases to the Client for user acceptance testing;
 - 7.2.5.8 Assist the Client user acceptance testing team with the testing of all releases;
 - 7.2.5.9 Design, develop, and support all database tables, structures, and elements required by the applications;
 - 7.2.5.10 Conduct architectural and technology analysis and assessments on elements of the CCPS technical architecture to support software upgrades and updates;

- 7.2.5.11 Provide monthly status reports on all development, maintenance and support activities by the assigned team;
 - 7.2.5.12 Track all corrections, changes and enhancements to CCPS within a Problem/Change log application managed within the context of a structured and coordinated Application Release Management approach; and
 - 7.2.5.13 Correct application software problems or defects, defined as a situation where the CCPS application software does not perform according to agreed upon service levels or as designed in the project design documents; and
- 7.2.6 Provide database administration services as follows:
- 7.2.6.1 Monitor database utilization, perform database reorganizations, and provide performance-tuning and capacity planning services for the production/operational, the historical, the training, and the testing and development databases;
 - 7.2.6.2 Ensure all database analysis, technical design, and development work is documented;
 - 7.2.6.3 Control, co-ordinate and apply database changes required for problem fixes and change requests for application releases;
 - 7.2.6.4 Design and update DB2 database structures;
 - 7.2.6.5 Design, develop, and update logical and physical data models;
 - 7.2.6.6 Develop data conversion specifications and procedures;
 - 7.2.6.7 Develop and enforce DB2 coding standards;
 - 7.2.6.8 Ensure that quality control measures are implemented and executed throughout all phases of database maintenance and administration;
 - 7.2.6.9 For the Production/Operational database, ensure that users granted access to the production/operational database can only do so via the application and that users are not permitted to do queries or reports against the production/operational database;
 - 7.2.6.10 For the Historical database, monitor and correct as required the daily historical synchronization process. The process must nightly apply all changes executed against the Production/Operational database to the Historical database;
 - 7.2.6.11 For the Training database, update the training application and database structures with the structures in the Production/Operational database. Update operational processes so that the database restores the data on demand before or after training courses. Evaluate the need for training database upgrades and schedule as required on a yearly basis;
 - 7.2.6.12 For the Testing and Development databases, update the testing databases that support the development, system testing, integration

- testing, and user acceptance testing of all application releases and emergency changes;
- 7.2.6.13 Maintain and keep current the four critical specification documents to reflect all approved problem fixes and authorized changes incorporated into the system. The four CCPS design specifications are:
 - 7.2.6.13.1 The Functional Design Specification (Pacdesign R09);
 - 7.2.6.13.2 The Interface Design Specification (Pacdesign R15);
 - 7.2.6.13.3 The Technical Design Specification (Pacdesign R13); and
 - 7.2.6.13.4 The Architecture Design Specification (Pacdesign R07);
- 7.2.6.14 Maintain the application security access module to reflect problem or defect corrections and authorized changes affecting the security access module;
- 7.2.6.15 Maintain the application account access module to reflect problem or defect corrections and authorized changes affecting the account access module;
- 7.2.6.16 Maintain the application user profile access module to reflect problem or defect corrections and authorized changes affecting the user profile access module;
- 7.2.6.17 Maintain the application audit trail architecture module to reflect problem or defect corrections and authorized changes affecting any components of the audit trail architecture module and ensure the application keeps an audit trail of all transactions. The audit trail will include the following:
 - 7.2.6.17.1 Unique identifier assigned to each transaction;
 - 7.2.6.17.2 User information of the user initiating the transaction and the user approving the transaction;
 - 7.2.6.17.3 “Before” and “after” images of all database records updated as a result of the transactions (i.e. no overwrite of information);
 - 7.2.6.17.4 A record of all transactions that have been superseded by modification or cancellation; and
 - 7.2.6.17.5 The source of the transaction authority;
- 7.2.6.18 Maintain the application data-pruning module to reflect the correction of problems or defects and authorized changes affecting the data-pruning module. The module must perform the following functions:
 - 7.2.6.18.1 Maintain complete current and historical pay account information for a period of no less than seven years for active and released members;
 - 7.2.6.18.2 Maintain complete current and historical pension account information for a period of no less than five years after

the members or the member's last remaining survivor has ceased to receive a benefit; and

7.2.6.18.3 Allow for the retrieval of archived data based on pre-defined criteria and record types; and

7.2.6.19 Maintain the application language selection profile architecture module to reflect the correction of problems or defects and authorized changes affecting the language selection profile module.

7.3 **Task Authorization.** The Contractor must provide the professional services support on a Task Authorization basis as follows:

7.3.1 The individual tasks will be prepared and prioritized by the TA, requesting specific skills and services under defined deliverables and delivery dates; and

7.3.2 The Contractor must plan, manage, and coordinate the availability and assignment of qualified resources for all authorized tasks.

7.4 **Deliverables.** The Contractor must provide the following deliverables during the Contract period:

7.4.1 **Software Specifications and Program Code.** The Contractor must produce new or updated application design specifications and code modules developed or modified in accordance with authorized tasks in accordance with the CCPS development standards. Content for each release must include:

7.4.1.1 IBM DB2 Physical Data Model;

7.4.1.2 Migration and Conversion (list of conversion programs, test scenarios and expected results, and test results); and

7.4.1.3 Application Release Package (list of programs and maps, test plan information sheet, test scenarios and expected results for unit, string, and integration tests, test results, Pacbase "frozen session" for the program);

7.4.2 **Status Meeting Record of Decisions and Action Items.** The Contractor must produce discussion summaries, notes, and action items for CCPS Requirement Review meetings. These meetings will be chaired by DND and will be held on a bi-weekly basis in DND facilities within the NCR. The TA at its discretion may amend this schedule and reserves the right to assume full control over meeting planning and recording. The Contractor must:

7.4.2.1 Organize the meetings as scheduled;

7.4.2.2 Prepare the agenda and have it approved by the TA;

7.4.2.3 Record the record of decisions and action items during the meeting;

7.4.2.4 Prepare the record of decisions for TA approval in soft copy, Microsoft Office format; and

7.4.2.5 Distribute the approved decisions and action items;

7.4.3 **Impact Assessment and Approach Document.** In response to each DND-approved change request, the Contractor must produce an Impact Assessment

and Approach Document which includes a statement of the scope, the affected components, options, resources, timeline, and cost, detailing the recommended plan to address the change; and

- 7.4.4 **Schedules.** The Contractor must provide the TA with updated schedules for each application release reflecting agreed action plans, milestone dates, deliverable dates, implementation schedules, and all planned activity as defined in the Task Authorization. The schedules will be submitted in soft copy in Microsoft Office format.
- 7.5 **Format of Deliverables.** Unless otherwise specified in a Task Authorization, the Contractor must produce all deliverables associated with this Contract, including documentation, in English. All user interface deliverables such as screen text, messages, and reports must be provided by the Contractor in both Official Languages to the TA.
- 7.6 **Resource Categories Description.** The following breakdown of resource categories may be requested within individual Task Authorizations:
 - 7.6.1 Tester – Level 3;
 - 7.6.2 Tester – Level 2;
 - 7.6.3 Database Administrator – Level 3;
 - 7.6.4 Instructor, IT – Level 3;
 - 7.6.5 Operations Support Specialist – Level 2;
 - 7.6.6 Technical Writer – Level 3; and
 - 7.6.7 Quality Assurance Specialist/Analyst – Level 3.
- 7.7 All categories of personnel must, on an “as-and-when-requested” basis:
 - 7.7.1 Work cooperatively with DND business and technical staff and other contracted IT professionals in the provision of services for the development and day-to-day operational support of CCPS;
 - 7.7.2 Liaise with DND client representatives, system users, and CCPS stakeholders in the provision of services for the development and day-to-day operational support of CCPS;
 - 7.7.3 Participate in team meetings, working group sessions, briefings, and presentations; and
 - 7.7.4 Conduct knowledge transfer to DND technical staff.
- 7.8 The **Tester Level - 3** resource must, on an “as-and-when-requested” basis:
 - 7.8.1 Develop unit and integration test requirements, detailed test plans, test scenarios and test cases;
 - 7.8.2 Establish validation and verification processes for integration testing;
 - 7.8.3 Prepare test strategy, scope, plans, and schedules, and design test cases;
 - 7.8.4 Prepare the test environment data;
 - 7.8.5 Establish software-testing procedures for integration testing and regression testing with emphasis on automating the testing procedures;

- 7.8.6 Ensure all test components perform properly;
 - 7.8.7 Document and log all defects identified during testing;
 - 7.8.8 Participate in walkthroughs and reviews related to testing and implementation readiness;
 - 7.8.9 Document test results and prepare integration test status reports;
 - 7.8.10 Analyze test results and recommend changes to the testing process;
 - 7.8.11 Provide support to functional and user acceptance testing activity;
 - 7.8.12 Assist developers in conducting unit, integration, and performance tests; and
 - 7.8.13 Liaise with application development team members and functional requirements specialists to facilitate resolution of problems identified during testing.
- 7.9 The **Tester Level - 2** resource must, on an “as-and-when-requested” basis:
- 7.9.1 Establish software testing procedures for unit testing, integration testing, and regression testing;
 - 7.9.2 Prepare test plans;
 - 7.9.3 Develop and document test scenarios and test cases with expected results;
 - 7.9.4 Create test data to execute the test cases;
 - 7.9.5 Execute tests, analyze results, and initiate problem reports to document deficiencies;
 - 7.9.6 Establish validation and verification processes for functional and performance compliance;
 - 7.9.7 Assist developers in the conduct of unit, integration, and performance tests; and
 - 7.9.8 Liaise with application development team members and functional requirement specialists to facilitate resolution of problems identified during testing.
- 7.10 The **Database Administrator - Level 3** resource must, on an “as-and-when-requested” basis:
- 7.10.1 Design and maintain IBM DB2 database structures and test environments;
 - 7.10.2 Co-ordinate development database activity with the department database software group;
 - 7.10.3 Control, co-ordinate, and apply database changes required for problem reports, change requests, and application releases;
 - 7.10.4 Assist the production support, quality assurance, migration, and development teams with database issues;
 - 7.10.5 Advise programmers, analysts, and users about the efficient use of data;
 - 7.10.6 Conduct performance analyses and database monitoring;

- 7.10.7 Maintain and monitor the propagation of history database jobs;
 - 7.10.8 Maintain database “pruning” jobs;
 - 7.10.9 Prepare audit reports to ensure that production changes are propagated to the history database correctly;
 - 7.10.10 Maintain and update the application logical data model;
 - 7.10.11 Implement database integrity verification jobs into production schedules;
 - 7.10.12 Develop and run ad-hoc SQL queries;
 - 7.10.13 Set-up new application IBM DB2 Relational Database Management System (RDBMS) environments;
 - 7.10.14 Develop and co-ordinate back-up and recovery procedures;
 - 7.10.15 Perform database reorganization;
 - 7.10.16 Monitor the use of production disks on an ongoing basis and take action to optimize the use of space; and
 - 7.10.17 Provide second-level problem determination and on-call support to the CCPS application production environments.
- 7.11 The **Instructor, IT - Level 3** resource must, on an “as-and-when-requested” basis:
- 7.11.1 Work with the application analysts to learn the functionality of the system;
 - 7.11.2 Liaise with the user community to determine their training needs and audiences;
 - 7.11.3 Devise the most appropriate training techniques that will cover the system functionality and best suit the various user groups;
 - 7.11.4 Develop training guides;
 - 7.11.5 Develop training material;
 - 7.11.6 Create hands-on training data or computer-based training database(s);
 - 7.11.7 Deliver training to all levels of users; and
 - 7.11.8 Deliver training to new project team members.
- 7.12 The **Operations Support Specialist - Level 2** resource must, on an “as-and-when-requested” basis:
- 7.12.1 Create and maintain the Configuration Management Plan for the application service delivery;
 - 7.12.2 Establish and maintain the Configuration Management baseline;
 - 7.12.3 Create and maintain all Configuration Management procedures to be used;
 - 7.12.4 Conduct auditing of the Configuration Management procedures to ensure they are understood, in place, and followed by team members;

- 7.12.5 Establish, control, and audit the use of the source control libraries (repository) where approved versions of the application, supporting software, batch processing scripts, database scripts and all other relevant source code is maintained;
 - 7.12.6 Establish the final content and delivery schedule of release packages in cooperation with the Release Manager;
 - 7.12.7 Generate and migrate application changes into the test environments;
 - 7.12.8 Liaise with application development team members and functional requirements specialists to facilitate resolution of problems identified during testing; and
 - 7.12.9 Ensure that all application changes introduced to the production environment are of the correct and latest version.
- 7.13 The **Technical Writer - Level 3** resource must, on an “as-and-when-requested” basis:
- 7.13.1 Safeguard existing system documentation and ensure its controlled release as required;
 - 7.13.2 Update all appropriate system documentation as changes to the application or system configuration occur;
 - 7.13.3 Provide advance notice of upcoming release content to DND for distribution to end-users;
 - 7.13.4 Work with functional analysts and application/software architects in generating new user manual content and training documentation that reflects any new functionality being added to the system; and
 - 7.13.5 Provide assistance to the IT Instructor.
- 7.14 The **Quality Assurance Specialist/Analyst - Level 3** resource must, on an “as-and-when-requested” basis:
- 7.14.1 Collect and organize all reported problems;
 - 7.14.2 Review all opened problem report items for clarity and completeness of description;
 - 7.14.3 Obtain acceptance of the action plan to resolve the reported problem items;
 - 7.14.4 Assign resources to analyze and recommend corrective action;
 - 7.14.5 Track the steps and schedule required to complete the agreed resolution plan and escalate issues as required;
 - 7.14.6 Control the movement of the problem report item between resources as it is addressed;
 - 7.14.7 Work with the In-Service Support Manager to schedule problem report resolution;
 - 7.14.8 Record and document the final resolution of each problem; and

- 7.14.9 Prepare bi-monthly reports by category of problem reports arising during the reporting period, causes/sources of reported problems, resolution action taken, and lessons learned to prevent a recurrence.
- 7.15 **Estimated Resource Requirement.** It is anticipated that DND will request some or all of the above categories either full-time or part-time during the Contract period.
- 7.16 Resources will only perform work under the Contract as and when requested by a Task Authorization.

8.0 REPORTING REQUIREMENTS

- 8.1 **Progress Reports.** The Contractor must provide monthly progress reports on the level of effort associated with and the progress of each Task Authorization which has not yet been completed on the date of the Progress Report. Progress Reports must be submitted in soft format in Microsoft Office 2003 format (Microsoft Word and/or Excel). The Progress Report must include:
 - 8.1.1 A summary listing of the level of effort expended in person-days and dollars by Task Authorization and in total for all Task Authorizations completed since Contract award;
 - 8.1.2 A summary listing the current expected level of effort in person-days and dollars by Task Authorization and in total for all active Task Authorizations;
 - 8.1.3 For active Task Authorizations, detail with respect to the estimated maximum person-day effort, the cumulative person-day effort expended, and the effort expended during the reporting month by assigned individual for each active Task Authorization;
 - 8.1.4 A progress summary report identifying activities that were planned and accomplished during the month, objectives for the next reporting period, and outstanding issues and problems. The status information on the following is required:
 - 8.1.4.1 List of change request impact assessments and estimated level of effort for each;
 - 8.1.4.2 List of application production changes and implementation date for each;
 - 8.1.4.3 List of application release changes with percentage complete, and delivery date for each;
 - 8.1.4.4 Summary of data problems and fixes by category received and implemented; and
 - 8.1.4.5 Recommended courses of action to mitigate identified current or potential problems; and
 - 8.1.5 Additional status information as agreed between the Contractor and the TA.

9.0 LANGUAGE REQUIREMENTS

9.1 The resources must be fluent in the English language. Fluent means that the individuals must be able to communicate orally and in writing without any assistance and with minimal errors.

10.0 LOCATION OF WORK

10.1 All work must be completed at DND facilities within the NCR, primarily at the Cumberland Building, 400 Cumberland Street, Ottawa, Ontario.

11.0 TRAVEL

11.1 Travel outside of the NCR will not be required. Travel costs within the NCR will not be reimbursed.

ATTACHMENT 4.1

BID EVALUATION CRITERIA

WORKSTREAM 1 – DEVELOPMENT SERVICES

Application Life Cycle Support Services to the Canadian Armed Forces Central Compensation Pay & Pension System (CCPS)

1.0 Bidder - Mandatory Criteria: Corporate Experience. The Bidder must respond to the corporate experience requirements for the CCPS Life Cycle Support services in its bid. The corporate experience requirements refer to a demonstration of the Bidder’s stability, maturity, and commitment which together reflect the Bidder’s ability as a corporate entity to provide the necessary services for the duration of the resulting Contract.

1.1 Bidder - Mandatory Criteria: Corporate Experience	Bidder’s Response (Cross Reference to Bid)	Met/Not Met
<p>MI.1.1 CORPORATE STABILITY The Bidder must have carried on business as the same legal entity for a minimum of five years as of the date of bid submission. To demonstrate this requirement, the Bidder must provide documented proof of its status (such as a certificate of incorporation, business registration or tax returns confirming the number of years it has been in business).</p>		
<p>MI.1.2 CORPORATE MATURITY The Bidder must clearly identify its current use of a recognized management/software development process - e.g. International Organization for Standardization (ISO) 12207. The process must have been in use by the Bidder for more than one year.</p>		
<p>MI.1.3 CORPORATE COMMITMENT The Bidder must demonstrate its experience to provide quality resources “on-demand” by providing references for two successful contracts. The contracts must each have involved a minimum of five resources, taken place over a period of six months or more, and have been driven by Task Authorizations (or a similar vehicle) resulting in sudden peaks of staffing. This implies higher staffing levels on</p>		

1.1 Bidder - Mandatory Criteria: Corporate Experience	Bidder's Response (Cross Reference to Bid)	Met/Not Met
<p>short notice, not just reallocation of existing staff already on the contract. For each reference include:</p> <ul style="list-style-type: none"> a. Contract number, if applicable; b. Client organization; c. Start date and duration; d. Scope of work; e. Description of work performed, size and nature of the staffing changes and responsibilities held during the contract; and f. Name, current phone number and title of the client's Technical Authority or authorized representative who will confirm the Bidder's claims. <p>Each contract description should be two pages or less in length. The Bidder must provide details demonstrating the rapid deployment of additional resources on an "as-requested" basis.</p>		

2.0 Bidder - Mandatory Criteria: Transition Requirements. The Bidder must respond to the transition requirements for the CCPS Life Cycle Support Services in the bid. The transition requirements refer to the Transition-In Phase invoked immediately after Contract award and the Transition-Out Phase invoked when the Contract expires or is terminated. Section 7 of the SOW provides the transition requirements details.

2.1 Transition Strategy and Plan. The Bidder must submit a draft Transition Strategy and Plan for the Transition-In Phase as part of its bid. The Transition Strategy and Plan is the intended outline plan to put into effect the complete transfer of all CCPS Life Cycle Support Services from the current service provider (the "Incumbent") to the Bidder's team. The strategy must demonstrate how the transition process will be controlled and executed. The Transition Strategy and Plan must include:

- 2.1.1 Approach to minimize disruption to pay and pension services and application development and testing during the transition period;
- 2.1.2 Description of how the Department of National Defence (DND) will be effectively engaged in formal reviews of the transition and other monitoring activities;
- 2.1.3 Description of the status reporting and other tracking information that will be provided to DND on a regular basis;

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- 2.1.4 Provision for Bidder/DND issues meetings that will occur during the Transition-In Phase;
 - 2.1.5 All underlying assumptions and expectations;
 - 2.1.6 A Transition-In Phase Responsibility Assignment Matrix (RACI matrix) including the Bidder, the Incumbent, and DND resources that will be part of the transition;
 - 2.1.7 Critical success factors relating to the transition period; and
 - 2.1.8 Risk Management for the Transition-In Phase. This will describe all of the risks associated with the proposed transition, the potential likelihood and impact of each risk, and a plan to mitigate the impact of each risk. This includes identifying what will be required from the Bidder, the Incumbent and DND to mitigate these risks.
- 2.2 Evaluation will be based on the details provided in the draft Transition Strategy and Plan proposed by the Bidder including a realistic set of assumptions that shows a depth and breadth of understanding of the requirements and environment. Assumptions should not conflict with the Statement of Work (SOW) or any other statements in the Request for Proposal (RFP).

2.3 Bidder - Mandatory Criteria: Transition Requirements	Bidder's Response (Cross Reference to Bid)	Met/Not Met
TRANSITION STRATEGY & PLAN. The Transition Strategy and Plan provided by the Bidder must include the following:		
M2.3.1 Approach to minimize disruption to pay and pension services and application development and testing during the transition period;		
M2.3.2 Approach to allow effective engagement by DND in formal reviews of the transition and other monitoring activities;		
M2.3.3 Status reporting and other tracking information that will be provided to DND on a regular basis;		
M2.3.4 Provision for Bidder/DND issues meetings that will occur during the transition period;		
M2.3.5 Underlying assumptions and expectations during the transition period;		
M2.3.6 Transition-In Phase RACI matrix including the Bidder, Incumbent, and DND resources that will be part of the transition;		
M2.3.7 Critical success factors relating to the transition period; and		
M2.3.8 Risk Management plan for the transition period.		

- 3.0 Resources - Mandatory Criteria:**
- 3.1 NOTE TO BIDDERS:** Listing experience without providing any supporting data to describe where and how such experience was obtained will result in the experience not being included for evaluation purposes. Where resumes only provide the year(s) that any relevant experience was acquired, the evaluation team will assume that length of relevant experience to be one month only for the starting and ending years. For example, if experience is stated as between 2007 and 2009, the evaluation team will consider the relevant experience to one month for 2007 (i.e. December, 12 months for 2008 and one month, i.e. January for 2009 for a total of 14 months).
- 3.2** Section 7 of the (SOW) provides resource requirement details for each anticipated resource by category. The Bidder must provide one resume for each resource category that will be evaluated at the technical evaluation phase of the RFP.
- 3.3** Resource categories to be evaluated consist of:
- 3.3.1 A.1 Application/Software Architect – Level 3;
 - 3.3.2 A.7 Programmer/Analyst – Level 3;
 - 3.3.3 A.7 Programmer/Analyst – Level 2;
 - 3.3.4 A.7 Programmer/Analyst – Level 1; and
 - 3.3.5 P.9 Project Manager – Level 3.
- 3.4** The Bidder must bid each resource only once and must submit a bid for each resource category listed in paragraph 3.3 above.
- 3.5** In the tables that follow, “IT experience” is defined as “hands-on” experience that deals with the creation or maintenance of computer application systems at one or more point in their development life cycle: Feasibility, Prototyping, Requirements Definition, Analysis, Design, Development, Testing, and In-Service Support. Recent experience is defined as experience within the last five years from the date of bid closing.

3.6 A.1 Application/Software Architect – Level 3

3.6 Mandatory Criteria – A.1 Application/Software Architect – Level 3	Bidder's Response (Cross Reference to Bid)	Met/Not Met
<p>M3.6.1 Minimum eight years of experience with process modeling and detailed design using IBM Pacbase/Pacdesign or IBM Rational, or other Computer-Assisted Software Engineering (CASE) tools in an IBM DB2 or other Relational Database Management System (RDBMS) and Customer Information Control System (CICS) or other online transaction processing server environment.</p>		
<p>M3.6.2 Minimum eight years of experience gathering, defining, and analyzing functional requirements to identify information, procedures, and decision flows.</p>		
<p>M3.6.3 Minimum eight years of experience writing application development specifications.</p>		
<p>M3.6.4 Minimum five years of experience in designing and programming applications using the Pacbase Client Server System Development (CSSD) or other system architecture tool.</p>		

3.7 A.7 Programmer/Analyst – Level 3

3.7 Mandatory Criteria – A.7 Programmer/Analyst – Level 3	Bidder's Response (Cross Reference to Bid)	Met/Not Met
<p>M3.7.1 Minimum eight years of experience with process modeling, detailed design and application development using IBM Pacbase/Pacdesign, or IBM Rational, or other CASE tools.</p>		
<p>M3.7.2 Minimum four years of experience in programming IBM DB2 or other RDBMS CICS or other online transaction processing server environment applications.</p>		
<p>M3.7.3 Minimum eight years of experience with application development for large mainframe (e.g. MVS/ESA or OS/390 or Z/OS) based CICS/DB2/Common Business-Oriented Language (COBOL) systems.</p>		
<p>M3.7.4 Minimum eight years of experience in programming with IBM Pacbase CSSD or other system architecture tool.</p>		
<p>M3.7.5 Minimum eight years of experience with batch job design and JCL or another scripting language.</p>		
<p>M3.7.6 Minimum five years of experience with application development using Time Sharing Option/Interactive System Productivity Facility (TSO/ISPF) or other mainframe time-sharing environment.</p>		

3.8 A.7 Programmer/Analyst – Level 2

3.8 Mandatory Criteria – A.7 Programmer/Analyst – Level 2	Bidder's Response (Cross Reference to Bid)	Met/Not Met
<p>M3.8.1 Minimum four years of experience with process modeling, detailed design and application development using IBM Pacbase/Pacdesign, or IBM Rational, or other CASE tools.</p>		
<p>M3.8.2 Minimum four years of experience in programming IBM DB2 or Oracle RDBMS and CICS or other online transaction processing server environment applications.</p>		
<p>M3.8.3 Minimum four years of experience with application development for large mainframe – e.g. Multiple Versatile Storage Enterprise System Architecture (MVS/ESA) or OS/390 or Z/OS - based CICS/DB2/COBOL systems or large enterprise Oracle RDBMS-based client server systems.</p>		
<p>M3.8.4 Minimum four years of experience in programming with IBM Pacbase (CSSD) or other system architecture tool.</p>		
<p>M3.8.5 Minimum four years of experience with batch job design and JCL or another scripting language.</p>		
<p>M3.8.6 Minimum four years of experience with application development using TSO/ISPF or other mainframe time-sharing environment.</p>		

3.9 A.7 Programmer/Analyst – Level 1

3.9 Mandatory Criteria – A.7 Programmer/Analyst – Level 1	Bidder's Response (Cross Reference to Bid)	Met/Not Met
M3.9.1 Minimum two years of experience in designing and programming using IBM Pacbase and Pacdesign, IBM Rational, or other CASE tools.		
M3.9.2 Minimum two years of experience in programming CICS or other online transaction processing server environment.		
M3.9.3 Minimum two years of experience in designing and programming using a RDBMS such as IBM DB2 or Oracle.		
M3.9.4 Minimum two years of experience with application development using TSO/ISPF or another mainframe time-sharing environment.		

3.10 P.9 Project Manager – Level 3

3.10 Mandatory Criteria – P.9 Project Manager – Level 3	Bidder’s Response (Cross Reference to Bid)	Met/Not Met
M3.10.1 Minimum five years experience with communicating both orally and in writing to senior management and clients.		
M3.10.2 Minimum five years experience in using Microsoft Project or equivalent project management tool.		
M3.10.3 Minimum eight years experience identifying, defining, and assessing risk and developing risk management strategies and plans for enterprise application software development.		
M3.10.4 Minimum five years of experience with “Waterfall” methodology for enterprise application software development.		
M3.10.5 Minimum eight years of software development project management experience.		

4.0 Bidder - Rated Criteria:

- 4.1** All bids will be evaluated against the following criteria.
- 4.2** Table A provides the point summary for each of the areas of evaluation. Bids must meet the threshold level defined to be responsive. The threshold level is 133 points (70%).

Criteria	Max Score
Business Experience (Table B)	30
Contract References (Table C)	50
Sample Application Development Plan (Table D)	110
Maximum Technical Points:	190
Minimum Points Required:	133

Table A: Rated Criteria – Summary

4.3 Rated Criteria - Business Experience:

- 4.3.1** The Bidder should demonstrate business experience and previous involvement with business applications that are similar in size and technology to the current CCPS application environment. The evaluation team will rate each of the criterion outlined in the following table.

Scoring	Business Experience Evaluation Standard	Max Score	Bidder’s Response (Cross Reference to Bid)
1 point per year up to max of 10 points	Number of years in business in excess of 5 years.	10	
1 point per year of experience up to max of 10 points	Number of demonstrated years of experience involving Pay business applications within the past 10 years.	10	
1 point per year of experience up to max. of 10 points	Number of demonstrated years of experience involving Pension business applications within the past 10 years.	10	

Table B: Business Experience

4.4 Rated Criteria - Contract References:

4.4.1 The Bidder should demonstrate previous successful experience and involvement with large, complex contracts. A large, complex contract is defined as a contract of \$500K or more and engaging a minimum of five resources. To demonstrate this, the Bidder should provide two application development contract references. The characteristics of each contract that will be evaluated are:

4.4.1.1 Scope (dollar value) - Total annual contract/tasking expenditure, based on a fixed price arrangement or on per diem rates over a broad range of resource categories. The contract/tasking scope and expenditure would be similar to that envisioned for tasking under the Contract resulting from this RFP.

4.4.2 Each contract submitted as a reference must have either started or completed within the past five years. For recently started contracts, there must be at least 6 months of work completed.

4.4.3 Each of the client reference contract summaries will be equally weighted, on the basis of 50% of the total available points for this section. Both contract summaries will be rated in accordance with the criteria outlined below for scope.

4.4.4 A reference for each contract including the name, title, organization and recent telephone number is required. If a federal government contract, the Bidder should specify the department, title of contract, contract number, value and name of client contract with recent telephone number. The evaluation team will rate each of the development contracts against the criteria in Table C below.

Contract Reference Criteria	Points/Weight	Scoring	Standard	Max Score	Bidder's Response (Cross Reference to Bid)
Contract Scope: Total contract/ Task value Per year	5 points max - Weight x5	0	Contract completed more than 5 years ago or less than 6 months of work completed.	25 for each contract (total 50)	
		1	Contract value was less than \$500K		
		2	Contract value was more than \$500K and less than \$1M		
		3	Contract value was more than \$1M and less than \$2M		
		4	Contract value was more than \$2M and less than \$3M		
		5	Contract value was more than \$3M and multi-year		

Table C: - Contract References

4.5 Rated Criteria - Sample Application Development Plan.

4.5.1 The Bidder must demonstrate previous successful experience and involvement with contracts involving similar technology to that described in the SOW (transactional mainframe or client-server enterprise-wide management system employing a relational database management system like Oracle or IBM DB2). To demonstrate this, the Bidder should provide an Application Development Plan from either one of the contracts referenced in Table C as evidence that a process was followed. The document will be rated against the criteria identified in Table D below. Criteria value is a maximum of 22 points and has a weight factor of 5 for a total of 110.

Points	Application Development Plan Standard
3	The Plan describes the resources (facilities, tools, and personnel; 1 point each) that are committed to the contract.
2	The Plan describes the contract organizational structure (1 point) and the allocation of authority and responsibility amongst contract staff (1 point).
3	The Plan identifies the activities within the contract (1 point), the time schedule for the contract (1 point) and major contract events (1 point).
2	The Plan describes the sequencing (1 point) and interdependencies (1 point) of the activities within the contract.
2	The Plan includes provisions (1 point) and responsibilities (1 point) for formal reviews.
2	The Plan includes procedures for the control of software (1 point) and associated documentation (1 point).
2	The Plan describes a process for dealing with corrective action (1 point) and change (1 point).
2	The Plan describes the strategy for software testing (1 point) and installation (1 point).
2	The Plan addresses procedures (1 point) and responsibilities (1 point) for quality control.
2	The Plan addresses procedures (1 point) and responsibilities (1 point) for configuration control.

Table D: Application Development Plan

4.6 Rated Criteria – Technical Resources. Each of the Bidder’s technical resource resumes submitted for evaluation against mandatory criteria specific to each resource category (sections 3.6 through 3.10 above) will be evaluated against the rated criteria in accordance with the tables below. In addition, the resources will be evaluated at the time of Task Authorizations. Minimum pass marks are 60% for the resource categories.

4.7 A.1 Application/Software Architect – Level 3

4.7 Rated Criteria – A.1 Application/Software Architect – Level 3	Scoring	Max Score	Bidder’s Response (Cross Reference to Bid)
R4.7.1 Years of experience using formal System Development Life Cycle (SDLC) Methodologies.	One point per year to a maximum of eight points.	8	
R4.7.2 Years of experience in either financial, pay, or pension business applications systems.	One point per year to a maximum of five points.	5	
R4.7.3 Years of experience in change and release management.	One point per year to a maximum of five points.	5	
R4.7.4 Years of experience using Job Control Language (JCL) or another scripting language.	One point per year to a maximum of five points.	5	
R4.7.5 Years of experience communicating both orally and in writing to senior management and clients.	One point per year to a maximum of three points.	3	
R4.7.6 Years of experience in a leading role on an application development project such as a leader of a development team of at least three resources.	One point per year to a maximum of three points.	3	
R4.7.7 Years of experience in training/coaching development personnel in using IBM Pabbase/CSSD or other architecture tool.	One point per year to a maximum of three points	3	
R4.7.8 Years of recent experience in designing application interfaces for financial or payment systems.	One point per year to a maximum of five points	5	
R4.7.9 Years experience in using MS Project or equivalent project management tool.	One point per year to a maximum of three points	3	
TOTAL	Minimum Pass Marks (24/40)	40	

4.8 A.7 Programmer/Analyst – Level 3

4.8 Rated Criteria – A.7 Programmer/Analyst – Level 3	Scoring	Max Score	Bidder’s Response (Cross Reference to Bid)
R4.8.1 Years of experience analyzing functional requirements to identify information, procedures, and decision flows.	One point per year to a maximum of ten points.	10	
R4.8.2 Years of experience in either financial, pay, or pension business application systems.	One point per year to a maximum of five points.	5	
TOTAL	Minimum Pass Marks (9/15)	15	

4.9 A.7 Programmer/Analyst – Level 2

4.9 Rated Criteria – A.7 Programmer/Analyst – Level 2	Scoring	Max Score	Bidder’s Response (Cross Reference to Bid)
R4.9.1 Years of experience gathering, defining, and analyzing functional requirements to identify information, procedures, and decision flows.	One point per year to a maximum of eight points.	8	
R4.9.2 Years of experience in either financial, pay, or pension business application systems.	One point per year to a maximum of five points.	5	
TOTAL	Minimum Pass Marks (8/13)	13	

4.10 A.7 Programmer/Analyst – Level 1

4.10 Rated Criteria – A.7 Programmer/Analyst – Level 1	Scoring	Max Score	Bidder’s Response (Cross Reference to Bid)
R4.10.1 Years of experience with batch job design and JCL or another scripting language.	One point per year to a maximum of five points.	5	
R4.10.1 Years of experience in either financial, pay, or pension business application systems.	One point per year to a maximum of three points.	3	
TOTAL	Minimum Pass Marks (5/8)	8	

4.11 P.9 Project Manager – Level 3

4.11 Rated Requirement – Project Manager – Level 3	Scoring	Max Score	Bidder’s Response (Cross Reference to Bid)
R4.11.1 Formal education (minimum post-secondary university degree or college diploma) AND/OR professional certification (“Project Management Professional – PMP” designation from the Project Management Institute - PMI) as a project manager.	Five points for a degree or diploma and five points for a professional certification to a maximum of 10 points.	10	
R4.11.2 Years of experience in either financial, pay, or pension business application systems.	One point per year to a maximum of five points.	5	
TOTAL	Minimum Pass Marks (9/15)	15	

5.0 Rated Criteria - Points Summary

Item	Reference	Maximum Points Available	Minimum Points Required
4.0	Bidder – Rated Criteria	190	133
4.7	A.1 Application/Software Architect – Level 3	40	24
4.8	A.7 Programmer/Analyst – Level 3	15	9
4.9	A.7 Programmer/Analyst – Level 2	13	8
4.10	A.7 Programmer/Analyst – Level 1	8	5
4.11	P.9 Project Manager – Level 3	15	9
	Maximum Technical Points - Total	281	
	Minimum Points Required - Total		188

ATTACHMENT 4.1

BID EVALUATION CRITERIA

WORKSTREAM 2 – SUPPORT SERVICES

Application Life Cycle Support Services to the Canadian Armed Forces Central Compensation Pay & Pension System (CCPS)

1.0 Bidder - Mandatory Criteria: Corporate Experience. The Bidder must respond to the corporate experience requirements for the CCPS Life Cycle Support services in its bid. The corporate experience requirements refer to a demonstration of the Bidder’s stability, maturity, and commitment which together reflect the Bidder’s ability as a corporate entity to provide the necessary services for the duration of the resulting Contract.

1.1 Bidder - Mandatory Criteria: Corporate Experience	Bidder’s Response (Cross Reference to Bid)	Met/Not Met
<p>MI.1.1 CORPORATE STABILITY The Bidder must have carried on business as the same legal entity for a minimum of five years as of the date of bid submission. To demonstrate this requirement, the Bidder must provide documented proof of its status (such as a certificate of incorporation, business registration or tax returns confirming the number of years it has been in business).</p>		
<p>MI.1.2 CORPORATE MATURITY The Bidder must clearly identify its current use of a recognized management/software development process - e.g. International Organization for Standardization (ISO) 12207. The process must have been in use by the Bidder for more than one year.</p>		
<p>MI.1.3 CORPORATE COMMITMENT The Bidder must demonstrate its experience to provide quality resources “on-demand” by providing references for two successful contracts. The contracts must each have involved a minimum of five resources, taken place over a period of six months or more, and have been driven by Task Authorizations (or a similar vehicle) resulting in sudden peaks of staffing. This implies higher staffing levels on</p>		

1.1 Bidder - Mandatory Criteria: Corporate Experience	Bidder's Response (Cross Reference to Bid)	Met/Not Met
<p>short notice, not just reallocation of existing staff already on the contract. For each reference include:</p> <ul style="list-style-type: none"> a. Contract number, if applicable; b. Client organization; c. Start date and duration; d. Scope of work; e. Description of work performed, size and nature of the staffing changes and responsibilities held during the contract; and f. Name, current phone number and title of the client's Technical Authority or authorized representative who will confirm the Bidder's claims. <p>Each contract description should be two pages or less in length. The Bidder must provide details demonstrating the rapid deployment of additional resources on an "as-requested" basis.</p>		

- 2.0 Resources - Mandatory Criteria:**
- 2.1 NOTE TO BIDDERS: Listing experience without providing any supporting data to describe where and how such experience was obtained will result in the experience not being included for evaluation purposes. Where resumes only provide the year(s) that any relevant experience was acquired, the evaluation team will assume that length of relevant experience to be one month only for the starting and ending years. For example, if experience is stated as between 2007 and 2009, the evaluation team will consider the relevant experience to one month for 2007 (i.e. December, 12 months for 2008 and one month, i.e. January for 2009 for a total of 14 months).**
- 2.2** Section 7 of the (SOW) provides resource requirement details for each anticipated resource by category. The Bidder must provide one resume for each resource category that will be evaluated at the technical evaluation phase of the RFP.
- 2.3** Resource categories to be evaluated consist of:
- 2.3.1 A.11 Tester - Level 3;
 - 2.3.2 A.11 Tester – Level 2;
 - 2.3.3 I.2 Database Administrator – Level 3;
 - 2.3.4 B.11 Instructor, IT – Level 3;
 - 2.3.5 B.13 Operations Support Specialist – Level 2;
 - 2.3.6 B.14 Technical Writer – Level 3; and
 - 2.3.7 P.11 Quality Assurance Specialist/Analyst – Level 3.
- 2.4** The Bidder must bid each resource only once and must submit a bid for each resource category listed in paragraph 3.3 above.
- 2.5** In the tables that follow, “IT experience” is defined as “hands-on” experience that deals with the creation or maintenance of computer application systems at one or more point in their development life cycle: Feasibility, Prototyping, Requirements Definition, Analysis, Design, Development, Testing, and In-Service Support. Recent experience is defined as experience within the last five years from the date of bid closing.

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2.6 A.11 Tester – Level 3

2.6 Mandatory Criteria – A.11 Tester – Level 3	Bidder's Response (Cross Reference to Bid)	Met/Not Met
M2.6.1 Minimum four years of experience in using a problem report/tracking system/tool.		
M2.6.2 Minimum four years of experience in conducting system software testing including module, integration, and regression tests.		
M2.6.3 Minimum four years of experience in the development of test scenarios and test scripts.		
M2.6.4 Minimum four years of experience using IBM DB2 or Oracle RDBMS databases and writing Structured Query Language (SQL) queries.		

2.7 A.11 Tester – Level 2

2.7 Mandatory Criteria – A.11 Tester – Level 2	Bidder's Response (Cross Reference to Bid)	Met/Not Met
M2.7.1 Minimum four years of experience in conducting system software testing including module, integration, and regression tests.		
M2.7.2 Minimum four years of experience in the development of test scenarios and test scripts.		
M2.7.3 Minimum four years of experience using IBM DB2 or Oracle RDBMS and writing SQL queries.		

2.8 I.2 Database Administrator – Level 3

2.8 Mandatory Criteria – I.2 Database Administrator – Level 3	Bidder's Response (Cross Reference to Bid)	Met/Not Met
M2.8.1 Minimum eight years of experience with IBM DB2 release/version 8 or latest or another RDBMS such as Oracle.		
M2.8.2 Minimum five years of experience with JCL or another scripting language and ISPF/TSO or other mainframe time-sharing environment.		
M2.8.3 Minimum five years of experience using SQL Process Using File Input (SPUFI) and Fileaid query tools.		

2.9 B.11 Instructor, IT – Level 3

2.9 Mandatory Criteria – B.11 Instructor, IT – Level 3	Bidder's Response (Cross Reference to Bid)	Met/Not Met
M2.9.1 Minimum five years of experience in working with users in determining their training needs.		
M2.9.2 Minimum five years of experience using two or more training techniques – e.g. traditional instruction, demonstration, coaching, facilitation, practical/"hands-on", experiential learning, etc.		
M2.9.3 Minimum five years of experience in the creation of training documentation, and training guides.		

2.10 B.13 Operations Support Specialist – Level 2

2.10 Mandatory Criteria – B.14 Operations Support Specialist – Level 2	Bidder's Response (Cross Reference to Bid)	Met/Not Met
M2.10.1 Minimum four years of experience working in a IBM DB2 or other RDBMS and CICS or other online transaction processing server development environment.		
M2.10.2 Minimum five years of experience maintaining multiple development environments.		
M2.10.3 Minimum three years experience in COBOL programming.		
M2.10.4 Minimum four years of experience using JCL or another scripting language.		
M2.10.5 Minimum four years of experience with ISPF/TSO or other server time-sharing environment Command List (CLIST).		
M2.10.6 Minimum four years of experience performing migration and version control.		

2.11 B.14 Technical Writer – Level 3

2.11 Mandatory Criteria – B.14 Technical Writer – Level 3	Bidder's Response (Cross Reference to Bid)	Met/Not Met
M2.11.1 Minimum five years of experience producing system and application documentation including operating manuals, and instructions for technical staff or end-users.		
M2.11.2 Minimum three years of experience using Microsoft Office Suite products (Word, Publisher, Visio) to produce documentation.		
M2.11.3 Minimum three years of experience reviewing and maintaining existing documentation standards and documentation.		

2.12 P.11 Quality Assurance Specialist/Analyst – Level 3

2.12 Mandatory Criteria – P.11 Quality Assurance Specialist/Analyst – Level 3	Bidder's Response (Cross Reference to Bid)	Met/Not Met
M2.12.1 Minimum three years of experience with problem tracking databases/tools.		
M2.12.2 Minimum five years of experience in working with business rules and technical specifications to identify and resolve application and data integrity problems.		
M2.12.5 Minimum five years of experience using JCL or another scripting language.		
M2.12.6 Minimum five years of experience with ISPF/TSO or another mainframe time-sharing environment.		

3.0 Bidder - Rated Criteria:

- 3.1 All bids will be evaluated against the following criteria.
- 3.2 Table A provides the point summary for each of the areas of evaluation. Bids must meet the threshold level defined to be responsive. The threshold level is 133 points (70%).

Criteria	Max Score
Business Experience (Table B)	30
Contract References (Table C)	50
Maximum Technical Points:	80
Minimum Points Required:	56

Table A: Rated Criteria – Summary

3.3 Rated Criteria – Business Experience:

- 3.3.1 The Bidder should demonstrate business experience and previous involvement with business applications that are similar in size and technology to the current CCPS application environment. The evaluation team will rate each of the criterion outlined in the following table.

Scoring	Business Experience Evaluation Standard	Max Score	Bidder’s Response (Cross Reference to Bid)
1 point per year up to max of 10 points	Number of years in business in excess of 5 years.	10	
1 point per year of experience up to max of 10 points	Number of demonstrated years of experience involving Pay business applications within the past 10 years.	10	
1 point per year of experience up to max. of 10 points	Number of demonstrated years of experience involving Pension business applications within the past 10 years.	10	

Table B: Business Experience

3.4 Rated Criteria - Contract References:

3.4.1 The Bidder should demonstrate previous successful experience and involvement with large, complex projects. A large, complex contract is defined as a contract of \$500K or more and engaging a minimum of five resources. To demonstrate this, the Bidder should provide two application development contract references. The characteristics of each contract that will be evaluated are:

3.4.1.1 Scope (dollar value) - Total annual contract/tasking expenditure, based on a fixed price arrangement or on per diem rates over a broad range of resource categories. The contract/tasking scope and expenditure would be similar to that envisioned for tasking under the Contract resulting from this RFP.

3.4.2 Each contract submitted as a reference must have either started or completed within the past five years. For recently started contracts, there must be at least 6 months of work completed.

3.4.3 Each of the client reference contract summaries will be equally weighted, on the basis of 50% of the total available points for this section. Both contract summaries will be rated in accordance with the criteria outlined below for scope.

3.4.4 A reference for each contract including the name, title, organization and recent telephone number is required. If a federal government contract, the Bidder should specify the department, title of contract, contract number, value and name of client contract with recent telephone number. The evaluation team will rate each of the development contracts against the criteria in Table C below.

Contract Reference Criteria	Points/Weight	Scoring	Standard	Max Points	Bidder's Response (Cross Reference to Bid)
Contract Scope: Total contract/ Task value Per year	5 points max - Weight x.5	0	Contract completed more than 5 years ago or less than 6 months of work completed.	25 for each contract (total 50)	
		1	Contract value was less than \$500K		
		2	Contract value was more than \$500K and less than \$1M		
		3	Contract value was more than \$1M and less than \$2M		
		4	Contract value was more than \$2M and less than \$3M		
5	Contract value was more than \$3M and multi-year				

Table C: - Contract References

3.5 Rated Criteria – Technical Resources. Each of the Bidder’s technical resource resumes submitted for evaluation against mandatory criteria specific to each resource category (sections 2.6 through 2.12 above) will be evaluated against the rated criteria in accordance with the tables below. In addition, the resources will be evaluated at the time of Task Authorizations. Minimum pass marks are 60% for the resource categories.

3.6 A.11 Tester – Level 3

Rated Criteria – A.11 Tester – Level 3	Scoring	Max Score	Bidder’s Response (Cross Reference to Bid)
R3.6.1 Years of experience in estimating time-lines for the testing of applications.	One point per year to a maximum of five points.	5	
R3.6.2 Years of experience in either financial, pay, or pension business application systems.	One point per year to a maximum of five points.	5	
R3.6.3 Years of experience in preparing test strategies and related documentation for enterprise applications.	One point per year to a maximum of five points	5	
TOTAL	Minimum Pass Marks (9/15)	15	

3.7 A.11 Tester – Level 2

3.7 Rated Criteria – A.11 Tester – Level 2	Scoring	Max Score	Bidder’s Response (Cross Reference to Bid)
R3.7.1 Years of experience in either financial, pay, or pension business application systems.	One point per year to a maximum of five points.	5	
R3.7.2 Years of experience working in an enterprise application environment.	One point per year to a maximum of five points.	5	
TOTAL	Minimum Pass Marks (6/10)	10	

3.8 I.2 Database Administrator – Level 3

3.8 Rated Criteria – I.2 Database Administrator – Level 3	Scoring	Max Score	Bidder’s Response (Cross Reference to Bid)
R3.8.1 Years of experience in Data Modeling using SilverRun or another modeling tool.	One point per year to a maximum of eight points.	10	
R3.8.2 Years of experience in database performance monitoring, tuning and capacity analysis.	One point per year to a maximum of five points.	5	
TOTAL	Minimum Pass Marks (9/15)	15	

3.9 B.11 Instructor, IT – Level 3

3.9 Rated Criteria – B.11 Instructor, IT – Level 3	Scoring	Max Score	Bidder’s Response (Cross Reference to Bid)
R3.9.1 Years of experience in delivery of training to one or more levels (e.g. technical staff, technical management, end-users, etc) of user organizations.	One point per year to a maximum of five points.	5	
R3.9.2 Years of experience in the creation of hands-on computer-based training database(s).	One point per year to a maximum of five points.	5	
TOTAL	Minimum Pass Marks (6/10)	10	

3.10 B.13 Operations Support Specialist – Level 2

3.10 Rated Requirement – B.14 Operations Support Specialist – Level 2	Scoring	Max Score	Bidder’s Response (Cross Reference to Bid)
R3.10.1 Years of experience with problem tracking databases/tools.	One point per year to a maximum of five points.	5	
R3.10.2 Years of experience in writing reports for management.	One point per year to a maximum of two points.	2	
R3.10.3 Years of experience with software release/communication and promotion planning.	One point per year to a maximum of five points.	5	
R3.10.4 Years experience in either financial, pay, or pension business application systems.	One point per year to a maximum of three points.	3	
TOTAL	Minimum Pass Marks (9/15)	15	

3.11 P.11 Quality Assurance Specialist/Analyst – Level 3

3.11 Rated Requirement – P.11 Quality Assurance Specialist/Analyst – Level 3	Scoring	Max Score	Bidder’s Response (Cross Reference to Bid)
R3.11.1 Years of experience using IBM DB2 or Oracle RDBMS and writing SQL queries.	One point per year to a maximum of five points.	5	
R3.11.2 Years of experience in writing reports for management.	One point per year to a maximum of two points.	2	
R3.11.3 Years of experience in either financial, pay, or pension business application systems.	One point per year to a maximum of three points.	3	
TOTAL	Minimum Pass Marks (6/10)	10	

4.0 Rated Criteria – Points Summary

Item	Reference	Maximum Points Available	Minimum Points Required
3.0	Bidder – Rated Criteria	80	56
3.6	A.11 Tester – Level 3	15	9
3.7	A.11 Tester – Level 2	10	6
3.8	I.2 Database Administrator – Level 3	15	9
3.9	B.11 Instructor, IT – Level 3	15	9
3.10	B.13 Operations Support Specialist – Level 3	15	9
	B.14 Technical Writer – Level 3	N/A	N/A
3.11	P.11 Quality Assurance Specialist/Analyst – Level 3	10	6
	Maximum Technical Points - Total	145	
	Minimum Points Required - Total		104