



**REQUEST FOR PROPOSAL
DEMANDE DE PROPOSITION**

Proposal to / Propositions aux:

macsbids@statcan.gc.ca

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 or attached hereto, the supplies and services listed herein or on any attached sheets at the price(s) set out therefore.

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 articles et les services énumérés ici et sur toute feuille ci-annexée, au(x) prix indiqué(s).

Date of Solicitation – Date de l’invitation: 14 January 2015	
Address inquiries to – Adresser toute demande de renseignements à: macsbids@statcan.gc.ca	
Area code and Telephone No. Code régional et N° de téléphone (613) 951-5003	Facsimile No. N° de télécopieur (613) 951-2073
Destination Statistics Canada Materiel and Contracts Services Main Bldg, Room 1405 150 Tunney’s Pasture Driveway Ottawa, Ontario K1A 0T6	

Instructions :
Municipal taxes are not applicable.

Unless otherwise specified herein by the Crown, all prices quotes are to be net prices in Canadian funds including Canadian customs duties, excise taxes, and are to be F.O.B., including all delivery charges to destination(s) as indicated. The amount of the Goods and Services Tax is to be shown as a separate item.

Instructions:
Les taxes municipales ne s’appliquent pas.

Sauf indication contraire, énoncée par la Couronne, dans les présentes, tous les prix indiqués sont des prix nets, en dollars canadiens, comprenant les droits de douane canadiens, la taxe d’accise et doivent être F.A.B., y compris tous frais de livraison à la (aux) destination(s) indiquée(s). La somme de la taxe sur les produits et services devra être un article particulier.

Delivery required – Livraison exigée Feb 2015	Delivery offered – Livraison proposée
Vendor Name and Address – Raison sociale et adresse du fournisseur Facsimile No – N° de télécopieur : Telephone No – N° de téléphone :	
Signature	Date

Solicitation No – N° de l’invitation : 1920-0013508
Solicitation closes – L’invitation prend fin At – à : 14:00 EST On – le : 24 Feb 2015
Update – Mise à jour :

Name and title of person authorized to sign on behalf of vendor (type or print) – Nom et titre de la personne autorisée à signer au nom du fournisseur (caractère d’impression).
Name – Nom :
Title – Titre :



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PART 1 - GENERAL INFORMATION

1.1 Introduction

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

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

The Annexes include the Statement of Work, and the Basis of Payment.

1.2 Summary

- a. This requirement is to provide technical support and maintenance for SOLR Enterprise Search. See "Annex A" Statement of Work for further details.
- b. The requirement is for Statistics Canada.
- c. The period of the contract will begin upon contract award, and end one (1) year later, including three (3), one (1) year option periods for additional services.
- d. For services requirements, Bidders must provide the required information as detailed in article 2.3 of Part 2 of the bid solicitation, in order to comply with Treasury Board policies and directives on contracts awarded to former public servants."

1.3 Debriefings

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



PART 2 - BIDDER INSTRUCTIONS

2.1 Standard Instructions, Clauses and Conditions

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

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

The 2003 (2014-09-25) Standard Instructions - Goods or Services - Competitive Requirements, are incorporated by reference into and form part of the bid solicitation.

2.2 Submission of Bids

- a. Bids must be received at the email address identified on page 1 of the solicitation, by the date and time indicated on the page 1 of the solicitation.
- b. Due to the nature of the bid solicitation, bids transmitted by facsimile will not be accepted.

2.3 Former Public Servant

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

Definitions

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

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

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

"pension" means a pension or annual allowance paid under the [Public Service Superannuation Act](#) (PSSA), R.S., 1985, c. P-36, and any increases paid pursuant to the [Supplementary Retirement](#)



Benefits Act, R.S., 1985, c. S-24 as it affects the PSSA. It does not include pensions payable pursuant to the Canadian Forces Superannuation Act, R.S., 1985, c. C-17, the Defence Services Pension Continuation Act, 1970, c. D-3, the Royal Canadian Mounted Police Pension Continuation Act, 1970, c. R-10, and the Royal Canadian Mounted Police Superannuation Act, R.S., 1985, c. R-11, the Members of Parliament Retiring Allowances Act, R.S. 1985, c. M-5, and that portion of pension payable to the Canada Pension Plan Act, R.S., 1985, c. C-8.

Former Public Servant in Receipt of a Pension

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

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

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

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

Work Force Adjustment Directive

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

If so, the Bidder must provide the following information:

- a. name of former public servant;
- b. conditions of the lump sum payment incentive;
- c. date of termination of employment;
- d. amount of lump sum payment;
- e. rate of pay on which lump sum payment is based;
- f. period of lump sum payment including start date, end date and number of weeks;
- g. number and amount (professional fees) of other contracts subject to the restrictions of a work force adjustment program.

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

2.4 Enquiries - Bid Solicitation

All enquiries must be submitted in writing to the Contracting Authority no later than 3 calendar days before the bid closing date. Enquiries received after that time may not be answered.

Bidders should reference as accurately as possible the numbered item of the bid solicitation to which the enquiry relates. Care should be taken by bidders to explain each question in sufficient detail in order to



enable Canada to provide an accurate answer. Technical enquiries that are of a proprietary nature must be clearly marked "proprietary" at each relevant item. Items identified as "proprietary" will be treated as such except where Canada determines that the enquiry is not of a proprietary nature. Canada may edit the question(s) or may request that the Bidder do so, so that the proprietary nature of the question(s) is eliminated and the enquiry can be answered to all bidders. Enquiries not submitted in a form that can be distributed to all bidders may not be answered by Canada.

2.5 Applicable Laws

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

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

PART 3 - BID PREPARATION INSTRUCTIONS

3.1 Bid Preparation Instructions

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

Section I: Technical Bid (1 soft copy)

Section II: Financial Bid (1 soft copy)

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

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

- a. use a numbering system that corresponds to the bid solicitation.

Section I: Technical Bid

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

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

Section II: Financial Bid

- 3.1.1** Bidders must submit their financial bid in accordance with the Basis of Payment in Annex "B". The total amount of Applicable Taxes must be shown separately.



3.1.2 Exchange Rate Fluctuation

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

PART 4 - EVALUATION PROCEDURES AND BASIS OF SELECTION

4.1 Evaluation Procedures

- a. Bids will be assessed in accordance with the entire requirement of the bid solicitation including the technical and financial evaluation criteria.
- b. An evaluation team composed of representatives of Canada will evaluate the bids.

4.1.1 Technical Evaluation

4.1.1.1 Mandatory Technical Criteria

MTC #	Mandatory Technical Criteria (MTC)	Proposal Page Number	Pass/Fail
MTC1	<p>The Bidder must demonstrate that they have:</p> <ul style="list-style-type: none"> a. a minimum of 3 years experience providing technical support for SOLR within the last 5 years; b. provided 24 / 7 support for SOLR related issues for at least 10 organizations within the last 3 years, and; c. a minimum of 3 years experience within the last 5 years providing SOLR advisory services to organizations. This would include validating future architecture design, development requirements, performance questions and scalability questions. <p>At a minimum, the Bidder must provide the following information In order to demonstrate the experience submitted in response to the criterion</p> <ul style="list-style-type: none"> 1. Description of how the experience was accumulated. 2. Client name for which the services were rendered, as well as the name and current business e-mail address and/or business telephone number for the client's delegated representative who would be able to confirm the information provided by the Bidder. 3. Project start/end dates and duration, providing period of time over which the experience was acquired, in the format: (month/year) to (month/year). 		



MTC #	Mandatory Technical Criteria (MTC)	Proposal Page Number	Pass/Fail
MTC2	<p>The Bidder must demonstrate that they have an online knowledge base for SOLR related issues. The online site should contain multiple tutorials on how to resolve SOLR related issues.</p> <p>At a minimum, the Bidder must provide the following information In order to demonstrate the experience submitted in response to the criterion</p> <p>A link to the online knowledge base. The knowledge base must contain more than 50 “how to” information sections and or tutorials.</p>		
MTC3	<p>The bidder must demonstrate that they currently employ 2 SOLR core committers. The SOLR core committers must have a minimum of 3 years experience being core committers. This experience can be accumulated from multiple companies.</p> <p>At a minimum, the Bidder must provide the following information in order to demonstrate the experience submitted in response to the criterion:</p> <p>The name of the employee, as well as the name and current business e-mail address and/or business telephone number for the Employee’s delegated representative who would be able to confirm the information provided by the Bidder.</p>		

4.1.2 Financial Evaluation

4.1.2.1 Mandatory Financial Criteria

SACC Manual Clause [A0222T](#) (2014-06-26), Evaluation of Price – Canadian / Foreign Bidders

For evaluation purposes, the sum of the contract period, and three (3) option periods will determine the total evaluated price.

4.2 Basis of Selection

4.2.1 Mandatory Technical Criteria

SACC Manual Clause [A0031T](#) (2010-08-16), Basis of Selection – Mandatory Technical Criteria

In case of a tie during the financial evaluation, the responsive bid which was received first will be considered the successful bid.



PART 5 - CERTIFICATIONS

Bidders must provide the required certifications and associated information to be awarded a contract.

The certifications provided by bidders to Canada are subject to verification by Canada at all times. Canada will declare a bid non-responsive, or will declare a contractor in default in carrying out any of its obligations under the Contract, if any certification made by the Bidder is found to be untrue, whether made knowingly or unknowingly, during the bid evaluation period or during the contract period.

The Contracting Authority will have the right to ask for additional information to verify the Bidder's certifications. Failure to comply and to cooperate with any request or requirement imposed by the Contracting Authority may render the bid non-responsive or constitute a default under the Contract.

5.1 Certifications Precedent to Contract Award

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

5.1.1 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.

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

PART 6 - RESULTING CONTRACT CLAUSES

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

6.1 Statement of Work

The Contractor must perform the Work in accordance with the Statement of Work at Annex "A".

6.2 Standard Clauses and Conditions

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

6.2.1 General Conditions

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

6.3 Security Requirements

There is no security requirement applicable to this Contract.



6.4 Term of Contract

6.4.1 Period of the Contract

The period of the Contract is from date of Contract to_____ (period of one year) inclusive.

6.4.2 Option to Extend the Contract

The Contractor grants to Canada the irrevocable option to extend the term of the Contract by up to three (3) additional one (1) year period(s) under the same conditions. The Contractor agrees that, during the extended period of the Contract, it will be paid in accordance with the applicable provisions as set out in the Basis of Payment.

Canada may exercise this option at any time by sending a written notice to the Contractor at least fifteen (15) calendar days before the expiry date of the Contract. The option may only be exercised by the Contracting Authority, and will be evidenced for administrative purposes only, through a contract amendment.

6.5 Authorities

6.5.1 Contracting Authority

The Contracting Authority for the Contract is:

Name: **Brooke Monette**
Title: Contracting Officer
Statistics Canada Acquisitions Branch
Directorate: Corporate Support Services Division
Address: 150 Tunney's Pasture Driveway,
Main Building, Room 1405-L, Ottawa, K1A 0T6
Telephone: 613-951-5003
Facsimile: 613-951-2073
E-mail address: macsbids@statcan.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.

6.5.2 Project Authority

The Project Authority for the Contract is: *(Information will be provided at the time of contract award).*

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

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



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

6.5.3 Contractor's Representative (*Information will be provided at the time of contract award*).

6.6 Proactive Disclosure of Contracts with Former Public Servants

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

6.7 Payment

6.7.1 Basis of Payment

In consideration of the Contractor satisfactorily completing all of its obligations under the Contract, the Contractor will be paid a firm price, as specified in Annex B for a cost of \$ _____ (insert the amount at contract award). Customs duties are *included*, and Applicable Taxes are extra.

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

6.7.2 Monthly Payment

SACC Manual clause H1008C (2008-05-12), Monthly Payment

6.7.3 Taxes

SACC Manual clause C2000C (2007-11-30), Taxes – Foreign-based Contractor

6.7.4 Discretionary Audit

SACC Manual clause C0100C (2010-01-11), Discretionary Audit - Commercial Goods and/or Services

6.8 Invoicing Instructions

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

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.

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.

Invoices must be distributed as follows:

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



Financial and Administrative Services Division (FASD)

RH Coats Building, Finance Counter (RHC 6L)
100 Tunney's Pasture Driveway, Ottawa, ON K1A 0T6
Financecounter@statcan.gc.ca

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

6.9 Certifications

6.9.1 Compliance

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

6.10 Applicable Laws

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

6.11 Priority of Documents

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

- a. the Articles of Agreement;
- b. the general conditions 2035 (2014-09-25), Higher Complexity - Services
- c. Annex A, Statement of Work
- d. Annex B, Basis of Payment;
- e. the Contractor's bid dated _____, (*insert date of bid*) (*If the bid was clarified or amended, insert at the time of contract award:* ", as clarified on _____ " **or** ", as amended on _____ " *and insert date(s) of clarification(s) or amendment(s)*).

6.12 Insurance

SACC Manual clause G1005C (2008-05-12) Insurance

6.13 Dispute Resolution

The parties understand that the Procurement Ombudsman appointed pursuant to Subsection 22.1(1) of the Department of Public Works and Government Services Act will, on request, and consent of the parties, to participate in an alternative dispute resolution process to resolve any dispute between the parties respecting the interpretation or application of a term and condition of this contract and their



consent to bear the cost of such process, provide to the parties a proposal for an alternative dispute resolution process to resolve their dispute. The Office of the Procurement Ombudsman may be contacted by telephone at 1-866-7345169 or by e-mail at boa.opo@boa.opo.gc.ca.

6.14 Contract Administration

The parties understand that the Procurement Ombudsman appointed pursuant to Subsection 22.1 (1) of the Department of Public Works and Government Services Act will review a complaint filed by (the supplier or the contractor or the name of the entity awarded this contract) respecting administration of this contract if the requirements of Subsection 22.2 (1) of the Department of Public Works and Government Services Act and Sections 15 and 16 of the Procurement Ombudsman Regulations have been met, and the interpretation and application of the terms and conditions and the scope of the work of this contract are not in dispute. The Office of the Procurement Ombudsman may be contacted by telephone at 1-866-734-5169 or by e-mail at boa.opo@boa.opo.gc.ca.



ANNEX “A”

STATEMENT OF WORK

SW.1.0 TITLE

Statistics Canada (Statcan) – Informatics Branch – Administrative and Dissemination Systems Division (ADSD) requires a technical support contract to support SOLR Enterprise Search.

SW.2.0 BACKGROUND

SOLR search technology is currently widely used at Statistics Canada to power the Statcan web presence and many projects that use this technology. It has proven to be extremely scalable, easily handles Statcan’s performance requirements and provides a superior search experiences compared to other search engines. As Statistics Canada has many SOLR deployments and SOLR is a key technology for Statcan moving forward, Statcan requires the Contractor to provide support services. The Contractor would be required to provide updates for security fixes, resolving technical issues, advisory services and training via online resources. The provision of these services will help ensure that Statcan has a reliable SOLR implementation that will meet the goals of Administrative and Dissemination Systems Division and future support business growth.

SW.3.0 OBJECTIVES

The contractor will be required to provide updates and fixes related to bugs, security and new features for the Statcan SOLR implementation as well as recommendation on future development requirements.

SW.4.0 PROJECT REQUIREMENTS

SW.4.1 Tasks, Deliverables, Milestones and Schedule

The Contractor will be required to perform the following tasks for Statistics Canada (Statcan) – Informatics Branch – Administrative and Dissemination Systems Division (ADSD):

Tasks/Activities	Deliverables/Milestones	Estimated Timeline
4.1.1 – Security updates	Provide security and maintenance patches with installation instructions so that Statistics Canada staff be able to apply them to SOLR instances.	As security and maintenance fixes are made available.



<p>4.1.2 – Technical issues</p> <p>Architecting the search stack</p> <p>Tweaking relevance</p> <p>Weighting algorithms</p> <p>Bug fixes</p> <p>Implementing spatial search solutions</p> <p>Other custom SOLR search solutions</p>	<p>Analyzing and resolving issues related to SOLR as they are raised by Statistics Canada’s Administrative and Dissemination Systems Division staff.</p> <p>Architecture document outlining optimal server configuration, specification, resource requirements and communications ports</p> <p>Instruction on how to modify SOLR configuration to improve relevancy.</p> <p>Instruction on how to modify SOLR configuration to improve weighting algorithms.</p> <p>Bug fixes will be provided in the form of software patches, new software version upgrades or instructions on workarounds.</p> <p>Instruction on how to modify SOLR configuration to improve spatial search.</p> <p>Instruction on how to modify SOLR to allow custom search functionality.</p>	<p>Unlimited email or, phone calls or access to ticketing system. Expected turnaround time would be as follows: critical: 3 hours major: 48 hours minor: 96 hours</p> <p>Critical is defined as: Production server or other mission critical system(s) are down and no workaround is immediately available. -All or a substantial portion of mission critical data is at a significant risk of loss or corruption. - A substantial loss of service. - Business operations have been severely disrupted.</p> <p>Major is defined as: Major functionality is severely impaired. -Operations can continue in a restricted fashion, although long-term productivity might be adversely affected. -A major milestone is at risk. Ongoing and incremental installations are affected. -A temporary workaround is available</p> <p>Minor is defined as: Partial, non-critical loss of functionality of the software. -Impaired operations of some components, but allows the user to continue using the software. -Initial installation milestones are at minimal risk</p>
<p>4.1.3 – Off business hours support</p>	<p>Provide 24 hours/day, 7 days/week SOLR support to Statistics Canada. In case of a critical incident developing outside of regular business hours, Administrative and Dissemination Systems Division staff are able to receive support / help from the Contractor.</p>	<p>Unlimited email or, phone calls or access to ticketing system 24 / 7. Expected turnaround time would be as follows: critical: 3 hours</p>



4.1.4 – Advisory services	Provide advisory services on future development requirements. This would include validating future architecture design, development requirements, performance questions and scalability questions. This will help Statcan to align to industry best practices. This is exploratory work on potential changes, and advice on new business requirements.	A maximum of 40 hours to be provided and requests should be answered within 5 business days.
4.1.5 – Access the knowledge base	Access to How-to support knowledge base. This would need to be available online and can be a combination of videos and web page tutorials. This would be a site the Statistics Canada would have access to learn additional information about SOLR.	Unlimited access

SW.5.0 OTHER TERMS AND CONDITIONS OF THE SOW

SW.5.1 Authorized Users

Administrative and Dissemination Systems Division technical staff is authorized to request work under this contract

SW.5.2 Location of Work, Work Site and Delivery Point

Remotely - Work shall be conducted on site at the vendor’s location.

SW.5.3 Language of Work

English or French



ANNEX “B”

BASIS OF PAYMENT

Description of Service	Estimated Period of Service	Firm Monthly Price	Total Yearly Cost =(Firm Monthly Price x 12)
Initial contract period			
SOLR Technical Support and Maintenance	To begin upon contract award and end one year later	\$	\$
Optional contract period 1			
SOLR Technical Support and Maintenance	To begin 1 day after the initial contract period, and end 1 year later	\$	\$
Optional contract period 2			
SOLR Technical Support and Maintenance	To begin 1 day after optional contract period 1, and end 1 year later	\$	\$
Optional contract period 3			
SOLR Technical Support and Maintenance	To begin 1 day after optional contract period 2, and end 1 year later	\$	\$
NET TOTAL			\$TBD