

**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**

**Quebec**

**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**

<b>Title - Sujet</b> Document Imaging Services	
<b>Solicitation No. - N° de l'invitation</b> EN929-142184/C	<b>Date</b> 2015-03-05
<b>Client Reference No. - N° de référence du client</b> 20142184	
<b>GETS Reference No. - N° de référence de SEAG</b> PW-\$\$XS-003-28574	
<b>File No. - N° de dossier</b> 003xs.EN929-142184	<b>CCC No./N° CCC - FMS No./N° VME</b>
<b>Solicitation Closes - L'invitation prend fin at - à 02:00 PM on - le 2015-04-16</b>	<b>Time Zone Fuseau horaire</b> Eastern Daylight Saving Time EDT
<b>F.O.B. - F.A.B.</b> <b>Plant-Usine:</b> <input type="checkbox"/> <b>Destination:</b> <input type="checkbox"/> <b>Other-Autre:</b> <input type="checkbox"/>	
<b>Address Enquiries to: - Adresser toutes questions à:</b> Smith, Kenneth	<b>Buyer Id - Id de l'acheteur</b> 003xs
<b>Telephone No. - N° de téléphone</b> (819) 956-3335 ( )	<b>FAX No. - N° de FAX</b> (819) 956-8303
<b>Destination - of Goods, Services, and Construction: Destination - des biens, services et construction:</b> DEPARTMENT OF PUBLIC WORKS AND GOVERNMENT SERVICES CANADA PORTAGE III 11 LAURIER ST Gatineau Quebec K1A0S5 Canada	

**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**

Business Operations Support Systems Division/Systèmes  
de soutien des activités opérationnelles

Portage III 12C1 - 42

11 Laurier Street/11, rue Laurier

Gatineau

Quebec

K1A 0S5

<b>Delivery Required - Livraison exigée</b> See Herein	<b>Delivery Offered - Livraison proposée</b>
<b>Vendor/Firm Name and Address</b> <b>Raison sociale et adresse du fournisseur/de l'entrepreneur</b>	
<b>Telephone No. - N° de téléphone</b> <b>Facsimile No. - N° de télécopieur</b>	
<b>Name and title of person authorized to sign on behalf of Vendor/Firm (type or print)</b> <b>Nom et titre de la personne autorisée à signer au nom du fournisseur/ de l'entrepreneur (taper ou écrire en caractères d'imprimerie)</b>	
<b>Signature</b>	<b>Date</b>

Solicitation No. - N° de l'invitation

EN929-142184/C

Amd. No. - N° de la modif.

Buyer ID - Id de l'acheteur

003xs

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

File No. - N° du dossier

CCC No./N° CCC - FMS No/ N° VME

20142184

003xsEN929-142184

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Please see attached RFP

**REQUEST FOR PROPOSAL (RFP)**

**FOR**

**DOCUMENT IMAGING SERVICES**

**FOR THE**

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

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APPENDIX 1 TO TECHNICAL BID

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## Document Imaging Services (DIS)

### PART 1 - GENERAL INFORMATION

#### 1 Introduction

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

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

The Annexes include the Statement of Work, the Basis of Payment, the Security Requirements Checklist, Insurance Requirements, Task Authorization Form 572.

#### 1.2 Summary

##### 1.2.1 Background

PWGSC has provided a variety of imaging solutions to government departments and agencies since 2003. Document Imaging Solutions Center (DISC) of Cheque Redemption and Control Directorate of Public Works Government Services Canada (PWGSC) are subject matter experts in the field of document imaging and in the use of electronic images in business and information management processes and systems.

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

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

- Identification of image and index requirements, including the intended use within the Client business processes and information management systems;
- Canadian General Standards Board compliance for evidentiary requirements;
- Life cycle management of records;
- Library and Archives Canada guidelines for electronic images and storage media;
- Identification of imaging and indexing options and related costs;
- Document preparation requirements, processes and alternatives;
- Image return, storage and use;
- Quality assurance of images and index data;
- Contract management including issuance and control of Task Authorizations (TA), quality, security inspections, delivery acceptance, invoice receipt and payment;
- Receipt of documents by mail, fax or by courier for imaging and business processing.

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

### 1.3. RFP Overview

1.3.1. PWGSC intends to establish Task Authorization (TA) based Contracts through a two-stage procurement process which PWGSC will use as procurement vehicles for the provision of document imaging services arising on an "as and when required" basis, as follows:

1.3.1.1. Stage 1 : Establish Contracts through this RFP process

1.3.1.2. Stage 2: Bid Solicitations Task Authorizations within Contract Series

1.3.2. Bidders are invited to submit Proposals to qualify for one or more classification series as identified in sub article 1.4.2. Should bidder(s) qualify for multiple series as specified in Part 4 – Evaluation Procedures and Basis of Selection, PWGSC will issue contract(s) with the qualified bidder(s) for those series in each individual contract.

1.3.3. Any resulting Contract(s) will be in the form of Part 7.

1.3.4. Each contract will be awarded a value of \$5000. Canada will be legally bound only to that amount.

1.3.5. Bidders who submit Proposals agree to be bound by the instructions, terms and conditions of this RFP and its resulting contract, as they are, in its entirety.

1.3.6. PWGSC may organize a Bidders' conference within the duration of RFP posting time. Bidders are encouraged to attend at their own cost prior to submitting their Proposals.

#### 1.4. Purpose of this RFP

1.4.1. This bid solicitation is being issued to satisfy the requirements of the Accounting, Banking and Compensation Branch (ABCB) of Public Works and Government Services Canada (PWGSC), to obtain the services of multiple contractors to provide complete document imaging services, including: to receive and convert paper and micrographic material, digital and other hard copy records to electronic images, to generate and/or capture identified metadata and index data, mailroom services, and to store and/or provide images and data that will integrate into specified document management systems, business systems or databases for future retrieval and use.

1.4.2. It is the intention to award a series of contracts as follows:

Series	Estimated Contracts	Classification
Series 1	up to 3 contracts	for the imaging of <b>Unclassified</b> documents for amounts <b>over \$100,000.00 and outside of the National Capital region (NCR)</b> ;
Series 2	up to 5 contracts	for the imaging of up to <b>Protected B</b> documents with the option of <b>Protected B documents with an IT link</b> and the option of <b>Protected B documents with Secret level handling</b> ; and
Series 3	up to 2 contracts	for the imaging of up to <b>Secret</b> documents;

#### 1.5. This RFP is the first stage of a two-stage bid evaluation process:

##### 1.5.1. Stage 1 – Establishing Contract(s):

- Following the RFP Closing Date, PWGSC will evaluate Proposals received and will issue Contracts to qualified Bidders in accordance with evaluation procedures and basis of selection identified in Part 4 of this RFP.
- The effective date of these Contracts will be the most recent date upon which the Contract was signed on behalf of PWGSC and the successful Bidder. The Contract will become available for PWGSC's use on such date.
- The issuance of Contract(s) does not obligate PWGSC to conduct Contract Task Authorizations (TAs) solicitations to issue any TAs for any of the services described in the Contract, or to spend any monies whatsoever further than the obligated contract amount at Contract award.



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**1.5.2 Stage 2 - Bid Solicitation Task Authorizations (TAs) under Contracts:**

- a) Canada will use the TA template identified in Annex "E" for TA bid solicitations. TA(s) solicitations will be issued on an "as and when required basis. Only Contractors in the relevant Series will be eligible to participate in the TA bid solicitation.
- b) The TA bid solicitation will contain as a minimum the following:
  - i) security requirements (if applicable);
  - ii) a complete description of the Work to be performed;
  - iii) 2003, Standard Instructions – Goods or Services – Competitive Requirements; or 2004, Standards Instructions – Goods or Services – Non-competitive Requirements;
  - iv) TA bid preparation instructions
  - v) instructions for the submission of bids (address for submission of bids, closing date and time);
  - vi) evaluation procedures and basis of selection;
  - vii) financial capability (if applicable);
  - viii) any additional specifications, terms and conditions of the resulting TA.
- c) **TA Bid Solicitation Process**
  - i) Bids will be solicited for specific requirements within the scope and series of the Contract from qualified Contractors who have been issued a Contract.
  - ii) A TA bid solicitation will be sent via e-mail to the Contractors who have been awarded Contracts within the specific series for which they had qualified in Stage 1 identified in the RFP (sub-article 1.5).
  - iii) Canada may consolidate requirements across Clients and award Contracts on a periodic basis to receive best or better pricing.
- d) **Minimum Period to submit TA proposals**
  - i) At a minimum, each Stage 2 TA bid solicitation issued will provide Contractors with ten (10) minimum number of calendar days to submit their proposal, which time may be extended, at the sole discretion of PWGSC, based upon a requirement's complexity and/or volume of work required.
  - ii) Canada reserves the right to decrease or increase the TA bidding period for specific requirements.

**1.6 Contract Period**

Each of the above noted contracts will be for a period of three years with irrevocable options allowing Canada, at its discretion, to extend the terms of the contracts by an additional 3 one year periods.

## 1.7 Security Requirements

There are security requirements associated with this requirement. For additional information, consult Annex C – SRCLs, Part 6 - Security, Financial and Other Requirements, and Part 7 - Resulting Contract Clauses. For more information on personnel and organization security screening or security clauses, bidders should refer to the Industrial Security Program (ISP) of Public Works and Government Services Canada (<http://ssi-iss.tpsgc-pwgsc.gc.ca/index-eng.html>) website.

## 1.8 Trade Agreements

The requirement is subject to the provisions of the World Trade Organization Agreement on Government Procurement (WTO-AGP), the North American Free Trade Agreement (NAFTA), and the Agreement on Internal Trade (AIT).

## 1.9 Code of Conduct

As per the Integrity Provisions under section 01 of *Standard Instructions 2003 and 2004*, bidders must provide a list of all owners and/or Directors and other associated information as required. Refer to section 4.21 of the *Supply Manual* for additional information on the Integrity Provisions.

## 1.10 Former Public Servants

For services requirements, bidders must provide the required information as detailed in article 2.3 of Part 2 of the bid solicitation, in order to comply with Treasury Board policies and directives on contracts awarded to former public servants.

## 1.11 Federal Contractors Program for Employment Equity

The Federal Contractors Program (FCP) for employment equity applies to this procurement; see Part 5 - Certifications, Part 7 - Resulting Contract Clauses and the annex titled *Federal Contractors Program for Employment Equity - Certification*.

## 1.12 Debriefings

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

## 1.13 Conflict of Interest

Without limiting Canada's rights under Article 18 of 2003 (2014-09-25) *Standard Instructions - Goods or Services - Competitive Requirements*, the following private sector individuals and non-crown employees have been engaged in the preparation of this solicitation:

Name	Company / Entity
Bruce Maynard, Peter Woods, Nabil Kraya	Knowles Consultancy Services Inc.
Ross Gravelle	Altis Human Resources Inc.
Laura d'Entremont	Altis Human Resources Inc.
Richard Medina	Doculabs Consulting Services

Name	Company / Entity
Mike Sprang	Harvey Spencer Associates Inc.
Carol Fulton	Sabine Associates
Francis Pelletier	Ideactio Inc

## PART 2 - BIDDER INSTRUCTIONS

### 2.1 Standard Instructions, Clauses and Conditions

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

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

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

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

Delete: 60 days  
Insert: 270 days

### 2.2 Submission of Bids

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

Multiple bids from the same bidder (or a bid from a bidder and another bid from any of its affiliates) are not permitted in response to this bid solicitation. Each bidder must submit only a single bid. For the purpose of this bid solicitation, individual members of a joint venture cannot participate in another bid, either by submitting a bid alone or by participating in another joint venture. If any bidder submits more than one bid (or an affiliate also submits a bid), either on its own or as part of a joint venture, Canada will choose in its discretion which bid to consider.

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

### 2.3 Former Public Servant

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

## Definitions

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

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

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

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

## Former Public Servant in Receipt of a Pension

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

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

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

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

## Work Force Adjustment Directive

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

If so, the Bidder must provide the following information:

- a. name of former public servant;

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

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

## **2.4 Enquiries - Bid Solicitation**

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

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

## **2.5 Applicable Laws**

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

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

## **2.6 Improvement of Requirement During Solicitation Period**

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

## **PART 3 - BID PREPARATION INSTRUCTIONS**

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### 3.1 Bid Preparation Instructions

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

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

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

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

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

Prices must appear in the Financial Bid only. Prices must not be indicated in any other section of the bid.

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

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

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

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

#### Section I: Technical Bid

Bidders must submit their Technical Bid in accordance with Attachment 1 to Part 4 - Technical Bid.

Bidding on one Series does not preclude bidders from bidding on any other Series.

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

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

#### Section II: Financial Bid

Bidders must submit their Financial Bid in accordance with:

- (a) when bidding on Series 1 - Attachment 2 to Part 4 - Financial Bid Series 1 – Unclassified documents. The total amount of Applicable Taxes must be shown separately.
- (b) when bidding on Series 2 - Attachment 3 to Part 4 - Financial Bid Series 2 – Protected B documents. The total amount of Applicable Taxes must be shown separately.
- (c) when bidding on Series 3 - Attachment 4 to Part 4 - Financial Bid Series 3 – Secret documents. The total amount of Applicable Taxes must be shown separately.

Bidders should include the following information in their Financial Bid:

1. Their legal name;
2. Their Procurement Business Number (PBN); and
3. The name of the contact person (including this person's phone and facsimile numbers and email address) authorized by the Bidder to enter into communications with Canada with regards to their bid.

### 3.1.1 Exchange Rate Fluctuation

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

## Section III: Certifications

Bidders must submit the certifications required under Part 5.

## Section IV: Additional Information

### 3.1.2 Bidder's Proposed Site(s) or Premises Requiring Safeguarding Measures

As indicated in Part 6 under Security Requirements, the Bidder must provide the full address(es) of the Bidder's and proposed individual(s)' site(s) or premises for which safeguarding measures are required for Work Performance:

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

### 3.1.3 Personnel Security Clearances

The Company Security Officer (CSO) must ensure through the Industrial Security Program (ISP) that the Bidder and proposed individual(s) hold a valid security clearance at the required level, as indicated in Part 6 – Security, Financial and Other Requirements.

## **PART 4 – EVALUATION PROCEDURES AND BASIS OF SELECTION**

**This is a first step of a two-stage bid evaluation process as follows:**

### **STAGE 1 : ESTABLISHING CONTRACT(S)**

#### **4.1 Evaluation Procedures**

- (a) Bids will be assessed in accordance with the entire requirement of the bid solicitation including the technical, financial evaluation criteria.
- (b) An evaluation team composed of representatives of Canada will evaluate the bids.
- (c) 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.
- (d) In addition to any other time periods established in the bid solicitation:
  - (i) Requests for Clarifications: If Canada seeks clarification or verification from the Bidder about its bid, the Bidder will have 2 working days (or a longer period if specified in writing by the Contracting Authority) to provide the necessary information to Canada. Failure to meet this deadline will result in the bid being declared non-responsive.
  - (ii) Requests for Interviews: If Canada wishes to interview the Bidder and/or any of its proposed resource(s) to fulfill the requirements of the bid solicitation, the Bidder will have 5 working days following notice by Canada to make any necessary arrangements (at the Bidder's sole cost) to arrange for the interview to take place at PWGSC in the National Capital Region.
  - (iii) Extension of Time: If additional time is required by the Bidder, the Contracting Authority may grant an extension at his or her sole discretion.

##### **4.1.1 Technical Evaluation**

Mandatory and point rated technical evaluation criteria are included in:

- (a) Attachment 1 to Part 4 - Technical Bid. Bidders must indicate on page 2 which Series they are bidding on, by checking the appropriate box(es).
  - i) Mandatory Technical Criteria: Each bid will be reviewed for compliance with the mandatory requirements listed in Attachment 1 to Part 4 – Technical Bid, of the bid solicitation. All elements of the bid solicitation that are mandatory are identified specifically with "M" or the words "must" or "mandatory". Bids that do not comply with each and every mandatory requirement will be declared non-responsive and be given no further consideration.
  - ii) Point-Rated Technical Criteria: Each bid will be rated by assigning a score to the rated technical requirements, which are identified in Attachment 1 to Part 4 – Technical Bid. All elements of the bid solicitation that will be rated are



identified specifically by "R" or the word "rated" or by reference to a score. Bidders who fail to submit complete bids with all the information requested by the bid solicitation will be rated accordingly. Technical proposals will be evaluated in accordance with the pre-established Rated Evaluation Criteria with individual acceptable scores for various categories up to a total of 140 points. Proposals must achieve or exceed an aggregate total score of 49 points and achieve at least the acceptable score, indicated in column E of the Technical Bid, for 9 or more of the rated criteria.

- iii) Reference Checks: Canada reserves the right to conduct the reference checks by telephone or in writing by e-mail (unless the reference's contact is only available by telephone). Wherever information provided by a reference differs from the information supplied by the Bidder, the information supplied by the reference will be given precedence. Information provided by a reference can only be used to confirm passing a mandatory requirement or reduce the score on a rated criterion, not to pass a mandatory or increase a score.
- iv) Bidder's Facility Visits: Canada reserves the right to conduct visits to any facilities identified in the bid in order to validate information supplied in the bid. If Canada decides to visit bidders' facilities, the bidder will be notified in writing and will be given 5 working days (or a longer period if specified in writing by the Contracting Authority) to make necessary arrangements for PWGSC to visit its facilities.

v) Scoring Procedures:

Step 1: Section Scores:

A score will be calculated for each section of the Bidder's Technical Bid based on the applicable evaluation criteria and scoring formulae detailed in Attachment 1 to Part 4 – Technical Bid. Where no response is provided or the provided response is not relevant to the criteria as stated, a score of "0" will be assigned.

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

Step 2: Technical Bid Score:

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

Technical Bids failing to achieve 49 points and failing to achieve the acceptable score in four or more categories will be declared non-responsive.

## **4.1.2 Financial Evaluation**

### **4.1.2.1 Financial Criteria**

Bidders whose Technical Bids are declared responsive will have their Financial Bid evaluated in accordance with Attachment 2 – Financial Bid Series 1 Unclassified

documents, Attachment 3 – Financial Bid Series 2 Protected B documents, and/or Attachment 4 – Financial Bid Series 3 Secret documents as appropriate.

**The prices bid in the bidder's Financial Bid will become ceiling prices if the bidder is awarded a contract.**

#### 4.1.2.2 Evaluation of Price

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

## 4.2 Basis of Selection

### 4.2.1 Highest Combined Rating of Technical Merit and Price

- a) To be declared responsive, a bid must:
  - i) comply with all the requirements of the bid solicitation; and
  - ii) meet all mandatory criteria; and
  - iii) obtain the required minimum of 49 points overall for the technical evaluation criteria which are subject to point rating, and achieve at least the acceptable score in 9 or more of the rated criteria.
- b) The rating is performed on a scale of 140 points.
- c) Bids not meeting (i) or (ii) or (iii) will be declared non-responsive.
- d) The selection in each series will be based on the highest responsive combined rating of technical merit and price. The ratio will be 50% for the technical merit and 50% for the price.
- e) To establish the technical merit score, the overall technical score for each responsive bid will be determined as follows: total number of points obtained / maximum number of points available multiplied by 50.
- f) To establish the pricing score, each responsive bid's evaluated price will be prorated against the lowest evaluated price and multiplied by 50 as follows: (lowest bid price / Bidders bid price ) \* 50.
- g) For each responsive bid, the technical merit score and the pricing score will be added to determine its combined rating.

The table below illustrates an example where three bids are responsive and the selection of the contractor is determined by a 50/50 ratio of technical merit and price, respectively. The total available point equals 135 and the lowest evaluated price is \$45,000 (45).

#### Basis of Selection - Highest Combined Rating Technical Merit (50%) and Price (50%)

	Bidder 1	Bidder 2	Bidder 3
Overall Technical Score	115/135	89/135	92/135

<b>Evaluated Price</b>		\$55,000.00	\$50,000.00	\$45,000.00
<b>Calculations</b>	<b>Technical Merit Score</b>	115/135 x 50 = 42.55	89/135 x 50 = 32.95	92/135 x 50 = 34.05
	<b>Pricing Score</b>	45/55 x 50 = 40.90	45/50 x 50 = 45.00	45/45 x 50 = 50.00
<b>Combined Rating</b>		83.45	77.95	84.05
<b>Overall Rating</b>		2nd	3rd	1st

- h) Neither the responsive bid obtaining the highest technical score nor the one with the lowest evaluated price will necessarily be accepted.

As indicated in the table below, contracts will be awarded within each series as follows:

The responsive bid with the highest combined rating of technical merit and price within the specific series will be recommended the first ranked for award of a contract, the responsive bid with the second highest combined rating of technical merit and price will be recommended as the second ranked for award of a contract, the responsive bid with the third highest combined rating of technical merit and price will be recommended as the third ranked for award of a contract, the responsive bid with the fourth highest combined rating of technical merit and price will be recommended as the fourth ranked for award of a contract, and the responsive bid with the fifth highest combined rating of technical merit and price will be recommended as the fifth ranked for award of a contract, as applicable.

Series	Estimated Contracts	Classification
<b>Series 1</b>	up to 3 contracts	for the imaging of <b>Unclassified</b> documents for amounts <b>over \$100,000.00 and outside of the National Capital region (NCR)</b> ;
<b>Series 2</b>	up to 5 contracts	for the imaging of up to <b>Protected B</b> documents with the option of <b>Protected B documents with an IT link</b> and the option of <b>Protected B documents with Secret level handling</b> ; and

<b>Series 3</b>	up to 2 contracts	for the imaging of up to <b><u>Secret</u></b> documents;
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The issuance of Contract(s) does not obligate PWGSC to conduct Contract Task Authorizations (TAs) solicitations to issue any TAs for any of the services described in the Contract, or to spend any monies whatsoever further than the obligated contract amount at Contract award.

- i) When only one responsive bid is received within a specific series, Canada will award a contract to that responsive bid within the series. Task Authorization (TA) bid solicitation will not be issued.

## **STAGE 2 : BID SOLICITATION TASK AUTHORIZATIONS (TAs) UNDER CONTRACT(S)**

Canada will issue TA Bid Solicitations on an "as and when required" basis. Only Contractors within a Series will be eligible to participate in the TA bid solicitation. Bids will be solicited for specific requirements within the scope and series of the Contract from qualified Contractors who have been issued Contracts. A TA bid solicitation will be sent via e-mail to the Contractors who have been awarded Contracts with the specific series for which they had qualified in Stage 1. Canada may consolidate requirements across Clients and award Contracts on a periodic basis to receive best or better pricing.

## **PART 5 - CERTIFICATIONS**

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

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

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

### **5.1 Certifications Precedent to Contract Award**

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

#### **5.1.1 Integrity Provisions - Associated Information**

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

#### **5.1.2 Federal Contractors Program for Employment Equity - Bid Certification**

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

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

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

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

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### **5.1.3 Additional Certifications Precedent to Contract Award**

#### **5.1.3.1 Status and Availability of Resources**

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

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

#### **5.1.3.2 Rate or Price Certification**

The Bidder certifies that the rate proposed:

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

#### **5.1.3.3 Education and Experience**

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

## **PART 6 - SECURITY, FINANCIAL AND OTHER REQUIREMENTS**

### **6.1 Security Requirements**

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

### **6.2 Financial Capability**

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

### **6.3 Insurance Requirements**

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

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

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



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## PART 7 - RESULTING CONTRACT CLAUSES

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

### 7.1 Statement of Work

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

#### 7.1.2 Task Authorization

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

More than one contract has been awarded for this requirement, and TAs will be issued following a TA bid solicitation process. Canada will use the TA Bid Solicitation template identified in Annex "E". TA(s) solicitations will be issued on an "as and when required basis. Only Contractors in the relevant Series will be eligible to participate in the TA bid solicitation. The TA bid solicitation will contain as a minimum the following:

- a. security requirements (if applicable);
- b. a complete description of the Work to be performed;
- c. 2003, Standard Instructions – Goods or Services – Competitive Requirements; or  
2004, Standards Instructions – Goods or Services – Non-competitive Requirements;
- d. TA bid preparation instructions
- e. instructions for the submission of bids (address for submission of bids, closing date and time);
- f. evaluation procedures and basis of selection;
- g. financial capability (if applicable);
- h. any additional specifications, terms and conditions of the resulting TA.

##### 7.1.2.1 Task Authorization Bid Solicitation Process

Bids will be solicited for on an "as and when required" basis for specific requirements within the scope and series of the Contract from qualified Contractors who have been issued a Contract.

A TA bid solicitation will be sent via e-mail to the Contractors who have been awarded Contracts within the specific series for which they had qualified in Stage 1 identified in the RFP (sub-article 1.5). In the TA bid solicitation, each Contractor will be able to bid up to their **bid ceiling amount**.

Canada may consolidate requirements across Clients and award Contracts on a periodic basis to receive best or better pricing.

##### 7.1.2.2 Minimum Period to submit TA proposals

At a minimum, each Stage 2 TA bid solicitation issued will provide Contractors with ten (10) minimum number of calendar days to submit their proposal, which time may be extended, at the sole discretion of PWGSC, based upon a requirement's complexity and/or volume of work required.

PWGSC reserves the right to decrease the minimum bidding period for specific requirements.

#### **7.1.2.4 Minimum Work Guarantee - All the Work - Task Authorizations**

7.1.2.4.1 In this clause,

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

"Minimum Contract Value" means \$5000.00.

7.1.2.4.2 Canada's obligation under the Contract is to request Work in the amount of the Minimum Contract Value or, at Canada's option, to pay the Contractor at the end of the Contract in accordance with paragraph 7.1.2.4.1. 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.

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

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

#### **7.1.2.5 Periodic Usage Reports - Contracts with Task Authorizations**

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

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

The data must be submitted on a monthly basis to the Project Authority and the Contracting Authority.

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

##### **Reporting Requirement- Details**

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

##### **For each authorized task:**

- i. the authorized task number or task revision number(s);
- ii. a title or a brief description of each authorized task;
- iii. the total estimated cost specified in the authorized Task Authorization (TA) of each task, exclusive of Applicable Taxes;
- iv. the total amount, exclusive of Applicable Taxes, expended to date against each authorized task;

- v. the start and completion date for each authorized task; and
- vi. the active status of each authorized task, as applicable.

**For all authorized tasks:**

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

## **7.2 Standard Clauses and Conditions**

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

### **7.2.1 General Conditions**

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

Subsection 44 of 2035, General Conditions – Higher Complexity – Services is amended as follows:

Delete: Subsection 44 in its entirety

Replace with: **2035 44 Access to Information**

Records created by the Contractor, and under the control of Canada, are subject to the Access to Information Act, Privacy Act and potential litigation holds, e-Discovery or court orders. The Contractor acknowledges the responsibilities of Canada under the Access to Information Act, Privacy Act and potential litigation holds, e-Discovery or court orders and must, to the extent possible, assist Canada in discharging these responsibilities. Furthermore, the Contractor acknowledges that section 67.1 of the Access to Information Act provides that any person, who destroys, alters, falsifies or conceals a record, or directs anyone to do so, with the intent of obstructing the right of access that is provided by the Access to Information Act is guilty of an offence and is liable to imprisonment or a fine, or both.

### **7.2.2 Supplemental General Conditions**

4006 (2010-08-16), apply to and form part of the Contract.

4008 (2008-12-12), apply to and form part of the Contract.

Subsection 01 of 4008, Standard Instructions - Goods or Services - Competitive Requirements, is amended as follows:

Delete: Subsection 01 in its entirety

Replace with: **4008 01 (2008-05-12) Interpretation**

1. In the Contract, unless the context otherwise requires,  
"General Conditions" means the general conditions that form part of the Contract;  
"Personal Information" means:
  - a. information about an individual, including the types of information specifically described in the Privacy Act, R.S. 1985, c. P-21; and,
  - b. where applicable, "information" as defined under the Department of Employment and Social Development Act;

"Record" means any hard copy document or any data in a machine-readable format containing Personal Information;

2. Words and expressions defined in the General Conditions and used in these supplemental general conditions have the meanings given to them in the General Conditions. If there is any inconsistency between the General Conditions and these supplemental general conditions, the applicable provisions of these supplemental general conditions prevail.

Delete: Subsection 11 in its entirety

Replace with: **4008 11 (2008-05-12) Statutory Obligations**

1. The Contractor acknowledges that Canada is required to handle the Personal Information and the Records in accordance with the provisions of Canada's *Privacy Act*, *Access to Information Act*, R.S. 1985, c. A-1, *Library and Archives of Canada Act*, S.C. 2004, c. 11, and where applicable *Department of Employment and Social Development Act*. The Contractor agrees to comply with any requirement established by the Contracting Authority that is reasonably required to ensure that Canada meets its obligations under these acts and any other legislation in effect from time to time.
2. The Contractor acknowledges that its obligations under the Contract are in addition to any obligations it has under the *Personal Information Protection and Electronic Documents Act*, S.C. 2000, c. 5, or similar legislation in effect from time to time in any province or territory of Canada. If the Contractor believes that any obligations in the Contract prevent it from meeting its obligations under any of these laws, the Contractor must immediately notify the Contracting Authority of the specific provision of the Contract and the specific obligation under the law with which the Contractor believes it conflicts.

### 7.3 Security Requirements

- 7.3.1** The following security requirements (*SRCL and related clauses provided by ISP*) apply and form part of the Contract.

**For Series 2 contract:**

1. The attached *Security Requirements Check List* (SRCL) identifies the security requirements for the destruction of **PROTECTED** information at the **PROTECTED A and B** levels using approved shredding equipment on the Contractor/Offeror's premises.
2. The client department must ensure that only **PROTECTED** material no higher than **PROTECTED B** level is provided to the Contractor/Offeror for destruction under any resulting Contract/Standing Offer.
3. The Contractor/Offeror must, at all times during the performance of the Contract/Standing Offer, hold a valid Designated Organization Screening (DOS) with approved Document Safeguarding at the level of **PROTECTED B**, issued or approved by the Canadian Industrial Security Directorate (CISD), Public Works and Government Services Canada (PWGSC).
4. The Contractor/Offeror personnel performing the shredding services and/or requiring access to **PROTECTED** information, assets or sensitive work site(s) must **EACH** hold a valid **RELIABILITY STATUS**, granted or approved by CISD/PWGSC.
5. The Contractor **MUST NOT** utilize its Information Technology systems to electronically process, produce or store **PROTECTED** information until the CISD/PWGSC has issued written approval.

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After approval has been granted or approved, these tasks may be performed at **PROTECTED Level B** including an IT Link at **PROTECTED Level B**.

6. Subcontracts which contain security requirements are **NOT** to be awarded without the prior written permission of CISD/PWGSC.
7. The Contractor/Offeror must comply with the provisions of the:
  - a) Security Requirements Check List and security guided (if applicable), attached at Annex "C";
  - b) *Industrial Security Manual* (Latest Edition).

**For Series 3 contract:**

1. The Contractor/Offeror must, at all times during the performance of the Contract/Standing Offer, hold a valid **Facility Security Clearance at the level of SECRET**, with approved **Document Safeguarding and Production Capabilities at the level of SECRET**, issued by the Canadian Industrial Security Directorate (CISD), Public Works and Government Services Canada (PWGSC).
2. The Contractor/Offeror personnel requiring access to CLASSIFIED information, assets or sensitive work site(s) must EACH hold a valid personnel security screening at the level of **SECRET**, granted or approved by the CISD, PWGSC.
3. Processing of CLASSIFIED information electronically at the Contractor/Offeror's site is NOT permitted under this Contract/Standing Offer.
4. Subcontracts which contain security requirements are NOT to be awarded without the prior written permission of CISD/PWGSC.
5. The Contractor/Offeror must comply with the provisions of the:
  - (a) Security Requirements Check List and security guide (if applicable), attached at Annex "C";
  - (b) *Industrial Security Manual* (Latest Edition).

**7.3.2 Contractor's Site(s) or Premises Requiring Safeguarding Measures**

- 7.3.2.1** The Contractor must diligently maintain up-to-date, the information related to the Contractor's and individual(s) site(s) or premises, where safeguarding measures are required in the performance of the Work, for the following address(es):

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

- 7.3.2.2** The Company Security Officer (CSO) must ensure through the Industrial Security Program (ISP) that the Contractor and individual(s) hold a valid security clearance at the required level.

### **7.3.2.3 Handling of Personal Information**

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

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

### **7.3.2.4 Protection and Security of Data Stored in Databases**

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

## **7.4 Term of Contract**

### **7.4.1 Period of the Contract**

The period of the Contract is from date of Contract to \_\_\_\_\_ inclusive.

### **7.4.2 Option to Extend the Contract**

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

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

## **7.5 Authorities**

### **7.5.1 Contracting Authority**

The Contracting Authority for the Contract is:

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

Telephone: 819-956-3335  
Facsimile: 819-956-8303  
E-mail address: kenneth.smith@tpsgc-pwgsc.gc.ca

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

### **7.5.2 Project Authority**

The Project Authority for the Contract is:

Name: \_\_\_\_\_  
Title: \_\_\_\_\_  
Organization: \_\_\_\_\_  
Address: \_\_\_\_\_

Telephone: \_\_\_\_-\_\_\_\_-\_\_\_\_\_  
Facsimile: \_\_\_\_-\_\_\_\_-\_\_\_\_\_  
E-mail address: \_\_\_\_\_

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

### **7.5.3 Task Authorization Authorities**

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

The Project Authority and Contracting Authority are responsible for the issuance and management of all Task Authorization Requests under this Contract. The Project Authority and Contracting Authority are required to issue any individual Task Authorization. However, the Task Authorization Authority is responsible for all other matters related to the TAs, including vendor performance and acceptance of Work.

**7.5.4 Contractor's Representative**

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

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

**7.6 Proactive Disclosure of Contracts with Former Public Servants**

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

**7.7 Payment**

**7.7.1 Basis of Payment**

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

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

**7.8 Limitation of Expenditure**

**7.8.1 Basis of Payment – Limitation of Expenditure - Task Authorizations**

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

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

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



## 7.8.2 Limitation of Expenditure - Cumulative Total of all Task Authorizations

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

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

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

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

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

## 7.9 Method of Payment

**Any of the following Methods of Payment may apply to a TA:**

### 7.9.1 Progress Payments

7.9.1.1 Canada will make progress payments in accordance with the payment provisions of the Contract, no more than once a month, for cost incurred in the performance of the Work, up to 10 percent of the amount claimed and approved by Canada if:

- a. an accurate and complete claim for payment using form PWGSC-TPSGC 1111, Claim for Progress Payment, and any other document required by the Contract have been submitted in accordance with the invoicing instructions provided in the Contract;
- b. the amount claimed is in accordance with the basis of payment;
- c. the total amount for all progress payments paid by Canada does not exceed 10 percent of the total amount to be paid under the Contract;
- d. all certificates appearing on form PWGSC-TPSGC 1111 have been signed by the respective authorized representatives.

7.9.1.2 The balance of the amount payable will be paid in accordance with the payment provisions of the Contract upon completion and delivery of all work required under the Contract if the Work has been accepted by Canada and a final claim for the payment is submitted.

7.9.1.3 Progress payments are interim payments only. Canada may conduct a government audit and interim time and cost verifications and reserves the rights to make adjustments to the Contract from time to time during the performance of the Work. Any overpayment resulting from progress payments or otherwise must be refunded promptly to Canada.

## 7.9.2 Single Payment

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

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

## 7.9.3 Multiple Payments

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

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

## 7.9.4 T-1204 – Direct request by Department

SAAC Manual Clause A9117C (2007-11-30), applies to and forms part of the contract.

## 7.9.5 Discretionary Audit

SACC Manual clause C0100C (2010-01-11) Discretionary Audit, applies to and forms part of the contract.

## 7.10 Invoicing Instructions

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

Each invoice must be supported by:

- a. a copy of time sheets to support the time claimed;
- b. a copy of the acceptance documents and any other documents as specified in the Contract;

- c. a copy of the invoices, receipts, vouchers for all direct expenses, and all travel and living expenses;
  - d. a copy of the monthly progress report.
2. Invoices must be distributed as follows:

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

\_\_\_\_\_ (Insert the name of the organization)  
\_\_\_\_\_ (Insert the address of the organization)

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

## 7.11 Certifications

### 7.11.1 Compliance

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

### 7.11.2 Federal Contractors Program for Employment Equity - Default by the Contractor

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

## 7.12 Applicable Laws

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

## 7.13 Priority of Documents

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

- (a) the Articles of Agreement;
- (b) the supplemental general conditions [4006](#) (2010-08-16) and [4008](#) (2008-12-12), including amendments to 4008 as outlined in Article 7.2.2;
- (c) the general conditions [2035](#) (2014-09-25), including amendment to 2035 as outlined at Article 7.2.1;
- (d) Annex A, Statement of Work;
- (e) Annex B, Basis of Payment;

- (f) Annex C, Security Requirements Check List;
- (g) Attachment 1 to Part 5, Federal Contractors Program for Employment Equity - Certification;
- (h) Annex D, Insurance Requirements;
- (i) the signed Task Authorizations (including all of its annexes, if any);
- (j) the Contractor's bid dated \_\_\_\_\_, *(insert date of bid) (If the bid was clarified or amended, insert at the time of contract award: " , as clarified on \_\_\_\_\_ " or " , as amended on \_\_\_\_\_ " and insert date(s) of clarification(s) or amendment(s)).*

#### **7.14 Foreign Nationals (Canadian or Foreign Contractor)**

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

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

#### **7.15 Insurance Requirements**

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

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

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

#### **7.16 Dispute Resolution**

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

- (a) Either party may provide to the other written notice containing a request to negotiate. This notice shall be given promptly in order to prevent further damages resulting from delay and shall specify the issues in dispute.
- (b) If the parties do not resolve some or all of the issues in dispute within 30 calendar days from the notice to commence negotiations, the parties agree to attempt to resolve those issues through mediation.
- (c) The parties agree to jointly select a mediator. If they are unable to do so, then a mediator will be chosen, upon application by the parties, by the

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Toronto, Ontario, M4P 1K5

- (d) All information exchanged during the negotiation and mediation processes shall be regarded as "without prejudice" communications for the purposes of settlement negotiations and shall be treated as confidential by the parties and their representatives unless otherwise required by law. However, evidence that is independently admissible or discoverable shall not be rendered inadmissible or non-discoverable by virtue of its use

during negotiation or mediation.

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

## ANNEX A

### Statement of Work (SOW)

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## **Part I – Overview of SOW and General Requirements**

### **1. Purpose**

The Government of Canada requires document imaging services, to receive, process and convert paper, micrographic material other hard copy records and digital records to electronic images, to generate and/or capture identified metadata and index data and to store and/or provide images and data that will integrate into specified document management systems, business systems or databases for future retrieval and use.

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

### **2. Background**

Document Imaging Solutions Center (DISC) of Cheque Redemption and Control Directorate (CRCDD) of Public Works Government Services Canada (PWGSC) are subject matter experts in the field of document imaging and in the use of electronic images in business and information management processes and systems. PWGSC has provided a variety of imaging solutions to government departments and agencies since 2003.

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

To meet this increased demand in a timely and effective manner, PWGSC is broadening its document imaging services to provide end to end managed services as a Common Service provider to federal government departments and agencies. The managed services provided by PWGSC to federal departments and agencies will include but are not limited to consultation and expertise related to:

- Identification of image and index requirements, including the intended use within the Client business processes and information management systems;
- CGSB compliance for evidentiary requirements;
- Life cycle management of records;
- Library and Archives Canada guidelines for electronic images and storage media;
- Identification of imaging and indexing options and related costs;
- Document preparation requirements, processes and alternatives;
- Image return, storage and use;
- Quality assurance of images and index data;
- Contract management including issuance and control of Task Authorizations (TA), quality, security inspections, delivery acceptance, invoice receipt and payment;
- Receipt of documents by mail, fax or by courier for imaging and business processing.

The federal government is also implementing document and records management practices based upon OpenText products procured for the Government of Canada's GCDOCS V2.0 program. (GCDOCS V2.0 is the



Government of Canada licensed solution built upon OpenText Content Server 2010). At this time, the implementation of the GCDOCS system is at various stages within the government departments.

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

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

PWGSC has conducted a survey of government departments and agencies to determine forecasts of imaging needs. This consultation has indicated that departments and agencies are at different stages of implementing a digital strategy. Some have defined their needs and the related business value; others are only at the beginning of understanding the opportunities, therefore some departments and agencies are further along in planning day forward imaging solutions.

The consultation has indicated that there are approximately 1 billion pages in storage across the government, and estimated to be in excess of 50 million pages generated annually going forward over the next 3 years. A mix of document types as a whole are estimated at 22% unclassified, 70% Protected B and 8% Secret. Implementation requires a certain level of readiness from an information management perspective as well as budget approvals; the adoption schedules are currently undefined. PWGSC estimates 100 million pages over the contract period.

The primary intent of this requirement is to obtain services for digital scanning, indexing and transfer of electronic files into Client department information management systems for their business use. Some collections may include materials other than documents including but not limited to tapestries, paintings, 3D models and contain fragile or historically significant records or artifacts that require special handling including but not limited to white glove handling, temperature and humidity controls, environmental (chemicals) control and special insect prevention procedures. Other related services may be required on a less frequent basis, and may include any of the activities related to end to end digitization to supplement Client knowledge and capabilities for document imaging related services such as but not limited to:

- Needs analysis
- Workflow analysis
- Electronic record system strategies and design
- Policy and procedure writing
- Database design and consultation
- Database normalization
- Document storage and destruction
- ECM conversion and deployment
- Mailroom services
- International scanning and coding
- Business Process streamlining
- File system design
- Repository services, including but not limited to a Certified Trusted Digital Repository.

The overall goals of federal departments with respect to digitization are:

- to convert historical and / or current records to digital images to reduce costs and improve retrieval of business information;
- to obtain digital images of these records, with associated metadata and index data for transfer into the GCDOS or other document and record management systems, providing employees with improved access and search capabilities;
- Business outcomes such as increased productivity, file retention and business process streamlining;
- Some departments and agencies may destroy their paper documents eliminating the need for ongoing storage and retrieval; the destruction of paper records requires that images be produced in compliance with CGSB standards: CAN/CGSB-72.34-2005 - Electronic Records as Documentary Evidence and CAN/CGSB-72.11-93 - Microfilm and Electronic Image as Documentary Evidence, and their successors.

The Contractor must meet a minimum Acceptable Quality Level (AQL) of 2.5% unless specified otherwise in the TA.

Canada requires services to all locations in Canada. Where local facilities are not available, they will either be shipped to the Contractor's processing site, or on-site services may be requested depending on volume, cost and Client requirements.

As part of its document imaging managed service provided to all federal government departments and agencies, PWGSC Project Authority will be responsible for but not limited to issuing TAs, managing payments, and providing quality and privacy inspections.

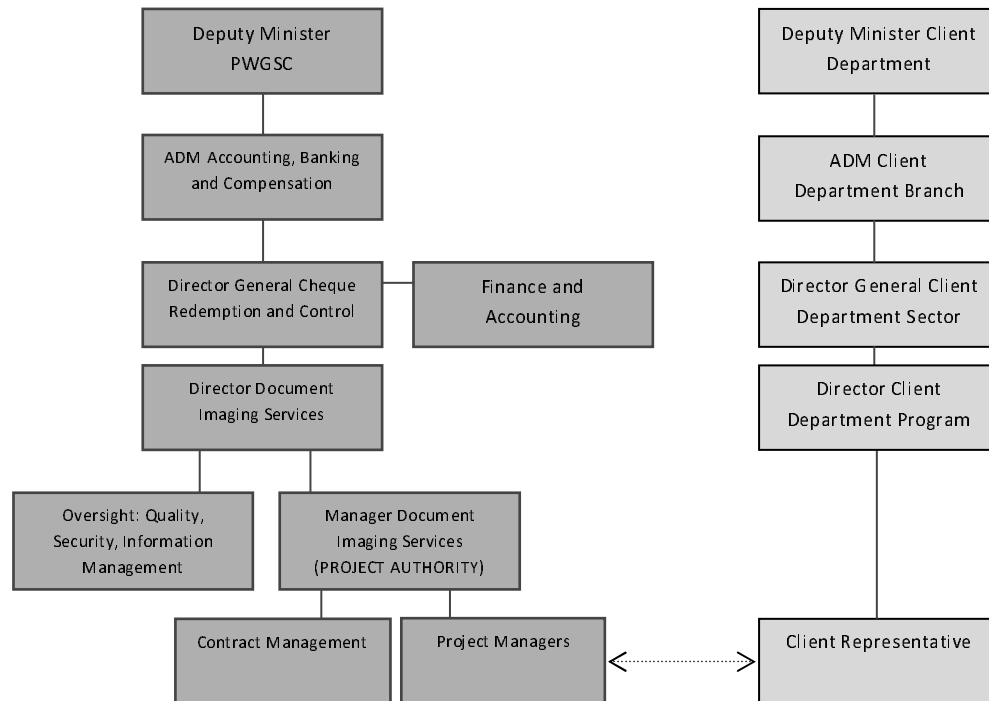
### ***3. PWGSC Structure and High level Responsibilities***

PWGSC has established DISC with overall responsibility for document imaging. It is anticipated that DISC will be comprised of approximately six PWGSC resources during the early stages of operation, and that this number is expected to increase during the next few years. Although the exact size and composition of the DISC will continue to evolve, it will include the following:

- i. Director of Document Imaging Services - overall responsibility for the Document Imaging Project;
- ii. Manager of Document Imaging – The Manager of Document Imaging is the Project Authority responsible for the provision of business processes, general administrative support to the DISC, provision of Project Management support to the Director Document Imaging Services and Client departments including Risk, Change, Requirements, Schedule and Budget Management; coordination of project deliverables and business subject matter experts, contract management for document imaging, and quality assurance to support project activities.
- iii. Project Managers – The Project Manager is the Task Authorization Authority responsible for representing PWGSC in the Client department organizations to identify document imaging requirements, review and approve the relevant business deliverables, resolution of any issues related to the deliverables, work with the Contractor to obtain deliverables, and manage the TAs. Work with various entities within the Client organization who are stakeholders in the Document Imaging deliverables, such as program management, IT and Information Management.
- iv. A Contract Management component responsible for supporting the Project Authority in contract management activities including TA approval process, tracking TA start and end dates, schedules, ensuring approval of deliverables related to service delivery aspects of the solution provided by the Contractor, values and delivery, acceptance tracking of deliverables and approval of payments.
- v. Finance and Accounting component reporting to the Director General CRCD responsible for the financial and administrative procurement responsibilities including budgeting, variance analysis, financial system recording, processing of TAs, invoices, accounts payable functions and procurement file management.

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

Figure 1 - PWGSC Organizational Chart



DISC described above intends to develop an integrated working relationship with the Contractor to avoid duplication and overlap of responsibilities between PWGSC and Contractor resources. DISC will provide, manage and report on an oversight program to ensure vendor adherence to quality, privacy and security requirements.

### 3.1. At a high level PWGSC is responsible for:

- i. Overall project sponsorship and project management;
- ii. Engagement of the Client federal departments and agencies directly with the assignment of a project manager to each Client intake;
- iii. Provision of information and advice to the Contractor concerning functional and non-functional requirements;
- iv. Oversight of contracts to ensure adherence to Government of Canada and PWGSC requirements for quality, security, privacy and information management.

### 3.2. PWGSC Project Managers are responsible for:

- i. Working with the Client department or agency to identify the Client needs, including but not limited to the understanding of document types, current and future business processes, future intended use of images, integration with Client information management systems, metadata and index data requirements, file structures, opportunities for end to end solutions, and automation of business processes;
- ii. Preparation of the TA for the assigned Contractor including imaging requirements, metadata and index data requirements, Client pickup and delivery locations;

- iii. Identification of the Client Technical Authority to the vendor for collection specific queries. The Client Technical Authority will be invited by the PWGSC project manager to attend some meetings related to scheduling, delivery and quality with the Contractor;
- iv. Liaison with the Contractor to respond to queries and address issues or concerns related to particular TAs;
- v. Validation of receipt and acceptance of the images, metadata and index data with the Client and the provision of feedback and approvals in a timely manner;
- vi. Approval of receipt of deliverables for payment authorization.

### **3.3. Federal Regulatory Context**

- i. This program is being conducted within a regulatory, legal and policy framework established by the Federal Government that requires observance of and adherence to a number of specific Acts, Regulations, Standards, Policies, and Practices. PWGSC and its Clients must observe and adhere to these in the context of undertaking the various project including but not limited to the documents listed in the Material Reference section 22.
- ii. Individual TAs may require specific inclusions based on their individual Client Acts, Regulations, Standards, Policies, and Practices.

## **4. Contractor Structure and High level Responsibilities**

### **4.1. The Contractor is responsible to:**

- i. Provide project management, record conversion, data capture and coding services, record management, data and record safeguard, data management, quality assurance and professional services;
- ii. ensure Contractor adherence to the Government of Canada PWGSC, and where applicable Other Government Department's privacy, security, quality and information management requirements;
- iii. perform a preliminary review or sample of the proposed collection in order to provide accurate estimates for the TA preparation;
- iv. meet service level requirements as identified in the individual TAs;
- v. as a minimum, be available for the receipt, processing and imaging of physical documents five days a week (Monday – Friday), between 8:30 am and 5:30 pm local time, excluding statutory holidays, 52 weeks per year.

## **5. Constraints**

### **5.1. Privacy**

- i. All data and records including those in transit must remain in Canada and cannot be transmitted outside of Canada for any reason, and cannot be accessed from outside of Canada for any reason. This includes, but is not limited to, data entry, quality assurance procedures, implementation of Disaster Recovery and Business Continuity Plan or use of cloud technologies.
- ii. In all areas where documents are accessible, no devices capable of taking pictures are allowed, except as approved by Canada.

### **5.2. Urgent Access**

- i. On occasion, Canada may require urgent access to documents and/or their electronic images for a variety of reasons including but not limited to security initiatives, an Access To Information Act request, Privacy Act request, hold or disclosure ordered by a court or investigative body. The

Contractor must return the documents and/or electronic images within 24 hours, and will make every effort to provide them earlier where requested by the Project Authority.

### **5.3. Travel and Living Costs**

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

### **5.4. Language of Work**

- i. Reports, meetings, correspondence, and discussions are to be in English or French. Ability to communicate in both French and English is preferred.

## **6. General Requirements**

This work requires the digitization of documents and may include all or some of the following:

- i. CGSB Compliance;
- ii. Shipping and Delivery;
- iii. Record conversion;
  - Organizing and preparing records for conversion
  - Conversion to digital image
  - Capture, generation and transfer of index coding
  - Capture, generation and transfer of metadata
  - Post-conversion assembly of records
  - Full text transcription
- iv. Security;
- v. Data Management;
- vi. Document Storage and Destruction;
- vii. Quality Assurance;
- viii. Professional Services;
- ix. Reference Material.

## **Part 2 –Scope and Requirements**

### **7. Detailed Requirements**

The Contractor must provide the following services for the digitization requirement. TAs will require different combinations of the services listed below and particular requirements will be specified in each TA.

### 7.1. CGSB Compliance

- i. Certain collections will require the Contractor to be compliant with CAN/CGSB-72.34-2005 and CAN/CGSB-72.11-93 CGSB standards and their successors; proof of compliance must be supported with a qualified third party review of the contractor processes and procedures with the third party statement of the contractor's compliance with the standards. The contractor will not be eligible for conversion of these collections until the third party statement of compliance is available.

### 7.2. Shipping and Delivery:

- i. The Contractor must provide a transportation plan within 15 business days of contract award that addresses all shipping and delivery requirements;
- ii. The Contractor is responsible for the pick-up and delivery of records from the Government of Canada office location (or other locations as specified in the TA) to the processing facilities within a 90 KM radius of each image location across Canada, as and when requested;
- iii. Where requested in the TA, the Contractor is responsible for the pick-up and delivery of records from the Government of Canada office location (or other locations as specified in the TA) outside the 90 KM radius of each processing facility across Canada;
- iv. Where specified in the TA that the Client will arrange for transportation of the records, the Contractor is responsible for the receipt of records at the processing facility and/or release of records from the processing facility including loading and unloading of document as required;
- v. Pick-up and delivery locations will be specified in the TA;
- vi. The Contractor must provide chain of custody tracking and reporting for each pickup/ delivery request;
- vii. Shipping and delivery charges (pickup, transit, delivery) must be prepaid by the Contractor and charged at cost with no allowance for mark-up or profit to the Contractor, as specified in Annex B;
- viii. The Contractor must ensure that pick up of hard copy records and return of media, images and records is handled via bonded courier that provides a controlled movement service for shipments. This service must conform to with Canada's requirements for the Handling and Safeguarding of Classified and Protected Information and Assets (ISS Industrial Security Manual <http://ssi-iss.tpsgc-pwgsc.gc.ca/msi-ism/ch5-eng.html> ) and G1-009 Transport and Transmittal of Protected and Classified Information (<http://www.rcmp-grc.gc.ca/physec-secmat/res-lim/pubs/g1-009-eng.htm> ), with proof of signature of each handler. Pick-up and delivery must be point to point with no stops in between. Under no circumstances can the records be left unattended;
- ix. Upon Task Authorization completion, the Contractor must ship records and deliverables to the location(s) specified by PWGSC in the TA. Fully re-assembled records must only be returned once PWGSC confirms the acceptability of the exported data;
- x. The preferred method of image delivery is through Secure File Transfer Protocol (FTP). Until the PWGSC Clients' servers and processes are in place, and Government of Canada IT security requirements are met, the images and data will be returned on hard copy media;
  - When the PWGSC Clients' servers and processes are in place, and Government of Canada IT security requirements are met, at least one set of images may be delivered through Secure FTP;
- xi. If delivery problems occur, the Contractor is to notify the Project Authority, resolve the situation and to provide the Client with the required export within the established deadline as specified in the TA;
- xii. All records must be returned to the exact original order, location and condition as received. Re-assembly is as specified by the TA.

### 7.3. Record Conversion

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

7.3.1. Services must include, but are not limited to, the requirements below:

- i. PWGSC will issue TAs for different combinations of the services including but not limited to those listed below and particular requirements will be specified in each TA.
- ii. The Contractor also grants to Canada the right to add new Digitization related services for the provision of the services that are part of the Scope of this contract, as needed and at any time during the contract or during option periods.
- iii. Prior to the issuance of each TA, the Contractor must meet with the PWGSC Project Manager and the Client to review the Client collection to understand its intended use and the unique requirements of the Task Authorization project including but not limited to scope, schedules, reporting, deliverables, security considerations confirmation of processes and standards to be applied.
  - A sample of the collection will be reviewed in order to ensure that the cost structure of the TA reflects the nature of the work. The Contractor must process the sample to understand the level of preparation required, the condition of the documents, and ensure the appropriate image quality and format for the Clients' IM system are met. The Contractor must discuss the requirements with the PWGSC Project Manager in order to finalize the TA.

7.3.2. For each TA, the Contractor must organize and prepare the records for conversion and later re-assembly, including, but not limited to:

- i. **Receive, log and inventory** all incoming material (by box/container/package/electronic media) in a computerized inventory system, capturing source information (including office, box/container, file and volume information), the Client identifier (such as the TA number, Client name, Client business line), the document type classification, and other items or documents received in the same box/ container/ package/electronic media;
- ii. Where mail is received directly for processing by mail or from a PO Box, receive, log and inventory all incoming material by envelope (or other container or packaging) in a computerized inventory system, capturing the type and volume of contents, the Client identifier (such as the TA number, Client name, Client business line), the document type classification, and other items or documents received in the same box ;
- iii. **Control the process** to maintain the integrity of material at all times, ensuring that records and their pages can be reinstated to their original location and order (with reinstated bindings/fastenings where required by the TA);
- iv. Batches of hard copy records must be controlled so that a particular batch or box can be immediately retrieved if and when required by PWGSC;
- v. The Contractor must accurately log/inventory and retain logs for tracking and control purposes as part of chain of custody.

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

- i. The Contractor must develop specific work instructions for inventory, preparation, conversion, reassembly, coding requirements, exception handling, process and quality control;
- ii. **Open containers** including but not limited to boxes and envelopes;
- iii. Clean micrographic materials where required.

7.3.4. As specified in the TA, the Contractor must prepare documents according to the appropriate level of preparation:

- a) **Level 1:** Sort, remove one or two binding, fastener, staple or clip per section of documents. Identify, properly sequence and batch documents for optical scanning. Identify and note transition from single to double sided pages. Identify portrait or landscape orientations.
- b) **Level 2:** In addition to activities from level 1 preparation, open envelopes, remove bindings, fasteners, staples or clips, separate documents contained within a binder or file folder. Unfold pages; add header pages or separators if required. Leave sticky notes and flags on pages so they can be imaged as-is, moving them if required so that they do not obscure other information on the page. The occasional document found to be in poor condition may have to be photocopied. The photocopy may be scanned instead of the original. The post-imaging copy may be put into the original file and the photocopy destroyed;
- c) **Level 3:** In addition to activities in Level 1 and Level 2 preparation, remove all bindings/fastenings including but not limited to paperclips, staples, binder clips, three ring binders, cerlox bindings, spiral bindings, rubber bands and insert separator sheets (or use another comparable method) to note the exact types and locations of bindings/fastenings so that they can be reinstated post-imaging and, per TA, apply the required methodology for record unitization and capturing of source/attachment relationship ranges:
  - i. True sources/attachments only – based on explicit references to attachments/enclosures (e.g. a letter referencing an attached report); or
  - ii. Physical only – based strictly on clips, staples, tabs and other fastening; or
  - iii. Hybrid – based on both true and physical attachments (i and ii)
  - iv. Break sheets – based on existing break sheets placed within the material, or
  - v. Other methodology established for the TA;
  - vi. Per the TA, apply the required methodology for handling sticky notes and flags including placing sticky notes and flags on a separate page that will be imaged, mimicking the original area on the page on which they were originally affixed, or placing sticky notes and flags on a separate page that will not be imaged, mimicking the original area of the page in which they were originally affixed, or other methodology per the TA.

7.3.5. The Contractor must properly and accurately prepare 100% of the records for conversion including but not limited to the removal and tracking of bindings/fastenings, handling of sticky notes and flags, unitization and capture of source/attachment relationships as specified in the requirements stated in the TA.

7.3.6. For each TA and as specified in each TA, the Contractor must convert records to digital images, including but not limited to:

- i. **Set up of Equipment**, including set up and configuration of all related equipment and software specific to the work;
- ii. Assign a unique value to each digital document;
- iii. Assign a filename of the type and in the format specified in the TA;
- iv. Provide a minimum of two sets of images, based on the specific characteristics of the records being processed or as specified in the TA;



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

Figure 2 – DPI Requirements

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

- \* DPI requirements greater than 600 DPI may be required for special collections as specified in the TA.
- viii. Image records in bi-tonal or greyscale or colour;
- ix. Provide digital image output in the specified format including but not limited to:
  - TIFF CCITT G4
  - PDF Image
  - PDF/A Image
  - JPEG, compressed or uncompressed
  - Other formats required by Clients
- x. Generate full text Optical Character Recognition (OCR) content from images;
- xi. Quality control each image for resolution, density, skew, speckling, specified accuracy, orientation, adjust sensitivity and other controls to improve the quality of the captured image (all-in pricing must anticipate and include all corrections to images and page indices);
- xii. Have procedures in place to identify and flag poor quality images and include this information with the other metadata attached to the image. The Contractor may be responsible for setting this flag to ``on`` during the image capture process to indicate that the particular document in questions is of poor physical quality and that the imaging process was not the cause of the quality issue;
- xiii. Have the ability to detect and correct anomalies such as the following which could jeopardize the quality of the image:
  - Folded corners that obscure information;
  - Images in alternate orientations (e.g. scanned sideways due to document size)
  - Vertical grey shadows or vertical/horizontal black lines, which produce dark shadows and alters the content;
  - Lifted corners, which may hide information;
  - Black and Grey spots which affect content;
  - Overly darkened images or parts of images, which alters content;

- Scanning cut offs, which eliminates vital information from top, bottom or the edges.
- xiv. Reconcile input to output on a per box/container basis;
- xv. Reconcile between the scanned images and page indices;
- xvi. Save images with specified file inclusions, filenames, in folder structures, with index data and metadata;
- xvii. Output electronic records to media including but not limited to CDs, DVDs, RAIDs, hard drives, with specifications to meet archival and security requirements as identified in the TA. Where required by the TA, creation of an additional copy of the converted images, saved to alternate media as specified;
- xviii. Where output by FTP is required, encrypt the data before transmission in accordance with Government of Canada requirements. The Client recipient will decrypt upon receipt;
- xix. Label media (CDs, DVDs, and/or RAIDs) as Protected A, Protected B, Confidential or Secret as appropriate, and referencing the name of the Contractor, contract and TA number, reel or box numbers, number of records/images, and date of generation/delivery;
- xx. Where images must meet requirements for evidentiary standards, lossless compression TIFFS may be required;
- xxi. All supplied exports must be 100% error-free;
- xxii. Exported images must be completed and delivered in the format specified in the TA, and by the deadline designated by the task design process unless delay is due to no fault of the Contractor;
- xxiii. The Contractor must protect all information against data loss, data corruption, and viruses;
- xxiv. A test set must be generated for validation at the start of the TA work. Work will not continue until acceptance is received from the DISC Project Manager or DISC Project Authority; acceptance or rejection will be provided within 48 hours;
- xxv. The Contractor must use the image format that ensures the best quality image and the smallest image file size (while respecting the requirements of the TA). It is preferred that files not exceed 500 KB. Where file size is likely to be higher, this must be highlighted in the TA response;
- xxvi. 100% of the records must be imaged in their entirety (no skipped pages or missed transitions from single-sided to double-sided pages), scans must be legible, and image files must be correctly named and indexed. Blank pages, such as 'blank' images at the beginning or end of a microfilm reel, are not to be imaged, included in the image file and charged for unless otherwise requested in the TA;
- xxvii. Each page of the records must be imaged so that all information on the record page that is discernible to the naked eye is clearly legible without aid on paper copies generated from the resulting digital images; page orientation must be so that the entire original page appears as the record original does;
- xxviii. Images rejected by PWGSC Project Manager or Project Authority are to be reimaged from the original source record(s) at no additional charge.

#### 7.3.7.Capture, generate and transfer index coding, including:

- i. The number, type and content of data fields as indicated contained in the TA:
  - a) up to 3 fields of index data in the defined format as specified in the TA (Mini coding), or
  - b) 4 or 5 fields of index data in the defined format as specified in the TA (Basic Coding), or
  - c) 6 or 7 fields of index data in the defined format as specified in the TA (Standard Coding), or

- d) 8 or more fields of index data in the defined format as specified in the TA (Standard Coding + Additional Coding),
  - e) Where batch coding is provided to be applied to a set of images in aggregate, the batch coding will count as 1 field of index data. For clarification, if 3 fields of data are being populated with data pulled from a database, spreadsheet or similar, they will count as 1 field of data.
- ii. The Contractor must provide coding in English and / or French as specified in each TA.
  - iii. The Contractor must identify and extract at minimum both English and French language characters and the complete Latin alphabet (Unicode character sets Basic Latin and Latin-1 Supplement) must be recognizable with case and accents intact.
  - iv. The Contractor must identify whether checkboxes have been checked off or not, and to assign an appropriate code value or set up flag in the metadata associated with the particular image.
  - v. The Contractor must identify whether text boxes have data (are not blank) or not and to alter indexing and validation logic in accordance with business rules to be provided for a particular business line.
  - vi. When extracting data from the applicable document types, the Contractor must have the ability to apply different validation rules to one or more data fields being extracted from a specific document type (e.g. Telephone Number as numeric values only, no alphabetic characters).

7.3.8. Index data and may include but is not limited to:

- a) Client :
- b) Creation Date :
- c) Cost Centre (owner) :
- d) Cost Centre (bill to):
- e) Container Number :
- f) Container Bar code:
- g) Location Description :
- h) Container Type :
- i) Container size :
- j) Essential Record :
- k) Security Level :
- l) Container Group Category :
- m) Received Date :
- n) Record Date Range :
- o) Record Description
- p) Disposition Planned Date :
- q) Client Disposition Decision :
- r) Archivist Disposition Decision :
- s) Disposition Approved Date :
- t) Actual Disposition Date :
- u) Disposition Method :
- v) Estimated Usage :
- w) Media Type :
- x) Physical placement to storage location

- i. The Contractor must capture 100% of index data coding as specified in the TA and adhere to the quality control and assurance methods specified by the Contractor in the Contractor proposal.
- ii. The Contractor must ensure the controlled review of coding to ensure consistency and reliability of the captured field information.
- iii. PWGSC will review quality of coding on a regular basis, subject to the Quality Control Procedures outlined in Appendix 1 to Annex A. The Contractor will provide space for auditors contracted by PWGSC to review output. The quality level for the purposes of the sampling inspection is as specified in the procedures in Appendix 1 to Annex A.
- iv. Coding rejected by PWGSC Project Manager or Project Authority are to be corrected by the Contractor at no additional charge.

7.3.9. The Contractor must capture, retain and transfer metadata generated in the creation of the images, including but not limited to:

- a) Unique digital image identifier (Document ID)
- b) Date and time of digitization
- c) Name of Contractor providing the digitization
- d) Capture device
- e) Processing agent ID
- f) Calibration settings
- g) Date of last calibration
- h) Item and /or image filename
- i) Item and/or file resolution, colour depth and compression
- j) Collection identification
- k) Digital size
- l) File format
- m) Checksum
- n) Record reference (container reference)
- o) Number of pages
- p) Minimum Metadata requirements must include tombstone data

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

7.3.11. For each TA and as specified in each TA, the Contractor must assemble the records post-conversion according to the defined level of assembly:

- a) **Level 1 post-conversion assembly:** Group pages of a document together using clip, divider, elastic, fastener or divider. Properly sequence 100% of the documents and place them to the same originating container.
- b) **Level 2 post-conversion assembly:** Properly sequence document pages and return documents to their respective file folders, binders or fasteners of any type. Properly sequence 100% of the file folders, binders or fasteners and place them to the same originating container.
- c) **Level 3 post-conversion assembly:** 100% of the records must be re-instated to their pre-conversion state. Documents must be re-stapled in the original order, documents or photos are to be placed in original envelopes, re-staple documents in order. Properly sequence 100% of the file folders, binders/fastenings of any type and place them into the same originating container.
- d) **Level 4 post-conversion assembly:** 100% of the records must be fully re-instated to their pre-conversion state. This level of re-assembly is most common for documents required for legal proceedings. Documents must be re-stapled in the original order, documents or photos are to be

placed in original envelopes, re-staple documents in order and re-instate all bindings/fastenings of any type, return sticky notes and flags to their original positions. Properly sequence 100% of including but not limited to file folders, binders/fastenings of any type, and place them into the same originating container.

- e) Where required new boxes / containers will be provided by the Contractor and labeled in a consistent manner as the original box/container.

#### 7.4. Full Text Transcription

As required by a specific TA, where OCR and / or Intelligent Character Recognition (ICR) does not generate sufficient recognition rates or quality as detailed in the TA, the Contractor must for each TA and as specified in each TA, do the following:

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

#### 7.5. Security

- a) **Series 2A: Protected B Level** – The Contractor must perform work specified in the TAs in conformity with the SRCL found at Annex C and the security clauses included in the contract clauses and conditions section;
- b) **Series 2B: Protected B Level with Secret Level handling.** – The Contractor must perform work specified in the TAs in conformity with the SRCL found at Annex C and the security clauses included in the contract clauses and conditions section;
- c) **Series 2C: Protected B level with IT link.** Where the TA requires transmission of data by a link, the Contractor must perform work specified in the TAs in conformity with the SRCL found at Annex C and the security clauses included in the contract clauses and conditions section;
- d) **Series 3: Secret Level** – The Contractor must perform work specified in the TAs in conformity with the SRCL found at Annex C and the security clauses included in the contract clauses and conditions section;
- e) The Contractor is strictly prohibited from duplicating or disclosing any information that the Contractor has access to as a result of this contract;
- f) The Contractor must build in security costs into the rates for the requested services as specified in the Annex B Basis of Payment;
- g) The Contractor must provide access to its premises on a when-requested basis, with or without prior notice, for PWGSC, CISC, or the supplier contracted by PWGSC to perform security, privacy and/or quality audits and reviews.

#### 7.6. Data Management and Privacy

For each TA and as specified in each TA, the Contractor must:

##### 7.6.1. Series 1

###### a) At the conclusion of the TA:

- Retain all data received and generated for a period of up to 90 days after the full-completion of the Task Authorization, or as specified by the TA;
- Once these periods have elapsed, the Contractor must delete all of the electronic data associated with the Task Authorization.

##### 7.6.2. Series 2

- a) Process and maintain records and resulting data with equipment, software, and storage systems that operate on a closed/standalone network (external connections to the internet or other network, internal or otherwise, are not permitted);
- b) The Contractor must immediately provide all removable media/memory materials that become defective over the course of the Contract to PWGSC for destruction. Canada will not compensate the Contractor for the costs of these removable media/memory materials;
- c) The Contractor must ensure that information does not remain on the media/memory (including hard drives, removable discs) of computers/equipment that is removed from the Contractor's premises (or onsite service delivery location designated by PWGSC);
- d) Annually and at the conclusion of the **Contract**, the Contractor must sanitize (overwrite data and/or degauss) all other media/memory employed in performing services including but not limited to computer hard drives and memory, network server hard drives and memory in accordance with procedures approved by Canada, and certify the sanitization. If the Contractor is unable to sanitize the media to Canada's satisfaction, the Contractor must provide the media/memory to PWGSC for destruction;
- e) **At the conclusion of the TA:**
  - i. Retain all data associated with a Task Authorization for a period of 90 days after the full-completion of the Task Authorization, or as specified by the TA;
  - ii. Once these periods have elapsed, the Contractor must delete all of the electronic data associated with the Task Authorization, subject to section 7.7;
  - iii. The Contractor must provide to PWGSC all removable media/memory materials employed in delivering services including but not limited to writeable discs, flash memory data storage devices, CD-ROMs, DVD ROMs, portable hard drives, and magnetic tapes. Canada will not compensate the Contractor for the costs of these removable media/memory materials;

#### **7.6.3. Series 3**

- a) Process and maintain records and resulting data with equipment, software, and storage systems that operate on a closed/standalone network (external connections to the internet or other network, internal or otherwise, are not permitted);
- b) The Contractor must immediately provide any of these materials that become defective over the course of the Contract to PWGSC for destruction. Canada will not compensate the Contractor for the costs of these removable media/memory materials;
- c) The Contractor must ensure that information does not remain on the media/memory (including hard drives, removable discs) of computers/equipment that is removed from the Contractor's premises (or onsite service delivery location designated by PWGSC);
- d) Annually and at the conclusion of the **Contract**, the Contractor must immediately provide memory/media employed in performing services on Secret Level records including but not limited to computer hard drives and memory, network server hard drives and memory to PWGSC for destruction. If any memory/media becomes defective during the course of the Contract, the Contractor must immediately provide it to PWGSC for destruction; the same applies to media/memory contained in computers, servers, or other equipment employed in performing services that the Contractor chooses to sell or dispose of for any other reason. Canada will not compensate the Offeror for media/memory sanitization or the costs of media/memory materials.
- e) **At the conclusion of the TA:**
  - i. Retain all electronic data associated with the Task Authorization a period of 90 days after the full-completion of the Task Authorization or as specified by the TA; once these periods have elapsed, the Contractor must provide PWGSC with removable media/memory used in

- conjunction with Secret Level records for destruction per the principles outlined in section 7.7;
  - ii. The Contractor must provide to PWGSC all removable media/memory materials employed in delivering services on Secret Level records including but not limited to writeable discs, flash memory data storage devices, CD-ROMs, DVD ROMs, portable hard drives and magnetic tapes.
  - iii. The Contractor must immediately provide any of these materials that become defective over the course of the Contract to PWGSC for destruction. Canada will not compensate the Contractor for the costs of these removable media/memory materials. Canada will not compensate the Contractor for the costs of these removable media/memory materials;
- 7.6.4. The Contractor must protect all information against data loss, data corruption, and viruses.
- 7.6.5. The Contractor must ensure no gaps or overlaps in page, document, and batch sequencing.
- 7.6.6. The Contractor must employ systems and processes that are fully Unicode compliant and are capable of generating deliverables that are Unicode compliant.
- 7.6.7. The Contractor must assume any costs related to hardware and software and any modifications required to comply with technical requirements of data management and media preparation for the work to be performed for each TA.
- 7.6.8. Canada reserves the right to inspect any equipment/media/memory that the Contractor has certified as being sanitized, or have the equipment/media/memory inspected by a third party contracted by Canada.
- 7.6.9. The Contractor must clearly label all removable media/memory and must clearly label any removed computer/server/equipment media/memory with the appropriate security classification level (e.g. Protected B, Secret).
- 7.6.10. The Contractor must build data management costs into the rates for the requested services as specified in the Annex B Basis of Payment.
- 7.6.11. The Contractor must provide access to its premises on a when-requested basis, with or without prior notice, for PWGSC, CISD or any supplier contracted by PWGSC or CISD to perform security, privacy and/or quality audits and reviews.

#### 7.7. Document Storage and Destruction

- a) The Contractor must provide a service to track and monitor the physical location and status of individual physical documents and containers after imaging, while under the custody of the Contractor and must be able to report on the status of and to retrieve individual documents and containers and provide them to Canada anywhere in Canada upon request;
- b) The Contractor must maintain a record of each imaged physical document status including but not limited to in storage, sent to indexing, and/or has been destroyed.;
- c) The Contractor must maintain electronic records associated with each document and it's respective file indicating whether the paper document used to create the image file is including but not limited to in storage, sent to indexing, and/or has been destroyed. If the original document was destroyed, then the date of destruction is to be recorded and available for viewing by Canada, or copies of the destruction records will be provided on request by Canada;
- d) The Contractor must ensure that all audit logs and reports can be viewed or provided to Canada providing Canada with the ability to audit what has been done to an electronic image and/or attached metadata;

- e) The Contractor must be able to generate upon request a report of the number and location of all electronic documents and all image files;
- f) No records will be destroyed until the Client has received a list of the documents scheduled for destruction and the Client has provided authorization for destruction to proceed;
- g) Must update the status of a physical document to reflect that it has been destroyed or is in storage.
- h) The Contractor must have effective mechanisms to detect data corruption or loss of data repositories.
- i) The Contractor must maintain an audit trail of all configuration changes on repository system hardware and/or configuration and other changes to repository system software.
- j) The Contractor may provide secure on-site paper and/or e-shredding services adhering to output requirements as approved by and using shredding equipment approved by the Royal Canadian Mounted Police (RCMP) for the bulk destruction of paper documents and media up to and including Series 2 (up to Protected B), and Series 3 (up to Secret).
- k) The Contractor must provide a Certificate of Destruction including but not limited to document identifier such as filename and unique number, name of the Client person who authorized destruction and the date and time of destruction, and update the inventory holdings report to reflect the permanent withdrawal and certified destruction.
- l) The Contractor must ensure that they select a suitable method to prepare Electronic Data Storage Devices (EDSD) for declassification, reuse or disposal as per ITSG-06 if requested in the TA.
- m) The Contractor must segregate all records (hard copy or electronic format) related to the work separate from its other records, and keep all databases in which such records are to be maintained physically independent from all other database, directly or indirectly, which are located outside of Canada.
- n) The Contractor must control access to all databases on which any data relating to the Contract is stored so that only individuals with the appropriate security clearance are able to access the database, either by using a password or other form of access control (such as biometric controls).
- o) Contractors and their employees and subcontractors must agree that they are subject to Canada's policies regarding the protection of personal information.

## 7.8. Quality Assurance

7.8.1. The Contractor must meet a minimum Acceptable Quality Level (AQL) of 2.5% unless specified otherwise in the TA.

7.8.2. The Contractor must have a quality assurance plan, policies and procedures in place and followed to meet all related digitization requirements, and the plan should include but is not necessarily limited to the following:

- a) A documented description of methodology followed for imaging and coding quality assurance;
- b) Identification of the methodology used to determine the sample sizes and samples for quality assurance purposes, such as acceptable quality level,
- c) Quality procedures;
- d) Process followed for automated and / or manual review of scanned images;
- e) Processes followed for data indexing quality control and assurance;
- f) Timing and frequency of measurement and reporting;
- g) Timing and type of quality assurance and control reports;
- h) Quality training plan for Contractor employees;
- i) Procedures for exception handling.



- 7.8.3. The Contractor must apply Quality Assurance procedures for imaging and coding in accordance with their stated Quality processes and procedures as identified in their Bid and must apply the Quality Assurance procedures to achieve the quality level specified in each TA.
- 7.8.4. The Contractor must structure its work in batches as defined in Appendix 1 to Annex A for the purpose of application of their Quality Assurance procedures and reporting.
- 7.8.5. In addition to the Contractor Quality Assurance procedures, PWGSC will also evaluate quality of deliverables and adherence to privacy, data management and security requirements under this contract on a regular basis using the procedures described in Appendix 1 to Annex A as executed by a third party contracted for this purpose. PWGSC will evaluate the quality of deliverables, including but not limited to completeness of data conversion, adherence to technical requirements for the images, quality of the metadata and index coding output, return and condition of records, adherence to security, information management and privacy requirements.
- 7.8.6. The Contractor must provide access to PWGSC and/or the third party contracted for this purpose;
- 7.8.7. The Contractor must provide a space to work for PWGSC and / or the third party contracted for this purpose;
- 7.8.8. The Contractor must provide a space or room on site at each of imaging facility for the use by PWGSC Project Authority, the PWGSC Client or a sub-contracted resource for quality assurance and security review purposes to examine the requested processes and data available for their inspection;
- 7.8.9. The room must be equivalent to the Contractor's standard office environment and equipped with one work table and two chairs and of sufficient size to accommodate two individuals.

#### 7.9. Rejection of a Quality Control Batch

- 7.9.1. In the event a Quality Control Batch for a TA order is rejected in accordance with the PWGSC procedures applied in Appendix 1 to Annex A, the Contractor must correct the identified problems and investigate the source of divergence from Quality Assurance processes at the Contractor location, and meet with the Project Manager to identify the problem source, corrective action applied, the subsequent monitoring initiated to validate the success of the corrective action, and provide a report of the subsequent monitoring initiated.
- 7.9.2. Where the Contractor fails to meet quality standards in two consecutive reviews or in two of five consecutive reviews, the work assignment rotation for that vendor may be suspended until Canada is satisfied that the deficiencies have been addressed and appropriate quality levels can be maintained.
- 7.9.3. PWGSC will advise the Contractor in writing of the suspension which will be initially for one month. The Contractor must meet with the Project Authority and a Client representative to provide a remediation plan, plans to monitor the remediation plan, and must report to the Project Authority on the status of remediation plan outcomes. Where the Contractor fails to meet quality standards in three reviews over the term of the Contract, PWGSC may terminate the contract at its discretion.

#### 7.10. Reporting Requirements

7.10.1. A report must be submitted by the Contractor to PWGSC containing the following information for each identified batch of documents returned under the TA. The report must include the following information for each batch inspected under the batch:

- a) TA;
- b) BatchIDs – the current batch being sampled under the TA;
- c) BatchIDs – Batch# assigned to sample set from the batch;
- d) Batch\_No – Number of documents inspected;
- e) DocID – DocID of documents inspected;
- f) AC\_RE – Acceptance / rejection of objective field coding for each document in sample batch;
- g) RE\_Defect – Notes detailing reason objective field coding was rejected.
- h) BatchDateTime – date and time of the batch report

7.10.2. Reports as specified by the TA must be submitted by the Contractor to PWGSC to identify the work completed under the TA and may include but is not limited to the following information:

- a) TA number;
- b) Business line
- c) Number of pages scanned;
- d) Number of documents scanned by type (such as paper, maps, blueprints);
- e) Number of documents coded by type (such as paper, maps, blueprints);
- f) Number of fields captured by automated processes and capture rate;
- g) Number of fields captured manually.

### **8. Project Management Requirements**

8.1.1. A project management plan must include but not be limited to:

- a) A program design process within 15 business days of contract award, to review with the Project Authority the overall requirements of the contract, confirm general workflows including but not limited to covering TAs, record receipt and shipping, general design process and documentation requirements, project scheduling and reporting invoicing;
- b) Participation with the PWGSC Project Authority and/or his/her delegated in bi-annual reviews at PWGSC offices of general workflows to identify best practices and implement processes to optimize service delivery;
- c) Project Manager available to answer questions, action TAs and provide progress reports from Monday to Friday (with the exception of statutory and civic holidays) between the hours of 8:30 am to 5:00 pm EST;
- d) Response service levels (e.g. to inquiries from the PWGSC Project Managers or Project Authority) as specified by the Contractor and an identified escalation path for problem resolution;

Figure 3 – Escalation Path

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

- e) Where a TA requires prioritized and/or accelerated services, as approved by the Project Authority.
    - The Project Manager(s) availability to answer questions, respond to requests and provide progress reports during the hours that the accelerated service is being performed.
    - On an exception basis, the Contractor should provide a process to retrieve, image and code a document in its possession on a priority basis with return to the Client within 24 hours.
  - f) Due to immediate pressures to work, work may be organized so that document receipt, organization, and processing can take place concurrent with the development of the task design specifications. In this situation, an initial TA will reflect the first tasks, and will be amended to include additional detail as necessary.
- 8.1.2. The Contractor must provide a Project Management Plan within 30 business days of Contract Award in accordance with the requirements in the SOW. The plan must identify how issues will be addressed in a timely manner, and include an identified escalation path. The frequency and efficacy of meetings, working groups and documentation must meet the requirements of the SOW.
- 8.1.3. The Contractor must apply its approved management plan to all aspects of the relationship between Canada, the Contractor and its sub-Contractor.
- 8.1.4. Any changes to the Contractor's organization that may affect the plan must be immediately reported to PWGSC Project Authority. *[Specific participants in management steering committees and/or account management meetings will be identified at the time of Contract award and must include participants from the Contractor, PWGSC.]*
- 8.1.5. The Contractor must notify the Task Authorization Authority in writing of any anticipated difficulties in complying with any Task Authorization delivery schedule, or whenever there are actual or potential situations threatening to delay the completion of any Task Authorization. Notification to PWGSC must include pertinent information describing any scheduling challenges; information of this nature must not be construed as a waiver by PWGSC of any delivery schedule or date or any right or remedies provided by law or under this contract.

## **Part 3 - Contract Management Requirements**

### **9. General Statement of Contractor's Management Responsibilities**

- 9.1. The Contractor must make available the corporate expertise, skills and resources identified in its proposal to meet PWGSC requirements.
- 9.2. The Contractor must implement a process for managing incidents including incidents involving breaches of privacy and security (Incident Breach Process). This process is to be made available to PWGSC for review, and PWGSC may request changes. The process must include, but is not limited to:
  - 9.2.1. The Contractor must promptly notify PWGSC and the Client privacy authority as identified in the TA of any suspected breach, loss, suspected loss, theft, or unauthorized disclosure or access to information provided under this Contract, immediately, by telephone, to the Project Authority at a contact number to be provided and the Client privacy authority as identified in the TA:
  - 9.2.2. The Contractor must promptly notify the police if the breach involves theft or other criminal activity;
  - 9.2.3. The Contractor must promptly investigate the cause of the privacy breach;
  - 9.2.4. The Contractor must take immediate steps to contain or limit the privacy breach, including: stopping the unauthorized practice; recovering the records or personal information, where possible; shutting down access to information systems; revoking or changing computer and other access codes or correcting weaknesses in physical and/or IT security
  - 9.2.5. The following details must be provided in a report:
    - (a) the date and place of the incident;
    - (b) the circumstances surrounding the incident;
    - (c) a description of the information involved;
    - (d) the extent of known or probable compromise and the identity of unauthorized persons who had or are believed to have had access to the information;
    - (e) the action taken or contemplated to remedy the situation; and,
    - (f) any further details which may assist in assessing the loss or compromise.
  - 9.2.6. A written follow-up report on an event must be forwarded promptly to the PWGSC Project Authority and the Client privacy authority as identified in the TA:
    - 9.2.6.1. The report will include the details noted above as well as the results of any investigation conducted following the initial search and notification. The report will include corrective measures that have or are being taken to prevent the recurrence of a security incident involving information.
  - 9.2.7. PWGSC and the Client privacy authority as identified in the TA will be notified if the information referred as lost or missing is subsequently found, including the circumstances under which it was found.
- 9.3. The Contractor must prepare and deliver a Disaster Recovery and Business Continuity Plan within 30 days of contract award to ensure continuity of business, that details how and when all operations will

be restored. This plan must detail the requirements for the hardware, software, procedures and processes required to support the plan. This plan must be reviewed by PWGSC and PWGSC may request changes. This plan must be subject to PWGSC approval, and implemented at the sole discretion of, and as directed by PWGSC. If and/or when PWGSC directs that the Disaster Recovery and Business Continuity Plan is to be implemented the Contractor must put the Disaster Recovery / Business Continuity activity in a "Readiness Mode". "Readiness Mode" is defined as the state from which all elements of the Disaster Recovery and Business Continuity Plan can be implemented in response to a disaster. The plan must include but not be limited to:

- a) Preventative measure to backup database including recovery downtime;
- b) Software backup and restore/recovery process;
- c) Hardware replacement process;
- d) Connectivity process;
- e) Contractor and any subcontractor points of contact including duties and responsibilities;
- f) Composition of the disaster recovery team; and
- g) Crisis management and communication plan

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

9.13. Adherence to Federal legislation, policies, Standards

- The Contractor must comply with and keep its staff and professional resources knowledgeable of the published Federal Government legislation, policies, and standards that are applicable to the work performed for PWGSC, and must incorporate the requirements of such legislation, policies and standards into the performance of the work and all deliverables provided under the Contract and any resulting TA.

9.14. Communications

- The Contractor must meet and maintain the requirements for resources, deliverables and communications as specified in the SOW and individual TAs on an on-going basis.
- Reports and other documentation in writing must be comprehensive, complete, and use non-technical language that can be clearly understood by the Project Authority.
- Documentation supplied by the Contractor should not require any quality control review, proofreading, or corrections by PWGSC. Where required, the Contractor must correct the supplied material.

## **10. Contract Management Status Reports**

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

The Contractor and Canada must meet within 30 days of contract award to determine the exact format and content of reports.

The Contractor must provide PWGSC Project Authority and the PWGSC Contracting Authority with timely, complete and accurate information on the conduct of the Contractor-performed work including but not limited to risks, problems, potential or actual cost overruns and errors. The information must be sufficiently timely so that PWGSC can take remedial action to avoid any unnecessary expenses or delays.

For the effective and timely management of individual TAs, the Contractor must supply TA status information to PWGSC as required that must include and address the following:

- a) Work completed last reporting period
- b) Work projected for next reporting period
- c) Risks that have come due
- d) Risks that are in danger of coming due
- e) Status of risk mitigation and work around plans
- f) TA reports are subject to TA specifications in the Contract.

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

- A Monthly Tracking Report of all TAs from the commencement of the contract showing for each TA. This report must be provided at the detail and summary level, based on coding and classification of TAs;
- Identification of the TA, and further identification of the Client such as Department, Business line, product or service (program or program sub-set);
- Time period of the report;
- Date of report;
- Initial funds authorized;

- All amendments to the TA funds and dates;
- Total funds expended to the reporting date;
- Total funds remaining;
- Volumes processed in the time period and cumulative volumes processed;
- Resulting variances (over or under).
- Status and issues information relating to completion dates and cost variances

The Contractor must provide various statistical reports to meet the needs of the Canada such as but not limited to the following:

- a) Cumulative totals of the number of all images received and processed;
- b) Number of documents received and processed, broken down by document category (e.g. Forms) and document type (e.g. Form number);
- c) Cumulative totals of the number of imaged pages received and processed;
- d) Number of imaged pages received for processing broken down by source, document category and document type;
- e) Number of fields indexed automatically;
- f) Number of fields indexed manually;
- g) Number of fields for which indexing was not possible;
- h) Process metrics related to processing time for including but not limited to preparation, scanning, and indexing;
- i) Number of exceptions handled by and/or requiring intervention by the Canada, (e.g. rescanning, substitutes, unidentifiable documents, documents that could not be scanned and were sent to the Canada, indexing required correction or completion).

## **11.Account Management by the Contractor**

### **11.1. Relationship Management**

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

- a) Measurement and maintenance of Client satisfaction with its relationship with the Contractor;
- b) Regular Contractor executive involvement with PWGSC Project Authority;
- c) Contractor Account Manager/Project Lead and Executives understanding of Client business issues and concerns that may affect services provided under the Contract;
- d) Contractor maintenance of open and effective communication;
- e) Active effort by Contractor to share risks and benefits related to achievement of Client business objectives;
- f) Maintenance of productive Contractor-Client relationships at the working level;
- g) Joint promotion of best practices and achievements during the Contract lifecycle.

### **11.2. Contractor's Decision-Making Authority**

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

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

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

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

- The Contractor must provide transition management and services in a timely and cost-effective manner and in accordance with a PWGSC transition schedule.
- The Contractor must provide a final transition-out plan within 90 days of contract award for contract close-out activities, and must make available all work-generated information and documentation that is required by the transition. The transition must be managed through the TA process and must be performed by the Contractor as required.
- As part of the contract closeout activities, the Contractor must provide contract close out activities and deliverables for the effective and timely transition of any imaging services completed or in progress to PWGSC and/or a designated Contractor.
- The Contractor must provide the following as part of its priced services:
  - a) Work generated information and documentation;
  - b) Data back up and data transfer as requested by PWGSC and other Contractor as required by PWGSC;
  - c) Knowledge transfer to PWGSC and/or its Contractor;
  - d) A contract close out report;
  - e) Separate TAs will be used to administer and cover the costs of the Contractor's provision for a detailed transition plan, and the performance of transition services that do not fall within the contract closeout services and deliverables described above.

## **13. *Contractor Locations***

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

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

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

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

- a) Technical services (differentiate site for production database and data storage)
- b) Coding services
- c) Disaster Recovery facility and services



## **Part 4 – Professional Services Requirements**

### **14. PROFESSIONAL SERVICES OVERVIEW**

This section identifies the Professional Service requirements in support of DISC. Additional Professional Services may be required to fulfill work requirements identified in this SOW and in Task Authorizations.

### **15. CORE TEAM AND ESSENTIAL RESOURCES**

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

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

- Account Manager/Project Lead
- Project Manager
- Quality Assurance Specialist

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

Replacement or reassignment of personnel during the lifecycle of the Contract (contract Options included) is subject to the terms of 2035 (2014-09-25) section 08 - Replacement of Personnel.

The skill-sets and experience of the Contractor's dedicated team should exceed the minimum qualifications and experience described for similar positions that apply to task authorized work in the Tables at Articles 20 - 22.

### **16. QUALIFICATIONS AND EXPERIENCE**

To satisfy DISC requirements, the Contractor must be able to provide professional resources that have the qualifications and experience to effectively manage the document imaging process that includes:

- the authority to assign resources to ensure Task Authorization deliverables are met;
- Managing Client and sub-contractor relationships for the program, and, actively protects and builds those relationships;
- Assessing the organization's capacity/capability to undertake and successfully deliver the Task Authorizations in the context of the overall program.

To satisfy DISC requirements, the Contractor must provide professional resources that are qualified to work in a computerized document imaging and network environment.

For task-authorized work, the positions will be determined by the TA details and the technical scope of the requirement(s) defined in that TA. The Contractor's candidates with core skills and expertise associated with DISC requirements would typically be qualified to fill one or more of the resource categories listed below.

1. Programmer, Level 3

2. Programmer, Level 2
3. Test Coordinator, IT
4. Tester
5. Content Author
6. Database Manager
7. Database Designer
8. Database Administrator, Level 3
9. Technical Architect
10. Technology Architect, Software
11. Applications Product Specialist
12. Archivist
13. Records Management Specialist

The following resources are required by the Contractor as part of normal business operations and are included in most digitization solutions. On an exception basis, these resources may be required for to perform services for the Historical and Significant Collections model, or for services outside of the standard solutions and will be provided on a per diem basis:

14. Preparation Technicians
15. Imaging Technicians
16. Data Entry Technicians
17. Production Supervisor
18. Conversion Solutions Architect
19. Document Conversion Production Expert

Minimum qualifications, working knowledge and experience are detailed in the Tables at Article 23.0. The Contractor's team may include additional or alternative resource categories to perform the work as required.

## **17. SKILLS UPGRADE**

The Contractor must, on a regular basis, upgrade the skills of its professional resources to continue to successfully meet the DISC requirements detailed in the SOW, and any requirements that may evolve throughout the lifecycle of the Contract.

## **18. SUPPLEMENTING CORE TEAM**

For task authorized work, the Contractor must supplement its core team with additional professional resources, as required, in response to task assignments issued by PWGSC. As Contract Options are exercised, the Contractor may be required to modify the composition of the core team.

## **19. REPLACEMENTS**

The Contractor's specified professional resources assigned to DISC may only be replaced by personnel approved in advance by PWGSC during the life of the Contract and in accordance with the Contract's terms and conditions for 2035 (2014-09-25) section 09 - Replacement of Personnel.

## 20. ACCOUNT MANAGER/PROJECT LEAD

The Contractor must provide an Account Manager/Project Lead as part of the core team. The Contractor's designated Account Manager/Project Lead must be an executive who must oversee the contract and has authority to resolve issues requiring escalation.

- The Account Manager/Project Lead named in the Contractor's proposal must be available to the DISC project on a dedicated basis during the entire lifecycle of the Contract, Option periods included.
- The Account Manager/Project Lead must have, at minimum the education, skills and security clearance specified in the table below.

Category	Account Manager/Project Lead
Minimum years of experience in this specific category	<ul style="list-style-type: none"> <li>• 4 years in the past 7</li> </ul>
<b>Qualifications and Security Clearance</b>	
<p>The Account Manager/Project Lead must have the following minimum qualifications and security clearance:</p> <ul style="list-style-type: none"> <li>• A minimum of four (4) years experience as a Account Manager/Project Lead within the past seven (7) years;</li> <li>• Security Clearance: For Series 2: Enhanced Reliability. For Series 3: Secret.</li> </ul>	
<b>Responsibilities include, but are not limited to:</b>	
<ul style="list-style-type: none"> <li>• Manages Client and sub-contractor relationships for the program, and, actively protects and builds those relationships.</li> <li>• Reports to the Contractor Executive and manages, at an operational level, the business relationship between the Canada and the Contractor including all sub-contractors and Project Managers;</li> <li>• Understands Clients issues and concerns that may affect services provided under the Contract;</li> <li>• Monitors key indicators in project delivery and ensures action is taken to address risk factors.</li> <li>• Has full project authority, within the limits of established budget and company operating policies, to manage and direct assigned project resources and make decisions regarding project direction.</li> <li>• Manages sub-contractor business relationships while ensuring transparency to Client organization.</li> <li>• Assesses the organization's capacity/capability to undertake and successfully deliver the projects in the context of the overall program;</li> <li>• Maintains open and effective communication;</li> <li>• Measures and maintains Client satisfaction;</li> <li>• Advises Senior Management on a range of issues affecting the organization's ability to achieve the project's business objectives;</li> <li>• Assists in the prioritization and assignment of projects within the program;</li> <li>• Joint promotion of best practices and achievements during the contract lifecycle;</li> <li>• May manage several Project Managers;</li> <li>• Prepares and presents findings, status and other relevant matters;</li> <li>• Plans, directs, and controls the activities of a project team within scheduled time and cost</li> </ul>	

parameters;

## 21. PROJECT MANAGER

The Contractor must provide a Project Manager as part of the core team. The Contractor's designated Project Manager must be the Contractor's representative responsible at an operational level for the business relationship between Canada and the Contractor, including all subcontractors.

The Project Manager named in the Contractor's proposal must be available to the DISC project on a dedicated basis during the entire lifecycle of the Contract, Option periods included.

Category	Project Manager
Minimum years of experience in this specific category	<ul style="list-style-type: none"><li>▪ 4 years in the past 7</li></ul>
<b>Qualifications and Security Clearance</b>	
The Project Manager must have the following minimum qualifications and security clearance: <ul style="list-style-type: none"><li>• A minimum of four (4) years experience as a Project Manager within the past seven (7) years.</li><li>• Security Clearance: For Series 2: Enhanced Reliability. For Series 3: Secret.</li></ul>	
<b>Responsibilities include, but are not limited to:</b>	
<ul style="list-style-type: none"><li>▪ Provides high-level direction to the project team, working with delivery unit managements, project manager and delivery team in the delivery organization to address issues and concerns and to ensure that customer expectations are being met.</li><li>▪ Ensures the Client is satisfied with project direction.</li><li>▪ Attends status and/or steering committee meetings as required.</li><li>▪ May manage several Project Managers, each responsible for an element of the project and its associated project team.</li><li>▪ Manages 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 previously agreed time, cost and performance parameters.</li><li>▪ Formulates statements of problems; establishes procedures for the development and implementation of significant, new or modified project elements to solve these problems, and obtains approval thereof.</li><li>▪ Defines and documents the objectives for the project; determine budgetary requirements, the composition, roles and responsibilities and terms of reference for the project team.</li><li>▪ Reports progress of the project on an ongoing basis and at scheduled points in the life cycle.</li><li>▪ Meets in conference with stakeholders and other project managers and states problems in a form capable of being solved.</li><li>▪ Prepares plans, charts, tables and diagrams to assist in analyzing or displaying problems; work with a variety of project management tools.</li><li>▪ Project sign-off.</li><li>▪ Is available to answer questions, action TAs and provide progress reports from Monday to Friday (with the exception of statutory and civic holidays) between the hours of 8:30 am to 5:00 pm EST;</li><li>▪ Makes recommendations and provides advice for improvements and assists in developing solutions and implementing recommendations</li></ul>	

## 22. QUALITY ASSURANCE SPECIALIST

The Contractor must provide a Quality Assurance Specialist as part of the core team. The Quality Assurance Specialist named in the Contractor's proposal must be available to the DISC project on a dedicated basis during the entire lifecycle of the Contract, Option periods included.

The Quality Assurance Specialist must have, at minimum the education, skills and security clearance specified in the table below.

Category	Quality Assurance Specialist
Minimum years of experience in this specific category	<ul style="list-style-type: none"> <li>3 years in the past 6 years</li> </ul>
<b>Qualifications and Security Clearance</b>	
<p>The Quality Assurance Specialist must have the following minimum qualifications and security clearance:</p> <ul style="list-style-type: none"> <li>A minimum of three (3) years experience as a Quality Assurance Specialist within the past six (6) years.</li> <li>Security Clearance: For Series 2: Enhanced Reliability. For Series 3: Secret.</li> </ul>	
<b>Responsibilities include, but are not limited to:</b>	
<ul style="list-style-type: none"> <li>Developing, deploying and evaluating policies, procedures, standards, initiatives, metrics, forms and tools for the quality management system;</li> <li>Verifying and confirming if the quality management system's process assets (policies, procedures and standards) are being adhered to;</li> <li>Leading process improvement initiatives, and facilitating/coaching teams which are performing process improvement initiatives;</li> <li>Managing and monitoring all aspects of the Quality Management System;</li> <li>Conducting conformance audits of the Quality Management System. Reporting results and recommending appropriate corrective actions to deal with the non-conformances;</li> <li>Tracking and reporting on the implementation of corrective actions. Confirming that corrective actions effectively addressed the root-causes of the non-conformances;</li> <li>Contributing to the development and implementation of an integrated approach to quality, risk and performance management for the organization;</li> <li>Providing leadership and support to the design, implementation and evaluation of performance/quality measurements of clients products/services (Program assessment/ranking and reporting, performance measurement capacity building, business performance/excellence);</li> <li>Using multiple Quality Management methodologies and tools to address the organization's business needs (Measurement and management of organizational performance);</li> <li>Developing process management by application of continuous improvement methodology;</li> <li>Preparing reports concerning the capabilities, strengths and weaknesses of the Quality Management Systems for internal or external publication which could be communicated to project management team through oral or written presentations (Basic statistical analysis techniques, questionnaire design and survey analysis. Ability to influence others, at all levels in the organization).</li> </ul>	

## 23. PROFESSIONAL CATEGORIES FOR TASK AUTHORIZED WORK

The following categories may be required for work performed through the Task Authorization process. All are subject to firm per diem rates provided by the Contractor and approved by Canada.

1. Programmer, Level 3
2. Programmer, Level 2
3. Test Coordinator, IT
4. Tester
5. Content Author
6. Database Manager
7. Database Designer
8. Database Administrator, Level 3
9. Technical Architect
10. Technology Architect, Software
11. Applications Product Specialist
12. Archivist
13. Records Management Specialist

The following resources are required by the Contractor as part of normal business operations and are included in most digitization solutions. On an exception basis, these skills may be required for to perform services for the Archive Records and Materials model, or for services outside of the standard solutions and will be provided, as and when requested, on a per diem basis:

14. Preparation Technicians
15. Imaging Technicians
16. Data Entry Technicians
17. Production Supervisor
18. Conversion Solutions Architect
19. Document Conversion Production Expert

The Contractors' candidates for the professional service categories listed above must meet the minimum qualifications and experience detailed in the Qualifications Tables provided below. Candidates should have the skill sets and experience required to fulfill the anticipated tasks effectively.

Unless otherwise stated in the Qualifications Tables below, or in an individual Task Authorization, the minimum qualifications for Intermediate categories are, in general, the same as those specified for senior categories, with the exception of number of years of experience which would be no less than 6 months.

Unless otherwise specified in the Contract, or in an individual TA, candidates must have the security clearance level specified in the Security Requirements Check List.

Task Authorizations may be issued that require professional resource categories other than those listed above.

### Qualifications Tables

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

**Table 1 – Programmer, Level 3**

Category	Programmer, Level 3
Minimum years of experience in this specific category	<ul style="list-style-type: none"><li>• 10 years of experience in the last 15 years.</li></ul>

<b>Qualifications and Security Clearance</b>	
<p>The Programmer, Level 3 must have the following minimum qualifications and security clearance:</p> <ul style="list-style-type: none"> <li>• A minimum of ten (10) years experience as a Programmer within the past fifteen (15) years or the equivalent of education and work experience.</li> <li>• Security Clearance: Enhanced Reliability.</li> </ul>	
<b>Responsibilities include, but are not limited to:</b>	
<ul style="list-style-type: none"> <li>• Create and modify code and software.</li> <li>• Create and modify screens and reports.</li> <li>• Gather and analyze data for the conduct of studies to establish the technical and economic feasibility of proposed computer systems, and for the development of functional and system design specifications.</li> <li>• Design methods and procedures for small computer systems, and sub-system of larger systems.</li> <li>• Develop, test and implement small computer systems, and sub-systems of larger systems.</li> <li>• Produce forms, manuals, programs, data files, and procedures for system and/or applications.</li> </ul>	

**Table 2 – Programmer, Level 2**

<b>Category</b>	<b>Programmer, Level 2</b>
<b>Minimum years of experience in this specific category</b>	<ul style="list-style-type: none"> <li>• 5 years experience in the last 10 years.</li> </ul>
<b>Qualifications and Security Clearance</b>	
<p>The Programmer, Level 2 must have the following minimum qualifications and security clearance:</p> <ul style="list-style-type: none"> <li>• A minimum of five (5) years experience as a Programmer within the past ten (10) years.</li> <li>• Security Clearance: Enhanced Reliability.</li> </ul>	
<b>Responsibilities include, but are not limited to:</b>	
<ul style="list-style-type: none"> <li>• Create and modify code and software.</li> <li>• Create and modify screens and reports.</li> <li>• Gather and analyze data for the conduct of studies to establish the technical and economic feasibility of proposed computer systems, and for the development of functional and system design specifications.</li> <li>• Design methods and procedures for small computer systems, and sub-system of larger systems.</li> <li>• Develop, test and implement small computer systems, and sub-systems of larger systems.</li> <li>• Produce forms, manuals, programs, data files, and procedures for system and/or applications.</li> </ul>	

**Table 3 – Test Coordinator, IT**

<b>Category</b>	<b>Test Coordinator, IT</b>
<b>Minimum years of experience in this specific category</b>	<ul style="list-style-type: none"> <li>• Minimum of 5 years experience</li> </ul>
<b>Qualifications and Security Clearance</b>	
The Test Coordinator, IT must have the following minimum qualifications and security clearance: <ul style="list-style-type: none"> <li>• A minimum of five (5) years experience as a Test Coordinator, IT.</li> <li>• Security Clearance: For Series 2: Enhanced Reliability.</li> </ul>	
<b>Responsibilities include, but are not limited to:</b>	
<ul style="list-style-type: none"> <li>• Provide advice, guidance and coordination efforts for test strategies and plans, selection of automated testing tools, and identification of resources required for testing.</li> <li>• Plan, organize, and schedule testing efforts for large systems, including the execution of systems integration tests, specialized tests, and user acceptance testing (e.g., stress tests).</li> </ul>	

**Table 4 – Tester**

<b>Category</b>	<b>Tester</b>
<b>Minimum years of experience in this specific category</b>	<ul style="list-style-type: none"> <li>• Minimum of 3 years experience</li> </ul>
<b>Qualifications and Security Clearance</b>	
The Tester must have the following minimum qualifications and security clearance: <ul style="list-style-type: none"> <li>• A minimum of three (3) years experience as a Tester.</li> <li>• Security Clearance: Enhanced Reliability.</li> </ul>	
<b>Responsibilities include, but are not limited to:</b>	
<ul style="list-style-type: none"> <li>• Test planning and coordination.</li> <li>• Supervision of testing in accordance with the plan.</li> <li>• Management and monitoring of test plans for all levels of testing</li> <li>• Management of walkthroughs and reviews related to testing and implementation readiness.</li> <li>• Status reporting.</li> <li>• Development of test scenarios and test scripts.</li> <li>• Establishing and maintaining source and object code libraries for a multi-platform, multi-operating system environment.</li> </ul>	



- Establishing software testing procedures for unit test, integration testing and regression testing with emphasis on automating the testing procedures.
- Establishing and operating “interoperability” testing procedures to ensure that the interaction and co-existence of various software elements, which are proposed to be distributed on the common infrastructure, conform to appropriate departmental standards (e.g, For performance, compatibility, etc.) and have no unforeseen detrimental effects on the shared infrastructure.
- Establishing a validation and verification capability which assumes functional and performance compliance.

**Table 5 – Content Author**

<b>Category</b>	<b>Content Author</b>
<b>Minimum years of experience in this specific category</b>	<ul style="list-style-type: none"> <li>• Minimum of 3 years experience</li> </ul>
<b>Qualifications and Security Clearance</b>	
The Content Author must have the following minimum qualifications and security clearance: <ul style="list-style-type: none"> <li>• A minimum of three (3) years experience as a Content Author.</li> <li>• Security Clearance: Enhanced Reliability. For Series 2: Enhanced Reliability. For Series 3: Secret.</li> </ul>	
<b>Responsibilities include, but are not limited to:</b>	
<ul style="list-style-type: none"> <li>• Perform ad hoc research to develop and produce new web based and print content.</li> <li>• Function as moderator and administrator for onsite asynchronous message boards and blogs</li> <li>• Add to creative and strategic ideas.</li> <li>• Develop content to demonstrate impact.</li> <li>• Utilize industry and organizational knowledge to develop ideas and content.</li> <li>• Maintain clips process and determine efficiency and effectiveness methods</li> <li>• Gain understanding of in-house content creation tools and quality standards.</li> <li>• Change to new content requirements, digital tools and collaborators.</li> </ul>	

**Table 6 – Database Manager**

<b>Category</b>	<b>Database Manager</b>
<b>Minimum years of experience in this specific category</b>	<ul style="list-style-type: none"> <li>• Minimum of 5 years experience</li> </ul>
<b>Qualifications and Security Clearance</b>	

<p>The Database Manager must have the following minimum qualifications and security clearance:</p> <ul style="list-style-type: none"> <li>• A minimum of five (5) years experience as a Database Manager.</li> <li>• Security Clearance: Enhanced Reliability.</li> </ul>
<p><b>Responsibilities include, but are not limited to:</b></p>
<ul style="list-style-type: none"> <li>• Manage a team of professionals to design and develop database systems.</li> <li>• Provide guidance to database team on database structures and features.</li> <li>• Create standard procedures to enhance scalability and performance of existing database architecture.</li> <li>• Troubleshoot complex database issues in accurate and timely manner.</li> <li>• Maintain database disaster recovery and business continuity procedures to ensure continuous availability and speedy recovery.</li> <li>• Supervise installation, migration and upgrade of databases</li> <li>• Ensure that database is developed according to business requirements</li> <li>• Prepare reports on database scalability and capacity planning as needed.</li> <li>• Identify and resolve database issues related to performance and capacity</li> <li>• Oversee day-to-day activities of database team.</li> <li>• Develop best practices for performance and operational efficiency.</li> <li>• Ensure database management and maintenance tasks are performed effectively</li> <li>• Conduct training programs for staff on database development and maintenance procedures</li> <li>• Perform regular audits to ensure data integrity and quality</li> <li>• Provide regular updates to management on database project status</li> </ul>

**Table 7 – Database Designer**

Category	Database Designer
Minimum years of experience in this specific category	<ul style="list-style-type: none"> <li>• Minimum of 5 years experience</li> </ul>
<b>Qualifications and Security Clearance</b>	
<p>The Database Designer must have the following minimum qualifications and security clearance:</p> <ul style="list-style-type: none"> <li>• A minimum of five (5) years experience as a Database Designer.</li> <li>• Security Clearance: Enhanced Reliability.</li> </ul>	
<b>Responsibilities include, but are not limited to:</b>	
<ul style="list-style-type: none"> <li>• Design and implement database systems to support various IT projects.</li> <li>• Provide programming and troubleshooting support for database systems.</li> <li>• Review process design and recommend improvements.</li> <li>• Perform database upgrades to support project needs.</li> </ul>	

- Perform data backup and restoration on regular basis.
- Optimize database systems for performance efficiency.
- Determine system requirements, hardware limitations and operating requirements for database development.
- Help the Director to allocate resources for database design and implementation.
- Maintain documentations on database design, functionality and specification.
- Develop database specification and configuration files for management.
- Collaborate with quality assurance and production teams for the design, development and testing of database systems.
- Act as a primary contact for addressing database related queries.
- Resolve database maintenance issues in timely and accurate manner.
- Manage database project to ensure timely completion.
- Design and implement databases as per the design standards

**Table 8 – Database Administrator, Level 3**

Category	Database Administrator, Level 3
<b>Minimum years of experience in this specific category</b>	<ul style="list-style-type: none"> <li>• Minimum of 10 years experience</li> </ul>
<b>Qualifications and Security Clearance</b>	
<p>The Database Administrator, Level 3 must have the following minimum qualifications and security clearance:</p> <ul style="list-style-type: none"> <li>• A minimum of ten (10) years experience as a Database Administrator or the equivalent of education and work experience.</li> <li>• Security Clearance: Enhanced Reliability. For Series 2: Enhanced Reliability. For Series 3: Secret.</li> </ul>	
<b>Responsibilities include, but are not limited to:</b>	
<ul style="list-style-type: none"> <li>• Customize database conversion routines.</li> <li>• Finalize Conversion Strategy.</li> <li>• Generate new database with the client.</li> <li>• Maintain data dictionaries.</li> <li>• Develop and implement procedures that will ensure the accuracy, completeness, and timeliness of data stored in the database.</li> <li>• Develop and implement security procedures for the database, including access and user account management.</li> <li>• Advise programmers, analysts, and users about the efficient use of data.</li> <li>• Maintain configuration control of the database.</li> <li>• Perform and/or coordinate updates to the database design.</li> <li>• Control and coordinate changes to the database, including the deletion of records, changes to</li> </ul>	

the existing records, and additions to the database.

- Develop and coordinate back-up, disaster recovery, business continuity and virus protection procedures

**Table 9 – Technical Architect**

Category	Technical Architect
<b>Minimum years of experience in this specific category</b>	<ul style="list-style-type: none"> <li>• Minimum of 5 years experience</li> </ul>
<b>Qualifications and Security Clearance</b>	
The Technical Architect must have the following minimum qualifications and security clearance: <ul style="list-style-type: none"> <li>• A minimum of five (5) years experience as a Technical Architect.</li> <li>• Security Clearance: Enhanced Reliability.</li> </ul>	
<b>Responsibilities include, but are not limited to:</b>	
<ul style="list-style-type: none"> <li>• Develop technical architectures, framework and strategies, either for an organization or for a major application area, to meet the business and application requirements.</li> <li>• Identify policies and requirements that drive out a particular solution.</li> <li>• Analyze and evaluate alternative technology solutions to meet business problems.</li> <li>• Ensure the integration of all aspects of technology solutions.</li> <li>• Evaluate hardware and software relative to their ability to support specified requirements and, by determining potential and actual bottlenecks, and improve system performance through recommend hardware changes.</li> <li>• Review computer software systems and data requirements as well as communication and response needs and determine operating systems and languages needed to support them.</li> </ul>	

**Table 10 – Technology Architect, Software Level 3**

Category	Technology Architect, Level 3
<b>Minimum years of experience in this specific category</b>	<ul style="list-style-type: none"> <li>• Minimum of 10 years experience</li> </ul>
<b>Qualifications and Security Clearance</b>	
The Technology Architect, Software Level 3 must have the following minimum qualifications and security clearance:	

<ul style="list-style-type: none"> <li>• A minimum of ten (10) years experience as a Technology Architect or the equivalent of education and work experience.</li> <li>• Security Clearance: Enhanced Reliability.</li> </ul>
<b>Responsibilities include, but are not limited to:</b>
<ul style="list-style-type: none"> <li>• Develop technical architectures, frameworks and strategies, either for an organization or for a major application area, to meet the business and application requirements.</li> <li>• Identify the policies and requirements that drive out a particular solution.</li> <li>• Analyze and evaluate alternative technology solutions to meet business problems.</li> <li>• Ensures the integration of all aspects of technology solutions.</li> <li>• Monitor industry trends to ensure that solutions fit with government and industry directions for technology.</li> <li>• Provide information, direction and support for emerging technologies.</li> <li>• Perform impact analysis of technology changes.</li> <li>• Provide support to applications and/or technical support teams in the proper application of existing infrastructure.</li> <li>• Review application and program design or technical infrastructure design to ensure adherence to standards and to recommend performance improvements.</li> </ul>

**Table 11 – Applications Product Specialist**

<b>Category</b>	<b>Applications Product Specialist</b>
<b>Minimum years of experience in this specific category</b>	<ul style="list-style-type: none"> <li>• Minimum of 5 years experience</li> </ul>
<b>Qualifications and Security Clearance</b>	
<p>The Applications Product Specialist must have the following minimum qualifications and security clearance:</p> <ul style="list-style-type: none"> <li>• A minimum of five (5) years experience as an Applications Product Specialist.</li> <li>• Security Clearance: Enhanced Reliability.</li> </ul>	
<b>Responsibilities include, but are not limited to:</b>	
<ul style="list-style-type: none"> <li>• Assist in installation, maintenance and commissioning of products</li> <li>• Assist product teams in resolving production design, development and marketing issues</li> <li>• Create analytical methods for new market expansions.</li> <li>• Develop strong understanding of new and existing products and their attributes</li> <li>• Review product performance against client requirements so as to deliver optimal product.</li> <li>• Provide assistance in preparing marketing collaterals.</li> <li>• Assist the Product Manager in customer issue resolution.</li> <li>• Assist customers and sales personnel in product development support.</li> </ul>	

- Develop training programs and educational workshops for marketing teams.
- Identify business development opportunities by analyzing market trends and competitive information.
- Develop ideas for business process simplification and cost reduction initiatives.

**Table 12 – Archivist**

Category	Archivist
<b>Minimum years of experience in this specific category</b>	<ul style="list-style-type: none"> <li>• Minimum of six (6) months of relevant experience is required.</li> </ul>
<b>Qualifications and Security Clearance</b>	
<p>The Archivist must have the following minimum qualifications and security clearance:</p> <ul style="list-style-type: none"> <li>• A minimum of six (6) months experience as an Archivist.</li> <li>• Security Clearance: Enhanced Reliability. For Series 2: Enhanced Reliability. For Series 3: Secret.</li> </ul>	
<b>Responsibilities include, but are not limited to:</b>	
<ul style="list-style-type: none"> <li>• Assisting in the planning and performance of studies related to library services, operations, equipment and programs.</li> <li>• Assisting in the development of library policy, procedures, collections and library applications.</li> <li>• Providing information on archival standards using specialized reference tools and automated retrieval systems.</li> <li>• Arranging, describing and cataloguing documentary heritage fonds and collections.</li> <li>• Assisting in the development of systems to access library collections.</li> <li>• Providing references services.</li> </ul>	

**Table 13 – Records Management Specialist**

Category	Records Management Specialist
<b>Minimum years of experience in this specific category</b>	<ul style="list-style-type: none"> <li>• Minimum of 5 years experience</li> </ul>
<b>Qualifications and security Clearance</b>	
<p>The Records Management Specialist must have the following minimum qualifications and security clearance:</p> <ul style="list-style-type: none"> <li>• A minimum of five (5) years experience as a Records Management Specialist.</li> <li>• Security Clearance: Enhanced Reliability.</li> </ul>	

<b>Responsibilities include, but are not limited to:</b>	
<ul style="list-style-type: none"> <li>• Collecting, crating, receiving and/or capturing information.</li> <li>• Organizing, using, and/or disseminating information.</li> <li>• Maintaining, storing and/or preserving information.</li> <li>• Disposing of information.</li> <li>• Coordinating management of an organization's information-based resources, including its information holdings and investment in technology.</li> <li>• Planning, directing and controlling all of the organization's information-based resources to meet corporate goals and to deliver programs and services.</li> <li>• Coordinating of information storage requirements and interface with Information Technology.</li> <li>• Providing document and records management.</li> <li>• Coordination Access to Information and Privacy Act requirements.</li> <li>• Defining produce business requirement document.</li> <li>• Conducting subject-specific research in the archival holdings of federal departments and agencies.</li> <li>• Producing professional research reports based on detailed research into federal records.</li> <li>• Developing, organizing, monitoring, conducting and reporting on sustained archival research projects.</li> <li>• Identifying, classifying, archiving, preserving, and destroying records.</li> <li>• Responsible for the efficient and systematic control of the creation, receipt, maintenance, use and disposition of records, including the processes for capturing and maintaining evidence of and information about business activities and transactions in the form of records.</li> <li>• Managing a library or a library service.</li> <li>• Cataloguing, indexing and classifying information audio-visual and electronic documents.</li> <li>• Organizing and maintaining "virtual" services.</li> <li>• Establishing and implementing metadata standards and guidelines.</li> <li>• Analyzing and reporting on the effectiveness of the implementation of information management standards.</li> <li>• Identifying and analyzing content management issues and providing recommendations to management for improvement.</li> <li>• Delivering research and reference services.</li> <li>• Searching online systems and the web to find information and delivering library services.</li> <li>• Provide advice and guidance in the field of recordkeeping as relates to Capacity Building, Legacy Records Management and e-Records Sustainability.</li> <li>• Provide advice and guidance in the field of Recordkeeping as relates to the implementation of Recordkeeping policy, regulations and legal requirements.</li> <li>• Provide assistance in the monitory and evaluation of the Recordkeeping policies and regulations.</li> </ul>	

**Table 14 – Preparation Technician**

<b>Category</b>	<b>Preparation Technician</b>
<b>Minimum years of experience in this specific</b>	<ul style="list-style-type: none"> <li>• <b>Level 1: 6 months to 1 year of experience</b></li> <li>• <b>Level 2: 1 to 3 years of experience</b></li> </ul>

<b>category</b>	<ul style="list-style-type: none"> <li>• <b>Level 3: &gt;3 years of experience</b></li> </ul>
<b>Qualifications and Security Clearance</b>	
<ul style="list-style-type: none"> <li>• <b>Level 1: 6 months to 1 year of experience</b></li> <li>• <b>Level 2: 1 to 3 years of experience</b></li> <li>• <b>Level 3: &gt;3 years of experience</b></li> <li>• Security Clearance: For Series 2: Enhanced Reliability. For Series 3: Secret.</li> </ul>	
<b>Responsibilities include, but are not limited to:</b>	
As determined by the bidder.	

**Table 15 – Imaging Technician**

<b>Category</b>	<b>Level 3 Imaging Technician</b>
<b>Minimum years of experience in this specific category</b>	<ul style="list-style-type: none"> <li>• <b>Level 1: &lt;1 years of experience</b></li> <li>• <b>Level 2: 1-&lt;3 years of experience</b></li> <li>• <b>Level 3: 3+ years of experience</b></li> </ul>
<b>Qualifications and security Clearance</b>	
<p>The Level 3 Imaging Technician must have the following minimum qualifications and security clearance:</p> <ul style="list-style-type: none"> <li>• <b>Level 1: &lt;1 years of experience</b></li> <li>• <b>Level 2: 1-&lt;3 years of experience</b></li> <li>• <b>Level 3: 3+ years of experience</b></li> <li>• Security Clearance: For Series 2: Enhanced Reliability. For Series 3: Secret.</li> </ul>	
<b>Responsibilities include, but are not limited to:</b>	
<ul style="list-style-type: none"> <li>• Scan objects/documents and create corresponding records as defined in the TA and associated project standards;</li> <li>• Perform data entry and transcribe information fields found on the material to be digitized or on the digitized images (for example: name, title, page number).</li> <li>• Review any ongoing modifications to work processes;</li> <li>• Oversee and review the work of each Intermediate Imaging Technician to ensure that errors are corrected;</li> <li>• As required, submit weekly progress reports to the Project Manager, including any oddities in the data, work progress, and digitization process, etc.;</li> <li>• Provide supervision, training, and orientation to Intermediate Imaging Technicians, and resolution of any issues arising from the work.</li> </ul>	



**Table 16 – Data Entry Technician**

Category	Data Entry Technician
<b>Minimum years of experience in this specific category</b> <ul style="list-style-type: none"> <li>•</li> </ul>	<ul style="list-style-type: none"> <li>• Level 1: &lt;1 years of experience</li> <li>• Level 2: 1-&lt;3 years of experience</li> <li>• Level 3: 3+ years of experience</li> </ul>
<b>Qualifications and Security Clearance</b>	
The Data Entry Technician must have the following minimum qualifications and security clearance: <ul style="list-style-type: none"> <li>• Level 1: &lt;1 years of experience</li> <li>• Level 2: 1-&lt;3 years of experience</li> <li>• Level 3: 3+ years of experience</li> <li>• Security Clearance: Enhanced Reliability. For Series 2: Enhanced Reliability. For Series 3: Secret.</li> </ul>	
<b>Responsibilities include, but are not limited to:</b>	
<ul style="list-style-type: none"> <li>• Set up and operate key driven (numeric; alphabetic or alpha-numeric) systems to transcribe coded, statistical and other information from source materials onto tapes, disks, diskettes or other recording media in a form suitable for computer processing.</li> <li>• Entering alphabetic, numeric, or symbolic data from source documents following a predetermined format.</li> <li>• Receiving and registering invoices, forms, records and other documents for data capture</li> <li>• Verifying accuracy and completeness of data prior to supervisor's check</li> </ul>	

**Table 17 – Production Supervisor**

Category	Production Supervisor
<b>Minimum years of experience in this specific category</b>	<ul style="list-style-type: none"> <li>• Minimum of 5 years experience</li> </ul>
<b>Qualifications and Security Clearance</b>	
The Production Supervisor must have the following minimum qualifications and security clearance: <ul style="list-style-type: none"> <li>• A minimum of five (5) years experience as a Supervisor.</li> <li>• Security Clearance: For Series 2: Enhanced Reliability. For Series 3: Secret.</li> </ul>	
<b>Responsibilities include, but are not limited to:</b>	

- Identify all issues in team and provide continuous support to all members according to operating standards on everyday basis
- Supervise effective working of production personnel and prepare effective production schedules and ensure compliance to all company policies.
- Administer all work according to quality control and assurance requirements and recommend strategies to improve processes and reduce goals.
- Maintain records of all data attendance and provide effective training to all staff members.
- Coordinate with equipment and process teams and ensure compliance to all protocols and maintain product quality.
- Prepare vacation schedule for all employees and ensure no effect to production.
- Manage and prioritize all production processes and implement all production plans.
- Ensure compliance to all local policies to achieve all production objectives and provide appropriate feedback to all employees.
- Develop and maintain effective relations with all company employees at various levels of organization.
- Prepare necessary paperwork and administer all invoices on spreadsheet and maintain records of all documents.
- Analyze staffing requirements and ensure efficient compliance to production schedules and budget for all production process.
- Evaluate and maintain all department budgets and analyze all variances for same.
- Maintain and provide support programs and prepare training program.
- Ensure compliance to workplace policies according to safety objectives.

**Table 18 – Conversion Solutions Architect**

Category	Conversion Solutions Architect
<b>Minimum years of experience in this specific category</b>	<ul style="list-style-type: none"> <li>• Minimum of 1 year experience</li> </ul>
<b>Qualifications and Security Clearance</b>	
The Conversion Solutions Architect must have the following minimum qualifications and security clearance: <ul style="list-style-type: none"> <li>• A minimum of one (1) year experience as a Conversion Solutions Architect.</li> <li>• Security Clearance: For Series 2: Enhanced Reliability. For Series 3: Secret</li> </ul>	
<b>Responsibilities include, but are not limited to:</b>	
As determined by the bidder in the normal course of business.	

**Table 19 – Document Conversion Production Expert**

Category	Document Conversion Production Expert
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<b>Minimum years of experience in this specific category</b>	<ul style="list-style-type: none"> <li>Minimum of 1 year experience</li> </ul>
<b>Qualifications and Security Clearance</b>	
<p>The Document Conversion Production Expert must have the following minimum qualifications and security clearance:</p> <ul style="list-style-type: none"> <li>A minimum of one (1) year experience as a Document Conversion Production Expert.</li> <li>Security Clearance: For Series 2: Enhanced Reliability. For Series 3: Secret</li> </ul>	
<b>Responsibilities include, but are not limited to:</b>	
As determined by the bidder in the normal course of business.	

## 24. Reference Materials

Title	Source
Handling and Safeguarding of Classified and Protected Information and Assets	<a href="http://ssi-iss.tpsgc-pwgsc.gc.ca/msi-ism/ch5-eng.html">http://ssi-iss.tpsgc-pwgsc.gc.ca/msi-ism/ch5-eng.html</a>
G1-009 Transport and Transmittal of Protected and Classified Information	<a href="http://www.rcmp-grc.gc.ca/physec-secmat/res-lim/pubs/g1-009-eng.htm">http://www.rcmp-grc.gc.ca/physec-secmat/res-lim/pubs/g1-009-eng.htm</a>
MIL-STD-105E	<a href="https://archive.org/stream/MIL-STD-105E_1/MIL-STD-105E#page/n0/mode/2up">https://archive.org/stream/MIL-STD-105E_1/MIL-STD-105E#page/n0/mode/2up</a>
CGSB standards and their successors: CAN/CGSB 72.34-2005 – Electronic Records as Documentary Evidence	<a href="http://www.scc.ca/en/standardsdb/standards/22952">http://www.scc.ca/en/standardsdb/standards/22952</a>
CAN/CGSB-72.11-93- Microfilm and Electronic Image as Documentary Evidence	<a href="http://www.scc.ca/en/standardsdb/standards/5525">http://www.scc.ca/en/standardsdb/standards/5525</a>
ISO 216 Writing paper and certain classes of	<a href="http://www.iso.org/iso/catalogue_detail.htm?csnumber=36631">http://www.iso.org/iso/catalogue_detail.htm?csnumber=36631</a>

printed matter -- Trimmed sizes -- A and B series, and indication of machine direction	
The ISO 27000 series of standards - for information security matters	<a href="http://www.27000.org/index.htm">http://www.27000.org/index.htm</a>
ISO 9001 Quality Management Systems	<a href="http://www.iso.org/iso/home/store/catalogue_tc/catalogue_detail.htm?csnumber=46486">http://www.iso.org/iso/home/store/catalogue_tc/catalogue_detail.htm?csnumber=46486</a>
Library and Archives Canada (LAC)  Local Digital Format Registry (LDFR)  File Format Guidelines for Preservation and Long- term Access	<a href="http://www.collectionscanada.gc.ca/obj/012018/f2/012018-2200-e.pdf">http://www.collectionscanada.gc.ca/obj/012018/f2/012018-2200-e.pdf</a>
Guidelines for Physical Digital Storage Media  Library and Archives Canada in collaboration with Archives of Ontario and Saskatchewan Archives Board	<a href="http://www.collectionscanada.gc.ca/obj/012018-8000-e.pdf">www.collectionscanada.gc.ca/obj/012018-8000-e.pdf</a>
<i>Clearing and Declassifying Electronic Data Storage Devices (ITSG-06)</i>	<a href="https://www.cse-cst.gc.ca/en/node/270/html/10572">https://www.cse-cst.gc.ca/en/node/270/html/10572</a>

### Federal Government Reference Materials

Title	Source
TBS Privacy Policy Suite and related instruments	<a href="http://www.tbs-sct.gc.ca/pol/about-apropos-eng.aspx">http://www.tbs-sct.gc.ca/pol/about-apropos-eng.aspx</a> <a href="http://www.cra-arc.gc.ca/gncy/prvcy/pia-efvp/menu-eng.html">http://www.cra-arc.gc.ca/gncy/prvcy/pia-efvp/menu-eng.html</a>
TBS Policy on Government Security	<a href="http://www.tbs-sct.gc.ca/pol/doc-eng.aspx?id=16578">http://www.tbs-sct.gc.ca/pol/doc-eng.aspx?id=16578</a>

and related instruments and standards	
Treasury Board of Canada Secretariat Information Management Policy	<a href="http://www.tbs-sct.gc.ca/pol/doc-eng.aspx?id=12742&amp;section=text">http://www.tbs-sct.gc.ca/pol/doc-eng.aspx?id=12742&amp;section=text</a>
Treasury Board of Canada Secretariat Information Management Policy: Roles & Responsibilities	<a href="http://www.tbs-sct.gc.ca/pol/doc-eng.aspx?id=12754">http://www.tbs-sct.gc.ca/pol/doc-eng.aspx?id=12754</a>
Treasury Board of Canada Secretariat Standard on Metadata	<a href="http://www.tbs-sct.gc.ca/pol/doc-eng.aspx?id=18909&amp;section=text">http://www.tbs-sct.gc.ca/pol/doc-eng.aspx?id=18909&amp;section=text</a>
Library and Archives (LAC) Government of Canada Records Management Metadata Standard	<a href="http://www.collectionscanada.gc.ca/government/products-services/007002-5001-e.html">http://www.collectionscanada.gc.ca/government/products-services/007002-5001-e.html</a>
Canada Evidence Act (R.S., 1985, c. C-5)	<a href="http://laws.justice.gc.ca/eng/C-5/">http://laws.justice.gc.ca/eng/C-5/</a>
The Privacy Act	<a href="http://laws.justice.gc.ca/en/P-21/index.html">http://laws.justice.gc.ca/en/P-21/index.html</a>
The Access to Information Act (ATIA)	<a href="http://laws.justice.gc.ca/en/A-1/index.html">http://laws.justice.gc.ca/en/A-1/index.html</a>
Access to Information and Privacy legislation (ATIP)	<a href="http://www.justice.gc.ca/atip-aiprp/home-accueil-eng.asp">http://www.justice.gc.ca/atip-aiprp/home-accueil-eng.asp</a>
Personal Information and Protection of Documents Act (PEPIDA)	<a href="http://laws.justice.gc.ca/eng/P-8.6/page-1.html">http://laws.justice.gc.ca/eng/P-8.6/page-1.html</a>
IT Security Risk Management: A Lifecycle Approach	<a href="https://www.cse-cst.gc.ca/en/publication/itsg-33">https://www.cse-cst.gc.ca/en/publication/itsg-33</a>
Treasury Board of Canada Secretariat Access to Information Policy	<a href="http://www.tbs-sct.gc.ca/pol/doc-eng.aspx?id=12453">http://www.tbs-sct.gc.ca/pol/doc-eng.aspx?id=12453</a>
Treasury Board of Canada Secretariat Directive on Record Keeping	<a href="http://www.tbs-sct.gc.ca/pol/doc-eng.aspx?id=16552">http://www.tbs-sct.gc.ca/pol/doc-eng.aspx?id=16552</a>
Library and Archives Canada – Multi-Institutional Disposition Authorities (MIDA)- Record Disposition Authority 96/023	<a href="http://www.collectionscanada.gc.ca/obj/007007/f2/007007-1008.09-e.pdf">http://www.collectionscanada.gc.ca/obj/007007/f2/007007-1008.09-e.pdf</a>

**Any Client or department specific policy, guidelines or legislation will be made available in the TA.**

## **Glossary**

Coding – Data Entry of index fields and metadata

Scanning – Data Capture of a record into electronic format

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Buyer ID - Id de l'acheteur

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# **Appendix 1 to Annex A**

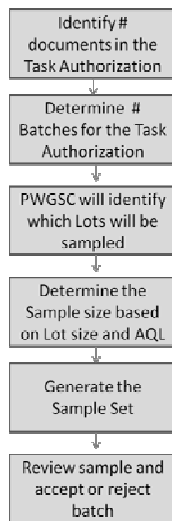
## **Quality**

## Appendix 1 to Annex A: Quality

The example below is for 2.5% Acceptable Quality Level (AQL) and is provided for illustrative purposes.

### PWGSC Acceptable Quality Control Procedures

The acceptable quality control procedures for images, index coding and metadata coding will be done using the MIL-STD-105E standard<sup>1</sup> Table 1 – Sample size code letters and Table II-A Single sampling plans for normal inspection. Tables are available at: [https://archive.org/stream/MIL-STD-105E\\_1/MIL-STD-105E#page/n0/mode/2up](https://archive.org/stream/MIL-STD-105E_1/MIL-STD-105E#page/n0/mode/2up)



### Acceptable Quality Control Level (AQL)

Acceptable Quality Level for the purposes of the sampling inspection of coding and/or Imaging is 2.5%.

### Defect

A defect is a document or page that has not been imaged (number of pages in does not equal number of pages out), or that is non-conforming to technical imaging requirements, or that is non-conforming to index coding requirements and contains one or more coding errors per document. Coding errors are defined as any of the following:

- missing entries
- spelling errors
- incorrect numbers
- incorrect format

### Batch Size

A Batch Size is the quantity of documents coded per batch. Records are to be assembled into identifiable lots, sub-lots, batches. Each lot or batch will, as far as is practicable, consist of units of product records of a single type, grade, class, size and composition, manufactured imaged under essentially the same conditions and as essentially the same time. The lots or batches shall be identified by the contractor and will be kept intact in adequate and suitable storage space. A lot or batch size will not exceed 500,000.

### Sample Size

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<sup>1</sup> [https://archive.org/stream/MIL-STD-105E\\_1/MIL-STD-105E#page/n0/mode/2up](https://archive.org/stream/MIL-STD-105E_1/MIL-STD-105E#page/n0/mode/2up)



The Sample Size is defined as the quantity of documents to be inspected for quality control and determined by the AQL.

### **Sample Set**

The Sample Set is defined as a group of random documents selected from the inspection batch

### **Accept / Reject Criteria**

The AQL is 2.5%.

### **Determine Inspection Level and Sample Size**

Inspection level is based on MIL-STD-105E, Table 1 – Sample size code letters & Table II-A Single sampling plans for normal inspection.

### **Inspection Batch Size**

To determine number of documents in a batch to inspect, refer to Table 1 and locate corresponding batch size in the first column, then refer across table to General Inspection levels - column II and identify letter code for inspection size.

### **Sample Size**

In MIL-STD-105E Table II-A, find letter code identified in Table 1 in column one and locate sample size in adjacent column. .

### **Error Rate**

The error rate for sample size is located directly to the right of letter code under the AQL percentage (2.5%) which is the Accept / Reject Criteria for the batch.

### **Selection of Random Sample Documents**

A random selection of documents equal to the sample size must be selected from the batch for inspection.

A random sampling can be generated utilizing the random number function in a spreadsheet program. In Excel this function is accomplished by typing the random number function “=rand()” in the first cell (A1). In cell B1, multiply A1 times the batch size (I.e. 3,400) to get a document or record number in the appropriate range. Copy the formulas from A1 and B1 to the number of rows that correlates with the sample size (I.e. 200).

For example, applied for a sample size of 100, the following might be generated:

3	432	872	1,100	1,415	1,769	2,226	2,499	2,787	3,122
25	440	898	1,138	1,435	1,789	2,234	2,535	2,821	3,140
128	469	916	1,139	1,504	1,860	2,267	2,541	2,864	3,165
158	549	937	1,183	1,550	1,937	2,281	2,594	2,865	3,215
218	601	940	1,197	1,567	2,039	2,309	2,600	2,908	3,244
240	792	983	1,207	1,581	2,040	2,368	2,612	2,924	3,290
246	830	999	1,226	1,699	2,061	2,373	2,637	2,927	3,342
309	855	1,033	1,236	1,701	2,077	2,375	2,648	3,007	3,345
345	860	1,064	1,340	1,708	2,138	2,383	2,671	3,039	3,382
348	869	1,095	1,390	1,734	2,210	2,441	2,723	3,059	3,395

## Inspection and Review

The sample size documents will be reviewed for defects. One missed document or one non-conforming technical requirements or one non-conforming index coding on a document results in its rejection.

### Acceptance / Rejection of a Batch

For a batch to be accepted the number of documents rejected must not equal or exceed the error rate number as recorded in Table II-A for the sample size. Should the number of errors equal or exceed the reject number the entire batch is rejected and must be reviewed.

### Example

**Batch Size, Sample Size and Error Rate for a call-up batch ID.**

Documents Coded	10,200 for the Task Authorization
Batch Size	3,400 documents (10,200 / 3 = 3,400)
Code Letter	L (Table 1)
Sample Size	200 (Table 2)
Batch Accepted (AC)	10 errors or less (Table II)
Rejected (RE)	11 errors or more (Table II)

In this example, three batches of 3,400 documents are created. A random sample of 200 documents per batch is reviewed for errors.

A random sampling can be generated utilizing the random number function in a spreadsheet program. In Excel this function is accomplished by typing the random number function “=rand()” in the first cell (A1). In cell B1, multiply A1 times the batch size (i.e. 3,400) to get a document or record number in the appropriate range. Copy the formulas from A1 and B1 to the number of rows that correlates

### Quick Reference – Example of Correlation between Table 1 and Table 11.A

Batch or Batch size			General \inspection Level II (Table I: Sample size code letters)	Sample Size (Table II)	Allowable Errors in the Sample	
					To accept Batch	To reject Batch
0	to	500	H	50	3	4
501	to	1200	J	80	5	6
1,201	to	3,200	K	125	7	8
3,201	to	10,000	L	200	10	11
10,001	to	35,000	M	315	14	15
35,001	to	150,000	N	500	21	22
150,001	to	500,000	P	800	21	22
500,001	to	over	Q	1250	21	22



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# **Annex B**

## **Document Imaging Services**

### **Basis of Payment**

## **Basis of Payment**

### **1.0 GENERAL**

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

### **2.0 HARD COPY RECORDS OTHER THAN MICROFILM AND MICROFICHE**

The Contractor will be paid the firm all-inclusive unit prices, Goods and Services Tax (GST) or Harmonized Sales Tax (HST) extra, as applicable, as outlined in the TA document.

### **3.0 MICROFILM AND MICROFICHE**

The Contractor will be paid the firm all-inclusive unit prices, Goods and Services Tax (GST) or Harmonized Sales Tax (HST) extra, as applicable, as outlined in the TA document.

### **4.0 RECORDS WITH SPECIAL HANDLING REQUIREMENTS**

The Contractor will be paid the firm all-inclusive unit prices, Goods and Services Tax (GST) or Harmonized Sales Tax (HST) extra, as applicable, as outlined in the TA document.

### **5.0 BUSINESS PROCESSING**

The Contractor will be paid the firm all-inclusive unit prices, Goods and Services Tax (GST) or Harmonized Sales Tax (HST) extra, as applicable, as outlined in the TA document.

### **6.0 HISTORICAL AND SIGNIFICANT COLLECTIONS**

The Contractor will be paid the firm all-inclusive unit prices, Goods and Services Tax (GST) or Harmonized Sales Tax (HST) extra, as applicable, as outlined in the TA document.

### **7.0 OPTIONAL SERVICES**

The Contractor will be paid the firm all-inclusive unit prices, Goods and Services Tax (GST) or Harmonized Sales Tax (HST) extra, as applicable, as outlined in the TA document.

## 8.0 PROFESSIONAL SERVICES

### 8.1 Fixed Per Diem Professional Services Rates

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

Professional Service Category	Contract Year 1	Contract Year 2	Contract Year 3	Option Year 1	Option Year 2	Option Year 3
Programmer, level 3	\$	\$	\$	\$	\$	\$
Programmer, level 2	\$	\$	\$	\$	\$	\$
Test Coordinator, IT	\$	\$	\$	\$	\$	\$
Tester	\$	\$	\$	\$	\$	\$
Content Author	\$	\$	\$	\$	\$	\$
Database Manager	\$	\$	\$	\$	\$	\$
Database Designer	\$	\$	\$	\$	\$	\$
Database Administrator, level 3	\$	\$	\$	\$	\$	\$
Technical Architect	\$	\$	\$	\$	\$	\$
Technology Architect, Software	\$	\$	\$	\$	\$	\$
Applications Product Specialist	\$	\$	\$	\$	\$	\$
Archivist	\$	\$	\$	\$	\$	\$
Records Management Specialist	\$	\$	\$	\$	\$	\$
Preparation Technician, level 1	\$	\$	\$	\$	\$	\$
Preparation Technician, level 2	\$	\$	\$	\$	\$	\$
Preparation Technician, level 3	\$	\$	\$	\$	\$	\$
Imaging Technician, level 1	\$	\$	\$	\$	\$	\$
Imaging Technician, level 2	\$	\$	\$	\$	\$	\$
Imaging Technician, level 3	\$	\$	\$	\$	\$	\$
Data Entry Technician, level 1	\$	\$	\$	\$	\$	\$
Data Entry Technician, level 2	\$	\$	\$	\$	\$	\$
Data Entry Technician, level 3	\$	\$	\$	\$	\$	\$
Production Supervisor	\$	\$	\$	\$	\$	\$
Conversion Solutions Architect	\$	\$	\$	\$	\$	\$
Document	\$	\$	\$	\$	\$	\$

Conversion Production Expert						
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## 8.2 Additional Fixed Per Diem Labour Rates

Fixed per diem rates for Professional Services Categories not identified above and which are required for “as and when requested” Work to be performed in accordance with Article 7.1 of the Contract, Task Authorizations, will be negotiated as and when required by the Contracting Authority. Per diem rates shall be fair and reasonable and the Contractor must demonstrate they are not in excess of the best price for similar type quality and quantity of work. Canada reserves the right to apply Contract Cost Principles 1031-2 and the PWGSC departmental Profit Policy in effect at the time. The rates will only apply to the TA for which they were negotiated unless incorporated into the Contract through a formal Contract amendment issued by the Contracting Authority.

## 8.3 Definition of a Day/Proration

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

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

## 9 TRAVEL AND LIVING EXPENSES – TASK AUTHORIZATIONS – COST REIMBURSABLE

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

9.2 Travel and living expenses associated with the provision of any work required under a TA are included in the above stated fixed per diem labour rates if the work location is within 50 km of the personnel's primary place of business. Otherwise, travel and related living expenses are extra and will be paid in accordance with Article 9.1 above.

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

## 10 OTHER DIRECT COSTS

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

## **11 GOODS AND SERVICES TAX / HARMONIZED SALES TAX**

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

### **9.0 TIME VERIFICATION**

This article applies only to TAs utilizing the labour categories under Article 8.1 above.

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



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## **ANNEX C / ANNEXE C**

### **SECURITY REQUIREMENTS CHECK LIST (SRCL)**

### **LISTE DE VÉRIFICATION DES EXIGENCES RELATIVES À LA SÉCURITÉ (LVRS)**

# ANNEX C / ANNEXE C



Government of Canada  
Gouvernement du Canada

Contract Number / Numéro du contrat

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Security Classification / Classification de sécurité  
UNCLASSIFIED

## SECURITY REQUIREMENTS CHECK LIST (SRCL)

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

#### PART A - CONTRACT INFORMATION / PARTIE A - INFORMATION CONTRACTUELLE

1. Originating Government Department or Organization / Ministère ou organisme gouvernemental d'origine		Public Works and Government Services Canada	2. Branch or Directorate / Direction générale ou Direction ABCB	
3. a) Subcontract Number / Numéro du contrat de sous-traitance		3. b) Name and Address of Subcontractor / Nom et adresse du sous-traitant		
4. Brief Description of Work / Brève description du travail Digitization and indexing of documents up to Protected B level, with optional destruction and potential for electronic link to vendor.				
5. a) Will the supplier require access to Controlled Goods? Le fournisseur aura-t-il accès à des marchandises contrôlées?		<input checked="" type="checkbox"/>	No Non	Yes Oui
5. b) Will the supplier require access to unclassified military technical data subject to the provisions of the Technical Data Control Regulations? Le fournisseur aura-t-il accès à des données techniques militaires non classifiées qui sont assujetties aux dispositions du Règlement sur le contrôle des données techniques?		<input checked="" type="checkbox"/>	No Non	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	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	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	Yes Oui
7. a) Indicate the type of information that the supplier will be required to access / Indiquer le type d'information auquel le fournisseur devra avoir accès				
Canada <input checked="" type="checkbox"/>		NATO / OTAN <input type="checkbox"/>		Foreign / Étranger <input type="checkbox"/>
7. b) Release restrictions / Restrictions relatives à la diffusion				
No release restrictions Aucune restriction relative à la diffusion <input checked="" type="checkbox"/>		All NATO countries Tous les pays de l'OTAN <input type="checkbox"/>		No release restrictions Aucune restriction relative à la diffusion <input type="checkbox"/>
Not releasable À ne pas diffuser <input type="checkbox"/>		Restricted to: / Limité à: <input type="checkbox"/>		Restricted to: / Limité à: <input type="checkbox"/>
Specify country(ies): / Préciser le(s) pays:		Specify country(ies): / Préciser le(s) pays:		Specify country(ies): / Préciser le(s) pays:
7. c) Level of information / Niveau d'information				
PROTECTED A PROTÉGÉ A <input checked="" type="checkbox"/>		NATO UNCLASSIFIED NATO NON CLASSIFIÉ <input type="checkbox"/>		PROTECTED A PROTÉGÉ A <input type="checkbox"/>
PROTECTED B PROTÉGÉ B <input checked="" type="checkbox"/>		NATO RESTRICTED NATO DIFFUSION RESTREINTE <input type="checkbox"/>		PROTECTED B PROTÉGÉ B <input type="checkbox"/>
PROTECTED C PROTÉGÉ C <input type="checkbox"/>		NATO CONFIDENTIAL NATO CONFIDENTIEL <input type="checkbox"/>		PROTECTED C PROTÉGÉ C <input type="checkbox"/>
CONFIDENTIAL CONFIDENTIEL <input type="checkbox"/>		NATO SECRET NATO SECRET <input type="checkbox"/>		CONFIDENTIAL CONFIDENTIEL <input type="checkbox"/>
SECRET SECRET <input type="checkbox"/>		COSMIC TOP SECRET COSMIC TRÈS SECRET <input type="checkbox"/>		SECRET SECRET <input type="checkbox"/>
TOP SECRET TRÈS SECRET <input type="checkbox"/>				TOP SECRET TRÈS SECRET <input type="checkbox"/>
TOP SECRET (SIGINT) TRÈS SECRET (SIGINT) <input type="checkbox"/>				TOP SECRET (SIGINT) TRÈS SECRET (SIGINT) <input type="checkbox"/>



# ANNEX C / ANNEXE C



Government of Canada  
Gouvernement du Canada

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UNCLASSIFIED

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

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

If Yes, indicate the level of sensitivity:

Dans l'affirmative, indiquer le niveau de sensibilité :

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

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

Document Number / Numéro du document :

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

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

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

Special comments:

Commentaires spéciaux :

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

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

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

If Yes, will unscreened personnel be escorted?

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

☒ No ☐ Yes  
Non Oui

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

### INFORMATION / ASSETS / RENSEIGNEMENTS / BIENS

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

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

### PRODUCTION

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

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

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

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

TBS/SCT 350-103(2004/12)

Security Classification / Classification de sécurité

UNCLASSIFIED

Canada

# ANNEX C / ANNEXE C



Government  
of Canada

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

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

☒ No  
Non ☐ Yes  
Oui

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

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

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

☒ No  
Non ☐ Yes  
Oui

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

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



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

If Yes, indicate the level of sensitivity:  
Dans l'affirmative, indiquer le niveau de sensibilité :

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

Short Title(s) of material / Titre(s) abrégé(s) du matériel :  
Document Number / Numéro du document :

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

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

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

Special comments:

Commentaires spéciaux :

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

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

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

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

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

#### INFORMATION / ASSETS / RENSEIGNEMENTS / BIENS

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

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

#### PRODUCTION

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

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

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

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



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

For users completing the form **manually** use the summary chart below to indicate the category(ies) and level(s) of safeguarding required at the supplier's site(s) or premises.  
Les utilisateurs qui remplissent le formulaire **manuellement** doivent utiliser le tableau récapitulatif ci-dessous pour indiquer, pour chaque catégorie, les niveaux de sauvegarde requis aux installations du fournisseur.

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

SUMMARY CHART / TABLEAU RÉCAPITULATIF

Category Catégorie	PROTECTED PROTÉGÉ			CLASSIFIED CLASSIFIÉ			NATO				COMSEC			
	A	B	C	CONFIDENTIAL CONFIDENTIEL	SECRET	TOP SECRET TRÈS SECRET	NATO RESTRICTED NATO DIFFUSION RESTREINTE	NATO CONFIDENTIAL	NATO SECRET	COSMIC TOP SECRET COSMIC TRÈS SECRET	PROTECTED PROTÉGÉ			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 ☐ Yes  
Non Oui

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

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

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

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

☒ No ☐ Yes  
Non Oui

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

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

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# **Annex “D”**

## **Document Imaging Services**

## **Insurance Requirements**



## 1. Commercial General Liability Insurance

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

1.2 The Commercial General Liability policy must include the following:

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

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

**For the province of Quebec, send to:**

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

**For other provinces and territories, send to:**

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

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

## **1. Errors and Omissions Liability Insurance**

- 2.1 The Contractor must obtain Errors and Omissions Liability (a.k.a. Professional Liability) insurance, and maintain it in force throughout the duration of the Contract, in an amount usual for a contract of this nature but for not less than \$1,000,000 per loss and in the annual aggregate, inclusive of defence costs.
- 2.2 If the policy is written on a claims-made basis, coverage must be in place for a period of at least 12 months after the completion or termination of the Contract.
- 2.3 The following endorsement must be included:  
  
Notice of Cancellation: The Insurer will endeavour to provide the Contracting Authority thirty (30) days written notice of cancellation.

### **3. Automobile Liability Insurance**

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

3.2 The policy must include the following:

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

### **4. All Risk Property Insurance**

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

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

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

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

### **5. Warehouseman's Legal Liability Insurance**

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

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

5.3 The following endorsements must be included:

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

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

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File No. – N° du dossier  
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## **Annex “E”**

### **Document Imaging Services**

### **Task Authorization Form**

Solicitation No. – N° de l'invitation  
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Public Works and Government  
Services Canada

Travaux publics et Services  
gouvernementaux Canada

**Annex**  
**Annexe** \_\_\_\_\_

## Task Authorization Autorisation de tâche

Contract Number - Numéro du contrat

Contractor's Name and Address - Nom et l'adresse de l'entrepreneur	Task Authorization (TA) No. - N° de l'autorisation de tâche (AT)
	Title of the task, if applicable - Titre de la tâche, s'il y a lieu
	Total Estimated Cost of Task (Applicable taxes extra) Coût total estimatif de la tâche (Taxes applicables en sus) \$
Security Requirements: This task includes security requirements Exigences relatives à la sécurité : Cette tâche comprend des exigences relatives à la sécurité <input type="checkbox"/> No - Non <input type="checkbox"/> Yes - Oui If YES, refer to the Security Requirements Checklist (SRCL) included in the Contract Si OUI, voir la Liste de vérification des exigences relative à la sécurité (LVERS) dans le contrat	

### For Revision only - Aux fins de révision seulement

TA Revision Number, if applicable Numéro de révision de l'AT, s'il y a lieu	Total Estimated Cost of Task (Applicable taxes extra) before the revision Coût total estimatif de la tâche (Taxes applicables en sus) avant la révision \$	Increase or Decrease (Applicable taxes extra), as applicable Augmentation ou réduction (Taxes applicables en sus), s'il y a lieu \$
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**Start of the Work for a TA : Work cannot commence until a TA has been authorized in accordance with the conditions of the contract.**

**Début des travaux pour l'AT : Les travaux ne peuvent pas commencer avant que l'AT soit autorisée conformément au contrat.**

### 1. Required Work: - Travaux requis :

A. Task Description of the Work required - Description de tâche des travaux requis	See Attached - Ci-joint <input type="checkbox"/>
B. Basis of Payment - Base de paiement	See Attached - Ci-joint <input type="checkbox"/>
C. Cost of Task - Coût de la tâche	See Attached - Ci-joint <input type="checkbox"/>
D. Method of Payment - Méthode de paiement	See Attached - Ci-joint <input type="checkbox"/>

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

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

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

**Annex** \_\_\_\_\_  
**Annexe** \_\_\_\_\_

Contract Number - Numéro du contrat

## 2. Authorization(s) - Autorisation(s)

By signing this TA, the authorized client and (or) the PWGSC Contracting Authority certify(ies) that the content of this TA is in accordance with the conditions of the contract.

The client's authorization limit is identified in the contract. When the value of a TA and its revisions is in excess of this limit, the TA must be forwarded to the PWGSC Contracting Authority for authorization.

En apposant sa signature sur l'AT, le client autorisé et (ou) l'autorité contractante de TPSGC atteste(nt) que le contenu de cette AT respecte les conditions du contrat.

La limite d'autorisation du client est précisée dans le contrat. Lorsque la valeur de l'AT et ses révisions dépasse cette limite, l'AT doit être transmise à l'autorité contractante de TPSGC pour autorisation.

\_\_\_\_\_  
Name and title of authorized client - Nom et titre du client autorisé à signer

\_\_\_\_\_  
Signature

\_\_\_\_\_  
Date

\_\_\_\_\_  
PWGSC Contracting Authority - Autorité contractante de TPSGC

\_\_\_\_\_  
Signature

\_\_\_\_\_  
Date

## 3. Contractor's Signature - Signature de l'entrepreneur

\_\_\_\_\_  
Name and title of individual authorized - to sign for the Contractor  
Nom et titre de la personne autorisée à signer au nom de l'entrepreneur

\_\_\_\_\_  
Signature

\_\_\_\_\_  
Date

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

Amd. No. – N° de la modif.  
File No. – N° du dossier  
495xi.W8474-10-SP10

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

# Attachment 1 to Part 4

## Technical Bid



Introduction

- 1. The following elements of the Technical Bid will be evaluated and scored in accordance with specific evaluation criteria. It is imperative that these criteria be addressed in sufficient depth to allow for a complete assessment of capacity and capabilities.
- 2. Each Technical Bid will be evaluated solely on its content and as it relates to the Statement of Work. Bids should be clear and concise, following the order and numbering of the Statement of Work. The Bidders must clearly state and demonstrate in their bid if they are responsive or non-responsive with each mandatory requirement.
- 3. The Bidder must indicate below, by marking the box, the Series for which it is submitting bid(s) for. Bidding on one Series does not preclude a Bidder from bidding any other or all Series.

- ☐ Series 1 – Unclassified Documents
- ☐ Series 2 - Protected B Documents
- ☐ Series 3 – Secret Documents
- 
4. As R11, R12, R13 and Table 4 have security clearance information specific to each Series, the Bidder must be careful to provide the information applicable to the Series it is bidding on.

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

Table 1 Technical Bid					
SOW Section Number	Section Name / Evaluation Subject	Points Available	Submission Requirements	Compliant = Yes Non-Compliant = No	Evaluation Criteria
A	B	C	D	E	F
Section 1 – Overview of SOW and General Requirements					
	Corporate Capability	M1	<p>The Bidder must demonstrate its ability to provide services by providing the throughput in each of the last two (2) years, by facility, by entering the details in the EXCEL spreadsheet Appendix 1 to Technical Bid Tab A, Current Capability, columns A - S</p> <p>1. Annual throughput for:</p> <ul style="list-style-type: none"><li>a. Preparation</li><li>b. Scanning &gt; 8,000,000 pages and/or micrographic images</li><li>c. Coding</li><li>d. Mail pieces (e.g. envelopes) received and processed</li></ul> <p>A year can be a fiscal year or any twelve</p>	Yes No	<p>The response must state the Bidder’s compliancy with a Yes or No in column “E” and provide the completed Excel spreadsheet at Appendix 1 Tab A, Current Capability, columns A – S.</p> <p>Should the Bidder not provide a field of data, the entry will be considered as NIL.</p>

Table 1 Technical Bid					
SOW Section Number	Section Name / Evaluation Subject	Points Available	Submission Requirements	Compliant = Yes Non-Compliant = No	Evaluation Criteria
A	B	C	D	E	F
			(12) month period. The vendor must state the time period utilized for the throughput calculation.		

	<b>Corporate Capability</b>	<b>M2</b>	<p>The Bidder must demonstrate its Corporate Capability to provide the services required under this RFP by providing Customer Reference Summaries to support contract values, for a single project or a combination of projects performed concurrently, for \$250,000 or greater in the last two (2) years preceding bid closing.</p> <p>Each Customer Reference Summary must include the following information:</p> <p>a) Name of the Project</p> <p>b) A description of the project.</p> <p>c) A description of the services provided by the Bidder including:</p> <p>    i. The contract value.</p> <p>    ii. Volume of pages imaged</p> <p>    iii. Volume of documents imaged</p> <p>    iv. The period, including the start and end date.</p> <p>    v. Role of the Bidder in the referenced project.</p> <p>d) A description of the various resource categories provided by the Bidder</p> <p>e) a description of the role of the resources relative to the experience claimed in subsection “c)” above.</p> <p>f) Customer Project Authority contact name as well as an alternate contact name from the project along with their title, e-mail address and telephone</p>	<p>Yes</p> <p>No</p>	<p>The response must state the Bidder’s compliancy with a Yes or No in column “E” and in column “F” provide the Customer Reference Summaries detailed in column “D”</p>
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			<p>number.</p> <p>If any of the information required for the Customer Reference Summary is not provided with the bid, the Contracting Authority will provide the bidder with 2 working days (or longer if specified in writing by the Contracting Authority)to provide the necessary information to Canada.</p> <p>A year can be a fiscal year or any twelve (12) month period. The vendor must state the time period utilized for this response.</p> <p>Wherever information provided by a reference differs from the information supplied by the Bidder, the information supplied by the reference will be given precedence. Information provided by a reference can only be used to confirm passing a mandatory requirement or reduce the score on a rated criterion, not to pass a mandatory or increase a score.</p>		
CGSB Compliance	M3	<p>The bidder must either demonstrate compliance with the following standards by providing a written Statement of Compliance from a qualified independent third party at arm's length, or provide a statement that the Bidder will obtain a Statement of Compliance from an independent third party at arm's length within six (6) months of contract award. :</p>	<p>Yes No</p>	<p>The response must state the Bidder's compliancy with a Yes or No in column "E" and in column "F" provide either the current Statement of Compliance from a qualified independent third party at arm's length or a statement that the Bidder intends to obtain a Statement of Compliance from an independent third party at arm's length within six (6) months of contract award</p>	

			<ul style="list-style-type: none"><li>CAN/CGSB 72.34-2005-Electronic Records as Documentary Evidence</li><li>CAN/CGSB 72.11.93-Microfilm and Electronic Image as Documentary Evidence.</li></ul>			
SOW Section Number	Section Name / Evaluation Subject	Points Available	Submission Requirements	Acceptable Points	Evaluation Criteria	
A	B	C	D	E	F	
	Corporate Capability	R1  20 points	<p>The Bidder should demonstrate its ability to provide services by providing the throughput in each of the last two years, by facility, by entering the details in the EXCEL spreadsheet Appendix 1 to Technical Bid Tab A, Current Capability, columns A – S.</p> <p>A year can be a fiscal year or any twelve (12) month period. The vendor must state the time period utilized for the throughput calculation. If time the time period utilized for the throughput calculation is not provided with the bid, the Contracting Authority will provide the bidder with 2 working days (or longer if specified in writing by the Contracting Authority)to provide the necessary information to</p>	5 points	<p>The response should, at a minimum, address all items in column “D” and demonstrate that the Bidder has a minimum coding throughput of 12,000,000 in each of the last 2 years.</p> <p>A maximum of 20 points will be awarded as follows:</p> <ul style="list-style-type: none"><li>5 points for a minimum preparation of 12,000,000 pages throughput in each of the last two years to a maximum of 10 points, and</li><li>1 point for each additional preparation of 1,000,000 pages throughput annually in each of the last 2 years to a maximum of 10 points.</li></ul>	

		Canada.			
Corporate Capability	<b>R2</b> <b>5 points</b>	The Bidder should, on a per facility basis, demonstrate its current Corporate Capability to provide production level document imaging services by indicating what services and capabilities are currently available by completing the EXCEL spreadsheet Appendix 1 to Technical Bid, Tab B. Corporate Capability, columns A – H and R – AU.	2 points	<p>The response should, at a minimum, address all items in column “D” and demonstrate the current services and capabilities of the Bidder.</p> <p>A maximum of 5 points will be awarded as follows:</p> <ul style="list-style-type: none"><li>• 1 point for production level high speed conversion;</li><li>• 1 point for production level micrographic images;</li><li>• 1/2 point for each other production level services currently available up to 3 points.</li></ul>	
Corporate Capability	<b>R3</b> <b>10 points</b>	The Bidder should demonstrate its experience integrating imaging and data capture applications to the Government of Canada (GCDOCS) OpenText Content Server 2010 repository for the purposes of automatically uploading digital file content that may include but is not limited to PDF, TIFF, MS Word, and associated digital file metadata and indexing data by providing a Customer Reference Summary that clearly: <ul style="list-style-type: none"><li>a. Demonstrates experience successfully importing/uploading digital content and its associated metadata and index data from a imaging and data</li></ul>	0 points	<p>The response should, at a minimum, address all items in column “D” and demonstrate the Bidder’s experience integrating imaging and data capture applications to the Government of Canada (GCDOCS) OpenText Content Server 2010 repository for the purposes of automatically uploading digital file content that may include but is not limited to PDF, TIFF, MS Word, JPEG, and associated digital file metadata and indexing data.</p> <p>A maximum of 10 points will be awarded as follows:</p> <ul style="list-style-type: none"><li>a. 5 points for providing a description of the project and activities that demonstrate experience and expertise utilizing OpenText’s documented and recommended approach for integration to Content Server.</li><li>b. 5 points for providing a description of the project and activities that</li></ul>	

			<p>capture application into a GDOCS Content Server repository while maintaining document hierarchy/organization. Project must have been accepted into production.</p> <p>b. Demonstrate experience and expertise utilizing OpenText documented and recommended approach to integration to Content Server.</p> <p>For each demonstrated experience, the Bidder must provide a Customer Reference Summary:</p> <ul style="list-style-type: none"><li>• Client Organization Name</li><li>• Contact Name</li><li>• Contact Phone Number</li><li>• Date and duration of the project</li><li>• Description of the project</li></ul> <p>If any of the information required for the Customer Reference Summary is not provided with the bid, the Contracting Authority will provide the bidder with 2 working days (or longer if specified in writing by the Contracting Authority)to</p>			<p>demonstrate the successful import/upload of digital content and its associated metadata and index data from a imaging and data capture application into a GDOCS Content Server repository while maintaining document hierarchy/organization. The project must have been accepted into production.</p>
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			provide the necessary information to Canada.			
Corporate Capability	R4 10 Points	The Bidder should demonstrate its capability to service Canada by identifying the locations in which the bidder currently has digitization production level facilities or production level capture facilities and what digitization equipment and capabilities are currently available at those locations, by completing the EXCEL spreadsheet Appendix 1 to Technical Bid, Tab B Corporate Capability, columns A-Q.		1 points	<p>The response should, at a minimum, address all items in column “D” and clearly indicate the locations in which the Bidder currently has digitization production level facilities or production level capture facilities and the digitization equipment and capabilities currently available at those locations.</p> <p>A maximum of 10 points will be awarded as follows:</p> <ul style="list-style-type: none"><li>• 4 points for location in the NCR with scanning production level facilities;</li><li>• 1 point for each of the following regions in which the bidder currently has either a full digitization (high speed scanning and coding) production level facility or a production level capture facility to a maximum of 6 points:</li></ul> <ul style="list-style-type: none"><li>• British Columbia;</li><li>• Alberta and/or Saskatchewan and/or Manitoba;</li><li>• Quebec excluding NCR;</li><li>• Ontario excluding NCR;</li><li>• Atlantic Provinces (NB, NS, PEI, NFLD and Labrador)</li><li>• Nunavut and/or Northwest Territories and/or Yukon.</li></ul>	

Processes	R5 20 Points	<p>The Bidder should demonstrate complete end to end document management and tracking, by describing its process, as per but not limited to the requirements in Table 2 of this Technical Bid document, from receipt of documents and other materials to return or destruction of documents and other materials including but not limited to:</p> <ul style="list-style-type: none"><li>• Tracking process and methodology</li><li>• Control points</li><li>• Reporting</li><li>• Reporting availability to Canada</li><li>• Exception process and reporting</li></ul>	10 points	<p>The response should, at a minimum, address all items in column “D” and Table 2 and demonstrate that the Bidder has a clear understanding of the requirement for complete end to end document management and tracking</p> <p>A maximum of 20 points will be awarded as follows:</p> <p>a) 0 points Unacceptable Response – Based on the information provided, the response does not address the requirement or indicates a lack of understanding of the requirement or is generally a repetition of the requirement as stated in the RFP rather than a clear response that indicates an understanding of the requirement. May represent an unacceptable risk to the Client</p> <p>b) 10 points Minimum Acceptable Response – Based on the information provided, the response addresses only part of the requirement but the Bidder understands the requirement, has provided an acceptable process and it can and will satisfy the requirement. Minimal but acceptable risk to the Client.</p> <p>c) 15 points Good Response - Based on the information provided, the response adequately addresses most of the requirement and indicates that the Bidder has a sound understanding of the requirement and that it can and will satisfy the requirement . Minimal or no perceived risk to the Client.</p> <p>d) 20 points Excellent Response - Based on the information provided, the response fully meets the requirement and indicates that the Bidder has an excellent understanding of the requirement and that it can and will satisfy the requirement , possibly with added value. No perceived risk to the Client.</p>
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	<b>Processes</b>	<b>R6</b> <b>5 Points</b>	<p>The Bidder should describe its process to demonstrate the safeguarding of private information which must include incident management for privacy breach including but not limited to:</p> <ol style="list-style-type: none"><li>1. Client notification</li><li>2. Problem and Scope identification</li><li>3. Escalation process and timeliness</li><li>4. Corrective action</li><li>5. Root cause analysis</li></ol>	<p>2 points</p>	<p>The response should, at a minimum, address all items in column “D” and demonstrate that the Bidder has a clear understanding of the requirement and a process in place for the safeguarding of private information.</p> <p>A maximum of 5 points will be awarded as follows:</p> <p>a) 0 points Unacceptable Response– Based on the information provided, the response does not address the requirement or indicates a lack of understanding of the requirement or is generally a repetition of the requirement as stated in the RFP rather than a clear response that indicates an understanding of the requirement. May represent an unacceptable risk to the Client</p> <p>b) 2 points Minimum Acceptable Response – Based on the information provided, the response addresses only part of requirement but the Bidder understands the requirement, has provided an acceptable process and it can and will satisfy the requirement. Minimal but acceptable risk to the Client.</p> <p>c) 3 points Good Response - Based on the information provided, the response adequately addresses most of the requirement and indicates that the Bidder has a sound understanding of the requirement and that it can and will satisfy the requirement . Minimal or no perceived risk to the Client.</p> <p>d) 5 points Excellent Response - Based on the information provided, the response fully meets the requirement and indicates that the Bidder has an excellent understanding of the</p>

					requirement and that it can and will satisfy the requirement , possibly with added value. No perceived risk to the Client.
	<b>Processes</b>	<b>R7</b>  <b>5 Points</b>	<p>The Bidder should describe its process to demonstrate that:</p> <p>1. The Bidder has a process in place for tracking and handling of media/memory including removable media used in providing services in accordance with the SOW and GoC requirements which includes but is not limited to the listing in Table 3.</p> <p>2. Where the Bidder provides document destruction services, that its process meets the requirements of section 7.7 in the SOW.</p>	<p>2 points</p>	<p>The response should, at a minimum, address all items in column “D” and demonstrate that the Bidder has a clear understanding of the requirement and has a process in place for tracking and handling of media/memory and that its destruction services meet the requirements of the SOW .</p> <p>A maximum of 5 points will be awarded as follows:</p> <p>a) 0 points– Unacceptable Response– Based on the information provided, the response does not address the requirement or indicates a lack of understanding of the requirement or is generally a repetition of the requirement as stated in the RFP rather than a clear response that indicates an understanding of the requirement. May represent an unacceptable risk to the Client</p> <p>b) 2 points Minimum Acceptable Response – Based on the information provided, the response addresses only part of the requirement but the Bidder understands the requirement, has provided an acceptable process and it can and will satisfy the requirement. Minimal but acceptable risk to the Client.</p> <p>c) 3 points Good Response - Based on the information provided, the response adequately addresses most of the requirements and indicates that the Bidder has a sound understanding of the requirements and that it can and will satisfy the requirement . Minimal or no perceived risk to the Client.</p> <p>d) 5 points Excellent Response - Based on the information provided, the response fully meets the requirements and indicates that</p>

					the Bidder has an excellent understanding of the requirements and that it can and will satisfy the requirements, possibly with added value. No perceived risk to the Client.
	<b>Processes</b>	<b>R8</b> <b>10 Points</b>	<p>The Bidder should demonstrate its Service Level Agreement Monitoring for performance requirements as specified in the SOW and as will be specified in the individual TAs as they are developed, including but not limited to:</p> <ol style="list-style-type: none"><li>1. Turnaround times and schedule</li><li>2. Cost and quality</li><li>3. Image and coding requirements</li><li>4. Reporting and chain of custody requirements</li><li>5. Chain of custody requirements</li></ol>	4 points	<p>The response should, at a minimum, address all items in column “D” and demonstrate that the Bidder has a process in place to meet Service Level Agreement Monitoring.</p> <p>A maximum of 10 points will be awarded as follows:</p> <p>a) 0 points Unacceptable Response – Based on the information provided, the response does not address the requirement or indicates a lack of understanding of the requirement or is generally a repetition of the requirement as stated in the RFP rather than a clear response that indicates an understanding of the intent of the requirement. May represent an unacceptable risk to the Client</p> <p>b) 4 points Minimum Acceptable Response – Based on the information provided, the response addresses only part of the requirement but the Bidder understands the requirement, has provided an acceptable process and it can and will satisfy the requirement. Minimal but acceptable risk to the Client.</p> <p>c) 6 points Good Response - Based on the information provided, the response adequately addresses most of the requirement and indicates that the Bidder has a sound understanding of the requirement and that it can and will satisfy the requirement . Minimal or no perceived risk to the Client.</p> <p>d) 10 points Excellent Response - Based on the information provided,</p>

					the response fully meets the requirement and indicates that the Bidder has an excellent understanding of the requirement and that it can and will satisfy the requirement , possibly with added value. No perceived risk to the Client.
<b>Project Management Plan</b>			<p>The Bidder should provide a Project Management Plan that meets the requirements of the SOW and at a minimum, addresses the following:</p> <ul style="list-style-type: none"><li>• Project design process for each TA;</li><li>• Participation with PWGSC Project Authority in bi-annual reviews;</li><li>• Response service levels and escalation path;</li><li>• Response service level during accelerated service;</li><li>• Monitoring and Control Processes</li></ul>	<p>4 points</p>	<p>The response should, at a minimum, address all items in column “D” and demonstrates that the Bidder has a clear understanding of the requirement and has a Project Management Plan that meets the requirements of the SOW .</p> <p>A maximum of 10 points will be awarded as follows:</p> <p>a) 0 points Unacceptable Response – Based on the information provided, the response does not address the requirement or indicates a lack of understanding of the requirement or is generally a repetition of the requirement as stated in the RFP rather than a clear response that indicates an understanding of the requirement. May represent an unacceptable risk to the Client</p> <p>b) 4 points Minimum Acceptable Response – Based on the information provided, the response addresses only part of the requirement but the Bidder understands the requirement, has provided an acceptable plan and it can and will satisfy the requirement. Minimal but acceptable risk to the Client.</p> <p>c)7 points Good Response - Based on the information provided, the response adequately addresses most of the requirement and indicates that the Bidder has a sound understanding of the requirement and that it can and will satisfy the requirement . Minimal or no perceived risk to the Client.</p>

					<p>d) 10 points   Excellent Response - Based on the information provided, the response fully meets the requirement and indicates that the Bidder has an excellent understanding of the requirement and that it can and will satisfy the requirement , possibly with added value. No perceived risk to the Client.</p>
	<p><b>Quality Assurance</b></p>	<p><b>R10</b></p> <p><b>25 Points</b></p>	<p>The bidder must submit their Quality Assurance Plan, Policies and Procedures that are currently in place and describe how their plan, policies and procedures meet all quality assurance requirements as per the SOW , including but not limited to the listing in Table 4.</p> <p>If certifications or compliance with standards are mentioned, they must be supported by a copy of certification or an independent arm’s length third party statement of compliance to be considered.</p>	<p>10 points</p>	<p>The response should, at a minimum, address all items in column “D” and demonstrates that the Bidder has a clear understanding of the requirement and has a Quality Assurance Plan that meets the requirements of the SOW.</p> <p>A maximum of 25 points will be awarded as follows:</p> <p>Up to 20 points will be awarded for the Quality Assurance Plan, Policies and Procedures submitted, allocated as follows:</p> <p>a) 0 points   Unacceptable Response – Based on the information provided, the response does not address the requirement or indicates a lack of understanding of the requirement or is generally a repetition of the requirement as stated in the RFP rather than a clear response that indicates an understanding of the requirement. May represent an unacceptable risk to the Client</p> <p>b) 10 points   Minimum Acceptable Response – Based on the information provided, the response addresses only part of the requirement but the Bidder understands the requirement, has provided an acceptable plan and it can and will satisfy the requirement. Minimal but acceptable risk to the Client without cost to the Client.</p> <p>c) 15 points   Good Response - Based on the information provided, the response adequately addresses most of the requirement</p>

					<p>and indicates that the Bidder has a sound understanding of the requirement and that it can and will satisfy the requirement . Minimal or no perceived risk to the Client.</p> <p>d) 20 points   Excellent Response - Based on the information provided, the response fully meets the requirement and indicates that the Bidder has an excellent understanding of the requirement and that it can and will satisfy the requirement , possibly with added value. No perceived risk to the Client.</p> <p><b>A maximum of 5 points will be awarded as follows:</b></p> <ul style="list-style-type: none"><li>• 2 points will be awarded for clearly demonstrating the Bidder’s ability to provide a standard digitization quality level of 97.5%.</li><li>• 5 points will be awarded for clearly demonstrating the Bidder’s ability to provide a standard digitization quality level greater than 97.5%.</li></ul>
	<b>Core Team and Essential Resources</b>	<b>R11</b>  <b>5 points</b>	<p>The Bidder should name a candidate to be the Project Manager (PM) and provide his/her current resume.</p> <p>The candidate must be able to read, write and speak fluently in <u>either one</u> of Canada’s official languages and have a Reliability status security clearance for Series 2 and a Secret security clearance for Series 3, at the time of bid solicitation closing date, granted or approved by the Canadian Industrial Security Directorate (CISD), Public Works and Government</p>	1 points	<p>The response should, at a minimum, address all items in column “D”.</p> <p>A maximum of 5 points will be awarded as follows:</p> <ul style="list-style-type: none"><li>• Up to 2 points for years of experience as a Project Manager<ul style="list-style-type: none"><li>○ 0 points: &lt; 4 years</li><li>○ 1 point: 4 – 5 years in the past 7 years</li><li>○ 2 points: &gt; 5 years in the past 7 years</li></ul></li></ul> <p>and</p>



			<p>Services Canada (PWGSC).</p> <p>The Bidder should demonstrate that the proposed candidate:</p> <p>a) Has a minimum of four years in the past 7 years in Project Management; and</p> <p>b) Has a minimum of two years in the past 5 years in a project management role associated with set-up, preparation of documents, record conversion, quality control and the technical support of document imaging projects.</p>		<ul style="list-style-type: none"><li>• Up to 3 points for years of experience in a project management role associated with set-up, preparation of documents, record conversion, quality control and the technical support in the document imaging industry<ul style="list-style-type: none"><li>○ 1 point: 2 - 3 years in the past 5 years</li><li>○ 3 points: &gt;3 years in the past five years</li></ul></li></ul>
	<p><b>Core Team and Essential Resources</b></p>	<p><b>R 12</b></p> <p><b>5 points</b></p>	<p>The Bidder should name a candidate to be the Account Manager/Project Lead and provide his/her current resume.</p> <p>The candidate must be able to read, write and speak fluently in either one of Canada's official languages and have a Reliability status security clearance for Series 2 and a Secret security clearance for Series 3, at the time of bid solicitation closing date, granted or approved by the Canadian Industrial Security Directorate (CISD), Public Works and Government Services Canada (PWGSC).</p> <p>The Bidder should demonstrate that the proposed candidate:</p>	<p>2 points</p>	<p>A maximum of 5 points will be awarded as follows:</p> <ul style="list-style-type: none"><li>• Up to 2 points for years of experience as an Account Manager/Project Lead<ul style="list-style-type: none"><li>○ 0 points: &lt; 4 years</li><li>○ 1 points: 4 – 5 years in the past 7 years</li><li>○ 2 points: &gt; 5 years in the past 7 years</li></ul></li></ul> <p>and</p> <ul style="list-style-type: none"><li>• Up to 3 points for years of experience as an Account Manager/Project Lead in the document imaging industry</li></ul>

			<p>c) Has a minimum of four years in the past 7 years in an Account Management role; and</p> <p>d) Has a minimum of two years in the past 5 years in a Account Manager/Project Leader role with document imaging projects.</p>			<ul style="list-style-type: none"><li>○ 1 point: 2 - 3 years in the past 5 years</li><li>○ 3 points: &gt;3 years in the past 5 years</li></ul>
<b>Core Team and Essential Resources</b>	<b>R13</b>  <b>10 points</b>	<p>The Bidder should name a candidate to be the Quality Assurance Specialist and provide his/her current resume.</p> <p>The candidate should have a Reliability status security clearance at the time of bid solicitation closing date, granted or approved by the Canadian Industrial Security Directorate (CISD), Public Works and Government Services Canada (PWGSC).</p> <p>The Bidder should demonstrate that the proposed candidate:</p> <p>e) Has a minimum of three (3) years in the past 6 years in a Quality Assurance Specialist role; and</p> <p>f) Has a minimum of two years in the past 5 years in a Quality Assurance Specialist role with document imaging projects.</p>	<p>6 points</p>	<p>A maximum of 10 points will be awarded as follows:</p> <ul style="list-style-type: none"><li>• Up to 5 points for years of experience as a Quality Assurance Specialist.<ul style="list-style-type: none"><li>- 3 points: &gt; 3 and &lt; 5 years of which 3 years are in the past 6 years</li><li>- 4 points: &gt; 5 and &lt; 9 years of which 3 years are in the past 6 years</li><li>- 5 points: 10 years or more of which 3 years are in the past 6 years</li></ul></li><li>• Up to 5 points for years of experience as a Quality Assurance Specialist in the document imaging industry<ul style="list-style-type: none"><li>- 3 points: 2 - 3 years in the past 5 years</li><li>- 5 points: &gt;3 years in the past 5 years</li></ul></li></ul>		

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495xi.W8474-10-SP10

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

		140	TOTAL		49	
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Table 2: R5 Document management and tracking

Reference	SOW	Bidder Response
7.2 vi	<ul style="list-style-type: none"><li>The Contractor must provide chain of custody tracking and reporting for each pickup/ delivery request;</li></ul>	
7.2 viii	<ul style="list-style-type: none"><li>The Contractor must ensure that pick up of hard copy records and return of media, images and records is handled via bonded courier that provides a controlled movement service for shipments. This service must conform to with Canada’s requirements for the Handling and Safeguarding of Classified and Protected Information and Assets (ISS Industrial Security Manual <a href="http://ssi-iss.tpsgc-pwgsc.gc.ca/msi-ism/ch5-eng.html">http://ssi-iss.tpsgc-pwgsc.gc.ca/msi-ism/ch5-eng.html</a> ) and G1-009 Transport and Transmittal of Protected and Classified Information (<a href="http://www.rcmp-grc.gc.ca/physec-secmat/res-lim/pubs/g1-009-eng.htm">http://www.rcmp-grc.gc.ca/physec-secmat/res-lim/pubs/g1-009-eng.htm</a> ), with proof of signature of each handler. Pick-up and delivery must be point to point with no stops in between. Under no circumstances can the records be left unattended;</li></ul>	
7.3.2 i	For each TA, the Contractor must <ul style="list-style-type: none"><li>Receive, log and inventory all incoming material (by box/container/package/electronic media) in a computerized inventory system, capturing source information (including office, box/container, file and volume information), the Client identifier (such as the TA number, Client name, Client business line), the document type classification, and other items or documents received in the same box/ container/ package/electronic media;</li></ul>	
7.3.2 ii	<ul style="list-style-type: none"><li>Where mail is received directly for processing by mail or from a PO Box, receive, log and inventory all incoming material by envelope (or other container or packaging) in a computerized inventory system, capturing the type and volume of contents, the Client identifier (such as the TA number, Client name, Client business line), the document type classification, and other items or documents received in the same box ;</li></ul>	
7.3.2 v	<ul style="list-style-type: none"><li>The Contractor must accurately log/inventory and retain logs for tracking and control purposes as part of chain of custody.</li></ul>	

7.7 a)	a) The Contractor must provide a service to track and monitor the physical location and status of individual physical documents and containers after imaging, while under the custody of the Contractor and must be able to report on the status of and to retrieve individual documents and containers and provide them to Canada anywhere in Canada upon request;	
7.7 b)	b) The Contractor must maintain a record of each imaged physical document status including but not limited to in storage, sent to indexing, and/or has been destroyed.;	
7.7 c)	c) The Contractor must maintain electronic records associated with each document and it`s respective file indicating whether the paper document used to create the image file is including but not limited to in storage, sent to indexing, and/or has been destroyed. If the original document was destroyed, then the date of destruction is to be recorded and available for viewing by Canada, or copies of the destruction records will be provided on request by Canada;	
7.7 d)	d) The Contractor must ensure that all audit logs and reports can be viewed or printed providing Canada with the ability to audit what has been done to an electronic image and/or attached metadata;	
7.7 e)	e) The Contractor must be able to generate upon request a report of the number and location of all electronic documents and all image files;	
7.7 f)	f) No records will be destroyed until the Client has received a list of the documents scheduled for destruction and the Client has provided authorization for destruction to proceed;	
7.7 g)	g) Must update the status of a physical document to reflect that it has been destroyed or is in storage.	
5.1 i.	All data and records including those in transit must remain in Canada and cannot be transmitted outside of Canada for any reason, and cannot be accessed from outside of Canada for any reason. This includes, but is not limited to, data entry, quality assurance procedures, implementation of Disaster Recovery and Business Continuity Plan or use of cloud technologies.	

5.2	On occasion, Canada may require urgent access to documents and/or their electronic images for a variety of reasons including but not limited to security initiatives, an Access To Information Act request, Privacy Act request, hold or disclosure ordered by a court or investigative body. The Contractor must return the documents and/or electronic images within 24 hours, and will make every effort to provide them earlier where requested by the Project Authority	
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Table 3: R7 Handling of media/memory

Reference	SOW	Bidder Response
7.2 viii	<ul style="list-style-type: none"><li>The Contractor must ensure that .... return of media, images and records is handled via bonded courier that provides a controlled movement service for shipments. This service must conform to with Canada’s requirements for the Handling and Safeguarding of Classified and Protected Information and Assets (ISS Industrial Security Manual <a href="http://ssi-iss.tpsgc-pwgsc.gc.ca/msi-ism/ch5-eng.html">http://ssi-iss.tpsgc-pwgsc.gc.ca/msi-ism/ch5-eng.html</a> ) and G1-009 Transport and Transmittal of Protected and Classified Information (<a href="http://www.rcmp-grc.gc.ca/phymsec-secmat/res-lim/pubs/g1-009-eng.htm">http://www.rcmp-grc.gc.ca/phymsec-secmat/res-lim/pubs/g1-009-eng.htm</a> ), with proof of signature of each handler. Pick-up and delivery must be point to point with no stops in between. Under no circumstances can the records be left unattended.</li></ul>	
7.3.6 xvii	<ul style="list-style-type: none"><li>Output electronic records to media including but not limited to CDs, DVDs, RAIDs, hard drives, with specifications to meet archival and security requirements as identified in the TA.</li></ul>	
7.6.2 b)	<ul style="list-style-type: none"><li>The Contractor must immediately provide all removable media/memory materials that become defective over the course of the Contract to PWGSC for destruction. Canada will not compensate the Contractor for the costs of these removable media/memory materials;</li></ul>	For Series 2 only – Protected B
7.6.2 c)	<ul style="list-style-type: none"><li>The Contractor must ensure that information does not remain on the media/memory (including hard drives, removable discs) of computers/equipment that is removed from the Contractor’s premises (or onsite service delivery location designated by PWGSC);</li></ul>	For Series 2 only – Protected B
7.6.2 d)	<ul style="list-style-type: none"><li>Annually and at the conclusion of the <b>Contract</b>, the Contractor must sanitize (overwrite data and/or degauss) all other media/memory employed in performing services including but not limited to computer hard drives and memory, network server hard drives and memory in accordance with procedures approved by Canada, and certify the sanitization. If the Contractor is unable to sanitize the media to Canada’s satisfaction, the Contractor must provide the media/memory to PWGSC for destruction;</li></ul>	For Series 2 only – Protected B
7.6.2 e)	<p>iii The Contractor must provide to PWGSC all removable media/memory materials employed in delivering services including but not limited to writeable discs, flash memory data storage devices,</p>	For Series 2 only – Protected B

(iii)	CD-ROMs, DVD ROMs, portable hard drives, and magnetic tapes. Canada will not compensate the Contractor for the costs of these removable media/memory materials;	
7.6.3 b)	<ul style="list-style-type: none"><li>• The Contractor must immediately provide any of these materials that become defective over the course of the Contract to PWGSC for destruction. Canada will not compensate the Contractor for the costs of these removable media/memory materials;</li></ul>	For Series 3 only – Secret
7.6.3 c)	<ul style="list-style-type: none"><li>• The Contractor must ensure that information does not remain on the media/memory (including hard drives, removable discs) of computers/equipment that is removed from the Contractor’s premises (or onsite service delivery location designated by PWGSC);</li></ul>	For Series 3 only – Secret
7.6.3 d)	<ul style="list-style-type: none"><li>• Annually and at the conclusion of the Contract, the Contractor must immediately provide memory/media employed in performing services on Secret Level records including but not limited to computer hard drives and memory, network server hard drives and memory to PWGSC for destruction. If any memory/media becomes defective during the course of the Contract, the Contractor must immediately provide it to PWGSC for destruction; the same applies to media/memory contained in computers, servers, or other equipment employed in performing services that the Contractor chooses to sell or dispose of for any other reason. Canada will not compensate the Offeror for media/memory sanitization or the costs of media/memory materials.</li></ul>	For Series 3 only – Secret
7.6.3 e) (i), (ii), (iii)	<ul style="list-style-type: none"><li>• At the conclusion of the TA:<ul style="list-style-type: none"><li>i. Retain all electronic data associated with the Task Authorization a period of 90 days after the full-completion of the Task Authorization; once these periods have elapsed, the Contractor must provide PWGSC with removable media/memory used in conjunction with Secret Level records for destruction per the principles outlined in section 7.7;</li><li>ii. The Contractor must provide to PWGSC all removable media/memory materials employed in delivering services on Secret Level records including but not limited to writeable discs, flash memory data storage devices, CD-ROMs, DVD ROMs, portable hard drives and</li></ul></li></ul>	For Series 3 only – Secret



	<p>magnetic tapes.</p> <p>iii. The Contractor must immediately provide any of these materials that become defective over the course of the Contract to PWGSC for destruction. Canada will not compensate the Contractor for the costs of these removable media/memory materials. Canada will not compensate the Contractor for the costs of these removable media/memory materials;</p>	
7.6.9	<ul style="list-style-type: none"><li>The Contractor must clearly label all removable media/memory and must clearly label any removed computer/server/equipment media/memory with the appropriate security classification level (e.g. Protected B, Secret).</li></ul>	
7.7 j)	<p>j) The Contractor may provide secure on-site paper and/or e-shredding services using shredding equipment approved by the Royal Canadian Mounted Police (RCMP) for the bulk destruction of paper documents and media up to and including Series 2 (up to Protected B), and Series 3 (up to Secret).</p>	

Table 4: R10 Quality Assurance

Reference	SOW	Bidder Response
7.8.2	<p>The Contractor must have a quality assurance plan, policies and procedures in place and followed to meet all related digitization requirements, and the plan should include but is not necessarily limited to the following:</p> <ul style="list-style-type: none"><li>a) A documented description of methodology followed for imaging and coding quality assurance;</li><li>b) Identification of the methodology used to determine the sample sizes and samples for quality assurance purposes, such as acceptable quality level,</li><li>c) Quality procedures;</li><li>d) Process followed for automated and / or manual review of scanned images;</li><li>e) Processes followed for data indexing quality control and assurance;</li><li>f) Timing and frequency of measurement and reporting;</li><li>g) Timing and type of quality assurance and control reports;</li><li>h) Quality training plan for Contractor employees;</li><li>i) Procedures for exception handling.</li></ul>	
7.8.1	The Contractor must meet a minimum Acceptable Quality Level (AQL) of 2.5% unless specified otherwise in the TA.	
5.1 i	All data and records must remain in Canada and cannot be transmitted outside of Canada for any reason, and cannot be accessed from outside of Canada for any reason. This includes, but is not limited to, data entry, quality assurance procedures or use of cloud technologies.	
7.3.3 i	The Contractor must develop specific work instructions for quality control;	
7.3.6 xi	Quality control each image for resolution, density, skew, speckling, specified accuracy, orientation, adjust sensitivity and other controls to improve the quality of the captured image	
7.3.6	Have procedures in place to identify and flag poor quality images and include this information with	

xii	the other metadata attached to the image. The Contractor may be responsible for setting this flag to ``on`` during the image capture process to indicate that the particular document in questions is of poor physical quality and that the imaging process was not the cause of the quality issue;	
7.3.6 xiii	Have the ability to detect and correct anomalies such as the following which could jeopardize the quality of the image: <ul style="list-style-type: none"><li>• Folded corners that obscure information;</li><li>• Images in alternate orientations (e.g. scanned sideways due to document size)</li><li>• Vertical grey shadows or vertical/horizontal black lines, which produce dark shadows and alters the content;</li><li>• Lifted corners, which may hide information;</li><li>• Black and Grey spots which affect content;</li><li>• Overly darkened images or parts of images, which alters content;</li><li>• Scanning cut offs, which eliminates vital information from top, bottom or the edges.</li></ul>	
7.3.6 xxv	The Contractor must use the image format that ensures the best quality image and the smallest image file size (while respecting the requirements of the TA). It is preferred that files not exceed 500 KB. Where file size is likely to be higher, this must be highlighted in the TA response;	
7.3.8 i	The Contractor must capture index data coding as specified in the TA and adhere to the quality control and assurance methods specified by the Contractor in the Contractor proposal.	
7.4 Paragraph 1	As required by a specific TA, where OCR and / or Intelligent Character Recognition (ICR) does not generate sufficient recognition rates or quality as detailed in the TA, the Contractor must for each TA and as specified in each TA, do the following: <ul style="list-style-type: none"><li>a) Generate full text OCR content from the records, or images of records;</li><li>b) Generate full text transcription of handwritten and poor quality records, in either French</li></ul>	

	and/or English based on the content of the records, for which OCR processes are unlikely to generate reliable OCR content, in order to obtain OCR content.	
7.8.3	The Contractor must apply Quality Assurance procedures for imaging and coding in accordance with their stated Quality processes and procedures as identified in their Bid and must apply the Quality Assurance procedures to achieve the quality level specified in each TA.	
7.8.4	The Contractor must structure its work in batches as defined in Annex XX for the purpose of application of their Quality Assurance procedures and reporting.	

Table 5

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

Technical Bid Summary Table 2				
Sow Part and Section Number	Section Name	Points Available	Minimum Points	Points Awarded
Corporate Capability	Throughput	20	5	To be entered by Canada
Corporate Capability	Production Level Capacity	5	2	To be entered by Canada
Corporate Capability	GCDPCS experience	10	0	To be entered by Canada
Corporate Capability	Locations	10	1	To be entered by Canada
Processes	Document management and tracking	20	10	To be entered by Canada
Processes	Safeguard of Private Information	5	2	To be entered by Canada
Processes	Media/Memory & Document Destruction	5	2	To be entered by Canada
Processes	SLA Monitoring	10	4	To be entered by Canada
Processes	Project Management Plan	10	4	To be entered by Canada
Processes	Quality Assurance	25	10	To be entered by Canada
Core Team	Project Manager	5	1	To be entered by Canada
Core Team	Account Manager / Project Lead	5	2	To be entered by Canada
Core Team	Quality Assurance Specialist	10	6	To be entered by Canada
Total			49	To be entered by Canada

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# **ATTACHMENT 5 to Part 4**

## **Financial Bid Instructions**

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## ATTACHMENT 5 to Part 4 – Financial Bid Instructions

### **Part 1**

1. All prices must be submitted as firm price(s) and entered into the Financial Bid Spreadsheet(s) in accordance with Annex A – Statement of Work. All applicable taxes extra.
2. All prices must be submitted to 3 decimal points.
3. Bidders must provide prices as detailed below (to be submitted in the Financial Bid only).
4. The Bidder must include pricing for all elements in its proposal.
5. All prices bid in the Financial Bid will become the bidder's ceiling prices in the TA bid solicitation process.
6. All volumes in the Financial Bid spreadsheets are for evaluation purposes only and do not represent a commitment by Canada of future usage.
7. 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.
8. Any services being offered at no cost to Canada must be identified.
9. Any hardware or software not identified in the Bidder's proposal, which is subsequently required to enable the Bidder to provide the services outlined in the SOW must be provided by the Contractor at the Contractor's sole expense.
10. Bidders are requested to adopt the format of the Tables attached.

### **Part 2**

#### **Pricing Models**

There are six (6) tabs in The Basis of Payment Spreadsheet to differentiate six (6) pricing models.

1. Hard Copy Records other than Microfilm and Microfiche (HCROMM)
  - a. The (HCROMM) model applies to most types of hard copy records that are subject to conversion and have quality levels at the good level and higher (better and best).
  - b. This pricing model includes a price for a core defined service requirement, and has additional price adjustments applied to reflect specifications that vary from the core, for example, more extensive preparation or post-conversion assembly, volume of coding, non-standard paper, non-standard coding.
  - c. There is a "per field" uplift available upon approval by the Project Authority, where it can be demonstrated by the Contractor from the TA sample that a field is of poor capture quality.
  - d. A price per page approach is used for this model.

- 
2. Imaging of Microfilm and/or Microfiche (MM)
    - a. The MM model applies to all microfilm and microfiche conversions. For these collections there is generally little preparation or re-assembly required.
    - b. A price per page approach is used for this model.
  3. Records with special handling requirements (RSHR)
    - a. The model for Records with special handling requirements applies to poor quality records and other records that require special handling, such as but not limited to fragile paper, water damaged documents, "dirty" documents, and faded documents. These records may be more labour intensive at all intervals such as preparation, scanning and coding.
    - b. A price per page approach is used for this model.
  4. Business Processing (BP)
    - a. The Business Processing price model is for what is sometimes called automated mailroom or day forward processes.
    - b. Information export to a client's business system(s) is expected.
    - c. The number of fields of data captured is likely to be high, for example more than 20 fields.
    - d. Often forms will be used ensuring consistent placement of data.
    - e. A price per page approach is used for the Business Processing model.
  5. Historical and Significant Collections (HSC)
    - a. These collections are outside the business norm.
    - b. Not all historical records will fall into this model.
    - c. Collections falling under this model are collections that incorporate elements of special handling as well as unique attributes related to the significance of the collection, and require non-standard processing such as but not limited to handling, scanning, and coding requirements.
    - d. These collections are often unmanaged and chaotic in their organization and they may include artifacts such as tapestries, paintings or ceramics, and usually have special handling requirements such as white glove handling, restrictions on types of cleaners used for equipment and rooms, temperature controls, and special safeguard requirements.
    - e. A per diem approach is used for the Historical and Significant Collections model.
  6. Optional Services, including professional services.
    - a. Both a per diem approach and a unit cost approach are used for Optional Services.

## Sections within the Models

Each tab within The Basis of Payment Spreadsheet is structured in sections as outlined below.

### Sections I – III

- All pricing for HCROMM, IMM, RSHR and Business Processing must be submitted as firm price(s) and entered into the Financial Bid spreadsheet(s) as all inclusive\* (see below). All applicable taxes are extra.
- Each section provides pricing options for single entry and double entry coding.



- Each entry type (single or double) allows pricing options for three levels of coding:
  - Mini coding (up to 3 fields of index data)
  - Basic coding (capture of 4, 5 or 6 fields of index coding)
  - Standard coding (capture of 7 or 8 fields of coding)

Note that

- Fields that are applicable to a set of documents, such as form number, or can be populated automatically from a spreadsheet or database, in aggregate count as one field of data. For example, if a spreadsheet provides fields for capture such as DOB, first name, last name, those 3 items will count as 1 field of index data.
- For the application of per page pricing based on coding, an average based on a sample may be used for the coding. For example, where a number of documents of various sizes are being imaged, and the coding is at the document level rather than at a per page level, the average may be used. Where the average field per page is less than 3, mini coding pricing will be applied.

#### Section IV

- Variations from the standard service are provided as a price adjustment (NIL, increase or decrease) that will be added to or deducted from the standard price per page or price per image entered on row 6 of the HCROMM, IMM, RSHR, Business Processing, Historical and Significant Collections, Optional Services.
- All pricing must be submitted as firm price(s) and entered into the Financial Bid(s) spreadsheet. All applicable taxes extra.
- Additional Services (Prices are in addition to Standard Digitization and indexing price above)

#### Section V

##### Optional Expenses

- Subject to client discretion and approval by the Project Authority.
- The Contractor(s) will be reimbursed for the direct expenses reasonably and properly incurred in the performance of the Task Authorization. These expenses will be paid at actual cost without mark-up, upon submission of an itemized statement supported by receipt vouchers.
- Shipping, courier and postage charges are to be prepaid by the Contractor(s) and charged and shown as a separate item on the invoice. Shipping costs incurred in the performance of the Task Authorization will be paid at cost with no allowance for profit or overhead and upon receipt of proper cost supporting documentation.
- Shipping provided by the Contractor(s) must be charged at reasonable rates.

#### Section VI

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

- All are subject to firm per diem rates provided by the Contract(s)

### **Cumulative Volumes**

The cumulative volumes referred to in the sections are calculated over the life of the contract, not on a collection by collection basis.

1. Hard Copy Records other than Microfilm and Microfiche (HCROMM)

- 
- Section I: Cumulative volume up to 1 million of pages
  - Section II: Cumulative volume greater than 1 million pages, but less than 5 million pages or images (xx to be defined by the Bidder)
  - Section III: Cumulative volume greater than 5 million pages.
  - Section IV: Additional Services
2. Microfilm and/or Microfiche Records (IMM):
- Section I: Cumulative volume up to 1 million of images
  - Section II: Cumulative volume greater than 1 million images, but less than 10 million images
  - Section III: Cumulative volume greater than 10 million images.
  - Section IV: Additional Services – uses the same pricing as in HCROMM
3. Records with special handling requirements (RSHR)
- Section I: Cumulative volume up to 1 million of images
  - Section II: Cumulative volume greater than 1 million images, but less than 3 million images
  - Section III: Cumulative volume greater than 3 million images.
  - Section IV: Additional Services– uses the same pricing as in HCROMM
4. Business Processing
- Section I: Cumulative volume up to 1 million of images
  - Section II: Cumulative volume greater than 1 million images, but less than 3 million images
  - Section III: Cumulative volume greater than 3 million images.
  - Section IV: Additional Services– uses the same pricing as in HCROMM

\* For the purpose of HCROMM, IMM, RSHR and Business Processing, all inclusive means inclusion of the following:

1. All skills and services that are expected in the normal course of imaging and coding business including but not limited to: conversion solutions architect, preparation and re-assembly technicians, scanning technicians, data entry technicians, productions supervisors, document conversion production experts.
2. Preparation and reassembly:
  - Level 1 preparation as defined. Organizing and preparing records for conversion
  - Level 1 reassembly as defined.
  - Packaging and indexing for transport
3. Conversion
  - 2 - 3 copies of imaged files on separate media
  - 200 to 300 DPI as specified In the TA
  - Bi-tonal or greyscale
  - PDF/A with full OCR or TIFF or JPEG as specified in TA
  - Cropped
  - De-skewed

- 
- De-speckled
  - Orientation
  - No blank pages imaged or charged for unless specified in TA
4. File names, folders, metadata and index data
- Filenames as specified in TA
  - Folder structure as specified In the TA
  - Metadata capture as per Contractor proposal (must always meet LAC requirements, and meet CGSB standards where requested)
  - Capture and generation of index data in specified format(s) on specified media or into specified software
5. Media
- Saved to specified media/database in the specified format
  - Media label must include, but is not limited to, Contractor name, contract and TA number, reel or box number, number of records/images, date of generation
6. Business processes
- Consultation with the PWGSC project manager and client to understand the collection, intended use, nature of the work and level of effort required.
  - Obtaining or maintaining certifications, for example Statement of Compliance with CGSB standards as specified in the SOW, Certification of Trusted Data Repository.
  - Equipment set up, related equipment and software set up, configuration etc. specific to the work requirement
  - Training and supervision of Contractor staff, including project specific instructions/manual, scanning plan, coding requirements, index data coding and batch coding;
  - Quality assurance processes, systems including quality procedures and exception handling, control reports as per plan submitted;
  - Project management of the project (including all TAs) as per plan submitted;
  - Activities related to data management specifications and security in the Statement of Work and contract , including sanitizing or degaussing of media as required
  - Corrections as required, for example corrections to images, coding, metadata, output and output formats.

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# ATTACHMENT 6 TO PART 4

## EXAMPLES

### Sample of Vendor Bid on TA Issuance

*The following is to provide an illustration of how the TA Award process applies. The content is fictitious and simplified.*

**A department is evolving three lines of business with a mailroom/business processing approach.**

#### Applicable to all business lines :

- Canadians will submit forms for processing to a particular PO box which the Contractor will pick up on a daily basis; some additional forms may be received directly by the client department and couriered to the Contractor.
- All business lines are of similar size with a forecast of 16,000 documents to be submitted annually, with average of 5 pages per document for total of 80,000 pages annually
- Shipping and Delivery: Mail will be received by the Contractor directly to a PO Box, and couriered to the Contractor by the client department.
- **Record Conversion**
  - In order to allow for the destruction of the paper records, the Contractor(s) must be in compliance with CGSB standards and their successors: CAN/CGSB 72.34-2005 - Electronic Records as Documentary Evidence and CAN/CGSB-72.11-93 - Microfilm and Electronic Image as Documentary Evidence.
  - 300 DPI
  - Greyscale
  - 5% of pages are colour
  - Single PDF / A per document, and lossless TIFFs
  - Full text searchable
  - Metadata and index data attached as a text file
  - 24 hour turnaround from receipt
  - Capture, generate and transfer index coding of up to 30 fields per document
    - Some fields are flags for missing information for mandatory fields.
  - The Contractor will associate all of the items received with in a "container" with that "container".
  - Files will be transferred on a RAID provided by the client until FTP is allowed
  - Imaged documents will be held for a period of up to 21 (calendar) days, at which time the Contractor will begin the process to securely destroy the documents.
  - The Contractor(s) must assemble the records post-conversion according to the defined Level 2 assembly
  - 5% of the documents are original, official, government-issued (including international) proof of identity documents, image them and then physically return them to the Client with all accompanying documents and envelopes. The Contractor is to physically return identity source documents to the Client and not to the originator directly.
  - Index data is detailed below.
  - Client is taking care of the upload of information into their business systems

#### Client regulatory environment:

Client department has additional privacy and security requirements prescribed by regulation.

1. Client department requires review of written acknowledgement of the Contractor of
  - i. the client departments procedures for privacy breach,
  - ii. the client department information prime and contact information, and
  - iii. that the client department information prime must be contacted immediately in the case of a privacy breach.

#### Client ramp:

##### Business line A is set to start Oct 1, 2015:

- Forms have been designed and are in use currently with a PO box presently directed to the client department. As of October 1, the PO box will be designated to a location close to the Contractor.
- Forms have bar-coded information with the program area, Form number
- Until FTP security is approved, transfer will be by RAID procured and provided by the client department.

##### Business line B is set to start Jan 1, 2016:

- Forms have been designed and are not yet in use.

##### Business line C is set to start April 1, 2016:

- Forms have been designed and are not yet in use.

#### Metadata

In addition to the metadata required by the SOW, the client required additional inclusion of:

1. Original document flag – to indicate that the source document is an original document such as a birth certificate or drivers license
2. Poor quality flag – flag to indicate that original is of poor quality

#### Index Data

#	Description	Business line 1	Business line 2	Business line 3
1	Image unique id	√	√	√
2	File unique id	√	√	√
3	File name	√	√	√
4	Batch reference	√	√	√
5	Program area	Differs by line; provided by barcode	Differs by line; provided by barcode	Differs by line; provided by barcode
6	Form number	Differs by line; provided by barcode	Differs by line; provided by barcode	Differs by line; provided by barcode
7	Document completion format H = Handwritten A = Machine generated C = Combination E = electronic	√	√	√

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8	Flag to identify if mandatory information was indexed	√	√	√
9	Last name	√	√	√
10	First name	√	√	√
11	DOB	√	√	√
12	Address	√	√	√
13	Address postal code	√	√	√
14	Address Province	√	√	√
15	Date of action 1	√	Not required	Not required
16	Date of action 2	√	Not required	Not required
17	Date of action 3	Not required	√	Not required
18	Date of action 4	Not required	Not required	√
19	Source indicator	Single selection 1 - 5	Single selection 1 - 10	Single selection 1 - 3
20	Source indicator flag if more than one selection made	√	√	√
21	Form signed flag	Y or N		
21	Index/coding agent ID			
22	Date of index/coding	√	√	√
	<b>TOTAL Fields by business line</b>	<b>20</b>	<b>19</b>	<b>19</b>

### Application of the Bid Model:

- A Task Authorization Bid Solicitation will be prepared within a specific series with the information above.
- Additional requirements will be stipulated:
  - a. Due to the CGSB requirements, only Contractors with 3<sup>rd</sup> party statements of compliance will be able to submit bids. Failure to include the required statement of compliance will result in a bid being considered non-responsive.
  - b. Contractors must also submit written acknowledgement as required by the client departmnet. Failure to do so will result in a TA bid being considered non-responsive.
- Contractors will submit their proposals including pricing .
- The Contractor pricing cannot exceed the ceiling pricing provided in their Stage 1 RFP Bid.
- The responsive Contractor with the lowest price will be awarded the Task Authorization.

### Assumptions for the application of the pricing model:

- 22 fields of data captured per document and each document is average of 5 pages. That is an average of 4 - 5 fields of data captured per page. Basic coding rates will apply.
- Full text OCR; it is determined that capture rates are acceptable.
- 5% of documents /pages require colour ; balance will be grey scale.
- Level 2 preparation is required in general; 10 % of document require level 3 preparation due to placement of sticky notes.
- Level 1 post-conversion assembly applies in general. 5 % of documents require level 3 post conversion assembly due to the inclusion of original proof of identity documents to be returned to the client.

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- 7% of the pages are in poor capture quality. In discussion with the Project Authority, it is agreed to apply the uplift for 6 capture fields x (7% of 80,000) pages.
  - The Contractor has not yet imaged more than 1 million pages under the Business Processing model, so Section 1 pricing applies.



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**Price Model Sample 1 - Combination of HCROMM and Special Handling**

*The following is to provide an illustration of how the pricing model could apply. The content is fictitious and simplified.*

**Volume of documents:**

- Total Volume: 5 Million pages

**Description of collection:**

- Historical records
- 1) 8,700 "Active" files
    - a. Files are accessed daily and must be retrievable on notice.
    - b. Normal document preparation (removing paper clips and staples, etc.);
    - c. Approx 11,000 folders - wallets excluded
    - d. Already bar-coded
    - e. Some have had document repairs; unable to determine how many
    - f. Files have been put in new folders and divided into volumes (each 1" – 1¼" thick), defined by start and end date.
  - 2) 26,900 "Dormant" files
    - a. Additional doc prep required
      - i. Document repairs are necessary (specific supplies and procedures are used)
      - ii. Put into new folders and divide into volumes (1" – 1¼" thick) defined by start and end date.
  - 3) 40,000 Long term files
    - a. File numbers are not in the system; listed on index cards
      - i. will be itemized by client as they are packed.
      - ii. the oldest files and the wallets.
    - b. Files are not accessed regularly.
    - c. These files are the lowest priority for scanning.

**Type of documents:**

- Approximately 50 – 75 pages per file; average 66
- Historical documents
- The textual documents are mostly black and white.
- There are some documents that require color (assume 5%)
- There are photographs - b/w and colour.
- Multiple sizes of paper:
  - Smallest – index card (3 x 5 inches)
  - Largest – maps (5 x 8 feet)
- All types of paper including linen, onion skin and card stock.
- Folders (front and back, inside and out) are to be scanned.

**Indexing / Retrieval**

- Imaged documents are to be loaded into RDMIS
- Indexing is by file number
  - Some files already have the bar-code stickers with file and volume (date range) information. Barcodes can be provided for all files.

**Processing**

- Full text search capability required

**Image quality**

- 300 DPI
- Black and white, greyscale or colour.

**Pricing Assumptions and Application for the Sample Collection**

- Previous Contracts > 5 million pages
- Coding is at the file level, not the page level. Mini coding rates apply since average capture is < 1 field per page)
- 75,600 files with average of close to 66 pages each
- 60% of documents are HCROMM (3 million)
  - 150,000 colour
  - 30,000 are maps (large size)
  - 40,000 require full text transcription
  - 300,000 require level 3 preparation, level 1 preparation for the rest
- 40% of documents (2 million) qualify for special coding due to fragility
  - 100,000 are colour
  - 20,000 are maps (large size)
  - 30,000 require full text transcription due to insufficient OCR recognition rates
  - 200,000 Level 3 preparation, Level 1 preparation for the rest
  - Level 2 reassembly

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	Hard Copy Records other than Microfilm and Microfiche				Records with Special Handling Requirements			
	Section III				(Section III prices must not be higher)			
Contract Volume levels	Cumulative volume greater than 5 million images				Cumulative volume greater than 3 million images			
Fields of Index Data	Mini Coding (Capture up to 3 fields of index data)	Basic Coding (Capture 4, 5, or 6 fields of index data)	Standard Coding (Capture 7 or 8 fields of index data)	Volume applicable to Sample 1	Mini Coding (Capture up to 3 fields of index data)	Basic Coding (Capture 4, 5, or 6 fields of index data)	Standard Coding (Capture 7 or 8 fields of index data)	Volume applicable to Sample 1
	Single Entry				Single Entry			
1 Standard Digitization and indexing	\$	\$	\$	3,000,000	\$	\$	\$	2,000,000
Section IV: Additional Services (Prices below are adjustments to Standard Digitization and indexing price above)	Section IV: Additional Services (Prices below are adjustments to Standard Digitization and indexing price above)				Section IV: Additional Services (Prices below are adjustments to Standard Digitization and indexing price above)			
2a Each additional field of index data (default for 9th and subsequent fields of data)			0.000	-			0.000	-
2b Uplift applicable to field(s) of index data, where it is demonstrated by the Contractor from the TA sample and where approved by the Project Authority, that the data field source is of poor capture quality			0.000	-		Included		-
3 Additional set of images adhering to CGSB standards for evidentiary use			0.000	-			0.000	-
4 Full text OCR			0.000	3,000,000			0.000	2,000,000
5 Higher resolution			0.000				0.000	
400 DPI			0.000				0.000	
600 DPI			0.000				0.000	
> 600 DPI			0.000				0.000	
6 Colour images			0.000	150,000			0.000	100,000
7 Black border around image (showing all 4 corners)			0.000	-			0.000	
8 Full Text Transcription, for example, where OCR generates insufficient recognition rate			0.000	40,000			0.000	30,000
9 Level 2 Handling (defined in SOW)								
Level 2 preparation			0.000				0.000	
Level 2 post-conversion assembly			0.000				0.000	2,000,000
10 Level 3 Handling (defined in SOW)								
Level 3 preparation			0.000	300,000			0.000	200,000
Level 3 post-conversion assembly			0.000				0.000	
11 Level 4 post conversion assembly			0.000	-			0.000	
12 Non-standard size paper			0.000	-			0.000	
13 Hard copy records exceeding size K and/or requiring specialized scanning equipment, for example, book scanners, map scanners.			0.000	30,000			0.000	20,000

## Price Model Sample 2: Protected B – Hard Copy Records other than Microfilm and Microfiche

*The following is to provide an illustration of how the pricing model could apply. The content is fictitious and simplified.*

The client department processes up to 5 million pages of documents annually.

### Objective:

- to obtain digital images of records, with associated metadata and index data and transfer into IM system and eventually into GCDOCS.
- To destroy the paper and rely on the electronic images.
- The quality of the images and documented chain of custody is very important for this collection. CGSB compliance is required

### Collection description and requirements

- The documents are aggregated in file folders with one file folder per client.
- Each file folder will have a header with a barcode of the client number **(CN)**.
- Files will have been pre-sorted with the insertion of coloured sheets to indicate the front of each section.
- The contractor will have to remove staples, and remove photos from envelopes.

#### Content in Files

- Each client has a Client Number **(CN)**.
- Each applicant has one paper file folder with a Department Unique number
- The paper file contains lots of documents of different types: forms, certificates, pictures, may be handwritten, some may be double sided.
- Paper files average from 50 – 150 or more pages. Some could be 300 pages.
- The Paper files are assembled in a particular order and have a total of 7 different sections.
  - Section 1 – S1
  - Section 2 – S2
  - Section 3 – S3
  - Section 4 – S4
  - Section 5 – S5
  - Section 6 – S6
  - Section 7 –S7
- One image file is to be prepared for each section; Each client will have 7 digital files.
  - Each section may include several documents; all the documents are included in the one image file.
- The divider/ header pages have a label which identifies the client's number **(CN)**, the department unique number **(DUN)**, the section heading **(S1, S2 etc)**, the client's surname, as well as a date.
- 1 – 5 photos are included, usually inside an envelope. Contractor will be required to remove the photos from the envelope in order to image them. After imaging, the photos are to be returned to the envelope. The envelope does NOT need to be scanned.
- Documents in colour must be scanned in colour; photos in colour must be imaged in colour; black and white documents are to be imaged greyscale
- The images will be returned on a DVD/CD
- The smallest file size possible is requested.
- **Index must be generated with CN, DUN, Section number as S1, S2 etc, date, and current year**

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- **The CN contains 8 (eight) numerical digits (ex. 12345678)**
  - **The DUN contains one alpha character as well as 9 (nine) numerical digits (ex. E123456789)**
  - **Client's Surname**
  - **Date will be formatted as DDMMYYYY**
  - **YYYY will represent the calendar year in which the Contractor imaged the files**

File	Filename structure
Section 1:	CN_DUN_ S1_ Surname_ Date_YYYY
Section 2	CN_DUN_ S2_ Surname_ Date_YYYY
Section 3:	CN_DUN_ S3_ Surname_ Date_YYYY
Section 4:	CN_DUN_ S4_ Surname_ Date_YYYY
Section 5:	CN_DUN_ S5_ Surname_ Date_YYYY
Section 6:	CN_DUN_ S6_ Surname_ Date_YYYY
Section 7:	CN_DUN_ S7_ Surname_ Date_YYYY

### Pricing Assumptions and Application for the Sample Collection

- Each file folder or client has an average of 150 pages of documents.
- Including index data and file names, there are 12 fields to be coded. This is < 1 field per page (12/150). Mini coding price will apply with the following adjustments
  - Contractor determines that level 1 preparation applies to 90% of collection; level 2 to 10% of collection
  - 5% colour

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	Hard Copy Records other than Microfilm and Microfiche			
	Section III			
Contract Volume levels	Cumulative volume greater than 5 million images			Sample Volumes and Assumptions
Fields of index Data	Mini Coding (Capture up to 3 fields of index data)	Basic Coding (Capture 4, 5, or 6 fields of index data)	Standard Coding (Capture 7 or 8 fields of index data)	Volume applicable to Sample 2
	Single Entry			
1 Standard Digitization and indexing	\$	\$	\$	5,000,000
Section IV : Additional Services (Prices below are adjustments to Standard Digitization and indexing price above)	Section IV : Additional Services (Prices below are adjustments to Standard Digitization and indexing price above)			
2a Each additional field of index data (default for 9th and subsequent fields of data)			0.000	-
2b Uplift applicable to field(s) of index data, where it is demonstrated by the Contractor from the TA sample and where approved by the Project Authority, that the data field source is of poor capture quality			0.000	-
3 Additional set of images adhering to CGSB standards for evidentiary use			0.000	5,000,000
4 Full text OCR			0.000	5,000,000
5 Higher resolution	400 DPI		0.000	
	600 DPI			
	> 600 DPI			
6 Colour images			0.000	250,000
7 Black border around image (showing all 4 corners)			0.000	-
8 Full Text Transcription, for example, where OCR generates insufficient recognition rate			0.000	-
9 Level 2 Handling (defined in SOW)				
Level 2 preparation				500,000
Level 2 post-conversion assembly				
10 Level 3 Handling(defined in SOW)				
Level 3 preparation				
Level 3 post-conversion assembly				
11 Level 4 post conversion assembly			0.000	-
12 Non-standard size paper			0.000	-
13 Hard copy records exceeding size K and/or requiring specialized scanning equipment, for example, book scanners, map scanners.			0.000	-

### Price Model Sample 3: Protected B – Special Handling and HCROMM

*The following is to provide an illustration of how the pricing model could apply. The content is fictitious and simplified.*

#### Collection

The collection is mixed content of documents, drawings and maps:

Group	# of Files for Imaging	Average # Pgs(Per box)	Estimated Totals / Pages
Regular documents	140 boxes	2,000	280,000
Maps and Drawings	28 boxes (9" x 9" x 50")	1,000	28,000
Maps	32 scrolls (22' long map stapled on a wood shaft)	1 map	32
Maps and Drawings	1 pallet @ 8 boxes (36" X 5.5" X 50" = 20 boxes)	650	13,000
Regular documents – estimate – still on site	140 boxes	2,000	280,000
<b>Estimated Volumes</b>			<b>601,032</b>

\* not all boxes are full.

#### Documents

- Document Types: Regular Paper, Card board, Mylar and Velum.
- Paper Size and orientation of the paper:
  - 8½ x 11 inches, 8½ x 14 inches, 11 x 17 inches
  - Non-standard (e.g. computer generated reports and pay cards)
- Paper Type:
  - Regular loose leaf white bond (with or without staples/paperclips)
  - Light coloured paper (purple, green, cream)
  - Forms (white and dark coloured)
  - Onion paper, Computer paper – Can be separated, Thermal Fax paper, glossy paper

#### Maps and Drawings

- Document Types: Paper, Card board, Mylar and Velum.
- Paper Size and orientation of the paper: Varies from each box.

Paper Quality of Documents, maps and drawings: Varies from each box. It may include some of the following characteristics:

- Not all documents are originals. No distinction between original documents and copies is required when imaging.
- Poor legibility including some degradation due to age or multiple reproductions from copies
- Some documents may be handwritten and contain notations in different handwriting of questionable legibility in English or French
- Holes in all documents
- Luminosity (e.g. onion paper, dark colour forms)
- Some text has white-out (liquid paper) in background
- Tears, wrinkling, fading,
- Double-sided documents shadowing
- Staples, paper clips, sticky tags, post-it notes, embossed seals.

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### Pre-Scanning Preparation - By Client for Documents

- Client will prepare, print and insert separator pages for documents containing metadata.
- The document separator pages have a 2D barcode that will be read by the scanners
- For the map and drawing boxes, the information will be keyed on the scan by the scanner operator. (there is no separator sheet prepared by the client)

### Pre-Scanning Preparation – By Contractor

- Remove staples, paperclips or clips from documents.
- Remove sticky notes and/or sticky tags found on documents that obliterate existing text and place the sticky note on the back of the document (if no obliterating text) or place on blank page and place blank page immediately following the associated document.
- Poor quality documents will be copied during the file preparation process and replaced with the resulting copy for imaging purposes
- Unwrinkle and/or repair damaged documents; Handle non-standard document sizes; Split the computer paper.
- Extract paper from the binders. Replace after scanning.
- Cut the binding off books. Keep the page together with elastic after scanning.
- For the scrolls, cut the map close to the shaft or remove staples. Reattach after scanning.

### Scanning requirements

- 300 DPI TIFF greyscale, OCR. Final output is PDF.
- During image processing, documents and maps will be examined for automatic image cleanup, blank page removal and image quality.
- Once documents are imaged, they are to be returned in their original box.
- Imaged documents are to be stored on a RAID provided by the client

#	ELEMENT	DATA TYPE	MAX SIZE	ACCEPTED VALUES
1	DOCUMENT TYPE	ALPHANUMERIC		• Document / Map and Drawing
2	CONTAINER #	ALPHANUMERIC AND NUMERIC	2	
3	DRAWER #	NUMERIC	2	
4	BOX TITLE	ALPHANUMERIC AND NUMERIC	80	
5	FILE TITLE	ALPHANUMERIC AND NUMERIC	50	
6	MAP TITLE	ALPHANUMERIC AND NUMERIC	50	
7	DRAWING TITLE	ALPHANUMERIC AND NUMERIC	50	
8	DOCUMENT TYPE LIST FOR MAP AND DRAWING	ALPHANUMERIC		Surface structure / Under-ground / Structural plans / Elevations (front, back, side) / Equipment / Other
12	LEVEL	NUMERIC	4	
13	DATE	NUMERIC	8	YYYYMMDD
14	SCALE (1)	NUMERIC	4	
15	SCALE SET (1)	ALPHANUMERIC		• Inch or Feet
16	SCALE (2)	NUMERIC	4	



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#	ELEMENT	DATA TYPE	MAX SIZE	ACCEPTED VALUES
17	SCALE SET (2)	ALPHANUMERIC		• Inch or Feet

**Pricing Assumptions and Application for the Sample Collection**

- Collection documents will be processed as HCROMM with the exception of the 32 scrolls which will be processed as Historical and Significant.
- The 560,000 pages are made up of 10,000 documents of an average of 56 pages each.
- Coding is at the document level, which is an average of less than one field of coding per page (17/56). Mini coding will therefore apply.
- Although some documents have poor legibility, the client will provide separator pages with the index data, therefore no uplift is applicable.
- Level 2 preparation and re-assembly will apply
- 5% of the documents require full text transcription due to poor quality for OCR purposes

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Contract Volume levels	Cumulative volume greater than 5 million images			Sample Volumes and Assumptions	Per Diem rates apply	Sample Volumes and Assumptions
Fields of index Data	Mini Coding (Capture up to 3 fields of index data)	Basic Coding (Capture 4, 5, or 6 fields of index data)	Standard Coding (Capture 7 or 8 fields of index data)	Volume applicable to Sample 3		Volume applicable to Sample 3
	Single Entry					
<b>1 Standard Digitization and indexing</b>	\$	\$	\$	601,000		32
<b>Section IV : Additional Services (Prices below are adjustments to Standard Digitization and indexing price above)</b>	Section IV : Additional Services (Prices below are adjustments to Standard Digitization and indexing price above)					
<b>2a</b> Each additional field of index data (default for 9th and subsequent fields of data)			0.000			
<b>2b</b> Uplift applicable to field(s) of index data, where it is demonstrated by the Contractor from the TA sample and where approved by the Project Authority, that the data field source is of poor capture quality			0.000	-		
<b>3</b> Additional set of images adhering to CGSB standards for evidentiary use			0.000	-		
<b>4</b> Full text OCR			0.000	601,000		
<b>5</b> Higher resolution			0.000			
400 DPI						
600 DPI						
> 600 DPI						
<b>6</b> Colour images			0.000	30,050		
<b>7</b> Black border around image (showing all 4 corners)			0.000	-		
<b>8</b> Full Text Transcription, for example, where OCR generates insufficient recognition rate			0.000	30,050		
<b>9</b> Level 2 Handling (defined in SOW)						
Level 2 preparation				601,000		
Level 2 post-conversion assembly				601,000		
<b>10</b> Level 3 Handling (defined in SOW)						
Level 3 preparation						
Level 3 post-conversion assembly						
<b>11</b> Level 4 post conversion assembly			0.000	-		
<b>12</b> Non-standard size paper			0.000			
<b>13</b> Hard copy records exceeding size K and/or requiring specialized scanning equipment, for example, book scanners, map scanners.			0.000	41,000		

### Price Model Sample 4: Historical and Significant Collections

*The following is to provide an illustration of how the pricing model could apply. The content is fictitious and simplified.*

#### Project Scope

- The intent is to provide online access of historically significant files.

#### Collection description

- The collection is almost 100 years old and is of significant historical value to Canadians.
- In excess of 100,000 files with approximately 50 pages each. Approximately 5 million pages.
- All documents to be returned to the client; documents will never be destroyed.
- The document conditions vary greatly.
- There is a diversity of formats and types of paper, including:
  - A variety of sizes of paper will be received. i.e., 4" X 6", 8 ½" X 11", 8 ½" X 14" and larger.
  - Coloured paper; onion paper; medical and dental records (s-rays and reports); photographs and bound booklets (N.B. These are not to be cut)
  - Onion paper;
- The orientation of the content may vary: portrait, landscape, side by side, double-sided (retro/verso), drawings and charts with angled text.
- The following conditions will also influence the legibility of the documents and the quality of the image produced:
  - Luminosity (e.g. onion paper, dark colour forms and letters);
  - Tears, folds, wrinkling, fading, loss or discoloration from removal of staples, fasteners, etc.;
  - Double-sided documents shadowing (e.g. text showing on back face of onion paper documents).

#### Document Preparation

- Basic document preparation, including the removal of fasteners and bindings, will be done by Client prior to shipping.
- A tracking sheet containing all the numbers and the total number of boxes in the shipment will be included for verification of the shipment and to confirm delivery.

#### 1.1

##### Digitization

- Contractor will:
  - Separate the fragile and oversized documents
  - Identify and correct any potential problems such as creases and bent/torn pages.
  - Pamphlets and booklets that cannot be split will be processed by flattening the pamphlet/booklet and scanning pages back to back (recto/verso).
  - In the case of a file having material that requires scanning on several different pieces of equipment, a system will be created to ensure that the final digital image files are in proper order and consolidated with the corresponding identifier in the database.

- An organizational workflow will also be developed to maintain the integrity and consolidation of analogue files.
- The documents will be electronically stored on RAIDS provided by the client.
- Image output
  - Full RGB Colour.
  - Preservation quality images will be created in TIFF format. There is to be one (1) tiff file for every page digitized.
  - A single, multi-page PDF file will be generated from the TIFF images from each file. Each multi-page PDF file contains one complete file.
    - compression factor of 80:1; 150 dpi (reduced from a 300 dpi tiff); Image compression set to jpeg2000 compression, medium quality
  - The TIFF files, and multi-page PDF will be saved using the Client's naming convention
    - Ex. B3452-S021-002 Box 3452, Sequence 21, page 2
    - Ex. V0023-S005-007 Volume 23, Sequence 5, page 7
  - capture covers, envelopes, folder covers, and all pages of a folder.
  - The scan should preserve full details of the document, up to 200% magnification, allowing a broad range of information, like color and texture, to be preserved as well as allowing us to have the full visual effect of the original.
  - process all images through an automated Image Quality Assurance (IQA) process to ensure the highest quality of images possible.
  - No deletions or other changes will be made to the preservation TIFF images

#### Validation and metadata

- Client requires client number be validated against their database
- Client will provide the metadata as an extract from the database and in an .xls file, including
  - Surname, Given names, group numbers, DOB, branch name, box number, sequence number.
- The .xls spreadsheet will include a blank field for the file name that will be generated by Contractor.

#### Special Care: Contractor will ensure:

- each Item is handled and cared for in a manner commensurate with its archival value.
- at least two (2) Specialists are available to handle the Items
- specialists use clean, freshly washed hands when manipulating a textual paper-based Item;
- any dangling jewellery, identification cards, etc. to be removed,
- do not attempt to remove paper clips, staples, pins, string or any other fasteners;
- prevent tears and folds along edges. Any loose pages must be realigned before being returned to the file folder or container. Do not tap folders on the table, realign documents manually;
- use appropriate supports and carts to move an Item;
- observe the proper handling practices for bound items such as; not stacking them; ensuring that they are closed when not being handled;
- expose Items as little as possible to all types and sources of light;
- use only unprinted white paper bookmarks, when a bookmark is necessary;
- do not clean scanner platens with a chemical solution of any kind immediately before placing an Item on the scanner platen;
- Any lamps which exceed 15W per lumen of ultraviolet radiation should be fitted with an effective UV filter cutting off light of wavelength shorter than 400nm.

- Any feed-through scanner must have a straight ejection path, not "U" shaped.

### Pricing Assumptions and Application for the Sample Collection

The per diem pricing model for Historical and Significant collections will be used.

### Price Model Sample 5 – Business Processing

*The following is to provide an illustration of how the pricing model could apply. The content is fictitious and simplified.*

**Volume of documents:** Total Volume = 16,000 documents per year, with average of 5 pages per document for total of 80,000 pages annually

**Shipping and Delivery:** Mail will be received by the Contractor directly to a PO Box, and couriered to the Contractor by the client department.

#### Record Conversion

- In order to allow for the destruction of the paper records, the Contractor(s) must be in compliance with CGSB standards and their successors: CAN/CGSB 72.34-2005 - Electronic Records as Documentary Evidence and CAN/CGSB-72.11-93 - Microfilm and Electronic Image as Documentary Evidence.
- 300 DPI
- Greyscale
- 5% of pages are colour
- Single PDF / A per document, and lossless TIFFs
- Full text searchable
- Metadata and index data attached as a text file
- 24 hour turnaround from receipt
- Capture, generate and transfer index coding of up to 30 fields per document
  - Some fields are flags for missing information for mandatory fields.
- The Contractor will associate all of the items received with in a "container" with that "container".
- Files will be transferred on a RAID provided by the client until FTP is allowed
- Imaged documents will be held for a period of up to 21 (calendar) days, at which time the Contractor will begin the process to securely destroy the documents.
- The Contractor(s) must assemble the records post-conversion according to the defined Level 2 assembly
- 5% of the documents are original, official, government-issued (including international) proof of identity documents, image them and then physically return them to the Client with all accompanying documents and envelopes. The Contractor is to physically return identity source documents to the Client and not to the originator directly.

### Assumptions for the application of the pricing model:

- 30 fields of data captured per document and each document is average of 5 pages. That is an average of 6 fields of data captured per page. Basic coding rates will apply.
- Full text OCR; it is determined that capture rates are acceptable.

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- 5% of documents /pages require colour ; balance will be grey scale.
- Level 2 preparation is required in general; 10 % of document require level 3 preparation due to placement of sticky notes.
- Level 1 post-conversion assembly applies in general. 5 % of documents require level 3 post conversion assembly due to the inclusion of original proof of identity documents to be returned to the client.
- 7% of the pages are in poor capture quality. In discussion with the Project Authority, it is agreed to apply the uplift for 6 capture fields x (7% of 80,000) pages.
- The Contractor has not yet imaged more than 1 million pages under the Business Processing model, so Section 1 pricing applies.

		Business processing			
		Section I			
Contract Volume levels for Business Processing		Cumulative volume up to 1 million images			Sample Volumes and Assumptions
		Single Entry			
Fields of index Data (See note below)		Mini Coding (Capture up to 3 fields of index data)	Basic Coding (Capture 4, 5, or 6 fields of index data)	Standard Coding (Capture 7 or 8 fields of index data)	Volume applicable to Sample 5
1	Standard Digitization and indexing	\$	\$ -	\$	80,000
Section IV : Additional Services (Prices below are adjustments to Standard Digitization and indexing price above)					
2a	Each additional field of index data (default for 9th and subsequent fields of data)			0.000	-
2b	Uplift applicable to field(s) of index data, where it is demonstrated by the Contractor from the TA sample and where approved by the Project Authority, that the data field source is of poor capture quality			0.000	33,600
3	Additional set of images adhering to CGSB standards for evidentiary use			0.000	80,000
4	Full text OCR			0.000	80,000
5	Higher resolution	400 DPI		0.000	
		600 DPI		0.000	
		> 600 DPI		0.000	
6	Colour images			0.000	4,000
7	Black border around image (showing all 4 corners)			0.000	-
8	Full Text Transcription, for example, where OCR generates insufficient recognition rate			0.000	-
9	Level 2 Handling (defined in SOW)				
	Level 2 preparation			Included	
	Level 2 post-conversion assembly			0.000	-
10	Level 3 Handling(defined in SOW)				
	Level 3 preparation			0.000	-
	Level 3 post-conversion assembly			0.000	4,000
11	Level 4 post conversion assembly (defined in SOW)			0.000	-
12	Non-standard size paper			0.000	-
13	Hard copy records (see examples below) exceeding size K and/or requiring specialized scanning equipment, for example, book scanners, map scanners.			0.000	-

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Amd. No. - N° de la modif.

File No. - N° du dossier

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Buyer ID - Id de l'acheteur

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CCC No./N° CCC - FMS No./N° VME

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

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## **Attachment 1 to PART 5 - Certifications**

### **FEDERAL CONTRACTORS PROGRAM FOR EMPLOYMENT EQUITY – CERTIFICATION**



## Attachment 1 to PART 5 - Certifications

### 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 any request or requirement imposed by Canada may render the bid non-responsive or constitute a default under the Contract.

For further information on the Federal Contractors Program for Employment Equity visit [Employment and Social Development Canada \(ESDC\) – Labour's website](#).

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

Complete both A and B.

A. Check only one of the following:

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

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

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

OR

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

B. Check only one of the following:

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

OR

- ☐ 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)