



## **Request for Proposals**

**For**

**Video Conferencing Services  
for the Senate and House of Commons of Canada**

**Request for Proposal No: RFP 2015012  
Date of Issue: October 8, 2015  
Submission Deadline: October 29, 2015**

## **CONTINUATION**

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### PART 1 - INFORMATION TO BIDDERS

#### 1. **INVITATION TO BIDDERS**

This Request for Proposals (RFP) is an invitation by the House of Commons (HoC) and the Senate to prospective Bidders to submit proposals for the provision of Video Conferencing Services, as described in Appendix D – Statement of Requirements.

#### **Consortium or Joint Venture Responses**

A proposal submitted by a Bidder that consists of more than two legal entities (such as a consortium) will be accepted with the understanding that the HoC and the Senate shall regard only one of the parties of the consortium as the lead Supplier. Proposals should clearly indicate which party is the lead Supplier and the lead Supplier shall be solely accountable for all additional parties. In the case of a consortium, the HoC and the Senate are prepared to enter into an agreement only with the lead Supplier.

#### 2. **TYPE OF AGREEMENT FOR DELIVERABLES**

One or more Bidders may be invited to enter into negotiations for an agreement with the HoC and the Senate for the provision of the deliverables in the form attached as Appendix D, Statement of Requirements. It is the intention of the HoC and the Senate to enter into no more than one agreement for each organisation with the same Supplier.

The term of the agreements is to from date of award until June 30, 2018, with an option in favour of the HoC or the Senate to extend the agreements on the same terms and conditions for two (2) additional one (1) year terms. The terms and conditions of the agreement will be established through negotiations. The list of clauses in Appendix A - Term Sheet will be a starting point for such negotiations.

#### 3. **NO GUARANTEE OF VOLUME OF WORK OR EXCLUSIVITY OF AGREEMENT**

The HoC and the Senate make no guarantee of the value or volume of work to be assigned to the successful Bidder. The volumes and quantities indicated in this RFP are estimations only, and are based on historical usage patterns. Any agreement to be negotiated with a selected Bidder will not be an exclusive agreement for the provision of the described deliverables. The HoC and the Senate may contract with others for the same or similar deliverables to those described in the RFP or may obtain the same or similar deliverables internally.

## CONTINUATION

### PART 1 - INFORMATION TO BIDDERS

#### 4. RECEIPT OF PROPOSALS

4.1 Bidders must submit their proposals in accordance with the following timetable and instructions.

Issue Date of RFP	October 8, 2015
Deadline for Questions	October 20, 2015 at 12:00:00 p.m. (noon) EDT
Deadline for Issuing Addenda	October 22, 2015 (if required)
Submission Deadline	October 29, 2015 at 12:00:00 p.m. (noon) EDT
Proposal Rectification Period	The Rectification Period will run for five (5) business days from the date and time that the House of Commons and the Senate issue a rectification notice to a Bidder. For example, if a rectification notice is issued by the House of Commons and the Senate on Monday at 12:01 p.m. EDT, then the deadline for a bidder to rectify its proposal would be the following Monday at 12:01 p.m. EDT, assuming there are no statutory holidays during the rectification period.
Anticipated Dates for Solution Validation	The Solution Validation stage will be held at the House of Commons' and the Senate's facilities the week of November 16, 2015. Bidders will be advised in advance of their scheduled Solution Validation.
Anticipated Deadline for Issuance of Invitation to Commence Negotiations	November 27, 2015

The above timetable is a tentative schedule, and may be amended by the HoC and the Senate at any time.

4.2 Proposals must be electronically submitted to the HoC and the Senate using the same MERX™ account that was used to order the original RFP documents.

4.3 Bidders are solely responsible for the delivery of their proposals in the manner and time prescribed. Proposals received after the Submission Deadline according to the MERX™ time clock will be rejected.

4.4 All proposals must include the following mandatory forms:

4.4.1 Proposal Submission Form (Appendix B), completed in its entirety and signed by an authorized representative of the Bidder;

4.4.2 Pricing Structure Form (Appendix C), completed in accordance with the instructions contained within Appendix C, Pricing Structure Form.

Other than inserting the information requested on these mandatory forms, a Bidder may not make any changes to any of the forms.

## CONTINUATION

### PART 1 - INFORMATION TO BIDDERS

- 4.5 When submitting their proposals electronically, Bidders must submit their Financial Proposal (Appendix C – Pricing Structure Form) separately from the remainder of their proposal. A Bidder's proposal should therefore consist of at least two (2) separate files.
- 4.6 Questions concerning submitting through MERX™ should be addressed to:
- MERX™ Customer Support  
Tel.: 1-800-964-6379  
Email: [merx@merx.com](mailto:merx@merx.com)
- 4.7 Electronic Submissions:
- 4.7.1 A PIN number generated by MERX™ is required to submit a proposal electronically. This PIN must be requested by the person with the authority to bind the Bidder's organization.
- 4.7.2 A complete guide with information on how to acquire a PIN and submit a proposal electronically can be found at <http://marketing.merx.com/Support/EBSGuide.pdf>.
- 4.7.3 The following link provides a short video on how to acquire a PIN and submit a proposal electronically: <http://www.youtube.com/watch?v=To0fqSccw3M&feature=youtu.be>.

### **5. COMMUNICATIONS DURING SOLICITATION PERIOD**

- 5.1 Unless otherwise specified, all enquiries concerning this RFP must be submitted no later than 12:00:00 p.m. EDT on October 20, 2015 through MERX™.
- 5.2 The HoC and the Senate are under no obligation to provide additional information, and the HoC and the Senate will not be responsible for any information provided by or obtained from any source other than the HoC and Senate Contact:
- Paul Morin  
Senior Contracting Officer  
House of Commons
- 5.3 It is the responsibility of the Bidder to seek clarification from the HoC and Senate Contact prior to the time set out in section 5.1 on any matter it considers to be unclear. The HoC and the Senate shall not be responsible for any misunderstanding on the part of the Bidder concerning the RFP or the procurement process.

### **6. AMENDMENT AND WITHDRAWAL OF PROPOSALS**

- 6.1 Bidders may amend their proposals prior to the closing date of the RFP by submitting the amendment electronically via the MERX™ electronic tendering system, using the same MERX™ account that was used to order the original RFP documents. The amendment must contain the RFP title and number and the full legal name of the Bidder. Any such amendment should clearly indicate which part of the proposal the amendment is intended to replace.

## **CONTINUATION**

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- 6.2 Bidders may, at any time throughout the procurement process, withdraw a submitted proposal. To affect a withdrawal, a notice of withdrawal must be sent to the HoC and the Senate Contact named in section 5.2 (above) and must be signed by an authorized representative. The HoC and the Senate are under no obligation to return withdrawn proposals.

## CONTINUATION

### PART 2 – EVALUATION OF PROPOSALS

#### 1. EVALUATION OF PROPOSALS

- 1.1 An Evaluation Team has been assembled to review the proposals and assess their compliance against the evaluation criteria of this RFP. The criteria to be used by the Evaluation Team to assess and rate the proposals are shown in Appendix E, Evaluation Criteria and Financial Evaluation. All aspects of the criteria should be thoroughly addressed by Bidders. Those Bidders responding with unqualified phrases such as "we comply", will not be rated as highly as those Bidders that describe in detail how they comply.
- 1.2 While price is a factor in the selection of the successful Bidder, other criteria are weighted and will be evaluated accordingly.
- 1.3 The rated criteria categories are as follows:

ITEM	CRITERIA	ORDER OF IMPORTANCE	MINIMUM REQUIRED PASS MARK
1	Technical	70%	60% for R1 to R6
2	Financial	30%	N/A

\*N/A = Not Applicable

#### 2. STAGES OF EVALUATION

The HoC and the Senate will conduct the evaluation of all proposals received in the manner and time provided in accordance with the following four (4) stages:

##### 2.1 **Stage I – Mandatory Criteria, Submission and Rectification**

###### 2.1.1 Submission and Rectification Period

Stage I will consist of a review to determine which proposals are complete and provide all required information to perform the subsequent stages of evaluation. Other than inserting the information requested on the mandatory submission forms set out in the RFP, a Bidder may not make any changes to any of the forms.

Incomplete proposals as of the Submission Deadline will be provided an opportunity to rectify any deficiencies related to completeness within the Rectification Period. Proposals failing to be deemed complete within the Rectification Period will be excluded from further consideration. The Rectification Period will begin to run from the date and time that the HoC and the Senate issue their rectification notice to a Bidder.

## CONTINUATION

### PART 2 – EVALUATION OF PROPOSALS

#### 2.1.2 Proposal Submission Form (Appendix B)

Proposals must include a Proposal Submission Form (Appendix B) completed in its entirety and signed by an authorized representative of the Bidder.

#### 2.1.3 Pricing Structure Form (Appendix C)

Proposals must include a Pricing Structure Form (Appendix C) completed in accordance with the instructions contained within Appendix C.

#### 2.1.4 Mandatory Criteria

Only those Bidders whose proposals meet the mandatory criteria, as described in Appendix E, Table 1 – Mandatory Criteria (Stage I), will proceed to Stage II.

### 2.2 **Stage II – Evaluation of the Rated Criteria**

Stage II will consist of a scoring by the HoC and the Senate of each complete proposal on the basis of the rated criteria.

Bidders should refer to Table 2 – Rated Criteria (Stage II) in Appendix E – Evaluation Criteria and Financial Evaluation for a breakdown of the rated criteria at this stage of the evaluation. Further details regarding the HoC and the Senate requirements in respect of these criteria is provided in the Statement of Requirements in Appendix D.

### 2.3 **Stage III – Evaluation of Pricing Structure**

#### 2.3.1 Evaluation of Pricing Structure

Stage III will consist of a scoring of the pricing submitted. The evaluation of pricing will be undertaken after the evaluation of the rated criteria has been completed. Only those Bidders whose proposals have met the mandatory criteria and the applicable individual pass mark on the Rated Criteria established in Appendix E – Evaluation Criteria and Financial Evaluation, will have their Pricing Structure evaluated.

Bidders should refer to Appendix C – Pricing Structure Form, for a breakdown of the pricing structure requirement, and Appendix E, Evaluation Criteria and Financial Evaluation for the financial evaluation formula.

#### 2.3.2 Cumulative Score and Selection of Highest Scoring Bidder

At the conclusion of Stage III, Bidders' scores from Stage II and Stage III will be added together, and the highest-ranked Bidder will be selected for stage IV.



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### PART 2 – EVALUATION OF PROPOSALS

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#### 2.3.3 Tie Score

In the event of a tie score, the first Bidder invited to the solution validation stage will be determined by way of a draw. The other Bidder with a tie score will be considered the next highest-ranked Bidder.

#### 2.4 **Stage IV - Solution Validation**

Stage IV will consist of the validation of the highest-ranked Bidder's proposed solution. Bidders should refer to Appendix D and Appendix E for a list of the requirements that will be validated for the proposed solution.

Following a successful solution validation with the highest-ranked Bidder, that Bidder will be invited to enter into negotiations in accordance with clause 6 of Part 3, Terms and Conditions of the Procurement Process.

Should the highest-ranked Bidder fail the validation, the next highest-ranked Bidder may be invited to the solution validation stage of the evaluation.

## CONTINUATION

### PART 3 – TERMS AND CONDITIONS OF THE PROCUREMENT PROCESS

#### 1. **BIDDERS TO FOLLOW INSTRUCTIONS**

Bidders should structure their proposals in accordance with the instructions in the RFP. Where information is requested in the RFP, any response made in a proposal should reference the applicable section numbers of the RFP where that request was made.

#### 2. **COMMUNICATION OF RFP DOCUMENTS AND ADDENDA**

The HoC and the Senate will post RFP documents and any associated Addenda on the MERX™ electronic tendering site and on Buy and Sell.

#### 3. **INFORMATION IN RFP AN ESTIMATE ONLY**

The HoC and the Senate make no representation, warranty or guarantee as to the accuracy of the information contained in this RFP or issued by way of addenda. Any quantities shown or data contained in the RFP or provided by way of addenda are estimates only and are for the sole purpose of indicating to Bidders the general size of the opportunity. It is the Bidder's responsibility to avail itself of all the necessary information to prepare a proposal in response to the RFP.

#### 4. **BIDDERS SHALL BEAR THEIR OWN COSTS**

Bidders shall bear all costs associated with or incurred in the preparation and presentation of its proposal, including costs incurred for interviews or demonstrations, if applicable, and negotiations.

#### 5. **COMMUNICATION AFTER ISSUANCE OF RFP**

##### 5.1 **Bidders to Review RFP**

5.1.1 Bidders should promptly examine all of the documents comprising the RFP, and

- (a) report any errors, omissions or ambiguities; and
- (b) direct questions or seek additional information by email to the HoC and the Senate Contact as set out in Part 1, section 5.

5.1.2 The HoC and the Senate are under no obligation to provide additional information, and the HoC and the Senate are not responsible for any information provided by or obtained from any source other than the HoC and the Senate Contact.

5.1.3 It is the responsibility of the Bidder to seek clarification from the HoC and Senate Contact on any matter it considers to be unclear. The HoC and the Senate are not responsible for any misunderstanding on the part of the Bidder concerning the RFP or the procurement process.

## CONTINUATION

### PART 3 – TERMS AND CONDITIONS OF THE PROCUREMENT PROCESS

#### 5.2 All New Information to Bidders by Way of Addenda

5.2.1 The RFP may be amended only by an addendum in accordance with this section. If the HoC and the Senate, for any reason, determine that it is necessary to provide additional information relating to the RFP, such information will be communicated to all Bidders by addenda. Each addendum will form an integral part of the RFP.

5.2.2 Such addenda may contain important information, including significant changes to the RFP. Bidders are responsible for obtaining all addenda issued by the HoC and the Senate. In the Proposal Submission Form (Appendix B), Bidders should confirm their receipt of all addenda by setting out the number of each addendum in the space provided.

#### 5.3 Post-Deadline Addenda and Extension of Submission Deadline

If any addendum is issued after the Deadline for Issuing Addenda, the HoC and the Senate may at their discretion extend the Submission Deadline for a reasonable amount of time.

#### 5.4 Verify, Clarify & Supplement

When evaluating proposals, the HoC and the Senate may request further information from the Bidder or third parties in order to verify, clarify or supplement the information provided in the Bidder's proposal. The HoC and the Senate may revisit and re-evaluate the Bidder's proposal or ranking on the basis of any such information.

#### 5.5 No Incorporation by Reference

With the exception of their Pricing Structure, the entire content of the Bidder's proposal should be submitted in fixed format (PDF format).

The content of websites or other external documents referred to in the Bidder's proposal will not be considered to form part of its proposal. Bidders should include any reference material they wish to be considered for evaluation within their proposal. Any material or documents outside the proposal will not be considered. Should a Bidder wish to provide screen shots of its website for evaluation, copies or printouts of website material should be included within the proposal. URL links to the Bidder's website will not be considered by the HoC and Senate Evaluation Team.

#### 5.6 Proposals to be retained by the HoC and the Senate

The HoC and the Senate will not return the proposal or any accompanying documentation submitted by a Bidder.

### 6. NEGOTIATIONS, NOTIFICATION AND DEBRIEFING

#### 6.1 Selection of Highest-Ranked Bidder

The highest-ranked Bidder, as established under Part 2, Evaluation of Proposals, will receive a written invitation to enter into negotiations with the HoC and the Senate.

## CONTINUATION

### PART 3 – TERMS AND CONDITIONS OF THE PROCUREMENT PROCESS

#### 6.2 Timeframe for Negotiations

The HoC and the Senate intend to conclude negotiations with the highest-ranked Bidder within twenty (20) business days commencing from the date the HoC and the Senate invite the highest-ranked Bidder to enter negotiations. A Bidder invited to enter into negotiations should be prepared to provide requested information in a timely fashion and to conduct its negotiations expeditiously.

#### 6.3 Process Rules for Negotiation

Any negotiations will be subject to the process rules contained in this RFP and will not constitute a legally binding offer to enter into an agreement on the part of the HoC the Senate or the Bidder. Negotiations may include requests by the HoC and the Senate for supplementary information from the Bidder to verify, clarify or supplement the information provided in its proposal or to confirm the conclusions reached in the evaluation, and may include requests by the HoC and the Senate for improved pricing from the Bidder.

#### 6.4 Terms and Conditions

The terms and conditions of the HoC and the Senate will be distinct and are intended to be included in any resulting agreements. Terms and Conditions will be provided to the highest-ranked Bidder, prior to the commencement of the negotiation process, and will form the starting point for negotiations.

#### 6.5 Failure to Enter Into Agreement

Bidders should note that if the parties cannot execute agreements within the allotted number of days as stated in section 6.2, the HoC and the Senate may invite the next highest-ranked Bidder to enter into negotiations. In accordance with the process rules in Part 3, Terms and Conditions of the Procurement Process, and section 2 of Appendix B, the Proposal Submission Form, there will be no legally binding relationship created with any Bidder prior to the execution of a written agreement or prior to the execution of two agreements in the case of a joint venture bid. Once the above-noted timeframe lapses, the HoC and the Senate may discontinue further negotiations with the highest-ranked Bidder. This process shall continue until an agreement is formalized, until there are no more Bidders remaining that are eligible for negotiations, or until the HoC and the Senate elect to cancel the procurement process.

#### 6.6 Notification to Other Bidders

Other Bidders that become eligible for negotiations will be notified at the commencement of their respective negotiations. Once agreements are executed respectively between the HoC and a Bidder, and the Senate and a Bidder, the other Bidders may be notified directly in writing and should be notified by public posting in the same manner that the RFP was originally posted of the outcome of the procurement process and the award of the agreement.

#### 6.7 Debriefing

Bidders may request a debriefing after receipt of a notification of award. All requests must be in writing to the HoC and the Senate Contact and must be made within thirty (30) calendar days of notification of award.

## CONTINUATION

### PART 3 – TERMS AND CONDITIONS OF THE PROCUREMENT PROCESS

The intent of the debriefing information session is to aid the Bidder in presenting a better proposal in subsequent procurement opportunities. Any debriefing provided is not for the purpose of providing an opportunity to challenge the procurement process.

#### 6.8 Procurement Protest Procedure

Further to section 6.7, Bidders who have received a debriefing from the HoC and the Senate may seek additional information by contacting the office of the Director, Materiel and Contract Management of the HoC.

### 7. CONFLICT OF INTEREST AND PROHIBITED CONDUCT

#### 7.1 Conflict of Interest

The HoC and the Senate may disqualify a Bidder for any conduct, situation or circumstances, as solely determined by the HoC and the Senate that constitutes a Conflict of Interest. For the purposes of this Section, "Conflict of Interest" shall have the meaning ascribed to it in section 7 of the Proposal Submission Form (Appendix B).

#### 7.2 Prohibited Bidder Communications

Bidders shall not engage in any communications as described in section 7.1.2 of the Proposal Submission Form (Appendix B).

#### 7.3 Bidder Not to Communicate with Media

Bidders may not at any time directly or indirectly communicate with the media in relation to the RFP or any agreement awarded pursuant to the RFP without first obtaining the written permission of the HoC and the Senate Contact.

#### 7.4 No Lobbying

Bidders may not in relation to the RFP or the evaluation and selection process in respect thereof, engage in any form of political or other lobbying whatsoever to influence the selection of the approved Bidder. Furthermore, no Bidder or any person affiliated to a Bidder shall attempt to communicate in relation to the RFP or a Bidder's proposal, directly or indirectly, with any director, officer, employee or other representative of the HoC or the Senate, except as expressly directed or permitted by the RFP.

#### 7.5 Illegal or Unethical Conduct

Bidders shall not engage in any illegal bidding practices, including such activities as bid-rigging, price-fixing, bribery, fraud or collusion. Bidders shall not engage in any unethical conduct, including lobbying or other inappropriate communications, offers of gifts to HoC or Senate employees, officers or board members, deceitfulness, submitting proposals containing misrepresentations or other misleading or inaccurate information, or any other conduct that compromises or may be seen to compromise the procurement process.

## CONTINUATION

### PART 3 – TERMS AND CONDITIONS OF THE PROCUREMENT PROCESS

#### 7.6 Past Performance or Inappropriate Conduct

The HoC and the Senate may prohibit a Bidder from participating in a procurement process based on past performance or based on inappropriate conduct in a prior procurement process, and such inappropriate conduct shall include but not be limited to the following: (a) the submission of quotations containing misrepresentations or any other inaccurate, misleading or incomplete information; (b) the refusal of a supplier to honour its pricing or other commitments made in a proposal or bid; or (c) any other conduct, situation or circumstance, as solely determined by the HoC and the Senate, that constitutes a Conflict of Interest. For the purposes of this Section, “Conflict of Interest” shall have the meaning ascribed to it in the Proposal Submission Form (Appendix B).

#### 8. CONFIDENTIAL INFORMATION

8.1 All information provided by or obtained from the HoC and the Senate in any form in connection with the RFP either before or after the issuance of the RFP:

8.1.1 is the sole property of the HoC and the Senate and must be treated as confidential;

8.1.2 is not to be used for any purpose other than replying to the RFP and the execution of any subsequent agreement;

8.1.3 must not be disclosed without prior written authorization from the HoC or the Senate; and

8.1.4 shall be returned by the Bidders to the HoC and the Senate immediately upon the request of the HoC or the Senate.

#### 8.2 Confidential Information of Bidder

Bidders should identify any information in their proposal or any accompanying documentation supplied in confidence for which confidentiality is to be maintained by the HoC and the Senate. The confidentiality of such information will be maintained by the HoC and the Senate, except as otherwise required by law or by order of a court or tribunal. Bidders are advised that their proposals will, as necessary, be disclosed on a confidential basis, to any HoC and Senate advisers retained for the purpose of evaluating or participating in the evaluation of their proposals. If a Bidder has any questions about the collection and use of information pursuant to the RFP, questions are to be submitted to the HoC and Senate Contact.

#### 9. PROCUREMENT PROCESS NON-BINDING

##### 9.1 No Contract A and No Claims.

The procurement process is not intended to create and shall not create a Contract A bidding process nor any contractual or other legally enforceable obligations. The procurement process shall instead be governed by the law applicable to direct commercial negotiations. For greater certainty and without limitation:

9.1.1 Neither the Bidder nor the HoC or the Senate shall have the right to make any claims (in contract, tort, or otherwise) against the other with respect to the award of an agreement, failure to award an agreement or failure to honour a response to the RFP.

## CONTINUATION

### PART 3 – TERMS AND CONDITIONS OF THE PROCUREMENT PROCESS

#### 9.2 **No agreement until execution of written agreement**

The procurement process is intended to identify prospective suppliers for the purposes of negotiating potential agreements. No legal relationship or obligation regarding the procurement of any good or service shall be created between a Bidder and the HoC or the Senate by the procurement process. A contract shall only exist following successful negotiation and execution of a written agreement for the acquisition of goods and/or services.

#### 9.3 **Non-binding price estimates**

While the pricing information provided with proposals will be non-binding prior to the execution of a written agreement, such information will be assessed during the evaluation of proposals and the ranking of the Bidders. Any inaccurate, misleading or incomplete information, including withdrawn or altered pricing, could have an adverse impact on any such evaluation, ranking or agreement award.

#### 9.4 **Disqualification for Misrepresentation**

The HoC and the Senate may disqualify a Bidder or rescind an agreement subsequently entered into if the Bidder's proposal contains misrepresentations or any other inaccurate, misleading or incomplete information.

#### 9.5 **References and Past Performance**

The HoC and the Senate's evaluation may include information provided by the Bidder's references and may also consider the Bidder's past performance on previous agreements with the HoC or the Senate.

#### 9.6 **Cancellation**

The HoC and the Senate may cancel or amend this procurement process without liability at any time.

### 10. **GOVERNING LAW AND INTERPRETATION**

#### 10.1 **Governing Law**

The terms and conditions in this Part 3, Terms and Conditions of the procurement process are:

10.1.1 included for greater certainty and are intended to be interpreted broadly and separately (with no particular provision intended to limit the scope of any other provision);

10.1.2 non-exhaustive (and shall not be construed as intending to limit the pre-existing rights of the parties to engage in pre-contractual discussions in accordance with the common law governing direct commercial negotiations); and

10.1.3 to be governed by and construed in accordance with the laws of the province of Ontario and the federal laws of Canada applicable therein.

#### 10.2 **Interpretation**

10.2.1 Unless the context clearly indicates to the contrary, the plural includes the singular and the singular includes the plural throughout this RFP.

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### APPENDIX A – TERM SHEET

#### HOUSE OF COMMONS

The terms and conditions of the resulting agreement will be established through negotiations. The following types of clauses are those that the House of Commons normally expects to include in its framework agreements with suppliers. These will form the starting point for negotiations.

1. HOUSE OF COMMONS BOARD OF INTERNAL ECONOMY
2. GOVERNING LAWS AND JURISDICTION
3. PRIORITY OF DOCUMENTS
4. TIME IS OF THE ESSENCE
5. REQUIREMENT
6. STATUS OF CAPACITY
7. PERIOD OF AGREEMENT
8. PRICE CERTIFICATION
9. LIMITATION OF EXPENDITURE
10. TRAVEL EXPENSE PROVISION
11. GOODS AND SERVICES TAX (GST) / HARMONIZED SALES TAX (HST)
12. PROVINCIAL SALES TAX (PST) IN PROVINCES OTHER THAN QUEBEC
13. QUEBEC SALES TAX (QST)
14. PROVINCIAL ANCILLARY TAXES AND REGULATORY CHARGES
15. ORDER FORM
16. PRICING
17. METHOD OF PAYMENT
18. CANCELLATION OF FRAMEWORK AGREEMENT
19. AMENDMENTS TO FRAMEWORK AGREEMENT
20. CONFIDENTIALITY
21. INDEPENDENT SUPPLIER
22. ASSIGNMENT OF FRAMEWORK AGREEMENT
23. NO IMPLIED OBLIGATIONS
24. PERFORMANCE



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**CONTINUATION**  
**APPENDIX A – TERM SHEET**

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25. CONFLICT OF INTEREST
26. PUBLIC CEREMONY AND/OR ADVERTISING
27. SECURITY REQUIREMENTS
28. PRIVILEGES OF THE HOUSE OF COMMONS AND DAMAGES TO PREMISES
29. INDEMNIFICATION
30. PROPRIETARY RIGHTS
31. LICENCES AND PERMITS
32. ENVIRONMENTAL PRACTICES
33. REPRESENTATION
34. HOUSE OF COMMONS AUTHORITIES
35. SUPPLIER REPRESENTATIVES
36. NOTICE
37. SUBSTITUTION OF PERSONNEL
38. PURCHASE ORDER TERMS AND CONDITIONS
39. AGREEMENT REFRESH AND PRODUCT ADDITION
40. TRANSITION PLAN

## CONTINUATION

The terms and conditions of the resulting agreement will be established through negotiations. The following types of clauses are those that the Senate of Canada normally expects to include in its framework agreements with suppliers. These will form the starting point for negotiations.

### SENATE OF CANADA - GENERAL TERMS AND CONDITIONS

#### 1. Appropriate Law

This contract shall be governed by and construed in accordance with the laws in force in the province of Ontario.

#### 2. Interpretation

- I. "The Agreement" means the particular agreement or content of which, in each specific case, these general conditions are made a part.
- II. "The Contract" includes the agreement, these general terms and conditions and any supplementary conditions, specifications, labour conditions, schedules and any other documents referred to in the agreement as constituting the contract.
- III. "Supplementary Conditions" means any other general conditions forming part of the contract.
- IV. "Work" means the whole of the work, services, materials, matters and things required to be done, furnished and performed in order to carry out the contract including all goods to be delivered.
- V. "Contract Price" means the amount expressed in the contract to be payable to the Contractor for the finished work.

#### 3. Assignment

- I. The contract shall not be assigned in whole or in part by the Contractor without the prior written consent of the Senate of Canada and any assignment made without that consent is void and of no effect.
- II. No assignment of the contract shall relieve the Contractor from obligations under the contract or impose any liability upon the Senate of Canada.

#### 4. Time is of the Essence

- I. Time is of the essence in this contract.
- II. Any delay by the Contractor in performing the Contractor's obligations under the contract which is caused by events beyond the Contractor's control must be reported in writing to the Senate of Canada. This notice shall state the cause and circumstances of the delay. Furthermore, when requested to do so, the Contractor shall deliver, in a form satisfactory to the Senate of Canada, a "work around plan" including alternative sources and any other means that the Contractor will utilize to overcome the delay.
- III. Unless the Contractor complies with the notice requirements set forth in the contract, any delays that would constitute an excusable delay shall be deemed not to be an excusable delay.

## CONTINUATION

- IV. Notwithstanding that the Contractor has complied with the notice requirements, the Senate of Canada may exercise any right of termination contained in the contract.

### 5. Indemnity Against Claims

Except as otherwise provided in the contract, the Contractor shall indemnify and save harmless the Senate of Canada from and against any and all claims, damages, loss, costs and expenses which they may at any time incur or suffer as a result or arising out of;

- any injury to persons (including injuries resulting in death) or loss of or damage to property of others which may be alleged to be caused by or suffered as a result of the carrying out of work or any part thereof ; and
- any liens, attachments, charges or other encumbrances or claims upon or in respect of any materials, parts, work in progress or finished work delivered to or in respect of which any payments has been made by the Senate of Canada.

### 6. Right to Inspection

The Senate of Canada reserves the right of access to any records resulting from this contract.

### 7. Termination of Agreement

- I. The Senate of Canada may immediately terminate this agreement if the Contractor is for any reason unable to provide the work, services or goods required under this agreement. Such termination notice shall be made in writing.
- II. The agreement may be immediately terminated by the Senate of Canada if it is determined that the work, services or goods provided by the Contractor are not satisfactory. Such termination notice shall be made in writing.
- III. The agreement may be terminated by the Senate of Canada upon a thirty (30) days written notice if it is determined that the work, services or goods provided by the Contractor, either in whole or in part, are no longer required.
- IV. Either party may terminate this agreement upon a sixty (60) days written notice.
- V. In the event that this agreement is terminated prematurely, the fee shall be reduced pro rata.

### 8. Warranties

The Contractor warrants that:

- I. The Contractor is competent to perform the Work required under this Contract and the Contractor has the necessary qualifications, including the knowledge, skill and ability to perform the Work effectively;
- II. The Contractor shall provide under this Contract a quality of service at least equal to that which Contractors generally would expect of a competent Contractor in a like situation;

## CONTINUATION

- III. The Contractor has complete authority to enter into this Contract;
- IV. The Contractor warrants all work and services performed or goods delivered for a period of no less than 12 months from the completion of services or date of delivery.

### 9. Records to be Kept by the Contractor

- I. The Contractor shall keep proper accounts and records of the costs of work, services and goods and all expenditures or commitments made by the Contractor including the invoices, receipts and vouchers. These accounts and records shall at reasonable times be open to audit and inspection by the authorized representatives of the Senate of Canada, who may make copies and take extracts therefrom.
- II. The Contractor shall not dispose of the documents referred to herein without the written consent of the Senate of Canada, but shall preserve and keep them available for audit and inspection for such period of time as may be specified elsewhere in the contract or, in the absence of such specification, for a period of two years following the completion of the work or services or delivery of goods.

### 10. Confidentiality

Any information of a character confidential to the affairs of the Senate of Canada, its members or any of its employees, agents or contractors to which the Contractor or any of its employees, or agents or sub-contractors become privy as a result of services to be performed under this contract shall be treated as confidential during and after the performance of the services.

### 11. Rules and Regulations

In its operation, the Contractor and its employees will comply and abide by all lawful rules and regulations of the Senate of Canada which may be established from time to time, provided that no such rules or regulations shall inhibit the Contractor from exercising its rights and duties hereunder.

### 12. Miscellaneous Restrictions

Under no circumstances shall the Contractor use any stationery with Senate of Canada letterhead to conduct business under this agreement. The Contractor, its directors, officers, employees and agents shall not represent themselves as an agent of the Senate of Canada.

### 13. No Implied Obligations

It is the intention of the parties that this agreement is for the provision of work, services or goods. The Contractor is engaged as an independent contractor providing work, services or goods in accordance with this contract, to the Senate of Canada. The Contractor's directors, officers, employees and agents are not engaged as Senate employees and are not subject to the terms and conditions of employment applicable to the employees of the Senate of Canada.

### 14. Performance

The Contractor shall report the performance under this agreement to the Senate of Canada in whatever format and frequency that the Senate of Canada may require.

## CONTINUATION

### 15. Amendments to the Agreement

No person other than the Manager of Procurement and Contracting or his designate can amend this agreement in any form. Any changes to the original agreement must be made in writing.

### 16. Ownership of Intellectual and Other Property Including Copyrights

- I. Documents and information (“work”) produced by the Contactor in the performance of this contract as well as the copyrights in and to the work, shall vest in and remain the property of the Senate of Canada.
- II. Work shall be marked with the following copyright notice: © Senate of Canada (year)

### 17. Conflict of Interest

- I. The Contractor declares that the Contractor has no pecuniary interest in the business of any third party that would cause a conflict of interest or seem to cause a conflict of interest in carrying out the work. Should such an interest be acquired during the life of the contract, the Contractor shall declare it immediately to the Senate.
- II. It is a term of this contract that no former public office holder who is not in compliance with the Conflict of Interest Act shall derive a direct benefit from this contract.

### 18. Discrimination and Harassment in the Workplace

- I. The Contractor declares that the Contractor its directors or officers have not suffered any judgments in regard to legislation pertaining to discrimination or harassment in the workplace.
- II. If such judgments are made against the Contractor, its directors or officers during the life of this Contract, the Senate of Canada reserves the right to immediately terminate the Contract. In such cases, the Senate of Canada shall only be liable for payment for goods delivered or services performed. No other costs or fees shall be due or payable by the Senate of Canada.

### 19. Sales Tax

- I. The Senate of Canada is exempt from Provincial Sales Taxes (other than Quebec).
- II. The GST/HST/QST is not included in the contract amount.
- III. The GST/HST/QST must be listed as a separate line item on all invoices.

### 20. Basis of Payment

In consideration of the Contractor satisfactorily completing all of its obligations under the Contract, the Contractor will be paid in accordance with the terms and prices identified in Annex B – Basis of Payment. Goods and Services Tax or Harmonized Sales Tax or Quebec Sales Tax (GST/HST/QST) is extra, if applicable.

## CONTINUATION

### 21. Method of Payment

- I. A claim in the form of an itemized invoice certified by the Contractor shall be forwarded to:

The Senate of Canada  
Finance and Procurement Directorate  
Parliament Buildings  
Ottawa, Ontario  
K1A 0A4

Or by e-mail at: [finpro@sen.parl.gc.ca](mailto:finpro@sen.parl.gc.ca)

- II. Payment by the Senate of Canada to the Contractor for work, goods or services, shall be made:
- In the case of a progress payment other than the final payment, within thirty (30) days following the date on which a claim for progress payment is received according to the terms of the contract;
  - In the case of a final payment, within thirty (30) days following the date of receipt of a final claim for payment, or within thirty (30) days following the date on which the work is completed or the goods delivered and accepted, whichever date is the later;
  - If the Senate of Canada has any objections to the form of the claim for payment or its contents, written notification of the nature of such objections shall be forwarded to the Contractor within fifteen (15) days of its receipt.

### 22. Interest on Overdue Accounts

- I. In this section, an amount is “due and payable” when it is due and payable by the Senate of Canada to the Contractor according to the terms and conditions of the contract.
- II. For the purpose of this section, an amount is overdue when it is unpaid on the first day following the day upon which it is due and payable.
- III. In this section, “date of payment” means the day prior to the date of the negotiable instrument drawn by the Receiver General for Canada and given in payment of an amount payable.
- IV. In this section, “Bank Rate” means the discount rate of interest set by the Bank of Canada.
- V. The Bank rate shall be the average Bank of Canada discount rate for the previous month, plus 3 per cent.
- VI. The Senate of Canada shall be liable to pay simple interest at the Bank rate on any amount which is overdue from the day such amount became overdue until the day prior to the date of payment, inclusive. However, interest shall not be payable nor paid unless the amount has been outstanding (unpaid) for more than fifteen (15) days following the due date. Interest shall only be paid when the Senate of Canada is responsible for the delay in paying the Contractor. In the event that the Senate of Canada is not responsible for the delay in paying the Contractor, no interest shall be paid.
- VII. The Senate of Canada shall not be liable to pay the Contractor any interest on unpaid interest.

## CONTINUATION

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### **23. Advertisement**

The Contractor shall not without prior written consent from the Senate, advertise or publicize any work performed or goods provided to the Senate of Canada. Breach of this clause is considered to be a breach of confidentiality and will result in the removal of the Contractor from Senate source files.

### **24. Entire Agreement**

This contract constitutes the entire agreement between the parties with respect to the subject matter of the contract and supersedes all previous negotiations, communications and other agreements relating to it unless they are incorporated by reference in the contract.

### **25. Date of Completion of Work**

The period the work will be performed is upon signature of both parties to June 30, 2018. The Contractor shall perform and complete with care, skill, diligence and efficiency the work that is described in this document and deliver all goods.

### **26. Health and Safety**

The Contractors, retained through the Finance Directorate, must meet the Senate occupational health and safety standards and will be advised of such duties and responsibilities while working in the Senate workplace. The Contractor will be responsible for taking corrective action as warranted in cases of breach of those duties and responsibilities, as advised by the Director of Finance, Senate of Canada, or the Contracting Officer. Copies of the Senate Policy on Occupational Health and Safety and the Guidelines promoting a scent free work environment are available upon request.

### **27. Authorities**

#### **I. Contracting Authority**

The Contracting Authority will be revealed upon contract award.

#### **II. Project Authority**

The Project Authority will be revealed upon contract award.

## CONTINUATION

### APPENDIX B – PROPOSAL SUBMISSION FORM

#### 1. BIDDER INFORMATION

Please fill out the following form, and name one person to be the contact for the RFP response and for any clarifications or amendments that might be necessary.	
<b>Bidder Profile:</b>	
Full Legal Name of Bidder*:	
Any Other Relevant Name under Which the Bidder Carries on Business:	
Street Address:	
City, Province/State:	
Postal Code:	
Phone Number:	
Fax Number:	
Company Website (If any):	
<b>RFP Point of Contact:</b>	
RFP Contact Person and Title:	
RFP Contact Phone:	
RFP Contact Facsimile:	
RFP Contact E-mail:	

**\*In the case of a Consortium or Joint Venture, in addition to indicating who the lead supplier will be, Bidders must name the other parties that comprise the consortium or joint venture and their legal relationship. If Bidders plan to use subcontractors, the names of their subcontractors must be listed as well.**

#### 2. ACKNOWLEDGMENT OF NON-BINDING PROCUREMENT PROCESS

The Bidder acknowledges that this procurement process will be governed by the terms and conditions of the RFP, and that, among other things, such terms and conditions confirm that this procurement process is not intended to create and shall not create a Contract A bidding process nor any contractual or other legally enforceable obligations, and that there will be no legal relationship or obligations created until the HoC and the Senate and the selected Bidder have executed their respective written agreements.

#### 3. ABILITY TO PROVIDE DELIVERABLES

The Bidder has carefully examined the RFP documents and has a clear and comprehensive knowledge of the specifications/requirements outlined in Appendix D – Statement of Requirements of the RFP. The Bidder represents and warrants its ability to provide the deliverables required under the RFP in accordance with its proposal for the rates set out in the Pricing Structure Form and has provided a list of any subcontractors to be used to complete the potential resulting agreement. The Bidder encloses herewith as part of the proposal the mandatory forms set out below:



## CONTINUATION

### APPENDIX B – PROPOSAL SUBMISSION FORM

FORM	INITIAL TO ACKNOWLEDGE
Proposal Submission Form	
Pricing Structure Form	

#### 4. **NON-BINDING PRICE ESTIMATES**

The Bidder has submitted its pricing in accordance with the instructions in the RFP and in the Pricing Structure Form set out in Appendix C. The Bidder confirms that the pricing information provided is accurate. The Bidder acknowledges that any inaccurate, misleading or incomplete information, including withdrawn or altered pricing, could adversely impact the acceptance of its proposal or its eligibility for future work.

#### 5. **ADDENDA**

The Bidder has read and accepted all addenda issued by the HoC and the Senate prior to the Deadline for Issuing Addenda. The onus remains on the Bidder to make any necessary amendments to their proposal based on the addenda. The Bidder confirms that it has received all addenda by listing the addenda numbers or, if no addenda were issued, by writing the word “None” on the following line:

\_\_\_\_\_.

#### 6. **PROHIBITED CONDUCT**

The Bidder declares that it has not engaged in any conduct prohibited under section 7 of Part 3 – Terms and Conditions of the Procurement Process, Confidential Information and Prohibited Conduct.

#### 7. **CONFLICT OF INTEREST**

For the purposes of this section, the term “Conflict of Interest” means:

- 7.1 In relation to the procurement process, the Bidder has an unfair advantage or engages in conduct, directly or indirectly, that may give it an unfair advantage, including but not limited to:
  - 7.1.1 having, or having access to, confidential information of the HoC or the Senate in the preparation of its proposal that is not available to other Bidders;
  - 7.1.2 communicating with any person with a view to influencing preferred treatment in the RFP process (including but not limited to the lobbying of decision makers involved in the RFP process); or
  - 7.1.3 engaging in conduct that compromises, or could be seen to compromise, the integrity of the RFP process; or

## CONTINUATION

### APPENDIX B – PROPOSAL SUBMISSION FORM

7.2 In relation to the performance of its contractual obligations contemplated in the agreement that is the subject of this procurement, the Bidder's other commitments, relationships or financial interests:

7.2.1 could, or could be seen to, exercise an improper influence over the objective, unbiased and impartial exercise of its independent judgment; or

7.2.2 could, or could be seen to, compromise, impair or be incompatible with the effective performance of its contractual obligations.

If the box below is left blank, the Bidder will be deemed to declare that (a) there was no Conflict of Interest in preparing its proposal; and (b) there is no foreseeable Conflict of Interest in performing the contractual obligations contemplated in the RFP.

Otherwise, if the statement below applies, check the box.

- The Bidder declares that there is an actual or potential Conflict of Interest relating to the preparation of its proposal, and/or the Bidder foresees an actual or potential Conflict of Interest in performing the contractual obligations contemplated in the RFP.

If the Bidder declares an actual or potential Conflict of Interest by marking the box above, the Bidder must set out below details of the actual or potential Conflict of Interest:

\_\_\_\_\_  
\_\_\_\_\_  
\_\_\_\_\_  
\_\_\_\_\_

The following individuals, as employees, advisers, or in any other capacity (a) participated in the preparation of our proposal; **AND** (b) were employees of the HoC or the Senate and have ceased that employment within twenty-four (24) months prior to the Submission Deadline:

<b>Name of Individual:</b>
<b>Job Classification:</b>
<b>Service Area:</b>
<b>Last Date of Employment with the House of Commons/Senate:</b>
<b>Name of Last Supervisor:</b>
<b>Brief Description of Individual's Job Functions:</b>
<b>Brief Description of Nature of Individual's Participation in the Preparation of the Proposal:</b>

(Repeat above for each identified individual)



**CONTINUATION**

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**APPENDIX C – PRICING STRUCTURE FORM**

Under separate cover

## CONTINUATION

### APPENDIX D – STATEMENT OF REQUIREMENTS

#### A. Purpose

The Senate and the House of Commons (HoC) are seeking a qualified Supplier to provide the following video conferencing services:

- Video conference rooms and equipment that will be used at remote-site locations (city, town or region) across Canada and internationally;
- Bridging services, including gateway (IP-ISDN) and multipoint control unit (MCU) services used to connect the near and remote-site locations; and
- Browser-based and/or software client video conference platforms for witnesses who do not have access to video conferencing facilities.

There will be two separate agreements with the same Supplier and their terms will each be from the date of award until June 30, 2018, with the option in favour of the Senate or the HoC of extending the agreements for two (2) additional one-year terms.

#### B. Background

The video conferencing services described in this document are used by the Senate and HoC to facilitate the appearance of witnesses at committee hearings when a witness' schedule does not permit travel to Ottawa to appear in person, or the location of the witness makes travel to Ottawa impractical from a time and monetary perspective. The Senate may also use this agreement for other Senate directorates to arrange video conference services.

Senate and HoC committees hold hearings with witnesses on a broad range of issues such as government spending, foreign aid, and health care. Due to the variety of topics, a witness requested to appear may be located anywhere in Canada or elsewhere in the world. Historically, the majority of the witnesses have appeared by video conference from locations in North America.

The committee hearings are hosted in committee meeting rooms located within the parliamentary precinct in Ottawa or in various buildings in close proximity. These rooms have video conferencing equipment that is owned and operated by the Senate and HoC and a typical set-up of these rooms is found under Appendix G. Remote-site locations may include video conference rooms provided by the Supplier or a private remote-site provided by the witness' organization.

Although committees can hold meetings during weeks when their respective chamber is not sitting, it is unusual for them to do so as parliamentarians usually take those opportunities to return to their constituencies and regions. The Senate and HoC hold sittings between 26-30 weeks per year.

It should also be noted that there are certain blocks of time during the week when committees normally meet. The table below demonstrates the schedule for HoC committees, with those shaded in green being the most common time slots. In those common times, normally there would be between 5 and 7 committees meeting at the same time.

## CONTINUATION

### APPENDIX D – STATEMENT OF REQUIREMENTS

Regular sitting hours	Monday	Tuesday	Wednesday	Thursday	Friday
8:45-10:45		Standing committees		Standing & Joint committees	Special committees and subcommittees
11:00-13:00	Special committees	Standing committees		Standing & Joint committees	
15:30-17:30	Standing committees	Standing committees	Standing committees	Standing committees	
17:30-19:30	Special committees and subcommittees	Special committees and subcommittees	Special committees and subcommittees	Special committees and subcommittees	

The usual hours for Senate committees are demonstrated as below. Normally there would not be more than four committees meeting at the same time.

	Monday	Tuesday	Wednesday	Thursday
Morning		Standing Committees (9:30-11:30)		Standing Committees (8:00-10:00) (10:30-12:30) Joint Committee (8:30-10:30)
Afternoon	Standing Committee (13:00-17:00)		Subcommittee (12:00-13:30) Standing Committees (16:15-18:15)	
Evening	Standing Committees (16:00-20:00)	Standing Committees (17:00-19:00)	Standing Committees (18:45-20:45)	

## CONTINUATION

### APPENDIX D – STATEMENT OF REQUIREMENTS

The following are the overall statistics for the past three fiscal years (April 1 to March 31):

Fiscal Year	Number of Meetings with Video Conferencing*	
	Senate	House of Commons
2014-2015	143	212
2013-2014	65	152
2012-2013	86	195

\*Meetings may have one or more video conference (but not usually more than two) and the video conferences are a mix of point to point and multi-point.

A more detailed set of statistics can be found in the table below for the calendar year of 2014:

2014	Senate	House of Commons
# of Sitting Weeks	28	26
# of Video Conferences	183	246
Average Video Conferences per Sitting Week	7	9.5
Maximum Video Conferences One Week in 2014	15	19
Simultaneous Video Conf <sup>(1)</sup>	Max 4	Max 4
% Multi-Point Conferences <sup>(2)</sup>	17%	25%
% of Remote Sites in Major Canadian Cities	47% <sup>(4)</sup>	58% <sup>(3)</sup>
% of Remote Sites in Smaller Canadian Locations	20%	22%
% of Remote Sites in US	19%	10%
% of Remote Sites Outside North America	14%	10%
% of Remote Sites Booked by Service Provider	70%	Not available

- (1) Currently, HoC staff can support no more than 4 simultaneous meetings with video conferences. In the Parliamentary calendar the HoC has normally no more than 7 committees meeting simultaneously and the Senate has no more than 4 simultaneous meetings.
- (2) The majority of multi-point video conferences have two remote participants and the largest was with five remote sites.
- (3) Toronto, Montreal, Vancouver, Calgary, Edmonton, Quebec City, Winnipeg, Hamilton, Kitchener-Waterloo, London
- (4) Toronto, Montreal, Vancouver, Calgary, Edmonton, Quebec City, Winnipeg, Victoria, Halifax, Yellowknife

## CONTINUATION

### APPENDIX D – STATEMENT OF REQUIREMENTS

#### C. Work Description

##### 1. Scope

The requirements of both the Senate and HoC are divided into the following categories:

- 1.1. Video conference rooms are required when the witness' organization does not have their own video conference room. It is expected that the Supplier will locate a video conference room (or rooms when there is a choice) from within their inventory of available rooms across Canada and internationally, or that a room may have to be subcontracted from a third party. The Senate and the HoC reserve the right to use private remote sites.
- 1.2. Gateway services (IP-ISDN) are required in instances when it is necessary to transcode between H.320 ISDN video conferencing and H.323/SIP IP video conferencing; and Multipoint control unit (MCU) Services are required when a multi-point video conference is needed.
- 1.3. On-demand video conferencing as a service (VCaaS) support for browser-based and software client users is required in exceptional circumstances for remote-site locations with no access to room-based facilities.
- 1.4. Video Conference Room Facilities, Gateway, MCU and VCaaS Services: required when any combination of the above situations arises.

##### 2. Work Authorization/Service Request

The following process will be used to authorize the Supplier to provide services to the Senate and HoC:

- 2.1. Committee hearings normally take place within pre-determined time slots from Monday-Thursday between 08:00 ET and 21:00 ET at the Senate, and between 08:00 ET and 18:00 ET at the HoC. However, they may also take place outside the normal hours indicated. The services provided by the Supplier must be available during all committee hearings.
- 2.2. The representatives designated by the Senate (legislative clerks) and HoC (logistics officers) will be authorized to initiate service requests to the Supplier. A list of these representatives will be provided to the Supplier after the awarding of the agreement.
- 2.3. A service request will be initiated by the Senate or HoC representatives to a person designated by the Supplier. The ideal situation would include an on-line booking tool that would allow Senate or HoC users to also monitor the status of all requests.
- 2.4. In the absence of an on-line booking system, the Supplier will confirm availability of the required services via email or telephone call. All requests must be confirmed electronically.
- 2.5. The Supplier's personnel responsible for booking or making changes to reservations must be able to communicate in both English and French.



## CONTINUATION

### APPENDIX D – STATEMENT OF REQUIREMENTS

2.6. All service requests received by the Supplier between 08:00 ET and 18:00 ET must be responded to within 2 hours of the receipt of the request. Service requests received by the Supplier outside the hours of 08:00 ET and 18:00 ET must be responded to by 10:00 ET the following business day. The Supplier's response must include:

- Acknowledgment of initial request and confirmation that it is being processed;
- Indication of the availability (or non-availability) of the requested service(s);
- The address (or addresses, if more than one suitable site is available) of the suggested remote-site;
- Pricing (or price comparisons, if more than one suitable site is available) for the requested service(s); and
- In the case of multiple services listed on the same service request, itemized pricing for each service.

2.7. The Senate or the HoC should be able to cancel video conference reservations at least 48 hours in advance without a fee.

### 3. Testing and Technical Support

The Senate and HoC will supply video conferencing technicians needed to support the video conferencing services, except for those services to be provided by the Supplier's technical support as expressly described herein, with the following specifications:

- 3.1. The coordination of the Supplier's technical support of the services must be provided through a single point of contact and telephone number. This information must be provided with the confirmation of the service reservation.
- 3.2. The Supplier's personnel responsible for real-time monitoring and troubleshooting must be able to communicate in English and/or French, depending on the language requirement at the remote site.
- 3.3. Due to the high profile nature of the committee hearings, the continuous availability of the video conferencing services is critical. The bridging services, video conference rooms and the video conferencing network connection provided by the Supplier must be monitored in real time for the duration of the event.
- 3.4. In the case of service interruption during a live video conference, both audio and video services by the Supplier should be restored within two (2) minutes.
- 3.5. The personnel responsible for providing the technical support during a video conferencing session must be reachable by phone at the remote-site location(s) at all times while the video conference is in session. The support personnel provided by the Supplier must be:
  - Technically proficient in regards to audiovisual and video conferencing technologies; and
  - Capable of solving complex telecommunication issues.

## CONTINUATION

### APPENDIX D – STATEMENT OF REQUIREMENTS

- 3.6. The Supplier must provide technical support for advanced testing. This test is conducted prior to the scheduled date of the video conference in order to verify telecommunication settings and audio/video quality required for the video conference. The duration of these tests is approximately 15 minutes, and is carried out at the discretion of the Senate or HoC technician. Due to the workload of the Senate and HoC technicians and the many last minute requests that are received, often there is little advance notice for testing. Although every attempt will be made to provide adequate notice for testing, the Supplier must have sufficient capacity to conduct these tests on an ad-hoc basis with little or no advanced notice when required. All technical support personnel provided by the Supplier must have the ability to resolve any technical issues as they may arise during advanced testing.
- 3.7. The Supplier must provide technical support for the set-up and the pre-test of the video conference session, typically conducted 30 minutes prior to the start of the video conference. The purpose of the pre-test is to conduct a last minute check of the video conference connection(s). All technical support personnel provided by the Supplier must have the ability to resolve any technical issues as they may arise during the set-up and pre-test activities. The Supplier is expected to have sufficient capacity to provide technical support as needed for multiple sessions when video conferences run concurrent or adjacent to each other.

During the pre-test period, the Supplier must verify or address each of the following items:

- Connect the remote-site location(s) at the optimal bandwidth;
- Test the microphones and speakers for audio clarity;
- Ensure that the video image is clear;
- Ensure the audio and the video are synchronized;
- Test dual-streaming capability if it is to be used;
- Test any peripherals that will be used during the video conference;
- Ensure that the camera(s) are all functional;
- Test remote-site camera control;
- Make any adjustments that need to be made to the lighting or window blinds;
- Test the phone in the room, if applicable;
- Provide orientation as necessary to familiarize the site contact with the general flow of the meeting; and
- Provide all participating sites with the Supplier's support contact information.

Upon the witness' arrival at the remote-site location, the Supplier must conduct the following:

- Escort the witness to the video conference room;
- Provide orientation as necessary to familiarize the witness with the room and the general flow of the video conference and the meeting;
- Adjust the camera, lighting and microphone position as well as show the witness how to mute his/her own microphone; and
- Provide the witness with instructions on how to reach the local technical support should there be any issue.

## CONTINUATION

### APPENDIX D – STATEMENT OF REQUIREMENTS

3.8. For each video conferencing session (advanced test or actual call to the committee), the Supplier must provide at the Senate or HoC's request, reports documenting usage and call statistics, including but not limited to:

- Historical Usage Statistics
- Network diagnostic report
- Call statistics report
- Fault report

The Supplier must have a method to monitor their services and a process to resolve and report on incidents should they arise.

#### 4. Room and Technical Specifications

4.1. Since witnesses appearing at committee hearings via video conference may be situated anywhere in the world, the Supplier should have the ability to provide service in as many Canadian and international cities as possible.

4.2. When witnesses use private remote-site rooms, the Senate and HoC will request similar requirements as those for supplier-provided remote-site rooms, as described in sections 4.5 to 4.15.

4.3. The Senate and HoC recognize that there will be exceptional situations where the remote-site location does not have the infrastructure necessary to support the requirements as described in sections 4.5 to 4.15. In these circumstances, the Senate or the HoC, each at its sole discretion, may accept a lower quality video conferencing service.

4.4. Multilanguage Requirement - the Supplier should provide the ability for participants at remote-sites to choose the audio stream of their choice when on an interactive multipoint call.

The Senate and HoC video conferencing facilities have built-in functionality allowing the transmission of three (3) discrete audio streams from most of the meeting rooms.

- Floor: is the language spoken by a committee participant in Ottawa (typically English or French).
- English: if the speaker in Ottawa is speaking in French, the English interpretation is transmitted on the English audio stream.
- French: if the speaker in Ottawa is speaking in English, the French interpretation is transmitted on the French audio stream.

The additional discrete audio streams are transmitted using 64 kbps PSTN audio call interfaces.

4.5. Video conference network communication and bandwidth - the video conference room services provided by the Supplier must have a network infrastructure with minimal network delay, jitter and packet loss. The video conference services provided by the Supplier must support bidirectional (full-duplex) network connections of:

- = 384 kbps for ISDN;
- ≥ 768 kbps for IP; and
- = 64 kbps for PSTN audio only calls.

## CONTINUATION

### APPENDIX D – STATEMENT OF REQUIREMENTS

4.6. Video conferencing connection and signaling protocols - the latest versions of IETF/ITU standards must be supported by Supplier's infrastructure components and all terminals (Gateways, Gatekeepers, MCUs and Endpoints):

- H.320 : Narrow-band visual telephone systems and terminal equipment;
- H.323 : Packet-based multimedia communications systems; and
- SIP : Session Initiation Protocol.

4.7. Video conferencing camera(s) - the cameras used by the Supplier for the video conferencing service must be comparable to the specifications of the following camera.

SONY BRCZ700 (or equivalent) – HD ¼ 3CMOSs P/T/Z Color Video Camera

#### General Specifications Detail:

Angle of View (H):	1.8 degrees (tele end) to 55.2 degrees
Backlight Compensation:	On/Off
CCD Effective Pixels:	Approx. 1.04 mega pixels
Effective Pixels:	Approx. 1.04 mega pixels
Focal Length:	f=3.9 to 78.0mm (F1.6 to F2.8)
Image Device:	1/4 type CMOS x3
Imager:	CMOS
Lens:	20x optical zoom 80x with digital zoom Carl Zeiss Vario-Sonnar T*
Minimum Illumination:	6 lx (50 IRE, F1.6, 24dB)
Minimum Object Distance:	800mm (tele end) 500mm (wide end, limiter on) 10mm (wide, limiter off)
S/N Ratio:	50 dB
Shutter Speed:	1/60 to 1/10000(59.94i) 1/50 to 1/10000(50i)
Signal System:	1080/59.94i, NTSC or 1080/50i, PAL (switchable)

4.8. Video conferencing Audio/Video content coding

#### Video Coding:

H.264: Advanced video coding for generic audiovisual services, is the default and preferred video coding used by Senate and HoC endpoints. The Supplier's terminals must also be capable of encoding and decoding video according to Rec. ITU-T H.264.vRec. or acceptable alternate CODEC which has no effect on performance or on expected perceived video quality.

#### Audio Coding:

AAC-LD: MPEG-4 Low Delay Advanced Audio Coding, is the default and preferred audio coding used by Senate and HoC endpoints. The Supplier's terminals must also be capable of encoding and decoding audio according to ISO/IEC 14496-3:2009 or acceptable alternate CODEC which has no effect on performance or on expected perceived audio quality.

## CONTINUATION

### APPENDIX D – STATEMENT OF REQUIREMENTS

4.9. Video conferencing microphone(s) - the microphones used by the Supplier for the video conferencing service must be gooseneck or boundary type microphones, which feature directional polar patterns, immunity from radio frequency interference, isolation from coupling of surface vibration to the microphone and superior off-axis rejection. The microphones must be comparable to the specifications of the following:

Audio-Technica U851A (or equivalent) - Cardioid Condenser Boundary Microphone

General Specifications Detail:

Polar pattern:	Half-cardioid (cardioid in hemisphere above mounting surface)
Frequency response:	30-20,000 Hz
Low frequency roll-off:	80 Hz, 18 dB/octave
Open circuit sensitivity:	Phantom: -40 dB (10.0 mV) re 1V at 1 Pa
Impedance:	Phantom: 200 ohms
Max input sound level:	Phantom: 133 dB SPL, 1 kHz at 1% T.H.D.
Dynamic Range:	Phantom: 111 dB, 1 kHz at Max SPL
Signal-to-noise ratio:	72 dB, 1 kHz at 1 Pa

4.10. Audio quality and room acoustics - high quality audio is critically important for the video conferences conducted for Senate and HoC committees. This requirement stems from the fact that all committee hearings are recorded, transcribed, simultaneously interpreted and often televised. Senate and HoC personnel require the highest possible quality audio to provide their services. The Supplier-provided video conference rooms must adhere to video conferencing best practices in regards to carefully planned and strict acoustical requirements. The ISO 2603 standard prescribes a clear reproduction of sound frequencies between 125 Hz and 12,500 Hz over the whole speaker-interpreter-listeners circuit in order to ensure adequate hearing without loss of message. The synchronization of sound and image is especially important with remote links.

To ensure the highest possible audio quality, the Supplier must meet the following requirements:

- The microphone must be positioned within 1 meter of the witness. Microphones located in ceilings should be avoided.
- The audio must be uninterrupted (no automatic muting of the microphone or excessive processing) in order to provide a virtual presence experience to the video conferencing participants.
- Ambient noise requirements:
  - Ambient Noise Floor (A-Weighted):  $SPL \leq 30dB$  (@ 1 meter from Microphone).
  - Ambient Noise Floor Average in Room (A-Weighted):  $SPL \leq 36dB$ .
  - Specific noise source:  $SPL \leq 36dB$  (@ 1 meter from the source), i.e. air-conditioning vents, light fixtures, or any other specific device such as the fan on a UPS or Ethernet switch.

## CONTINUATION

### APPENDIX D – STATEMENT OF REQUIREMENTS

- Reverberation requirements (RT60):
  - @ 125Hz ≤ 300ms
  - @ 250Hz ≤ 300ms
  - @ 500Hz ≤ 300ms
  - @ 1kHz ≤ 300ms
  - @ 2kHz ≤ 300ms
  - @ 4kHz ≤ 300ms

4.11. Display monitor and camera placement - careful attention must be paid to display placement, mounting the display monitors too high will degrade video conferencing interactions. Cameras must be collocated with the far-end display to provide a sense of eye contact.

The minimum size of the display monitor is 27 inches. The maximum viewing distance should be commensurate with the monitor size, for example:

- 27" monitor 9 ft or 2.7 meters
- 36" monitor 12 ft or 3.6 meters
- 42" monitor 14 ft or 4.3 meters

4.12. Video conference boardroom lighting - the Supplier-provided video conference rooms must adhere to video conferencing best practices in regards to lighting and illumination. To ensure the highest possible image quality, the Supplier must meet the following requirements:

- Colour Temperature: 4000 to 4100 Kelvin (K)
- Colour Rendering Index (CRI): 82 to 100
- Light Intensity (Facial): ≈ 400 lux
- Light in all areas of the room within the camera field of view should not fluctuate more than 100 lux within the room.

Ballast Considerations - Because the cameras operate at a different frequency than the light fixtures, electronic ballasts are preferred to magnetic ballasts that can produce a flickering effect on the video.

4.13. Video conference room design requirements - the Supplier-provided video conference rooms should adhere to video conferencing best practices in regards to design and building materials used in their facilities as listed below.

To ensure the highest possible audio and image quality, the Supplier must avoid providing rooms that suffer from the following symptoms or conditions of poorly designed videoconferencing facilities:

Poor lighting caused by, but not limited to:

- Sunlight causing glare and reflections
- Lighting fixtures causing glare and reflections
- Light reflecting off furniture or walls causing glare

## CONTINUATION

### APPENDIX D – STATEMENT OF REQUIREMENTS

Audible air movement caused by, but not limited to:

- Whooshing or whistling sound coming from vent or diffuser
- Whooshing sound above the ceiling from something other than the diffusers

Audible HVAC machinery noises such as, but not limited to:

- Humming or clicking sound when the air handler is on
- Walls that vibrate and create a humming sound

Room isolation issues caused by, but not limited to:

- Noise from street traffic through windows
- Noise from plumbing of adjacent bathroom or kitchen
- Noise from adjacent server or mechanical room
- Noise from adjacent break room or workspace

Reflective surfaces that cause reverberation issues can be caused by (but are not limited to):

- Larger than recommended room size
- Excessive glass walls or windows
- Hard-surface flooring
- Hard-surface ceilings
- Excessively high ceilings

4.14. The minimum size of the video conference room should be at least 3 meters x 3 meters.

4.15. The video conference rooms must be equipped with a table and at least 2 chairs. All furniture should have a matte finish.

#### 5. Gateway (IP/ISDN) and Multipoint Control Unit (MCU) Services

The bridging services provided by the Supplier must support at least four concurrent video conferencing sessions each for the Senate and the HoC.

The Supplier's video conference gateways and MCUs must provide the following features:

- Hardware redundancy options built into network architecture;
- All hardware must be standards-based and compatible with major vendors' video conferencing endpoints;
- Support connectivity across different physical networks and provide interoperability between various protocols, namely H.323, SIP, ISDN and PSTN;
- Support sites with different frame rates, connection speeds, audio algorithms, video algorithms, video resolutions and network protocols to transparently connect with one another;
- Place and receive video calls using Uniform Resource Identifiers (URIs), IP Addresses or PSTN numbers.;
- Infrastructure must reside on a low latency, redundant QoS video network;
- Support of multipoint conferences between endpoints;
- Support of single and multiscreen standards-based telepresence systems;
- Participants can dial in or can be called from a preconfigured multipoint conference;
- Configurable custom video layouts;
- Automatic or user-selectable video layouts;
- Up to Full HD transcoding for both video and content for every participant;

## CONTINUATION

### APPENDIX D – STATEMENT OF REQUIREMENTS

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- Support for video resolutions of up to Full HD (up to 1080p30 or 720p60 frames per second);
- Comprehensive high definition audio;
- Advanced Encryption Standard (AES) encryption;
- Far-end camera control (FECC) tunneling;
- Text identification of sites;
- On-screen text messaging to individual or all sites; and
- Individual conference points displayed full screen with the ability to switch between manually.

#### **6. On-Demand Video Conferencing as a Service (VCaaS)**

The Supplier must provide a centralized subscription service enabling a remote witness to participate in a video conference using a Supplier-provided browser-based application, a Supplier-provided software-client, or a user-provided software such as Microsoft Skype for Business (Lync) or using WebRTC. The Supplier must provide technical assistance to Senate and HoC witnesses for all software or applications.



## CONTINUATION

### APPENDIX E – EVALUATION CRITERIA AND FINANCIAL EVALUATION

#### 1. CRITERIA COMPLIANCE

- 1.1 Each Proposal will be evaluated separately, against the Mandatory and Rated Criteria contained herein, and in accordance with the evaluation stages set out in Part 2, Evaluation of Proposals.
- 1.2 It is the Bidder's responsibility to ensure that their proposal provides sufficient evidence for the Evaluation Team to assess the compliance of the proposal with the criteria listed in this RFP. The Bidder must demonstrate how they meet each criterion; simply repeating the statement is not considered demonstrated.
- 1.3 Selection and evaluation is based on a "rules of evidence" approach, such that the Bidder's proposal is the sole demonstration of the Bidder's capacity to fulfill the requirement, as described within the RFP.
- 1.4 Bidders should include any reference material they wish to be considered for evaluation within their proposal. Any material or documents outside the proposal will not be considered. Should a Bidder wish to provide screen shots of its website for evaluation, copies or printouts of website material should be included within the Proposal. URL links to the Bidder's website will not be considered by the Evaluation Team.

#### 2. COMPLIANCE MATRIX

Bidders are asked to complete the tables below and submit with their proposal. The tables are used to assist Bidders in ensuring they have included all the required elements in their proposal demonstrating compliance with the criteria and it will be used by the Evaluation Team to find the required information in the Bidder's proposal. Bidders should include information on where within their proposal evidence can be found to support their compliance with each individual criterion.

#### 3. MANDATORY CRITERION – STAGE I

Bidders must meet the following Mandatory Criterion in order to be considered on the basis of the Rated Criteria. Proposals failing to meet the Mandatory Criterion will be deemed non-compliant and will not be considered further.

**Table 1 – Mandatory Criterion**

Item	Description of Criterion	Pass/Fail	Bidder's Proposal Reference
M1	Bidders must be able to provide all the services as described in the Appendix D – Statement of Requirements, under <i>C. Work Description</i> , section 1 – Scope.		

## CONTINUATION

### APPENDIX E – EVALUATION CRITERIA AND FINANCIAL EVALUATION

#### 4. RATED CRITERIA – STAGE II

In order to obtain rated points for their proposal, Bidders should respond to the corresponding rated criteria by providing a description explaining, demonstrating, substantiating or justifying their approach to meet the requirement. A Bidder’s proposal should be relevant, thorough, clear, and concise. Bidders should utilize the unique item number identified with each rated criteria and the associated title in responding to the rated criteria. More information regarding the HoC and the Senate’s requirements is included in Appendix D, Statement of Requirements.

**Table 2 – Rated Criteria**

#	Rated Criteria	Weighting	Minimum pass mark	Bidder’s Proposal Reference
R1	<p>Locations of video conference rooms (City/town)</p> <p>Bidders should provide a list of all cities in Canada where they can offer video conference rooms, including the number of rooms per city, if applicable. Bidders should also provide a list of all countries where they can offer video conference rooms. Bidders will be evaluated according to the following elements:</p> <ul style="list-style-type: none"> <li>• Number of cities in Canada by province and territory</li> <li>• Number of rooms per city in Canada</li> <li>• Number of countries internationally</li> <li>• For each of the above, the Bidder should specify the number of video conference rooms owned and operated by the Bidder</li> </ul>	15 points	60%	

## CONTINUATION

### APPENDIX E – EVALUATION CRITERIA AND FINANCIAL EVALUATION

<b>R2</b>	<p>Work authorization / Service Requests</p> <p>Bidders should provide a detailed description of their ability to meet the work authorization/service requests as outlined in section 2 of the Statement of Requirements. At a minimum, Bidders should demonstrate their capability to comply with the following elements:</p> <ul style="list-style-type: none"> <li>• Hours of service</li> <li>• Service request process</li> <li>• Language requirements</li> <li>• Response times</li> <li>• Cancellation Policy</li> </ul>	<b>15 points</b>	<b>60%</b>	
<b>R3</b>	<p>Bidders should provide a detailed description of their ability to meet the testing and technical support as outlined in section 3 of the Statement of Requirements. At a minimum, Bidders should demonstrate their capability to comply with the following elements:</p> <ul style="list-style-type: none"> <li>• Coordination of Supplier's technical support</li> <li>• Language requirements</li> <li>• Continuous availability of services</li> <li>• Real-time monitoring</li> <li>• Service interruption response</li> <li>• Availability and abilities of technical support during video conference and for both advance and pre-testing</li> <li>• Reporting and incident resolution</li> </ul>	<b>15 points</b>	<b>60%</b>	

## CONTINUATION

### APPENDIX E – EVALUATION CRITERIA AND FINANCIAL EVALUATION

<b>R4</b>	<p>Bidders should provide a detailed description of their ability to meet the room and technical specifications as outlined in section 4 of the Statement of Requirements. At a minimum, Bidders should demonstrate their capability to comply with the following elements:</p> <ul style="list-style-type: none"> <li>• Network communication and bandwidth</li> <li>• Connection and signalling protocols</li> <li>• Camera specifications</li> <li>• Audio and video content coding</li> <li>• Microphone specifications</li> <li>• Audio quality and room acoustics</li> <li>• Placement of monitors and cameras</li> <li>• Boardroom lighting and design</li> </ul> <p>Bidders should also include in this detailed description their proposed solution to the multilanguage requirements as outlined in sub-section 4.4 of the Statement of Requirements.</p>	<b>15 points</b>	<b>60%</b>	
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## CONTINUATION

### APPENDIX E – EVALUATION CRITERIA AND FINANCIAL EVALUATION

<b>R5</b>	Bidders should provide a detailed description of their ability to meet the gateway and multipoint control unit services as outlined in section 5 of the Statement of Requirements. At a minimum, Bidders should demonstrate their capability to comply with the following elements: <ul style="list-style-type: none"> <li>• Ability to support multiple video conferences simultaneously</li> <li>• Gateway and Multipoint Control Unit services</li> </ul>	<b>15 points</b>	<b>60%</b>	
<b>R6</b>	Bidders should provide a detailed description of their ability to meet the on-demand video conferencing as a service as outlined in section 6 of the Statement of Requirements. At a minimum, Bidders should provide details on the following: <ul style="list-style-type: none"> <li>• Type and number of software and/or applications</li> <li>• Ease of use of software and/or applications</li> <li>• Ability to provide technical assistance</li> </ul>	<b>10 points</b>	<b>60%</b>	

**CONTINUATION**

**APPENDIX E – EVALUATION CRITERIA AND FINANCIAL EVALUATION**

<p><b>R7</b></p>	<p>Bidders should demonstrate good environmental practices. Bidders must provide a description of their environmental initiatives.</p> <p>Full points for this criterion will be awarded to Bidders who have implemented formal programs and received certification such as ISO 14001, EcoLogo, EnergyStar, Green Seal, Energuide, etc. Partial points will be awarded to bidders who do not presently have formal certifications but have implemented a formal environmental policy that includes environmental audits and review programs. This policy and program may include some or all of the following: packaging, recycled or remanufactured content, take-back programs, renewable and / or sustainable resources, non-hazardous products, reusable and recyclable packaging, etc.</p>	<p><b>5 points</b></p>	<p><b>N/A</b></p>	
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Bidders must meet a minimum individual pass mark of 60% on each of the Rated Criteria (R1 to R6) in order to be considered for the evaluation of their Pricing Structure. Proposals not meeting the minimum required pass mark will be deemed non-compliant and will not be considered further.

**5. EVALUATION OF PRICING STRUCTURE – STAGE III**

As per clause 2.1.3 of Part 2, Evaluation of Proposals, Bidders must complete the Pricing Structure Form at Appendix C. Pricing will be scored based on a relative pricing formula using the Pricing set out in the Pricing Structure Form.

The Pricing Structure will be evaluated by the Contracting Authority. The Bidder's Total All-Inclusive Ceiling Rate for the entire agreement will be evaluated in Canadian dollars, any applicable tax (i.e.: GST/HST/QST) excluded.

## CONTINUATION

### APPENDIX E – EVALUATION CRITERIA AND FINANCIAL EVALUATION

**6. RANKING OF BIDDERS PROPOSALS – STAGE III**

The highest-ranked Bidder will be determined based on the proposals which have met the minimum required pass mark for the rated criteria and offers the Highest Responsive Combined Rating of Technical Merit and Price calculated as detailed below. Seventy percent (70%) of the points will be available to the technical proposal; thirty percent (30%) of the points will be available to the Pricing Structure. Bidders will be ranked in descent from the Highest Ranking Bidder.

To complete this calculation the following formula is used:

$$\frac{\text{Overall score obtained in stage II (by the Bidder)}}{\text{Total Technical Points Possible}} \times [70\%] = (\text{Total 1})$$

$$\frac{\text{Lowest Total Price}}{\text{Total Price of the Bidder's Pricing Structure (stage III)}} \times [30\%] = (\text{Total 2})$$

(Total 1) + (Total 2) = COMBINED RATING OF TECHNICAL MERIT AND PRICE

Example for Explanation Purposes Only

Bidders	Bidder A	Bidder B	Bidder C
Technical Points	88	82	76
Total Weighted Price	\$500.00	\$600.00	\$700.00

Bidders	Technical Points	Price Points	Total Points
Bidder A	$\frac{88 \times 70}{100} = 61.6$	$\frac{500 \times 30}{500} = 30$	91.6
Bidder B	$\frac{82 \times 70}{100} = 57.4$	$\frac{500 \times 30}{600} = 25$	82.4
Bidder C	$\frac{76 \times 70}{100} = 53.2$	$\frac{500 \times 30}{700} = 21.4$	74.6

**Example Ranking Structure**

Bidders	Rank
Bidder A	1
Bidder B	2
Bidder C	3

## CONTINUATION

### APPENDIX E – EVALUATION CRITERIA AND FINANCIAL EVALUATION

#### 6. SOLUTION VALIDATION – STAGE IV

Stage IV will consist of the validation of the highest-ranked Bidder’s proposed solution. The validation will be conducted on a pass or fail basis.

**Table 3 – Criteria for Solution Validation (Stage IV)**

#	Minimum Threshold Score	Details of Criteria
A1	Pass/Fail	<p><b>Validation</b>                      The purpose of the solution validation stage is to confirm that the Bidder’s solution meets :</p> <ul style="list-style-type: none"> <li>• Live multi-point video conference with a mix of supplier-provided rooms, a private remote site and a participant via the on-demand videoconferencing as a service (VCaaS) to be tested in both HoC and Senate rooms (Bidders are referred to <i>section 1. Scope</i> in <i>C. Work Description</i> of the Statement of Requirements)</li> </ul>



# CONTINUATION

## APPENDIX F - DIRECT DEPOSIT ENROLMENT FORM

### INSTRUCTIONS

- Complete all fields in parts 1 and 2.
- **Attach a blank cheque from your bank account with "VOID" written on it OR**, if you prefer, complete part 3.
- Submit the completed form with your bid.

### NOTES:

- This form can only be used for payments deposited in Canada
- Complete a separate form for each account

### Part 1: Direct Deposit Enrolment Request (Please print clearly)

Last Name / Company Name: \_\_\_\_\_ First Name: \_\_\_\_\_  
Address: \_\_\_\_\_ Telephone: \_\_\_\_\_  
City: \_\_\_\_\_ Prov./Terr.: \_\_\_\_\_ Postal Code: \_\_\_\_\_  
Email (for remittance stub): \_\_\_\_\_

### Part 2: Signature

I, as proprietor or representative of the above-named company/corporation, authorize the Receiver General for Canada to deposit payments directly into the account indicated in part 3 and send a statement to the email address indicated in part 1 of this form until further notice.

Name: \_\_\_\_\_ Title: \_\_\_\_\_  
Signature: \_\_\_\_\_ Date: \_\_\_\_\_

### Part 3: Banking Information (to be completed only if a void cheque is not enclosed)

⑈999⑈ ⑆99999⑈999⑆ 999⑈999⑈9⑈

Branch #: \_\_\_\_\_ Institution #: \_\_\_\_\_ Account #: \_\_\_\_\_  
5-digit number 3-digit number 7 to 10-digit number, including spaces and dashes

### Part 4: For Internal Office Use Only

Entered by: _____ Date: _____	Date received in FMO
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# CONTINUATION

## APPENDIX G – TYPICAL SET-UP OF COMMITTEE ROOMS WITH VIDEO CONFERENCE EQUIPMENT

