



**RETURN BIDS TO:
RETOURNER LES SOUMISSIONS À:**

**Bid Receiving - PWGSC / Réception des
soumissions - TPSGC**
Place du Portage, Phase III
Core 0B2 / Noyau 0B2
11 Laurier St./11, rue Laurier
Gatineau
Québec
K1A 0S5
Bid Fax: (819) 997-9776

**REQUEST FOR PROPOSAL
DEMANDE DE PROPOSITION**

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

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

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

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

Comments - Commentaires

Title - Sujet ILLUSTRATED PARTS CATALOGUE	
Solicitation No. - N° de l'invitation W8474-15BF01/A	Date 2015-10-30
Client Reference No. - N° de référence du client W8474-15BF01	
GETS Reference No. - N° de référence de SEAG PW-\$\$XL-132-29577	
File No. - N° de dossier 132xl.W8474-15BF01	CCC No./N° CCC - FMS No./N° VME
Solicitation Closes - L'invitation prend fin at - à 02:00 PM on - le 2015-12-09	Time Zone Fuseau horaire Eastern Standard Time EST
F.O.B. - F.A.B. Plant-Usine: <input type="checkbox"/> Destination: <input type="checkbox"/> Other-Autre: <input type="checkbox"/>	
Address Enquiries to: - Adresser toutes questions à: Pelchat, Marco	Buyer Id - Id de l'acheteur 132xl
Telephone No. - N° de téléphone (819) 956-3757 ()	FAX No. - N° de FAX () -
Destination - of Goods, Services, and Construction: Destination - des biens, services et construction: Specified Herein Précisé dans les présentes	

Instructions: See Herein

Instructions: Voir aux présentes

Vendor/Firm Name and Address

**Raison sociale et adresse du
fournisseur/de l'entrepreneur**

Issuing Office - Bureau de distribution

Shared Systems Division (XL)/Division des systèmes
partagés (XL)
4C1, Place du Portage Phase III
11 Laurier St./11, rue Laurier
Gatineau
Québec
K1A 0S5

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

BID SOLICITATION
ILLUSTRATED PARTS CATALOGUE (IPC)
FOR
DEPARTMENT OF NATIONAL DEFENCE/CANADIAN ARMED FORCES
(DND/CAF)

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Annex B	Management Bid Form 2: Bid Submission Form Form 3: Substantiation of Management Bid Compliance Form 4: Reference Projects (Products) Evaluation Criteria Form 5: Reference Projects (Services) Evaluation Criteria
Annex C	Basis of Payment
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Additional Forms:

Form 6	List of Proposed Licensed Software
Form 7	Software Publisher Certification Form
Form 8	Software Publisher Authorization Form
Form 9	Federal Contractors Program for Employment Equity – Certification
Form 10	PWGSC Integrity Verification Form
Form 11	Declaration Form

BID SOLICITATION
ILLUSTRATED PARTS CATALOGUE (IPC)
FOR
DEPARTMENT OF NATIONAL DEFENCE/CANADIAN ARMED FORCES
(DND/CAF)

PART 1 - GENERAL INFORMATION

1.1 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, if applicable, and the basis of selection;
- Part 5** Certifications: includes the certifications to be provided;
- Part 6** Security, Financial and Other Requirements: includes specific requirements that must be addressed by bidders; and
- Part 7** Resulting Contract Clauses: includes the clauses and conditions that will apply to any resulting contract.

The annexes include the Statement of Requirements and any other annexes.

1.2 Summary

- (a) This bid solicitation is being issued to satisfy the requirement of Department of National Defence/Canadian Armed Forces (DND/CAF) for a commercially available electronic Illustrated Parts Catalogue (IPC) (the "**Software Solution**"). The Software Solution is required by DND/CAF to manage assembly illustrations, bills of material and related part detail specific to equipment and assemblies. The Software Solution will also link assembly illustrations to the maintenance planning process in the Department of National Defence's Defence Resource Management Information System (DRMIS), which is based on SAP, allowing Users to select components from assembly illustrations, bills of material, and related part detail displayed in the Software Solution and add them directly into SAP work orders in DRMIS.
- (b) The Client is **Department of National Defence/Canadian Armed Forces (DND/CAF)**.

- (c) The required Software Solution must include the Licensed Software, a 12-month warranty, software maintenance and support and documentation. Training and professional services must also be provided as-and-when requested relating to the delivery, installation, design, integration, configuration, customization, implementation, and deployment of the Software Solution.
- (d) The bid solicitation is intended to result in the award of a contract for 1 year, plus 6 one-year irrevocable option(s) allowing Canada to extend the term of the contract, irrevocable option(s) to purchase additional Licenses on a per User basis, and an irrevocable option to purchase an entity viewer license for DND/CAF.
- (e) Canada intends to purchase an initial quantity of 1000 Viewer Licenses and 10 Administrator Licenses at Contract Award plus one year of software maintenance and support services.
- (f) All parts of the Software Solution must be available to the Client Users 24 hours a day, 7 days a week, 365 days a year, in English and French (except for Software Documentation, which must be available in English at a minimum), and operate at all times in accordance with the Statement of Requirements in the Client's operational environment described in the bid solicitation. Bidders are to provide a list of names, or other related information as needed, pursuant to section 01 of Standard Instructions 2003. Bidders are requested to include this information in the Bid Submission Form.
- (g) There is a security requirement associated with this requirement. For additional information, consult Part 6 - Security, Financial and Other Requirements, and Part 7 - Resulting Contract Clauses. For more information on personnel and organizational security screening or security clauses, bidders should refer to the Canadian Industrial Security Directorate (CISD), Industrial and Security Program of Public Works and Government Services Canada (<http://ssi-iss.tpsgc-pwgsc.gc.ca/index-eng.html>) website.
- (h) For services requirements, Bidders in receipt of a pension or a lump sum payment are to provide the required information as detailed in article 2.4 of Part 2 of the bid solicitation. Bidders are requested to include this information in the Bid Submission Form.
- (i) The requirement is subject to the provisions of the World Trade Organization Agreement on Government Procurement (WTO-AGP), the North American Free Trade Agreement (NAFTA), the Canada-Chile Free Trade Agreement (CCFTA), the Canada-Peru Free Trade Agreement (CPFTA), the Canada-Colombia Free Trade Agreement (CCoIFTA), the Canada-Panama Free Trade Agreement (CPanFTA) if it is in force, and the Agreement on Internal Trade (AIT).
- (j) There is a Federal Contractors Program (FCP) for employment equity requirement associated with this procurement: see Part 5 - Certifications, Part 7 - Resulting Contract Clauses and the form named "Federal Contractors Program for Employment Equity - Certification".

1.3 Debriefings

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

PART 2 - BIDDER INSTRUCTIONS**2.1 Standard Instructions, Clauses and Conditions**

- (a) All instructions, clauses and conditions identified in the bid solicitation by number, date and title are set out in the *Standard Acquisition Clauses and Conditions Manual* (<https://buyandsell.gc.ca/policy-and-guidelines/standard-acquisition-clauses-and-conditions-manual>) issued by Public Works and Government Services Canada.
- (b) Bidders who submit a bid agree to be bound by the instructions, clauses and conditions of the bid solicitation and accept the clauses and conditions of the resulting contract.
- (c) The 2003 (2015-07-03) Standard Instructions - Goods or Services - Competitive Requirements are incorporated by reference into and form part of the bid solicitation. If there is a conflict between the provisions of 2003 and this document, this document prevails.
- (d) Subsection 5(4) of 2003, Standard Instructions - Goods or Services - Competitive Requirements is amended as follows:
 - (i) Delete: sixty (60) days
 - (ii) Insert: one hundred eighty (180) days

2.2 Submission of Bids

- (a) 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.
- (b) Due to the nature of the bid solicitation, bids transmitted by facsimile to PWGSC will not be accepted.

2.3 Former Public Servant

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

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

 - (i) an individual;
 - (ii) an individual who has incorporated;
 - (iii) a partnership made of former public servants; or
 - (iv) 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-8.

(c) **Former Public Servant in Receipt of a Pension**

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

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

- (i) name of former public servant;
- (ii) 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](#).

(d) **Work Force Adjustment Directive**

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

If so, the Bidder must provide the following information:

- (i) name of former public servant;
- (ii) conditions of the lump sum payment incentive;
- (iii) date of termination of employment;
- (iv) amount of lump sum payment;
- (v) rate of pay on which lump sum payment is based;
- (vi) lump sum payment period including start date, end date and number of weeks;
- (vii) number and amount (professional fees) of other contracts subject to the restrictions of a work force adjustment program.

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

2.4 Enquiries - Bid Solicitation

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

2.5 Applicable Laws

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

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

2.6 Improvement of Requirement During Solicitation Period

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

2.7 Volumetric Data

The projected data in Annex A has been provided to Bidders to assist them in preparing their bids. The inclusion of this data in this bid solicitation does not represent a commitment by Canada that Canada's future usage of the Software Solution will be consistent with this data. It is provided purely for information purposes.

PART 3 - BID PREPARATION INSTRUCTIONS**3.1 Bid Preparation Instructions**

- (a) **Copies of Bid:** Canada requests that bidders provide their bid in separately bound sections as follows:

- (i) Section I: Technical Bid (4 hard copies) and 2 soft copies on CD or USB key
- (ii) Section II: Management Bid (4 hard copies) and 2 soft copies on CD or USB key
- (iii) Section III: Financial Bid (4 hard copies) and 2 soft copies on CD or USB key
- (iv) Section IV: Certifications (4 hard copies)

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

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

- (b) **Format for Bid:** Canada requests that bidders follow the format instructions described below in the preparation of their bid:

- (i) use 8.5 x 11 inch (216 mm x 279 mm) paper;
- (ii) use a numbering system that corresponds to the bid solicitation;
- (iii) include a title page at the front of each volume of the bid that includes the title, date, bid solicitation number, bidder's name and address and contact information of its representative; and
- (iv) include a table of contents.

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

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

- (d) **Submission of Only One Bid from a Bidding Group:**

- (i) The submission of more than one bid from members of the same bidding group is not permitted in response to this bid solicitation. If members of a bidding group participate in more than one bid, Canada will choose in its discretion which bid to consider.
- (ii) For the purposes of this article, "bidding group" means all entities (whether those entities include one or more natural persons, corporations, partnerships, limited liability

partnerships, etc.) that are related to one another. Regardless of the jurisdiction where any of the entities concerned is incorporated or otherwise formed as a matter of law, entities are considered "related" for the purposes of this bid solicitation if:

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

(e) **Joint Venture Experience:**

- (i) Where the Bidder is a joint venture with existing experience as that joint venture, it may submit the experience that it has obtained as that joint venture.

Example: A bidder is a joint venture consisting of members L and O. A bid solicitation requires that the bidder demonstrate experience providing maintenance and help desk services for a period of 24 months to a customer with at least 10,000 users. As a joint venture (consisting of members L and O), the bidder has previously done the work. This bidder can use this experience to meet the requirement. If member L obtained this experience while in a joint venture with a third party N, however, that experience cannot be used because the third party N is not part of the joint venture that is bidding.

- (ii) A joint venture bidder may rely on the experience of one of its members to meet any given technical criterion of this bid solicitation.

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

- (iii) Joint venture members cannot pool their abilities with other joint venture members to satisfy a single technical criterion of this bid solicitation. However, a joint venture member can pool its individual experience with the experience of the joint venture itself. Wherever substantiation of a criterion is required, the Bidder is requested to indicate which joint venture member satisfies the requirement. If the Bidder has not identified which joint venture member satisfies the requirement, the Contracting Authority will provide an opportunity to the Bidder to submit this information during the evaluation period. If the Bidder does not submit this information within the period set by the Contracting Authority, its bid will be declared non-responsive.

Example: A bidder is a joint venture consisting of members A and B. If a bid solicitation requires that the bidder demonstrate experience providing resources for a minimum number of 100 billable days, the bidder may demonstrate that experience by submitting either:

- Contracts all signed by A;

- Contracts all signed by B; or
- Contracts all signed by A and B in joint venture, or
- Contracts signed by A and contracts signed by A and B in joint venture, or
- Contracts signed by B and contracts signed by A and B in joint venture.

that show in total 100 billable days.

- (iv) Any Bidder with questions regarding the way in which a joint venture bid will be evaluated should raise such questions through the Enquiries process as early as possible during the bid solicitation period.

3.2 Section I: Technical Bid

- (a) In their technical bid, bidders must demonstrate their understanding of the requirements contained in the bid solicitation and explain how they will meet these requirements. Bidders must demonstrate their capability and describe their approach in a thorough, concise and clear manner for carrying out the work.
- (b) The technical bid must 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.
- (c) The technical bid consists of the following:
- (i) **Substantiation of Technical Bid Compliance (Attached as Form 1):** The technical bid must substantiate the compliance of the Bidder and its proposed Illustrated Parts Catalogue Software Solution with the specific articles of Annex A (Statement of Requirements) identified in the Substantiation of Technical Bid Compliance Form, which is the requested format for providing the substantiation. The Substantiation of Technical Bid Compliance Form is not required to address any parts of this bid solicitation not referenced in the form. The substantiation must not simply be a repetition of the requirement(s), but must explain and demonstrate how the Bidder will meet the requirements and carry out the required Work. Simply stating that the Bidder or its proposed solution or product complies is not sufficient. Where Canada determines that the substantiation is not complete, the Bidder will be declared non-responsive and disqualified. The substantiation may refer to additional documentation submitted with the bid - this information can be referenced in the "Reference" column of the Substantiation of Technical Bid Compliance Form where bidders are requested to indicate where in the bid the reference material can be found, including the title of the document, and the page and paragraph numbers; where the reference is not sufficiently precise, Canada may request that the Bidder direct Canada to the appropriate location in the documentation.
- (ii) **Technical Documentation:** The Bidder should provide technical documentation such as user manuals, screenshots, design or system management documents (or other information sources) to support the Bidder's response to each requirement (soft copy of the technical documents required to support the Technical Bid is acceptable). Links to websites are not acceptable and if provided to validate a mandatory requirement, it will render the bid response non-responsive.
- (d) The Bidder should include the precise location of the reference material including the title of the document, the page and the paragraph numbers when addressing each criterion. Any reference material listed by the Bidder to demonstrate the compliance must be part of the bid

(hard copy or soft copy). If it is not included in the bid, it will not be taken into consideration by Canada. Where the reference is not sufficiently precise, Canada may request that the Bidder direct Canada to the appropriate location in the bid documentation.

3.3 Section II: Management Bid

- (a) In their management bid (Attached at Annex B), bidders must describe their capability and experience, the project management team and provide client contact(s).
- (b) The management bid consists of the following:
 - (i) **Bid Submission Form (Form 2):** Bidders are requested to include the Bid Submission Form, attached at Form 2 with their bids. It provides a common form in which bidders can provide information required for evaluation and contract award, such as a contact name and the Bidder's Procurement Business Number, etc. Using the form to provide this information is not mandatory, but it is recommended. If Canada determines that the information required by the Bid Submission Form is incomplete or requires correction, Canada will provide the Bidder with an opportunity to do so.
 - (ii) **Substantiation of Management Bid Compliance (Attached as Form 3):** The management bid must substantiate the compliance of the Bidder and its proposed Illustrated Parts Catalogue software solution with the specific articles of Annex B identified in the Substantiation of Management Bid Compliance Form, which is the requested format for providing the substantiation. The Substantiation of Management Bid Compliance Form is not required to address any parts of this bid solicitation not referenced in the form. The substantiation must not simply be a repetition of the requirement(s), but must explain and demonstrate how the Bidder will meet the requirements and carry out the required Work. Simply stating that the Bidder or its proposed solution or product complies is not sufficient. Where Canada determines that the substantiation is not complete, the Bidder will be declared non-responsive and disqualified. The substantiation may refer to additional documentation submitted with the bid - this information can be referenced in the "Reference" column of the Substantiation of Management Bid Compliance Form where bidders are requested to indicate where in the bid the reference material can be found, including the title of the document, and the page and paragraph numbers; where the reference is not sufficiently precise, Canada may request that the Bidder direct Canada to the appropriate location in the documentation.
 - (iii) **List of Proposed Software:** The Bidder must include a complete list identifying both the name and the version number of each component of the Licensed Software required for the proposed Software Solution. Bidders are requested to use Form 6- List of Proposed Licensed Software as the format for providing the list.
- (c) **Reference Projects:**
 - (i) **Description of Reference Projects for the Proposed Software:** The Bid must include a description of three projects where the software products have been deployed for the management of assembly illustrations, bills of material and related part detail and have been in use for at least one year prior to the closing date of this bid solicitation. Canada will evaluate these reference projects in accordance with the evaluation criteria listed in Form 4 - Reference Projects (Products) Evaluation Criteria.
 - (ii) **Description of Reference Projects for Services:** The Bid must include a description of three projects where the Bidder has provided implementation, testing, configuration and adaptation services to deploy a technical data management software product as those described in the bid solicitation document. The services must have been provided in

the last 10 years. Canada will evaluate these reference projects in accordance with the evaluation criteria found in Form 5 - Reference Project (Services) Evaluation Criteria.

- (iii) **For Each Reference Project:** The Bidder should, at a minimum, provide with the bid the name, the telephone number and e-mail address of the Customer's person who possessed oversight or approval authority over the Bidder's work as a contact person. Bidders are also requested to include the title of the contact person. If the contact information is not provided with the bid, the Contracting Authority will so inform the Bidder and provide the Bidder with a time frame within which to submit the information. The Bidder should indicate:
 - (A) the name of the customer organization;
 - (B) the duration of the services (start and finish dates);
 - (C) brief description of the type and scope of services (ex: adaptation, data cleansing/migration, on-site installation, training, and help desk support);
 - (D) description of delivered planning documentation, along with a description of any project management services;
 - (E) description of any service level agreement or performance standard(s) to which the Bidder was required to conform during the project, together with the level of Bidder compliance with said service level agreement or performance standard.
- (iv) Sub-contractors can be identified within reference products and projects.
- (v) Canada reserves the right to contact any references at any point in the evaluation process.
- (d) Resources:
 - (i) **Proposed Resources:** The management bid must include résumés for the resources identified in Section 7.25, Professional Services (Project Manager Resource Category, Solution Architect Resource Category, Developer (Programmer/Analyst) Resource Category, and Functional Analyst/Trainer Resource Category). The Management Bid must demonstrate that each proposed individual meets the qualification requirements described (including any educational requirements, work experience requirements, and professional designation or membership requirements). With respect to résumés and resources:
 - (A) Project Manager- as specified in Part 7- Article 7.25
 - (B) Solution Architect- as specified in Part 7- Article 7.25
 - (C) Developer (Programmer/Analyst)- as specified in Part 7- Article 7.25
 - (D) Functional Analyst/Trainer- as specified in Part 7- Article 7.25
 - (ii) Proposed resources may be employees of the Bidder or employees of a subcontractor, or these individuals may be independent contractors to whom the Bidder would subcontract a portion of the Work (refer to Part 5, Certifications). For educational requirements for a particular degree, designation or certificate, PWGSC will only consider educational programmes that were successfully completed by the resource by the time of bid closing.
 - (iii) For requirements relating to professional designation or membership, the resource must have the required designation or membership by the time of bid closing and must

continue, where applicable, to be a member in good standing of the profession or membership throughout the evaluation period and Contract Period. Where the designation or membership must be demonstrated through a certification, diploma or degree, such document must be current, valid and issued by the entity specified in this solicitation. If the entity is not specified, the issuer must have been an accredited or otherwise recognized body, institution or entity at the time the document was issued.

- (iv) For work experience, PWGSC will not consider experience gained as part of an educational programme, except for experience gained through a formal co-operative programme at a post-secondary institution.
- (v) For any requirements that specify a particular time period (e.g., 2 years) of work experience, PWGSC will disregard any information about experience if the technical bid does not include the relevant dates (month and year) for the experience claimed (i.e., the start date and end date). PWGSC will evaluate only the duration that the resource actually worked on a project or projects (from his or her start date to end date), instead of the overall start and end date of a project or a combination of projects in which a resource has participated.
- (vi) For work experience to be considered by PWGSC, the management bid must not simply indicate the title of the individual's position, but must demonstrate that the resource has the required work experience by explaining the responsibilities and work performed by the individual while in that position. In situations in which a proposed resource worked at the same time on more than one project, the duration of any overlapping time period will be counted only once toward any requirements that relate to the individual's length of experience.

3.4 Section III: Financial Bid

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

(e) Existing Licenses

If Canada has existing licenses of the proposed software (in whole or in part), this existing licenses must not be considered as part of the proposed solution, nor as part of government furnished equipment. The license to be granted under the resulting contract must not be conditional on Canada renewing its existing licenses or maintaining the licenses through software maintenance and support contracts.

(f) SACC Manual Clauses

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

3.5 Section IV: Certifications

It is a requirement that bidders must submit the certifications identified under Part 5.

PART 4 - EVALUATION PROCEDURES AND BASIS OF SELECTION

4.1 Evaluation Procedures

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

4.2 Technical Bid Evaluation

- (a) Mandatory Technical Criteria:
 - (i) Each bid will be reviewed for compliance with the mandatory requirements of the bid solicitation. Any element of the bid solicitation that is identified specifically with the words "must" or "mandatory" is a mandatory requirement. Bids that do not comply with each and every mandatory requirement will be declared non-responsive and be disqualified.
 - (ii) The mandatory technical criteria are described in Annex A.
- (b) **Point-Rated Technical Criteria:**
 - (i) Each bid will be rated by assigning a score to the rated requirements, which are identified in the bid solicitation by the word "rated" or by reference to a score. Bidders

who fail to submit complete bids with all the information requested by this bid solicitation will be rated accordingly.

- (ii) A Total Technical Score (TTS) will be determined in accordance with the specific evaluation criteria set out in Annex A - Statement of Requirements. There are a maximum of 134 points available for rated criteria in the Technical Bid

4.3 Management Bid Evaluation

(a) **Mandatory Management Criteria:**

- (i) Each bid will be reviewed for compliance with the mandatory requirements of the bid solicitation. Any element of the bid solicitation that is identified specifically with the words "must" or "mandatory" is a mandatory requirement. Bids that do not comply with each and every mandatory requirement will be declared non-responsive and be disqualified.
- (ii) The mandatory management criteria are described in Annex B.

(b) **Point-Rated Management Criteria:**

- (i) Each bid will be rated by assigning a score to the rated requirements, which are identified in the bid solicitation by the word "rated" or by reference to a score. Bidders who fail to submit complete bids with all the information requested by this bid solicitation will be rated accordingly.
- (ii) The point-rated management criteria are described in Annex B.
- (iii) A Total Management Score (TMS) will be determined in accordance with the specific evaluation criteria set out in Annex B - Management Bid. There are a maximum of 80 points available for rated criteria in the Management Bid.

(c) The Management Bid requires the bidder to complete:

- (i) The Bid Submission Form (Form 2)
- (ii) The Substantiation of Management Compliance Form (Form 3)
- (iii) Form 4- Reference Project (Products) Evaluation Criteria- Project #1
- (iv) Form 4- Reference Project (Products) Evaluation Criteria- Project #2
- (v) Form 4- Reference Project (Products) Evaluation Criteria- Project #3
- (vi) Form 5- Reference Project (Services) Evaluation Criteria- Project #1
- (vii) Form 5- Reference Project (Services) Evaluation Criteria- Project #2
- (viii) Form 5- Reference Project (Services) Evaluation Criteria- Project #3

(d) **Reference Checks:**

- (i) For reference checks as indicated in Annex B Management Bid- Form 5- Reference Project (Services), Canada will conduct the reference check in writing by e-mail. Canada will send all e-mail reference check requests to contacts supplied by all the Bidders within 2 business days using the e-mail address provided in the bid. Canada will not award any points and/or a bidder will not meet the mandatory experience requirement (as applicable) unless the response is received within 5 working days of the date that Canada's e-mail was sent.
- (ii) On the third working day after sending out the reference check request, if Canada has not received a response, Canada will notify the Bidder by e-mail, to allow the Bidder to contact its reference directly to ensure that it responds to Canada within 5 working days. If the individual named by a Bidder is unavailable when required during the evaluation period, the Bidder may provide the name and e-mail address of an alternate contact

person from the same customer. Bidders will only be provided with this opportunity once for each customer, and only if the originally named individual is unavailable to respond (i.e., the Bidder will not be provided with an opportunity to submit the name of an alternate contact person if the original contact person indicates that he or she is unwilling or unable to respond). The Bidder will have 24 hours to submit the name of a new contact. That contact will again be given 5 working days to respond once Canada sends its reference check request.

- (iii) Wherever information provided by a reference differs from the information supplied by the Bidder, the information supplied by the reference will be the information evaluated.
- (iv) Points will not be allocated and/or a bidder will not meet the mandatory experience requirement (as applicable) if (1) the reference customer states he or she is unable or unwilling to provide the information requested, or (2) the customer reference is not a customer of the Bidder itself (for example, the customer cannot be the customer of an affiliate of the Bidder instead of being a customer of the Bidder itself). Nor will points be allocated or a mandatory met if the customer is itself an affiliate or other entity that does not deal at arm's length with the Bidder. Whether or not to conduct reference checks is discretionary. However, if PWGSC chooses to conduct reference checks for any given rated or mandatory requirement, it will check the references for that requirement for all bidders who have not, at that point, been found non-responsive.

4.4 Proof of Proposal Test for Top-Ranked Bid:

- (i) Through the Proof of Proposal (PoP) test, Canada will test the solution proposed in the top-ranked bid (identified after the financial evaluation) to confirm both that it will function as described in the bid and that it meets the technical functionality requirements described in Annex A. The PoP test will take place at a site in the National Capital Region provided by Canada that recreates the technical environment described in Annex A or the PoP test may take place at a location in Canada selected by the top-ranked Bidder, if that location is agreed to by the Contracting Authority and if the Bidder assumes all responsibility for recreating the technical environment described in Annex A. It is within the Contracting Authority's sole discretion to determine whether the Bidder has accurately recreated this environment for the test. Canada will pay its own travel and salary costs associated with any PoP test.
- (ii) After being notified by the Contracting Authority, the Bidder will be given a maximum of 5 working days to start the installation of the proposed solution. The installation must be completed and functional within 5 working days of the Bidder starting the installation (7.5 hrs/day during normal working hours, to be determined by the Contracting Authority) Canada will then conduct the PoP test. Up to 3 representatives of the Bidder may be present during the PoP test. Representative(s) providing technical support during the PoP test should be named in the bid and available by telephone for technical advice and clarification during the PoP test; however, Canada is not required to delay the PoP test if an individual is unavailable. Once the PoP test has begun, it must be completed within 3 working days.
- (iii) Canada will document the results of the PoP Test. If Canada determines that the proposed solution does not meet any mandatory requirement of the bid solicitation, the bid will fail the PoP Test and the bid will be disqualified. Canada may, as a result of the PoP test, reduce the score of the Bidder on any rated requirement, if the PoP test indicates that the score provided to the Bidder on the basis of its written bid is not validated by the PoP test. The Bidder's score will not be increased as a result of the PoP test. If the Bidder's score is reduced as a result of the PoP test, Canada will reassess the ranking of all bidders.

- (iv) In connection with the PoP testing, the Bidder grants to Canada a limited license to use the Bidder's proposed software solution for testing and evaluation purposes.
- (v) If, during the initial installation of the software for the PoP test, the Bidder discovers that there are missing and/or corrupt files for software components identified in the technical bid, the Bidder must cease the installation process and inform the Contracting Authority. If the Contracting Authority determines that the missing and/or corrupt files are for components identified in the technical bid, the Bidder may be permitted to submit to the Contracting Authority the missing files and/or replacements for the corrupt files on electronic media or by referring to a web site where the files can be downloaded. These files must have been commercially released to the public before the bid closing date. Upon receiving the files on electronic media or downloading them from a corporate web site, the Contracting Authority will verify that (i) the files were commercially released to the public before the bid closing date; (ii) the files do not include new releases or versions of the software; (iii) the files belong to software components identified in the technical bid; and (iv) the software will not need to be recompiled to make use of the files. The Contracting Authority will have the sole discretion to decide if the additional files may be installed for the PoP test. Under no circumstances will files required to correct flaws in the software programming or code be permitted. This process can be used only a single time, and only during the initial installation of the software for the PoP test.

4.5 Financial Evaluation

- (a) The financial evaluation will be conducted by calculating the **Total Bid Price (TBP)** using the Pricing Tables completed by the bidders.
- (b) For the purposes of bid evaluation only, the TBP will be the total of the Bidder's proposed prices in each of the following tables:
 - (i) Annex C - Table 1 - Licensed Software for Viewers and Software Maintenance and Support for the Licensed Software for Viewers;
 - (ii) Annex C - Table 2 - Licensed Software for Administrators and Software Maintenance and Support for the Licensed Software for Administrators;
 - (iii) Annex C - Table 3 - Entity Viewer License and Software Maintenance and Support for the Entity Viewer License; and
 - (iv) Annex C - Table 4 - Professional Services and Training to be provided on an "As-and-when-requested" Basis;
- (c) To complete the calculation the following formula is used:

Total Bid Price (TBP) = Table 1 Total + Table 2 Total + (Table 3 Total x 0.25) + Table 4 Total

[Note to Bidders: Table Totals will be calculated using the formula that follows the corresponding table in Annex C]
- (d) The price of the bid will be evaluated in Canadian dollars, Applicable Taxes excluded, FOB destination, Canadian customs duties and excise taxes included.
- (e) Formulae in Pricing Tables

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

(f) **Substantiation of Professional Services Rates**

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

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

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

4.6 Basis of Selection

- (a) To be declared responsive, a bid must:
 - (i) Comply with all the requirements of the bid solicitation; and
 - (ii) Meet all mandatory requirements.
- (b) Bids not meeting (i) or (ii) will be declared non-responsive.

- (c) Neither the responsive bid obtaining the highest technical score nor the one with the lowest evaluated price will necessarily be accepted. The top-ranked responsive bid will be determined based on the responsive bid which offers the highest Total Evaluation Score (TES), calculated as follows:
- (i) A Total Evaluation Score (TES) for each bid will be calculated based on a combined rating of technical merit, management merit and price. The ratio will be 40:20:40 respectively.
- (ii) To establish the technical merit score, the overall technical score for each responsive bid will be determined as follows:
- $$\frac{\text{TTS of the Bidder}}{134} \times 40 = \text{Technical Merit Score}$$
- (iii) To establish the management merit score, the overall management score for each responsive bid will be determined as follows:
- $$\frac{\text{TMS of the Bidder}}{80} \times 20 = \text{Management Merit Score}$$
- (iv) To establish the pricing score, the responsive bid with the lowest Total Bid Price (TBP) is given full price points, while other proposals receive a pro-rated score based on the ratio of the lowest cost proposal to their total cost, as follows:
- $$\frac{\text{Lowest Responsive TBP}}{\text{TBP of the Bidder}} \times 40 = \text{Pricing Score}$$
- (v) For each responsive bid, the technical merit score, the management merit score and the pricing score will be added to determine its combined rating, as follows:
- $$\text{Technical Merit Score} + \text{Management Merit Score} + \text{Pricing Score} = \text{Total Evaluation Score (TES)}$$
- (d) In the event of an exact tie for highest evaluated TES, the responsive bid with the lower TBP will be deemed to be the top-ranked responsive bid. In the event of an exact tie in TES and TBP, then the names of all such first-ranked Bidders will be placed in a hat and the first name drawn from it will be deemed to be the top-ranked responsive bid. All tied Bidders will be invited to witness the event.
- (e) The top-ranked responsive bid, following successful completion of the Proof of Proposal test, will be recommended for award of a contract.
- (f) Bidder should note that all contract awards are subject to Canada's internal approvals process, which includes a requirement to approve funding in the amount of any proposed contract. Despite the fact that the Bidder may have been recommended for contract award, a contract will only be awarded if internal approval is granted according to Canada's internal policies. If approval is not granted, no contract will be awarded

PART 5 - CERTIFICATIONS

Bidders must provide the required certifications and additional 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 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 will render the bid non-responsive or constitute a default under the Contract.

5.1 Certifications Required with the Bid

Bidders must submit the following duly completed certifications as part of their bid.

(a) Declaration of Convicted Offences

As applicable, pursuant to subsection Declaration of Convicted Offences of section 01 of the Standard Instructions, the Bidder must provide with its bid, the completed Declaration Form (Form 11), to be given further consideration in the procurement process.

5.2 Certifications Precedent to Contract Award and Additional Information

The certifications and additional information listed below should be completed and submitted with the bid but may be submitted afterwards. If any of these required certifications or additional information 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 or the additional information listed below within the time frame specified will render the bid non-responsive.

(a) Integrity Provisions – List of Names

- (i) Bidders who are incorporated, including those bidding as a joint venture, must provide a complete list of names of all individuals who are currently directors of the Bidder.
- (ii) Bidders bidding as sole proprietorship, as well as those bidding as a joint venture, must provide the name of the owner(s).
- (iii) Bidders bidding as societies, firms or partnerships do not need to provide lists of names.

(b) Federal Contractors Program for Employment Equity - Bid Certification

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

Canada will have the right to declare a bid non-responsive if the Bidder, or any member of the Bidder if the Bidder is a Joint Venture, appears on the "[FCP Limited Eligibility to Bid](http://www.labour.gc.ca/eng/standards_equity/eq/emp/fcp/list/inelig.shtml)" list at the time of contract award.

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

The Bidder must provide the Contracting Authority with a completed Form 9, 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.

(c) **Professional Services Resources**

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

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

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

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

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

Bidder and of his/her availability. Failure to comply with the request may result in the bid being declared non-responsive.

(d) **Bidder Certifies that All Equipment and Software is "Off-the-Shelf"**

Any equipment and software bid to meet this requirement must be "off-the-shelf" (unless otherwise stated in this bid solicitation), meaning that each item of equipment and software is commercially available and requires no further research or development and is part of an existing product line with a field-proven operational history (that is, it has not simply been tested in a laboratory or experimental environment). If any of the equipment or software bid is a fully compatible extension of a field-proven product line, it must have been publicly announced on or before the bid closing date. By submitting a bid, the Bidder is certifying that all the equipment and software bid is off-the-shelf.

(e) **Software Publisher Certification and Software Publisher Authorization**

- (i) If the Bidder is the Software Publisher for any of the proprietary software products it bids, Canada requires that the Bidder confirm in writing that it is the Software Publisher. Bidders are requested to use the Software Publisher Certification Form 7 included with the bid solicitation. Although all the contents of the Software Publisher Certification Form are required, using the form itself to provide this information is not mandatory. For bidders who use an alternate form, it is in Canada's sole discretion to determine whether all the required information has been provided. Alterations to the statements in the form may result in the bid being declared non-responsive.
- (ii) Any Bidder that is not the Software Publisher of all the proprietary software products proposed in its bid is required to submit proof of the Software Publisher's authorization, which must be signed by the Software Publisher (not the Bidder). No Contract will be awarded to a Bidder who is not the Software Publisher of all of the proprietary software it proposes to supply to Canada, unless proof of this authorization has been provided to Canada. If the proprietary software proposed by the Bidder originates with multiple Software Publishers, authorization is required from each Software Publisher. Bidders are requested to use the Software Publisher Authorization Form 8 included with the bid solicitation. Although all the contents of the Software Publisher Authorization Form are required, using the form itself to provide this information is not mandatory. For Bidders/Software Publishers who use an alternate form, it is in Canada's sole discretion to determine whether all the required information has been provided. Alterations to the statements in the form may result in the bid being declared non-responsive.
- (iii) In this bid solicitation, "Software Publisher" means the owner of the copyright in any software products proposed in the bid, who has the right to license (and authorize others to license/sub-license) its software products.

PART 6 - SECURITY, FINANCIAL AND OTHER REQUIREMENTS**6.1 Security Requirement**

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

6.2 Financial Capability

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

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 Requirement

- (a) _____ (the "Contractor") agrees to supply to the Client the goods and services described in the Contract, including the Statement of Requirements in accordance with, and at the prices set out in, the Contract. This includes:
- (i) granting the license to use the Licensed Software described in the Contract;
 - (ii) providing the Software Documentation in English.
 - (iii) providing maintenance and support for the Licensed Software during the Software Support Period;
 - (iv) providing professional services and training, as and when requested by Canada;
- to one or more locations to be designated by Canada, excluding any locations in areas subject to any of the Comprehensive Land Claims Agreements.
- (b) **Client:** Under the Contract, the "Client" is **Department of National Defence/Canadian Armed Forces (DND/CAF)**.
- (c) **Reorganization of Client:** The Contractor's obligation to perform the Work will not be affected by (and no additional fees will be payable as a result of) the renaming, reorganization, reconfiguration, or restructuring of any Client. The reorganization, reconfiguration and restructuring of the Client includes the privatization of the Client, its merger with another entity, or its dissolution, where that dissolution is followed by the creation of another entity or entities with mandates similar to the original Client. In connection with any form of reorganization, Canada may designate another department or government body as the Contracting Authority or Technical Authority, as required to reflect the new roles and responsibilities associated with the reorganization.
- (d) **Defined Terms:** Words and expressions defined in the General Conditions or Supplemental General Conditions and used in the Contract have the meanings given to them in the General Conditions or Supplemental General Conditions. Also, the following words and expressions have the following meanings:
- (i) "De-list" refers to Canada's removal of a Client or of a User from the set of those who can access the Licensed Software deployed within Canada's technical environment;
 - (ii) "Deployed" refers to the provision by a Client to a User of a right of access to the Licensed Software;
 - (iii) Any reference to a "deliverable" or "deliverables" includes the license to use the Licensed Software (the Licensed Software itself is not a deliverable, because the Licensed Software is only being licensed under the Contract, not sold or transferred).
 - (iv) "Bug fixes" means a temporary work-around, software patch, or bypass to update the program code to correct errors or defects.

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- (v) "Enhancement" also often referred to as an "interim release" means an interim release version of the Licensed Software, which is often documented by adding a further decimal and digit to the version or release number (e.g., V.X.X.2 would be the next enhancement after V.X.X.1).
 - (vi) "Error" means any software instructions or statement contained in (or absent from) the Licensed Program that, by its presence or absence, prevents the Licensed Software from operating in accordance with the Specifications.
 - (vii) "Extensions" means an update to the Licensed Software that extends the features, functionality or performance of the Licensed Software program code, regardless of whether the Contractor refers to it as an "extension".
 - (viii) "New Release" means a system release, a version release, and interim release of the Licensed Software, regardless of whether the Contractor refers to it as a "new release".
 - (ix) "Renames" means an upgrade to the Licensed Software where the product name is changed, but the new software product has similar features and functionality as the Licensed Software, regardless of whether the Contractor refers to it as a "rename".
 - (x) "System Releases" means a release of the Software which is designed to operate on designated combinations of computer hardware and operating systems. A new System Release typically will be indicated by the addition of one (1) to the first digit of the release number (e.g. v.2.X.X would be the next System Release after v.1.X.X).
 - (xi) "Software Patches" means an engineering fix to a problem that may be incorporated into a new release to update the Licensed Software in order to improve or correct errors or defects in the program code.
 - (xii) "Technical Support Organization" ('TSO) means those Contractor product specialists who make available technical support to Contractor's Clients who have contracted for and are current under Contractor's Maintenance Services.
 - (xiii) "Upgrades (major)" means an update to the Licensed Software to add, extend, enhance and/or improve the existing features, functionality and/or performance of the program code, which is documented by a version or build number change to the left of the first decimal (e.g., Product X Version 1.3 changes to Product 2.0 or Product X Version 1.1.5 changes to Product X Version 2.0.0), regardless of whether the Contractor refers to it as a "major upgrade".
 - (xiv) "Upgrades (minor)" means an update to the Licensed Software to add, extend, enhance and/or improve the existing features, functionality and/or performance of the program code, which is documented by a version or build number change to the right of the first decimal (e.g., Product X Version 1.0 changes to Product X Version 1.1 or Product X Version 1.0.0 changes to Product X Version 1.0.1), regardless of whether the Contractor refers to it as a "minor upgrade".
 - (xv) "Version Release" means a release often involving a limited number of new or enhanced features or functionality or features and error corrections, which is often documented by adding a second digit after the release number (e.g., 1.0.0.0 would be the next version release after 1.0.0.1).

7.2 Licensed Software

- (a) **License:** The Contractor must provide the Licensed Software described in the Contract, which includes everything described in this article, as well as anything further required to ensure that the Client is able to use all the features and functionality of the Licensed Software listed in Annex A, including but not limited to providing any and all agents, host agents, access licenses, drivers, application program interfaces, adapters, connectors, plug-ins, software development tool kits.

The following commercially available products are part of the deliverables:

[Note to Bidders: this information will be completed at contract award using information in the Contractor's bid]

- (b) **Grant of License:** In addition to the obligations set out in Section 02 (License Grant) of 4003 - Licensed Software, the Contractor grants to Canada a licenses to use the Licensed Software in accordance with the Contract. These licenses are Viewer User Licenses , Administrator User Licenses, and, if Canada exercised its option, an Entity Viewer License. These licenses are non-exclusive, perpetual, irrevocable, world-wide, fully paid and without royalties. The licenses cannot be restricted, modified or revised in any way by the Contractor.
- (i) A "Viewer User License" entitles the designated number of Viewers specified in the Contract to access, install, copy, deploy, test and use the Licensed Software for government purposes unrestricted by the number or type of installations, locations, servers, processors, data, documents, transactions, platforms, devices, networks, operating systems, application program interfaces or operating environments that a Viewer may be using or processing at any time including any equipment required to allow Viewers to work remotely; all without requiring the purchase of any further licenses or rights.
- (ii) An "Administrator User License" entitles the designated number of Administrators specified in the Contract to access, install, copy, deploy, test and use the Licensed Software for government purposes unrestricted by the number or type of installations, locations, servers, processors, data, documents, transactions, platforms, devices, networks, operating systems, application program interfaces or operating environments that an Administrator may be using or processing at any time including any equipment required to allow Administrators to work remotely; all without requiring the purchase of any further licenses or rights.
- (iii) An "Entity Viewer License" entitles the Client to use the Licensed Software for government purposes throughout the entity in association with any number of Devices for up to a maximum 150,000 Viewers. The Entity Viewer License allows the Client to use the Licensed Software in whole or in part, unrestricted by the number or type of data, documents and/or transactions a Client or a Viewer may be using or processing at any time, or the location of the Device.
- (iv) These licenses include the right for Canada to install, copy, deploy and use the Licensed Software, which includes the rights:
- (A) to deploy, in whole or in part, any or all of the software products that form part of the Licensed Software, together or separately, and in as many installations and

- locations (off-site workplaces or work environments “in the field”, and in-home work environments for the Client’s business purposes) as the Client sees fit;
- (B) to create or process an unlimited number of documents, transactions, data and events;
 - (C) to use English and French versions (if available, these must be the “Canadian English” and “Canadian French” versions);
 - (D) to run the Licensed Software on multiple computing platforms and devices; under the Contract, “devices” are defined as mainframes, servers, desktops, workstations, notebooks, laptops, personal digit assistant(s) and networking equipment and peripheral equipment such as switches, routers, hubs, bridges, phones and Gateways, and any other equipment that has a central processor unit(s), mass storage device(s), input output device(s) and operating system;
 - (E) to grant access through a browser using Internet, intranet and extranet environments or any other connections to anyone (Canadians and non-Canadians and employees and contractors of Canada) who uses the services and programs provided by Canada (regardless of their location) to access, view, enter, search, exchange and read information held and created by the Client using the Licensed Software;
 - (F) to make this use by way of a network, the Internet, an intranet, an extranet, a virtual private network (VPN), an inter-network, or such other means as may become possible from time to time so that users have “universal access rights” (i.e., a right to access the Licensed Software by any means from any location as may become possible from time to time), whether their means of access is secure, wireless, mobile or by any other means available from time to time;
 - (G) to make this use regardless of the operating systems, software applications and Application Programming Interface(s) (API) that the Client may be using from time to time; however, Canada acknowledges that the Contractor is not granting any license rights to software other than the Licensed Software;
 - (H) to receive the Licensed Software from the Contractor on Canada’s choice(s) of the media on which the Contractor makes the Licensed Software available to customers (including CD-ROM, Internet download, and such other media that the Contractor uses to distribute the Licensed Software at any given time);
 - (I) to distribute the Licensed Software to individual Client Users on Canada’s choice(s) of media; and
 - (J) to continue to use the Licensed Software regardless of any changes made at any given time, including but not limited to changes in the operating system, other applications, hardware, peripherals or devices with which the Licensed Software operates; however, the Contractor is not required to deliver a new or different version of the Licensed Software to enable the Client Users to continue to use the Licensed Software in a different environment than the one(s) described in the Contract (unless expressly required to do so as part of the warranty or software maintenance and support for the Licensed Software described in the Contract),
 - (K) to define as many Viewer User roles and Administrator User roles as Canada sees fit;
 - (L) to allow access to the Licensed Software and all or any of its components to anyone, (including, without limitation Canadians and non-Canadians, employees

and contractors of Canada, government departments, agencies, crown corporations, other jurisdictions (federal, provincial, municipal), business, the general public, international partners, governments, institutions and individuals, by any means whatsoever, through Internet, intranets, extranets, virtual private networks, networks, inter-networks or any other way Canada may determine, for the purpose of accessing any programs, information, data or other services provided by Canada), and which includes but is not limited to using the Licensed Software, including all or any of its components to access, enter, exchange, search and read information provided by or through any applications provided by Canada from any location irrelevant of the number of Users that have been granted the right to use the Licensed Software under the Contract.

- (M) to allow a third party to manage and use the Licensed Software for Canada's benefit, regardless as to whether such management occurs on Canada's infrastructure or on third party infrastructure, as Canada chooses at its discretion.

7.3 Licensed Software Warranty, Software Maintenance and Support

- (a) **Licensed Software Warranty:** Despite Section 15 (Warranty) of 4003 or anything else to the contrary in this Contract, the "**Warranty Period**" begins on the date the Licensed Software and the deliverables are accepted in accordance with the terms of this Contract and continues for 12 months.
- (b) **Software Maintenance:** In addition to the obligations set out in Section 15 (Warranty) of 4003 - Licensed Software, and the Contractor's obligations under 4004 - Maintenance and Support Services for Licensed Software, the Contractor must provide the following services as part of the "**Software Maintenance**" throughout the "**Software Maintenance and Support Period**", which is identified in Annex B – Pricing Table, plus any period during which Canada has exercised its option under the Contract to extend the Software Maintenance and Support Period. The Contractor must provide the Client with the most recent release(s) and version(s) of the Licensed Software during the period of the Software Maintenance, as soon as they are available.
- (i) The Contractor must keep track of software releases for the purpose of configuration control.
- (ii) In addition to the Contractor's obligations under Section 3 (Maintenance Releases) of 4004 - Maintenance and Support Services for Licensed Software, the Contractor must deliver the following software code as part of the Software Maintenance:
- (A) all Bug Fixes, Software Patches, and all other Enhancements;
 - (B) all Upgrades, updates, major and minor New Releases, and Renames;
 - (C) all Extensions and other modifications, including but not limited to drivers, service packs, and System Releases;
 - (D) all application programming interfaces (APIs), plug-ins, applets and adapters;
 - (E) all rewrites, including in other programming language(s), where the original version(s) is no longer being maintained by the software publisher; and
 - (F) on request, all backgrades or downgrades; however, if these backgrades or downgrades are versions predating the version of the Licensed Software acquired from the Contractor, the backgrade or downgrade version is provided without warranty and the Contractor will have no obligation to provide Software Maintenance or Support Services for the backgrade or downgrade version of the

Licensed Software, which will be made available by the Software Publisher during the Software Maintenance and Support Period.

- (iii) The Contractor must, over the course of the contract, as technology evolves, add new functionalities and additional features associated with the Licensed Software as part of the Software Maintenance and Support Services to ensure that Canada is able to offer to the Clients a feature-rich IPC Software Solution.
 - (iv) The Contractor must continue to maintain the version of the Licensed Software (i.e., the version or "build" originally licensed under the Contract) as a commercial product (i.e. the Contractor or the software publisher must be continuing to develop new code in respect of the Licensed Software to maintain its functionality, enhance it, and deal with Software Errors) for the Contract Period from the date this Contract is issued. After that time, if the Contractor or the software publisher decides to discontinue or no longer maintain the then-current version or "build" of the Licensed Software and, instead, decides to provide Upgrades to the Licensed Software as part of the Software Maintenance, the Contractor must provide written notice to Canada at least 12 months in advance of the discontinuation.
- (c) **Software Support:** In addition to the obligations set out in Supplemental General Conditions 4004, the Contractor must provide the following as part of the "Software Support" throughout the "Software Maintenance and Support Period", which is identified in Annex B – Pricing Table, plus any period during which Canada has exercised its option under the Contract to extend the Software Support. The Software Support include the following Technical Hotline Support and Web Support services:
- (i) **Technical Hotline Support:** In addition to the requirements of Supplemental General Conditions 4004, the Contractor must provide the Technical Hotline Support through the Contractor's toll-free hotline at [Contractor's Hotline Number], in English and French, from 8:00 A.M. to 5:00 P.M. Eastern Time, Monday to Friday (excluding statutory holidays observed by the federal government in the province from which the call is made). The Contractor must answer or return all calls (with a live service agent) within 60 minutes of the initial time of the Client or User's initial call. The Contractor's personnel must be qualified and able to respond to the Client's and any Client User's questions and, to the extent possible, be able to resolve user problems over the telephone and provide advice regarding configuration problems relating to the Licensed Software.
 - (ii) **Web Support:** The Contractor must provide Canada with technical web support services through a website that must include, as a minimum, frequently asked questions and on-line software diagnostic routines, support tools, and services. The Contractor's website must provide support in English. The Contractor's website must be available to Canada's users 24 hours a day, 365 days a year, and must be available 99% of the time. The Contractor's website address is [Contractor's Website].
- (d) **On-going Maintenance of Software Code:** The Contractor must continue to maintain the version of the Licensed Software (i.e., the version or "build" originally licensed under the Contract) as a commercial product (i.e., the Contractor or the software publisher must be continuing to develop new code in respect of the Licensed Software to maintain its functionality, enhance it, and deal with Software Errors) for at least 2 years from the date the Contract is awarded. After that time, if the Contractor or the software publisher decides to discontinue or no longer maintain the then-current version or "build" of the Licensed Software and, instead, decides to provide upgrades to the Licensed Software as part of the Software Support, the Contractor must provide written notice to Canada at least 12 months in advance of the discontinuation. Maintenance and Support services provided by the Contractor must

include upgrades and software patches as required to maintain interoperability of the IPC software solution with SAP as and when enhancement pack, service packs and OSS notes released by SAP to their customers are implemented by DND.

7.4 Optional Goods and/or Services

- (a) **Optional Goods - Purchase Additional Licenses to use the Licensed Software (Viewer):** The Contractor grants to Canada the irrevocable option to purchase Licenses for additional Viewer Users to use the Licensed Software, at the price set out in Annex C - Basis of Payment, on the same terms and conditions granted under the Contract. The option may be exercised at any time during the Contract Period, as many times as Canada chooses. The option may only be exercised by the Contracting Authority by notice in writing and will be evidenced, for administrative purposes only, by a contract amendment.
- (b) **Optional Goods - Purchase Additional Licenses to use the Licensed Software (Administrator):** The Contractor grants to Canada the irrevocable option to purchase Licenses for additional Administrator Users to use the Licensed Software, at the price set out in Annex C - Basis of Payment, on the same terms and conditions granted under the Contract. The option may be exercised at any time during the Contract Period, as many times as Canada chooses. The option may only be exercised by the Contracting Authority by notice in writing and will be evidenced, for administrative purposes only, by a contract amendment.
- (c) **Optional Goods - Purchase Entity Viewer License to use the Licensed Software:** The Contractor grants to Canada the irrevocable option to purchase an Entity Viewer License to use the Viewer Licensed Software only, at the price set out in Annex C - Basis of Payment, on the same terms and conditions granted under the Contract. The option may be exercised at any time during the Contract Period. The option may only be exercised by the Contracting Authority by notice in writing and will be evidenced, for administrative purposes only, by a contract amendment.
- (d) **Optional Goods - Purchase Software Maintenance and Support on Additional Licenses to use the Licensed Software:** The Contractor grants to Canada the irrevocable option to purchase Software Maintenance and Support on additional licenses to use the Licensed Software. If Canada exercises its option for this Software Maintenance and Support on additional licenses to use the Licensed Software, Canada will pay the Contractor the firm annual price set out in the Basis of Payment, payable annually in advance, FOB destination, and Applicable Taxes extra. The option may be exercised at any time during the Contract Period, as many times as Canada chooses. The option may only be exercised by the Contracting Authority by notice in writing and will be evidenced, for administrative purposes only, by a contract amendment.
- (e) **Optional Goods - Extend Software Maintenance and Support Period:** The Contractor grants to Canada the irrevocable option(s) to extend the Software Support Period by 5 additional one-year periods, exercisable at any time during the Contract Period. The Contractor agrees that, during the entire Software Support Period, the prices will be those set out in Annex B - Pricing Table. The option(s) may only be exercised by the Contracting Authority by notice in writing and will be evidenced, for administrative purposes only, by a contract amendment.

7.5 Ability to De-List and Reinstate Software Maintenance and Support

- (a) The Contractor agrees that Canada may de-list User(s), at its sole discretion, from the Software Maintenance and Support, at no additional cost. Canada may exercise this right as many times as it chooses, at any time during the Contract Period or any extension thereof. If Canada exercises its right to de-lists User(s) for which an advance payment has been made, Article 7.25 Termination for Convenience will apply.

- (b) The Contractor agrees that Canada may reinstate Software Maintenance and Support for User(s) that it previously de-listed. Canada agrees that if it reinstates the Software Maintenance and Support:
- (i) Canada will pay for the Software Maintenance and Support from the date the User(s) were de-listed to the date they are reinstated; or
 - (ii) Canada will pay a reinstatement fee equivalent to one-year of Software Maintenance and Support for the User(s) that are being reinstated,
- whichever is less. The Contractor agrees that there will not be any additional charges or fees for reinstatement beyond what is described in (i) and (ii) above.
- (c) The Contractor agrees that if Canada transfers licenses to use the Licensed Software, Canada may also transfer any associated unused Software Maintenance and Support.

7.6 Task Authorization

- (a) **As-and-when-requested Task Authorizations:** The Work or a portion of the Work to be performed under the Contract will be on an "as-and-when-requested basis" using a Task Authorization (TA). The Work described in the TA must be in accordance with the scope of the Contract. The Contractor must not commence work until a validly issued TA has been issued by Canada and received by the Contractor. The Contractor acknowledges that any work performed before such issuance and receipt will be done at the Contractor's own risk.
- (b) **Form and Content of draft Task Authorization:**
- (i) The Technical Authority will provide the Contractor with a description of the task using Appendix C to Annex A "DND 626, Task Authorization Form"
 - (ii) The draft Task Authorization will contain the details of the activities to be performed, a description of the deliverables, and a schedule indicating completion dates for the major activities or submission dates for the deliverables. The draft TA will also include the applicable basis and method of payment as specified in the Contract.
 - (iii) A draft Task Authorization must also contain the following information, if applicable:
 - (A) the task number;
 - (B) The date by which the Contractor's response must be received (which will appear in the draft Task Authorization, but not the issued Task Authorization);
 - (C) the details of any financial coding to be used;
 - (D) the categories of resources and the number required;
 - (E) a description of the work for the task outlining the activities to be performed and identifying any deliverables (such as reports);
 - (F) the start and completion dates;
 - (G) milestone dates for deliverables and payments (if applicable);
 - (H) the number of person-days of effort required;
 - (I) whether the work requires on-site activities and the location;
 - (J) the language profile of the resources required;

- (K) the level of security clearance required of resources;
- (L) the price payable to the Contractor for performing the task, with an indication of whether it is a firm price or a maximum TA price (and, for maximum price task authorizations, the TA must indicate how the final amount payable will be determined; where the TA does not indicate how the final amount payable will be determined, the amount payable is the amount, up to the maximum, that the Contractor demonstrates was actually worked on the project, by submitting time sheets filled in at the time of the work by the individual resources to support the charges); and
- (M) any other constraints that might affect the completion of the task.
- (c) **Contractor's Response to Draft Task Authorization:** The Contractor must provide to the Technical Authority, within 5 working days of receiving the draft Task Authorization (or within any longer time period specified in the draft TA), the proposed total price for performing the task and a breakdown of that cost, established in accordance with the Basis of Payment specified in the Contract. The Contractor's quotation must be based on the rates set out in the Contract. The Contractor will not be paid for preparing or providing its response or for providing other information required to prepare and validly issue the TA.
- (d) **Task Authorization Limit and Authorities for Validly Issuing Task Authorizations:**
- To be validly issued, a TA must include the following signatures:
- (i) for any TA with a value, inclusive of revisions, of less than or equal to \$25,000.00 (including Applicable Taxes), the TA must be signed by:
- (A) the Technical Authority; and
- (B) a representative from _____; and
- (ii) for any TA with a value greater than this amount, a TA must include the following signatures:
- (A) the Technical Authority; and
- (B) a representative from _____; and
- (C) the Contracting Authority.
- Any TA that does not bear the appropriate signatures is not validly issued by Canada. Any work performed by the Contractor without receiving a validly issued TA is done at the Contractor's own risk. If the Contractor receives a TA that is not appropriately signed, the Contractor must notify the Contracting Authority. By providing written notice to the Contractor, the Contracting Authority may suspend the Client's ability to issue TAs at any time, or reduce the dollar value threshold described in sub-article (A) above; any suspension or reduction notice is effective upon receipt.
- (e) **Administration of Task Authorization Process for DND:** The administration of the Task Authorization process will be carried out by DES Proc 2-3-2. This process includes monitoring, controlling and reporting on expenditures of the contract with task authorizations to the Contracting Authority.
- (f) **Periodic Usage Reports:**
- (i) The Contractor must compile and maintain records on its provision of services to the federal government under the Task Authorizations validly issued under the Contract.

The Contractor must provide this data to Canada in accordance with the reporting requirements detailed below. 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 semi-annual basis to the Contracting Authority. From time to time, the Contracting Authority may also require an interim report during a reporting period.

(ii) The semi-annual periods are defined as follows:

(A) 1st half: April 1 to September 30;

(B) 2nd half: October 1 to March 31.

The data must be submitted to the Contracting Authority no later than 30 calendar days after the end of the reporting period.

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

(A) the Task Authorization number and the Task Authorization Revision number(s), if applicable;

(B) a title or a brief description of each authorized task;

(C) the name, Category of Personnel and level of each resource involved in performing the TA, as applicable;

(D) the total estimated cost specified in the validly issued TA of each task, exclusive of Applicable Taxes;

(E) the total amount, exclusive of Applicable Taxes, expended to date against each authorized task;

(F) the start and completion date for each authorized task; and

(G) the active status of each authorized task as applicable (e.g., indicate whether work is in progress or if Canada has cancelled or suspended the TA, etc.).

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

(A) the amount, exclusive of Applicable Taxes, specified in the Contract (as last revised, as applicable) as Canada's total liability to the Contractor for all authorized TAs; and

(B) the total amount, exclusive of Applicable Taxes, expended to date against all validly issued tasks.

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

7.7 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](https://buyandsell.gc.ca/policy-and-guidelines/standard-acquisition-clauses-and-conditions-manual) Manual (https://buyandsell.gc.ca/policy-and-guidelines/standard-acquisition-clauses-and-conditions-manual) issued by Public Works and Government Services Canada.

(a) **General Conditions:**

- (i) 2030 (2015-09-03) General Conditions - Higher Complexity - Goods, apply to and form part of the Contract.

(b) **Supplemental General Conditions:**

The following Supplemental General Conditions:

- (i) 4003 (2010-08-16) Supplemental General Conditions - Licensed Software;
- (ii) 4004 (2013-04-25) Supplemental General Conditions - Maintenance and Support Services for Licensed Software;

apply to and form part of the Contract.

7.8 Security Requirement for Canadian Supplier

- (a) The Contractor must, at all times during the performance of the Contract, hold a valid Facility Security Clearance at the level of SECRET, issued by the Canadian Industrial Security Directorate (CISD), Public Works and Government Services Canada (PWGSC).
- (b) The Contractor personnel requiring access to PROTECTED/CLASSIFIED information, assets or sensitive work site(s) must EACH hold a valid personnel security screening at the level of SECRET, granted or approved by CISD/PWGSC.
- (c) The Contractor personnel requiring access to NATO UNCLASSIFIED information or assets do not require to hold a personnel security clearance; however, the Contractor must ensure that the NATO Unclassified information is not releasable to third parties and that the "need to know" principle is applied to personnel accessing this information.
- (d) The Contractor personnel requiring access to NATO RESTRICTED information or assets must be citizens of a NATO member country or a permanent resident of Canada and EACH hold a valid SECRET STATUS or its equivalent, granted or approved by the appropriate delegated NATO Security Authority.
- (e) This contract includes access to controlled goods. Prior to access, the contractor must be registered in the Controlled Goods Program of Public Works and Government Services Canada.
- (f) The Contractor MUST NOT remove any PROTECTED/CLASSIFIED information from the identified work site(s), and the Contractor must ensure that its personnel are made aware of and comply with this restriction.
- (g) Subcontracts which contain security requirements are NOT to be awarded without the prior written permission of CISD/PWGSC.
- (h) The Contractor must comply with the provisions of the:
 - (i) Security Requirements Check List and security guide (if applicable), attached at Annex ____; and
 - (ii) Industrial Security Manual (Latest Edition).

7.9 Contract Period

- (a) **Contract Period:** The "Contract Period" is the entire period of time during which the Contractor is obliged to perform the Work, which includes:

- (i) The **"Initial Contract Period"**, which begins on the date the Contract is awarded and ends 1 year later; and
 - (ii) The period during which the Contract is extended, if Canada chooses to exercise any options set out in the Contract.
- (b) **Option to Extend the Contract:**
- (i) The Contractor grants to Canada the irrevocable option to extend the term of the Contract by up to 6 additional 1-year period(s) under the same terms and conditions. The Contractor agrees that, during the extended period of the Contract, it will be paid in accordance with the applicable provisions set out in the Basis of Payment.
 - (ii) Canada may exercise this option at any time by sending a written notice to the Contractor before the expiry date of the Contract. The option may only be exercised by the Contracting Authority, and will be evidenced, for administrative purposes only, through a contract amendment.

7.10 Delivery Date

All the deliverables must be received in accordance with the terms of the Contract.

- (a) The software licenses including documentation and warranty for the initial requirement must be delivered within 10 days from Contract award date. Any additional requirement must be delivered within 5 days of a signed Contract Amendment.

7.11 Authorities

(a) **Contracting Authority**

The Contracting Authority for the Contract is:

Name: Marco Pelchat
 Title: Supply Specialist
 Public Works and Government Services Canada
 Acquisitions Branch
 Directorate: Software and Shared Systems Procurement Directorate
 Address: 11 Rue Laurier, Gatineau, QC, K1A 0S5
 Telephone: 819-956-3757
 E-mail address: marco.pelchat@tpsgc-pwgsc.gc.ca

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

(b) **Technical Authority**

The Technical Authority for the Contract is:

Name: _____
 Title: _____
 Organization: _____
 Address: _____
 Telephone: _____
 E-mail address: _____

If applicable, in this person's absence, the Technical Authority is:

Name: _____
 Title: _____
 Organization: _____
 Address: _____
 Telephone: _____
 E-mail address: _____

[Note to Bidders: Information will be completed by the Contracting Authority at Contract Award.]

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

(c) **Contractor's Representative**

Name: _____
 Title: _____
 Organization: _____
 Address: _____
 Telephone: _____
 E-mail address: _____

[Note to Bidders: Information will be completed by the Contracting Authority at Contract Award.]

7.12 Proactive Disclosure of Contracts with Former Public Servants

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

[Note to Bidders: This Article will be deleted if the bidder awarded the contract is not a former public servant.]

7.13 Payment

(a) **Basis of Payment**

- (iv) **Licensed Software:** For the license(s) to use the Licensed Software (including delivery of the Licensed Software and the Software Documentation in accordance with the Contract, Canada will pay the Contractor the firm price(s) set out in Annex C - Table 1 or Table 2, as applicable, FOB destination, including all customs duties, Applicable Taxes extra. The firm prices include the warranty during the Software Warranty Period.
- (v) **Maintenance and Support for Licensed Software:** For maintenance and support services throughout the initial Software Support Period, in accordance with the Contract, Canada will pay the Contractor, in advance the firm price(s) set out in Annex C - Table 1 or Table 2, as applicable, or up to the maximum price set out in Table 3, as applicable, including all customs duties, Applicable Taxes extra. If additional licenses to use the

Licensed Software are purchased during the Software Support Period, Canada will pay the applicable price for maintenance and support of that number of licenses divided by 12, then multiplied by the number of months or partial months remaining in the Software Support Period (in order to reflect the fact that maintenance and support services will only be provided for those licenses for a partial year).

- (vi) **Optional Additional Software Licenses:** For additional licenses for additional Users to use the Licensed Software, if Canada exercises its option, Canada will pay the Contractor the firm price per user set out in Annex C, Table 1 or Table 2, as applicable, FOB destination, including all customs duties, Applicable Taxes extra.
- (vii) **Optional Software Maintenance and Support:** If Canada exercises its option to extend the Software Support Period, Canada will pay the Contractor the firm annual price set out in Annex C – Table 1, Table 2 or Table 3, as applicable, FOB destination), including all customs duties, Applicable Taxes extra.
- (viii) **Optional Entity Viewer License:** For an Entity Viewer License to use the Viewer Licensed Software only, if Canada exercises its option, Canada will pay the Contractor up to the maximum price for an Entity License, as set out in Annex C - Table 3, and calculated as described in Annex C – Table 3, FOB destination, including all customs duties, GST/HST extra.
- (ix) **Professional Services and Training provided under a Task Authorization with a Maximum Price:** For professional services requested by Canada, in accordance with a validly issued Task Authorization Canada will pay the Contractor, in arrears, up to the Maximum Price for the TA for actual time worked and any resulting deliverables in accordance with the firm all-inclusive per diem rates set out in Annex C, Table 4, Applicable Taxes extra. Partial days will be prorated based on actual hours worked based on a 7.5-hour workday.
- (x) **Travel and Living Expenses:** Canada will not pay any travel or living expenses associated with performing the Work.
- (xi) **Competitive Award:** The Contractor acknowledges that the Contract has been awarded as a result of a competitive process. No additional charges will be allowed to compensate for errors, oversights, misconceptions or underestimates made by the Contractor when bidding for the Contract.
- (xii) **Professional Services Rates:** In Canada's experience, bidders from time to time propose rates at the time of bidding for one or more categories of resources that they later refuse to honour, on the basis that these rates do not allow them to recover their own costs and/or make a profit. This denies Canada of the benefit of the awarded contract. If the Contractor does not respond or refuses to provide an individual with the qualifications described in the Contract within the time described in the Contract (or proposes instead to provide someone from an alternate category at a different rate), whether or not Canada terminates the Contract as a whole or in part or chooses to exercise any of the rights provided to it under the General Conditions, Canada may impose sanctions or take other measures in accordance with the PWGSC Vendor Performance Corrective Measure Policy (or equivalent) then in effect, which measures may include an assessment that results in conditions applied against the Contractor to be fulfilled before doing further business with Canada, or full debarment of the Contractor from bidding on future requirements.
- (xiii) **Purpose of Estimates:** All estimated costs contained in the Contract are included solely for the administrative purposes of Canada and do not represent a commitment on the part of Canada to purchase goods or services in these amounts. Any commitment

to purchase specific amounts or values of goods or services is described elsewhere in the Contract.

(b) **Limitation of Expenditure**

- (i) Canada's total liability to the Contractor under the Contract excluding Professional Services must not exceed the amount set out on page 1 of the Contract, less any Applicable Taxes. With respect to the amount set out on page 1 of the Contract, Customs duties are included and Applicable Taxes are included. Any commitments to purchase specific amounts or values of goods or services are described elsewhere in the Contract.
- (ii) Canada's total liability to the Contractor under the Contract for all validly issued Task Authorizations (TAs), inclusive of any revisions, must not exceed the sum of \$ _____. Customs duties are included and Applicable Taxes are extra. No increase in the total liability of Canada or in the price of the Work resulting from any design changes, modifications or interpretations of the Work, will be authorized or paid to the Contractor unless these design changes, modifications or interpretations have been approved, in writing, by the Contracting Authority before their incorporation into the Work. The Contractor must not perform any work or provide any service that would result in Canada's total liability being exceeded before obtaining the written approval of the Contracting Authority. The Contractor must notify the Contracting Authority in writing as to the adequacy of this sum:
- (A) when it is 75 percent committed, or
- (B) 4 months before the Contract expiry date, or
- (C) as soon as the Contractor considers that the contract funds provided are inadequate for the completion of the Work,
- whichever comes first.
- (iii) If the notification is for inadequate contract funds, the Contractor must provide to the Contracting Authority a written estimate for the additional funds required. Providing this information does not increase Canada's liability.

(c) **Limitation of Price**

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

(d) **Method of Payment for Task Authorizations with a Maximum Price:** For each Task Authorization validly issued under the Contract that contains a maximum price:

- (i) Canada will pay the Contractor no more frequently than once a month in accordance with the Basis of Payment. The Contractor must submit time sheets for each resource showing the days and hours worked to support the charges claimed in the invoice.
- (ii) Once Canada has paid the maximum TA price, Canada will not be required to make any further payment, but the Contractor must complete all the work described in the TA all of which is required to be performed for the maximum TA price. If the work described in the TAs completed in less time than anticipated, and the actual time worked (as supported by the time sheets) at the rates set out in the Contract is less than the maximum TA price, Canada is only required to pay for the time spent performing the work related to that TA.

(e) **Method of Payment – Licensed Software**

Canada will pay the Contractor within 30 days following acceptance or within 30 days of receiving a complete invoice (and any required substantiating documentation), whichever is later. If Canada disputes an invoice for any reason, Canada will pay the Contractor the undisputed portion of the invoice, as long as the undisputed items are separate line items on the invoice and are owing. In the case of disputed invoices, the invoice will only be considered to have been received for the purposes of the section of the General Conditions entitled "Interest on Overdue Accounts" once the dispute is resolved.

(f) **Method of Payment - Software Maintenance and Support**

Canada will make the advance payment to the Contractor for Software Maintenance and Support within 30 days after receiving a complete invoice (and any required substantiating documentation), or within 30 days of any date specified in the Contract for making that advance payment, whichever is later. If Canada disputes an invoice for any reason, Canada will pay the Contractor the undisputed portion of the invoice, as long as the undisputed items are separate line items on the invoice and are owing. In the case of disputed invoices, the invoice will only be considered to have been received for the purposes of the section of the General Conditions entitled "Interest on Overdue Accounts" once the dispute is resolved.

The Contractor acknowledges that this is an advance payment and that, despite anything to the contrary in the Contract, Canada will perform acceptance procedures for the services only after the services have been performed, regardless of whether the payment has already been made. The Contractor agrees that any advance payments authorized and paid under the terms of the Contract are not considered acceptance of the services for which the payment is made. Also, payment in advance does not prevent Canada from exercising any or all potential remedies in relation to this payment or any of the Work, if the Work performed later proves to be unacceptable.

7.14 Invoicing Instructions

- (a) The Contractor must submit invoices in accordance with the information required in the General Conditions.
- (b) The Contractor's invoice must include a separate line item for each subparagraph in the Basis of Payment provision.
- (c) By submitting invoices (other than for any items subject to an advance payment) the Contractor is certifying that the goods and services have been delivered and that all charges are in accordance with the Basis of Payment provision of the Contract, including any charges for work performed by subcontractors.
- (d) The Contractor must provide the original of each invoice to the Technical Authority. On request, the Contractor must provide a copy of any invoices requested by the Contracting Authority.

7.15 Certifications

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, or 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.

7.16 Federal Contractors Program for Employment Equity - Default by Contractor

The Contractor understands and agrees that, when an Agreement to Implement Employment Equity (AIEE) exists between the Contractor and 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.

7.17 Applicable Laws

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

7.18 Priority of Documents

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

- (a) these Articles of Agreement, including any individual SACC Manual clauses incorporated by reference in these Articles of Agreement;
- (b) supplemental general conditions, in the following order:
 - (i) 4003 (2010-08-16) Supplemental General Conditions- Licensed Software;
 - (ii) 4004 (2013-04-25) Supplemental General Conditions- Maintenance and Support Services for Licensed Software;
- (c) general conditions (2015-09-03)
- (d) Annex A, Statement of Requirement;
- (e) Annex B, Management Bid;
- (f) Annex C, Basis of Payment;
- (g) Annex D, Security Requirements Check List;
- (h) the signed Task Authorizations and any Certifications they required;
- (i) Form of performance guarantee, a separate agreement to be signed by _____ in accordance with the Article entitled "Performance Guarantee"; and
- (j) the Contractor's bid dated _____ as clarified on "or" as amended on _____ not including any software publisher license terms and conditions that may be included in the bid, not including any provisions in the bid with respect to limitations on liability, and not including any terms and conditions incorporated by reference (including by way of a web link) in the bid.

7.19 Foreign Nationals (Canadian Contractor)

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

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

7.20 Foreign Nationals (Foreign Contractor)

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

7.21 Insurance Requirements

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

7.22 Limitation of Liability - Information Management/Information Technology

- (a) This section applies despite any other provision of the Contract and replaces the section of the general conditions entitled "Liability". Any reference in this section to damages caused by the Contractor also includes damages caused by its employees, as well as its subcontractors, agents, and representatives, and any of their employees. This section applies regardless of whether the claim is based in contract, tort, or another cause of action. The Contractor is not liable to Canada with respect to the performance of or failure to perform the Contract, except as described in this section and in any section of the Contract pre-establishing any liquidated damages. The Contractor is only liable for indirect, special or consequential damages to the extent described in this Article, even if it has been made aware of the potential for those damages.

(b) **First Party Liability:**

- (i) The Contractor is fully liable for all damages to Canada, including indirect, special or consequential damages, caused by the Contractor's performance or failure to perform the Contract that relate to:
- (A) any infringement of intellectual property rights to the extent the Contractor breaches the section of the General Conditions entitled "Intellectual Property Infringement and Royalties";
 - (B) physical injury, including death.
- (ii) The Contractor is liable for all direct damages caused by the Contractor's performance or failure to perform the Contract affecting real or tangible personal property owned, possessed, or occupied by Canada.
- (iii) Each of the Parties is liable for all direct damages resulting from its breach of confidentiality under the Contract. Each of the Parties is also liable for all indirect, special or consequential damages in respect of its unauthorized disclosure of the other Party's trade secrets (or trade secrets of a third party provided by one Party to another under the Contract) relating to information technology.
- (iv) The Contractor is liable for all direct damages relating to any encumbrance or claim relating to any portion of the Work for which Canada has made any payment. This does not apply to encumbrances or claims relating to intellectual property rights, which are addressed under (i)(A) above.
- (v) The Contractor is also liable for any other direct damages to Canada caused by the Contractor's performance or failure to perform the Contract that relate to:
- (A) any breach of the warranty obligations under the Contract, up to the total amount paid by Canada (including any applicable taxes) for the goods and services affected by the breach of warranty; and
 - (B) any other direct damages, including all identifiable direct costs to Canada associated with re-procuring the Work from another party if the Contract is

terminated by Canada either in whole or in part for default, up to an aggregate maximum for this subparagraph (B) of the greater of 0.25 times the total estimated cost (meaning the dollar amount shown on the first page of the Contract in the cell titled "Total Estimated Cost" or shown on each call-up, purchase order or other document used to order goods or services under this instrument), or \$1M.

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

- (vi) If Canada's records or data are harmed as a result of the Contractor's negligence or willful act, the Contractor's only liability is, at the Contractor's own expense, to restore Canada's records and data using the most recent back-up kept by Canada. Canada is responsible for maintaining an adequate back-up of its records and data.

(c) **Third Party Claims:**

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

7.23 Joint Venture Contractor

- (a) The Contractor confirms that the name of the joint venture is _____ and that it is comprised of the following members:
- (b) With respect to the relationship among the members of the joint venture Contractor, each member agrees, represents and warrants (as applicable) that:
 - (i) _____ has been appointed as the "representative member" of the joint venture Contractor and has full authority to act as agent for each member regarding all matters relating to the Contract;
 - (ii) by giving notice to the representative member, Canada will be considered to have given notice to all the members of the joint venture Contractor; and

- (iii) all payments made by Canada to the representative member will act as a release by all the members.
- (c) All the members agree that Canada may terminate the Contract in its discretion if there is a dispute among the members that, in Canada's opinion, affects the performance of the Work in any way.
- (d) All the members are jointly and severally or solidarily liable for the performance of the entire Contract.
- (e) The Contractor acknowledges that any change in the membership of the joint venture (i.e., a change in the number of members or the substitution of another legal entity for an existing member) constitutes an assignment and is subject to the assignment provisions of the General Conditions.
- (f) The Contractor acknowledges that all security and controlled goods requirements in the Contract, if any, apply to each member of the joint venture Contractor.

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

7.24 Training

- (a) **Providing Software Training:**
 - (i) The Contractor must provide training on the software products that form part of the Software Solution on an "as-and-when-requested" basis during the Contract Period when a Task Authorization for training is issued in accordance with the Contract.
 - (ii) The training must be provided on-site (classroom setting). On-site classes are expected to be for up to 15 students and held at the Client provided facilities, in the National Capital Region.
 - (iii) The training must be available within 15 working days of the Task Authorization being issued.
 - (iv) The training, including both the instruction and the course materials, must be provided in English and French.
 - (v) The Training Plan must meet the following objectives:
 - (A) Ensure that the Client IM/IT resources will acquire the technical knowledge to support the IPC Software Solution and any related database from the transition period to full deployment of the Software Solution in the technical production environment;
 - (B) Ensure that the Client's technical personnel will be fully trained on all IPC administrator and end user functions;
 - (C) Ensure that the Client's internal trainers (train-the-trainer format) are fully trained to allow them to train internal users within the Institutions to perform day-to-day functions using the Software Solution;
 - (D) Include at a minimum two training sessions for up to a total of 15 participants.

- (vi) The responsibilities of the Trainer under this Contract could include but are not limited to: (1) assessing the relevant characteristics of target audience; (2) preparing courseware materials; (3) conducting training courses; and (4) communicating effectively by visual, oral, and written form with individuals, small groups, and in front of large audiences
- (b) **Finalization of Draft Training Plan:** Within 30 working days of the Contract being awarded, Canada will provide any comments it has regarding the draft training plan submitted by the Contractor as part of its bid. The Contractor must update the training plan to reflect Canada's comments within 10 working days and resubmit it to Canada for approval.

7.25 Professional Services - General

- (a) The Contractor must provide professional services relating to the delivery, installation, design, integration, configuration, customization, implementation, and deployment of the Licensed Software. All resources provided by the Contractor must meet the qualifications described in the Contract (including those relating to previous experience, professional designation, education, language proficiency and security clearance) and must be competent to provide the required services by any delivery dates described in the Contract.
- (b) If the Contractor fails to deliver any deliverable (excluding delivery of an individual) or complete any task described in the Contract on time, in addition to any other rights or remedies available to Canada under the Contract or the law, Canada may notify the Contractor of the deficiency, in which case the Contractor must submit a written plan to the Technical Authority within ten working days detailing the actions that the Contractor will undertake to remedy the deficiency. The Contractor must prepare and implement the plan at its own expense.
- (c) The Contractor must have available resources in the following categories during the Contract Period:
- (i) **Project Manager** must have the following education, experience and skills:
- (A) A degree or diploma from a recognized University or College in accounting, business administration, systems or a finance related field;
- (B) A minimum of 3 years experience relevant to this requirement implementation within the previous 5 years;
- (C) Knowledge and experience requirements in the following areas as demonstrated by CV information with at least two client references provided:
- (I) Knowledge and experience in leading related initiatives;
- (II) At a minimum the project manager must have participated in at least two installations of the bidder's COTS product deployed to a minimum of 150 users and managing at least 1,000 illustrations;
- (III) Experience in financial management;
- (IV) Knowledge of project management and accounting;
- (V) Experience in leading multi-disciplinary teams (e.g. Finance, administration, accounting, computer technology); and
- (D) Effective communications and inter-personal skills.

The **Project Manager** is required to perform the following activities as-and-when requested by Canada:

- (A) Defines and documents the objectives for the project, determines budgetary requirements, the composition, roles and responsibilities and terms of reference for the project team;
 - (B) Manages the project during the development, implementation and operations start-up by ensuring that resources from all service areas are made available and that the system is developed and in totality operates within previously agreed time, cost and performance parameters;
 - (C) Reports project progress, in writing and verbally, on an ongoing basis, and at scheduled points (e.g., Stage Gate from project planning to execution) in the life cycle to the sponsors of the project;
 - (D) Liaise with program managers, and other cognizant officials and states problems in a form capable of being solved;
 - (E) Prepares plans, templates, Gantt charts, critical path diagrams, charts to assist in analyzing or displaying problems, works with a variety of scientific, business or engineering tools requiring a sound knowledge of mathematics and management sciences;
 - (F) Manages a team of specialists, analysts and programmers; and,
 - (G) Provides advice to the Technical Authority.
- (ii) **Solution Architect** must have the following education, experience and skills:
- (A) A degree or diploma from a recognized University or College in accounting, business administration, systems or a finance related field;
 - (B) A minimum of 3 years experience relevant to this requirement implementation within the previous 5 years;
 - (C) A minimum of 5 years demonstrated previous experience within the SAP Plant Maintenance as demonstrated by CV information with at least two client references provided.
 - (D) Knowledge and experience requirements in the following areas as demonstrated by CV information with at least two client references provided:
 - (I) At a minimum the solution architect must have participated in at least two installations of the bidder's COTS product deployed to a minimum of 150 users and managing at least 1,000 illustrations; and
 - (E) Effective communications and inter-personal skills.

The **Solution Architect** is required to perform the following activities as-and-when requested by Canada:

- (A) Formulates statements of management, scientific and business problems, establishes procedures for the development and implementation of significant, new or modified computer systems to solve these problems, and obtains approval thereof; and
- (B) Evaluates proposed computer systems to determine technical feasibility, functional adequacy, and estimated costs for implementation and operation.

- (iii) **Developer (Programmer/Analyst)** must have the following education, experience and skills:
- (A) A minimum 6 years of software development experience with a minimum of 3 years of experience relevant to this requirement for solution implementation within the previous 5 years.
 - (B) A degree or diploma from a recognized university or college
 - (C) A minimum three (3) years of experience in working as a Programmer Analyst, of which at least one (1) year of this experience should be with the Contractor's COTS product.
 - (D) A minimum of 5 years demonstrated previous experience within the SAP Plant Maintenance as demonstrated by CV information with at least two client references provided.
 - (E) Knowledge and experience requirements in the following areas as demonstrated by CV information with at least two client references provided:
 - (I) Knowledge and experience in working on related initiatives;
 - (II) Experience in various facets of programmer analysis; and
 - (III) Experience in developing functional and system design specifications.

The **Developer (Programmer/Analyst)** is required to perform the following activities as-and-when requested by Canada:

- (A) Creates flows, scripts and procedures;
 - (B) Develops, maintains and supports reports, templates, queries, dashboards, scorecards and analytics;
 - (C) Prepares and maintains technical documentation and change control processes;
 - (D) Provides solution analysis, design, development and testing services; and
 - (E) Uses business modeling software tools.
- (iv) **Functional Analyst/Trainer** must have the following education, experience and skills:
- (A) A minimum 2 years experience in delivering customized training for IT, end user and trainer personnel within the previous 5 years;
 - (B) Knowledge and experience requirements in the following areas as demonstrated by CV information with at least two client references provided:
 - (I) Extensive knowledge of proposed software components and their operation;
 - (II) Experience in providing classroom training to end-users or administrators; and,
 - (III) Experience in providing train the trainer training.

The **Functional Analyst/Trainer** is required to perform the following activities as-and-when requested by Canada:

- (A) Develop and/or implement a training strategy and approach in consultation the Technical Authority or authorized designate;
 - (B) Monitor and assess training needs;
 - (C) Deliver train-the-trainer training;
 - (D) Provide advice to the Technical Authority or authorized designate;
 - (E) Collect and document business requirements;
 - (F) Draft functional specifications;
 - (G) Undertake testing at vendor site;
 - (H) Prepare other documentation as required; and
 - (I) Develop and maintain end-user training material.
- (d) In General Conditions 2030, Section 09 titled "Replacement of Specific Individuals" is deleted and the following applies instead:

Replacement of Specific Individuals

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

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

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

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

7.26 Safeguarding Electronic Media

- (a) Before using them on Canada's equipment or sending them to Canada, the Contractor must use a regularly updated product to scan electronically all electronic media used to perform the Work for computer viruses and other coding intended to cause malfunctions. The Contractor must notify Canada if any electronic media used for the Work are found to contain computer viruses or other coding intended to cause malfunctions.
- (b) If magnetically recorded information or documentation is damaged or lost while in the Contractor's care or at any time before it is delivered to Canada in accordance with the Contract, including accidental erasure, the Contractor must immediately replace it at its own expense.

7.27 Reporting Requirements

The Contractor is required to provide the following reports to the Contracting Authority at the following times:

- (a) Monthly Maintenance Release and Problem Status Reports (including patches, hot-fixes, service packs and upgrades)
- (b) Quarterly Patch Reports
- (c) Annual Schedule for Software Releases

7.28 Representations and Warranties

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

7.29 Access to Canada's Property and Facilities

Canada's property, facilities, equipment, documentation, and personnel are not automatically available to the Contractor. If the Contractor would like access to any of these, it is responsible for making a request to the Technical Authority. Unless expressly stated in the Contract, Canada has

no obligation to provide any of these to the Contractor. If Canada chooses, in its discretion, to make its property, facilities, equipment, documentation or personnel available to the Contractor to perform the Work, Canada may require an adjustment to the Basis of Payment and additional security requirements may apply.

7.30 Implementation

- (a) **Finalization of Draft Implementation Plan:** Within 10 working days of the Contract being awarded, Canada will provide any comments it has regarding the draft implementation plan submitted by the Contractor as part of its bid. The Contractor must update the implementation plan to reflect Canada's comments within 5 working days and resubmit it to Canada for approval. The implementation plan should detail the steps required to move from functional specifications, through operational go-live of the Software Solution in the Client's production environment, up to and including the first quarter in which the Software Solution is available for operational use.
- (b) **Implementation of Professional Services:** If similar professional services are currently being provided by another supplier or by Canada's own personnel, the Contractor is responsible for ensuring that the transition to the professional services it provides under the Contract is completed in a way that does not disrupt Canada's operations or users, and does not result in any interim degradation to the timeliness or quality of service. The Contractor is solely responsible for any additional training required by its resources to perform the Work, and time spent by resources on that training or becoming familiar with the Client's environment must not be charged to Canada. The transition will be considered complete once the Contractor has demonstrated, to the satisfaction of the Technical Authority, that it is ready and able to carry out the Work. The transition must be complete by no later than 30 working days after the Contract is awarded. All costs associated with establishing itself to provide the professional services are the responsibility of the Contractor.

7.31 Transition Services at End of Contract Period

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

7.32 Performance Guarantee

It is a condition of the Contract that the Contractor provide to Canada an unconditional and irrevocable guarantee of the performance and fulfillment of each and every obligation of the Contractor under the Contract. This guarantee must be in the form set out in Annex ____ (to be provided at contract award) and be executed under seal (if required by Canada) by _____. If the Contractor does not deliver the fully executed guarantee within 10 working days of the Contract being awarded, Canada may immediately terminate the Contract for default and will have no liability to the Contractor for any of the Work performed before that termination. Obtaining and delivering the signed guarantee within the time required is the sole responsibility of the Contractor.

Note to Bidders: This article will only be included if Canada determines that a performance guarantee (for example, from a parent company) is required in connection with an evaluation of the Bidder's financial capability. The name of the guarantor will be completed at the time of contract award

7.33 Termination for Convenience

With respect to Section 30 of General Conditions 2035, if applicable, or Section 32 of 2030, if applicable, subsection 4 is deleted and replaced with the following subsections 4, 5 and 6:

- (4) The total of the amounts, to which the Contractor is entitled to be paid under this section, together with any amounts paid, due or becoming due to the Contractor must not exceed the Contract Price.
- (5) Where the Contracting Authority terminates the entire Contract and the Articles of Agreement include a Minimum Work Guarantee, the total amount to be paid to the Contractor under the Contract will not exceed the greater of
 - (i) the total amount the Contractor may be paid under this section, together with any amounts paid, becoming due other than payable under the Minimum Revenue Guarantee, or due to the Contractor as of the date of termination, or
 - (ii) the amount payable under the Minimum Work Guarantee, less any amounts paid, due or otherwise becoming due to the Contractor as of the date of termination.
- (6) The Contractor will have no claim for damages, compensation, loss of profit, allowance arising out of any termination notice given by Canada under this section except to the extent that this section expressly provides. The Contractor agrees to repay immediately to Canada the portion of any advance payment that is unliquidated at the date of the termination. The parties agree that in the event of termination of Software Maintenance and Support Services for convenience of Canada for which an advance payment has been made, charges up to the date of termination will be calculated on a prorata basis of a twelve month year and thirty day month.

7.34 Identification Protocol Responsibilities

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

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

ANNEX A

STATEMENT OF REQUIREMENT (SOR)

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1. Requirements

The Department of National Defence (DND) requires an electronic illustrated parts catalogue (IPC) solution (assembly illustrations, bills of material and related part detail) with capability that permits users as viewers to search, identify, and select the correct parts for maintenance activities and add them to an SAP order in Defence Resource Management Information System (DRMIS).

It will replace a legacy application called Equipment Item File (EIF) Atlas (more widely referred to as MX-CD) and the Automated Land Scaling System (ALSS) which is the legacy database where Army Equipment Support Lists (ESLs) are maintained. Both were developed by DND as easy-to-use tools for the technician. The legacy application is described in more detail in Appendix 1 – Legacy Application.

The contractor agrees to supply DND with a Solution that delivers, allows and supports DND with the following list of deliverables;

1. Licensed Software +/- Managed Software Provisions; that delivers, allows and supports an Illustrated Parts Catalogue that works, is complete and responsive to the RFP/contract
2. Warranty, Grants and Guarantees; as in Solution works, is complete and responsive to the requirements, as specified by the RFP/Contract
3. Maintenance & Support Services +/- Continuous Improvement; i.e. Nightly Builds, and Innovation Lab;
4. Adaptive Localization; including accessibility, language and user experience;
5. Documentation, Media and Optional On +/- Off-Premise Training, Knowledge Transfer & Library Services
6. Optional Maintenance and Support Services +/- Continuous Improvement
7. Optional Additions; increasing capacity +/- GC/Entity Wide
8. Optional Extensions; On/Off-Premise Software Goods, Services, Utilities, Software Developer Kits, Tools &/or Innovation
9. Optional On +/- Off-Premise Professional Services; Training +/- Resources
10. Performance requirements related to DND Programs, Plans and Priorities;
 - A. Programs; The Contractor is required to supply DND with an IPC Solution that works, is complete and responsive to the requirements as specified in the RFP, and contract. The Solution will be used in support of the DND programs, plans and priorities, as described within the RFP. The Solution cannot prevent DND from being and remaining responsive to Law, Order and Good Government; Security, Privacy and Protection; and attaining the Goals, Objectives and Purposes, as described in the RFP.
 - B. Plans; The Contractor is required to have a Technology Plan that details the architecture, domains and frameworks being proposed
 - C. Solution; the contractor will be required to deliver a Technology Plan that must be maintained by the Contractor during the contract; specifically updated on a quarterly basis, with an Active Contract Management Meeting/Call, if deemed required by the contracting authority;
 - D. Priorities; The Contractor is required to have a Solution that a DND User trusts, and has certainty and confidence, in the Intellectual Properties; Services; Resources; Tools; and Utilities. As the User Acceptance is a key performance indicator, the Solution has to be adaptive and localized to a Canadian implementation while maintaining User trust, certainty and confidence in the results, as defined by the RFP.

2. Goals, Objectives and Purpose

Goals: This requirement arose in response to a need to eliminate duplicate maintenance of information that is already available in DRMIS. Secondary goals are to increase productivity through improved search capability and use of graphical part selection which is faster, easier and less prone to error and to enable the technician to complete work without leaving DRMIS.

Objectives: It is intended that the IPC will be used by DND and the Canadian Armed Forces (CAF) primarily to plan component requirements on maintenance work orders in accordance with identification, planning, and execution of line maintenance work within DRMIS.

Purpose: The IPC solution involves the management of assembly illustrations, BOMs and related part detail specific to equipment and assemblies. This solution links assembly illustrations to the maintenance planning process in DRMIS, allowing viewers to select components from assembly illustrations, BOMs and related part detail displayed in the IPC solution and add them directly into SAP work orders in DRMIS.

3. Scope & Future Direction

Scope: The scope of this procurement is to replace existing functionality used by the Army. Rollout to the Navy will be conditional on fulfillment of rated requirements related to the synchronization of data between central and decentral servers. Air Force requirements were not included in the scope of this procurement.

Future Direction: Future direction may include full S1000D compliancy, live interfaces to decentral servers and/or mobile devices and the ability to accept and display 3D illustrations. The scope also includes the potential future need for adaptive agile localization; i.e. continuous improvement, web schools and innovation lab/observatory; as additions and/or extensions to the solution. DND will monitor industry trends and practices and may further develop the solution, platform +/- infrastructure related to the programs, plans and priorities.

4. Assumptions, Constraints, Dependencies & Perspectives

- a) There will not be a connection between the central server and the mobile solution; rather, a subset of data will be stored on the local mobile device (i.e. laptop).
- b) Similarly, there will not be a connection between the central server and the standalone decentral servers.
- c) The professional services required do not include provision of network support or keyboarding DRMIS configuration.

5. Architecture, Environments, Infrastructure, Service Orientation and Platforms

The IPC software must work, be complete and interoperate with the Technical Environment described at Appendix B – Technical Environment

6. Laws, Policies, Frameworks, Directives, Guidelines and Operating Instructions

Contractor personnel must comply with applicable Government of Canada (GOC) and DND policies which include but are not limited to;

- Policy on Government Security
- National Defence Security Policy
- National Defence Security Instructions
- DND ITAR Directive: New Security Measures for ITAR Controlled Defence Articles and Services dated June 13, 2007 and International Traffic in Arm Regulations.

7. Glossary, Acronyms and Abbreviations

7.1 Glossary

User	From Supplemental General Conditions 4003 (2010-08-16) Supplemental General Conditions - Licensed Software an individual authorized by the Client to use the Licensed Software under the Contract and for the purposes of these supplemental general conditions, includes any employee, agent or contractor authorized to use the Licensed Software.
Administrator	User who uploads illustrations into the IPC software and, using the IPC software establishes the required linkages with BOMs and related part detail from DRMIS.
Viewer	User who selects components from assembly illustrations, BOMs and related part detail displayed in the IPC solution and adds them directly into SAP work orders in DRMIS.

7.2 Acronyms and Abbreviations

BOM	Bill of Material
CAD	Computer Aided Design
DFPS	SAP Defence Forces & Public Security SAP Industry Solution
ECC	SAP ERP Central Component
EMR	SAP Equipment Master Record
FLOC	SAP Functional Location
ITAR	International Traffic in Arms Regulations
MDS	SAP Mobile Defense and Security
MS	Microsoft
MM	SAP Materials Management Module
MMR	SAP Material Master Record
PM	SAP Plant Maintenance Module

8. Mandatory & Point-Rated Evaluation Criteria

Mandatory Functional Requirements	
M-1	The IPC software solution must work, be complete and be compliant with the requirements of the RFP and resulting contract.
M-2	The IPC software solution must store and manage assembly illustrations.
M-3	The IPC software solution is required to deliver, allow and support a quality solution that can provide the list of deliverables as a solution; in the DND environment.
M-4	The IPC software solution must read material master and bill of material (BOM) data from an SAP system.
M-5	The IPC software solution must integrate with the Plant Maintenance (PM) module within SAP to allow viewers to launch the IPC software from the Components tab within a PM Work Order using SAP transactions IW31, IW32 and IW33.
M-6	The IPC software solution must include a web client so that administrators and viewers can launch it from a web portal, select from a list of major assemblies, and navigate to any illustration based on a hierarchical view of major assemblies, subassemblies and component parts.

M-7	When launched from within the PM work order, the IPC software solution must display the assembly illustration and bill of material for the EMR, FLOC or MMR referenced in the SAP work order, showing a hierarchical view of the referenced object’s structure.		
M-8	<p>The view provided by the IPC solution to administrators and viewers must include, at a minimum:</p> <ul style="list-style-type: none"> i. the illustration ii. the bill of materials. <p>Each line in the bill of materials must include:</p> <ul style="list-style-type: none"> i. the SAP part number ii. the SAP description of the part, and iii. the NATO Stock Number (NSN). <p>The IPC solution must deliver, enable and support functionality allowing viewers and administrators to add additional columns and display fields selected from the MMR for each line in the bill of materials.</p>		
M-9	When launched from within the PM work order, the IPC software solution to viewers must deliver, enable and support functionality allowing a quantity for each part number in the bill of materials from within the IPC to be entered and stored.		
M-10	The viewer must be able to electronically select parts for maintenance activities from both the assembly illustration and bill of material and add them in the required quantities, to a shopping cart and finally to the Components tab in an SAP maintenance work order.		
M-11	The IPC software solution must integrate with the Materials Management (MM) module within SAP in order to allow viewers and administrators to branch from a selected item within the IPC software and view material master data contained in the MM module.		
M-12	The IPC software solution must deliver, enable and support graphical user interface (GUI) functionality in both English and French.		
M-13	The IPC software solution must deliver, enable and support functionality allowing viewers and administrators to view illustrations and navigate between them based on a hierarchical view of major assemblies, subassemblies and component parts.		
M-14	The IPC software solution must provide a pop-up or other indication if an administrator or view selects a bill of material which is not linked to any illustration.		
M-15	<p>The IPC software solution must allow viewers and administrators to link to a where-used analysis from;</p> <ul style="list-style-type: none"> i. the figure/item on an illustration within the IPC software; and ii. the BOM reference in the IPC software <p>and view all other objects that might be impacted by a change to the selected object.</p>		
M-16	The IPC software solution must perform search functions and filter the content for display based on SAP objects (EMR, FLOC, or MMR), classes, characteristics and other SAP field values including custom-defined fields in SAP, display lists of bills of material meeting the criteria provided and deliver, enable and support functionality allowing viewers and administrators to view illustrations related to each item in the list and continue to navigate down through a hierarchical view of major assemblies, subassemblies and component parts..		
M-17	The IPC software solution must not limit the number of levels of indenture of each Bill of Materiel.		
M-18	Maintenance and Support services provided by the successful bidder must include upgrades and patches as required to maintain interoperability of the IPC software solution with SAP as and when enhancement packs, service packs and OSS notes, released by SAP to their customers, are implemented by DND.		
Point-Rated Functional Requirements			
R-19	The IPC software solution should integrate with the Plant Maintenance (PM) module within SAP to allow viewers to select a related task list from within an illustration and add its	Max 8	8 Points if meets the requirement; 0 Points if does not meet the requirement.

	operations to the Operations tab in an SAP maintenance work order and its components to the Components Overview tab.		
R-20	The IPC software solution should integrate with the Material Management (MM) module within SAP to allow viewers to: <ul style="list-style-type: none"> i. launch the IPC software from SAP transactions ME51N, ME52N, ME21N or ME22N; ii. electronically select parts from an assembly illustration or equipment support list; and iii. add them in the required quantities, to an SAP purchase requisition or purchase order. 	Max 8	8 Points if meets the requirement; 0 Points if does not meet the requirement.
R-21	The IPC software solution should accept three-dimensional (3-D) assembly illustrations received from DND’s vendors and display the referenced assembly illustration in a 3-D format when the IPC software solution is launched from within the PM work order by viewers and administrators.	Max 4	4 Points if meets the requirement; 0 Points if does not meet the requirement.
R-22	The IPC software solution should include a live interface which provides: illustration data including links to. BOM and related part detail data to SAP Mobile Defense & Security (MDS) 1.6.	Max 4	4 Points if meets the requirement; 0 Points if does not meet the requirement.
R-23	In support of SAP DFPS on a standalone server, the IPC software solution should be able to replicate changes made to IPC data in the central repository to other local or standalone instances.	Max 6	6 Points if meets the requirement; 0 Points if does not meet the requirement.
Point-Rated Navigation Requirements			
R-24	The IPC software solution should deliver, enable and support functionality allowing administrators to move, copy and link objects using drag-and-drop methods.	Max 8	8 Points if meets the requirement; 0 Points if does not meet the requirement.
R-25	The IPC software solution should deliver, enable and support functionality allowing the viewers and administrators to complete the following actions and provide legible results: <ul style="list-style-type: none"> iv. zoom-in; v. zoom-out; vi. zoom to the complete model; vii. zoom in to a selected portion of the model; viii. zoom to a particular object; and ix. zoom to the previous or next viewing point. 	Max 6	1 Point for each zoom capability; 0 Points if does not meet the requirement.

Mandatory Technical Requirements			
M-26	The IPC software solution must be based on Commercial Off the Shelf (COTS) software.		
M-27	The IPC software solution must be compatible with SAP ECC 6.0 Enhancement Pack 5 and higher.		
M-28	The IPC software solution must work, be complete and interoperate with the Technical Environment described in Appendix B.		
M-29	The IPC software solution must be scalable to accommodate a minimum of 750 viewers and 60 administrators concurrently.		
Point-Rated Technical Requirements			
R-30	The IPC should be able to provide data and electronic instructions to and accept data and electronic instructions from a Web Dynpro application.	Max 8	8 Points if meets the requirement; 0 Points if does not meet the requirement.
R-31	The updates to the IPC software solution should be done centrally, without the need for replication or packaging to each workstation on a network.	Max 4	4 Points if meets the requirement; 0 Points if does not meet the requirement.
R-32	The IPC software solution should be updated only by transports on the server side and should not require any extra executable code to be installed on the servers.	Max 4	4 Points if meets the requirement; 0 Points if does not meet the requirement.
R-33	The IPC software solution should use SAP Document Management System for data storage of assembly illustrations.	Max 8	8 Points if meets the requirement; 0 Points if does not meet the requirement.
R-34	The IPC software solution should deliver, enable and support functionality allowing administrators to create linkages to, and viewers to display, SAP Document Info Records (DIRs) for maintenance manuals and other technical publications.	Max 8	8 Points if meets the requirement; 0 Points if does not meet the requirement.
R-35	The IPC software solution should use the existing SAP ALE technology to synchronize IPC data between servers, in support of SAP DFPS on standalone servers	Max 6	6 Points if meets the requirement; 0 Points if does not meet the requirement.
Mandatory Security Requirements			
M-36	The IPC software solution must deliver, enable and support the functionality for designated users to create and maintain data access rules based on a custom or standard table in SAP defined by DND as shown in APPENDIX B TO ANNEX A - TECHNICAL ENVIRONMENT, Functional Elements, Controlled Goods Documents in DRMIS.		
M-37	The IPC software solution viewer must deliver, enable and support functionality allowing the viewer to launch the IPC software solution directly from SAP, and must be capable of validating the viewer’s SAP login information and authorizations (i.e. single sign-on capability).		
M-38	The IPC software solution must provide an editing suite to manage additions, deletions and changes to the IPC software content based on access rights.		

Point-Rated Security Requirements			
R-39	The IPC should encrypt illustrations when extracted to a removable medium. Examples of removable mediums include but are not limited to: <ul style="list-style-type: none"> i. USB key; ii. CD; or iii. DVD. 	Max 4	4 Points if meets the requirement; 0 Points if does not meet the requirement.
Mandatory Content Management Requirements			
M-40	The IPC software solution must deliver, enable and support functionality allowing administrators to add new illustrations to the IPC.		
M-41	The IPC software solution must deliver, enable and support functionality allowing administrators to link each illustration to its corresponding SAP material BOM.		
M-42	The IPC software solution must deliver, enable and support functionality allowing administrators to link each figure/item on an illustration to its corresponding BOM reference and related part detail.		
M-43	The IPC software must deliver, enable and support functionality allowing administrators to make changes to a component within an illustration without breaking links of other components on the illustration to related part numbers on the bill of materials.		
M-44	The IPC software solution must accept or convert as a minimum the following file formats for data loads of illustrations and Excel files: .CSV, .JPG, .TIF, .PNG, .BMP, .GIF, .PDF, Adobe CS IA and AutoCAD DXF.		
M-45	The IPC software solution must accept or convert data in S1000D Issue 4 compliant format.		
M-46	The IPC software solution must accept automated bulk upload of assembly illustrations, BOM's and related part detail.		
M-47	The IPC software solution must deliver, enable and support the administrator to download stored illustrations and related part detail selected by the viewer to a compact disk (CD) or other removable storage device.		
M-48	The IPC software solution must have record-locking and check-in/check-out functionality when editing to enable content accuracy.		
M-49	The IPC software solution must be capable of providing log and pop-ups showing errors and warnings when content management transactions do not meet pre-determined conditions (e.g. material master record flagged for deletion, file or record already exists, parameter invalid).		
M-50	The IPC software solution must archive illustrations i.e. move data that is no longer actively used to a separate secondary data storage device for long-term retention.		
M-51	The IPC software solution must deliver, enable and support functionality allowing administrators and viewers to review and recover archived data.		
Point-Rated Content Management Requirements			
R-52	The IPC software solution should deliver, enable and support administrators to update occurrences of an object on multiple illustrations from within one illustration.	Max 4	4 Points if meets the requirement; 0 Points if does not meet the requirement.
R-53	The IPC software solution should accept automated bulk upload of assembly illustrations, BOM's and related part detail including object linking.	Max 4	4 Points if meets the requirement; 0 Points if does not meet the requirement.
R-54	The IPC software solution should produce, manage, display and publish	Max 8	8 Points for 16 or more of the information sets listed;

	<p>the following types of common information sets and publications as defined by S1000D Issue 4:</p> <ul style="list-style-type: none"> i. Common information sets - Crew/Operator information; ii. Common information sets - Description and operation; iii. Common information sets - Maintenance information; iv. Common information sets - Wiring data; v. Common information sets - Maintenance planning information; vi. Common information sets - Mass and balance information; vii. Common information sets - Recovery information; viii. Common information sets - Equipment information; ix. Common information sets - Weapon loading information; x. Common information sets - Cargo loading information; xi. Common information sets - Stores loading information; xii. Common information sets - Role change information; xiii. Common information sets - Battle damage assessment and repair information; xiv. Common information sets - Illustrated tool and support equipment information; xv. Common information sets - Service bulletins; xvi. Common information sets - Material data; xvii. Common information sets - Common information and data; xviii. Common information sets – Training; xix. Common information sets - List of applicable publications; and xx. Common information sets - Maintenance checklists and inspections. 		<p>6 Points for 11 – 15 of the information sets listed; 4 Points for 6–10 of the information sets listed; 2 Points for 1-5 of the information sets listed; 0 Points does not meet any information sets listed.</p>
R-55	<p>The IPC software solution should produce, manage, display and publish the following types of air specific and land/sea specific information sets as defined by S1000D Issue 4:</p> <ul style="list-style-type: none"> i. Air specific information sets - Use of generic information sets; ii. Air specific information sets - Structure repair information; 	Max 4	<p>4 Points for 10 or more of the information sets listed; 3 Points for 7-9; 2 Points for 4-6; 1 Point for 1-3; 0 Points does not meet any information sets listed.</p>

	<ul style="list-style-type: none"> iii. Air specific information sets - Cross servicing information; iv. Air specific information sets - Engine maintenance information; v. Air specific information sets - Power plant build-up information; vi. Air specific information sets - Engine standard practices; vii. Air specific information sets - Aircrew information; viii. Land/sea specific information sets - Crew/Operator descriptive information; ix. Land/sea specific information sets - Crew/Operator operation information; x. Land/sea specific information sets - Crew/Operator sequential operation information; xi. Land/sea specific information sets - Crew/Operator fault detection, isolation and resolution information; and xii. Land/sea specific information sets - International, national and regulatory scheduled check information. 		
R-56	<p>The IPC software solution should produce, manage, display and publish the following types of publications as defined by S1000D Issue 4:</p> <ul style="list-style-type: none"> i. Air specific publications - Aircrew information; ii. Air specific publications - Cross servicing guide; and iii. Land/Sea specific publications. 	Max 2	2 Points if meets all three elements; 1 Point if meets element iii; 0 Points if does not meet element iii.
R-57	<p>The IPC software solution should produce, manage, display and publish the following elements of publications as defined by S1000D Issue 4:</p> <ul style="list-style-type: none"> i. Common requirements - Front matter; ii. Common requirements - Technical content; and iii. Common requirements - Illustrated parts data. 	Max 2	2 Points if meets all three elements; 0 Points if does not meet all three elements.
Point-Rated Performance Requirements			
R-58	The longest wait time for the IPC software solution to respond to a user instruction should be 1 second or less.	Max 16	16 Points if longest wait time for the IPC software solution to respond to a user instruction is 1 second or less;

			<p>12 Points if longest wait time for the IPC software solution to respond to a user instruction is more than 1 second but less than or equal to 2 seconds;</p> <p>8 Points if longest wait time for the IPC software solution to respond to a user instruction is more than 2 seconds but less than or equal to 5 seconds;</p> <p>4 Points if longest wait time for the IPC software solution to respond to a user instruction is more than 5 seconds but less than or equal to 10 seconds;</p> <p>0 Points if longest wait time for the IPC software solution to respond to a user instruction is more than 10 seconds.</p>
Mandatory Reporting Requirements			
M-59	The IPC software solution must deliver, enable and support functionality to allow administrators and viewers to use PDF software such as Acrobat to publish a manual including table of contents, illustrations, bills of material and related part detail for equipment specified by administrators and viewers.		
Point-Rated Reporting Requirements			
R-60	The IPC software solution should deliver, enable and support the viewer and administrator to create custom queries and save these for later use.	Max 4	4 Points if meets the requirement; 0 Points if does not meet the requirement.
R-61	The IPC software solution should have an export function that makes data available in MS Excel 2010 (or later) format.	Max 4	4 Points if meets the requirement; 0 Points if does not meet the requirement.
	MAXIMUM AVAILABLE POINTS	134	

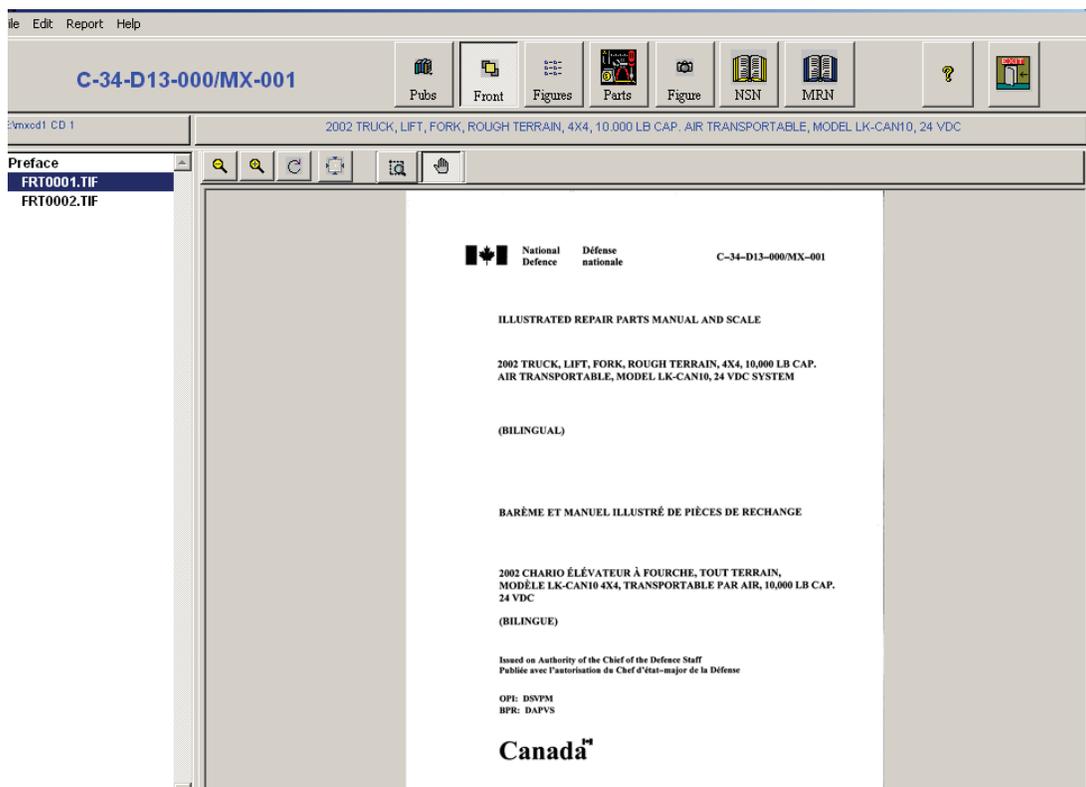
APPENDIX A to ANNEX A - LEGACY ENVIRONMENT

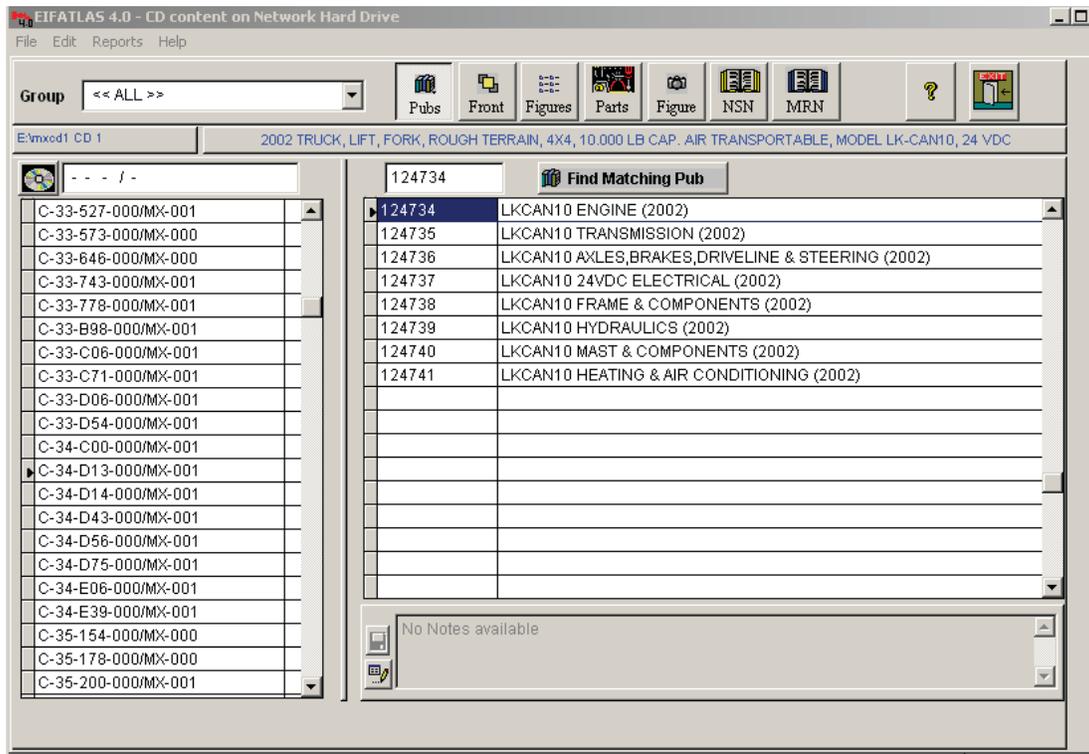
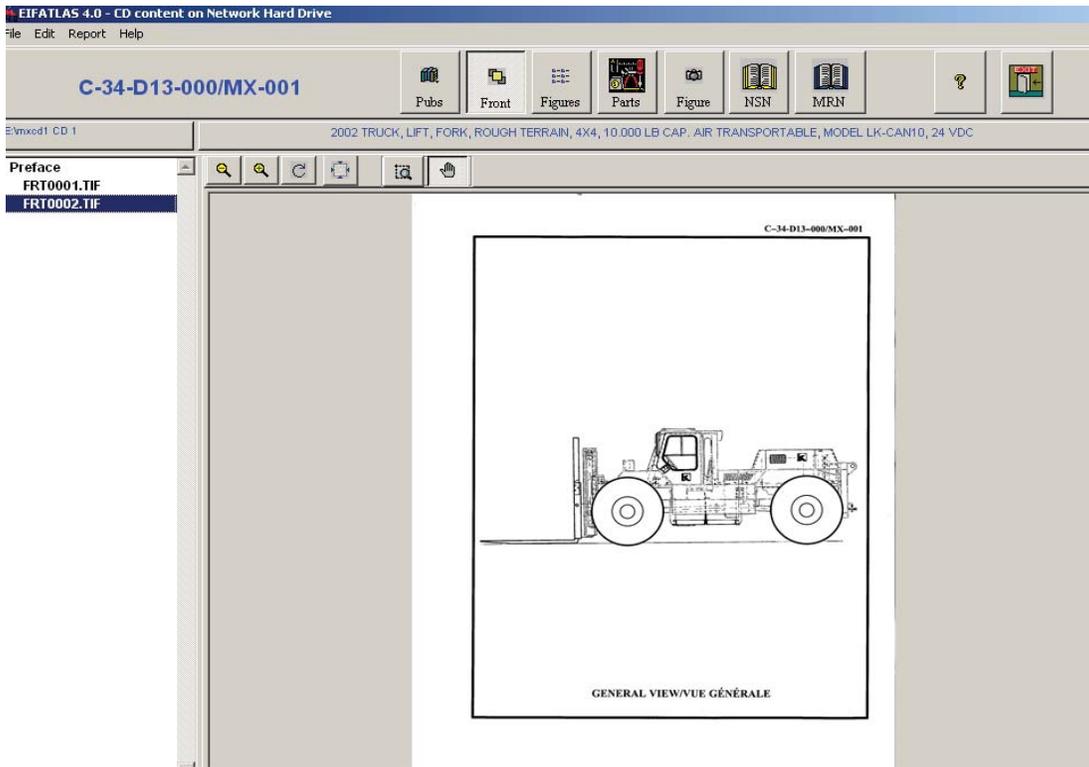
DND currently uses an application called Equipment Item File (EIF) Atlas (more widely referred to as MX-CD) to support and facilitate maintenance of its vehicle fleets and auxiliary equipments. The EIF Atlas was developed by DND as an easy-to-use tool for the technician and does not integrate with DRMIS.

The EIF Atlas has two main components:

- i. An illustration viewer and navigation application used to locate a part on an illustration plus its related supporting detail; and
- ii. An Equipment Support List (ESL) structure required to support the equipment.

Current Illustrated Parts Catalogue For Army Land Equipment





EIFATLAS 4.0 - CD content on Network Hard Drive

File Edit Reports Help

C-34-D13-000/MX-001

Pubs Front Figures Parts Figure NSN MRN

E:\mxd1 CD 1 2002 TRUCK, LIFT, FORK, ROUGH TERRAIN, 4X4, 10,000 LB CAP. AIR TRANSPORTABLE, MODEL LK-CAN10, 24 VDC
(124734) LKCAN10 ENGINE (2002)

Figure	Title
A1	ENGINE ASSEMBLY
A2	CYLINDER BLOCK ASSEMBLY
A3	CRANKSHAFT, PISTONS AND CONNECTING RODS ASSEMBLY
A4	CYLINDER HEAD ASSEMBLY
A5	ROCKER SHAFT ASSEMBLY
A6	TIMING GEAR AND CAMSHAFT ASSEMBLY
A7	LUBRICATING OIL PUMP AND DELIVERY HOUSING ASSEMBLY
A8	FUEL INJECTION EQUIPMENT (DIESEL) ASSEMBLY
A9	FLYWHEEL AND STARTER MOTOR GROUP
A10	FAN DRIVE ASSEMBLY
A11	LUBRICATING OIL SUMP ASSEMBLY
A12	LUBRICATING OIL FILLER AND BREATHER ASSEMBLY
A13	LUBRICATING OIL FILTER AND INTEGRAL OIL COOLER ASSEMBLY
A14	FRONT END DRIVE DRIVE INPUT ASSEMBLY
A15	COOLING SYSTEM INSTALLATION
A16	WATER PUMP ASSEMBLY
A17	THERMOSTAT AND HEAT EXCHANGER ASSEMBLY
A18	WATER INLET AND OUTLET ASSEMBLY
A19	FAN AND EXTENSION ASSEMBLY

EIFATLAS 4.0 - CD content on Network Hard Drive

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C-34-D13-000/MX-001

Pubs Front Figures Parts Figure NSN MRN

mxd1 CD 1 2002 TRUCK, LIFT, FORK, ROUGH TERRAIN, 4X4, 10,000 LB CAP. AIR TRANSPORTABLE, MODEL LK-CAN10, 24 VDC
(124734) LKCAN10 ENGINE (2002)

Quality High Low

ENGINE ASSEMBLY

Locate Item

Item	PPB
000001	A00100
000002	A00200

MRN
1006-60

NSCM K5436 **IND** B

ENGINE ASSY,
YG36373

NSN 2815-99-877-8220

AC X **UOI** EA

Price 12000.00

No Notes available

Record 684/685 Record Unlocked NIIM

File Edit Reports Help

C-34-D13-000/MX-001 Pubs Front Figures Parts Figure NSN MRN ?

E:\mxd1 CD 1 2002 TRUCK, LIFT, FORK, ROUGH TERRAIN, 4X4, 10,000 LB CAP. AIR TRANSPORTABLE, MODEL LK-CAN10, 24 VDC

ESL 124734 Assy LKCAN10 ENGINE (2002) OPI DSVPM 4-11-1

676 Locate For PPB No That Starts With

PPB No	Figure	Item	Ind	Reference No	NSCM	Contractor No
A00100	A1	000001	B	1006-60	K5436	YG36373

Description ENGINE ASSY, YG36373

Assessed Quantities

1	2	3
	0001	

Quantity/configuration

1	2	3	4

Reference Designation 3.4 **EC** 1 **MC**

Qty/Assy 0001 **Qty/Eqpt** 0001 **EAC** 34D13

Scale Code Qty

First Appearance A00100

Nsn Information Nsn 2815-99-877-8220 UOI EA Price 12000.00

No Notes available

Exploded View

2002 TRUCK, LIFT, FORK, ROUGH TERRAIN, 4X4, 10,000 LB CAP. AIR TRANSPORTABLE, MODEL LK-CAN10, 24 VDC

Publication: C-34-D13-000/MX-001

PAGE: 1

ESL: 124734 LKCAN10 ENGINE (2002)

DATE: 13/02/2013

Figure: A1

ITEM	PPB	NSN	Manufacturer Ref No	IISCM	CRN	IName	UOI AC	Price	Qty	A	B	C	D	E
000001	A00100	2815-99-877-8220	1006-60	K5436	YG36373	ENGINE ASSY, YG36373	EA X	\$12000.00	0001					
								0						
000002	A00200		ENG-1005	13446		ENGINE, SHORT	EA	\$0.00	0001					

C-34-D13-000/MX-001

2002 TRUCK, LIFT, FORK, ROUGH TERRAIN, 4X4, 10,000 LB CAP. AIR TRANSPORTABLE, MODEL LK-CAN10, 24 VDC

(124734) LKCAN10 ENGINE (2002)

Quality High Low

CYLINDER BLOCK ASSEMBLY

C-34-D13-000/MX-001

LEGEND

ITEM	PPB
1	A00400
2	A00500
3	A00600
4	A00700
5	A00800
6	A00900
7	A01000
8	A01100
9	A01200
10	A01300
11	A01400
12	A01500
13	A01600
14	A01700
15	A01800
16	A01900
17	A02000
18	A02100
19	A02200
20	A02300
21	A02400
22	A02500
23	A02600
24	A02700
25	A02800
26	A02900
27	A03000
28	A03100
29	A03200
30	A03300
31	A03400

Locate Item 32

Item	PPB
000000	A00300
000001	A00400
000002	A00500

MRN Y9112ACHY-003-B

NSCM 13446 IND C

CYLINDER BLOCK ASSY

NSN - - -

AC UOI EA

Price 0.00

No Notes available

2002 TRUCK, LIFT, FORK, ROUGH TERRAIN, 4X4, 10,000 LB CAP. AIR TRANSPORTABLE, MODEL LK-CAN10, 24 VDC

Publication: C-34-D13-000/MX-001

PAGE:

ESL: 124734 LKCAN10 ENGINE (2002)

DATE: 13/022

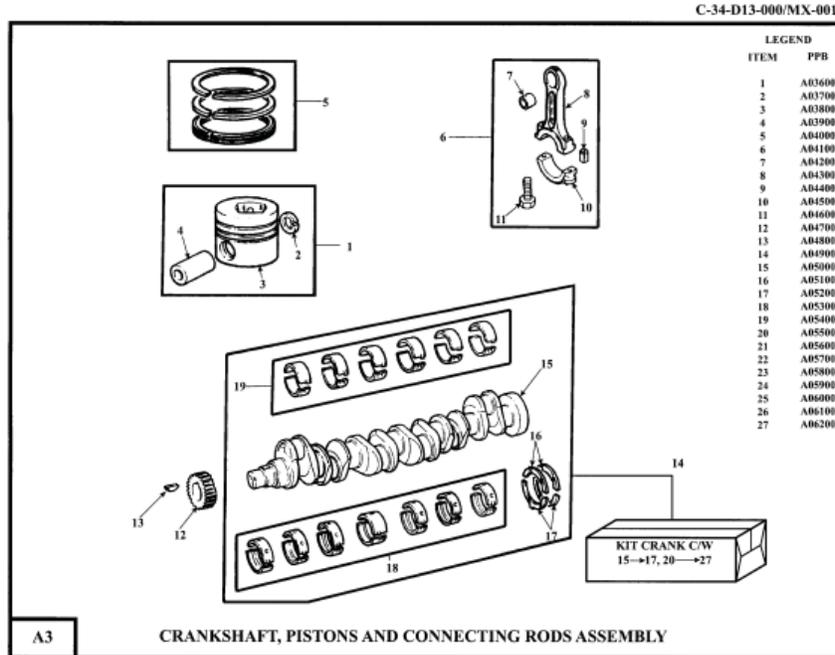
Figure: A2

ITEM	PPB	NSN	Manufacturer Ref No	NSCM	CRII	Name	UOI	AC	Price	Qty	A	B	C	I
000000	A00300		Y9112ACHY-003-B	13446		CYLINDER BLOCK ASSY	EA		\$0.00		0001			
000001	A00400		3135X063	13446		LINER, PRESS FIT	EA		\$0.00		0006			
000002	A00500		32417134	13446		PLUG	EA		\$0.00		0001			
000003	A00600		32416118	13446		PLUG	EA		\$0.00		0006			
000004	A00700		2485A204	13446		PLUG	EA		\$0.00		0001			
000005	A00800		2116081	13446		DOWEL	EA		\$0.00		0002			
000006	A00900		29990001	13446		DOWEL	EA		\$0.00		0002			
000007	A01000		32418122	13446		PLUG	EA		\$0.00		0011			
000008	A01100		3311R003	13446		WASHER	EA		\$0.00		0001			
000009	A01200		0650582	13446		PLUG	EA		\$0.00		0001			
000010	A01300		32416119	13446		PLUG	EA		\$0.00		0001			
000011	A01400		0350009	13446		DOWEL	EA		\$0.00		0002			
000012	A01500	5305-01-336-7305	2314H003	13446		SCREW	EA	X	\$0.95		0012			
000013	A01600		3212V002	13446		SCREW	EA		\$0.00		0002			
000014	A01700		4142V066	13446		HOUSING	EA		\$0.00		0001			
000015	A01800	5330-01-075-8183	2418F475	13446		SEAL	EA	X	\$39.80		0001			
000016	A01900		3681T012	13446		JOINT	EA		\$0.00		0001			
000017	A02000	2815-01-440-7501	4138A017	13446		VALVE	EA	X	\$15.07		0006			
000018	A02100		NONUMBER1	13446		BODY	EA		\$0.00		0001			
000019	A02200		2538753	13446		BALL	EA		\$0.00		0001			
000020	A02300		3174A004	13446		SPRING	EA		\$0.00		0001			
000021	A02400		3271A003	13446		RETAINER	EA		\$0.00		0001			
000022	A02500		4126X124	13446		JET	EA		\$0.00		0006			
000023	A02600		2116A022	13446		DOWEL	EA		\$0.00		0001			
000024	A02700		33142111	13446		THIMBLE	EA		\$0.00		0014			
000025	A02800		32166329	13446		BOLT	EA		\$0.00		0014			
000026	A02900		3271H004	13446		SHAFT	EA		\$0.00		0001			
000027	A03000		2116087	13446		PIN	EA		\$0.00		0001			
000028	A03100		NONUMBER2	13446		CAP	EA		\$0.00		0007			

(124734) LKCAN10 ENGINE (2002)

A3 ◀ ▶ Quality High Low 🔍 🖱️ 🔍 🔍 ↻ 🔄

CRANKSHAFT, PISTONS AND CONNECTING RODS ASSEMBLY



2002 TRUCK, LIFT, FORK, ROUGH TERRAIN, 4X4, 10,000 LB CAP. AIR TRANSPORTABLE, MODEL LK-CAN10, 24 VDC

Publication: C-34-D13-000/MX-001

PAGE:

ESL: 124734 LK CAN10 ENGINE (2002)

DATE: 1:

Figure: A3

ITEM	PPB	HSN	Manufacturer Ref No	HSCM	CRN	Name	UOI	AC	Price	Qty [A	B
000000	A03500		Y9121ACHY-004-A	13446		CRANKSHAFT, PISTONS AND CONNECTING RODS	EA		\$0.00	0001		
000001	A03600		U5LP 0057	13446		KIT, PISTON	EA		\$0.00	0006		
000002	A03700		2721332	13446		CIRCLIP	EA		\$0.00	0002		
000003	A03800		NONUMBER4	13446		PISTON	EA		\$0.00	0001		
000004	A03900		NONUMBER5	13446		PIN PISTON	EA		\$0.00	0001		
000005	A04000		4181A033	13446		KIT, PISTON RING	EA		\$0.00	0006		
000006	A04100		ZZ90186	13446		KIT, CONROD	EA		\$0.00	0006		
000007	A04200		3112E011	13446		BUSH	EA		\$0.00	0001		
000008	A04300		NONUMBER6	13446		ROD CON	EA		\$0.00	0001		
000009	A04400		3246A001	13446		DOWEL	EA		\$0.00	0002		
000010	A04500		NONUMBER7	13446		CAP	EA		\$0.00	0001		
000011	A04600		32186142	13446		SCREW	EA		\$0.00	0002		
000012	A04700		3117C061	13446		GEAR, CRANKSHAFT	EA		\$0.00	0001		
000013	A04800		0500012	13446		WOODRUFF KEY	EA		\$0.00	0001		
000014	A04900		ZZ90085	13446		KIT, CRANKSHAFT	EA		\$0.00	0001		
000015	A05000		NONUMBER8	13446		CRANKSHAFT	EA		\$0.00	0001		
000016	A05100		31137551	13446		THRUST WASHER, STANDARD	EA		\$0.00	0002		
000017	A05200		31137561	13446		THRUST WASHER, STANDARD	EA		\$0.00	0002		
000018	A05300		U5MB0007	13446		KIT, BEARING, STANDARD	EA		\$0.00	0001		
000019	A05400		U5ME 0003	13446		KIT, BEARING, STANDARD	EA		\$0.00	0001		
000020	A05500		U5MB0007A	13446		KIT, BEARING, (-)0.25MM	EA		\$0.00	0001		
000021	A05600		U5MB0007B	13446		KIT, BEARING, (-)0.50MM	EA		\$0.00	0001		
000022	A05700		U5MB0007C	13446		KIT, BEARING, (-)0.75MM	EA		\$0.00	0001		
000023	A05800		U5ME 0003A	13446		KIT, BEARING, (-)0.25MM	EA		\$0.00	0001		
000024	A05900		U5ME 0003B	13446		KIT, BEARING, (-)0.50MM	EA		\$0.00	0001		

Exploded View

2002 TRUCK, LIFT, FORK, ROUGH TERRAIN, 4X4, 10,000 LB CAP. AIR TRANSPORTABLE, MODEL LK-CAN10, 24 VDC

Publication: C-34-D13-000/MX-001

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ESL: 124734 LK CAN10 ENGINE (2002)

DATE: 13/02/2

Figure: A4

ITEM	PPB	HSN	Manufacturer Ref No	HSCM	CRN	Name	UOI	AC	Price	Qty [A	B	C	I
000001	A06300		Y9128ACHY-002-C	13446		CYLINDER HEAD ASSY	EA		\$0.00	0001				
000002	A06400		3212P022	13446		PLUG	EA		\$0.00	0001				
000003	A06500		650586	13446		PLUG	EA		\$0.00	0006				
000004	A06600	5306-01-303-3897	32166219	13446		BOLT	EA	X	\$31.64	0012				
000005	A06700	5306-01-303-3898	32166222	13446		SCREW	EA	X	\$15.67	0002				
000006	A06800	5306-01-303-5619	32166221	13446		BOLT	EA	X	\$8.16	0018				
000007	A06900		32418122	13446		PLUG	EA		\$0.00	0001				
000008	A07000	5306-01-428-7030	2314K166	13446		SCREW	EA	X	\$2.75	0006				
000009	A07100	5305-01-336-3168	2314H002	13446		SCREW	EA	X	\$1.27	0003				
000010	A07200		U3623H024	13446		COVER	EA		\$0.00	0001				
000011	A07300		U3685R009	13446		JOINT	EA		\$0.00	0001				
000012	A07400		3681H208	13446		HEAD GASKET	EA		\$0.00	0001				
000013	A07500		29990001	13446		DOWEL	EA		\$0.00	0002				
000014	A07600		0650710	13446		PLUG	EA		\$0.00	0003				
000015	A07700		0650203	13446		PLUG	EA		\$0.00	0002				
000016	A07800		2411157	13446		WASHER	EA		\$0.00	0002				
000017	A07900		2431154	13446		PLUG	EA		\$0.00	0001				
000018	A08000		3314A051	13446		INSERT	EA		\$0.00	0006				
000019	A08100		3142D031	13446		VALVE EXHAUST	EA		\$0.00	0006				
000020	A08200		3142D041	13446		VALVE INLET	EA		\$0.00	0006				
000021	A08300		3314A061	13446		INSERT	EA		\$0.00	0006				
000022	A08400		3318A721	13446		GUIDE	EA		\$0.00	0006				
000023	A08500		U2418M506	13446		SEAL	EA		\$0.00	0006				
000024	A08600		3174T003	13446		SPRING	EA		\$0.00	0012				
000025	A08700		3342N011	13446		CAP	EA		\$0.00	0012				
000026	A08800		3142M004	13446		COTTER	EA		\$0.00	0024				
000027	A08900		3318A711	13446		GUIDE	EA		\$0.00	0006				

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 Reports Help

C-34-D13-000/MX-001

CD.1 2002 TRUCK, LIFT, FORK, ROUGH TERRAIN, 4X4, 10,000 LB CAP. AIR TRANSPORTABLE, MODEL LK-CAN10, 24 VDC
 (124734) LKCAN10 ENGINE (2002)

Quality High Low

CYLINDER HEAD ASSEMBLY

C-34-D13-000/MX-001

LEGEND

ITEM	PPB
1	A06300
2	A06400
3	A06500
4	A06600
5	A06700
6	A06800
7	A06900
8	A07000
9	A07100
10	A07200
11	A07300
12	A07400
13	A07500
14	A07600
15	A07700
16	A07800
17	A07900
18	A08000
19	A08100
20	A08200
21	A08300
22	A08400
23	A08500
24	A08600
25	A08700
26	A08800
27	A08900
28	A09000
29	A09100

CYLINDER HEAD ASSEMBLY

Locate Item 29

Item	PPB
000001	A06300
000002	A06400
000003	A06500

MRN
 Y9128ACHY-002-C

NSCM 13446 **IND** C

CYLINDER HEAD ASSY

NSN - - -

AC **UOI** **EA**

Price 0.00

No Notes available

Exploded View

2002 TRUCK, LIFT, FORK, ROUGH TERRAIN, 4X4, 10,000 LB CAP. AIR TRANSPORTABLE, MODEL LK-CAN10, 24 VDC

Publication: C-34-D13-000/MX-001

PAGE:

ESL: 124734 LK CAN10 ENGINE (2002)

DATE: 13/02/2

Figure: A4

ITEM	PPB	HSN	Manufacturer Ref No	HSCM	CRN	Name	UOI	AC	Price	Qty	A	B	C	I
000001	A06300		Y9128ACHY-002-C	13446		CYLINDER HEAD ASSY	EA		\$0.00		0001			
000002	A06400		3212P022	13446		PLUG	EA		\$0.00		0001			
000003	A06500		650586	13446		PLUG	EA		\$0.00		0006			
000004	A06600	5306-01-303-3897	32166219	13446		BOLT	EA	X	\$31.64		0012			
000005	A06700	5306-01-303-3898	32166222	13446		SCREW	EA	X	\$15.67		0002			
000006	A06800	5306-01-303-5619	32166221	13446		BOLT	EA	X	\$8.16		0018			
000007	A06900		32418122	13446		PLUG	EA		\$0.00		0001			
000008	A07000	5306-01-428-7030	2314K166	13446		SCREW	EA	X	\$2.75		0006			
000009	A07100	5305-01-336-3168	2314H002	13446		SCREW	EA	X	\$1.27		0003			
000010	A07200		U3623H024	13446		COVER	EA		\$0.00		0001			
000011	A07300		U3685R009	13446		JOINT	EA		\$0.00		0001			
000012	A07400		3681H208	13446		HEAD GASKET	EA		\$0.00		0001			
000013	A07500		29990001	13446		DOWEL	EA		\$0.00		0002			
000014	A07600		0650710	13446		PLUG	EA		\$0.00		0003			
000015	A07700		0650203	13446		PLUG	EA		\$0.00		0002			
000016	A07800		2411157	13446		WASHER	EA		\$0.00		0002			
000017	A07900		2431154	13446		PLUG	EA		\$0.00		0001			
000018	A08000		3314A051	13446		INSERT	EA		\$0.00		0006			
000019	A08100		3142D031	13446		VALVE EXHAUST	EA		\$0.00		0006			
000020	A08200		3142D041	13446		VALVE INLET	EA		\$0.00		0006			
000021	A08300		3314A061	13446		INSERT	EA		\$0.00		0006			
000022	A08400		3318A721	13446		GUIDE	EA		\$0.00		0006			
000023	A08500		U2418M506	13446		SEAL	EA		\$0.00		0006			
000024	A08600		3174T003	13446		SPRING	EA		\$0.00		0012			
000025	A08700		3342N011	13446		CAP	EA		\$0.00		0012			
000026	A08800		3142W004	13446		COTTER	EA		\$0.00		0024			
000027	A08900		3318A711	13446		GUIDE	EA		\$0.00		0006			

APPENDIX B TO ANNEX A - TECHNICAL ENVIRONMENT

Overview

The Defence Resource Management Information System (DRMIS) operates on the Defence Wide Area (DWAN) and is an Enterprise Resource Planning (ERP) system which uses SAP software to support operations of the Canadian Armed Forces worldwide.

In addition to the central instance, approximately twenty (20) decentralized servers are deployed on ships to support the Navy and the ability to operate in a disconnected communications environment for an extended period of time (up to six (6) months). Each server is a separate instance of SAP and contains a subset of SAP data. DRMIS users on the ships are able to connect to the decentral server in order to conduct maintenance activities and search for parts. Once the ship is able to re-establish a connection to the central server, an internal SAP interface synchronizes the data between the central and decentral servers.

The SAP Mobile Defence & Security (MDS) solution is part of DRMIS and provides access to a small subset of standard SAP processes and data and is intended for use during short periods of disconnected communications while conducting operations in the field. Laptops are installed with the SAP Netweaver Mobile client. Once the laptop is able to re-establish a connection, synchronization occurs between central SAP database and laptop mobile database.

The DRMIS User Interface Simplification (UIS) tool is a web-based Netweaver SAP Portal which allows users to conduct maintenance activities and order parts using a simplified user interface.

DND is currently using SAP ECC 6.0 EHP5 SPS 10, DFPS SAP ECC 6.0 EHP5 SPS 10, SAP Mobile Defense & Security (MDS) NW 7.11 SPS 10 MDS 7 & SAP Portal NW 7.30 SPS 8.

Technical Elements

Workstation	Windows 7 Internet Browser (Internet Explorer version 9.0 and above)
Servers	Microsoft Windows Server 2008 R2 Microsoft SQL 2005 (and above) Microsoft IIS 6.0 (and above) VMWare version 4.1 update 3 SUSE Linux v11 SP3 AIX 7.1 z/OS
Relational Database Management System (RDBMS)	DB2 (on z/OS) DB2 LUW
Back-up software	Tivoli Storage Manager 6.0 EMC Networker
Security Components	Symantec Endpoint Protection (12.0 and above) StormShield by SkyRecon version 6 on the desktop
Network	TCP/IP IPv4 and IPv6 Microsoft Windows Networking Environment

Functional Elements

Sample Components Overview Tab Within SAP Work Order

Change Corrective Maint 1101442439: Component Overview

Order: L001 1101442439 98683 LSVW - Replace Speedometer
 Sys.Status: REL GMP3 MSPT PRC SETC CRTD AMAT

Item	Component	Description	LT	Reqmt Qty	UM	IC	S.	SLoc	Plnt	Op...	Batch	Proc. Category
0010	21-9108953: NSM	WINDOW,VEHICULAR		1	EA	L		000K	2000	0010		Reservation for Order
0020	21-9100968: NSM	SEAL,NONMETALLIC SPECIAL SHAPED SE.		1	EA	L		000K	2000	0010		Reservation for Order
0010	21-9105090: NSM	SPEEDOMETER		1	EA	L		000K	2000	0020		Reservation for Order
0030												
0040												
0050												
0060												
0070												
0080												
0090												
0100												
0110												
0120												
0130												
0140												

Controlled Goods Documents in DRMIS

Controlled Goods Documents stored in the DRMIS Document Management System are flagged as controlled goods relevant with the applicable environment (Army, Air Force, and Navy).

Document: 10000000936 Part 000 Version 01

Deletion Flag Document Structure Hierarchy

Document Data Addnl Data Descriptions Object Links Originals

Technical Publications

NDID_CODE of Tech Publication	E-EF-CCC-CCC/CC-001
Type of Technical Publication	CC
ERN for Technical Publication	11111111
Effective Date - Tech Pub	2008.10.30
NCAGE Code	AAAAA
TA-code	AABB
IP-Relevant Flag	No
Basic Date	2008.10.30
TDAN Number	
De-Mil Code	A
Replaced / Superseded by	
Reference	
Controlled Goods Indicator	Yes
Environment applicable for doc	Army

A custom table is maintained in DRMIS to identify, by DRMIS username, the users who have controlled goods access with the effective date and expiry date of this access and for which environments. It is important to note this table does not contain all DRMIS usernames, only a subset of DRMIS users.

Table to be searched	ZEPM_ITAR_CTAT	ITAR / CTAT DIR's Access Eligibility				
Number of hits	25					
Runtime	0	Maximum no. of hits	500			

User Name	Controlled Goods flag	Eff date	Exp date	Army	Air Force	Navy
612	X	2011.09.26	2014.09.26	X		
613	X	2011.09.26	9999.12.31	X	X	X
614	X	1979.10.17	2013.12.26			X
615	X	2009.08.05	2013.12.31	X	X	X
725	X	1996.07.16	2014.12.31	X		
741	X	1990.04.30	9999.12.31	X	X	X

Solicitation No. – No de l’invitation Amd. No – No de la modif.

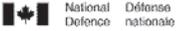
Buyer ID – Id de l’acheteur

W8474-15BF01/A

N/A

132xl

**APPENDIX C TO ANNEX A –
TASK AUTHORIZATION FORM**

		TASK AUTHORIZATION AUTORISATION DES TÂCHES	
All invoices/progress claims must show the reference Contract and Task numbers. Toutes les factures doivent indiquer les numéros du contrat et de la tâche.			Contract no. – N° du contrat
			Task no. – N° de la tâche
Amendment no. – N° de la modification	Increase/Decrease – Augmentation/Réduction	Previous value – Valeur précédente	
To – À	TO THE CONTRACTOR You are requested to supply the following services in accordance with the terms of the above reference contract. Only services included in the contract shall be supplied against this task. Please advise the undersigned if the completion date cannot be met. Invoices/progress claims shall be prepared in accordance with the instructions set out in the contract.		
Delivery location – Expéditeur à	À L'ENTREPRENEUR Vous êtes prié de fournir les services suivants en conformité des termes du contrat mentionné ci-dessus. Seuls les services mentionnés dans le contrat doivent être fournis à l'appui de cette demande. Prière d'aviser le signataire si la livraison ne peut se faire dans les délais prescrits. Les factures doivent être établies selon les instructions énoncées dans le contrat.		
Delivery/Completion date – Date de livraison/d'achèvement	_____ Date for the Department of National Defence / pour le ministère de la Défense nationale		
Contract item no. N° d'article du contrat	Services	Cost Prix	
		GST/HST TPS/TVH	
		Total	
APPLICABLE ONLY TO PWGSC CONTRACTS: The Contract Authority signature is required when the total value of the DND 626 exceeds the threshold specified in the contract. NE S'APPLIQUE QU'ÀUX CONTRATS DE TPSGC : La signature de l'autorité contractante est requise lorsque la valeur totale du formulaire DND 626 est supérieure au seuil précisé dans le contrat.			
_____ for the Department of Public Works and Government Services / pour le ministère des Travaux publics et services gouvernementaux			
DND 626 (01-05)		Design: Forms Management 953-4050 Conception: Gestion des formulaires 953-4052	

**Instructions for completing
DND 626 - Task Authorization**

Contract no.
Enter the PWGSC contract number in full.

Task no.
Enter the sequential Task number.

Amendment no.
Enter the amendment number when the original Task is amended to change the scope or the value.

Increase/Decrease
Enter the increase or decrease total dollar amount including taxes.

Previous value
Enter the previous total dollar amount including taxes.

To
Name of the contractor.

Delivery location
Location where the work will be completed, if other than the contractor's location.

Delivery/Completion date
Completion date for the task.

for the Department of National Defence
Signature of the DND person who has delegated Authority for signing DND 626 (level of authority based on the dollar value of the task and the equivalent signing authority in the PAM 1.4). Note: the person signing in this block ensures that the work is within the scope of the contract, that sufficient funds remain in the contract to cover this task and that the task is affordable within the Project/Unit budget.

Services
Define the requirement briefly (attach the SOW) and identify the cost of the task using the contractor's quote on the level of effort. The Task must use the basis of payment stipulated in the contract. If there are several basis of payment then list here the one(s) that will apply to the task quote (e.g. milestone payments; per diem rates/labour category hourly rates; travel and living rates; firm price/celling price, etc.). All the terms and conditions of the contract apply to this Task Authorization and cannot be ignored or amended for this task. Therefore it is not necessary to restate these general contract terms and conditions on the DND 626 Task form.

Cost
The cost of the Task broken out into the individual costed items in Services.

GST/HST
The GST/HST cost as appropriate.

Total
The total cost of the task. The contractor may not exceed this amount without the approval of DND indicated on an amended DND 626. The amendment value may not exceed 50% (or the percentage for amendments established in the contract) of the original value of the task authorization. The total cost of a DND 626, including all amendments, may not exceed the funding limit identified in the contract.

Applicable only to PWGSC contracts
This block only applies to those Task Authorization contracts awarded by PWGSC. The contract will include a specified threshold for DND sole approval of the DND 626 and a percentage for DND to approve amendments to the original DND 626. Tasks that will exceed these thresholds must be passed to the PWGSC Contracting Authority for review and signature prior to authorizing the contractor to begin work.

Note:
Work on the task may not commence prior to the date this form is signed by the DA Authority - for tasks within the DND threshold; and by both DND and PWGSC for those tasks over the DND threshold.

**Instructions pour compléter le formulaire
DND 626 - Autorisation des tâches**

N° du contrat
Inscrivez le numéro du contrat de TPSGC en entier.

N° de la tâche
Inscrivez le numéro de tâche séquentiel.

N° de la modification
Inscrivez le numéro de modification lorsque la tâche originale est modifiée pour en changer la portée.

Augmentation/Réduction
Inscrivez le montant total de l'augmentation ou de la diminution, y compris les taxes.

Valeur précédente
Inscrivez le montant total précédent, y compris les taxes.

À
Nom de l'entrepreneur.

Expédié à
Endroit où le travail sera effectué, si celui-ci diffère du lieu d'affaires de l'entrepreneur.

Date de livraison/d'achèvement
Date d'achèvement de la tâche.

pour le ministère de la Défense nationale
Signature du représentant du MDN auquel on a délégué le pouvoir d'approbation en ce qui a trait à la signature du formulaire DND 626 (niveau d'autorité basé sur la valeur de la tâche et le signataire autorisé équivalent mentionné dans le MAA 1.4). Nota : la personne qui signe cette attache de signature confirme que les travaux respectent la portée du contrat, que suffisamment de fonds sont prévus au contrat pour couvrir cette tâche et que le budget alloué à l'unité ou pour le projet le permet.

Services
Définissez brièvement le besoin (joignez l'ET) et établissez le coût de la tâche à l'aide de la soumission de l'entrepreneur selon le niveau de difficulté de celle-ci. Les modalités de paiement stipulées dans le contrat s'appliquent à la tâche. Si plusieurs d'entre elles sont prévues, énumérez ici celle/celles qui s'appliquera/ront à la soumission pour la tâche à accomplir (p.ex. acompte fondé sur les étapes franchies; taux quotidien ou taux horaire établi selon la catégorie de main-d'œuvre; frais de déplacement et de séjour; prix fixe ou prix plafond; etc.). Toutes les modalités du contrat s'appliquent à cette autorisation de tâche et ne peuvent être négligées ou modifiées quant à la tâche en question. Il n'est donc pas nécessaire de répéter ces modalités générales afférentes au contrat sur le formulaire DND 626.

Prix
Mentionnez le coût de la tâche en le répartissant selon les frais afférents à chaque item mentionné dans la rubrique Services.

TPS/TVH
Mentionnez le montant de la TPS/TVH, s'il y a lieu.

Total
Mentionnez le coût total de la tâche. L'entrepreneur ne peut dépasser ce montant sans l'approbation du MDN, formulaire DND 626 modifié à l'appui. Le coût de la modification ne peut pas être supérieur à 50 p. 100 du montant initial prévu dans l'autorisation de tâche (ou au pourcentage prévu dans le contrat pour les modifications). Le coût total spécifié dans le formulaire DND 626, y compris toutes les modifications, ne peut dépasser le plafond de financement mentionné dans le contrat.

Ne s'applique qu'aux contrats de TPSGC
Le présent paragraphe s'applique uniquement aux autorisations de tâche accordées par TPSGC. On inscrira dans le formulaire DND 626 un plafond précis qui ne pourra être approuvé que par le MDN et un pourcentage selon lequel le MDN pourra approuver des modifications au formulaire DND 626 original. Les tâches dont le coût dépasse ces plafonds doivent être soumises à l'autorité contractante de TPSGC pour examen et signature avant qu'on autorise l'entrepreneur à débuter les travaux.

Nota :
Les travaux ne peuvent commencer avant la date de signature de ce formulaire par le responsable du MDN, pour les tâches dont le coût est inférieur au plafond établi par le MDN, et par le MDN et TPSGC pour les tâches dont le coût dépasse le plafond établi par le MDN.

APPENDIX D TO ANNEX A - CERTIFICATIONS AT THE TA STAGE

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

1. Certification of Education and Experience

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

Print name of authorized individual & sign above

Date

2. Certification of Availability of Personnel

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

Print name of authorized individual & sign above

Date

ANNEX B**MANAGEMENT BID****Mandatory & Point-Rated Evaluation Criteria**

Mandatory Product History Requirements			
M-1	The Bidder must provide a brief history of the Bidder's software product designed specifically for the management of assembly illustrations, bills of material and related part detail (for example: current software version number, length of availability of the product in the marketplace, and dates for recent product updates/version releases).		
M-2	The Bidder must provide a corporate history in relation to technical data management software products including developing, distributing and supporting client installations where the software products have been deployed.		
Mandatory / Point-Rated Reference Projects for Products			
M-3	The Bidder must provide a description of three projects where the software products have been deployed for the management of assembly illustrations, bills of material and related part detail and have been in use for at least one year prior to the closing date of this bid solicitation.		
R-4	First Project	Max 5	Points will be allocated in accordance with Form 4 – Project Reference Form (Product)
R-5	Second Project	Max 5	Points will be allocated in accordance with Form 4 – Project Reference Form (Product)
R-6	Third Project	Max 5	Points will be allocated in accordance with Form 4 – Project Reference Form (Product)
Mandatory / Point-Rated Reference Projects for Services			
M-7	The Bidder must provide a description of three projects where the Bidder has provided implementation, testing, configuration and adaptation services to deploy a technical data management software product as those described in the bid solicitation document. The services must have been provided in the last 10 years. The Bidder must indicate: iv. The name of the customer organization; v. The duration of the services (start and finish dates); vi. Brief description of the type and scope of services (ex: adaptation, data cleansing/migration, on-site installation, training, and help desk support); vii. Description of delivered planning documentation, along with a description of any project management services; viii. Description of any service level agreement or performance standard(s) to which the Bidder was required to conform during the project, together with the level of Bidder compliance with said service level agreement or performance standard.		
R-8	First Project	Max 6	Points will be allocated in accordance with

			Form 5 – Project Reference Form (Services)
R-9	Second Project	Max 6	Points will be allocated in accordance with Form 5 – Project Reference Form (Services)
R-10	Third Project	Max 6	Points will be allocated in accordance with Form 5 – Project Reference Form (Services)
Mandatory / Point-Rated SAP Certification Requirements			
M-11	The Bidder must provide substantiating documentation for SAP certifications that applied to them as a corporate entity or to software that they have provided to their customers.		
R-12	The Bidder should be SAP or recognized and certified by SAP as being an SAP Application Development Partner. Written confirmation from SAP is required.	Max 5	5 Points if Bidder is SAP or recognized by SAP as an SAP Application Development Partner. 0 Points if Bidder is neither SAP nor recognized by SAP as an SAP Partner.
R-13	The Bidder should be SAP or be recognized and certified by SAP as being a Value-Added Reseller. Written confirmation from SAP is required.	Max 6	6 Points if Bidder is SAP or recognized and certified by SAP as being a Gold level Value-Added Reseller. 4 Points if Bidder is recognized and certified by SAP as being a Silver level Value-Added Reseller. 2 Points if Bidder is recognized and certified by SAP as being a Bronze level Value-Added Reseller. 0 Points if Bidder is neither SAP nor recognized and certified by SAP as being a Value-Added Reseller.
R-14	The IPC Software Solution should be an SAP product or recognized and certified by SAP as being an SAP Solution Extension or an SAP Endorsed Business Solution. Written confirmation from SAP is required.	Max 5	5 Points if IPC Software Solution is an SAP product or recognized by SAP as being SAP certified 0 Points if IPC Software Solution is neither an SAP product nor recognized by SAP as being SAP certified
Mandatory Maintenance and Support Requirement			
M-15	The Bidder must provide a release management plan that includes document version control methodology.		
Point-Rated Maintenance and Support Requirements			
R-16	The Bidder should have a structure in place to provide security patches in a timely and well-communicated fashion, as evidenced by previous release dates during the last 24 months.	Max 1	<u>Timeliness:</u> 0.25 Points if one or more security patches were released over the last 24 months; 0 Points if no security patches were released during the last 24 months <u>Communication:</u>

			<p>0.25 Points for each of the following if included in all of the security patches released in the last 24 months:</p> <p>a) release note(s); b) installation guide(s); c) user impact documentation.</p>
R-17	The Bidder should have a structure in place to provide bug fixes in a timely and well communicated fashion, as evidenced by previous release dates during the last 24 months.	Max 1	<p><u>Timeliness:</u> 0.25 Points if one or more bug fixes were released during the last 24 months; 0 Point if no bug fixes were released during the last 24 months <u>Communication:</u> 0.25 Points for each of the following if included is all of the bug fixes released in the last 24 months:</p> <p>a) release note(s); b) installation guide(s); c) user impact documentation.</p>
R-18	The Bidder should have a structure in place to provide software upgrades in a timely and well-communicated fashion, as evidenced by previous release dates.	Max 1	<p><u>Timeliness:</u> 0.25 Points for quarterly or more frequently; 0 Point for less frequently <u>Communication:</u> 0.25 Points for each of the following:</p> <p>a) release note(s); b) installation guide(s); c) user impact documentation.</p>
R-19	The Bidder should have a Case Management System or other automated support tools for the resolution management process.	Max 1	<p>0.50 Points if Bidder's methods ensure that anomalies, issues, and bugs are identified, recorded and reported to the client; and 0.50 Points if Bidder's methods ensure that anomalies, issues, and bugs are tracked to resolution in a timely fashion.</p>
R-20	The Bidder should have in place issue escalation procedures for problem identification, isolation and resolution.	Max 1	<p>0.50 Points for the appropriateness and relevance of the Bidder's methods to undertake issue analysis to determine problem areas and provide quick resolution or work-around; and 0.25 Points for the appropriateness and relevance of the Bidder's escalation procedures to resolve complicated or critical system errors; and 0.25 Points for the appropriateness and relevance of the Bidder's escalation procedures to initiate On-Site Technical Support to provide assistance for issue(s) that cannot be resolved remotely.</p>

R-21	The Bidder should have in place a variety of methods to allow users to initiate technical support requests to the Bidder Service Desk beyond telephone support.	Max 1	0.50 Points per method in place at the Bidder's site to a maximum of 1 Point. Such as: - on-line service request logging system; - email to general mailbox; - email to dedicated support services
Mandatory Resource Requirement			
M-22	The Bidder must provide at least one technical support resource for each of the 4 categories described in Section 7.25 - Professional Services which meets the minimum qualifications and who will be available during the initial contract period and optional periods. The Bidder must provide resumes for each proposed resource in accordance with Part 3 - Bid Preparation Instructions.		
Mandatory Training Requirement			
M-23	The Bidder must provide an outline of its proposed draft training plan including, at a minimum: <ul style="list-style-type: none"> i. an outline of course material and copies of existing end-user, train-the-trainer and system administrator training materials; ii. the number of training days per course for each category; iii. copies of existing installation guides, user guides and user manuals iv. an outline of its proposed training plan. 		
Point-Rated Training Requirements			
R-24	The proposed outline for the System Administrator / IT support sessions should clearly describe: <ul style="list-style-type: none"> i. Length of each course; ii. Modules and subject matter to be covered; iii. Elements for which hands-on training will be provided; iv. Extent to which outline reflects DND's business, as communicated in the bid solicitation (e.g. course outline includes security marking requirements). 	Max 1	1 Point if meets the requirement; 0.50 Points if the proposed course outline reflects a generic approach with no direct correlation to the implementation of the IPC within the Client's environment; 0 Points if the proposed course outline is simply recognition of the need for training with no indication of how this is to be achieved. Key factors: <ul style="list-style-type: none"> a) Length of courses; b) Course syllabus and associated time schedule; c) Proportion of hands-on time for trainee; d) Extent to which outline reflects DND's business, as bidders' understanding of in bid solicitation (e.g. course outline includes security marking requirements)

R-25	<p>The proposed outline for the “Train-the-Trainer” sessions should clearly describe:</p> <ul style="list-style-type: none"> i. Length of each course; ii. Modules and subject matter to be covered; iii. Elements for which hands-on training will be provided. iv. Extent to which outline reflects DND's business, as bidders' understanding of in bid solicitation (e.g. course outline includes security marking requirements) 	Max 1	<p>1 Point if meets the requirement; 0.50 Points if the proposed course outline reflects a generic approach with no direct correlation to the implementation of the IPC within the Client's environment; 0 Points if the proposed course outline is simply recognition of the need for training with no indication of how this is to be achieved. Key factors: a) Length of courses; b) Course syllabus and associated time schedule; c) Proportion of hands-on time for trainee; d) Extent to which outline reflects DND's business, as bidders' understanding of in bid solicitation (e.g. course outline includes security marking requirements)</p>
R-26	<p>The proposed outline for the System Administrator / IT support sessions should contain existing end-user training materials, user guides and/or user manuals. These materials and manuals should include an overview of the product and the objective of each chapter/lesson, detailed procedural-based, navigational training (i.e. open screen, press button); screen shots within each chapter; and FAQ's.</p>	Max 1	<p>1 Point if meets the requirement; 0.50 Points if the proposed outline contains existing end-user training materials, user guides and/or user manuals but is missing components; 0 Points if the proposed outline does not contain existing end-user training materials, user guides and/or user manuals.</p>
R-27	<p>The proposed outline for the “Train-the-Trainer” sessions should contain existing end-user training materials, user guides and/or user manuals. These materials and manuals should include an overview of the product and the objective of each chapter/lesson. Detailed procedural-based, navigational training (i.e. open screen, press button); screen shots within each chapter; and FAQ's.</p>	Max 1	<p>1 Point if meets the requirement; 0.50 Points if the proposed outline contains existing end-user training materials, user guides and/or user manuals but is missing components; 0 Points if the proposed outline does not contain existing end-user training materials, user guides and/or user manuals.</p>

Mandatory Technology Blueprint Requirement			
M-28	The Bidder must provide a Technology Blueprint comprised of a detailed architecture diagram which includes major software (i.e. Database, application, desktop, web services, virtualization, etc.), hardware components and resource requirements (i.e. Memory, CPU, etc.), for the optimal performance of the proposed Software Solution, in accordance with DND's Technical Environment in Appendix B to Annex A.		
Point-Rated Technology Blueprint Requirements			
R-29	The proposed Technology Blueprint should incorporate and describe how the various components of the proposed IPC are to be configured and how they are to be installed and interfaced, including: <ul style="list-style-type: none"> i. Technical Installation Plan ii. Detailed Architecture Diagram iii. Installation Instructions and release notes (functional changes and impact, delta configuration requirements, debugging instructions) 	Max 4	<p>4 Points if meets the requirement;</p> <p>3 Points if ad-hoc approach which still identifies the criteria defined;</p> <p>2 Points if the proposed is superficial - i.e. identifies major elements but reflects provided criteria rather than an approach actually used by the bidder;</p> <p>1 Point if superficial and incomplete - i.e. some of the criteria are addressed but not in a manner which reflects a thorough, structured implementation approach;</p> <p>0 Points if does not meet the requirement, no relevant response, or no response.</p>
R-30	The proposed Technology Blueprint should identify how the proposed IPC software solution will interface with SAP. Bidders should assume the following: <ul style="list-style-type: none"> i. standard maintenance work order, functional location, equipment master record, material master record, technical object structure, and material BOM functionality in SAP is used ii. access to controlled goods information is managed as described in APPENDIX B TO ANNEX A - TECHNICAL ENVIRONMENT. 	Max 4	<p>4 Points if meets the requirement;</p> <p>2 Points if proposed technology blueprint identifies how the Solution interfaces with SAP but is not consistent with the architectural and deployment principles and practices contained in the supporting technical documentation and with the Bidder's responses to other clauses in this RFP;</p> <p>0 Points if does not meet the requirement, no relevant response, or no response.</p>
Mandatory Implementation Plan Requirement			
M-31	The Bidder must provide <ul style="list-style-type: none"> i. A technical installation plan that describes the steps required to move from functional specifications, through operational go-live of the Software Solution in the Client's production environment, up to and including the first quarter in which the Software Solution is available for operational use; 		

	<ul style="list-style-type: none"> ii. A detailed implementation schedule showing the steps required to move from functional specifications, through operational go-live of the IPC Software Solution in DND’s production environment, up to and including the first quarter in which the IPC is available for operational use and describing the roles and responsibilities of each resource assigned to the project; and iii. Proposed resource(s) and estimated level of effort for each step. 		
Point-Rated Implementation Plan Requirements			
R-32	<p>The proposed Implementation Plan should identify how the bidder will implement the proposed Solution and should reflect the products and configurations identified in the bid response. The Bidder should describe the proposed overall approach for the implementation of the IPC, based on the Client's technical environment. Bidders should ensure that their proposed Implementation Plan:</p> <ul style="list-style-type: none"> i. Is based on a proven, documented methodology for the implementation of the IPC; ii. Is comprehensive, i.e. identifies design, development, testing, user environment assessment, deployment, training, performance testing and change control procedures; iii. Reflects experience in having implemented similar solutions; iv. Is relevant to the implementation of the proposed IPC; and v. Has been applied explicitly to the IPC. 	Max 2.50	<p>2.50 Points if meets the requirement; 2 Points if the proposed approach addresses all the criteria (proven, documented, comprehensive, relevant to the IPC and not just a generic description) identified in a structured, concise and comprehensive manner - reflecting that the bidder has done this before; 1.50 Points if the proposed approach addresses most of the criteria (proven, documented, comprehensive, relevant to the IPC and not just a generic description) identified in a structured, concise and comprehensive manner but is missing on reflecting that the bidder has done this before; 1 Point if the proposed approach addresses most of the criteria (proven, documented, comprehensive, relevant to the IPC and not just a generic description) identified in a structured, concise and comprehensive manner but is missing on - reflecting that the bidder has done this before and is not consistent with the architectural and deployment principles and practices contained in the supporting technical documentation and with the Bidder's responses to the other clauses of this RFP; 0.50 Points if the proposed approach is a generic approach and is not mapped to the IPC;</p>

			0 Points if does not meet the requirement, no relevant response, or no response.
R-33	<p>The Bidder should describe the major stages (and related deliverable milestones with dates) in the Bidder's proposed approach of the IPC encompassing the following elements:</p> <p><u>Phase 1 -- IPC Development</u></p> <ul style="list-style-type: none"> i. Contract Award; ii. Contractor Project Plan to meet the timeline; iii. IPC Design Documents (including data migration strategy); iv. COTS Adaptation and Configuration completed; v. Installation into DND Acceptance testing Environment; vi. Data Migration completed in Test environment. <p><u>Phase 2-- Production Readiness</u></p> <ul style="list-style-type: none"> vii. Acceptance of training documentation viii. Delivery of training sessions (train the trainer and system support personnel) ix. Production deployment of the IPC x. Completion of data migration. 	Max 2	<p>2 Points if meets the requirement (i.e. bidder reflects all milestones and target dates as identifies in SOR);</p> <p>1.50 Points if ad-hoc approach has been proposed but still identifies the criteria listed and how and when it will staged;</p> <p>1 Point if the proposed approach is superficial - i.e. identifies major elements but reflects provided criteria rather than an approach actually used by the bidder;</p> <p>0.50 Points if superficial and incomplete - i.e. some of the criteria are addressed but not in a manner which reflects a thought out, structured implementation approach;</p> <p>0 Points if does not meet the requirement, no relevant response, or no response.</p>
R-34	<p>The Bidder should provide a detailed Project Plan with a Work Breakdown Structure (WBS) including level of effort, resource requirement and schedule for all work activities for the efforts required to produce the deliverables and milestones associated with the IPC, at a level that will permit project management to:</p> <ul style="list-style-type: none"> i. Identify the critical path; ii. Collect, analyze and monitor work in progress and deliverables; iii. Take corrective action to eliminate, reduce or mitigate project risks, and is in accordance with reporting requirements contained within the bid solicitation; 	Max 2	<p>2 Points if meets the requirement and matches DND's proposed schedule of 25 weeks from Contract Award to Go-Live in production;</p> <p>1.50 Points if there are variances with deliverables list or if consistent with deliverables list and deliverables list was incomplete;</p> <p>1 Points if the proposed work elements are identified within the context of a generic project plan - i.e. the WBS does not reflect DND's operational environment and process requirements;</p> <p>0.50 Points if the proposed work elements reflect the generic project plan but do not include the deliverables;</p>

			<p>0 Points if does not meet the requirement, no relevant response, or no response.</p> <p>Key Factors:</p> <p>a) Are the pieces identified as "deliverables" in the response to this section?</p> <p>b) Are the work elements quantified?</p> <p>c) Are the work elements clearly defined?</p>
R-35	The Bidder should identify the proposed project management approach to implement the IPC including a description of the proposed governance model including reporting, escalation, change management and related procedures.	Max 1.50	<p>1.50 Points if meets the requirement;</p> <p>1 Point if description of the proposed governance model addresses reporting, escalation, change management and related procedures and is consistent with the proposed project structure;</p> <p>0.50 Points if generic structure with no mapping;</p> <p>0 Points if does not meet the requirement, no relevant response, or no response</p>
R-36	The Bidder should identify the proposed approach to acceptance and testing that identifies how the implementation approach will provide the appropriate level of user and system level testing to verify that the implemented IPC provides the performance and functionality required to meet the requirements. This approach should incorporate the following key factors: <ul style="list-style-type: none"> i. Testing at each phase of the project; ii. Development of test plan including identification of test data; iii. Performance testing component; iv. Acceptance Testing component incorporating test criteria 	Max 5	<p>5 Points if meets the requirement (i.e. addresses 4 of the 4 key factors, and the test plan reflects specific tests related to the functionality of IPC (i.e. Non-generic);</p> <p>3.50 Points if the proposed acceptance and test plan addresses 3 of the 4 key factors and the test plan reflects specific tests related to the functionality of IPC (i.e. Non-generic).</p> <p>2.50 Points if the proposed acceptance and test plan reflects a generic approach with no direct correlation to the IPC.</p> <p>1 Point if the proposed acceptance and test plan is simply recognition of the need for one with no indication of how this is to be achieved.</p> <p>0 Points if does not meet the requirement.</p>
Mandatory Risk Management Plan Requirement			
M-37	The Bidder must provide a Risk Management Plan that identifies risks associated with this implementation, classifies them according to risk and probability that they will occur and suggests strategies for mitigating and managing issues associated with each risk.		

Solicitation No. – No de l’invitation Amd. No – No de la modif.

Buyer ID – Id de l’acheteur

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N/A

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	MAXIMUM AVAILABLE POINTS	80	
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ANNEX C

BASIS OF PAYMENT

Table 1 –Licensed Software for Viewers and Software Maintenance and Support for the Licensed Software for Viewers					
A	B	C	D	E	F
Item No.	Description:	Unit of Issue:	Firm Unit Price:	Evaluation Quantity	Extended Bid Price (D x E = F)
1	Licensed Software for Viewer (Initial 1000 Viewer User Licenses and Optional Additional Viewer User Licenses)	Per Viewer User License		7000	
2	Software Maintenance and Support for the Licensed Software for Viewer for the Initial Contract Period	Per Viewer User License		3500	
3	Software Maintenance and Support for the Licensed Software for Viewer for Option Year 1	Per Viewer User License		3500	
4	Software Maintenance and Support for the Licensed Software for Viewer for Option Year 2	Per Viewer User License		3500	
5	Software Maintenance and Support for the Licensed Software for Viewer for Option Year 3	Per Viewer User License		3500	
6	Software Maintenance and Support for the Licensed Software for Viewer for Option Year 4	Per Viewer User License		7000	
7	Software Maintenance and Support for the Licensed Software for Viewer for Option Year 5	Per Viewer User License		7000	
8	Software Maintenance and Support for the Licensed Software for Viewer for Option Year 6	Per Viewer User License		7000	
Table 1 Total SUM(F1:F8)					

[Note to Bidders: For the purposes of bid evaluation only, the **Table 1 Total** will be the sum of the Extended Bid Prices for item No.’s 1 – 8 as calculated in Column F of the Pricing Table. Column E and F are for evaluation purposes only and will be removed prior to contract award.]

Table 2 – Licensed Software for Administrators and Software Maintenance and Support for the Licensed Software for Administrators					
A	B	C	D	E	F
Item No.	Description:	Unit of Issue:	Firm Unit Price:	Evaluation Quantity	Extended Bid Price (D x E = F)
1	Licensed Software for Administrator (Initial 10 Administrator User Licenses and Optional Additional User Licenses)	Per Administrator User License		80	
2	Software Maintenance and Support for the Licensed Software for Administrator for the Initial Contract Period	Per Administrator User License		40	
3	Software Maintenance and Support for Administrator for the Licensed Software for Option Year 1	Per Administrator User License		40	
4	Software Maintenance and Support for Administrator for the Licensed Software for Option Year 2	Per Administrator User License		40	
5	Software Maintenance and Support for Administrator for the Licensed Software for Option Year 3	Per Administrator User License		40	
6	Software Maintenance and Support for Administrator for the Licensed Software for Option Year 4	Per Administrator User License		80	
7	Software Maintenance and Support for Administrator for the Licensed Software for Option Year 5	Per Administrator User License		80	
8	Software Maintenance and Support for Administrator for the Licensed Software for Option Year 6	Per Administrator User License		80	
Table 2 Total					
SUM(F1:F8)					

[Note to Bidders: For the purposes of bid evaluation only, the **Table 2 Total** will be the sum of the Extended Bid Prices for item No.’s 1 – 8 as calculated in Column F of the Pricing Table. Column E and F are for evaluation purposes only and will be removed prior to contract award.]

Table 3 - Entity Viewer License and Software Maintenance and Support for the Entity Viewer License		
A	B	C
ITEM No.	DESCRIPTION	MAXIMUM PRICE
1	Entity Viewer License for the Department of National Defence to use the Licensed Software for Viewers	
2	Software Maintenance and Support for the Entity Viewer License for the Initial Contract Period	
3	Software Maintenance and Support for the Entity Viewer License for Option Year 1	
4	Software Maintenance and Support for the Entity Viewer License for Option Year 2	
5	Software Maintenance and Support for the Entity Viewer License for Option Year 3	
6	Software Maintenance and Support for the Entity Viewer License for Option Year 4	
7	Software Maintenance and Support for the Entity Viewer License for Option Year 5	
8	Software Maintenance and Support for the Entity Viewer License for Option Year 6	
	Table 3 Total SUM (C1:C8)	
<p>Note 1: The price for the Entity Viewer License for the Department of National Defence is a firm all inclusive lot price covering all Viewers in the Department of National Defence and Canadian Forces. The maximum number of Viewers covered by the Entity Viewer License will be 150,000 Viewers.</p> <p>Note 2: The price paid to exercise the option to increase the scope of the Viewer License to Entity-wide, as described above will be calculated by taking the price provided above (column C) and subtracting any License costs paid up to and including the date that the option is exercised (as per Table 1 - Item 1). In the case of an upgrade to an Entity Viewer License, no refund will be provided for existing Licenses, rather the price for an Entity Viewer License as set out in this Table will be reduced by those amounts paid in order to determine the additional cost to increase the scope of the License to Entity-wide.</p> <p>Note 3: The price paid for Maintenance and Support Services for the Entity Viewer License described above will be calculated by taking the prices provided above (column C) and subtracting any Maintenance and Support Services costs paid for existing licenses for the current year (as per Table 1 - Items 2-8, as applicable). In the case of an upgrade to an Entity-wide license, no refund will be provided for existing Maintenance and Support Services, rather the price for Maintenance and Support Services on the Entity-wide will be reduced by those amounts paid in order to determine the additional cost to increase the scope of the Maintenance and Support Services to Entity-wide.</p> <p>Note 4: The price to be paid for the Entity Viewer License shall be the same during the Contract Period and during all Option Periods.</p> <p>Note 5: The price for the Maintenance and Support Services for the Entity Viewer License in Column C is a maximum price. It is agreed and understood by both Parties that Canada will pay the Contractor for the Maintenance and Support Services for Licensed Software on the number of Viewer Users to whom the software have been deployed up to the maximum price established in Column C. It is agreed and understood that the prices for Maintenance and Support Services for Licensed Software may decrease if there is a decrease in the number of deployed Viewer Users. In this case, the annual price for</p>		

Maintenance and Support on the Entity Viewer License shall be divided by 150,000 and multiplied by the number of deployed Viewer Users.

Note 6: In order to provide for a common termination date for the Maintenance Services, Canada will pay an amount based on the above firm annual price, divided by twelve (12) and then multiplied by the number of months to the common Maintenance Services termination date.

Note 7: If the number of Viewer Users within the Department of National Defence exceeds 150,000, the Client shall acquire additional Viewer User Licenses as per the prices set out in Table 1 - Item 1 and will acquire Maintenance and Support Services on those Licenses at the prices set out in Table 1 - Items 2-8, as applicable.

[**Note to Bidders:** For the purposes of bid evaluation only, the **Table 3 Total** will be the sum of the Maximum Prices for item No.'s 1 – 8.]

TABLE 4 - PROFESSIONAL SERVICES AND TRAINING TO BE PROVIDED ON AN “AS-AND-WHEN-REQUESTED” BASIS				
ITEM NO. (A)	DESCRIPTION (B)	CEILING PER DIEM RATE (C)	EVANO. OF DAYS FOR EVALUATION PURPOSES ONLY (D)	EXTENDED TOTAL FOR EVALUATION PURPOSES (CXD) = (E)
PROJECT MANAGER				
1	Initial Contract Period	\$	15	\$
2	Option Year 1	\$	2	\$
3	Option Year 2	\$	2	\$
4	Option Year 3	\$	2	\$
5	Option Year 4	\$	2	\$
6	Option Year 5	\$	2	\$
7	Option Year 6	\$	2	\$
SOLUTION ARCHITECT				
8	Initial Contract Period	\$	20	\$
9	Option Year 1	\$	10	\$
10	Option Year 2	\$	10	\$
11	Option Year 3	\$	10	\$
12	Option Year 4	\$	10	\$
13	Option Year 5	\$	10	\$
14	Option Year 6	\$	10	\$
DEVELOPER (PROGRAMMER/ANALYST)				
15	Initial Contract Period	\$	80	\$
16	Option Year 1	\$	20	\$
17	Option Year 2	\$	20	\$
18	Option Year 3	\$	20	\$
19	Option Year 4	\$	20	\$
20	Option Year 5	\$	20	\$
21	Option Year 6	\$	20	\$
FUNCTIONAL ANALYST/TRAINER				
22	Initial Contract Period	\$	30	\$
23	Option Year 1	\$	5	\$

24	Option Year 2	\$	5	\$
25	Option Year 3	\$	5	\$
26	Option Year 4	\$	5	\$
27	Option Year 5	\$	5	\$
28	Option Year 6	\$	5	\$
TOTAL FOR EVALUTION PURPOSES:				\$
Sum of Column E				

[Note to Bidders: For the purposes of bid evaluation only, the **Table 4 Total** will be the sum of the Extended Bid Prices for item No.'s 1 – 28 as calculated in Column E of the Pricing Table. Column D and E are for evaluation purposes only and will be removed prior to contract award.]

TABLE 5			
TOTAL BID PRICE FOR EVALUATION PURPOSES			
The Total Bid Price (TBP) will be evaluated with the figures from Table 1 to Table 4.			
ITEM NO.	DESCRIPTION	PRICE	
1	Table 1 – Licensed Software for Viewers and Software Maintenance and Support for the Licensed Software for Viewers	Table 1 Total	\$
2	Table 2 – Licensed Software for Administrators and Software Maintenance and Support for the Licensed Software for Administrators	Table 2 Total	\$
3	Table 3 – Entity Viewer License and Software Maintenance and Support for the Entity Viewer License	Table 3 Total	\$
4	Table 4 – Professional Services and Training to be provided on an “As-and-when-requested” Basis	Table 4 Total	\$
TOTAL BID PRICE (TBP) FOR EVALUATION PURPOSES:			\$
(Item 1 + Item 2+ (Item 3 x 0.25) + Item 4)			

Solicitation No. – No de l’invitation Amd. No – No de la modif.

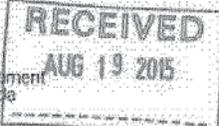
Buyer ID – Id de l’acheteur

W8474-15BF01/A

N/A

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**ANNEX D -
SECURITY REQUIREMENTS CHECK LIST**



 Government of Canada / Gouvernement du Canada	Contract Number / Numéro du contrat W8474-15-BF01 Security Classification / Classification de sécurité UNCLASS	
SECURITY REQUIREMENTS CHECK LIST (SRCL) LISTE DE VÉRIFICATION DES EXIGENCES RELATIVES À LA SÉCURITÉ (LVERS)		
PARTIE A - CONTRACT INFORMATION / PARTIE A - INFORMATION CONTRACTUELLE		
1. Originating Government Department or Organization / Ministère ou organisme gouvernemental d'origine DEPARTMENT OF NATIONAL DEFENCE	2. Branch or Directorate / Direction générale ou Direction ADM (IM) / DGEAS	
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 The work of the vendor of the Illustrated Parts Catalog (IPC) solution will consist of assisting in the data conversion of technical drawings and other illustrations that may be CTAT controlled. The work will also consist of implementing the IPC solution within the DND hardware and connecting to the DRMS system. The contractor may only have access to the drawings for the sake of preparing the strategy, or to assist in the conversion effort. Implementation of the vendor's software may be required on the central server(s) as well as the decentral Navy ships servers. The IPC solution might hold the drawings data, but the data will not be accessible outside the DND network (DWAN).		
5. a) Will the supplier require access to Controlled Goods? Le fournisseur aura-t-il accès à des marchandises contrôlées?		
<input type="checkbox"/> No / Non <input checked="" type="checkbox"/> Yes / Oui		
5. b) Will the supplier require access to unclassified military technical data subject to the provisions of the Technical Data Control Regulations? Le fournisseur aura-t-il accès à des données techniques militaires non classifiées qui sont assujetties aux dispositions du Règlement sur le contrôle des données techniques?		
<input type="checkbox"/> No / Non <input checked="" type="checkbox"/> Yes / Oui		
6. Indicate the type of access required / Indiquer le type d'accès requis.		
6. a) Will the supplier and its employees require access to PROTECTED and/or CLASSIFIED information or assets? Le fournisseur ainsi que les employés auront-ils accès à des renseignements ou à des biens PROTÉGÉS et/ou CLASSIFIÉS? (Specify the level of access using the chart in Question 7. c.) (Préciser le niveau d'accès en utilisant le tableau qui se trouve à la question 7. c.)		
<input type="checkbox"/> No / Non <input checked="" type="checkbox"/> Yes / Oui		
6. b) Will the supplier and its employees (e.g. cleaners, maintenance personnel) require access to restricted access areas? No access to PROTECTED and/or CLASSIFIED information or assets is permitted. Le fournisseur et ses employés (p. ex. nettoyeurs, personnel d'entretien) auront-ils accès à des zones d'accès restreintes? L'accès à des renseignements ou à des biens PROTÉGÉS et/ou CLASSIFIÉS n'est pas autorisé.		
<input checked="" type="checkbox"/> No / Non <input type="checkbox"/> Yes / Oui		
6. c) Is this a commercial courier or delivery requirement with no overnight storage? S'agit-il d'un contrat de messagerie ou de livraison commerciale sans entreposage de nuit?		
<input checked="" type="checkbox"/> No / Non <input type="checkbox"/> Yes / Oui		
7. a) Indicate the type of information that the supplier will be required to access / Indiquer le type d'information auquel le fournisseur devra avoir accès		
<input checked="" type="checkbox"/> Canada	<input checked="" type="checkbox"/> NATO / OTAN	<input type="checkbox"/> Foreign / Étranger
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 checked="" type="checkbox"/> No release restrictions / Aucune restriction relative à la diffusion
<input type="checkbox"/> Not releasable / À ne pas diffuser	<input type="checkbox"/> Restricted to: / Limité à: Specify country(ies): / Préciser le(s) pays:	<input type="checkbox"/> Restricted to: / Limité à: Specify country(ies): / Préciser le(s) pays:
7. c) Level of information / Niveau d'information		
<input checked="" type="checkbox"/> PROTECTED A / PROTÉGÉ A	<input checked="" type="checkbox"/> NATO UNCLASSIFIED / NATO NON CLASSIFIÉ	<input type="checkbox"/> PROTECTED A / PROTÉGÉ A
<input checked="" 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	<input type="checkbox"/> PROTECTED C / PROTÉGÉ C
<input checked="" type="checkbox"/> CONFIDENTIAL / CONFIDENTIEL	<input type="checkbox"/> NATO SECRET	<input type="checkbox"/> CONFIDENTIAL / CONFIDENTIEL
<input checked="" type="checkbox"/> SECRET	<input type="checkbox"/> NATO TOP SECRET	<input type="checkbox"/> SECRET
<input type="checkbox"/> TOP SECRET / TRÈS SECRET	<input type="checkbox"/> COSMIC TOP SECRET	<input type="checkbox"/> TOP SECRET / TRÈS SECRET
<input type="checkbox"/> TOP SECRET (SIGINT) / TRÈS SECRET (SIGINT)	<input type="checkbox"/> COSMIC TRÈS SECRET	<input type="checkbox"/> TOP SECRET (SIGINT) / TRÈS SECRET (SIGINT)

TBS/SCT 350-103(2004/12)

Security Classification / Classification de sécurité

Canada

Government of Canada / Gouvernement du Canada

Contract Number / Numéro du contrat
W8474-15-BF01
Security Classification / Classification de sécurité

PARTIE 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?
If Yes, indicate the level of sensitivity.
Dans l'affirmative, indiquer le niveau de sensibilité: No / Non Yes / Oui

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 / Non Yes / Oui

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

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

Special comments:
Commentaires spéciaux:

NOTE: If multiple levels of screening are identified, a Security Classification Guide must be provided.
REMARQUE: Si plusieurs niveaux de contrôle de sécurité sont requis, un guide de classification de la sécurité doit être fourni.

10. b) May unscreened personnel be used for portions of the work?
Du personnel sans autorisation sécuritaire peut-il se voir confier des parties du travail? No / Non Yes / Oui
If Yes, will unscreened personnel be escorted?
Dans l'affirmative, le personnel en question sera-t-il escorté? No / Non Yes / Oui

PARTIE 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 / Non Yes / 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 / Non Yes / 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 / Non Yes / Oui

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

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

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



Contract Number / Numéro du contrat
W8474-15-BF01

Security Classification / Classification de sécurité

PART C1 (continued) / PARTIE C1 (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

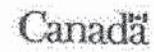
Category / Catégorie	PROTECTED / PROTÉGÉ			CLASSIFIED / CLASSIFIÉ			NATO				COMSEC					
	A	B	C	CONFIDENTIAL / CONFIDENTIEL	SECRET	TOP SECRET / TRÈS SECRET	NATO RESTRICTED / NATO DIFFUSION RESTREINTE	NATO CONFIDENTIAL / NATO CONFIDENTIEL	NATO SECRET	COMSEC TOP SECRET / COMSEC TRÈS SECRET	PROTECTED / PROTÉGÉ			CONFIDENTIAL	SECRET	TOP SECRET / TRÈS SECRET
											A	B	C			
Information / Assets / Ressources / Informations / Files / Production																
IT Media / Support IT																
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).



	Government of Canada Gouvernement du Canada	<table border="1" style="width: 100%; border-collapse: collapse;"> <tr> <td style="text-align: center;">Contract Number / Numéro du contrat</td> </tr> <tr> <td style="text-align: center;">Security Classification / Classification de sécurité</td> </tr> </table>	Contract Number / Numéro du contrat	Security Classification / Classification de sécurité
Contract Number / Numéro du contrat				
Security Classification / Classification de sécurité				
PART D - AUTHORIZATION / PARTIE D - AUTORISATION				
13. Organization Project Authority / Chargé de projet de l'organisme				
Name (print) - Nom (en lettres moulées)	Title - Titre	Signature		
Telephone No. - N° de téléphone	Facsimile No. - N° de télécopieur	E-mail address - Adresse courriel		
Date				
14. Organization Security Authority / Responsable de la sécurité de l'organisme				
Name (print) - Nom (en lettres moulées)	Title - Titre	Signature		
Telephone No. - N° de téléphone	Facsimile No. - N° de télécopieur	E-mail address - Adresse courriel		
Date				
15. Are there additional instructions (e.g. Security Guide, Security Classification Guide) attached? Des instructions supplémentaires (p. ex. Guide de sécurité, Guide de classification de la sécurité) sont-elles jointes?				
		<input type="checkbox"/> No / Non <input type="checkbox"/> Yes / Oui		
16. Procurement Officer / Agent d'approvisionnement				
Name (print) - Nom (en lettres moulées)	Title - Titre	Signature		
Telephone No. - N° de téléphone	Facsimile No. - N° de télécopieur	E-mail address - Adresse courriel		
Date				
17. Contracting Security Authority / Autorité contractante en matière de sécurité				
Name (print) - Nom (en lettres moulées)	Title - Titre	Signature		
Telephone No. - N° de téléphone	Facsimile No. - N° de télécopieur	E-mail address - Adresse courriel		
Date				
TBS/SCT 350-103(2004/12)		<table border="1" style="width: 100%; border-collapse: collapse;"> <tr> <td style="text-align: center;">Security Classification / Classification de sécurité</td> </tr> </table>	Security Classification / Classification de sécurité	
Security Classification / Classification de sécurité				
		Canada		

[Note to Bidders: Part D – Authorization will be completed by Canada prior to Contract Award.]

BIDDER FORMS

FORM 1 Substantiation of Technical Bid Compliance Form		
Article of Statement of Work that requires substantiation by the Bidder	Bidder Substantiation	Reference to additional Substantiating Materials included in Bid
M-1		
M-2		
M-3		
M-4		
M-5		
M-6		
M-7		
M-8		
M-9		
M-10		
M-11		
M-12		
M-13		
M-14		
M-15		
M-16		
M-17		
M-18		
R-19		
R-20		
R-21		
R-22		
R-23		
R-24		
R-25		
M-26		

M-27		
M-28		
M-29		
R-30		
R-31		
R-32		
R-33		
R-34		
R-35		
M-36		
M-37		
M-38		
R-39		
M-40		
M-41		
M-42		
M-43		
M-44		
M-45		
M-46		
M-47		
M-48		
M-49		
M-50		
M-51		
R-52		
R-53		
R-54		
R-55		
R-56		
R-57		
R-58		
M-59		
R-60		
R-61		

FORM 2: BID SUBMISSION FORM	
<p>Bidder's full legal name</p> <p><i>[Note to Bidders: Bidders who are part of a corporate group should take care to identify the correct corporation as the Bidder.]</i></p>	
<p>Authorized Representative of Bidder for evaluation purposes (e.g., clarifications)</p>	Name:
	Title:
	Address:
	Telephone #:
	Fax #:
	Email:
<p>Bidder's Procurement Business Number (PBN)</p> <p><i>[see the Standard Instructions 2003]</i></p> <p><i>[Note to Bidders: Please ensure that the PBN you provide matches the legal name under which you have submitted your bid. If it does not, the Bidder will be determined based on the legal name provided, not based on the PBN, and the Bidder will be required to submit the PBN that matches the legal name of the Bidder.]</i></p>	
<p>Jurisdiction of Contract:</p> <p>Province or Territory in Canada the Bidder wishes to be the legal jurisdiction applicable to any resulting contract (if other than as specified in solicitation)</p>	
<p>Former Public Servants</p> <p>See the Article in Part 2 of the bid solicitation entitled "Former Public Servant" for a definition of "Former Public Servant".</p>	<p>Is the Bidder a FPS in receipt of a pension as defined in the bid solicitation?</p> <p>Yes ____ No ____</p> <p>If yes, provide the information required by the Article in Part 2 entitled "Former Public Servant "</p> <hr/> <p>Is the Bidder a FPS who received a lump sum payment under the terms of the terms of the Work Force Adjustment Directive?</p> <p>Yes ____ No ____</p> <p>If yes, provide the information required by the Article in Part 2 entitled "Former Public Servant "</p>

FORM 2: BID SUBMISSION FORM	
Canadian Content Certification As described in the solicitation, bids with at least 80% Canadian content are being given a preference. <i>[For the definition of Canadian goods and services, consult the PWGSC SACC clause A3050T]</i>	On behalf of the bidder, by signing below, I confirm that <i>[check the box that applies]:</i>
	At least 80 percent of the bid price consists of Canadian goods and services (as defined in the solicitation)
	Less than 80 percent of the bid price consists of Canadian goods and services (as defined in the solicitation)
Licensed Software Maintenance and Support:	Toll-free Telephone Access:
	Toll-Free Fax Access:
	E-Mail Access:
	Website address for web support:
Security Clearance Level of Bidder [include both the level and the date it was granted] [Note to Bidders: Please ensure that the security clearance matches the legal name of the Bidder. If it does not, the security clearance is not valid for the Bidder.]	
On behalf of the Bidder, by signing below, I confirm that I have read the entire bid solicitation including the documents incorporated by reference into the bid solicitation and I certify that: <ol style="list-style-type: none"> 1. The Bidder considers itself and its products able to meet all the mandatory requirements described in the bid solicitation; 2. This bid is valid for the period requested in the bid solicitation; 3. All the information provided in the bid is complete, true and accurate; and 4. If the Bidder is awarded a contract, it will accept all the terms and conditions set out in the resulting contract clauses included in the bid solicitation. 	
Signature of Authorized Representative of Bidder	_____

FORM 3 Substantiation of Management Bid Compliance Form		
Article of Statement of Work that requires substantiation by the Bidder	Bidder Substantiation	Reference to additional Substantiating Materials included in Bid
M-1		
M-2		
M-3		
R-4 (Project 1- Products)		
R-5 (Project 2- Products)		
R-6 (Project 3- Products)		
M-7		
R-8 (Project 1- Services)		
R-9 (Project 2- Services)		
R-10 (Project 3- Services)		
M-11		
R-12		
R-13		
R-14		
M-15		
R-16		
R-17		
R-18		
R-19		
R-20		
R-21		
M-22		
M-23		
R-24		
R-25		
R-26		
R-27		
M-28		
R-29		
R-30		

Solicitation No. – No de l’invitation Amd. No – No de la modif.

Buyer ID – Id de l’acheteur

W8474-15BF01/A

N/A

132xl

M-31		
R-32		
R-33		
R-34		
R-35		
R-36		
M-37		

FORM 4 - REFERENCE PROJECTS (PRODUCTS) EVALUATION CRITERIA**Instructions for completion:**

1. Three relevant projects must be provided.
2. A separate Project Reference Form must be completed for each submitted project.

Bidder	
Customer	
Contact Name	
Contact Title	
Telephone Number	
E-mail	
Project Name	
Brief Overview of the project	
Date of Installation and Deployment	

	Point-Rated Criterion	Points	Scoring
1.	The software products should be deployed to a minimum of 150 users (installed base).	1	Points will be allocated as follows: 1.00 Points - if the installed base has over 150 users; 0.80 Points - if the installed base is from 100 to 150 users; 0.60 Points if the installed base is from 76 to 99 users; 0.40 Points if the installed base is from 51 - 75 users 0.20 Points if the installed base is from 25 to 50 users 0 Points if the installed base is less than 25 users
2.	The Project’s installed software products should manage more than 5,000 illustrations.	1	Points will be allocated as follows: 1.00 Points if manages over 10,000 illustrations; 0.75 Points if manages 8,000 to 10,000 illustrations; 0.50 Points if manages 6,000 to 7,999 illustrations; 0.25 Points if manages 5,000 to 5,999 illustrations; 0 Points if manages less than 5,000 illustrations.
3.	The Project’s installed software products should process a monthly average of over 1,000 changes to technical drawings.	1	Points will be allocated as follows: 1.00 points if manages a daily average over 5,000 changes; 0.80 points if manages a daily average from 4,001 to 5,000 changes; 0.60 points if manages a daily average from 3,001 to 4,000 changes;

			0.40 points if manages a daily average from 2,001 to 3,000 changes; 0.20 point if manages a daily average from 1,001 to 2,000 changes; 0 points if manages a daily average of 1,000 and less changes.
4.	The Project should have implemented technical data management functionality which included: i) viewing assembly illustrations, BOMs, and related part detail ii) launching the application from within SAP; and iii) selecting and adding parts to an SAP work order.	2	Points will be allocated as follows: 1.00 points if the project included element i) 0.50 additional points if the project includes element ii) 0.50 additional points if the project includes element iii) Bidders should specify elements that have been implemented.
	MAXIMUM AVAILABLE POINTS	5	

FORM 5 - REFERENCE PROJECT (SERVICES) EVALUATION CRITERIA**Instructions for completion:**

1. Three relevant projects must be provided.
2. A separate Project Reference Form must be completed for each submitted project.

Bidder	
Customer	
Contact Name	
Contact Title	
Telephone Number	
E-mail	
Project Name	
Brief Overview of the project	
Project Timeframe (start date and finish date)	

	Point-Rated Criterion	Points	Scoring
1.	The scope, range and complexity of services provided by the Bidder for the Project in terms of the adaptation, implementation, training, maintenance, and support services of the software products.	2	<p>Up to 0.40 Points for each of the following service areas:</p> <ul style="list-style-type: none"> i. Adaptation – The Bidder customized the software products to provide additional software features AND has delivered corresponding support documents (system/user manuals) ii. Implementation – The Bidder provided on-site installation and testing of the software products AND provided assistance to Customer IM/IT resources. iii. Training – The Bidder provided training services to at least an initial cadre of application users AND provided resources as part of a Train-the-Trainer approach. iv. Maintenance – The Bidder has delivered software patches / fixes and upgrades to the product released to the Customer. v. Support services – The Bidder has provided phone/email help desk for

	Point-Rated Criterion	Points	Scoring
			troubleshooting, and on-site troubleshooting.
2.	The similarity and relevance of the maintenance and support services offered by the Bidder for the cited project, in relation to DND’s requirement for support availability and response times as stated in Part 7 - Resulting Contract Clauses.	2	<p>Up to 0.40 Points for the similarity and relevance of the following service offerings within each cited project:</p> <ul style="list-style-type: none"> i. Help Desk Support – The Bidder provided support services to all users, including system administrator support and first line support OR to IM/IT only. ii. Means to contact support – The Bidder support Customer’s personnel by phone AND per email. iii. Hours of Availability – The Bidder does support the Customer’s project outside of normal business (8am-5pm) hours. iv. On-Site support timeframe – The Bidder provides next business day support on site. v. Response time after problem reported is within 24 hours.
3.	Bidders must be aware that Canada may contact each Reference Project. The customer’s contact person will then be required to validate the information provided by the Bidder and to answer the following:		
	<p>Q1) Did the company supplying the service accurately document and understand your requirements in the design phase?</p> <p>Q2) Did the company supplying the service keep you up-to-date with the project’s progression?</p> <p>Q3) Did the company supplying the service support you well after the installation was complete? “Well” is identified as followed: when support standards were identified within a service level agreement, or within the awarded contract, did support meet the requirements of the service level agreement? When support standards were not identified within a service level agreement, was support provided to you in a timely enough fashion to allow you to meet informally or formally defined corporate standards relating to the management of assembly illustrations, bills of material and related part detail?</p> <p>Q4) Did the company supplying the service correctly identify issues in a timely fashion?</p>	2	<p>Each response to the questions will be rated as follows:</p> <p>Yes: 0.40 Points</p> <p>Partially: 0.20 Point</p> <p>No: 0 Points</p>

	Point-Rated Criterion	Points	Scoring
	Q5) Did the company supplying the service complete its deliverables on time and within budget?		
	MAXIMUM AVAILABLE POINTS	6	

FORM 6 List of Proposed Licensed Software
Bidder’s complete list, identifying both the name and the version number, of each component of the Licensed Software required for the proposed Software Solution
<hr/> <hr/> <hr/>
<i>[bidders should add or remove lines as needed]</i>

FORM 7 Software Publisher Certification Form (to be used where the Bidder itself is the Software Publisher)
<p>The Bidder certifies that it is the software publisher of all the following software products and that it has all the rights necessary to license them (and any non-proprietary sub-components incorporated into the software) on a royalty-free basis to Canada pursuant to the terms set out in the resulting contract:</p>
<hr/>
<hr/>
<hr/>
<hr/>
<i>[bidders should add or remove lines as needed]</i>

FORM 8**Software Publisher Authorization Form**

(to be used where the Bidder is not the Software Publisher)

This confirms that the software publisher identified below has authorized the Bidder named below to license its proprietary software products under the contract resulting from the bid solicitation identified below. The software publisher acknowledges that no shrink-wrap or click-wrap or other terms and conditions will apply, and that the contract resulting from the bid solicitation (as amended from time to time by its parties) will represent the entire agreement, including with respect to the license of the software products of the software publisher listed below. The software publisher further acknowledges that, if the method of delivery (such as download) requires a user to "click through" or otherwise acknowledge the application of terms and conditions not included in the bid solicitation, those terms and conditions do not apply to Canada's use of the software products of the software publisher listed below, despite the user clicking "I accept" or signalling in any other way agreement with the additional terms and conditions.

This authorization applies to the following software products:

[bidders should add or remove lines as needed]

Name of Software Publisher (SP) _____

Signature of authorized signatory of SP _____

Print Name of authorized signatory of SP _____

Print Title of authorized signatory of SP _____

Address for authorized signatory of SP _____

Telephone no. for authorized signatory of SP _____

Fax no. for authorized signatory of SP _____

Date signed _____

Solicitation Number _____

Name of Bidder _____

FORM 9 to Part 5 – Bid Solicitation**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 and Social Development Canada \(ESDC\)](#) - Labours' 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).

**FORM 10 to Part 5 – Bid Solicitation
PWGSC Integrity Verification Form**

Dénomination complète de l’entreprise / Complete Legal Name of Company

Adresse de l’entreprise/Company’s address

International ?

NEA de l’entreprise/Company’s PBN number

Numéro de la transaction/ Transaction number *(Pour RP # de bail/For RP lease #)*

Type de transaction / Transaction Type

Commande subséquente à une OC/ Call-up authorization

Autorisation de tâches/Task authorization

Offres à commandes (OC)/Standing Offer(SO)

Transaction Bien Immobilier (BI)/Real Property Transactions (RPB)

Autre / Other

Amendement (excluant BI)/Amendment(excluding RPB)

Arrangements en matière d’approvisionnement(AA)/ Supply Arrangement(SA)

Liste de pré-qualification(OC/AA)/Pre-Qualification List (SO/SA)

Valeur de la transaction (\$) /Transaction Value (\$)

PLUS DE 25,000.00\$ (taxes incluses)/ OVER \$25,000.00 (including taxes)

OUI/YES

Form 11**Declaration Form**

This declaration form must be submitted as part of the bidding process. Please complete and submit in a sealed envelope labelled “Protected” to the attention of Integrity, Departmental Oversight Branch, PWGSC, 11 Laurier Street, Place du Portage, Phase III, Tower A, 10A1, Room 108, Gatineau (Québec) Canada K1A 0S5. Include the sealed envelope with your bid submission. This form is considered “Protected B” when completed.	
Complete Legal Name of Company:	
Company’s address:	
Company’s Procurement Business Number (PBN):	
Bid Number:	
Date of Bid: (YY-MM-DD)	

Have you ever, as the bidder, your affiliates or as one of your directors, been convicted or have pleaded guilty of an offence in Canada or similar offence elsewhere under any of the following provisions ¹ :			
	Yes	No	Comments
Financial Administration Act 80(1) d): False entry, certificate or return 80(2): Fraud against Her Majesty 154.01: Fraud against Her Majesty	<input type="checkbox"/>	<input type="checkbox"/>	
Criminal Code 121: Frauds on the government and contractor subscribing to election fund 124: Selling or Purchasing Office 380: Fraud – committed against Her Majesty 418: Selling defective stores to Her Majesty	<input type="checkbox"/>	<input type="checkbox"/>	
In the last 3 years, have you, as the bidder, your affiliates or one of your directors, been convicted or have pleaded guilty of an offence in Canada or elsewhere under any of the following provisions ¹ :			
Criminal Code 119: Bribery of judicial officers,... 120: Bribery of officers 346: Extortion 366 to 368: Forgery and other offences resembling forgery 382: Fraudulent manipulation of stock exchange transactions 382.1: Prohibited insider trading 397: Falsification of books and documents 422: Criminal breach of Contract 426: Secret commissions 462.31 Laundering proceeds of crime 467.11 to 467.13: Participation in activities of criminal organization	<input type="checkbox"/>	<input type="checkbox"/>	
Competition Act 45: Conspiracies, agreements or arrangements between competitors 46: Foreign directives 47: Bid rigging 49: Agreements or arrangements of federal financial institutions	<input type="checkbox"/>	<input type="checkbox"/>	

¹ for which no pardon or equivalent has been received.

	Yes	No	Comments
52: False or misleading representation 53: deceptive notice of winning a prize			
Corruption of Foreign Public Officials Act 3: Bribing a foreign public official 4: Accounting 5: Offence committed outside Canada	<input type="checkbox"/>	<input type="checkbox"/>	
Controlled Drugs and Substance Act 5: Trafficking in substance 6: Importing and exporting 7: Production of substance	<input type="checkbox"/>	<input type="checkbox"/>	
Other Acts 239: False or deceptive statements of the Income Tax Act 327: False or deceptive statements of the Excise Tax Act	<input type="checkbox"/>	<input type="checkbox"/>	

Additional Comment

I, (name) _____, (position) _____, of (company name bidder) _____ authorise PWGSC to collect and use the information provided, in addition to any other information that may be required to make a determination of ineligibility and to publicly disseminate the results.

I, (name) _____, (position) _____, of (company name bidder) _____ certify that the information provided in this form is, to the best of my knowledge, true and complete. Moreover, I am aware that any erroneous or missing information could result in the cancellation of my bid as well as a determination of ineligibility/suspension.

We appreciate your interest in doing business with The Government of Canada and your understanding on the additional steps that we need to take to protect the integrity of PWGSC’s procurement process.