

**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 0B2 / Noyau 0B2

Gatineau

Québec

K1A 0S5

Bid Fax: (819) 997-9776

**REQUEST FOR PROPOSAL
DEMANDE DE PROPOSITION**

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

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

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

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

Comments - Commentaires

Title - Sujet TBIPS 2015-01, SVCS, FY14/15	
Solicitation No. - N° de l'invitation W8485-152499/A	Date 2015-02-12
Client Reference No. - N° de référence du client W8485-152499	
GETS Reference No. - N° de référence de SEAG PW-\$\$ZM-381-28478	
File No. - N° de dossier 381zm.W8485-152499	CCC No./N° CCC - FMS No./N° VME
Solicitation Closes - L'invitation prend fin at - à 02:00 PM on - le 2015-03-05	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: Aresta(zm div), Arden	Buyer Id - Id de l'acheteur 381zm
Telephone No. - N° de téléphone (819) 956-5633 ()	FAX No. - N° de FAX (819) 956- 578
Destination - of Goods, Services, and Construction: Destination - des biens, services et construction: Specified Herein Précisé dans les présentes	

Instructions: See Herein

Instructions: Voir aux présentes

Vendor/Firm Name and Address

Raison sociale et adresse du

fournisseur/de l'entrepreneur

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

VARIOUS CATEGORIES AND LEVELS

FOR

THE DEPARTMENT OF NATIONAL DEFENCE

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BID SOLICITATION
FOR CONTRACT AGAINST A SUPPLY ARRANGEMENT FOR TASK-
BASED IN INFORMATICS PROFESSIONAL SERVICES (TBIPS)
VARIOUS CATEGORIES AND LEVELS
FOR
THE DEPARTMENT OF NATIONAL DEFENCE

PART 1 - GENERAL INFORMATION

1.1 Introduction

This document states terms and conditions that apply to this bid solicitation W6369-152499. 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 (the "Client") for Task-Based Informatics Professional Services (TBIPS) under the TBIPS Supply Arrangement (SA) method of supply.

- (b) It is intended to result in the award of 1 contract(s), each for 3 years.
- (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) The Resource Categories described below are required on an as and when requested basis in accordance with the TBIPS SA Annex "B":

	RESOURCE CATEGORY	LEVEL OF EXPERTISE	ESTIMATED NUMBER OF RESOURCES REQUIRED
1	P.9 Project Manager	Level 3	1
2	B.7 Business Transformation Architect	Level 3	1
3	I.10 Technical Architect	Level 3	1
4	I.11 Technology Architect	Level 2	1
5	A.1 Application/Software Architect	Level 3	1
6	I.3 Database Analyst / IM Administrator	Level 3	1
7	A.8 System Analyst	Level 2	1
8	B.1 Business Analyst	Level 3	1
9	B.5 Business Process Re-engineering (BPR) Consultant	Level 3	1
10	A.6 Programmer/Software Developer	Level 3	2
11	I.10 Technical Architect	Level 2	1
Total			12

Solicitation No. - N° de l'invitation

W8485-152499/A

Amd. No. - N° de la modif.

File No. - N° du dossier

381zmW8485-152499

Buyer ID - Id de l'acheteur

381zm

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

W8485-152499

CCC No./N° CCC - FMS No/ N° VME

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 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.
- (c) The 2003 (2014-06-26) 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.

The text under subsections 4 and 5 of Section 01 – Code of Conduct and Certifications of 2003 referenced above is replaced by:

- 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 list within a specified time period. 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 at the top right hand corner of 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 Former Public Servant

a. Information Required

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

b. Definitions

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

an individual;

an individual who has incorporated;

a partnership made of former public servants; or

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

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

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

c. Former Public Servant in Receipt of a Pension

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

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

name of former public servant;

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

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

d. Work Force Adjustment Directive

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

If so, the Bidder must provide the following information:

name of former public servant;

conditions of the lump sum payment incentive;

date of termination of employment;

amount of lump sum payment;

rate of pay on which lump sum payment is based;

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

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

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

2.4 Enquiries - Bid Solicitation

- (a) All enquiries must be submitted in writing to the Contracting Authority no later than 7 calendar days before the bid closing date. Enquiries received after that time may not be answered.
- (b) Bidders should reference as accurately as possible the numbered item of the bid solicitation to which the enquiry relates. Care should be taken by bidders to explain each question in sufficient detail in order to enable Canada to provide an accurate answer. Technical enquiries that are of a "proprietary" nature must be clearly marked "proprietary" at each relevant item. Items identified as proprietary will be treated as such except where Canada determines that the enquiry is not of a proprietary nature. Canada may edit the questions or may request that the Bidder do so, so that the proprietary nature of the question is eliminated, and the enquiry can be answered with copies to all bidders. Enquiries not submitted in a form that can be distributed to all bidders may not be answered by Canada.

2.5 Applicable Laws

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

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.*

2.6 Improvement of Requirement During Solicitation Period

If 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.

2.7 Basis for Canada's Ownership

- (a) Canada has determined that any Material subject to copyright arising from the performance of the Work under the Contract will vest in Canada, as per sub-section 6.5 of the Treasury Board Policy '*Title to Intellectual Property Arising Under Crown Procurement*'. Examples of such Material (as such is defined in General Conditions 2035) include the deliverables identified in section 7 of Annex A - The Statement of Work.

2.8 Volumetric Data

The estimated number of resources required and estimated level of effort data 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 in separately bound sections as follows:

- (i) Section I: Technical Bid (4 hard copies and 1 soft copies on CD or DVD);
- (ii) Section II: Financial Bid (2 hard copies and 1 soft copies on CD or DVD); and
- (iii) Section III: Certifications not included in the Technical Bid (4 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.
- (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 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. 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 information required by Articles 2.0 and 3.0 of Attachment 4.1. For each customer reference, the Bidder must, at a minimum, provide the name, the telephone number and 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 the Basis of Payment provided in Annex "B" 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. The Bidder's proposed firm per diem rates for the Initial Contract Period must not exceed those rates set out in Annex "C" to Part A Schedule of Per Diem Rates of the SA Holder's Supply Arrangement. SA Holders may offer a percentage discount on their per diem rates.
- (b) **Variation in Resource Rates By Time Period:** For any given Resource Category, where the financial tables provided by Canada allow different firm rates to be charged for a resource category during different time periods:
- (i) the rate bid must not increase by more than 5% from one time period to the next, and
 - (ii) the rate bid for the same Resource Category during any subsequent time period must not be lower than the rate bid for the time period that includes the first month of the Initial Contract Period.
- (c) **Variation in Resource Rates By Level:** Where the financial tables provided by Canada allow different firm rates to be charged for different Levels of experience within the same Resource Category and time period, for any such Resource Category and time period
- (i) the rate bid for Level three must be higher than that bid for Level two, and
 - (ii) the rate bid for Level two must be higher than the rate bid for Level one.
- (d) **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.
- (e) **Blank Prices:** Bidders are requested to insert "\$0.00" for any item for which it does not intend to charge or for items that are already included in other prices set out in the tables. If the Bidder leaves any price blank, Canada will treat the price as "\$0.00" for evaluation purposes and may request that the Bidder confirm that the price is, in fact, \$0.00. No Bidder will be permitted to add or change a price as part of this confirmation. Any Bidder who does not confirm that the price for a blank item is \$0.00 will be declared non-responsive.

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3.4 Section III: Certifications

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

4.2 Technical Evaluation

- (a) **Mandatory Technical Criteria:**

Each bid will be reviewed 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 within a 48-hour period 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) If Canada does not receive a response from the contact person within the 5 working days, Canada will not contact the Bidder and will not permit the substitution of an alternate contact person.
 - (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 who have not, at that point, been found non-responsive.
- (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 Attachment 4.1.
- 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
- (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.
 - (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 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 National Capital Region 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) 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.
- (b) The responsive bid that obtains 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.
 - (i) 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:

$$\frac{\text{Technical Score}}{\text{Maximum Technical Points (Bidders, please refer to the maximum technical points in Attachment 4.1)}} \times 60 = \text{Total Technical Score}$$
 - (ii) 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:

$$\frac{\text{Lowest Total Bid Price}}{\text{The Bidder's Total Bid Price}} \times 40 = \text{Total Financial Score}$$
 - (iii) Calculation of the Total Bidder Score: The Total Bidder Score will be computed for each responsive bid in accordance with the following formula:

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

-
- (c) In the event of identical Total Bidder Scores occurring, then the bid with the highest Total Technical Score will become the top-ranked bidder.
- (d) One contract may be awarded in total as a result of this bid solicitation.
- (e) 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 Human Resources and Skills Development Canada (HRSDC) - Labour's website.

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

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

The Bidder must provide the Contracting Authority with a completed annex [Federal Contractors Program for Employment Equity - Certification](#) (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 with FPS, bidders must provide the information required below before contract award.

(b) Definitions

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

an individual;

an individual who has incorporated;

a partnership made of former public servants; or

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

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

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

(c) Former Public Servant in Receipt of a Pension

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

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

name of former public servant;

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

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

(d) Work Force Adjustment Directive

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

If so, the Bidder must provide the following information:

name of former public servant;

conditions of the lump sum payment incentive;

date of termination of employment;

amount of lump sum payment;

rate of pay on which lump sum payment is based;

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

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

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

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 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.

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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 meet the security requirement as indicated in Part 7 - Resulting Contract Clauses.
- (b) Bidders are reminded to obtain the required security clearance promptly. Any delay in the award of a contract to allow the successful bidder to obtain the required clearance will be at the entire discretion of the Contracting Authority.
- (c) 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.
- (d) 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
- (b) In the case of a joint venture Bidder, each member of the joint venture must meet the Controlled Goods Program requirements.

PART 7 - RESULTING CONTRACT CLAUSES

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

7.1 Requirement

- (a) _____ (the "**Contractor**") agrees to supply to the Client the 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 _____.
- (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 Technical Authority 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 Technical Authority, 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:**

- (i) To be validly issued, a TA must include the following signature(s):
 - (N) for any TA with a value less than or equal to \$_____ (including Applicable Taxes), the TA must be signed by the Technical Authority; and
 - (B) for any TA with a value greater than this amount, a TA must be signed by the Technical Authority and 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) **Administration of Task Authorization Process for DND:** The administration of the Task Authorization process will be carried out by _____ [insert: To be determined]. This process includes monitoring, controlling and reporting on expenditures of the contract with task authorizations to the Contracting Authority.

(g) 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 30 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.

(h) Pre-Cleared Resources:

The Contractor must:

- (i) ensure that the specific individuals named in Annex A of this Contract or acceptable alternatives remain available in appropriate quantities for work under the Task Authorizations to be issued in accordance with this Contract, and must also ensure that these individuals maintain any professional qualifications and security levels associated

with the corresponding resource categories of the bid solicitation for which they are available; and

- (ii) avoid delays associated with the Contract's security requirements by initiating the assessment and security clearance of additional resources by Canada within 30 business days of Contract award and on an ongoing basis during the Contract Period, in the quantities specified for each resource category in the Annex A. Each such resource must meet the minimum qualifications applicable to the resource category for which they are available, as well as the security requirements identified in the Contract. If accepted by Canada, the Contract will be amended to list each such resource by name.

The resources identified in the Contract must be maintained and available in the quantities specified throughout the Contract Period. There is no limit to the number of resources that the Contractor may submit for consideration and assessment on an ongoing basis; however, the submission of alternatives does not relieve the Contractor from its obligation to provide, for a given task, specific individuals agreed to be provided to Canada in a validly issued TA or elsewhere as required by the terms of this Contract.

- (i) **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 (<http://sacc.pwgsc.gc.ca/sacc/index-e.jsp>) 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) 4007 (2010-08-16), Supplemental General Conditions - Canada to Own Intellectual Property Rights in Foreground Information.

apply to and form part of the Contract.

7.5 Security Requirement

The following Security Requirement (SRCL and related clausings), as set out under Annex "A" to Part B to the Supply Arrangement, applies to the Contract.

PWGSC FILE Common-PS-SRCL #21

- (a) The Contractor must, at all times during the performance of the Contract/Standing Offer/Supply Arrangement, hold a valid Facility Security Clearance at the level of SECRET, issued by the Canadian Industrial Security Directorate (CISD), Public Works and Government Services Canada (PWGSC).
- (b) The Contractor personnel requiring access to PROTECTED/CLASSIFIED information, assets or sensitive work site(s) must EACH hold a valid personnel security screening at

the level of RELIABILITY STATUS, CONFIDENTIAL or SECRET as required, granted or approved by CISD/PWGSC.

- (c) The Contractor MUST NOT remove any PROTECTED/CLASSIFIED information from the identified work site(s), and the Contractor/Offeror must ensure that its personnel are made aware of and comply with this restriction.
- (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, and the
 - (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 3 years later; and
 - (ii) The period during which the Contract is extended, if Canada chooses to exercise any options set out in the Contract.

7.7 Authorities

(a) Contracting Authority

The Contracting Authority for the Contract is:

Name: Arden Aresta
 Title: Contracting Authority
 Public Works and Government Services Canada
 Acquisitions Branch
 Directorate: Informatics and Telecommunications Systems Procurement Directorate
 Address: 11 Laurier St., Gatineau, Québec
 Telephone: (819) 956-5633
 Facsimile: (819) 956-5078
 E-mail address: arden.aresta@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:

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

Facsimile: _____

E-mail address: _____

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

(c) DND Procurement Representative

The DND Procurement Representative is:

Organization: _____

Contact: _____

Title and designation: _____

Address: National Defence Headquarters
101 Colonel By Drive
Ottawa, Ontario K1A 0K2

Telephone: _____

Facsimile: _____

E-mail address: _____

The DND Procurement Representative is responsible for all matters concerning the day-to-day management of the Contract. Any proposed changes to the scope of the Work are to be discussed with the DND Procurement Representative and Technical Authority, but any resulting change can only be confirmed by a contract amendment issued by the Contracting Authority.

(d) Contractor's Representative

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

7.8 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: \$ _____

(ii) Pre-Authorized Travel and Living Expenses

For the requirements to travel described in the Statement of Work in Annex A, the Contractor will be reimbursed its authorized travel and living expenses reasonably and properly incurred in the performance of the Work required to be done, delivered or performed:

outside the National Capital Region (NCR) defined in the National Capital Act (R.S.C., 1985, c. N-4), available on the Justice Website (<http://laws-lois.justice.gc.ca/eng/acts/N-4/page-9.html#docCont>),

at cost, without any allowance for profit and administrative overhead, in accordance with the meal, private vehicle and incidental expenses provided in Appendices B, C and D of the National Joint Council Travel Directive; and with the other provisions of the directive referring to "**travellers**", rather than those referring to "**employees**", to a limitation of expenditure of [\$_____ *insert the amount at contract award*]. Customs duty are included plus Applicable Taxes.

All travel must have the prior authorization of the Technical or Contracting Authority.

The authorized travel and living expenses will be paid upon submission of an itemized statement supported by receipt vouchers.

Canada will not accept any travel and living expenses for any travel required between the Contractor's place of business and _____ [*specify location*] or any relocation of resources required to satisfy the terms of the Contract.

All payments are subject to government audit. Estimated Cost : [\$_____]

Travel Status Time

Travel Status Time will be limited to 50% of the hourly rate calculated by dividing the proposed firm all inclusive per diem divided by 7.5.

Time spent by a contracted individual traveling to and from specific pre-authorized work assignments (not commuting) that are more than 100 kilometers from the individual's work location may be billed at 50% of the firm per diem rate. Time for travel which is more or less than a day shall be prorated to reflect actual time for travel in accordance with the following formula:

$$\frac{\text{Hours of travel} \times 50\% \text{ of firm all-inclusive per diem rate}}{7.5 \text{ hours}}$$

- (iii) **Applicable Taxes:** Estimated Cost: \$_____
- (iv) **Competitive Award:** The Contractor acknowledges that the Contract has been awarded as a result of a competitive process. No additional charges will be allowed to compensate for errors, oversights, misconceptions or underestimates made by the Contractor when bidding for the Contract.
- (v) **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.

- (vi) **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) **No Responsibility to Pay for Work not performed due to Closure of Government Offices**

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

7.9 Invoicing Instructions

- (a) The Contractor must submit invoices in accordance with the information required in the General Conditions.
- (b) The Contractor's invoice must include a separate line item for each subparagraph in the Basis of Payment provision, 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 Technical Authority, and a copy to the Contracting Authority.

7.10 Certifications

- (a) 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.

7.11 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 HRSDC-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 HRSDC will constitute the Contractor in default as per the terms of the Contract.

7.12 Copyright In Material

In this section, "Material" means anything that is created by the Contractor as part of the Work under the Contract, that is required by the Contract to be delivered to Canada and in which copyright subsists, excluding any computer software code and all documentation manuals or guides intended to assist end users or technicians in respect of that code. "Material" does not include anything created by the Contractor before the award date of the Contract.

Copyright in the Material belongs to Canada and the Contractor must include the copyright symbol and either of the following notice on the Material: © Her Majesty the Queen in right of Canada (year) or © Sa Majesté la Reine du chef du Canada (année).

The Contractor must not use, copy, divulge or publish any Material except as is necessary to perform the Contract. The Contractor must execute any conveyance and other documents relating to copyright in the Material as Canada may require.

The Contractor must provide at the request of Canada a written permanent waiver of moral rights, in a form acceptable to Canada, from every author that contributed to the Material. If the Contractor is the author of the Material, the Contractor permanently waives its moral rights in the Material.

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, Canada.

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) 4007 (2010-08-16), Supplemental General Conditions - Canada 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 Task Authorizations including any required Certifications;
- (h) Supply Arrangement Number EN578-055605/xxx/EI (the "Supply Arrangement"); and

- (i) the Contractor's bid dated _____ (To be determined), as amended _____ (To be determined, 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.*

7.16 Foreign Nationals (Foreign Contractor)

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

7.17 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.

7.18 Controlled Goods Program

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

7.19 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).

7.20 Joint Venture Contractor

- (a) The Contractor confirms that the name of the joint venture is [redacted] 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.

7.21 Professional Services - General

- (a) The Contractor must provide professional services on request as specified in this Contract. 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.
- (b) 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.
- (c) 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 ten working days of Canada's notice of the requirement for a replacement) provide to the Contracting 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.

7.22 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.

7.23 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 TA's. 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 TA's. 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.

7.24 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.

7.25 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.

ANNEX A

STATEMENT OF WORK (SOW)

AF ITSM PROJECT

PHASE IV



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1 INTRODUCTION

- 1.1 **Background.** In October 2004, the Air Force commissioned the Information Technology Service Management (ITSM) project to establish and align its ITSM processes with the widely recognized Information Technology Infrastructure Library (ITIL) best practices and standards. Following the bid-evaluation process, which selected Axios' 'assyst' as the Air Force ITSM (AF ITSM) solution, the ITSM contract was awarded to Sierra Systems Inc. in August 2005.
- 1.2 Over the next four years, the ITSM capability had been successfully deployed across all Air Force Wings and Units and, based on its initial success, the Air Force decided to extend its ITSM capability to support all its systems (non-IT) in the classified domain. Hence, in March 2008, a second phase of the project was initiated to embark into the Air Force expansion effort, which opened the door to other new functional requirements not previously addressed during the project Phase I. A key objective of the Air Force ITSM project is to provide support resources with common processes, procedures and tools for all Air Force systems and services.
- 1.3 In parallel with the progress of the Air Force ITSM activities, Assistant Deputy Minister (ADM (IM)), the Department of National Defence (DND) Enterprise custodian of all Information Technology (IT) and communications systems, has established its own ITSM Project to support IT services and systems in both the designated and the classified domains. In 2011, the third phase of the project was initiated to focus on the sustainment of the delivered functionality while completing the work in progress, as well as extending the support of the AF ITSM framework to all Air Force tactical systems and services.
- 1.4 **Scope.** This Statement of Work (SOW) describes the work and associated deliverables for the Air Force to proceed into the AF ITSM Project Phase IV. The scope of this SOW builds upon the existing functionality of the AF ITSM solution to expand its integration into the DND classified domain while continuing the optimization of the Axios 'assyst' capability in support of the Air Force Command and Control Information Systems (C2IS) as well as the Air Defence Systems (ADS). It also provides for the incorporation of this capability into the support of the Jointed Tactical Network, which call for the addition of a Service Oriented Architecture (SOA) capability.
- 1.5 **Terminology.** The following definition of key terms is provided to ensure common understanding of the requirements:
 - **Change Management.** The process responsible for controlling and managing requests to effect changes to the IT infrastructure or any aspect of IT services to promote business benefit while minimizing the risk of disruption to services. Change Management also controls and manages the implementation of those changes that are subsequently given approval.
 - **Configuration Item.** The lowest level at which identifiable items can still be uniquely distinguished.
 - **Configuration Management.** The process of planning for, identifying, controlling and verifying the Configuration Items (CIs) within a service, recording and reporting their status and, in support of Change Management, assessing the potential IT impact of changing those items.
 - **IT Service Infrastructure (ITSI).** The ITSI consists of all the IT hardware, connections, software applications, systems software, utility programs, management tools and documentation that support or deliver IT Services.

- Incident Management. The Incident Management process aims to restore normal service operation as quickly as possible and minimize the adverse impact on business operations. This ensures that the best possible levels of service quality and availability are maintained.
- Problem Management. The service management process that encompasses problem control, error control, and the production of management information. Problem Management is a process that identifies the root cause of defects, actual and potential. The primary objective is to make sure services are stable, timely, accurate, and that problems neither occur nor recur.
- Release Management. The Release Management process is responsible for planning, scheduling and controlling the movement of releases to test and live environments. The primary objective is to ensure the integrity of the live environment is protected and the correct components are released.
- Service Delivery. Normally a reference to the five management processes that consist of Service Level, Availability, Continuity, Capacity, and Financial Management.
- Service Desk. Service Desk is not a process but a function. The Service Desk's objective is to provide a central point of contact between users and the IT service organization.
- Service Management. Encompasses both Service Support and Service Delivery processes. It consists of high-level processes that manage IT services on behalf of business customers.
- Service Provision Management. The process of recording, tracking and ensuring the fulfillment of Service Requests. It coordinates the progress of a Service Request, from initiation to completion, ensuring that client/user requirements are met.
- Service Request. A request from a User for information, or advice, or for a Standard Change or for Access to an IT Service. For example to reset a password, or to provide standard IT Services for a User.
- Service Support. Normally a reference to the five (5) management processes that consist of Incident, Problem, Configuration, Change and Release Management as well as Service Desk functions.
- Technical Authority (TA). The DND Technical Authority will act as the single point of contact for the AF ITSM project. The TA for this project is: NDHQ/ADM(Mat)/DGAEPM/DAEPM (R&CS 5-4).
- Royal Canadian Air Force Portal (RCAF Portal). The RCAF Portal provides a web-enabled real-time dashboard displaying the current status of key tactical components. Status reports and geospatial displays of Radar, Radio, Tactical Data Link (TDL), Battle Control System (BCS) and Internal Communication System (ICS) components are provided. General PowerPoint briefings are also available through the Portal capability.

2 APPLICABLE DOCUMENTS

2.1 The following are the relevant documents affecting this SOW:

AF-ITSM – SOR Version 1.0 dated 22 Nov 04 (Phase I)

AF-ITSM – SOR Version 2.0 dated 20 Oct 07 (Phase II)

AF-ITSM – SOR Version 1.0 dated 15 Nov 11 (Phase III)

AF ITSM – Concept of Operations (ConOps) Version 2.0 dated 01 Nov 13

3 ASSUMPTIONS

- 3.1.1 The maturity of the AF ITSM Configuration Management Database (CMDB) will be sufficiently reliable to allow the merging of AF ITSM data into the DND classified domain CMDB.
- 3.1.2 All issues associated with the data structure and data dictionary will be resolved prior to merging databases within the scope of the Contract.
- 3.1.3 The initial web-enabled RCAF Portal reporting capabilities have been deployed in support of ADS at 22 Wing, North Bay.
- 3.1.4 The Contractor must host the Development and Integration Test environments which are accessible from remote locations.
- 3.1.5 DND will host the User Acceptance Test (UAT) environment which will be accessible only from DND locations.
- 3.1.6 The Contractor is responsible for the transition of new services or enhanced capabilities from its Integration Test environment to the Air Force UAT Laboratory environment.
- 3.1.7 The Contractor is responsible for the provision of technical requirements, and to provide support to DND resources that are responsible to configure the UAT facility (Laboratory) in support of AF ITSM test activities.
- 3.1.8 The Contractor is responsible for the provision of all Design, Test, and Production documentation in the format prescribed by the DND.
- 3.1.9 All Project Deliverables are subject to a formal DND review and approval by the TA.
- 3.1.10 The Contractor is responsible for the production of Release Notes, Requirements Definition, Configuration Code and Design Documentation for all new or enhanced capability released into production.
- 3.1.11 DND is responsible to provide all the necessary hardware, software and licenses to support development, testing and training activities.

4 OBJECTIVES

- 4.1 **General.** During the initial phases of the AF ITSM Project, the Air Force pioneered an ITSM capability that has been widely recognized as Industry best practices to support military operations. This SOW is building upon these solid foundations and is addressing two categories of requirements: the first covers the 'Life Cycle' recurring requirements associated with the capabilities already delivered, the second relates to new non-recurring 'Project' activities. The high-level objectives listed hereunder are related to both groups. Requirements supporting these objectives are documented under Section 5 of this SOW.
- 4.2 **Life Cycle Objectives.** Under this group of activities, the Project aims to ensure the supportability, sustainability and survivability of the AF ITSM capability through its normal Life Cycle, which will continue throughout the period of this Contract and beyond. Specifically, the life cycle objectives will:
 - 4.2.1 Continue configuration management support to include configuration management and configuration librarian activities;
 - 4.2.2 Continue to provide training in support of the overall AF ITSM framework;
 - 4.2.3 Continue to provide application maintenance and support of the current AF ITSM solution;
 - 4.2.4 Provide support to Axios 'assyst' upgrades to latest versions and other components of the ITSM solution;
 - 4.2.5 Provide subject matter expert (SME) guidance; and
 - 4.2.6 Provide support to sustain the implementation of the RCAF Portal and related interfaces to 'assyst' (i.e. SOA).

4.3 **Project Objectives.** These project objectives will:

- 4.3.1 Continue optimization of capabilities already delivered during the preceding phases of the AF ITSM Project;
- 4.3.2 Continue the expansion of the AF ITSM capabilities to Air Force C2IS and ADS systems while initiating the planning and executing the merge of both C2IS and ADS databases (CMDBs);
- 4.3.3 Continue to support the implementation of the DND Enterprise Solution on the Designated Domain and on the Consolidated Secret Network Infrastructure (CSNI) network;
- 4.3.4 Initiate the expansion of the AF ITSM Service Delivery processes, as required;
- 4.3.5 Extend the AF ITSM support to the Joint Tactical Network, and to the Air Force Deployed Units;
- 4.3.6 Continue the development of requirements and delivery of real-time reports and briefings through the establishment of Reporting Services and the web-enabled RCAF Portal capabilities;
- 4.3.7 Support the integration of Axios 'assyst' with the Enterprise Lightweight Directory Access Protocol (LDAP) and auto discovery tools, as well as bar coding and other interfaces;
- 4.3.8 Liaise with organizational executives to ensure the continued Leadership's commitment and Governance needed to achieve the Project goals;
- 4.3.9 Provide back-up, access control and archiving functionality to ensure the survivability of the AF ITSM capability;
- 4.3.10 Support DNDs Change and Release Management initiatives;
- 4.3.11 Provide ITSM SME guidance; and
- 4.3.12 Support the Integration of SOA capabilities to accommodate both Air Force and CSNI users as required.

4.4 Both sets of objectives, as set out in 4.2 and 4.3, aim to ascertain the continued sustainability and progress of the AF ITSM capability in support of C2IS and ADS systems, while ensuring the successful transfer of some capabilities to the DND classified domain on an "as and when requested" basis. Some objectives listed as 'Project' objectives are continuing from previous phases of the project.

4.5 **Project Implementation Period.** As indicated under Section 4.3, the objectives of this SOW address two (2) groups of requirements: (1) Life-Cycle, and (2) Project Objectives. As the AF ITSM solution is being extended to other systems and services within the classified domain, the functionality of the Axios 'assyst' toolset will require corresponding adjustments and development that could be initiated under the Authority of the TA outside the purview of this SOW. Hence, recognising that all Life-Cycle tasks will continue beyond the purview of this requirement and that the scope of some Project Tasks could entail unforeseen development effort because of new technologies involved, this SOW will be implemented throughout the duration of the Contract period.

5 AF ITSM PHASE IV REQUIREMENTS

- 5.1 **General.** This Section outlines the implementation priorities for both sets of requirements. The 'Life Cycle' requirements will be listed only once since they will be recurring year-to-year throughout the duration of the Contract period covered by this SOW.
- 5.2 **Implementation Activities.** The priority of the AF ITSM project will be placed on the project deliverables that are currently in progress from the preceding project phase, as well as

sustainment of already delivered capabilities. Additions of new requirements will require the formal approval of the Technical Authority.

- 5.3 **Life Cycle Recurring Requirements.** The following life cycle recurring requirements will continue throughout the duration of this SOW:

- 5.3.1 Support the upgrade of 'assyst' to version 10.0 or later versions.
- 5.3.2 Continue to support configuration management activities in Axios 'assyst' and carry out Configuration Management as well as Configuration Librarian activities in support of the AF ITSM capability to include the maintenance of the CMDB.
- 5.3.3 Support training requirements as identified by the TA.
- 5.3.4 Provide application maintenance and support of the current AF ITSM solution.
- 5.3.5 Provide SME guidance.

- 5.4 **Project Requirements In-progress and to continue during Project PH IV** – The requirements listed hereunder have been initiated during the AF ITSM project phases I, II & III. The Contractor will be required to build upon the foundations established during the initial Phases of the project to support the expanded scope of the AF ITSM to the DND classified domain while continuing to establish and enhance the expanded AF ITSM capability as described below:

- 5.4.1 Support the optimization of ITIL Service Support processes (Incident, Problem, Configuration, Change, and Release Management) and integration into the 'assyst' toolset. Processes have been developed but continued effort must be made to optimize and adapt these processes to functional and organizational changes.
- 5.4.2 Continue the maintenance of processes and development of procedures in support of evolving Service Support processes.
- 5.4.3 Continue development of reports in support of Managerial and Operational requirements.
- 5.4.4 Support the merge of the existing CMDBs (C2IS and ADS) into a combined C2IS and ADS Tactical CMDB.
- 5.4.5 Continue support of ongoing merge of AF ITSM Common Information Technology Infrastructure (ITI) into the DND Enterprise Solution CMDB on CSNI.
- 5.4.6 Continue optimization of both the C2IS and the ADS CMDBs.
- 5.4.7 Continue to support the implementation of changes to Service Desk functionality and Service Desk framework improvements.
- 5.4.8 Support the development and implementation of an Air Force and DND ITSM Service Level Management (SLM) framework.
- 5.4.9 Support the transition of the Web-enabled RCAF Portal from its current host application to new Oracle WebCenter solution.
- 5.4.10 Continue to support the expansion of the ITSM solution to other Air Force systems.
- 5.4.11 Optimize the ITSM solution and support the establishment of the Joint Tactical Network including Air Force Deployed Units.
- 5.4.12 Continue to provide DND support in the development and implementation of Change and Release Management Plans.

- 5.5 **New Project Requirements to be addressed during Phase IV** – The following requirements are directly related to the execution of the vision described under the AF ITSM Concept of Operations (ConOps):

- 5.5.1 Support the development of DND Change and Release Management Processes within Axios 'assyst'.
- 5.5.2 Support the implementation of changes to the service desk architecture which may be needed to support the DND-wide classified domain as a result of the establishment of the Enterprise ITSM solution on CSNI and the extension of AF ITSM to the Joint Tactical Network.

- 5.5.3 Support the implementation of 'Bar Coding' capability for the Air Force and DND ITSM classified domain.
- 5.5.4 Provide capability to support services to the Classified and other networks independently, including functionality for back-ups, access control, Disaster Recovery and archiving.
- 5.5.5 Provide requirements gathering, analysis, and design for new initiatives or requests that require the support of the ITSM solution.
- 5.5.6 Plan and support the interface of AF ITSM capability with other Procurement and Acquisition systems such as Wing Facility Resource II (WFR II) and Defence Resource Management Information System (DRMIS).
- 5.5.7 Support the implementation of auto-discovery tool in the classified domain to include a server management system, Peregrine, LDAP, or other known products. The implementation of this requirement is dependent upon the progress achieved within the DND Enterprise (ADM (IM)) in the classified domain.
- 5.5.8 Support the design and implementation of ITIL Service Delivery processes (Service Level Management, Availability, Capacity, IT Service Continuity, Financial, and Security Management) and integration into the Axios 'assyst' toolset.
- 5.5.9 Support the integration of the ITSM solution with systems from other networks as they emerged.
- 5.5.10 Gather requirements and provide the analysis and design to optimize the ITSM reporting interface to consolidate the various ITSM-related information available within Axios 'assyst' and other ITSM systems, including requirements emerging from the implementation of the Web-Based Air Force Portal capabilities.
- 5.5.11 Gather ITSM reporting requirements and develop additional reports as required by the TA.

6 CONTRACTOR TASKINGS

- 6.1 This section outlines the Contractor tasking associated with the AF ITSM Lifecycle and Project requirements. Some of these tasks may require the Contractor to travel outside the National Capital Region.

Life Cycle Tasks

- 6.2 **Support Configuration Management** – The Configuration Management tasks involve the establishment of additional ITSM processes and procedures and the maintenance of the AF ITSM CMDB. The Contractor must provide on-site support to new and current Configuration Managers and Configuration Librarians as required.
- 6.3 **Support training requirements** – The Contractor must deliver the AF ITSM training and develop the necessary courseware in support of all training requirements. The AF ITSM training will cover all ITIL processes and procedures, Axios 'assyst' training, RCAF Portal training, as well as other types of training associated with the AF ITSM solution. These types of training will extend to the implementation of the AF ITSM capability within the Joint Tactical Network and Deployed Units.
- 6.4 **Provide application maintenance and support** – The Contractor must support and maintain the existing AF ITSM capability to support users of the classified domain.
- 6.5 **Upgrade Axios 'assyst'** – Upgraded versions of the Axios 'assyst' application and other components of the ITSM solution will be released during the period of performance of this Contract. The Contractor must support all upgrade activities, including various stages of testing.
- 6.6 **Support Ongoing DND (Enterprise) ITSM development** – The Contractor must provide subject matter expertise, presentations, demonstrations, training and other support activities

to further the objectives of the AF ITSM development, and the deployment and support of the DND Enterprise ITSM capability as requested by the TA.

- 6.7 **Support to Service Continuity Framework** – The Contractor must support the development of the Service Continuity Model and ensure the implementation of every facet of the Model during the In-Service-Support (ISS) phase of the AF ITSM capability. These activities include the optimization of existing ITIL processes put in place during the previous phases of the project.
- 6.8 **Support Change and Release Management Activities** – Change and Release Management carry some interdependencies with the Enterprise (DND) Change & Release Management models. The Contractor must harmonize the Air Force Change & Release Management solution with the DND enterprise ITSM's initiatives and coordinate the development of a mutually acceptable solution as it becomes available.

Project Tasks

- 6.9 **Execution of the AF ITSM ConOps** – The Contractor must carry out the following tasks in support of the execution of the ConOps:
- 6.9.1 Establish an Air Force-wide Tactical environment by initiating the merge of the AF ITSM ADS and C2IS CMDBs;
 - 6.9.2 Identify the policies (Air Command Orders (ACO)/Canadian Air Defense Orders (CADO)/Wing procedures) that impact on the 'end-to-end' implementation of the AF ITSM capability;
 - 6.9.3 Support the development of an AF ITSM Governance Plan to include an 'Action Plan' that will ascertain the long-term supportability and sustainability of the ITSM capability that includes the establishment of a complete Audit Mechanism to verify adherence to AF ITSM processes; and
 - 6.9.4 Plan and conduct User Workshops to solidify the existing AF ITSM Processes, and introduce new concepts and tools into the AF ITSM model. The initial AF ITSM capability is implementing five Service Support processes which will continue to evolve through the life cycle of ITSM, while other Service Delivery processes will be added to the AF ITSM Model on an 'as requested' basis.
- 6.10 **Continue Expansion of ADS** – The expansion of the AF ITSM model to ADS has already begun and will continue into Phase IV of the AF ITSM project with the addition of the Canadian Coastal Radar (CCR)/ and Territorial Coastal Radars (TCR) capabilities, North Warning System (NWS), Air Fields systems, Satellite feeds and other ADS, as directed by the TA. The Contractor must support the expansion effort by conducting appropriate analysis of the requirements and execute the expansion as requested by the TA.
- 6.11 **Integration with other Enterprise Resource Planning (ERPs) Tools** – The Contractor must support the integration of ERPs into the AF ITSM toolset as follows:
- 6.11.1 Conduct feasibility studies to integrate the DRMIS into the AF ITSM toolset;
 - 6.11.2 Address the possible integration of other existing AF and DND Service Support capabilities such as the WFR II system into AF ITSM Model; and
 - 6.11.3 Support the integration of any other ERPs as requested by the TA.
- 6.12 **Transition from Project to Program** – With the completion of the Project PH IV, the AF ITSM capability will transition into its ISS phase, which will require the Project Sponsor (Directorate Aerospace Equipment Program Management (Radar and Communication Systems 5-4) DAEPM(R&CS 5-4)), to ensure the sustainability and supportability of the AF ITSM capabilities through its life cycle. The Contractor must identify the requirements to transition from 'Project' to a 'Programme' cycle to include the establishment of the necessary infrastructure that will include roles and resources dedicated to programme activities.

- 6.13 **Continue the development of Reports** – The AF ITSM toolset is providing real-time “equipment serviceability” and “situation awareness” reporting via a web-based Portal capability using Microsoft Reporting Services and WebCenter applications. Reporting requirements are continuously evolving and the Contractor must remain responsive to these new requirements as they emerge throughout the period of the Project Ph IV.
- 6.14 **Collaborate with other DND ITSM Initiatives** – Continue collaboration with the Enterprise ITSM project within both the Classified and Designated domains. The Contractor must support the planning and the integration of the AF ITSM capability into the Joint Tactical Network in support of Air Force as well as the Land Forces Deployed Units.
- 6.15 **SLM Framework** – During preceding phases of the AF ITSM Project, a skeleton SLM framework was developed to accommodate the C2IS systems and services. The Contractor must continue the development of the C2IS SLM framework while extending the framework to the support of ADS systems. This activity will involve the development and the establishment of Service Level Agreements (SLAs) and Operational Level Agreements (OLAs) with appropriate Service Providers and Partners. Other activities associated with this group of tasks include the development of a Service Catalogue and a Knowledge Management model.
- 6.16 **Allow AF ITSM Access to Service Providers** – As other ADS systems are being added under the support umbrella of the AF ITSM family of systems and services, some Service Providers are using their own corporate support capabilities and databases to fulfill their own requirements. The Contractor must develop plans to migrate these external capabilities under the AF ITSM model, if and when requested by the TA.
- 6.17 **Disaster Recovery** – An initial Disaster Recovery Plan and capability has been developed during the preceding phase of the AF ITSM Project. The Contractor must support the plans to automate the transfer of live/production data between ‘Hot’ to ‘Cold’ sites located at North Bay and Winnipeg during real-live disasters.
- 6.18 **Expand ITSM to other ITIL Processes** – The current AF ITSM model is supplying the ITIL ‘Service Support’ group of processes, which include Incident, Problem, Configuration, Change and Release Management processes. Other ‘Service Delivery’ processes could be added and mapped into the Axios ‘assyst’ toolset as requested by of the TA. Some of these processes include: Security, Finance, Capacity, Availability Management, etc. The Contractor must support the extension to ITIL Service Delivery processes if and when requested by the TA.
- 6.19 **Integrate Service Oriented Architecture (SOA) capability** –The Contractor must provide subject matter expertise to guide the implementation of a SOA capability that will enable DND to automate the current manual interfaces that span across the implementation of various DND ITSM initiatives.
- 6.20 **Infrastructures & Environments** – AF ITSM Development and Life Cycle activities are being supported through the use of a Test and Training Laboratory located at the ISS Organization. This environment is allowing the conduct of Development, Integration, as well as pre-production testing of new applications. The laboratory is also used to conduct UAT. The Contractor must maintain the AF ITSM portion of these test facilities and must ensure that the laboratory is properly configured to support the complete test and training environments.

7 DELIVERABLES

- 7.1 The Contractor's deliverables must be in the form of services provided to the TA in accordance with Section 6 of this SOW and of the products generated thereof. Monthly status reports submitted to the TA will document the progress associated with all tasks listed hereunder.

Life Cycle Deliverables

- 7.2 **Support Configuration Management (CM)** – Configuration Management deliverables associated with Task 6.2 consists of the following documents and services which have been initiated during the preceding phases of the project and will continue into Phase IV:
- Execution of the Configuration Management Plan and updates thereof;
 - Provide updates of Configuration Management Guides, Processes, Procedures, and Handbooks;
 - Provide Audit Reports from the audit of CMDBs; and
 - Development of new AF ITSM processes and procedures as they are being added to the scope of the AF ITSM facility and provide the associated Process Guides and Handbooks.
- 7.3 **Support Training Requirements** – Deliverables associated with Task 6.3 are in the form of Training Services and consist of the following:
- Development of and updates to Training plan;
 - Identification of Training requirements emerging from the Air Force Wings and development of training material;
 - Delivery of Training to Users, which include separate curriculum for Managers, Technician, Service Desk Agents (SDAs), and Configuration Librarians;
 - Delivery of ITIL Training. ITIL training requirements will be processed through separate Task Authorizations. Task Authorizations will include the cost of ITIL training certification and the training material;
 - Maintenance of AF ITSM training suite and support material.
- 7.4 **Provide application maintenance and support** – The AF ITSM capability and its associated Portal reporting systems have been built upon an aggregate of applications which require continued updates and maintenance. The deliverables associated with Task 6.4 are as follows:
- Maintenance of support items and submission of log;
 - Updates of documentation (System Architecture, Deployment guide, Build guide, Requirements, Design, Test plan, Release Notes); and
 - Submission of Release packages.
- 7.5 **Upgrade Axios 'assyst'** – The Axios 'assyst' toolset represents the 'Technology' component upon which the entire ITSM capability has been constructed. Every aspect of ITSM has been configured into Axios 'assyst'. Hence, continued updates and upgrades of the toolset associated with Task 6.5 (including supporting applications) are needed and must be delivered as follows:
- Software Maintenance (Axios 'assyst', SQL, UPSS Portal, WebCenter, Web-logic, Microsoft Reporting Services, Google Earth);
 - Installation of Software Patches;
 - Upgrades to new software versions; and
 - Development and updates Administration guides, Operational procedures, and Installation guides.
- 7.6 **Support Ongoing Enterprise ITSM development** – DND has initiated its own ITSM project which is being implemented in the 'Designated' domain in parallel with the AF ITSM in the 'Classified' domain. As the Air Force pioneered the development and deployment of the ITSM concept in the Government and in DND, the Air Force is being called upon routinely to provide advice and guidance to the Enterprise Information Technology Service Management (EITSM) project team. Moreover, the Air Force's long-term ITSM vision, documented under its ConOps, calls for the co-existence of both the EITSM and AF ITSM solutions in support of both domains. The deliverables associated with Task 6.6 are as follows:
- Provision of ITSM SME expertise;
 - Presentations;
 - Demonstrations;

- Training Support; and
 - Other requirements as requested by the TA.
- 7.7 **Support to Service Continuity Framework** – The construction of the service continuity framework has not been initiated during the preceding phase of the project. It needs to be established during the Project PH IV in order to ensure the long-term survivability of the ITSM capability. The deliverables associated with Task 6.7 are as follows:
- Development and deployment of Service Continuity Framework with all appropriate documentation;
 - Continue the development of the SLM framework and provide all appropriate documentation; and
 - Development of SLAs and OLAs in coordination with ITSM Service Providers and Partners in the classified domain.
- 7.8 **Support Change and Release Management Activities** – The Change and Release Management processes have been fully developed during the preceding phases of the project and have been mapped into the Axios 'assyst' toolset. However, Change and Release Management policies and follow-on implementation are being regulated by the DND Enterprise, a situation that is imposing heavy interdependency with DND progress upon the Air Force. During the AF ITSM Project PH IV, the Contractor must provide the following deliverables which are associated with Task 6.8:
- Harmonization the AF ITSM Change and Release Management processes and procedure Guides, and Handbooks in-line with DND policies and documentation; and
 - Alignment of Training curricula and material with DND documentation.

Project Deliverables

- 7.9 The Project Deliverables must be in the form of services provided to the TA in accordance with Section 6 of this SOW and the products generated thereof. The project deliverables are directly linked to the tasks listed under Section 6 of this SOW which includes the following:
- 7.10 **Execution of AF ITSM ConOps** – The ConOps is guiding the long-term implementation of the AF ITSM Project and its associated Portal capabilities. Hence, the Contractor must support the execution of the ConOps and submit the following deliverables associated with Task 6.9 as requested by the TA:
- Support the establishment of the AF Tactical environment and the merge of the C2IS and ADS CMDBs;
 - Provide updated documentation associated with these tasks (i.e. Data Dictionary, Data Schema, and Nomenclature of Configuration Items).
 - Support the merge of the Air Force C2IS CMDB with the DND CSNI. This merge will consist of the Air Force C2IS with DND common ITI equipment and services only;
 - Provide updated documentation associated with the above task (Data Dictionary, Schema, Nomenclature, etc);
 - Support the conduct of workshops with Users in order to identify future AF ITSM functionality;
 - Document and deliver outcome of workshop discussions along with appropriate recommendations on future course of actions and direction; and
 - Identify, recommend, support, and document organisational Governance direction/changes impacting AF ITSM.
- 7.11 **Continue Expansion of ADS** – The expansion of AF ITSM to Air Defence will continue into Ph IV with the priorities being requested by the TA. Several groups of systems and services are yet to be migrated under the support umbrella of the AF ITSM capability. Some of the systems to be added to ITSM include CCR/TCR, NWS, Air Fields systems, Satellite feeds and

other ADS. The Contractor must support this expansion effort and provide the following deliverables associated with Task 6.10:

- Conduct requirements definition with Users and provide documentation;
- Conduct analysis of requirements and evaluations and provide associated documentation as well as recommendations;
- Develop design document and provide documentation;
- Coordinate and Support the conduct of UAT and provide associated documentation; and
- Support deployment of new capabilities.

7.12 **Integration with other AF ERPs** – A number of existing ERPs with potential interface with the AF ITSM capability are currently deployed within DND. The effort associated with the detailed interface of these capabilities must be investigated. The Contractor must address these requirements and provide the following deliverables associated with Task 6.11:

- Conduct a detailed analysis of the requirements, evaluate integration options, and provide recommendations and associated documentation;
- Develop and provide Integration plan; and
- Execute the plan, if requested.

7.13 **Transition from Project to Program** – In accordance with Task 6.12 the Contractor must identify impacted organisations, support structures, roles and responsibilities, submit plans to transition the AF ITSM capability from a 'Project' to a 'Programme' mode which will assure the long-term life cycle supportability, sustainability, and survivability of the ITSM framework.

7.14 **Development of Reports through Web-Center Portal** – In accordance with Task 6.13 the Contractor must deploy the Portal WebCenter application and continue the expansion of ADS system operational briefings within RCAF Portal. As requested by the TA, the Contractor must remain responsive to new reporting requirements emerging from the C2IS and ADS Users communities. The Contractor must provide to the TA a catalogue of available reports covering C2IS and ADS systems, User Guides, Handbooks, and Design documents.

7.15 **Collaborate with other ITSM Projects** – As requested by the TA, the Contractor must continue to collaborate with the Enterprise ITSM project in both the Classified and Designated domains and must plan to migrate the AF ITSM Tactical capability to the Joint Tactical Network when and if requested, while developing the capability to support AF Deployed Units. The deliverables associated with Task 6.14 involve primarily: (1) SME services and advices, (2) Briefings and Presentations, and (3) Demonstrations of ITSM applications.

7.16 **SLM Framework** – The Contractor must continue the development of the SLM framework, including the development of SLAs and OLAs with internal and external Service Providers. The Contractor must build and expand upon the existing Service Catalogue that was established during the preceding phase of the AF ITSM Project. In addition, the Contractor must continue building the Knowledge Management capability in support of both, the C2IS and the ADS systems and services and submit process guide, design documents, and Service Desk procedures associated with Task 6.15" Knowledge Management process".

7.17 **Service Suppliers access to Axios 'assyst'** – As the AF ITSM capability is being expanded to the ADS systems and services, external Service Providers could be required to integrate their own support capabilities into the AF ITSM model. Should such a requirement emerge, the Contractor must stand prepared to support the integration process, develop and submit to the TA all relevant documentation such as the analysis and design documents, Test plans, and Test results as well as all data structure documentation associated with Task 6.16.

7.18 **Disaster Recovery**. The Air Force has a requirement to automate the data transfer between "Hot" (Winnipeg) and 'Cold' (North Bay) Service Desk Sites during disaster recovery. The Contractor must support a third party team that has been tasked for that purpose by providing ITSM SME services and advices associated with Task 6.17.

7.19 **Expand to other ITIL Processes** – During the preceding phases of the AF ITSM project, only the lower layer ITIL processes were developed and mapped into the Axios 'assyst' toolset.

These processes included: Incident, Problem, Configuration, Change and Release Management processes. During the Project Phase IV, the Contractor may be requested to add other ITIL processes to the AF ITSM model. For each new process added to the model, the Contractor must develop and submit the appropriate process guides, procedures, and design documents associated with Task 6.18.

- 7.20 **Integrate Service Oriented Architecture (SOA) capability** – The Contractor must provide subject matter expertise capable of implementing SOA capability that will enable the DND to automate manual interfaces that span over a number of ITSM implementations. The Contractor must develop and submit to the TA all relevant documentation such as: Analysis and design documents, integration document, test plan and results associated with Task 6.19.
- 7.21 **Infrastructures & Environments** – To ensure the supportability and sustainability of the AF ITSM capability, DND has established a Test Facility in the Louis St-Laurent Building located at 455 De La Carriere, Gatineau. Deliverables must be in the form of services provided to the TA in accordance with Task 6.20. During the Project Phase IV, the Contractor must maintain the various test environments such as development, integration, UAT, Pre-Production and Production testing. The Contractor must also support and configure the test capabilities to support training, testing and military exercises.
- 7.22 In addition to the above mentioned deliverables, the Contractor must manage the progress of the tasks and submit reports to the TA as follows:
- Submit a Work Breakdown Structure (WBS) to the TA with each Task Authorization.
 - Submit to the TA monthly progress reports that address the progress of each group of tasks, budget and status, as well as any potential changes in scope of the project.

8 AF ITSM LCMM & PROJECT RESOURCE REQUIREMENTS

The following resources (Table 1) are identified based on previous year's requirements to deliver the initial ITSM solution.

Code	TBIPS – Resource Category	Level	Estimated Number of Resources
P.9	Project Manager	3	1
B.7	Business Transformation Architect	3	1
I.10	Technical Architect	3	1
I.11	Technology Architect	2	1
A.1	Application/Software Architect	3	1
I.3	Database Analyst/IM Administrator	3	1
A.8	System Analyst	2	1
B.1	Business Analyst	3	1
B.5	Business Process Re-engineering (BPR) Consultant	3	1
A.6	Programmer/Software Developer	3	2
A.1	Application/Software Architect	2	1
Total			12

Table 1 – Resources Requirements

8.1 AF ITSM Project Team

The specific resource requirements associated with the above services are on an "as and when requested" basis. The potential 'end-state' AF ITSM Contractor Team could involve as many as 12 resources as shown in Table 1 (above). However, the Team will be established incrementally to ensure the Supportability and Survivability of the AF ITSM Capability during the ISS Phase of the AF ITSM capability and the completion of the Project deliverables.

The composition of the Team could be re-evaluated at any time and the current estimated workload for the duration of the Contract may change. The number of full-time, on-site Integration personnel will vary with the requirements of the ISS Organization.

8.2 Project Manager – Level 3. The Project Manager must:

- 8.2.1 Develop project plans and all associated documentation to include a detailed WBS to include harmonization of all planned project activities and requirements;
- 8.2.2 Manage the project during the development, implementation and operations start-up by ensuring that resources are made available and that the project is developed and is fully operational within agreed time, cost and performance parameters;
- 8.2.3 Reports the status of the project on an ongoing basis and delivers formal status reports on a monthly basis; and
- 8.2.4 Develop and deliver briefings to stakeholders.

8.3 Business Transformation Architect – Level 3. The Business Transformation Architect must:

- 8.3.1 Analyze and develop business "critical success factors" in relation to the support requirements for the AF ITSM capability;
- 8.3.2 Coordinate the deployment of AF ITSM Axios 'assyst' upgrades with Air Force users;
- 8.3.3 Participate in change impact analysis and change management activities;
- 8.3.4 Coordinate release of approved AF ITSM applications changes;
- 8.3.5 Identify training requirements, and coordinate development of AF ITSM training plans and the delivery of training across Air Force ITSM users and stakeholders;
- 8.3.6 Create and deliver presentations to various stakeholders, and facilitate meetings and discussions;
- 8.3.7 Manage the configuration and coordinate usage of the AF ITSM Portion of the Test Facility located at Louis St-Laurent Building II; and
- 8.3.8 Act as Life Cycle Material Manager (LCMM) for the AF ITSM toolsets and related applications.

8.4 **Technical Architect – Level 3.** The Technical Architect must:

- 8.4.1 Establish a governance model, structure, processes and practices that position Air Force to derive the full benefits of SOAs;
- 8.4.2 Develop a vision and the requirements that align with SOA best practices;
- 8.4.3 Develop and establish a roadmap and recommendations that aligns with SOA best practices to confirm compliance to Air Force' vision and to ensure full benefits of SOA technology going forward;
- 8.4.4 Configure the development, staging and production environments to include Google Earth Server and Google Earth Fusion;
- 8.4.5 Design, document, test, and support the Web-Based Portal capability from UPSS to WebCenter;
- 8.4.6 Configure, build and load AF Portal expansion components (Portlets, Portal Pages, Transport Sets) for all three environments (development, staging, and production);
- 8.4.7 Provide support for unit and system tests and Java developers to release the bug fixes;
- 8.4.8 Review and update the Portal Deployment Guide, Operational Procedure Guide and any other documents;
- 8.4.9 Support the interface between Portal and Axios 'assyst' CMDB;
- 8.4.10 Support portal capabilities with Microsoft Reporting Services;
- 8.4.11 Support the expansion of the ITSM reporting solution that consolidates various information sources available within Axios 'assyst' and other related systems to include the design, optimization, and continued implementation of the Air Force Portal capability;
- 8.4.12 Support the integration of other systems and protocols into the AF ITSM capability;
- 8.4.13 Support the lab environments at the Louis St-Laurent II building;
- 8.4.14 Identify, research, and develop security policies and procedures that will serve to strengthen the user access based on Role based access; and
- 8.4.15 Provide technical support on any other applications or systems as required by the Air Force Command and Control Information System (AFCCIS) Weapon System as well as ADS systems.

8.5 **Technology Architect – Level 2.** The Technology Architect must:

- 8.5.1 Configure the development, staging and production environments to include Google Earth Server and Google Earth Fusion;
- 8.5.2 Configure, build and load RCAF Portal expansion components (Portlets, Portal Pages, Transport Sets) for all three environments (development, staging, and production);
- 8.5.3 Provide support for unit and system tests and Java developers to release the bug fixes;

- 8.5.4 Review and update the Portal Deployment Guide, Operational Procedure Guide and any other guides and documents as required, for staging and/or production;
 - 8.5.5 Support the interface between Portal and Axios 'assyst' CMDB;
 - 8.5.6 Support portal capabilities with Microsoft Reporting Services;
 - 8.5.7 Support the expansion of the ITSM reporting solution that consolidates various information sources available within Axios 'assyst' and other related systems to include the design, optimization, and continued implementation of the RCAF Portal capability;
 - 8.5.8 Provide application maintenance, diagnostics and support of AF ITSM solution; and
 - 8.5.9 Support the lab environments at the Louis St-Laurent II building.
- 8.6 **Application/Software Architect – Level 3.** The AF ITSM Application/Software Architect must support all aspects of Axios 'assyst' and Microsoft SQL Server Database and Reporting Services implementation. The Application/Software Architect must:
- 8.6.1 Support project planning, definition of requirements and development of WBS;
 - 8.6.2 Design, develop, and document AF ITSM prototype solutions in support of the AF ITSM capability and its associated Web-based Portal reporting system;
 - 8.6.3 Design, develop, and document the software build;
 - 8.6.4 Prepare and document test plans;
 - 8.6.5 Prepare and document AF ITSM training material and conduct training sessions as needed;
 - 8.6.6 Prepare and document implementation/roll-out plans;
 - 8.6.7 Support the administration of both Axios 'assyst' CMDBs;
 - 8.6.8 Respond to queries and issues associated with the functionality of Axios 'assyst', SQL Server Databases, and Microsoft Reporting Services;
 - 8.6.9 Support the upgrade of Axios 'assyst', SQL, and Microsoft Reporting Services software;
 - 8.6.10 Produce ad-hoc reports using SQL scripts;
 - 8.6.11 Produce canned reports using Visual Studio to develop the SQL script and the report layout prior to deployment to Reporting Services;
 - 8.6.12 Support Excel tools using Visual Basic Application scripts;
 - 8.6.13 Support HTML/VB scripts;
 - 8.6.14 Perform monthly maintenance of SQL Databases;
 - 8.6.15 Monitor system performance and recommend adjustments when needed;
 - 8.6.16 Develop and Maintain technical documentation;
 - 8.6.17 Collaborate with other AF ITSM Process Managers, Librarians and Coordinators;
 - 8.6.18 Collaborate with System Administrators when migrating to new infrastructure and troubleshooting performance issues; and
 - 8.6.19 Rollout new releases provided by AF ITSM Project activities to Testing Lab and coordinate testing activities prior to rollout of new releases to production.
- 8.7 **Database Analyst/IM Administrator – Level 3.** The ITSM Database Analyst/IM Administrator must:
- 8.7.1 Create libraries or other storage areas to hold AFCCIS and ADS software and documentation (referred to as Configuration Items (CIs));
 - 8.7.2 Ensure the execution of the Receive and Install process of all new AFCCIS and ADS Components including Labelling of new components, shipping, and disposal of components as needed;
 - 8.7.3 Maintain current and historical status information on all CIs;
 - 8.7.4 Ensure the security / preservation of the master copies of all CIs;
 - 8.7.5 Issue new version of CIs for change or correction when required;
 - 8.7.6 Maintain records of all CIs copies and notify holders of any changes to copies;
 - 8.7.7 Capture, record, store and distribute CM metrics;

- 8.7.8 Produce reports on status of CIs;
- 8.7.9 Assist in conduction reviews of the CM process;
- 8.7.10 Assist in the preparation of ITSM training packages for all Air Force Wing/Units/Organizations;
- 8.7.11 Plan and implement the migration of the Definitive Software Library (DSL) from the AFCCIS Project Office (JCS(Air)) to the AFCCIS LCMM;
- 8.7.12 Define new database structures;
- 8.7.13 Define and finalize data conversion strategy;
- 8.7.14 Define database conversion specifications;
- 8.7.15 Identify requirements for improvements to existing databases by determining users' information requirements and system performance and functional requirements;
- 8.7.16 Develop and implement procedures that will ensure the accuracy, completeness, and timeliness of data stored in the database;
- 8.7.17 Mediates and resolves conflicts among users' needs for data; and
- 8.7.18 Advise programmers, analysts, and users about the efficient use of data.

8.8 System Analyst – Level 2: The System Analyst must:

- 8.8.1** Develop requirements, feasibility, design, and specification documents for systems;
- 8.8.2** Implement systems to support projects, departments, organizations or businesses;
- 8.8.3** Translate business requirements into systems design and specifications;
- 8.8.4** Analyse and recommend alternatives and options for solutions;
- 8.8.5** Develop technical specifications for systems development, design and implementation;
- 8.8.6** Prepare and document test plans;
- 8.8.7** Respond to queries and issues associated with the functionality of Axios 'assyst', SQL Server Databases, and Microsoft Reporting Services;
- 8.8.8** Support the upgrade of Axios 'assyst', SQL, and Microsoft Reporting Services software;
- 8.8.9** Produce ad-hoc reports using SQL scripts;
- 8.8.10** Produce canned reports using Visual Studio to develop the SQL script and the report layout prior to deployment to Reporting Services;
- 8.8.11** Support Excel tools using Visual Basic Application scripts; and
- 8.8.12** Rollout new releases provided by AF ITSM Project activities to Testing Lab and coordinate testing activities prior to rollout of new releases to production.

8.9 Business Analyst – Level 3. The Business Analyst must:

- 8.9.1** Develop and document statements of requirements in response to capability deficiencies analysis and reports;
- 8.9.2** Deliver briefings/presentations to senior leadership within DND (Major and above);
- 8.9.3** Review and provide advice regarding future AF ITSM direction, plans and performance;
- 8.9.4** Review and provide advice regarding the AF ITSM support to Air Force Deployed units;
- 8.9.5** Support Users in the identification and definition of individual systems requirements and implementation methodology;
- 8.9.6** Provide advice on the future implementation of AF ITSM capability and its suite of applications;
- 8.9.7** Develop and document statements of requirements for both Axios 'assyst' and Oracle portal;
- 8.9.8** Perform business analyses of functional requirements to identify information, procedures, and decision flows;
- 8.9.9** Evaluate existing procedures and methods, identify and document items such as database content, structure, application subsystems;
- 8.9.10** Define and document interfaces of manual to automated operations within AF ITSM application subsystems and interfaces between other DND systems; and
- 8.9.11** Establish acceptance test criteria with client.

8.10 Business Process Re-engineering (BPR) Consultant – Level 3. The Business Process Re-engineer must:

- 8.10.1** Develop, implement, and maintain the Configuration Management Plan in line with the existing AFCCIS and other classified systems plans implemented through the Axios 'assyst' toolset within the AF ITSM framework;
- 8.10.2** Design, manage, implement, document, and maintain the AF ITSM CMDB that is accessible through the Axios 'assyst' toolset;
- 8.10.3** Coordinate CM issues with ADM(IM) sponsored CSNI TAs;
- 8.10.4** Support the development of the SLM framework for AFCCIS and other classified systems to include key milestones, activities, and resources to progress into the final phase of the complete establishment of a SLM capability. This activity includes the identification of Key Performance Indicators (KPIs) that are documented into the Axios 'assyst' toolset;
- 8.10.5** Review and refine the CM and Material Management Models as well as procedures in coordination with appropriate stakeholders (i.e. Service Desk, Incident and Change Managers);
- 8.10.6** Reconcile the Configuration discrepancies with other sources such as Project Office, other LCMs of classified ADS, and Service Desk;
- 8.10.7** Participate in the development and establishment of the ISS plans for each system;
- 8.10.8** Determine the progressive (evolutionary) level of service to be delivered to users in order to fulfill operational requirements;
- 8.10.9** Coordinate the establishment of OLAs within the Support Community;
- 8.10.10** Coordinate the establishment of ITSM Service Catalogue to include the available levels of service and the identification of core service providers internal and external to the Air Force;
- 8.10.11** Refine the Release Management process model in line with ADM (IM) policies and procedures; and
- 8.10.12** Develop and Coordinate the integration of the ITIL service support processes that are part of the AF ITSM capability into the Axios 'assyst' toolset.

- 8.11 **Programmer/Software Developer – Level 3.** The Programmer/Software Developer must:
- 8.11.1 Develop and prepare diagrammatic plans for solution of business and technical problems by means of computer systems of significant size and complexity;
 - 8.11.2 Analyze the problems outlined by the systems analysts/designers to enable the design and coding;
 - 8.11.3 Select and incorporate available software programs like APIs, Portlets and other components;
 - 8.11.4 Design detailed programs, flow charts, and diagrams indicating mathematical computation and sequence of machine operations necessary to copy and process data and print the results;
 - 8.11.5 Translate detailed flow charts into coded machine instructions and confer with technical personnel in planning programs;
 - 8.11.6 Verify accuracy and completeness of programs by preparing sample data, and testing them by means of system acceptance test runs made by operating personnel;
 - 8.11.7 Correct program errors by revising instructions or altering the sequence of operations;
 - 8.11.8 Test instructions, and assemble specifications, flow charts, diagrams, layouts, programming and operating instructions to document applications for later modification or reference;
 - 8.11.9 Review and update the Portal Development Guide, System Architecture, Portal Deployment Guide and any other documents;
 - 8.11.10 Support the interface between Portal and Axios 'assyst' CMDB; and
 - 8.11.11 Support portal capabilities with Microsoft Reporting Services.
- 8.12 **Application/Software Architect – Level 2.** The Application Software Architect must:
- 8.12.1 Establish a governance model, structure, processes and practices that position Air Force to derive the full benefits of SOA;
 - 8.12.2 Develop a vision and the requirements that align with SOA best practices;
Develop and establish a roadmap and recommendations that aligns with SOA best practices to confirm compliance to Air Force' vision and to ensure full benefits of SOA technology going forward;
 - 8.12.2 Successfully implement the SOA architecture;
 - 8.12.3 Support the installation and implementation of SOA infrastructure components;
 - 8.12.4 Review and update the Portal Deployment Guide, System Architecture and any other documents;
 - 8.12.5 Support the interface between Portal and Axios 'assyst' CMDB;
 - 8.12.6 Support the integration of other systems and protocols (e.g., DND SMS, LDAP) into the AF ITSM capability; and
 - 8.12.7 Identify, research, and develop security policies and procedures that will serve to strengthen the user access based on Role based access.
- 9.0 **Travel Requirements.** The Contractor must remain responsive to requirements emerging from outside the National Capital Region (NCR). These requirements range from the delivery of training, the support of various levels of testing, the support to military exercises. In addition, the Contractor could be called upon to support the TA in the conduct of meetings, the delivery of presentations and/or demonstrations, as well as conduct of Audit Visits. Therefore, the Contractor must support the above Project efforts which may be conducted at various Air Force Units across Canada. Individual visits should not exceed 10 working days in duration. There should be no requirement to travel outside Canada.

Table 2 – List of Acronyms

Acronym/Abbreviation	Description
ACO	Air Command Orders
ADM (IM)	Assistant Deputy Minister (Information Management)
ADM (Mat)	Assistant Deputy Minister (Materiel)
ADS	Air Defence Systems
AF ITSM	Air Force Information Technology Service Management
AFCCIS	Air Force Command and Control Information System
API	Application Programming Interface
BCS	Battle Control System
BPR	Business Process Re-engineering
C2IS	Command and Control Information Systems
CADO	Canadian Air Defense Orders
CCR	Canadian Coastal Radar
CIs	Configuration Items
ConOps	Concept of Operations
CM	Configuration Management
CMDB	Configuration Management Database
CSNI	Consolidated Secret Network Infrastructure
DAEPM (R&CS 5-4)	Directorate Aerospace Equipment Program Management (Radar and Communication Systems 5-4)
DGAEPM	Director General Aerospace Equipment Program Management
DND	Department of National Defense
DRMIS	Defence Resource Management Information System
DSL	Definitive Software Library
EITSM	Enterprise Information Technology Service Management
ERP	Enterprise Resource Planning
HTML/VB	HyperText Markup Language / Visual Basic
ICS	Internal Communication System
IM	Information Management
ISS	In Service Support
IT	Information Technology
ITI	Information Technology Infrastructure
ITIL	Information Technology Infrastructure Library
ITSI	Information Technology Service Infrastructure

Acronym/Abbreviation	Description
ACO	Air Command Orders
ITSM	Information Technology Service Management
JTN	Joint Tactical Network
KPI	Key Performance Indicator
LCMM	Life Cycle Material Manager
LDAP	Lightweight Directory Access Protocol
NB	North Bay
NWS	North Warning System
OLA	Operational Level Agreement
RCAF	Royal Canadian Air Force
SDA	Service Desk Agent
SLA	Service Level Agreement
SLM	Service Level Management
SME	Subject Matter Expert
SMS	Short Message Service
SOA	Service Oriented Architecture
SOR	Statement of Requirements
SOW	Statement of Work
SQL	Structured Query Language
TA	Technical Authority
TCR	Tactical Control Radar
TDL	Tactical Data Link
UAT	User Acceptance Test
UPSS	Unified Portal Software Solution
WFR II	Wing Facility Resource II
WBS	Work Breakdown Structure

APPENDIX A TO ANNEX A

TASKING ASSESSMENT PROCEDURE

1. Where a requirement for a specific task is identified, a draft Task Authorization Form (TA Form) as attached at Appendix B to Annex A will be provided to the Contractor in accordance with the allocation methodology stated in the Contract Article titled "Allocation of Task Authorizations". Once a draft TA Form is received the Contractor must submit to the Technical Authority a quotation of rates to supply the requested Resource Categories based on the information identified in the TA Form. The quotation must be signed and submitted to Canada within the time for response identified in the TA Form. The Contractor will be given a minimum of 48 hours turnaround time to submit a quotation.
2. For each proposed resource the Contractor must supply a résumé, the requested security clearance information and must complete the Response Tables at Appendix C of Annex A applicable to the Resource Categories identified in the draft TA. The same individual must not be proposed for more than one Resource Category. The résumés must demonstrate that each proposed individual meets the qualification requirements described (including any educational requirements, work experience requirements, and professional designation or membership requirements). With respect to the proposed resources:
 - (A) Proposed resources may be employees of the Contractor or employees of a subcontractor, or these individuals may be independent contractors to whom the Contractor would subcontract a portion of the Work. (Refer to Appendix D to Annex A, Certifications).
 - (B) For educational requirements for a particular degree, designation or certificate, Canada will only consider educational programmes that were successfully completed by the resource before the date the draft TA was first issued to the Contractor.
 - (C) For requirements relating to professional designation or membership, the resource must have the required designation or membership by the time of draft TA issuance and must continue, where applicable, to be a member in good standing of the profession or membership throughout the assessment period and Contract Period. Where the designation or membership must be demonstrated through a certification, the certification must be current, valid and issued by the entity specified in this Contract or if the entity is not specified an accredited or otherwise recognized body, institution or entity.
 - (D) For work experience, Canada will not consider experience gained as part of an educational programme, except for experience gained through a formal co-operative programme at a post-secondary institution.
 - (E) For any requirements that specify a particular time period (e.g., 2 years) of work experience, Canada will disregard any information about experience if the résumé does not include the relevant dates (month and year) for the experience claimed (i.e., the start date and end date). Canada will evaluate only the duration that the resource actually worked on a project or projects (from his or her start date to end date), instead of the overall start and end date of a project or a combination of projects in which a resource has participated.
 - (F) A résumé must not simply indicate the title of the individual's position, but must demonstrate that the resource has the required work experience by explaining the responsibilities and work performed by the individual while in that position. Only listing experience without providing any supporting data to describe responsibilities, duties and relevance to the requirement, or reusing the same wording as the TA Form, will not be considered "demonstrated" for the purposes of the assessment. The Contractor should provide complete details as to where, when, month and year, and how, through

which activities/responsibilities, the stated qualifications / experience were obtained. In situations in which a proposed resource worked at the same time on more than one project, the duration of any overlapping time period will be counted only once toward any requirements that relate to the individual's length of experience.

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

APPENDIX B TO ANNEX A TASK AUTHORIZATION FORM

DND 626

All invoices/progress claims must show the reference Contract and Task numbers. Toutes les factures doivent indiquer les numéros du contrat et de la tâche.		Contract no. – N° du contrat Task no. – N° de la tâche
Amendment no. – N° de la modification	Increase/Decrease – Augmentation/Réduction	Previous value – Valeur précédente
To – À	TO THE CONTRACTOR You are requested to supply the following services in accordance with the terms of the above reference contract. Only services included in the contract shall be supplied against this task. 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.	
Delivery location – Expédiez à	À L'ENTREPRENEUR Vous êtes prié de fournir les services suivants en conformité des termes du contrat mentionné ci-dessus. Seuls les services mentionnés dans le contrat doivent être fournis à l'appui de cette demande. 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.	
Delivery/Completion date – Date de livraison/d'achèvement	<div style="display: flex; justify-content: space-between;"> <div>_____</div> <div>_____</div> </div> <div style="display: flex; justify-content: space-between;"> <div>Date</div> <div>for the Department of National Defence pour le ministère de la Défense nationale</div> </div>	
Contract item no. N° d'article du contrat	Services	Cost Prix
	GST/HST TPS/TVH	
	Total	
APPLICABLE ONLY TO PWGSC CONTRACTS: The Contract 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		

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.

2.0 Mandatory Resource Assessment Criteria:

Requirement Number	Description of Requirement	Mandatory Met? Y/N	Bidder's response
The BIDDER			
M-1	The Bidder must have completed at least two ITSM project implementations of similar size as described in the AF ITSM Statement of Work.. One of the two implementations must be for a government organization that delivers Web-based real-time reporting services in support of operational users. At least one implementation must have covered a full project lifecycle (project initiation, requirements gathering, design, build, test, training and rollout). For each project, provide names of projects and client contact information.		
M-2	The Bidder must be an authorized Axios assyst Service Provider with resources qualified to provide Axios assyst training that is certified by Axios Systems. A copy of the Axios Systems Qualification document must be provided with the bid.		
M-3	<p>The Bidder must provide a Contract Management Plan (CMP) that addresses the following:</p> <ol style="list-style-type: none"> 1) The Bidder's proposed approach to assure the overall efficient sustainability and supportability of the AF ITSM capabilities. The CMP must reflect the Bidder's experience in having implemented a similar project; 2) High-Level (Tier 1 / 2 Work Breakdown Structure); 3) Conflict Management, Resource Management and Responsibility Assessment; 4) Acquisition of new capabilities similar to the AF ITSM Life-Cycle procedures; 5) Task Authorization and Administration; 		

	6) Organization Interfaces; 7) Risk Management Plan; and 8) Quality Assurance		
P.9 PROJECT MANAGER – LEVEL 3			
M-4	The proposed resource must provide proof of an undergraduate degree from a recognized university with a minimum of 10 years relevant experience, or a PMP certification with 10 years of relevant experience.		
M-5	The proposed resource must have a minimum of two years of experience within the last five years as a Project Manager or Team Lead on an Axios assyst implementation project.		
M-6	The proposed resource must hold a minimum of an ITIL Foundations Certificate. A copy of the certification must be provided with the bid.		
B.7 BUSINESS TRANSFORMATION ARCHITECT – LEVEL 3			
M-7	The proposed resource must provide proof of an undergraduate degree from a recognized university; OR a college certificate in an IT related discipline; OR have 10 years' experience managing projects as an Officer in the Canadian Armed Forces.		
M-8	The proposed resource must have a minimum of five years' experience performing the role of a Business Transformation Architect on Axios 'assyst' implementation or have completed the Axios 'assyst' Bronze level training.		
I.10 TECHNICAL ARCHITECT – LEVEL 3			
M-9	The proposed resource must provide proof of an undergraduate degree from a recognized university, or a College Certificate in computer science with a minimum of ten (10) years of demonstrated experience as a Technical Architect.		
M-10	The proposed resource must have a minimum of five years experience within the last seven years as the Technical Architect for the implementation of Oracle Portal / Oracle WebCenter solution.		
M-11	The proposed resource must have completed one project performing the role of Technical Architect for the integration of Oracle Portal / Oracle WebCenter with Google Earth and Axios assyst.		
I.11 TECHNOLOGY ARCHITECT - LEVEL 2			

M-12	The proposed resource must provide proof of an undergraduate degree from a recognized university or a college certificate in IT.		
M-13	The proposed resource must hold a minimum of Bronze Level Certification or higher for Axios assyst. A copy of the certification must be provided with the bid.		
M-14	The proposed resource must have a minimum of three (3) years' experience within the last five years as the Technology Architect for the implementation of Oracle Portal / Oracle WebCenter solution.		
A.1 APPLICATION / SOFTWARE ARCHITECT – LEVEL 3			
M-15	The proposed resource must provide proof of an undergraduate degree from a recognized university or a college certificate in IT.		
M-16	The proposed resource must have five years of demonstrated experience within the last 10 years working as an Axios assyst architect.		
M-17	The proposed resource must have at least five years' experience working with Microsoft SQL Server, within the last 10 years.		
M-18	The proposed resource must have a current Axios assyst Silver certification. A copy of the certificate must be provided with the bid.		
M-19	The proposed resource must hold an ITIL Foundations Certificate. A copy of the certification must be provided with the bid.		
I.3 DATA ANALYST / IM ADMINISTRATOR - LEVEL 3			
M-20	The proposed resource must have a minimum of three years of demonstrated experience in the integration and configuration of Definitive Software Library (DSL) processes and maintenance activities associated with and ITIL-based Configuration Management Database (CMDB) using Axios assyst.		
M-21	The proposed resource must hold a minimum of an ITIL Foundations Certificate. A copy of the certification must be provided with the bid.		
M-22	The proposed resource must have a minimum of three years demonstrated experience within the last 10 years in the deployment of ITIL based Configuration Management processes and procedures using the Axios 'assyst' toolset.		
A.8 SYSTEMS ANALYST – LEVEL 2			

M-23	The proposed resource must provide proof of an undergraduate degree from a recognized university or a college certificate in an IT related discipline.		
M-24	The proposed resource must hold as a minimum a Bronze Level or higher Axios assyst Certification. A copy of the certification must be provided with the bid.		
M-25	The proposed resource must hold an ITIL Foundations Certificate. A copy of the certification must be provided with the bid.		
B.1 BUSINESS ANALYST – LEVEL 3			
M-26	The proposed resource must provide proof of an undergraduate degree from a recognized university in an IT related discipline.		
M-27	The proposed resource must have a minimum of five years of experience as a Senior Business Analyst gathering requirements related to an Axios assyst Enterprise Implementation.		
M-28	The proposed resource must have three years of experience within the last 10 years working as a Senior Business Analyst on Oracle Portal / Oracle WebCenter project.		
M-29	The proposed resource must hold an ITIL Foundations Certificate. A copy of the certification must be provided with the bid.		
B.5 BUSINESS PROCESS RE-ENGINEERING CONSULTANT – LEVEL 3			
M-30	The proposed resource must provide proof of an undergraduate degree from a recognized university; OR a college certificate in an IT related discipline.		
M-31	The proposed resource must have a minimum of three years demonstrated experience within the last five years of providing recommendations using ITIL Framework to adapt business processes.		
M-32	The proposed resource must have a minimum of five years experience performing the role of a Business Process Re-engineer on Axios assyst implementation OR certified with Axios assyst Bronze Level.		
M-33	The proposed resource must have a minimum of five years experience with identifying, researching, developing, and suggesting policies and procedures that will serve to strengthen implementation of an ITSM solution.		
M-34	The proposed resource must have a minimum of five years experience in reviewing and providing advice regarding future ITSM direction, plans and performance in support of operational systems.		

A.6 PROGRAMMER / SOFTWARE DEVELOPER – LEVEL 3			
M-35	The proposed resource must provide proof of an undergraduate degree from a recognized university or a college diploma in Science or IT Related discipline.		
M-36	The proposed resource must have a minimum of three years experience within the last five years performing the role of Software Developer on Oracle Portal / Oracle WebCenter implementation.		
M-37	The proposed resource must have a minimum of one project experience performing the role of Software Developer for the integration of Oracle Portal / Oracle WebCenter with Google Earth and Axios assyst.		
A.1 APPLICATION / SOFTWARE ARCHITECT – LEVEL 2			
M-38	The proposed resource must provide proof of an undergraduate degree from a recognized university; or a college certificate in Science or an IT related discipline.		
M-39	The proposed resource must provide proof of a recognized Service-oriented architecture (SOA) Implementation certification.		
M-40	The proposed resource must have five years' experience implementing event driven architecture using Enterprise Service Bus Technology.		

3.0 Point Rated Resource Assessment Criteria:

3.1. Rated Requirements. Each resource must achieve the minimum score in order to be deemed responsive.

Number	Description of Requirement	Maximum Points	Scoring Guidelines	Bidder's Response
RESOURCES				
P.9 PROJECT MANAGER – LEVEL 3				
R-1	The proposed resource has experience as a Team Lead or Project Manager for an Oracle Portal / Oracle WebCenter.	5 pts	1 project = 3 pts 2 or more projects = 5 pts	
R-2	The proposed resource has experience providing project management support in the rollout of IT infrastructure (hardware and software) to	5 pts	1 project = 3 pts 2 or more projects = 5 pts	

	government organization or industry Organization.			
		Maximum = 10 Minimum = 6		
B.7 BUSINESS TRANSFORMATION ARCHITECT – LEVEL 3				
R-3	The proposed resource has demonstrated experience in the deployment of an ITIL-based ITSM framework within a government organization or industry Organization.	5 pts	1 project = 3 pts 2 or more projects = 5 pts	
R-4	The proposed resource has demonstrated experience in supporting/maintaining ITIL processes and ITSM capability during its In-Service-Support phase. (Life Cycle).	5 pts	1 project = 3 pts 2 or more projects = 5 pts	
R-5	The proposed resource has experience in the evaluation of changes to systems and services supported by ITSM capabilities.	5 pts	1 project = 3 pts 2 or more projects = 5 pts	
		Maximum = 15 Minimum = 9		
I.10 TECHNICAL ARCHITECT – LEVEL 3				
R-6	The proposed resource has experience performing the role of Technical Architect for the integration of Microsoft Reporting Services and Oracle Portal / Webcenter and Google Earth.	5 pts	1 project = 3 pts 2 or more projects = 5 pts	
R-7	The proposed resource has experience working within a Defence Weapons System Project on a Canadian Forces classified network.	2 pts	1 point per project	
R-8	The proposed resource has experience with service oriented architecture (SOA) implementations.	5 pts	1 project = 3 pts 2 or more projects = 5 pts	
R-9	The proposed resource has experience with WebLogic.		1 project = 3 pts 2 or more projects = 5 pts	
		Maximum = 17 Minimum = 11		
I.11 TECHNOLOGY ARCHITECT – LEVEL 2				
R-10	The proposed resource has experience with WebLogic or MS WebCenter application.	5 pts	1 project = 3 pts 2 or more projects = 5 pts	

R-11	The proposed resource has demonstrated experience in creating simple database objects using either Microsoft SQL Server or Oracle DB.	5 pts	1 project = 3 pts 2 or more projects = 5 pts	
R-12	The proposed resource has experience performing the role of Technology Architect for the integration of Microsoft Reporting Services and Oracle Portal / Webcenter and Google Earth.	5 pts	1 project = 3 pts 2 or more projects = 5 pts	
R-13	The proposed resource has experience working within a Defence Weapons System Project on a Canadian Forces classified network.	2 pts	1 point per project	
		Maximum = 17 Minimum = 11		
A.1 APPLICATION SOFTWARE ARCHITECT – LEVEL 3				
R-14	The proposed resource has demonstrated experience working in Air Defence (AD) operations.	5 pts	1 project = 5 pts	
R-15	The proposed resource should have demonstrated experience in the development of reports using MS Reporting Services.	5 pts	1 project = 3 pts 2 or more projects = 5 pts	
R-16	The proposed resource has demonstrated experience developing solutions that included all components of the ITSM framework architecture (Axios 'assyst', SQL Reporting Services)	5 pts	1 project = 3 pts 2 or more projects = 5 pts	
R-17	The proposed resource should have demonstrated experience implementing ITIL Service Support using Axios 'assyst'.	5 pts	1 project = 3 pts 2 or more projects = 5 pts	
		Maximum = 20 Minimum = 12		
I.3 DATA ANALYST / IM ADMINISTRATOR – LEVEL 3				
R-18	The proposed resource should have experience implementing IT Projects within a government defence operational environment.	5 pts	1 project = 3 pts 2 or more projects = 5 pts	

R-19	The proposed resource should have experience in the development of processes covering the implementation of an ITSM solution based on the Axios 'assyst' toolset.	5 pts	1 project = 3 pts 2 or more projects = 5 pts	
R-20	The proposed resource should have experience in the development and fielding of ITIL-based processes.	5 pts	1 project = 3 pts 2 or more projects = 5 pts	
R-21	The proposed resource should experience on project facilitating and documenting ITIL-based process design workshop.	5 pts	1 project = 3 pts 2 or more projects = 5 pts	
		Maximum = 20 Minimum = 12		
A.8 SYSTEMS ANALYST - LEVEL 2				
R-22	The proposed resource has experience working in Air Defence (AD) operations.	5 pts	1 Project = 5 pts	
R-23	The proposed resource has experience as a Systems Analyst in the Department of National Defence, or similar sized federal government organization.	5 pts	1 project = 3 pts 2 or more projects = 5 pts	
R-24	The proposed resource has experience implementing ITIL Service Support using Axios 'assyst'.	5 pts	1 project = 3 pts 2 or more projects = 5 pts	
		Maximum = 15 Minimum = 9		
B.1 BUSINESS ANALYST – LEVEL 3				
R-25	The proposed resource has demonstrated experience implementing IT projects within a government operational environment.	5 pts	1 project = 3 pts 2 or more projects = 5 pts	
R-26	The proposed resource has demonstrated experience as a business analyst on an ITSM solution implementation based on Axios 'assyst' integration with Oracle Portal and Google Earth.	5 pts	1 project = 3 pts 2 or more projects = 5 pts	
R-27	The proposed resource has experience providing presentations and	5 pts	1 project = 3 pts 2 or more projects	

	documentation to Senior Leadership within a Government Organization.		= 5 pts	
R-28	The proposed resource has demonstrated experience in establishing acceptance test criteria with clients.	5 pts	1 project = 3 pts 2 or more projects = 5 pts	
		Maximum = 20 Minimum = 12		
B.5 BUSINESS PROCESS RE-ENGINEERING CONSULTANT – LEVEL 3				
R-29	The proposed resource has demonstrated experience implementing IT projects within a government operational environment.	5 pts	1 project = 3 pts 2 or more projects = 5 pts	
R-30	The proposed resource has demonstrated experience in the evaluation of existing procedures and methods; the identification of document items such as database content, structure and application subsystems within a GOC Organization.	5 pts	1 project = 3 pts 2 or more projects = 5 pts	
R-31	The proposed resource has demonstrated experience in the development of ITIL processes supporting military operations	5 pts	1 project = 3 pts 2 or more projects = 5 pts	
		Maximum = 15 Minimum = 9		
A.6 PROGRAMMER / SOFTWARE DEVELOPER - LEVEL 3				
R-32	The proposed resource has experience performing the role of Programmer / Software Developer for the integration of Microsoft Reporting Services and Oracle Portal / Webcenter and Google Earth.	5 pts	1 project = 3 pts 2 or more projects = 5 pts	
R-33	The proposed resource and experience with WebLogic or MS WebCenter application.	5 pts	1 project = 3 pts 2 or more projects = 5 pts	
R-34	The proposed resource has experience with JSR 168/286 portlets.	5 pts	1 project = 3 pts 2 or more projects = 5 pts	
		Maximum = 15		

		Minimum = 9		
A.1 APPLICATION / SOFTWARE ARCHITECT – LEVEL 2				
R-35	The proposed resource has experience with SOA implementations.	5 pts	1 project = 3 pts 2 or more projects = 5 pts	
R-36	The proposed resource has experience working within a Defence Weapons System Project on a Canadian Forces classified network.	2 pts	1 point per project	
		Maximum = 7 Minimum = 5		

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

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

ANNEX B

BASIS OF PAYMENT

CONTRACT PERIOD:

Contract Period Year 1		
Resource Category	Level of Expertise	Firm Per Diem Rate
P.9 Project Manager	Level #3	\$
B.7 Business Transformation Architect	Level #3	\$
I.10 Technical Architect	Level #3	\$
I.11 Technology Architect	Level #2	\$
A.1 Application/Software Architect	Level #3	\$
I.3 Data Analyst/IM Administrator	Level #3	\$
A.8 System Analyst	Level #2	\$
B.1 Business Analyst	Level #3	\$
B.5 Business Process Re-Engineering	Level #3	\$
A.6 Programmer/Software Developer	Level #3	\$
A.1 Application/Software Architect	Level #2	\$

OPTION PERIODS:

Contract Period Year 2		
Resource Category	Level of Expertise	Firm Per Diem Rate
P.9 Project Manager	Level #3	\$
B.7 Business Transformation Architect	Level #3	\$
I.10 Technical Architect	Level #3	\$
I.11 Technology Architect	Level #2	\$
A.1 Application/Software Architect	Level #3	\$
I.3 Data Analyst/IM Administrator	Level #3	\$
A.8 System Analyst	Level #2	\$
B.1 Business Analyst	Level #3	\$
B.5 Business Process Re-Engineering	Level #3	\$
A.6 Programmer/Software Developer	Level #3	\$
A.1 Application/Software Architect	Level #2	\$

Contract Period 2 Year 3		
Resource Category	Level of Expertise	Firm Per Diem Rate
P.9 Project Manager	Level #3	\$
B.7 Business Transformation Architect	Level #3	\$
I.10 Technical Architect	Level #3	\$
I.11 Technology Architect	Level #2	\$
A.1 Application/Software Architect	Level #3	\$
I.3 Data Analyst/IM Administrator	Level #3	\$

A.8 System Analyst	Level #2	\$
B.1 Business Analyst	Level #3	\$
B.5 Business Process Re-Engineering	Level #3	\$
A.6 Programmer/Software Developer	Level #3	\$
A.1 Application/Software Architect	Level #2	\$

ANNEX C

SECURITY REQUIREMENTS CHECK LIST

See Attached Common PS SRCL #21.

ATTACHMENT 3.1

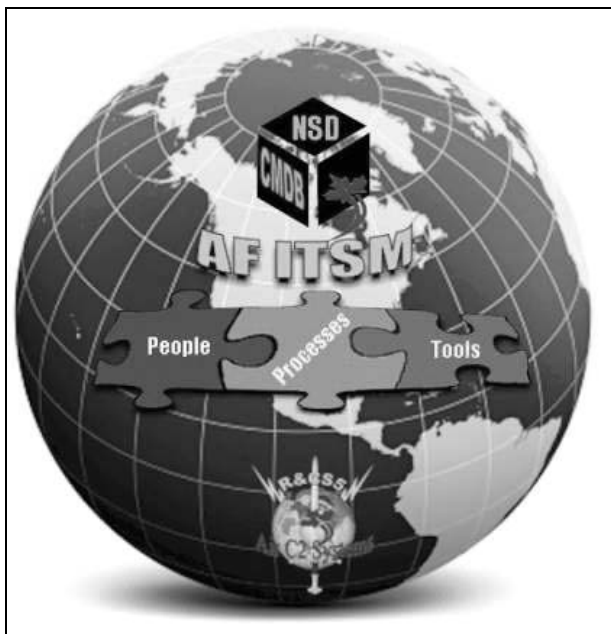
BIDDER FORMS

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) <i>[see the 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"	

Federal Contractors Program for Employment Equity (FCP EE) Certification:	On behalf of the bidder, by signing below, I also confirm that the bidder <i>[check the box that applies]</i> :	
If the bidder is exempt, please indicate the basis for the exemption to the right. If the bidder does not fall within the exceptions enumerated to the right, the Program requirements do apply and the bidder is required either to: (a) submit to the Department of HRSD form LAB 1168, Certificate of Commitment to Implement Employment Equity, DULY SIGNED; or (b) submit a valid Certificate number confirming its adherence to the FCP-EE. Bidders are requested to include their FCP EE Certification or signed LAB 1168 with their bid; if this information is not provided in the bid, it must be provided upon request by the Contracting Authority during evaluation. For joint ventures, be sure to provide this information for each of the members of the joint venture.	(a) is not subject to Federal Contractors Program for Employment Equity (FCP-EE), because it has a workforce of less than 100 permanent full or part-time employees in Canada;	
	(b) is not subject to FCP-EE, because it is a regulated employer under the <i>Employment Equity Act</i> ;	
	(c) is subject to the requirements of FCP-EE, because it has a workforce of 100 or more permanent full or part-time employees in Canada, but has not previously obtained a certificate number from the Department of Human Resources and Skills Development (HRSD) (having not bid on requirements of \$200,000 or more), in which case a duly signed certificate of commitment is attached; OR	
	(d) is subject to FCP-EE, and has a valid certification number as follows: _____ (and has not been declared an Ineligible Contractor by HRSD).	
Number of FTEs [Bidders are requested to indicate, the total number of full-time-equivalent positions that would be created and maintained by the bidder if it were awarded the Contract. This information is for information purposes only and will not be evaluated.]		
Security Clearance Level of Bidder <i>[include both the level and the date it was granted]</i>		
On behalf of the bidder, by signing below, I confirm that I have read the entire bid solicitation including the documents incorporated by reference into the bid solicitation and I certify that: 1. The bidder considers itself and its products able to meet all the mandatory requirements described in the bid solicitation; 2. This bid is valid for the period requested in the bid solicitation; 3. All the information provided in the bid is complete, true and accurate; and 4. If the bidder is awarded a contract, it will accept all the terms and conditions set out in the resulting contract clauses included in the bid solicitation.		
Signature of Authorized Representative of Bidder		

Attachment 4.1
Bid Evaluation Criteria

AF ITSM Project Phase IV



BID EVALUATION CRITERIA

1. EVALUATION CRITERIA

- 1.1. The bid will be evaluated on the basis of 0 - 100 rating. The rated points will be weighted in accordance with the distribution shown under the Rated criteria table for each Resource Category below:

Table 1.1 - Evaluation Categories

	Maximum points available	Minimum Score
Rated	171	105

- 1.2. Table 1.2 below is listing Resources for each labour category and resource requirements.

Table 1.2

No	Full Title	Level	Quantity
1	P.9 Project Manager	3	1
2	B.7 Business Transformation Architect	3	1
3	I.10 Technical Architect	3	1
4	I.11 Technology Architect	2	1
5	A.1 Application / Software Architect	3	1
6	I.3 Data Analyst / IM Administrator	3	1
7	A.8 System Analyst	2	1
8	B.1 Business Analyst	3	1
9	B.5 Business Process Re-Engineering	3	1
10	A.6 Programmer / Software Developer	3	2
11	A.1 Application / Software Architect	2	1
Total			12

2.0 MANDATORY CRITERIA

Requirement Number	Description of Requirement	Mandatory Met? Y/N	Bidder's response
The BIDDER			
M-1	The Bidder must have completed at least two ITSM project implementations of similar size as described in the AF ITSM Statement of Work.. One of the two implementations must be for a government organization that delivers Web-based real-time reporting services in support of operational users. At least one implementation must have covered a full project lifecycle (project initiation, requirements gathering, design, build, test, training and rollout). For each project, provide names of projects and client contact information.		

M-2	The Bidder must be an authorized Axios assyst Service Provider with resources qualified to provide Axios assyst training that is certified by Axios Systems. A copy of the Axios Systems Qualification document must be provided with the bid.		
M-3	<p>The Bidder must provide a Contract Management Plan (CMP) that addresses the following:</p> <ol style="list-style-type: none"> 1) The Bidder's proposed approach to assure the overall efficient sustainability and supportability of the AF ITSM capabilities. The CMP must reflect the Bidder's experience in having implemented a similar project; 2) High-Level (Tier 1 / 2 Work Breakdown Structure); 3) Conflict Management, Resource Management and Responsibility Assessment; 4) Acquisition of new capabilities similar to the AF ITSM Life-Cycle procedures; 5) Task Authorization and Administration; 6) Organization Interfaces; 7) Risk Management Plan; and 8) Quality Assurance 		
P.9 PROJECT MANAGER – LEVEL 3			
M-4	The proposed resource must provide proof of an undergraduate degree from a recognized university with a minimum of 10 years relevant experience, or a PMP certification with 10 years of relevant experience.		
M-5	The proposed resource must have a minimum of two years of experience within the last five years as a Project Manager or Team Lead on an Axios assyst implementation project.		
M-6	The proposed resource must hold a minimum of an ITIL Foundations Certificate. A copy of the certification must be provided with the bid.		
B.7 BUSINESS TRANSFORMATION ARCHITECT – LEVEL 3			
M-7	The proposed resource must provide proof of an undergraduate degree from a recognized university; OR a college certificate in an IT related discipline; OR have 10 years' experience managing projects as an Officer in the Canadian Armed Forces.		
M-8	The proposed resource must have a minimum of five		

	years' experience performing the role of a Business Transformation Architect on Axios 'assyst' implementation or have completed the Axios 'assyst' Bronze level training.		
I.10 TECHNICAL ARCHITECT – LEVEL 3			
M-9	The proposed resource must provide proof of an undergraduate degree from a recognized university, or a College Certificate in computer science with a minimum of ten (10) years of demonstrated experience as a Technical Architect.		
M-10	The proposed resource must have a minimum of five years experience within the last seven years as the Technical Architect for the implementation of Oracle Portal / Oracle WebCenter solution.		
M-11	The proposed resource must have completed one project performing the role of Technical Architect for the integration of Oracle Portal / Oracle WebCenter with Google Earth and Axios assyst.		
I.11 TECHNOLOGY ARCHITECT - LEVEL 2			
M-12	The proposed resource must provide proof of an undergraduate degree from a recognized university or a college certificate in IT.		
M-13	The proposed resource must hold a minimum of Bronze Level Certification or higher for Axios assyst. A copy of the certification must be provided with the bid.		
M-14	The proposed resource must have a minimum of three (3) years' experience within the last five years as the Technology Architect for the implementation of Oracle Portal / Oracle WebCenter solution.		
A.1 APPLICATION / SOFTWARE ARCHITECT – LEVEL 3			
M-15	The proposed resource must provide proof of an undergraduate degree from a recognized university or a college certificate in IT.		
M-16	The proposed resource must have five years of demonstrated experience within the last 10 years working as an Axios assyst architect.		
M-17	The proposed resource must have at least five years' experience working with Microsoft SQL Server, within the last 10 years.		
M-18	The proposed resource must have a current Axios assyst Silver certification. A copy of the certificate must be provided with the bid.		

M-19	The proposed resource must hold an ITIL Foundations Certificate. A copy of the certification must be provided with the bid.		
I.3 DATA ANALYST / IM ADMINISTRATOR - LEVEL 3			
M-20	The proposed resource must have a minimum of three years of demonstrated experience in the integration and configuration of Definitive Software Library (DSL) processes and maintenance activities associated with and ITIL-based Configuration Management Database (CMDB) using Axios assyst.		
M-21	The proposed resource must hold a minimum of an ITIL Foundations Certificate. A copy of the certification must be provided with the bid.		
M-22	The proposed resource must have a minimum of three years demonstrated experience within the last 10 years in the deployment of ITIL based Configuration Management processes and procedures using the Axios 'assyst' toolset.		
A.8 SYSTEMS ANALYST – LEVEL 2			
M-23	The proposed resource must provide proof of an undergraduate degree from a recognized university or a college certificate in an IT related discipline.		
M-24	The proposed resource must hold as a minimum a Bronze Level or higher Axios assyst Certification. A copy of the certification must be provided with the bid.		
M-25	The proposed resource must hold an ITIL Foundations Certificate. A copy of the certification must be provided with the bid.		
B.1 BUSINESS ANALYST – LEVEL 3			
M-26	The proposed resource must provide proof of an undergraduate degree from a recognized university in an IT related discipline.		
M-27	The proposed resource must have a minimum of five years of experience as a Senior Business Analyst gathering requirements related to an Axios assyst Enterprise Implementation.		
M-28	The proposed resource must have three years of experience within the last 10 years working as a Senior Business Analyst on Oracle Portal / Oracle WebCenter project.		
M-29	The proposed resource must hold an ITIL Foundations Certificate. A copy of the certification must be provided with the bid.		
B.5 BUSINESS PROCESS RE-ENGINEERING CONSULTANT – LEVEL 3			
	The proposed resource must provide proof of an		

M-30	undergraduate degree from a recognized university; OR a college certificate in an IT related discipline.		
M-31	The proposed resource must have a minimum of three years demonstrated experience within the last five years of providing recommendations using ITIL Framework to adapt business processes.		
M-32	The proposed resource must have a minimum of five years experience performing the role of a Business Process Re-engineer on Axios assyst implementation OR certified with Axios assyst Bronze Level.		
M-33	The proposed resource must have a minimum of five years experience with identifying, researching, developing, and suggesting policies and procedures that will serve to strengthen implementation of an ITSM solution.		
M-34	The proposed resource must have a minimum of five years experience in reviewing and providing advice regarding future ITSM direction, plans and performance in support of operational systems.		
A.6 PROGRAMMER / SOFTWARE DEVELOPER – LEVEL 3			
M-35	The proposed resource must provide proof of an undergraduate degree from a recognized university or a college diploma in Science or IT Related discipline.		
M-36	The proposed resource must have a minimum of three years experience within the last five years performing the role of Software Developer on Oracle Portal / Oracle WebCenter implementation.		
M-37	The proposed resource must have a minimum of one project experience performing the role of Software Developer for the integration of Oracle Portal / Oracle WebCenter with Google Earth and Axios assyst.		
A.1 APPLICATION / SOFTWARE ARCHITECT – LEVEL 2			
M-38	The proposed resource must provide proof of an undergraduate degree from a recognized university; or a college certificate in Science or an IT related discipline.		
M-39	The proposed resource must provide proof of a recognized Service-oriented architecture (SOA) Implementation certification.		
	The proposed resource must have five years' experience		

M-40	Implementing event driven architecture using Enterprise Service Bus Technology.		
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3.0 RATED CRITERIA

3.1. Rated Requirements. Each resource must achieve the minimum score in order to be deemed responsive.

Number	Description of Requirement	Maximum Points	Scoring Guidelines	Bidder's Response
RESOURCES				
P.9 PROJECT MANAGER – LEVEL 3				
R-1	The proposed resource has experience as a Team Lead or Project Manager for an Oracle Portal / Oracle WebCenter.	5 pts	1 project = 3 pts 2 or more projects = 5 pts	
R-2	The proposed resource has experience providing project management support in the rollout of IT infrastructure (hardware and software) to government organization or industry Organization.	5 pts	1 project = 3 pts 2 or more projects = 5 pts	
		Maximum = 10 Minimum = 6		
B.7 BUSINESS TRANSFORMATION ARCHITECT – LEVEL 3				
R-3	The proposed resource has demonstrated experience in the deployment of an ITIL-based ITSM framework within a government organization or industry Organization.	5 pts	1 project = 3 pts 2 or more projects = 5 pts	
R-4	The proposed resource has demonstrated experience in supporting/maintaining ITIL processes and ITSM capability during its In-Service-Support phase. (Life Cycle).	5 pts	1 project = 3 pts 2 or more projects = 5 pts	
R-5	The proposed resource has experience in the evaluation of changes to systems and services supported by ITSM capabilities.	5 pts	1 project = 3 pts 2 or more projects = 5 pts	
		Maximum = 15 Minimum = 9		
I.10 TECHNICAL ARCHITECT – LEVEL 3				
R-6	The proposed resource has experience performing the role of Technical Architect for the integration of Microsoft Reporting Services and Oracle Portal / Webcenter and Google Earth.	5 pts	1 project = 3 pts 2 or more projects = 5 pts	

R-7	The proposed resource has experience working within a Defence Weapons System Project on a Canadian Forces classified network.	2 pts	1 point per project	
R-8	The proposed resource has experience with service oriented architecture (SOA) implementations.	5 pts	1 project = 3 pts 2 or more projects = 5 pts	
R-9	The proposed resource has experience with WebLogic.		1 project = 3 pts 2 or more projects = 5 pts	
		Maximum = 17 Minimum = 11		
I.11 TECHNOLOGY ARCHITECT – LEVEL 2				
R-10	The proposed resource has experience with WebLogic or MS WebCenter application.	5 pts	1 project = 3 pts 2 or more projects = 5 pts	
R-11	The proposed resource has demonstrated experience in creating simple database objects using either Microsoft SQL Server or Oracle DB.	5 pts	1 project = 3 pts 2 or more projects = 5 pts	
R-12	The proposed resource has experience performing the role of Technology Architect for the integration of Microsoft Reporting Services and Oracle Portal / Webcenter and Google Earth.	5 pts	1 project = 3 pts 2 or more projects = 5 pts	
R-13	The proposed resource has experience working within a Defence Weapons System Project on a Canadian Forces classified network.	2 pts	1 point per project	
		Maximum = 17 Minimum = 11		
A.1 APPLICATION SOFTWARE ARCHITECT – LEVEL 3				
R-14	The proposed resource has demonstrated experience working in Air Defence (AD) operations.	5 pts	1 project = 5 pts	
R-15	The proposed resource should have	5 pts	1 project = 3 pts	

	demonstrated experience in the development of reports using MS Reporting Services.		2 or more projects = 5 pts	
R-16	The proposed resource has demonstrated experience developing solutions that included all components of the ITSM framework architecture (Axios 'assyst', SQL Reporting Services)	5 pts	1 project = 3 pts 2 or more projects = 5 pts	
R-17	The proposed resource should have demonstrated experience implementing ITIL Service Support using Axios 'assyst'.	5 pts	1 project = 3 pts 2 or more projects = 5 pts	
		Maximum = 20 Minimum = 12		
I.3 DATA ANALYST / IM ADMINISTRATOR – LEVEL 3				
R-18	The proposed resource should have experience implementing IT Projects within a government defence operational environment.	5 pts	1 project = 3 pts 2 or more projects = 5 pts	
R-19	The proposed resource should have experience in the development of processes covering the implementation of an ITSM solution based on the Axios 'assyst' toolset.	5 pts	1 project = 3 pts 2 or more projects = 5 pts	
R-20	The proposed resource should have experience in the development and fielding of ITIL-based processes.	5 pts	1 project = 3 pts 2 or more projects = 5 pts	
R-21	The proposed resource should have experience on project facilitating and documenting ITIL-based process design workshop.	5 pts	1 project = 3 pts 2 or more projects = 5 pts	
		Maximum = 20 Minimum = 12		
A.8 SYSTEMS ANALYST - LEVEL 2				
R-22	The proposed resource has experience working in Air Defence (AD) operations.	5 pts	1 Project = 5 pts	
R-23	The proposed resource has experience as a Systems Analyst in the Department of National Defence, or similar sized federal government organization.	5 pts	1 project = 3 pts 2 or more projects = 5 pts	

R-24	The proposed resource has experience implementing ITIL Service Support using Axios 'assyst'.	5 pts	1 project = 3 pts 2 or more projects = 5 pts	
		Maximum = 15 Minimum = 9		
B.1 BUSINESS ANALYST – LEVEL 3				
R-25	The proposed resource has demonstrated experience implementing IT projects within a government operational environment.	5 pts	1 project = 3 pts 2 or more projects = 5 pts	
R-26	The proposed resource has demonstrated experience as a business analyst on an ITSM solution implementation based on Axios 'assyst' integration with Oracle Portal and Google Earth.	5 pts	1 project = 3 pts 2 or more projects = 5 pts	
R-27	The proposed resource has experience providing presentations and documentation to Senior Leadership within a Government Organization.	5 pts	1 project = 3 pts 2 or more projects = 5 pts	
R-28	The proposed resource has demonstrated experience in establishing acceptance test criteria with clients.	5 pts	1 project = 3 pts 2 or more projects = 5 pts	
		Maximum = 20 Minimum = 12		
B.5 BUSINESS PROCESS RE-ENGINEERING CONSULTANT – LEVEL 3				
R-29	The proposed resource has demonstrated experience implementing IT projects within a government operational environment.	5 pts	1 project = 3 pts 2 or more projects = 5 pts	
R-30	The proposed resource has demonstrated experience in the evaluation of existing procedures and methods; the identification of document items such as database content, structure and application subsystems within a GOC Organization.	5 pts	1 project = 3 pts 2 or more projects = 5 pts	
R-31	The proposed resource has demonstrated experience in the	5 pts	1 project = 3 pts 2 or more projects	

	development of ITIL processes supporting military operations		= 5 pts	
		Maximum = 15 Minimum = 9		
A.6 PROGRAMMER / SOFTWARE DEVELOPER - LEVEL 3				
R-32	The proposed resource has experience performing the role of Programmer / Software Developer for the integration of Microsoft Reporting Services and Oracle Portal / Webcenter and Google Earth.	5 pts	1 project = 3 pts 2 or more projects = 5 pts	
R-33	The proposed resource and experience with WebLogic or MS WebCenter application.	5 pts	1 project = 3 pts 2 or more projects = 5 pts	
R-34	The proposed resource has experience with JSR 168/286 portlets.	5 pts	1 project = 3 pts 2 or more projects = 5 pts	
		Maximum = 15 Minimum = 9		
A.1 APPLICATION / SOFTWARE ARCHITECT – LEVEL 2				
R-35	The proposed resource has experience with SOA implementations.	5 pts	1 project = 3 pts 2 or more projects = 5 pts	
R-36	The proposed resource has experience working within a Defence Weapons System Project on a Canadian Forces classified network.	2 pts	1 point per project	
		Maximum = 7 Minimum = 5		

ATTACHMENT 4.2

PRICING SCHEDULE

In respect of the “Estimated 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 Contract Period and option periods may be more or less, as determined by the Technical Authority.

INITIAL CONTRACT PERIOD:

				Contract Period Year 1
	(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)
P.9 Project Manager	Level #3	220	\$	\$
B.7 Business Transformation Architect	Level #3	220	\$	\$
I.10 Technical Architect	Level #3	220	\$	\$
I.11 Technology Architect	Level #2	220	\$	\$
A.1 Application/Software Architect	Level #3	220	\$	\$
I.3 Data Analyst/IM Administrator	Level #3	220	\$	\$
A.8 System Analyst	Level #2	220	\$	\$
B.1 Business Analyst	Level #3	220	\$	\$
B.5 Business Process Re-Engineering	Level #3	220	\$	\$
A.6 Programmer/Software Developer	Level #3	220	\$	\$
A.6 Programmer/Software Developer	Level #3	220	\$	\$
A.1 Application/Software Architect	Level #2	220	\$	\$
Total Price Year 1:				\$ <TBD>

				Contract Period Year 2
	(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)
P.9 Project Manager	Level #3	220	\$	\$
B.7 Business Transformation Architect	Level #3	220	\$	\$
I.10 Technical Architect	Level #3	220	\$	\$

I.11 Technology Architect	Level #2	220	\$	\$
A.1 Application/Software Architect	Level #3	220	\$	\$
I.3 Data Analyst/IM Administrator	Level #3	220	\$	\$
A.8 System Analyst	Level #2	220	\$	\$
B.1 Business Analyst	Level #3	220	\$	\$
B.5 Business Process Re-Engineering	Level #3	220	\$	\$
A.6 Programmer/Software Developer	Level #3	220	\$	\$
A.6 Programmer/Software Developer	Level #3	220	\$	\$
A.1 Application/Software Architect	Level #2	220	\$	\$
Total Price Year 2:				\$ <TBD>

Contract Period Year 3				
Resource Category	(B) Level of Expertise	(C*) Estimated Number of Days	(D) Firm Per Diem Rate or Median Rate whichever is higher	(E) Total Cost (CxD)
P.9 Project Manager	Level #3	220	\$	\$
B.7 Business Transformation Architect	Level #3	220	\$	\$
I.10 Technical Architect	Level #3	220	\$	\$
I.11 Technology Architect	Level #2	220	\$	\$
A.1 Application/Software Architect	Level #3	220	\$	\$
I.3 Data Analyst/IM Administrator	Level #3	220	\$	\$
A.8 System Analyst	Level #2	220	\$	\$
B.1 Business Analyst	Level #3	220	\$	\$
B.5 Business Process Re-Engineering	Level #3	220	\$	\$
A.6 Programmer/Software Developer	Level #3	220	\$	\$
A.6 Programmer/Software Developer	Level #3	220	\$	\$
A.1 Application/Software Architect	Level #2	220	\$	\$
Total Price Year 3:				\$ <TBD>

Total Bid Price :
(Total Price Year 1 + Total Price Year 2 + Total Price Year 3)
\$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 HRSDC-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 HRSDC-Labour.

OR

- ☐ A5.2. The Bidder certifies having submitted the Agreement to Implement Employment Equity (LAB1168) to HRSDC-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 HRSDC-Labour.

B. Check only one of the following:

- ☐ B1. The Bidder is not a Joint Venture.

OR

- ☐ 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).



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SECURITY REQUIREMENTS CHECK LIST (SRCL)

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

PART A - CONTRACT INFORMATION / PARTIE A - INFORMATION CONTRACTUELLE			
1. Originating Government Department or Organization / Ministère ou organisme gouvernemental d'origine		2. Branch or Directorate / Direction générale ou Direction 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 type="checkbox"/> No Non <input checked="" 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"/>		No release restrictions Aucune restriction relative à la diffusion <input type="checkbox"/>	
Not releasable À ne pas diffuser <input type="checkbox"/>			
Restricted to: / Limité à: <input type="checkbox"/>		Restricted to: / Limité à: <input type="checkbox"/>	
Specify country(ies): / Préciser le(s) pays:		Specify country(ies): / Préciser le(s) pays:	
7. c) Level of information / Niveau d'information			
PROTECTED A PROTÉGÉ A <input checked="" type="checkbox"/>		NATO UNCLASSIFIED NATO NON CLASSIFIÉ <input type="checkbox"/>	
PROTECTED B PROTÉGÉ B <input checked="" type="checkbox"/>		NATO RESTRICTED NATO DIFFUSION RESTREINTE <input type="checkbox"/>	
PROTECTED C PROTÉGÉ C <input checked="" type="checkbox"/>		NATO CONFIDENTIAL NATO CONFIDENTIEL <input type="checkbox"/>	
CONFIDENTIAL CONFIDENTIEL <input checked="" type="checkbox"/>		NATO SECRET NATO SECRET <input type="checkbox"/>	
SECRET SECRET <input checked="" type="checkbox"/>		COSMIC TOP SECRET COSMIC TRÈS SECRET <input type="checkbox"/>	
TOP SECRET TRÈS SECRET <input type="checkbox"/>			
TOP SECRET (SIGINT) TRÈS SECRET (SIGINT) <input type="checkbox"/>			
		PROTECTED A PROTÉGÉ A <input type="checkbox"/>	
		PROTECTED B PROTÉGÉ B <input type="checkbox"/>	
		PROTECTED C PROTÉGÉ C <input type="checkbox"/>	
		CONFIDENTIAL CONFIDENTIEL <input type="checkbox"/>	
		SECRET SECRET <input type="checkbox"/>	
		TOP SECRET TRÈS SECRET <input type="checkbox"/>	
		TOP SECRET (SIGINT) TRÈS SECRET (SIGINT) <input type="checkbox"/>	

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PART A (continued) / PARTIE A (suite)

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

If Yes, indicate the level of sensitivity:

Dans l'affirmative, indiquer le niveau de sensibilité :

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

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

Document Number / Numéro du document :

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

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

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

Special comments:

Commentaires spéciaux :

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

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

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

If Yes, will unscreened personnel be escorted?

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

☒ No ☐ Yes
☒ Non ☐ Oui

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

INFORMATION / ASSETS / RENSEIGNEMENTS / BIENS

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

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

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

PRODUCTION

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

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

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? ☒ No ☐ Yes
Le fournisseur sera-t-il tenu d'utiliser ses propres systèmes informatiques pour traiter, produire ou stocker électroniquement des renseignements ou des données PROTÉGÉS et/ou CLASSIFIÉS? ☒ Non ☐ Oui

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

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



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

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

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

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

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

SUMMARY CHART / TABLEAU RÉCAPITULATIF

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

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

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

☒ No
Non

☐ Yes
Oui

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

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

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

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

☒ No
Non

☐ Yes
Oui

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

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



Government
of Canada

Gouvernement
du Canada

Contract Number / Numéro du contrat

Common PS SRCL#21

Security Classification / Classification de sécurité
UNCLASSIFIED

PART D - AUTHORIZATION / PARTIE D - AUTORISATION

13. Organization Project Authority / Chargé de projet de l'organisme

Name (print) - Nom (en lettres moulées)	Title - Titre	Signature
Centralized Professional Services System, CPSS	Professional Services - Methods of Supply	<i>Robert Loman</i>
Telephone No. - N° de téléphone 000-000-0000	Facsimile No. - N° de télécopieur 000-000-0000	E-mail address - Adresse courriel SSPC.CPSS@tpsgc-pwgsc.gc.ca
		Date 2012/03/13

14. Organization Security Authority / Responsable de la sécurité de l'organisme

Name (print) - Nom (en lettres moulées)	Title - Titre	Signature
Charron, Annick	SO	<i>Annick Charron</i>
Telephone No. - N° de téléphone 819-956-0615	Facsimile No. - N° de télécopieur 819-934-1449	E-mail address - Adresse courriel annick.charron@tpsgc-pwgsc.gc.ca
		Date <i>March 20, 2012</i>

15. Are there additional instructions (e.g. Security Guide, Security Classification Guide) attached?
Des instructions supplémentaires (p. ex. Guide de sécurité, Guide de classification de la sécurité) sont-elles jointes? ☐ No / Non ☐ Yes / Oui

16. Procurement Officer / Agent d'approvisionnement

Name (print) - Nom (en lettres moulées)	Title - Titre	Signature
Telephone No. - N° de téléphone	Facsimile No. - N° de télécopieur	E-mail address - Adresse courriel
		Date

17. Contracting Security Authority / Autorité contractante en matière de sécurité

Name (print) - Nom (en lettres moulées)	Title - Titre	Signature
		<i>Jacques Saumur</i>
Telephone No. - N° de téléphone	Facsimile No. - N° de télécopieur	E-mail address - Adresse courriel
		Date <i>28-MARCH-2012</i>

Jacques Saumur
Contract Security Officer, Contract Security Division
Jacques.Saumur@tpsgc-pwgsc.gc.ca
Tel/Tél - 613-948-1732 / Fax/Téléc - 613-954-4171