



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

**Bid Receiving - PWGSC / Réception des
soumissions – TPSGC**

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Gatineau

Quebec

K1A 0S5

Bid Fax: (819) 997-9776

**REQUEST FOR PROPOSAL
DEMANDE DE PROPOSITION**

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

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

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

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

Comments - Commentaires

Vendor/Firm Name and Address

Raison sociale et adresse du

fournisseur/de l'entrepreneur

Issuing Office - Bureau de distribution

Information Mgmt/Info Tech Projects Div II/Division des
projets de Gestion de l'Information/Technologie de
l'Information II

Portage III 12C1 - 11 Laurier St

Portage III 12C1 - 11, rue Laurier

Gatineau

Quebec

K1A 0S5

Title - Sujet CFHS SUPPORT SERVICES		
Solicitation No. - N° de l'invitation W8474-03BH01/E		Date 2015-11-13
Client Reference No. - N° de référence du client W8474-03BH01		
GETS Reference No. - N° de référence de SEAG PW-\$\$XT-002-29612		
File No. - N° de dossier 002xt.W8474-03BH01	CCC No./N° CCC - FMS No./N° VME	
Solicitation Closes - L'invitation prend fin at - à 02:00 PM on - le 2016-01-05		Time Zone Fuseau horaire Eastern Standard Time EST
F.O.B. - F.A.B. Specified Herein - Précisé dans les présentes Plant-Usine: <input type="checkbox"/> Destination: <input type="checkbox"/> Other-Autre: <input checked="" type="checkbox"/>		
Address Enquiries to: - Adresser toutes questions à: Chevrier, Stephane M.		Buyer Id - Id de l'acheteur 002xt
Telephone No. - N° de téléphone (819) 956-8224 ()		FAX No. - N° de FAX (819) 956-8303
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

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	

TABLE OF CONTENTS

PART 1 - GENERAL INFORMATION	4
1.1 INTRODUCTION	4
1.2 SUMMARY	4
1.3 SECURITY REQUIREMENTS	5
1.4 TRADE AGREEMENTS	5
1.5 CONTROLLED GOODS PROGRAM.....	5
1.6 FORMER PUBLIC SERVANTS	5
1.7 FEDERAL CONTRACTORS PROGRAM FOR EMPLOYMENT EQUITY.....	5
1.8 DEBRIEFINGS	5
1.9 CONFLICT OF INTEREST	6
PART 2 - BIDDER INSTRUCTIONS	6
2.1 STANDARD INSTRUCTIONS, CLAUSES AND CONDITIONS.....	6
2.2 SUBMISSION OF BIDS	6
2.3 FORMER PUBLIC SERVANT.....	6
2.4 ENQUIRIES - BID SOLICITATION.....	8
2.5 APPLICABLE LAWS.....	8
2.6 IMPROVEMENT OF REQUIREMENT DURING SOLICITATION PERIOD	8
2.7 VOLUMETRIC DATA.....	8
PART 3 - BID PREPARATION INSTRUCTIONS	8
3.1 BID PREPARATION INSTRUCTIONS	8
3.2 SECTION I: TECHNICAL BID	11
3.3 SECTION II: FINANCIAL BID	13
3.4 SECTION III: CERTIFICATIONS	13
PART 4 - EVALUATION PROCEDURES AND BASIS OF SELECTION	13
4.1 EVALUATION PROCEDURES	13
4.2 TECHNICAL EVALUATION	14
4.3 FINANCIAL EVALUATION	15
4.4 BASIS OF SELECTION	20
PART 5 – CERTIFICATIONS AND ADDITIONAL INFORMATION	20
5.1 CERTIFICATIONS REQUIRED WITH THE BID.....	21
5.2 CERTIFICATIONS PRECEDENT TO CONTRACT AWARD AND ADDITIONAL INFORMATION	21
5.2.1 EDUCATION AND EXPERIENCE.....	21
PART 6 - SECURITY, FINANCIAL AND OTHER REQUIREMENTS.....	22
6.1 SECURITY REQUIREMENTS	22
6.2 FINANCIAL CAPABILITY	22
6.3 CONTROLLED GOODS REQUIREMENT	22
PART 7 - RESULTING CONTRACT CLAUSES.....	22
1 REQUIREMENT	22
2 TASK AUTHORIZATIONS.....	23
3 MINIMUM WORK GUARANTEE	25
4 STANDARD CLAUSES AND CONDITIONS.....	25
5 SECURITY REQUIREMENTS	26
6 CONTRACT PERIOD	26
7 AUTHORITIES	27

Solicitation No. - N° de l'invitation
W8474-03BH01/E
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Buyer ID - Id de l'acheteur
002xt
CCC No./N° CCC - FMS No./N° VME

8	PROACTIVE DISCLOSURE OF CONTRACTS WITH FORMER PUBLIC SERVANTS.....	28
9	PAYMENT	29
10	INVOICING INSTRUCTIONS	31
11	CERTIFICATIONS	32
12	APPLICABLE LAWS.....	32
13	PRIORITY OF DOCUMENTS	32
14	DEFENCE CONTRACT	33
15	FOREIGN NATIONALS (CANADIAN CONTRACTOR)	33
16	FOREIGN NATIONALS (FOREIGN CONTRACTOR)	33
17	INSURANCE REQUIREMENTS	33
18	LIMITATION OF LIABILITY – INFORMATION MANAGEMENT/INFORMATION TECHNOLOGY	35
19	PROFESSIONAL SERVICES – GENERAL.....	36
20	PROFESSIONAL SERVICES FOR PRE-EXISTING SOFTWARE	38
21	SAFEGUARDING ELECTRONIC MEDIA.....	38
22	TIMELY PROBLEM IDENTIFICATION.....	38
23	ACCESS TO CANADA’S PROPERTY AND FACILITIES.....	39
24	TRANSITION SERVICES AT THE END OF CONTRACT PERIOD.....	39
25	DISPUTE RESOLUTION.....	39
26	REPRESENTATIONS AND WARRANTIES	40
27	IDENTIFICATION PROTOCOL RESPONSIBILITIES.....	40
28	LICENSED SOFTWARE MAINTENANCE AND SUPPORT	40
29	JOINT VENTURE CONTRACTOR	41
30	JOINT VENTURE AGREEMENT	42

LIST OF ANNEXES:

ANNEX “A”
STATEMENT OF WORK

ANNEX “B”
BASIS OF PAYMENT

ANNEX “C”
SECURITY REQUIREMENTS CHECK LIST

ANNEX “D”
DND 626 TASK AUTHORIZATION FORM

ANNEX “E”
ASSESSMENT FOR RESOURCE EVALUATION AT TA

ANNEX “F”
LIST OF ABBREVIATIONS

LIST OF ATTACHMENTS:

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ATTACHMENT "A"
TECHNICAL EVALUATION CRITERIA

ATTACHMENT "B"
BID SUBMISSION FORM

ATTACHMENT "C"
FEDERAL CONTRACTORS PROGRAM FOR EMPLOYMENT EQUITY – CERTIFICATION

FORMS:

- 1) BID SUBMISSION FORM
- 2) FEDERAL CONTRACTORS PROGRAM FOR EMPLOYMENT EQUITY – CERTIFICATION

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

The Annexes include the Statement of Work, the Basis of Payment, the Security Requirements Checklist, Federal Contractors Program for Employment Equity - Certification, the DND 626 Task Authorization Form, Assessment for Resource Evaluation at TA, List of Abbreviations.

1.2 Summary

Public Works and Government Services Canada (PWGSC) on behalf of the Department of National Defence (DND) is soliciting bids for services in relation to DND's Canadian Forces Health Information System (CFHIS). Canada intends to issue a contract for a three year period plus an irrevocable option to extend the resulting contract term by up to four additional one-year periods under the same terms and conditions. The Contract will also include an irrevocable option to extend the Contract by a period of three months beyond termination of the final option year under the same conditions to ensure the required transition.

The CFHIS is a modern health information management system designed to ensure that the health records of all Canadian Armed Forces (CAF) members are effectively and securely managed. The CFHIS is a critical system to DND. It is required to evolve with changes in health care to better meet the needs of the community it serves.

Key to meeting this requirement is a continuous improvement support model that seeks to improve system effectiveness incrementally through finding better ways to maintain the system and implement changes. Within this context, DND has a requirement for a support service in order to maintain, update and extend the CFHIS and an as and when requested requirement for the integration of other information systems operating in its business domain of Health Services. The Contractor is expected to operate as a peer group with the DND functional technical teams responsible for operations and maintenance of the system in a continuous improvement model to facilitate collaboration and cooperation.

The CFHIS consists of a suite of commercial-off-the-shelf (COTS) software applications which support various functions including: patient registration and scheduling, medical documentation, diagnostic imaging, laboratory, and dental treatment. These applications are integrated to create a complete Electronic Health Record (EHR) for CAF members.

The CFHIS is consistent with the emerging electronic health record movement across Canada and brings to the CAF a capability being developed by all of our allies. DND has other information systems operating in the business domain of Health Services that may have an appropriate level of integration into the CFHIS. At present, CFHIS has 4,259 registered users located at 47 sites across Canada and internationally. Continued population growth is expected by incorporating other potential user groups. In addition, a read-only copy of the EHR is utilized in deployed operational environments where Defence Wide Area Network (DWAN) connectivity does not exist or is intermittent.

1.3 Security Requirements

There are security requirements 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 organization security screening or security clauses, bidders should refer to the [Industrial Security Program \(ISP\)](http://ssi-iss.tpsgc-pwgsc.gc.ca/index-eng.html) of Public Works and Government Services Canada (<http://ssi-iss.tpsgc-pwgsc.gc.ca/index-eng.html>) website.

1.4 Trade Agreements

The requirement is subject to the provisions of the World Trade Organization Agreement on Government Procurement (WTO-AGP), the North American Free Trade Agreement (NAFTA), the Canada-Chile Free Trade Agreement (CCFTA), the Canada-Columbia Free Trade Agreement (CColFTA), the Canada-Panama Free Trade Agreement (CPanFTA) if it is in force, and the Agreement on Internal Trade (AIT).

1.5 Controlled Goods Program

This procurement is subject to the Controlled Goods Program. The *Defence Production Act* defines Canadian Controlled Goods as certain goods listed in Canada's Export List, a regulation made pursuant to the Exports and Imports Permits Act (EIPA).

1.6 Former Public Servants

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

1.7 Federal Contractors Program for Employment Equity

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

1.8 Debriefings

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

1.9 Conflict of Interest

Without limiting Canada's rights under Article 18 of 2003 (2015-07-03) Standard Instructions - Goods or Services - Competitive Requirements, the following supplier assisted in the preparation of this solicitation:

- (a) Ted Pender with Samson Associates
- (b) Mathieu Farley with Samson Associates

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)(<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.
- (d) Subsection 5.4 of 2003, Standard Instructions - Goods or Services - Competitive Requirements, is amended as follows:
 - (i) Delete: 60 days
 - (ii) Insert: 240 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.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) period of lump sum payment 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 question(s) or may request that the Bidder do so, so that the proprietary nature of the question(s) is eliminated and the enquiry can be answered to all Bidders. Enquiries not submitted in a form that can be distributed to all Bidders may not be answered by Canada.

2.5 Applicable Laws

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

(b) Bidders may, at their discretion, substitute the applicable laws of a Canadian province or territory of their choice without affecting the validity of their bid, by deleting the name of the Canadian province or territory specified and inserting the name of the Canadian province or territory of their choice. If no change is indicated in the Bid Submission Form, the bidder is deemed to accept the applicable law identified in the clause above.

2.6 Improvement of Requirement During Solicitation Period

2.6 Improvement of Requirement During Solicitation Period

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

2.7 Volumetric Data

The estimated number of resources has been provided to Bidders to assist them in preparing their bids. The inclusion of this data in this bid solicitation, Attachment C, does not represent a commitment by Canada that Canada's future usage of the resources 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: - 1 hard copy and 6 copies on CD each containing one soft copy of the Technical Bid.

(ii) Section II: Financial Bid: 1 hard copy and 2 soft copies on CD each containing one soft copy of the Financial Bid.

(iii) Section III: Certifications: 1 hard copy and 2 soft copies on CD each containing one soft copy of the required certifications.

(iv) Section IV: Additional Information (1 hard copy) and 2 soft copies on CD each containing one soft copy of the required information.

If there are discrepancies between the wording of the soft copies, the wording of the soft copy that matches the hard copy will prevail.

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 [Policy on Green Procurement](http://www.tpsgc-pwgsc.gc.ca/ecologisation-greening/achats-procurement/politique-policy-eng.html) (<http://www.tpsgc-pwgsc.gc.ca/ecologisation-greening/achats-procurement/politique-policy-eng.html>). To assist Canada in reaching its objectives, Bidders should:

(i) use 8.5 x 11 inch (216 mm x 279 mm) paper containing fibre certified as originating from a sustainably-managed forest and 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.

(iii) **Electronic copies:** Each soft copy should be labeled with the Bidder's name, the bid solicitation number and title. Adobe Acrobat v6 (i.e. PDF) or higher format is acceptable provided that copy and print functions in the PDF document are not restricted or disabled. The file(s) included in the electronic copies should have the same title as their corresponding hard copy document.

(d) **Submission of Only One Bid:**

(i) A Bidder, including related entities, will be permitted to submit only one bid in response to this bid solicitation. If a Bidder or any related entities participate in more than one bid (participating means being part of the Bidder, not being a subcontractor), Canada will provide those Bidders with 2 working days to identify the single bid to be considered by Canada. Failure to meet this deadline will result in all the affected bids being deemed non-responsive.

(ii) For the purposes of this Article, regardless of the jurisdiction where any of the entities concerned is incorporated or otherwise formed as a matter of law (whether that entity is a natural person, corporation, partnership, etc), an entity will be considered to be "**related**" to a Bidder 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.

(jjj) Individual members of a joint venture cannot participate in another bid, either by submitting a bid alone or by participating in another joint venture.

(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:

1. Contracts all signed by A;
2. Contracts all signed by B; or
3. Contracts all signed by A and B in joint venture, or
4. Contracts signed by A and contracts signed by A and B in joint venture, or
5. 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 should address clearly and in sufficient depth the points that are subject to the evaluation criteria against which the bid will be evaluated. Simply repeating the statement contained in the bid solicitation is not sufficient. In order to facilitate the evaluation of the bid, Canada requests that bidders address and present topics in the order of the evaluation criteria under the same headings. To avoid duplication, bidders may refer to different sections of their bids by identifying the specific paragraph and page number where the subject topic has already been addressed.

(c) The technical bid consists of the following:

(i) **Bid Submission Form:** Bidders are requested to include the Bid Submission Form - Attachment B 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) **Security:** Bidders are requested to submit the following security information for each of the proposed resources with their bids on or before the bid closing date:

SECURITY INFORMATION	
Name of individual as it appears on security clearance application form	
Level of security clearance obtained	
Validity period of security clearance obtained	
Security Screening Certificate and Briefing Form file number	

If the Bidder has not included the security information in its bid, the Contracting Authority will provide an opportunity to the Bidder to submit the security information during the evaluation period. If the Bidder has not submitted the security information within the period set by the Contracting Authority, its bid will be declared non-responsive.

(iii) **Substantiation of Technical Compliance:**

The technical bid must substantiate the compliance of the Bidder and its proposed resources with the specific Mandatory and Rated criteria of Attachment "A", which is the requested format for providing the substantiation. The substantiation must not simply be a repetition of the requirement(s), but must explain and demonstrate how the Bidder will meet the requirements and carry out the required work. Simply stating that the Bidder or its proposed solution or product complies is not sufficient. Where Canada determines that the

substantiation in response to a Mandatory Criteria is not complete, the Bidder will be declared non-responsive. The substantiation may refer to additional documentation submitted with the bid - this information can be referenced in the "Reference or Bidder's Response column of Attachment A, where bidders are requested to indicate where in the bid the reference material can be found, including the title of the document, and the page and paragraph numbers; where the reference is not sufficiently precise, Canada may request that the Bidder direct Canada to the appropriate location in the documentation.

iv) **Proposed Resources:** The technical bid must include résumés for the resources identified in Attachment "A" The same individual must not be proposed for more than one Resource Category. The Technical Bid must demonstrate that each proposed individual meets the qualification requirements described (including any educational requirements, work experience requirements, and professional designation or membership requirements). With respect to résumés and resources:

(A) Proposed resources may be employees of the Bidder or employees of a subcontractor, or these individuals may be independent contractors to whom the Bidder would subcontract a portion of the Work (refer to Part 5, Certifications).

(B) For educational requirements for a particular degree, designation or certificate, PWGSC will only consider educational programs that were successfully completed by the resource by the time of bid closing. If the degree, designation or certification was issued by an educational institution outside of Canada, the Bidder must provide a copy of the results of the academic credential assessment and qualification recognition service issued by an agency or organization recognized by the Canadian Information Centre for International Credentials (CICIC).

(C) For requirements relating to professional designation or membership, the resource must have the required designation or membership by the time of bid closing and must continue, where applicable, to be a member in good standing of the profession or membership throughout the evaluation period and Contract Period. Where the designation or membership must be demonstrated through a certification, diploma or degree, such document must be current, valid and issued by the entity specified in this solicitation. If the entity is not specified, the issuer must have been an accredited or otherwise recognized body, institution or entity at the time the document was issued. If the degree, diploma or certification was issued by an educational institution outside of Canada, the Bidder must provide a copy of the results of the academic credential assessment and qualification recognition service issued by an agency or organization recognized by the Canadian Information Centre for International Credentials (CICIC).

(D) For work experience, PWGSC will not consider experience gained as part of an educational program, except for experience gained through a formal co-operative program at a post-secondary institution.

(E) 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.

(F) For work experience to be considered by PWGSC, the technical bid must not simply indicate the title of the individual's position, but must demonstrate that the resource has the required work experience by explaining the responsibilities and work performed by the individual while in that position. In situations in which a proposed resource worked at the same time on more than one project, the duration of any overlapping time period will be counted only once toward any requirements that relate to the individual's length of experience.

v) **Customer Reference Contact Information:**

(A) The Bidder must provide customer references. The customer reference must each confirm, if requested by PWGSC, the information required by Attachment A.

(B) For each customer reference, the Bidder must, at a minimum, provide the name and either the telephone number or e-mail address for a contact person. If only the telephone number is provided, it will be used to call to request the e-mail address and the reference check will be done by e-mail.

Bidders are also requested to include the title of the contact person. It is the sole responsibility of the Bidder to ensure that it provides a contact who is knowledgeable about the services the Bidder has provided to its customer and who is willing to act as a customer reference. Crown references will be accepted

3.3 Section II: Financial Bid

(a) **Pricing:** Bidders must include a single, firm all-inclusive per diem rate in Canadian dollars in each cell requiring an entry in the per diem tables provided in the Basis of Payment in Annex "B". The total amount of Applicable Taxes must be shown separately.

(b) **Variation in Resource Rates By Time Period:** For any given resource category, where the per diem tables provided by Canada allow different firm per diem rates to be charged for a resource category during different time periods:

(i) the rate bid must not increase by more than 2% 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.

(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) **Exchange Rate Fluctuation**

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

3.4 Section III: Certifications

It is a requirement that bidders submit the certifications required 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 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 from DND, PWGSC Acquisitions 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) PWGSC has engaged Samson & Associates located in Gatineau, Quebec as a fairness monitor for this procurement. The fairness monitor will not be part of the evaluation team, but will observe the evaluation of the bids with respect to Canada's adherence to the evaluation process described in this bid solicitation.

(d) In addition to any other time periods established in the bid solicitation:

(i) **Requests for Clarifications:** If Canada seeks clarification or verification from the Bidder about its bid, the Bidder will have 2 working days (or a longer period if specified in writing by the Contracting Authority) to provide the necessary information to Canada. Failure to meet this deadline will result in the bid being declared non-responsive.

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

(e) **Number of Resources Evaluated:** Only a certain number of resources will be evaluated as part of this bid solicitation as identified in Attachment A. Additional resources will only be assessed after contract award once specific tasks are requested of the Contractor. After contract award, the Task Authorization process will be in accordance with Part 7 Resulting Contract Clauses, the Article titled "Task Authorization". When a Task Authorization Form (TA Form) is issued, the Contractor will be requested to propose a resource to satisfy the specific requirement based on the TA Form's Statement of Work. The proposed resource will then be assessed against the criteria identified in the Annex E of the Contract.

4.2 Technical Evaluation

(a) Mandatory Technical Criteria:

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.

(b) Point-Rated Technical Criteria:

Each bid will be rated by assigning a score to the rated requirements, which are identified in the bid solicitation by the word "rated" or by reference to a score. Bidders who fail to submit complete bids with all the information requested by this bid solicitation will be rated accordingly. The point-rated technical criteria are described in Attachment A.

(c) Reference Checks:

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.

4.3 Financial Evaluation

(a) The Bidder must provide firm, all inclusive per diem rates for the initial contract period and option periods for each Resource Category identified in the Pricing Tables at Annex B "Basis of Payment". The Financial evaluation will be conducted by using these rates to calculate the Total Financial Score.

(b) There are two possible financial evaluation methods possible for this requirement. The first method will be used if 3 or more bids are determined responsive (see 4.3 (c)), and the second method will be used if fewer than 3 bids are determined responsive (see 4.3 (d)).

(c) **Financial Evaluation - Method A:** The following financial evaluation method will be used if 3 or more bids are determined responsive:

(i) **STEP 1 - ESTABLISHING THE LOWER AND UPPER MEDIAN BANDS FOR EACH PERIOD AND EACH RESOURCE CATEGORY:** The Contracting Authority will establish, for each period and each Resource Category, the median band limits based on the firm per diem rates provided by the technically responsive bids. For each period and each Resource Category, the median will be calculated using the median function in Microsoft Excel and the median band will represent a range that encompasses the lower median band limit at a value of minus (-) 20% of the median, and an upper median band limit at a value of plus (+) 30% of the median.

(ii) **STEP 2 - POINTS ALLOCATION:** For each period and each Resource Category, points will be allocated as follow:

(A) A Bidder's proposed firm per diem rate that is either lower than the established lower median band limit or higher than the established upper median band limit for that period and Resource Category will be allocated 0 points.

(B) A Bidder's proposed firm per diem rate falling within the upper and lower median band limits, for that period and Resource Category will be allocated points using the following calculation, which will be rounded to two decimal places:

$$\frac{\text{Lowest proposed firm per diem rate within the median band limits}}{\text{Bidder's proposed firm per diem rate within the median band limit}} \times \text{Points Assigned at Table 1}$$

(C) A Bidder's proposed firm per diem rate falling within the established median band limits which is the lowest proposed firm per diem rate will be allocated the applicable points assigned at Table 1 below.

TABLE 1 – POINTS ASSIGNED

RESOURCE CATEGORY	INITIAL CONTRACT PERIOD Yr. 1	INITIAL CONTRACT PERIOD Yr. 2	INITIAL CONTRACT PERIOD Yr. 3	OPTION PERIOD Yr. 1	OPTION PERIOD Yr. 2	OPTION PERIOD Yr. 3	OPTION PERIOD Yr. 4	TOTAL POINTS
Senior System Architect	80	80	80	80	80	80	80	560
Senior Programmer Analyst	80	80	80	80	80	80	80	560
Intermediate Programmer Analyst	100	100	100	100	100	100	100	700
Senior Information	80	80	80	80	80	80	80	560

Management Analyst								
Senior Security Analyst	80	80	80	80	80	80	80	560
Senior System Support Analyst	80	80	80	80	80	80	80	560
Intermediate System Support Analyst	100	100	100	100	100	100	100	700
Intermediate Health Information Analyst	100	100	100	100	100	100	100	700
Senior Health Information Analyst	80	80	80	80	80	80	80	560
Total Points	780	780	780	780	780	780	780	5,460

(iii) **STEP 3 - TOTAL FINANCIAL SCORE:** Points allocated under STEP 2 for each period and Resource Category will be added together and rounded to two decimal places to produce the Total Financial Score. Bidders will find below an example of a financial evaluation using method 1.

(iv) **EXAMPLE OF A FINANCIAL EVALUATION USING METHOD A**

TABLE 2 - EXAMPLE OF A FINANCIAL EVALUATION USING METHOD A:

Resource Category	Max. Points	Bidder 1		Bidder 2		Bidder 3	
		Year 1	Year 2	Year 1	Year 2	Year 1	Year 2
Programmer	150 (75 pts. per year)	\$400.00	\$400.00	\$420.00	\$450.00	\$450.00	\$450.00
Business Analyst	100 (50 pts. per year)	\$600.00	\$600.00	\$600.00	\$620.00	\$650.00	\$820.00
Project Manager	50 (25 pts. per year)	\$555.00	\$900.00	\$750.00	\$800.00	\$700.00	\$800.00
Total	300						

STEP 1 - DETERMINING THE LOWER AND UPPER MEDIAN BANDS FOR EACH YEAR AND EACH RESOURCE CATEGORY (based on example financial information only):

(Median 1)	For the Programmer Resource Category, the year 1 median would be \$420.00. The lower median band limit would be \$336.00 and higher median band limit would be \$546.00.
(Median 2)	For the Programmer Resource Category, the year 2 median would be \$450.00. The lower median band limit would be \$360.00 and higher median band limit would be \$585.00.
(Median 3)	For the Business Analyst Resource Category, the year 1 median would be \$600.00. The lower median band limit would be \$480.00

	<i>and higher median band limit would be \$780.00.</i>
<i>(Median 4)</i>	<i>For the Business Analyst Resource Category, the year 2 median would be \$620.00. The lower median band limit would be \$496.00 and higher median band limit would be \$806.00.</i>
<i>(Median 5)</i>	<i>For the Project Manager Resource Category, the year 1 median would be \$700.00. The lower median band limit would be \$560.00 and higher median band limit would be \$910.00.</i>
<i>(Median 6)</i>	<i>For the Project Manager Resource Category, the year 2 median would be \$800.00. The lower median band limit would be \$640.00 and higher median band limit would be \$1,040.00.</i>

STEP 2 – POINTS ALLOCATION

Bidder 1

Programmer resource Year 1	= 75 points (lowest rate within the lower and upper median band limits)
Programmer resource Year 2	= 75 points (lowest rate within the lower and upper median band limits)
Business Analyst Year 1	= 50 points (lowest rate within the lower and upper median band limits)
Business Analyst Year 2	= 50 points (lowest rate within the lower and upper median band limits)
Project Manager Year 1	= 0 points (outside the lower and higher median band limits)
Project Manager Year 2	= 22 points (based on the following calculation = (Lowest rate of \$800.00 / Bidder's proposed rate of \$900.00) Multiplied by 25 pts.)

Bidder 2:

Programmer resource Year 1	= 71 points (based on the following calculation = (Lowest rate of \$400.00 / Bidder's proposed rate of \$420.00) Multiplied by 75 pts.)
Programmer resource Year 2	= 67 points (based on the following calculation = (Lowest rate of \$400.00 / Bidder's proposed rate of \$450.00) Multiplied by 75 pts.)
Business Analyst Year 1	= 50 points (lowest price within the lower and upper median band limits)

Business Analyst Year 2	= 48 points (based on the following calculation = (Lowest rate of \$600.00 / Bidder's proposed rate of \$620.00) Multiplied by 50 pts.)
Project Manager Year 1	= 23 points (based on the following calculation = (Lowest rate of \$700.00 / Bidder's proposed rate of \$750.00) Multiplied by 25 pts.)
Project Manager Year 2	= 25 points (lowest price within the lower and upper median band limits)
<u>Bidder 3:</u>	
Programmer resource Year 1	= 67 points (based on the following calculation = (Lowest rate of \$400.00 / Bidder's proposed rate of \$450.00) Multiplied by 75 pts.)
Programmer resource Year 2	= 67 points (based on the following calculation = (Lowest rate of \$400.00 / Bidder's proposed rate of \$450.00) Multiplied by 75 pts.)
Business Analyst Year 1	= 46 points (based on the following calculation = (Lowest rate of \$600.00 / Bidder's proposed rate of \$650.00) Multiplied by 75 pts.)
Business Analyst Year 2	= 0 points (outside the lower and higher median band limits)
Project Manager Year 1	= 25 points (lowest price within the lower and upper median band limits)
Project Manager Year 2	= 25 points (lowest price within the lower and upper median band limits)

STEP 3 - TOTAL FINANCIAL SCORE:

Bidder 1

75 + 75 + 50 + 50 + 0 + 22 = Total of 272 points out of a possible 300 points

Bidder 2

71 + 67 + 50 + 48 + 23 + 25 = Total of 284 points out of a possible 300 points

Bidder 3

67 + 67 + 46 + 0 + 25 + 25 = Total of 230 points out of a possible 300 points

(d) **Financial Evaluation - Method B:** The following financial evaluation method will be used if fewer than 3 bids are determined responsive:

(i) **STEP 1 - POINTS ALLOCATION:** For each period and each Resource Category points will be allocated as follow:

(A) Points will be established based on the following calculation, which will be rounded to two decimal places:

$$\frac{\text{Lowest proposed firm per diem rate}}{\text{Bidder's proposed firm per diem rate}} \times \text{Points Assigned at Table 1 below}$$

(B) The Bidder with the lowest proposed firm per diem rate will be allocated the applicable points assigned at Table 1 below.

TABLE 1 – POINTS ASSIGNED

RESOURCE CATEGORIES	INITIAL CONTRACT PERIOD Yr 1	INITIAL CONTRACT PERIOD Yr 2	INITIAL CONTRACT PERIOD Yr 3	OPTION PERIOD Yr 1	OPTION PERIOD Yr 2	OPTION PERIOD Yr 3	OPTION PERIOD Yr 4	TOTAL POINTS
Senior System Architect	80	80	80	80	80	80	80	560
Senior Programmer Analyst	80	80	80	80	80	80	80	560
Intermediate Programmer Analyst	100	100	100	100	100	100	100	700
Senior Information Management Analyst	80	80	80	80	80	80	80	560
Senior Security Analyst	80	80	80	80	80	80	80	560
Senior System Support Analyst	80	80	80	80	80	80	80	560
Intermediate System Support Analyst	100	100	100	100	100	100	100	700
Intermediate Health Information Analyst	100	100	100	100	100	100	100	700
Senior Health Information Analyst	80	80	80	80	80	80	80	560
Total Points	780	780	78	780	780	780	780	5,460

(ii) **STEP 2 - TOTAL FINANCIAL SCORE:** Points allocated under STEP 1, for each period and each Resource Category, will be added together and rounded to two decimal places to produce the Total Financial Score.

(D) Formulas in Pricing Tables

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

4.4 Basis of Selection

(a) A bid must comply with the requirements of the bid solicitation, meet all mandatory evaluation criteria and obtain the required pass marks for the point rated criteria identified in this bid solicitation to be declared responsive.

(b) The responsive bid that obtains the highest combined rating of technical merit and price, by adding the Total Technical Score (maximum of 60) with the Total Financial Score (maximum of 40), will be recommended for contract award

(i) Calculation of Total Technical Score: A technically responsive bid is one that meets all mandatory technical criteria identified in this solicitation and obtains the minimum pass marks as specified in the rated requirements of Attachment A. The Total Technical Score will constitute 60 points. The Total Technical Score will be computed for each responsive Bidder using the points obtained for the point-rated technical criteria. The Technical Score will then be converted to points using the following formula:

$$\frac{\text{Technical Score}}{\text{Maximum Technical Points (710 points)}} \times 60 = \text{Total Technical Score}$$

(ii) Calculation of the Total Financial Score: The Total Financial Score will be calculated in accordance with the following formula:

$$\frac{\text{Financial Score}}{\text{Maximum Financial Points (5,460 points)}} \times 40 = \text{Total Financial Score}$$

The Financial Score will be obtained in accordance with either 4.3 (c) (iii) or 4.3 (d) (ii) above depending on the number of responsive bids. The Maximum Financial Points is 5,460.

(iii) Calculation of the Combined Rating Technical Merit and Price: Combined Rating Technical Merit and Price will be computed for each responsive Bidder using the following formula, and rounded to two decimal places:

$$\text{Total Technical Score} + \text{Total Financial Bid Score} = \text{Combined Rating Technical Merit and Price}$$

Bidders should note that all contract awards are subject to Canada's internal approvals process, which includes a requirement to approve funding in the amount of any proposed contract. Despite the fact that the Bidder may have been recommended for contract award, a contract will only be awarded if internal approval is granted according to Canada's internal policies. If approval is not granted, no contract will be awarded.

PART 5 – CERTIFICATIONS AND ADDITIONAL INFORMATION

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](http://www.tpsgc-pwgsc.gc.ca/ci-if/formulaire-form-eng.html) (<http://www.tpsgc-pwgsc.gc.ca/ci-if/formulaire-form-eng.html>), 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 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 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

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.

Bidders bidding as sole proprietorship, as well as those bidding as a joint venture, must provide the name of the owner(s).

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](#)" list at the time of contract award.

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

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

5.2.1 Education and Experience

SACC Manual clause [A3010T](#) (2010-08-16) Education and Experience applies.

PART 6 - SECURITY, FINANCIAL AND OTHER REQUIREMENTS

6.1 Security Requirements

1. Before award of a contract, the following conditions must be met:

- (a) the Bidder must hold a valid organization security clearance as indicated in Part 7 -Resulting Contract Clauses;
- (b) the Bidder's proposed individuals requiring access to classified or protected information, assets or sensitive work site(s) must meet the security requirements as indicated in Part 7 - Resulting Contract Clauses;
- (c) the Bidder must provide the name of all individuals who will require access to classified or protected information, assets or sensitive work sites;

2. Bidders are reminded to obtain the required security clearance promptly. Any delay in the award of a contract to allow the successful Bidder to obtain the required clearance will be at the entire discretion of the Contracting Authority.

3. For additional information on security requirements, Bidders should refer to the [Industrial Security Program \(ISP\)](http://ssi-iss.tpsgc-pwgsc.gc.ca/index-eng.html) of Public Works and Government Services Canada (<http://ssi-iss.tpsgc-pwgsc.gc.ca/index-eng.html>) website.

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.

6.3 Controlled Goods Requirement

SACC Manual clause A9130T (2014-11-27) Controlled Goods Program applies.

PART 7 - RESULTING CONTRACT CLAUSES

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

1 Requirement

(a) The Contractor agrees to supply to the Client the services described in the Contract, including the Statement of Work in accordance with, and at the prices set out in, the Contract. This includes providing, as and when requested by Canada, professional services for the:

- Maintenance and Support of the CFHIS;
- Enhancement of the CFHIS; and,
- Additional Work Requirements.

(b) **Client:** Under the Contract, the "**Client**" is the Department of National Defence.

(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) "**deliverable**" or "**deliverables**" includes all professional services, documentation and reports outlined in this Contract.

(ii) "**local office**" of the Contractor means an office having at least one full time employee that is not a shared resource working at that location.

2 Task Authorizations

(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 fully authorized 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.

If a requirement for a specific task is identified, a draft statement of task will be prepared by the Technical Authority and will be sent to the DND Procurement Representative, and may be forwarded to the Contracting Authority, as applicable. The DND Procurement Representative will send the Task Authorization to the Contractor. Once it receives the statement of task, the Contractor must submit a quotation detailing the cost and time to complete the task to the DND Procurement Representative and the Contracting Authority.

(b) **The Contractor's Response to Draft Task Authorization:** The Contractor will not be paid for preparing or providing the quotation or for providing other information required to prepare and issue the TA. The Contractor must provide the Technical Authority, within 12 working days of receiving the draft Task Authorization (or within any longer time period specified in the draft TA), the proposed total estimated cost 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.

Resources proposed by the Contractor in response to a TA, will be evaluated by the Technical Authority, in accordance with Annex E, Assessment for Resource Evaluation at Task Authorization attached hereto, for acceptance by the Technical Authority. Should any proposed resource not meet the evaluation criteria, the Contractor must propose an alternate resource.

(c) **Approval Process:** If Canada approves the Contractor's task quotation, Canada (by its authorized representative, as described in this Article) will issue the TA by forwarding a signed copy of the final TA form to the Contractor. Whether or not to approve or issue a TA is entirely within Canada's discretion.

(d) **Form and Content of Task Authorization:**

- (i) The Technical Authority will provide the Contractor with a description of the task using the DND 626, Task Authorization Form in Annex D.
- (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 (bases) and method (methods) 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 task, 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.

(e) **Valid Issuance of Task Authorizations:**

To be validly issued, a TA must include the following signatures:

- (A) the Technical Authority; and
- (B) the Contracting Authority.

Any TA that does not bear the appropriate signatures is not issued by Canada. Any work performed by the Contractor without receiving a fully authorized 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.

(f) **Administration of Task Authorization Process for DND:** The administration of the Task Authorization process will be carried out by the DND Procurement Representative. This process includes monitoring, controlling and reporting on expenditures of the contract with Task Authorizations to the Contracting Authority.

(g) **Monthly Usage Reports:**

The Contractor must compile and maintain records on its provision of services to the federal government under fully authorized TAs issued under the Contract. The Contractor must provide this data to Canada in accordance with the reporting requirements detailed in Annex A "Statement of Work". If any required information is not available, the Contractor must indicate the reason. If services are not provided during a given period, the Contractor must still provide a "NIL" report. The Contractor must submit the monthly usage reports to the Technical Authority and Contracting Authority.

The data must be submitted to the Contracting Authority no later than 14 calendar days after the end of the reporting period.

3 Minimum Work Guarantee

- (a) In this clause,
- (i) **"Maximum Contract Value"** means the amount specified in the **"Limitation of Expenditure"** clause set out in the Contract (excluding Applicable Taxes); and
 - (ii) **"Minimum Contract Value"** means 10% of the Maximum Contract Value on the date the contract is first awarded.
- (b) Canada's obligation under the Contract is to request Work in the amount of the Minimum Contract Value or, at Canada's option, to pay the Contractor at the end of the Contract in accordance with sub-article (c), subject to sub-article (d). In consideration of such obligation, the Contractor agrees to stand in readiness throughout the Contract Period to perform the Work described in the Contract. Canada's maximum liability for work performed under the Contract must not exceed the Maximum Contract Value, unless an increase is authorized in writing by the Contracting Authority.
- (c) In the event that Canada does not request work in the amount of the Minimum Contract Value during the Contract Period, Canada must pay the Contractor the difference between the Minimum Contract Value and the total cost of the Work requested.
- (d) Canada will have no obligation to the Contractor under this article if Canada terminates the entire Contract
- (i) for default;
 - (ii) for convenience as a result of any decision or recommendation of a tribunal or court that the contract be cancelled, re-tendered or awarded to another supplier; or
 - (iii) for convenience within ten business days of Contract award.

4 Standard Clauses and Conditions

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

(a) **General Conditions**

2035 (2015-07-03), General Conditions - Higher Complexity - Services, apply to and form part of the Contract.

(b) Supplemental General Conditions

The following Supplemental General Conditions apply to and form part of the Contract:

4002 (2010-08-16), Software Development or Modification Services;

4004 (2013-04-25), Maintenance and Support for Licensed Software;

4006 (2010-08-16), Contractor to Own Intellectual Property Rights in Foreground Information;

4008 (2008-12-12), Personal Information;

5 Security Requirements

(a) The following security requirements apply and form part of the Contract.

(i) 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).

(ii) 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.

(iii) The Contractor personnel requiring access to **PROTECTED/CLASSIFIED** information, assets or sensitive work site(s) must **EACH hold a valid RELIABILITY STATUS or SECRET clearance, as required**, granted or approved by CISD/PWGSC.

(iv) The Contractor **MUST NOT** remove any **PROTECTED/CLASSIFIED** information or assets from the identified work site(s), and the Contractor must ensure that its personnel are made aware of and comply with this restriction.

(v) Subcontracts which contain security requirements are **NOT** to be awarded without the prior written permission of CISD/PWGSC.

(vi) The Contractor must comply with the provisions of the:

- (a) Security Requirements Check List and security guide (if applicable), attached at Annex C;
- (b) *Industrial Security Manual* (Latest Edition).

6 Contract Period

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

(i) The "**Initial Contract Period**", which begins on the date the Contract is awarded and ends 3 years later; and

(ii) The period during which the Contract is extended, if Canada chooses to exercise any options set out in the Contract.

(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 four additional one-year periods under the same conditions. The Contractor agrees that, during the extended period of the Contract, it will be paid in accordance with the applicable provisions as set out in the Basis of Payment under Annex B.

(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.

(c) Option to Extend – Transition Period

The Contractor acknowledges that the nature of the services provided under the Contract requires continuity and that a transition period may be required at the end of the Contract. The Contractor will cooperate with the Technical Authority and with the incoming contractor to ensure a seamless transition and a continuance of service including transferring data, and winding down of services.

The Contractor grants to Canada the irrevocable option to extend the Contract by a period of three months beyond termination of the final option year under the same conditions to ensure the required transition. The Contractor agrees that, during the extended period of the Contract, it will be paid in accordance with the applicable provisions as set out in the Basis of Payment.

The Contracting Authority will advise the Contractor of the extension by sending a written notice to the Contractor at least 30 calendar days before the contract expiry date. The extension will be evidenced for administrative purposes only, through a contract amendment.

7 Authorities

(a) Contracting Authority

The Contracting Authority for the Contract is:

Stephane Chevrier
Public Works and Government Services Canada
Acquisitions Branch
Special Procurement Initiatives Directorate 11 Laurier St, Gatineau, QC Canada K1A 0S5
Telephone: 819-956-7848

Facsimile: 819-956-8303

Stephane.Chevrier@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) DND Procurement Representative:

The DND Procurement Representative for the Contract is:

Solicitation No. - N° de l'invitation
W8474-03BH01/E
Client Ref. No. - N° de réf. du client
W8474-03BH01

Amd. No. - N° de la modif.
Original
File No. - N° du dossier
002xt.W8474-03BH01

Buyer ID - Id de l'acheteur
002xt
CCC No./N° CCC - FMS No./N° VME

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

The DND Procurement Representative is the representative of the department or agency for whom the Work is being carried out under the Contract and is responsible for matters concerning the administration aspects of the Work under the Contract, communication with the Contracting Authority on all matters concerning the Contract, procurement initiation authority, providing PWGSC with reports on Contract utilization, management of Contract cash flow and FAA Section 34 approval and processing of all invoices. Technical matters may be discussed with the DND Procurement Representative, however the DND Procurement Representative 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) Technical Authority:

The Technical Authority for the Contract is:

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

The Technical Authority named above 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.

(d) Contractor's Representative

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

8 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.

9 Payment

9.1 Basis of Payment

One or several of the following Basis of Payment will form part of the approved Task Authorization:

9.1.1 Firm Unit Price – Task Authorizations

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

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

9.1.2 Firm Lot Price – Task Authorizations

In consideration of the Contractor satisfactorily completing all of its obligations under the authorized Task Authorization (TA), the Contractor will be paid the firm lot price of \$ (TBD at TA issuance) in accordance with the basis of payment in Annex B, as specified in the authorized TA. Customs duties are excluded and Applicable Taxes are extra.

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

9.1.3 Limitation of Expenditure – Task Authorizations

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

Canada's liability to the Contractor under the authorized TA must not exceed the limitation of expenditure specified in the authorized TA. Customs duties are excluded and Applicable Taxes are extra.

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

9.2 Limitation of Expenditure - Cumulative Total of all Task Authorizations

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

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

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

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

whichever comes first.

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

9.3 Method of Payment:

One, several or all of the following methods of payment will form part of the approved Task Authorization:

9.3.1 Single Payment

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

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

9.3.2 Monthly Payment

Canada will pay the Contractor on a monthly basis for Work performed during the month covered by the invoice in accordance with the payment provisions of the Contract if:

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

9.3.3 Progress Payment

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

- a. an accurate and complete claim for payment using form [PWGSC-TPSGC 1111](#), Claim for Progress Payment, and any other document required by the Contract have been submitted in accordance with the invoicing instructions provided in the Contract;
 - b. the amount claimed is in accordance with the basis of payment;
 - c. the total amount for all progress payments paid by Canada does not exceed _____ percent of the total amount to be paid under the Contract; and,
 - d. all certificates appearing on form [PWGSC-TPSGC 1111](#) have been signed by the respective authorized representatives.
2. The balance of the amount payable will be paid in accordance with the payment provisions of the Contract upon completion and delivery of all Work required under the Contract if the Work has been accepted by Canada and a final claim for the payment is submitted.
 3. Progress payments are interim payments only. Canada may conduct a government audit and interim time and cost verifications and reserves the rights to make adjustments to the Contract from time to time during the performance of the Work. Any overpayment resulting from progress payments or otherwise must be refunded promptly to Canada.

9.4 SACC Manual Clauses

- (i) C2000C - (2007-11-30), Taxes - Foreign-based Contractor applies
- (ii) C2605C - (2008-05-12), Canadian Customs Duties and Sales Tax - Foreign-based Contractor applies.
- (iii) A9117C - (2007-11-30), T-1204 – Direct request by Department applies.

9.5 Time Verification

Time charged and the accuracy of the Contractor's time recording system are subject to verification by Canada, before or after payment is made to the Contractor. If verification is done after payment, the Contractor must repay any overpayment, at Canada's request.

10 Invoicing Instructions

1. The Contractor must submit a claim for payment using form [PWGSC-TPSGC 1111](#), Claim for Progress Payment.

Each claim must show:

- a. all information required on form [PWGSC-TPSGC 1111](#);
- b. all applicable information detailed under the section entitled "Invoice Submission" of the general conditions;
- c. a list of all expenses;
- d. expenditures plus pro-rated profit or fee;
- e. the description and value of the milestone claimed as detailed in the Contract.

Each claim must be supported by:

- a. a copy of time sheets to support the time claimed;
- b. a copy of the invoices, receipts, vouchers for all direct expenses, travel and living expenses;
- c. a copy of the monthly progress report.

2. Applicable Taxes must be calculated on the total amount of the claim before the holdback is applied. At the time the holdback is claimed, there will be no Applicable Taxes payable as it was claimed and payable under the previous claims for progress payments.

3. The Contractor must prepare and certify one original and two (2) copies of the claim on form PWGSC-TPSGC 1111, and forward it to the Technical Authority identified under the section entitled "Authorities" of the Contract for appropriate certification after inspection and acceptance of the Work takes place.

The Technical Authority will then forward the original and two (2) copies of the claim to the Contracting Authority for certification and onward submission to the Payment Office for the remaining certification and payment action.

4. The Contractor must not submit claims until all work identified in the claim is completed.

11 Certifications

11.1 Compliance

The continuous compliance with the certifications provided by the Contractor in its bid and the ongoing cooperation in providing additional information are conditions of the Contract.

Certifications are subject to verification by Canada during the entire period of the Contract. If the Contractor does not comply with any certification, fails to provide the additional 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.

11.2 Federal Contractors Program for Employment Equity - Default by the Contractor

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

12 Applicable Laws

The Contract must be interpreted and governed, and the relations between the parties determined, by the laws in force in _____ (To be determined).

13 Priority of Documents

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

- (a) the Articles of Agreement; including SACC Manual clauses incorporated by reference in these Articles of Agreement;
- (b) the supplemental general conditions; in the following order:
 - (i) 4002 (2010-08-16), Software Development or Modification Services;
 - (ii) 4004 (2013-04-25), Maintenance and Support Services for Licensed Software;

(iii) 4006 (2010-08-16), Contractor to Own Intellectual Property Rights in Foreground Information;

(iv) 4008 (2008-12-12), Personal Information.

- (c) the general conditions 2035 (2015-07-03), General Conditions - Higher Complexity - Services, apply to and form part of the Contract.
- (d) Annex A, Statement of Work;
- (e) Annex B, Basis of Payment;
- (f) Annex C, Security Requirements Check List;
- (g) Annex D, DND 626, Task Authorization Form;
- (h) Annex E, Assessment for Resource Evaluation at Task Authorization;
- (i) Annex F, List of Abbreviations;
- (j) the signed Task Authorizations (including all of its Annexes, if any); and
- (k) 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.

14 Defence Contract

SACC Manual clause A9006C (2012-07-16) Defence Contract

15 Foreign Nationals (Canadian Contractor)

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

16 Foreign Nationals (Foreign Contractor)

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

17 Insurance Requirements

(a) Compliance with Insurance Requirements

- (i) The Contractor must comply with the insurance requirements specified in this Article. The Contractor must maintain the required insurance coverage for the duration of the Contract. Compliance with the insurance requirements does not release the Contractor from or reduce its liability under the Contract.

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

(iii) The Contractor should forward to the Contracting Authority within ten (10) working days after the date of award of the Contract a Certificate of Insurance evidencing the insurance coverage. Coverage must be placed with an Insurer licensed to carry out business in Canada and the Certificate of Insurance must confirm that the insurance policy complying with the requirements is in force. If the Certificate of Insurance has not been completed and submitted as requested, the Contracting Authority will so inform the Contractor and provide the Contractor with a time frame within which to meet the requirement. Failure to comply with the request of the Contracting Authority and meet the requirement within the time period will constitute a default under the General Conditions. The Contractor must, if requested by the Contracting Authority, forward to Canada a certified true copy of all applicable insurance policies.

(b) Commercial General Liability Insurance

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

(ii) The Commercial General Liability policy must include the following:

(A) Additional Insured: Canada is added as an additional insured, but only with respect to liability arising out of the Contractor's performance of the Contract. The interest of Canada should read as follows: Canada, as represented by Public Works and Government Services Canada.

(B) Bodily Injury and Property Damage to third parties arising out of the operations of the Contractor.

(C) Products and Completed Operations: Coverage for bodily injury or property damage arising out of goods or products manufactured, sold, handled, or distributed by the Contractor and/or arising out of operations that have been completed by the Contractor.

(D) Personal Injury: While not limited to, the coverage must include Violation of Privacy, Libel and Slander, False Arrest, Detention or Imprisonment and Defamation of Character.

(E) Cross Liability/Separation of Insured: Without increasing the limit of liability, the policy must protect all insured parties to the full extent of coverage provided. Further, the policy must apply to each Insured in the same manner and to the same extent as if a separate policy had been issued to each.

(F) Blanket Contractual Liability: The policy must, on a blanket basis or by specific reference to the Contract, extend to assumed liabilities with respect to contractual provisions.

(G) Employees and, if applicable, Volunteers must be included as Additional Insured. Employers' Liability (or confirmation that all employees are covered by Worker's compensation (WSIB) or similar program)

(I) Broad Form Property Damage including Completed Operations: Expands the Property Damage coverage to include certain losses that would otherwise be excluded by the standard care, custody or control exclusion found in a standard policy.

(J) Notice of Cancellation: The Insurer will endeavour to provide the Contracting Authority 30 day written notice of policy cancellation.

(K) If the policy is written on a claims-made basis, coverage must be in place for a period of at least 12 months after the completion or termination of the Contract.

(L) Owners' or Contractors' Protective Liability: Covers the damages that the Contractor becomes legally obligated to pay arising out of the operations of a subcontractor.

(M) Advertising Injury: While not limited to, the endorsement must include coverage for piracy or misappropriation of ideas, or infringement of copyright, trademark, title or slogan.

(c) Errors and Omissions Liability Insurance

(i) The Contractor must obtain Errors and Omissions Liability (a.k.a. Professional Liability) insurance, and maintain it in force throughout the duration of the Contract, in an amount usual for a contract of this nature but for not less than \$1,000,000 per loss and in the annual aggregate, inclusive of defence costs.

(ii) If the Professional Liability insurance is written on a claims-made basis, coverage must be in place for a period of at least 12 months after the completion or termination of the Contract.

(iii) The following endorsement must be included:

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

18 Limitation of Liability – Information Management/Information Technology

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

(b) First Party Liability:

(i) The Contractor is fully liable for all damages to Canada, including indirect, special or consequential damages, caused by the Contractor's performance or failure to perform the Contract that relate to:

(A) any infringement of intellectual property rights to the extent the Contractor breaches the section of the General Conditions entitled "Intellectual Property Infringement and Royalties";

(B) physical injury, including death.

(ii) The Contractor is liable for all direct damages affecting real or tangible personal property owned, possessed, or occupied by Canada.

(iii) Each of the Parties is liable for all direct damages resulting from any breach of confidentiality under the Contract. Each of the Parties is also liable for all indirect, special or consequential damages in respect of any unauthorized disclosure of the other Party's trade secrets (or trade secrets of a third party provided by one Party to another under the Contract) relating to information technology.

(iv) The Contractor is liable for all direct damages relating to any encumbrance or claim relating to any portion of the Work for which Canada has made any payment. This does not apply to encumbrances or claims relating to intellectual property rights, which are addressed under (i) (A) above.

(v) The Contractor is also liable for any other direct damages to Canada caused by the Contractor in any way relating to the Contract, including:

(A) any breach of the warranty obligations under the Contract, up to the total amount paid by Canada (including any applicable taxes) for the goods and services affected by the breach of warranty; and

(B) Any other direct damages, including all identifiable direct costs to Canada associated with re-procuring the Work from another party if the Contract is terminated either in whole or in part for default, up to an aggregate maximum for this subparagraph (B) of the greater of 0.75 times the total estimated cost (meaning the dollar amount shown on the first page of the Contract in the cell titled "Total Estimated Cost" or shown on each call-up, purchase order or other document used to order goods or services under this instrument), or \$2,000,000.00. In any case, the total liability of the Contractor under subparagraph (v) will not exceed the total estimated cost (as defined above) for the Contract or \$2,000,000.00, whichever is more.

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

(c) Third Party Claims:

(i) Regardless of whether a third party makes its claim against Canada or the Contractor, each Party agrees that it is liable for any damages that it causes to any third party in connection with the Contract as set out in a settlement agreement or as finally determined by a court of competent jurisdiction, where the court determines that the Parties are jointly and severally liable or that one Party is solely and directly liable to the third party. The amount of the liability will be the amount set out in the settlement agreement or determined by the court to have been the Party's portion of the damages to the third party. No settlement agreement is binding on a Party unless its authorized representative has approved the agreement in writing.

(ii) If Canada is required, as a result of joint and several liability, to pay a third party in respect of damages caused by the Contractor, the Contractor must reimburse Canada by the amount finally determined by a court of competent jurisdiction to be the Contractor's portion of the damages to the third party. However, despite subparagraph (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 subparagraph (c).

19 Professional Services – General

(a) The Contractor must provide professional services on request as specified in this Contract. All resources provided by the Contractor must meet the qualifications described in the Contract (including those relating to

previous experience, professional designation, education, language proficiency and security clearance) and must be competent to provide the required services by any delivery dates described in the Contract.

(b) If the Contractor fails to deliver any deliverable (excluding delivery of 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) In General Conditions 2035, Section 08 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 the score obtained for the original resource.

(ii) Subject to an Excusable Delay, where Canada becomes aware that a specific individual identified under the Contract to provide 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 (c) (i) above or, if it has not yet been provided, require the Contractor propose a replacement to be rated by the Technical Authority. The replacement must have qualifications and experience that meet or exceed those obtained for the original resource and be acceptable to Canada. Upon assessment of the replacement, Canada may accept the replacement, exercise the rights in (ii) (A) above, or require another replacement in accordance with this sub- article (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.

20 Professional Services for Pre-Existing Software

- (a) **Pre-Existing Software:** The "Pre-Existing Software" consists of the computer programs listed in Annex A, which are either proprietary to Canada or licensed to Canada by a third party, in respect of which Canada requires certain professional services.
- (b) **Software Services:** During the Contract Period, the Contractor must provide the Client with the following "Services for Pre-Existing Software" as and when requested by Canada through a Task Authorization:
- (i) accessing, downloading, storing, installing, loading, processing, configuring and implementing any additional software code related to the Pre-Existing Software (such as new releases, versions, patches, and bug fixes), as and when requested.
 - (ii) keeping track of the software publisher's software releases for the purpose of configuration control.
- (c) **No Software Development:** The Contractor is not required to develop, program or provide additional software code related to the Pre-Existing Software as part of the Work performed under the Contract.
- (d) **Title:** Except as otherwise specifically provided in these Articles of Agreement, title to the Pre-Existing Software will be unaffected by the performance of the Services for Pre-Existing Software and, to the extent that the Pre-Existing Software is subject to a license for use from a third party, its use will remain subject to the conditions of Canada's license.
- (e) **Access:** Canada will provide to the Contractor any information regarding any passwords, authorization codes or similar information that might be necessary to perform the Software Services, provided that in doing so Canada is not in default of any obligations regarding the use of the Pre-Existing Software. The Contractor agrees that it is a term of the Contract that it will not disclose or distribute any part of the Pre-Existing Software to any other person or entity or otherwise violate the proprietary rights of the owner of the Pre-Existing Software.

21 Safeguarding Electronic Media

- (a) Before using them on Canada's equipment or sending them to Canada, the Contractor must electronically scan, using a regularly updated product, 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 notify the Technical Authority of any such loss or damage and replace it at its own expense.

22 Timely Problem Identification

- (a) The Contractor must immediately advise the Contracting Authority and Technical Authority in writing of any and all situations or difficulties that the Contractor considers will have a significant impact upon the scope of the Work, expected Project achievement, delivery schedule, person-power or cost to Canada. Notwithstanding the submission of any such report, the Contractor remains responsible for the completion of the Work in accordance with the terms of this Contract.

(b) Such reports must include proposed detailed remedial action plans to resolve or alleviate the identified situations or difficulties. The plans must set out the Contractor's detailed estimates of any increase in time, resources and cost to affect such plans.

(c) Such plans must include all reasonable options for consideration by Canada plus the costs and consequences to Canada of taking no remedial action and must also provide a reasonable amount of time for Canada to review these options and obtain any necessary funding authorization.

23 Access to Canada's Property and Facilities

(a) 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 requirement may apply.

(b) Contractor personnel are employees of the Contractor and are paid by the Contractor on the basis of services rendered.

24 Transition Services at the End of Contract Period

(a) The Contractor agrees that, in the period leading up to the end of the Contract Period and for up to three months afterwards, it will make all reasonable efforts to assist Canada in the transition from this Contract to a new contract with another supplier. The Contractor agrees that there will be no charge for these services which include but are not limited to the following:

(i) Assist in the development of a transition plan to hand over ISS and Change Work to another integrator, if required, at the end of this contract.

(ii) Work required to turn over Database, ITI and other support activities to DND designated groups, which includes knowledge transfer.

The Contractor must not commence work until a fully authorized 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) The Contractor will cooperate with the Technical Authority and with the incoming contractor to ensure a seamless transition and a continuance of service including transferring data, and winding down of services.

25 Dispute Resolution

(a) If a dispute arises out of, or in connection with this Contract, the parties agree to meet to pursue resolution through negotiation or other appropriate dispute resolution process before resorting to litigation.

(b) All information exchanged during this meeting or any subsequent dispute resolution process, must be regarded as "without prejudice" communications for the purpose of settlement negotiations and must be treated as confidential by the parties and their representatives, unless otherwise required by law. However, evidence that is independently admissible or discoverable must not be rendered inadmissible or non-discoverable by virtue of its use during the dispute resolution process.

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

(d) These clauses must not affect any of Canada's rights of cancellation or termination contained in this Contract.

26 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 TAs. 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 TAs. 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.

27 Identification Protocol Responsibilities

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

(a) Contractor Representatives who attend a Government of Canada meeting (whether internal or external to Canada's offices) must identify if an individual is not a permanent employee of the Contractor prior to the commencement of the meeting, to ensure that each meeting participant is aware of the fact that the individual is not a Contractor permanent employee;

(b) During the performance of any work at a Government of Canada site, each Contractor Representative must be clearly identified at all times as being a Contractor Representative; and

(c) If a Contractor Representative requires the use of the Government of Canada's e-mail system in the performance of the Work, then the individual must clearly identify him or herself as an agent or subcontractor of the Contractor in all electronic mail in the signature block as well as under "Properties." This identification protocol must also be used in all other correspondence, communication, and documentation.

(d) If Canada determines that the Contractor is in breach of any obligation stated in this Article, upon written notice from Canada the Contractor must submit a written action plan describing corrective measures it will implement to eliminate the recurrence of the problem. The Contractor will have five working days to deliver the action plan to the Technical Authority and the Contracting Authority, and 20 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.

28 Licensed Software Maintenance and Support

With respect to the provisions of Supplemental General Conditions 4004:

Licensed Programs	The Licensed Programs to be supported and maintained are listed in Appendix II of the SOW in Annex A of the Contract.
Software Support Period	The Software Support period is the Contract Period.

Hours for Providing Support Services	The Contractor's personnel must be available from 06:00a.m. until 18:00 p.m., local time, at the site where the Licensed Programs are installed, Monday through Friday, exclusive of statutory holidays observed by Canada at the site where the service is required. The Contractor must be available for on-call requirements outside regular business hours.
Contractor must provide On-site Support Services	Yes
Contractor must install Software Error corrections and Maintenance Releases and upgrades	Yes
Contractor must keep track of software releases for the purpose of configuration control	Yes
Contact Information for Accessing the Contractor's Support Services	In accordance with Section 5 of 4004, the Contractor will make its Support Services available through the following: Toll-free Telephone Access: Toll-free Fax Access: Email Access: Note to Bidders: to be completed with information from the Contractor at the time of award. Bidders are requested to provide this information in their bids].
Language of Support Services	The Support Services must be provided in English.

29 Joint Venture Contractor

(Note to Bidders: This Article is to be deleted if the Bidder awarded the Contract is not a joint venture. If the Contractor is a joint venture, this clause is to be completed with information provided in its bid).

- (a) The Contractor confirms that the name of the joint venture is _____ and that it is comprised of the following members: *[list all the joint venture members named in the Contractor's original bid]*.
- (b) With respect to the relationship among the members of the joint venture Contractor, each member agrees, represents and warrants (as applicable) that:
- (i) _____ 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.

30 Joint Venture Agreement

Note to Bidders: *The following section will be removed if the Contractor is not a Joint Venture.*

To witness their agreement with the terms and conditions of this Contract, Canada and the Contractor (by its agent, the Lead Member of the joint venture Contractor) have signed the cover page of this Contract. To witness that each member of the joint venture Contractor is a Party to this Contract and is jointly and severally and solitarily liable for the performance of all the Work, each member of the joint venture Contractor, including the Lead Member, has signed below.

[Insert Full Legal Name of Lead Member]

By its Authorized Signatory, _____

Print Name of Authorized Signatory: _____

Print Title of Authorized Signatory: _____

[Insert Full Legal Name of Second Member]

By its Authorized Signatory, _____

Print Name of Authorized Signatory: _____

Print Title of Authorized Signatory: _____

[Insert Full Legal Name of Third Member - add or subtract as many signature blocks as necessary so that each member of the Joint Venture is signing the Contract]

By its Authorized Signatory, _____

Print Name of Authorized Signatory: _____

Print Title of Authorized Signatory: _____

Solicitation No. - N° de l'invitation
W8474-03BH01/E
Client Ref. No. - N° de réf. du client
W8474-03BH01

Amd. No. - N° de la modif.
Original
File No. - N° du dossier
002xt.W8474-03BH01

Buyer ID - Id de l'acheteur
002xt
CCC No./N° CCC - FMS No./N° VME

ANNEX "A"

STATEMENT OF WORK

Department of National Defence

CFHIS SOW

Support Services

1. BACKGROUND

CFHIS is a modern health information management system designed to ensure that the health records of all Canadian Armed Forces (CAF) members are effectively and securely managed. CFHIS consists of a suite of commercial-off-the-shelf (COTS) software applications (as described in Appendix II) that support functions that for example include: patient registration and scheduling, medical documentation, diagnostic imaging, laboratory, and dental treatment. These applications are integrated to create a complete Electronic Health Record (EHR) for CAF members. CFHIS is consistent with the emerging electronic health record movement across Canada and brings to the CAF a capability being developed by all of our allies. DND has other information systems operating in the business domain of Health Services that may have an appropriate level of integration into the CFHIS. At present, CFHIS has 4,259 registered users located at 47 sites across Canada and internationally. Continued population growth is expected by incorporating other potential user groups. In addition, a read-only copy of the Electronic Health Record (EHR) is utilized in deployed operational environments where Defence Wide Area Network (DWAN) connectivity does not exist or is intermittent.

DND's Director General Enterprise Application Services (DGEAS) division and its component directorates deliver and support information management applications and solutions for CAF. The Director Enterprise Information Management Services (DEIMS) is responsible for providing in-service support and development for Enterprise Information Management Systems. The current service model is described in Appendix I.

2. OBJECTIVE

This document describes the scope of work to be performed by the resources for "As and When Requested" work. Refer to Appendix I to this SOW for a description of the Service Model.

As and when requested work includes:

- Maintenance and support of the CFHIS which includes the Deployed Data Environment. See Section 3.1 of this SOW
- Provide 24/7 support to Tier 1, Tier 2, Tier 3 and Tier 4 services, , refer to Appendix III to this SOW, that relate directly or indirectly to CFHIS.
- Work as part of an Integrated Product Team in the Assessment and Discovery phase of the CFHIS Change Management process. (Annex A to Ref A)
- Enhancement of the CFHIS. Section 3.2 of this SOW.
- Additional Work Requirements. Section 3.3 of this SOW.

Task Authorizations for the As and When Requested work will be issued for any of the resource categories, with specific work and resource requirements identified at time of issue. The number of resources and the number of days for each resource category may vary depending on actual work requirements as identified in each Task Authorization.

3. SCOPE OF WORK

Services to be provided under this SOW include the provision, as and when requested, of all resources with the appropriate skill sets to perform the activities that include but are not limited to:

3.1. Maintenance and Support of the CFHIS

The maintenance and support of the CFHIS is any activity required to maintain the functioning of the CFHIS including Type 1&2 changes as described in Appendix III. Services under this scope category include, but are not limited to:

- Diagnosing, troubleshooting and resolving system and application software problems;
- Analyzing, planning, developing, configuring, testing and implementing system and application software upgrades, patches and bug-fixes in all approved CFHIS application environments adhering to DND processes;
- Analyzing, planning, developing, configuring, testing and implementing CFHIS Change Requests (CRs) into all approved CFHIS application environments adhering to DND processes;
- Analyzing, planning, developing, configuring, testing and implementing CRs into all approved CFHIS application environments adhering to DND processes, arising from changes in: GC legislation, DND/CAF policies, and Information Technology Infrastructure (ITI) and similar;

- Analyzing, planning, developing, configuring, testing and implementing enhancements, improvements and upgrades to the CFHIS into all approved CFHIS application environments adhering to DND processes
- Analyzing, planning, developing, configuring, testing and implementing CRs, into all approved CFHIS application environments adhering to DND processes ,arising from integrating other hardware, software firmware tools and services and similar into the CFHIS;
- Performing functional and technical assessment of requests from non-CFHIS users for integration into the CFHIS;
- Performing and coordinating a CFHIS system backup and recovery exercise bi-annually;
- Participating in and support CFHIS disaster recovery exercises as required;
- Installing, upgrading the CFHIS baseline to the most current release of all COTS applications software as required.
- Installing, upgrading the CFHIS baseline to the most current release of system software as required.
- Configuring and maintaining existing CFHIS application software baseline (currently v6.05.1) and any future CFHIS Upgrade baselines;
- Configuring and maintaining existing CFHIS system software baseline and any future CFHIS Upgrade baselines; Updating, creating and maintaining CFHIS system documentation including but not limited to system design documents, application configuration, system administration and standard operating procedures;
- Attending and participating in meetings with CFHIS stakeholders regarding CFHIS in-service support issues and problems;
- Performing CFHIS system knowledge transfer to client DND staff as required.
- Supporting CFHIS Tier 1 & 2 Service desks and interacting with CFHIS Tier 4 Service desks.
- Working with other service desks as required to resolve ITI problems.

The description of the system and its support model is provided in Appendix I and Appendix II.

The assignment of typical In-Service Support (ISS) activities per Tier is described in Appendix III. The Contractor must provide Tier 3 support but in its role as the system integrator may be required from time to time to assist or actively participate in all the activities listed.

3.2. Enhancement of the CFHIS

Change work to enhance the CFHIS would be Type 3, or 4 changes defined as

- Type 3: Major enhancement, more => 10 days development effort, new capability to existing asset.
- Type 4: New IM/IT new capability which is a formal DND Project.

At the sole discretion of DND, and as these types of changes are identified, the Contractor must follow the CFHIS Change Management Process in an IPT model, as described in Section 5 to ref A. The enhancements include but are not limited to:

3.2.1. System Extension

System extension support is as an activity which extends the CFHIS system. Extension work includes the integration of existing stand-alone applications into the CFHIS system (i.e. systems integration work), the work required to accommodate additional CFHIS users and increasing the capability and functionality of the existing CFHIS application software.

3.2.2. System Integration

Systems Integration support is defined as an activity required to link together different computing systems and software applications physically or functionally, to act as a coordinated whole. Future systems integration work may include the integration of existing stand alone and internal applications such as audiology, pharmacy, redaction and imaging viewer applications. Additional integration work may also include interfacing with applications at DND and external laboratories. Services under this scope category include, but are not limited to:

- Software engineering;
- Instrumentation and peripheral hardware engineering;
- Maintaining and developing interface protocols; and
- General problem solving.

3.2.3. Additional Users

Additional users support is defined as any activity required to add additional groups of users to CFHIS. This work extends the existing functionality of the system out to additional user communities not currently utilizing CFHIS. Services under this scope category include, but are not limited to:

- Implementing and integrating additional CFHIS laboratory application sites; and
- Integrating additional Canadian Forces Health Services Group (CF H Svcs Gp) organizational units such as Mental Health, Case Management and Physiotherapy into CFHIS.

3.2.4. Additional Capability

Additional capability support is an activity required to support the implementation of new capability or functionality of the existing CFHIS applications. Services under this scope category include, but are not limited to:

- Implementing and supporting additional modules of the existing CFHIS application software. For example, the implementation of the order entry and electronic forms modules of the clinical application software;
- Implementing and supporting a quality assurance environment for the calibration of CFHIS instrumentation;
- Implementing, configuring and supporting the applicable DND business intelligence tool within CFHIS.

3.3. Additional Work Requirements

Additional Work Requirements are defined as any unforeseen requirements or system enhancements that will require a significant resource effort to address. Services under this scope category could include, but are not limited to, any of the services identified in this SOW.

4. DELIVERABLES

4.1. Maintenance and Support of the CFHIS

- The deliverables are described in Table 1 below. Additional deliverables may be defined through the task authorization.

4.2. Enhancement of the CFHIS

- Additional deliverables to support change work are to be defined as part of the Task Authorization.

4.3. Additional Work Requirements

- Deliverables to Additional Work Requirements are to be defined as part of the Task Authorization.

4.4. Acceptance

All deliverables must be produced electronically (and in hard-copy if required) in English, using applicable and available tools of the Department (e.g. IBM Rational DOORS, MS Office, MS Project, MS Visio, etc.).

Table 1 Deliverables for the Maintenance of CFHIS Operations

CDRL NUMBER	TITLE	REFERENCE	FREQUENCY	FIRST SUBMISSION DATE	DATE OF SUBSEQUENT SUBMISSION	REMARKS
CFHIS 01	Contract Transition Management Plan	CFHIS DID 002 CFHIS ISS Transition Plan	Once	1 month after contract award		Required before staff on site.
CFHIS 02	Configuration Management Plan	CFHIS DID 001 Configuration Management Plan	Annual	1 month after contract award	3 months after contract award, 11 months after contract award and then every 12 months	To be reviewed and updated annually
CFHIS 03	Monthly Report	CFHIS DID 003 – Monthly Report	Monthly	3 months after contract award	Monthly	

5. RESOURCES

5.1. Resource level of expertise

For this SOW, the level of expertise for the Contractor resources identified in Table 2 below is as follows, unless otherwise indicated elsewhere in this SOW:

- Junior –a minimum of 6 months of demonstrated experience in IM/IT. in the last (60) months.
- Intermediate – a minimum of at least 60 months of experience in IM/IT
- Senior – a minimum of 120 months of demonstrated experience in IM/IT.

Table 2 Resource Levels

Resource Category	Level of expertise
Team Leader	Senior
Team Leader	Intermediate
System Architect	Senior
Programmer Analyst	Senior
Programmer Analyst	Intermediate
Programmer Analyst	Junior
System Support Analyst	Senior
System Support Analyst	Intermediate
System Support Analyst	Junior
Information Management Analyst	Senior
Security Analyst	Senior
Health Information Analyst	Senior
Health Information Analyst	Intermediate
Health Information Analyst	Junior
Training Developer	Intermediate

5.2. Resources and Experience

Table 2 provides a list of resource categories and their level of expertise required to perform the Work.

Task Authorizations for work are issued on an as and when requested basis and may be issued for any of the resource categories, with specific work and resource requirements identified at time of issue. The number of resources and the number of days for each resource category may vary depending on actual work requirements as identified in each Task Authorization.

5.3. Resource Categories

The following describes the general tasks to be performed by the various resource categories:

5.3.1. Team Leader

The Team Leader is the day to day single point of contact for the Contractor's' team responsible for its overall supervision and conduct. The work and activities of the Team Leader cover the discovery, assessment, development, implementation and closure of Task Authorisations. Team Leader responsibilities, duties and tasks include but are not limited to:

- Addressing all TA issues.

- Ensuring that all Contractor obligations, including performance and deliverables in the TA are fulfilled;
- Managing the Contractor team resources required to complete Task Authorisations;
- Developing, implementing and maintaining the overall integrated work schedule for a multidisciplinary team for multiple concurrent Task Authorisations;
- Working with ISS team and its client to provide non-binding to Canada input to the process that defines the scope of all Task Authorisations;
- Preparing the Contractor's estimates for cost and schedule;
- Developing the detailed Task WBS for integration into the CFHIS System management work plan;
- Overseeing the work of the Contractor team to meet the requirements of a Task Authorization;
- Working to resolve issues with other stake holders; and,
- Developing, implementing and maintaining multiple Task reports; like an earned value report, Monthly report.

5.3.2. System Architect

The work and activities of the System Architect cover the discovery, assessment, development, implementation and closure of change activities, operation and maintenance of an Enterprise Architecture (EA) in a highly technical and specialized environment operating 24/7. Systems Architecture responsibilities, duties and tasks include, but but are not limited to the following activities:

- Working with the CFHIS Senior Systems Engineer to appropriately align IM/IT activities with the DND/CF enterprise architecture framework (DNDAF);
- Accountability for the day-to-day deployment, evolution and provision of EA component services, by monitoring and assessing business, operational and IM/IT requirements;
- Liaising with software application services in order to ensure that solutions implemented are consistent and compatible with the IM/IT infrastructure and with the national level software baseline;
- Overseeing the daily architectural and technical support services, through the following activities;
 - a. Information and standards analysis,
 - b. Reference architecture modeling,
 - c. Target architecture development,
 - d. Current baseline (as-is) data collection,
 - e. Formulation of IM/IT recommendations,
 - f. Analysis of client requirements,
- Ensuring that the systems software needs are met through the following activities;
 - a. Evaluation of client requirements
 - b. Conduct of system software feasibility studies,
 - c. Oversee systems software installation and maintenance activities,
- Designing and overseeing the integration of all aspects of the system's technology and software solutions;
- Designing and overseeing overall system security that uses multifactor authentication, Security Information and Event Management (SIEM) Citrix Thin-Client architecture and Public Key Infrastructure (PKI);
- Performing impact analyses on current EA as a result of technology and / or system changes;
- Developing and overseeing technical architectures, frameworks and strategies that meet the business and application requirements;
- Developing and overseeing system backup recovery and disaster recovery architecture;
- Identifying, developing, analyzing, and documenting the EA functional and technical requirements for the system;
- Analyzing and evaluating alternative technology solutions;
- Providing evaluations and recommendation regarding the state of the system, with reference to industry standards and best practices to ensure that solutions fit with government and industry directions for technology; and,
- Developing, overseeing and documenting virtual, redundant, and secure ITI architecture.

Note: Enterprise Architecture is the framework upon which all other IM/IT activities are based. In DND, the Department of National Defence Architecture Framework (DNDAF) (described in Reference F) is the guide for the standardization policies, principles, practices and procedures to facilitate interoperability of DND/CF IM/IT systems. Enterprise Architecture encompasses business, operational, systems, technology, information/data and security components.

5.3.3. Programmer Analyst

The work and activities of the Programmer Analyst cover the discovery, assessment, development, implementation and closure of change activities, operation and maintenance of integrated software application programs and / or systems, in order to support DND/CF operations. Programming & Analysis responsibilities, duties and tasks includes, but are not limited to the following activities:

- Designing computer software applications according to the System Architecture framework and standards to meet client requirements;
- Supporting DND/CF Information Management/Information Technology (IM/IT) applications and / or systems;
- Implementing and/or maintaining IM/IT application programs and / or systems;
- Accountability for providing daily services for computer software application design, programming and analysis;
- Managing and resolving application software issues that do not require a Type 3 or greater CR;
- Supporting new information system initiatives through their definition, design, development and implementation;
- Designing, developing, documenting and testing the integration of all of the system's middleware and / or web services like HL7 message protocols;
- Designing, developing, documenting and testing integration of all aspects of the system's technology and software solutions;
- Performing system trouble shooting, including diagnosis, problem analysis and update of knowledge base;
- Monitoring system security and performance, identifying operational deficiencies, and improve security and performance;
- Performing impact analyses of technology changes;
- Identifying, developing, analyzing, and documenting functional and technical requirements for information systems;
- Analyzing and evaluating alternative technology solutions to meet business problems;
- Designing, developing, documenting and testing information and data solutions that comply with existing policies and standards;
- Designing, developing, documenting and testing health informatics software solutions that comply with existing policies and standards;
- Providing evaluations and recommendations regarding the state of the system, with reference to industry standards and best practices to ensure that solutions fit with government and industry directions for technology;
- Designing, developing, documenting, testing and maintaining custom applications using C++ and C#;
- Designing, developing, documenting, testing and maintaining electronic form platform (e-Form);
- Designing, developing, documenting, and testing virtual, redundant, and secure ITI architecture, in a development and / or test environment; and,
- Transferring technical knowledge via documentation, attending meetings and/or informal training to staffs.

Note: Software applications encompass transactional or information processing systems, using traditional or internet-based IM/IT technology within an ERP or smaller (e.g. local, WEB sites) scope of operation.

5.3.4. System Support Analyst

The work and activities of the System Support Analyst provides Tier 3 hardware, software and infrastructure technical support to internal and external clients and other technical support staff, ensuring that IM/IT operations are maintained on a 7/24 basis. System Support Analyst responsibilities, duties and tasks include, but are not limited to the following activities:

- Providing Tier 3 hardware and software technical support that cannot be resolved by Tier 2 support;
- Evaluating, resolving and documenting technical problems related to the configuration, installation, repair of computer systems, application software issues and / or network;
- Working with other analysts (Programmer, Security and / or Database) to resolve Tier 3 issues as a result of customization of the system;
- Implementing and maintaining the integration of all of the system's information and data including middleware components like HL7 message protocols;
- Implementing and maintaining information system security using multifactor authentication, Security Information and Event Management (SIEM), Citrix Thin-Client architecture and Public Key Infrastructure (PKI);
- Implementing and maintaining middleware or web services used to integrate applications;
- Implementing and maintaining all aspects of the system's technology and software solutions;

- System trouble shooting, including diagnosis, problem analysis and update of knowledge base;
- Monitoring system security and performance, identifying operational deficiencies, and improving security and performance;
- Implementing and maintaining virtual network and machines with Windows, Linux, AIX operating systems and Citrix XenApp;
- Planning, developing, implementing and maintaining system backup recovery and disaster recovery architecture;
- Performing impact analyses of technology changes on current System software and ITI;
- Implementing and maintaining information and data solutions that comply with existing policies and standards;
- Implementing and maintaining health informatics software solutions that comply with existing policies and standards;
- Implementing and maintaining virtual, redundant, and secure ITI architecture;
- Transferring technical knowledge via documentation, knowledge base, attending meetings and/or informal training to staff;
- Implementing and maintaining overall system security including; strengthening system security, access control systems and antivirus software; and,
- Implementing and maintaining multi-factor authentication, firewall, intrusion detection system, intrusion prevention system and VPN gateway.

Note: Tier 4 issues are directed to various COTS vendors for resolution. Support analysts are required to adequately document reported issues and the steps taken to resolve them. Support analysts will report regularly on the status of all Tier 4 issues.

5.3.5. Information Management Analyst

The work and activities of the Information Management Analyst covers database administration and data services for IM/IT projects and systems. Information Management responsibilities, duties and tasks include, but are not limited to the following activities:

- Providing technical expertise, database administration and data services for IM/IT projects and systems;
- Managing and resolving data and / or database issues that do not require a Type 3 or greater CR;
- Providing development, maintenance, reporting and monitoring services as it relates to application and / or system data;
- Supporting new information system initiatives through their definition, design, development and implementation;
- Developing, testing, implementing and maintaining the integration of the system's overall information and data solutions;
- Identifying, developing, analyzing, and documenting functional and technical requirements for information systems;
- Developing, implementing and maintaining information and data solutions that comply with existing policies and standards;
- Performing system trouble-shooting, including diagnosis, problem analysis and update of knowledge base;
- Performing impact analyses of technology and / or software changes on the systems information and data components;
- Developing, implementing and maintaining information and data solutions that comply with existing policies and standards;
- Transferring technical knowledge via documentation, attending meetings and/or informal training to staff; and,
- Designing, developing, implementing and maintaining Oracle and MS SQL databases.

5.3.6. Security Analyst

The work and activities of the Security Analyst cover supporting security operations of DND/CF information systems. Security Analysis responsibilities, duties and tasks include, but are not limited to the following activities:

- Ensuring the proper application of DND and Treasury Board of Canada Secretariat (TBS) policies and guidelines in regards to IT security for systems and / or applications;
- Developing, implementing and maintaining IT Security using department security tools and technology;
- Supporting new information system initiatives through their definition, design, development and implementation;

- Designing, developing documenting and testing information system security using multifactor authentication, Security Information and Event Management (SIEM) Citrix Thin-Client architecture and Public Key Infrastructure (PKI);
- Implementing and maintaining middleware or web services to integrate applications;
- Developing, implementing and maintaining the integration of the system's various security components;
- Troubleshooting the system's security components, including diagnosis, problem analysis and update of knowledge base;
- Monitoring overall system security and performance, identifying operational deficiencies, and improving overall security and performance;
- Designing, developing, documenting and testing virtual network and machines with Windows, Linux, AIX operating systems and Citrix XenApp;
- Performing impact analyses on overall system security due to technology changes;
- Designing, developing, documenting and testing virtual, redundant, and secure ITI architecture;
- Transferring technical knowledge via documentation, attending meetings and/or informal training to staff
- Hardening system security, access control systems and antivirus software; and,
- Designing, developing, documenting and testing security for various system components like multi-factor authentication, firewall, intrusion detection system, intrusion prevention system and VPN gateway.

5.3.7. Health Information Analyst

The work and activities of the Health Information Analyst covers resolving user support difficulties and supporting the evaluation of client needs, the development of requirements, and the verification and validation of the result of change related work through discovery, assessment, development, implementation and closure. Health Information Analysis responsibilities, duties and tasks include, but are not limited to the following activities;

- Providing expert technical advice in regards to specialized hardware systems and / or complex COTS products in use or coming into use in the health industry;
- Providing expert technical advice in support of health information systems within DND/CF;
- Analyzing, developing and implementing leading edge health information products;
- Assisting and supporting the client in Test activities;
- Assisting and supporting the client in developing solution products;
- Liaising with software application services in order to ensure that solutions implemented meet client requirements;
- Identifying, developing, analyzing, and documenting functional and technical requirements for information systems;
- Analyzing, evaluating and recommending alternative technology solutions to meet business problems;
- Providing evaluations and recommendations regarding the state of the system, with reference to industry standards and best practices to ensure that solutions fit with government and industry directions for technology;
- Performing impact analysis of technology changes; and,
- Documenting technical and functional impacts to business transformation, training and/or implementation, as a result of system and / or business process changes.

5.3.8. Training Developer

The work and activities of the Training Developer covers the development and delivery of training and training materials to meet the requirements of the client. Training Development responsibilities, duties and tasks include, but are not limited to the following activities:

- Defining, developing and documenting training objectives;
- Providing expertise in using industry recognized tools, media and strategies for delivery of IT training;
- Developing and delivering training with well-defined objects, as per requirements;
- Communicating effectively by visual, oral, and written form with individuals, small groups, and in front of large audiences;
- Performing needs assessments and analysis of training requirements and developing training content based on those requirements; and,
- Developing performance measurement standards for the quality of training being delivered and adjust training content and or methods based on findings.

6. GOVERNMENT FURNISHED ASSETS

In order to fulfill its responsibilities on this contract the Contractor will require access to and use of various government assets and facilities. These assets and facilities may generally be described as:

- CFHIS hardware, firmware and software;
- Access to government networks for the purpose of accessing the above hardware, firmware and software for the purposes of maintenance, operation and change;
- Access to the Defence Wide Area Network (DWAN) for the purposes of interacting and working with other CFHIS stakeholders;
- Access to software tools used to support CFHIS, examples of which are IBM Rational ClearCase, IBM Rational ClearQuest, IBM Rational Publishing Engine, IBM Rational DOORS, ASSYST, MicroSoft Team Foundation Server;
- Access to desk top Office Automation tools and similar desk top tools on the DWAN;
- Existing documentation and knowledge Assets;
- Portable devices, such as a communication device or notebook etc; and,
- Deliverables generated in this contract.

With the exception of the portable devices and deliverables generated in this contract the Contractor would not normally have custodial responsibility for these assets.

7. HOURS OF WORK

7.1. Normal Business Hours

The majority of the work under this SOW is to be performed at DND facilities located in the National Capital Region (NCR). Access to facilities, materials and computer systems is available between the hours of 06:00 and 18:00 Monday to Friday. The Contractor's resources may be required to work outside of normal business hours in order to minimize negative impacts on users of CFHIS and to address operational requirements, for example to meet the requirements of sections 4.1.4 and 4.1.5 to Appendix I.

7.2. On-call Service

The Contractor is required to be available for on-call requirements to meet the requirements of Section 4 to Appendix I outside regular business hours 24 hours per day including Saturdays, Sundays and civic and statutory holidays as specified in section 4.1.3 to Appendix I. To support this requirement, DND may provide Contractor personnel with a pager or cell phone. Contractor resources must also be available for call-back requirements when he/she has been authorized to respond to an incident while on call outside of operational business hours.

7.3. Service outside Normal Business Hours.

Any work performed outside of normal business hours (including call-back requirements) must be pre-approved in writing by the Technical Authority. In addition, Technical Authority approval must be obtained in writing prior to the completion of any work that exceeds the 7.5 hours per day. Overtime per diem rates do not apply.

8. LANGUAGE REQUIREMENTS

The resources must be fluent in English. Contractor resources must be able to communicate orally and in writing in English without any assistance and with minimal errors.

9. REFERENCES

Table 3 References

A	CFHIS Change Management Process Concept of Operations – version 1.0
B	Introduction to the ITIL Service Lifecycle
C	CFHIS Release Management Process – version 1.0
D	IEEE Std.828 – 2012
E	the 2011 edition of the “Introduction to the ITIL Service Lifecycle ITIL Continual Service Improvement (CSI) 2011 Edition
F	Department of National Defence / Canadian Armed Forces Architecture Framework -DNDAF Version 1.8.1

APPENDIX I: SERVICE MODEL

1. INTRODUCTION

The service model is an Integrated Product Team (IPT) that works collaboratively to operate, maintain and change the CFHIS in a continuous improvement model as generally described in Fig 2-10 in the 2011 edition of the “Introduction to the ITIL Service Lifecycle” (Ref B). The activities of the IPT are overseen by the CFHIS Change Control Board (CFHIS - CCB) as described in (Ref A) that prioritizes, authorizes and monitors all work in support of this system.

The organisational linkages required to execute this model are illustrated in fig 2 OV4a of the DND Architecture Framework (DNDAF).

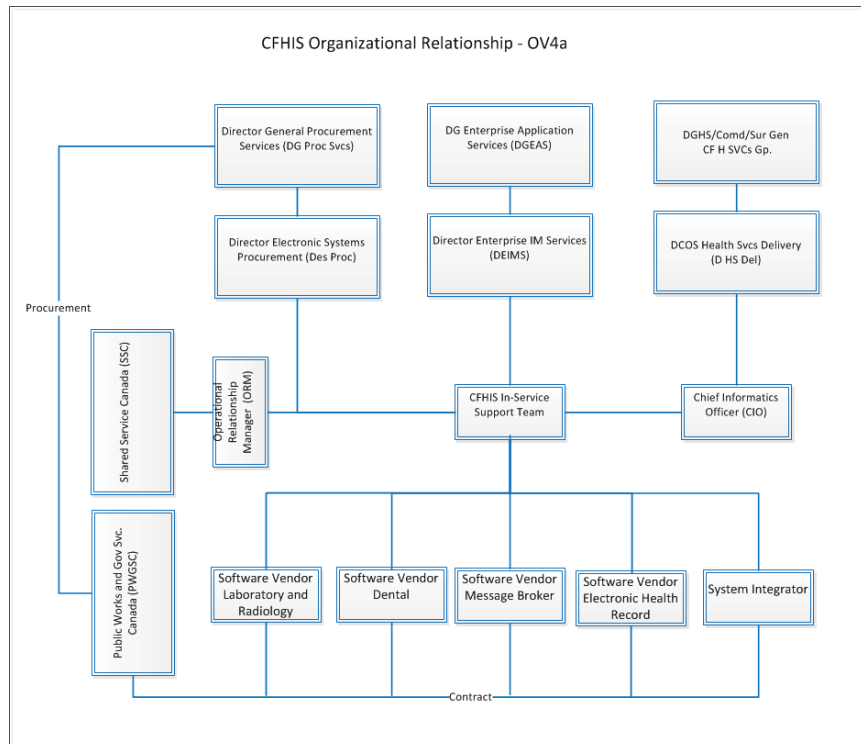


Figure 1 CFHIS Organisational Relationships DNDAF OV4a

2. HIGH LEVEL RESPONSIBILITIES

The IPT comprises of 3 main organisations:

- The Health Services Group J6 (CIO)
- Director General Enterprise Application Services (DGEAS) CFHIS In-Service Support team.
- The Contractor.

2.1. CF Health Services Group J6 CIO

The high level responsibilities of the health services J6 include, but are not limited to:

- Overall Sponsorship of all work in CFHIS
- Coordinating access to subject matter experts concerning functional and non-functional requirements;
- Requirements Engineering - Functional Requirements
- User Acceptance Testing.
- Provide the Functional input at the client and end user level into:
 - Service Strategy
 - Service Design
 - Service Transition
 - Service Operations

2.2. DGEAS

The high level responsibilities of the DGEAS include, but are not limited to:

- Review of deliverables and the provision of feedback and approvals;
- Project Management for all CFHIS activities;
- Provision of information, advice and direction in the form of authorized work concerning functional and non-functional requirements through the task authorization process as defined in the contract.
- Overall direction to the Contractor in the form of authorized work concerning solution and technical architectures to satisfy functional and non-functional requirements through the task authorization process as defined in the contract;
- Coordination when stakeholders outside the CFHIS organization must be engaged.
- Technical Authority for the ISS Contract – approves, oversees, accepts all work specified and delivered under this contract on behalf of Canada.
- Provide the DND Technical Input into:
 - Service Strategy
 - Service Design
 - Service Transition
 - Service Operations

2.3. Contractor

The high level responsibilities of the Contractor include, but are not limited to:

- Management and leadership of all professional services resources provided under the Contract in the performance of the work.
- Managing the resources to ensure the work in this contract is completed within the agreed upon budget and schedule, and meets the inspection and acceptance requirements as determined by the DND Technical Authority or its designate.
- Collaboration with DND personnel as appropriate to deliver services, using already established and DND approved tools, methods and processes for operation, maintenance and development activities.
- Configuration Management of the CFHIS System.
- Execution of Service Operations for the CFHIS that are not covered by Shared Service Canada (maintenance and operation of Fed Government ITI) and the level 1 Help Desk managed by HSG J 6.
- Provide Technical input into:
 - Service Strategy
 - Service Design
 - Service Transition
 - Service Operations

3. CLIENT FUNCTIONS

The various client functions that have or may have a level of involvement in IPT activities are:

3.1. End users of the CFHIS

These are the practitioners that work in Health Care for the Canadian Armed Forces. They are concentrated in Canada but might be found wherever one finds the Canadian Forces around the globe.

3.2. Client users of the CFHIS

These are practitioners that work in Health Care for the Canadian Armed Forces who generally work in Headquarters Ottawa in a staff support role.

3.3. Subject Matter Experts (SME's) in Health Services Functional Domains.

These are people that work in Health Care for the Canadian Armed Forces who are considered experts in a specific area of Health Care and who are the Functional OPI for that subject. In the context of the CFHIS these are the individuals who have the working staff level say in the subject of Requirements.

3.4. Health Services Group J6

The CIO for Health Services Group and the manager of other informatics services not in the departmental IT domain of CFHIS. I.e. this organisation deals with redaction activities, the Picture Archive Capture System (PACS), Level 1 Help Desk Services for CFHIS and Help Desk Services for other technology related activities in the Health Domain.

These functions are distributed around the various organisational elements of the Surgeon General's organisation.

4. SERVICE TIERS

The following requirements help define the service provided.

4.1.1. Service Tiers

The Contractor is responsible for the Tier 3 and when required will assist Tier 1 and Tier 2 and will interact with Tier 4.

- **Tier 1:** Tier 1 refers to the local/on-site support at the clinics and usually refers to the CFHIS "super user" and/or an IT/IM support specialist that is co-located at the base (BITSU, WingITSU, ASG). HSG's responsibility, the Contractor will assist when required .
- **Tier 2:** Tier 2 refers to the National Health Services Help Desk in Ottawa that reports through the Health Services Informatics division of Health Services Delivery and extends to the infrastructure and networking support team in Ottawa. HSG's responsibility, the Contractor will assist when required.
- **Tier 3:** Technical Support: The Contractor is responsible for troubleshooting of the system or service components without affecting the design. HSG support is available if and when required.
- **Tier 4:** Engineering Support: Troubleshooting of the system or service design and/or related components. Vendors' responsibility.

The type and nature of the work is detailed in Appendix III.

4.1.2. Tier Work

Appendix III describes the assignment of work across the Tiers. This is an evolving assignment that will change over the contract. It is provided to give a sense of the environment only.

4.1.3. Tier Hours

- **Regular Hours of Operation:** The Contractor is responsible for calls that are escalated from Tier 2 to Tier 3 from 6:00 AM to 8:00 PM Monday through Friday. **Extended Hours of Operation:** Any calls received by the Tier 2 Help Desk outside the Regular Hours of Operation are transferred to Tier 3 the next business day
- **Days outside the Regular Hours of Operation :** Weekends, New Year's Day, Good Friday, Easter Monday, Victoria Day, Canada Day, Thanksgiving Day, Christmas, Boxing Day, Remembrance day and the Ontario civic holiday.

4.1.4. Severity and Impact Levels

Contractor's response time for service failures are detailed in Table 4

Table 4 Contractor response Times for Service Failures

Severity Level	Support Response Time (SRT)	Initial notification to Client (NT)	Update Interval (UI)
For Severity 1 and 2 Incidents: Service Response is activated via On site, pager or recall support. For Severity 3 and 4 Incidents: Service Response is activated during business hours and days.			
1	Immediate	15 mins	2 hrs
2	30 mins	1 hr	4 hrs
3	Next Bus Day	4 hrs or Next Bus Day	Every bus day
4	Next Bus Day	N/A	5 business days

Table 5 Definition of Severity Levels for System Failures

Severity Level	Definition	Expected Response
1 CRITICAL	Critical loss of functionality of all the systems or inaccessibility of all systems by all the users. Any system generated error affecting patient safety	All support focus exclusively on resolving Critical issue until issue is resolved.
2 HIGH	Major loss of functionality (system renders one or more ancillary applications unusable by multiple users, no workaround)	Issue is worked on during normal business hours until resolved
3 MEDIUM	Minor loss of functionality (within an application affecting multiple users. Workarounds may exist) One user affected (no workaround exist)	Issue is worked on during normal business hours.
4 LOW	One user affected, workarounds exist General questions Solved at help desk Minor issues referred to local IT (workstation, printer, scanner related)	Issue is worked on during normal business hours.
5 ENHANCEMENT	CFHIS Enhancement Request	The Change management process must be followed.

4.1.5. Maintenance and Scheduled Downtime

The CFHIS has a 4 hour maintenance window from 8pm to midnight every Monday.

Service outage that requires a window of longer than 4 hours is planned in conjunction with the Health Services Group.

Release management activities are governed by the CFHIS Release Management Process at ref C.

4.1.6. Service Availability and Unexpected Downtime

Availability performance has been monitored since 2005. Initial Operating Capability (IOC) was May 2012.

Availability = Uptime/(Uptime+Downtime)

Uptime + Downtime = Operating Hours ((24*7*52)+24) – Scheduled Downtime (52*4)

Uptime + Downtime = 8552 Hours

Table 6 Service Availability and Unexpected Downtime

Year	Cumulative Downtime	Uptime	Availability Uptime/8552 hours	
2005	12	8540	99.86	Pre IOC
2006	11	8541	99.87	
2007	7	8545	99.92	
2008	9.5	8542.5	99.89	
2009	9	8543	99.89	
2010	148	8404	98.27	Post IOC, Production
2011	28.25	8523.75	99.67	
2012	7.75	8544.25	99.91	
2013	2	8550	99.98	
2014	1.25	8550.75	99.99	

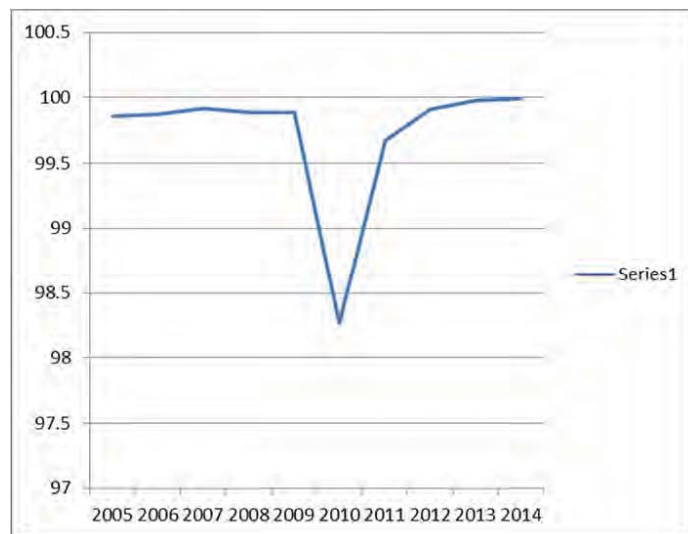


Figure 2 History -Service Availability

Downtime is the hours of unscheduled outages (Severity 1) charged to CFHIS in a calendar year. Does not include outages due to WAN or support service outages.

CFHIS Availability Target: 99.95%

5. CONTINUOUS SERVICE IMPROVEMENT

Continuous service improvement is a current practice for the support of CFHIS.

Presently the approach is summarized as follows:

- Understanding the high level business objectives for CFHIS;
- Assess the current situation to obtain an accurate, unbiased snapshot of the state of the CFHIS. This baseline assessment is an analysis of the current position in terms of the business, organization, people, process and technology;
- Understand and agree on the priorities for improvement of CFHIS;
- Prepare the CSI plan;
- Verify assessment criteria;
- Momentum is sustained by ensuring improvements are embedded.

The continuous service improvement model comprises the following phases:

- **Discovery:** The period during which service requirements are identified and confirmed and a schedule of changes and amendments to improve service is proposed.
- **Definition:** The period during which **work**, the services, parties, service levels, performance targets, performance tracking and reporting, amendment scope and criteria, finance and cost factors are identified and agreed to.
- **Agreement:** The period during which the TA is processed and issued.
- **Execution and Monitoring:** The period during which the work is executed and the results observed.

5.1. Objectives

The objectives of Continuous Service Improvement Management Planning meets the following objectives:

- Prioritizing and making recommendation on improvement opportunities in each life cycle stage; service strategy, design, transition, operation and CSI;
- Review and analysis of service level achievement;
- Identification and implementation of specific activities to improve IT service quality and improve the efficiency and effectiveness of the enabling processes;
- Improvement of IT services without sacrificing customer satisfaction;
- Ensuring that applicable quality management methods are used to support continual improvement activities;
- Ensuring that processes have clearly defined objectives and measurements that lead to actionable improvements;
- Understanding what to measure, why it is being measured and what the successful outcome should be.

APPENDIX II: CFHIS TECHNICAL ENVIRONMENT

1. SYSTEM HOSTING

CFHIS is hosted within the Defence Enterprise Services Center (DESC) in Borden, using DND's Defence Wide Area Network (DWAN) to link workstations distributed at the various medical and dental sites. CFHIS architecture maximizes the use of the existing DESC facilities and support infrastructure, which simplifies the life cycle support of the system. CFHIS also takes advantages of virtualization and the communication infrastructure; Storage Area Network (SAN); the Backup/Recovery Facility of DESC.

CFHIS occupies a segment of the Local Area Network (LAN) within DESC and is connected to the DWAN using the Data Center Borden (DCB) backbone through redundant CISCO switches. CFHIS uses the SAN at DCB to store critical information. Each server that requires SAN data storage has redundant fiber channels connections to the SAN switches. CFHIS uses the DCB backup system, which is based on Tivoli Storage Manager (TSM) using EMC NetWorker enterprise level data protection software. The backup schedule is maintained onsite in a separate pool identified for up to PROTECTED B data.

2. CFHIS APPLICATIONS INTEGRATION

InterSystems HealthShare Foundations Enterprise: HealthShare provides the HL7 messaging interface for CFHIS, facilitates the use of existing application interfaces, and enables the production and customization of application conduits. HealthShare maintains a communications link to each application and is central to all application-to-application communications. This places HealthShare in a position to easily transform, intercept, or pass along any message that traverses the network. In some instances HealthShare is used to restructure messages and in other cases HealthShare is used to block or filter information to which the receiving application is incapable of handling. HealthShare is the centralized point where all communication and message customization is carried out.

3. CFHIS COTS APPLICATIONS

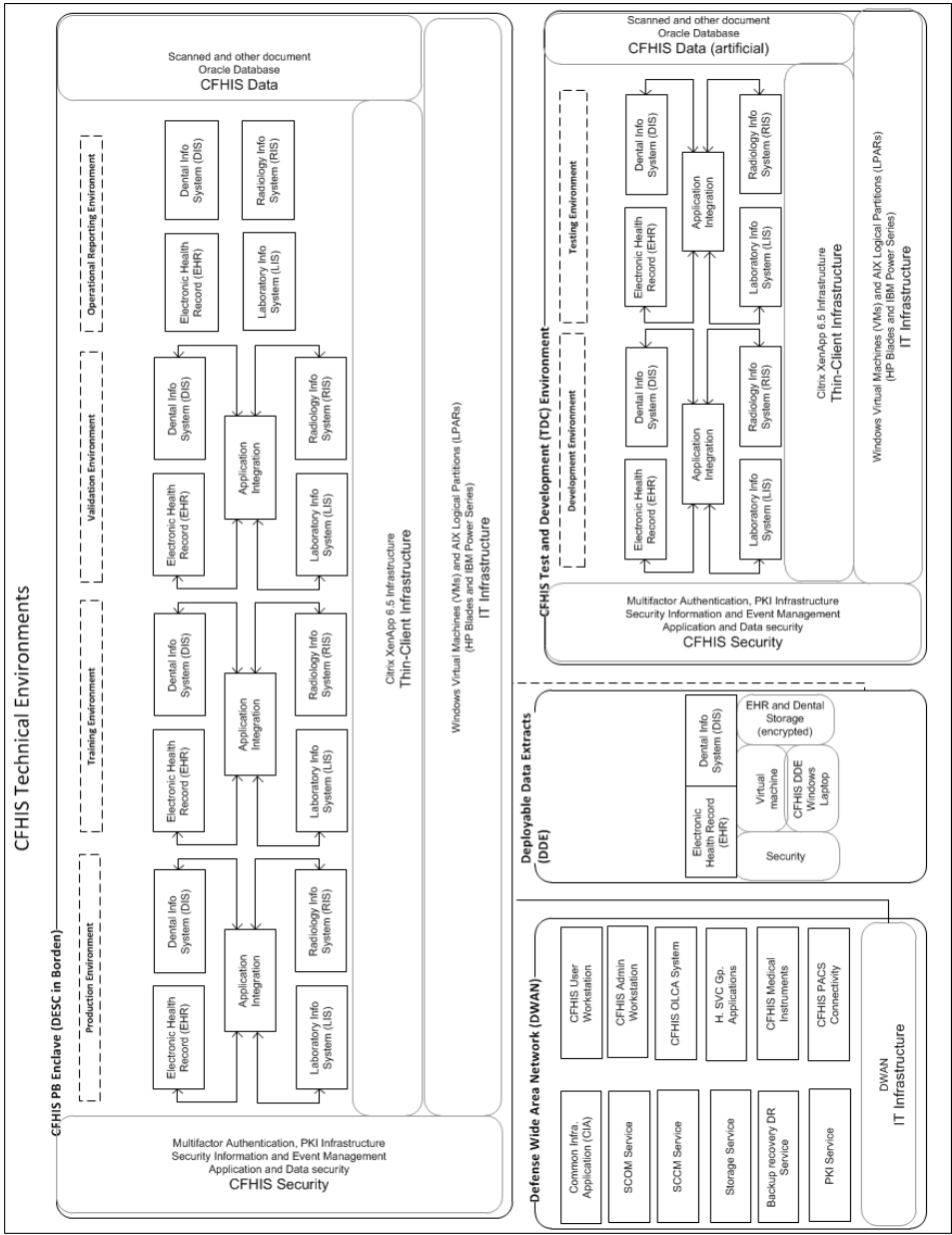
3.1. Purkinje

The Purkinje application suite provides the Electronic Health Record (EHR) for CFHIS. It generates and maintains clinical records and issues prescriptions. Dossier Exchange and Practice Management Exchange facilitate communications between the applications and database. Purkinje application is installed and run on the Citrix server farm (Windows VMs). HL7 transport is used to communicate with CFHIS applications.

3.2. SCC Soft Computer

SCC Soft Computer is a supplier of integrated laboratory and clinical information systems, including Laboratory Information System (LIS) SoftLab, and Radiology Information System (RIS) SoftRad. Modules serve as interfaces with laboratory instruments via thin Citrix clients within the CFHIS architecture. An interface to the radiology picture archiving and communication system (PACS) has also been incorporated to provide orders from SoftRad to PACS and status messages back to SoftRad. SCC Soft Computer software is installed on the AIX LPAR and the Citrix Server(s). Messaging between SCC Soft Computer and other applications is accomplished through HealthShare using HL7 messaging. Data flows from Purkinje to SCC Soft Computer and back, with electronic health record information stored in Purkinje. Specific SoftLab and SoftRad results are held in the SCC Soft Computer database.

Figure 3 CFHIS Technical Environments



3.3. ADSTRA

The ADSTRA Dental Information System (DIS) suite consists of three core applications: ADSTRA Management; Imaging; and Charting. All of the ADSTRA applications are installed and run on the Citrix server farm (Windows VMs) while client software is installed on workstations that connect to a digital imagery device. The ADSTRA applications are accessed from dental offices via the thin Citrix Client, and integrated with the EHR in the Purkinje application. Inter-application messaging is performed via HealthShare.

4. CENTRAL USER MANAGEMENT

To simplify the user management task, the Integrated Security Management System (ISMS) provides the system administrator with a single entry to the applications' user management programs for user creation/maintenance and to assign specific roles to an individual user. Because the COTS applications all have different approaches to their user maintenance, the ISMS was created to address these differences. The ISMS includes the following:

- User Management Unit (UMU);
- Partner Supplied User Setup Applications (PSUSA);
- User Mapping Service (UMS); and
- The Audit Log function.

5. CFHIS THIN-CLIENT ARCHITECTURE

Citrix System Presentation Server software is a COTS software-enabling application server. All CFHIS applications are installed, managed, supported, and executed on the Citrix servers. Clients must initiate a session with a Citrix server in order to launch the CFHIS applications.

A Web Interface using SSL connection allows users access to the CFHIS applications using the Internet Explorer on the DWAN workstation. The security certificates used are issued by the SSC/DND PKI authority. Once authenticated, users can access the CFHIS applications through the Citrix client running on their DWAN workstation. The CFHIS Web Interface is installed through the Citrix Web Interface Management console using the Microsoft Internet Information Services (IIS) on two load-balanced VMs.

6. SYSTEM ENVIRONMENTS

The various CFHIS system environments are:

- **Production:** The CFHIS system environment running user applications and real-time data is known as Production (PROD). CFHIS care providers use the PROD environment to run the regular reports for their day-to-day work.
- **Training:** CFHIS trainees and new users utilize an online training environment whose behaviour exactly replicates that of the CFHIS Production environment. However, the working data is entirely artificial, having been created by the trainers and course developers.
- **Operational Reporting:** Health Services (HS) management and administrative staff use the Operational Reporting Environment (ORE) to produce audit reports, management and complex reports.
- **Validation:** The Validation environment exists in the operational environment and shares some ITI infrastructure with the Production system. Its prime purpose is to provide a near Production environment to validate configuration settings and data integrity that cannot be done on the CFHIS Testbed prior to being implemented in Production.
- **CFHIS Test and Development (TDC) Environment:** Developers, integrators and testers use the TDC to simulate a real system environment before installing new hardware or software at DCB for the CFHIS Production or other working environment.
- **DDE environment:** The Deployable Data Extracts (DDE) is a portable, flexible, and read only solution for CF deployed operations. This provides the opportunity to end user to view deployed CF member's medical records in deployed operations including in fields and shipboard deployments when away from base or port.

7. END-USER WORKSTATION

CFHIS users connect into the CFHIS environment using the Citrix XenApp Web Interface. Once the connection is established, users can access CFHIS using the ICA thin-client application on their DWAN workstation. The CFHIS runs on client workstations within the military bases across the country.

Table 7 Technologies Used

Layer	Technologies/Software	Current Version (as of June 10, 2015)
Applications	Purkinje (Packaged EMR Software): Scheduling Core Clinical	5.1.2002.8
	Soft Lab (Packaged Laboratory Information System Software) Soft WorkLoad Soft QC	4.0.7.0 4.0.7.1 4.0.7.1
	Soft RAD (Radiology Information System Software)	4.3.0.0.5
	ADSTRA (Packaged Dental Information System Software): Management Imaging Charting Capture Agent (Client)	13 13.1.21 13.0.0 13.0.8 9.2.0.0
	InterSystems HealthShare Foundations	2012.2
	Integrated Security Management System (ISMS)	3.07
User Presentation	Internet Information System (IIS)	7.5
	Citrix XenApp Web Interface	5.4
	Citrix XenApp	6.5
	Citrix Edgesight	5.4
Database	Oracle	11gR2
OS	Windows	2008R2
	AIX	7.1
Virtual Platform	VMware Esxi	4.1
	PowerVM	2.2.1.5
Physical	HP c7000 G2 Blade Enclosure HP BL460c G6 Blade Servers HP BL460c G7 Blade Servers	
	IBM Power Series	p770/p570
	Storage Area Network (SAN)	HDS

	Cisco Switches	Nexus 5548 and 2248
	CISCO VPN Gates	
Security	Protected B Environment	
	Windows Active Directory	
	Public Key Infrastructure (PKI)	
	Digital Signature	
	System Backup	TSM
	System Redundancy	
User Workstation	Windows	7
	CISCO AnyConnect	3.1.05160
	Avaya VPN Client	10.04.108
	Citrix Client	12.3.08
	SAFF (Win 7)	8.2
	SAC	8.2
	ESP/ESPO	9.2/8.2
	Adstra Capture Agent	9.2.0.0
	RemoteScan (Win 7)	10.6.1.4
	Internet Explorer (Win 7)	9.0.32

8. TECHNICAL STANDARDS

In all aspects of the CFHIS work it is intended to consider the content of applicable standards and apply them where appropriate. The following are the standards currently considered relevant to the domain and are provided for information and context only. It is anticipated that this list will develop through the life of the contract.

- ICD-10-CA - International Classification of Diseases: Standard for the classification of diseases and related health problems. This standard is currently being used by CFHIS.
- SNOMED CT - **S**ystematized **N**omenclature of **M**edicine **C**linical **T**erms: Standard for clinical healthcare terminology that is used by physicians and other health care providers for the electronic exchange of clinical health information. CFHIS has a plan to use this standard in the near future to comply with partner organizations such as NATO.
- DICOM - Digital Imaging and Communication in Medicine: Standard for medical digital image handling, storing, printing, and communicating. CFHIS used this standard before for the integration of EMR and PACS system. CFHIS may reuse this standard for the future system integrations and enhancements.
- pCLOCD - Pan-Canadian LOINC Observation Code Database: Standard for laboratory information system for access, management and storage of patient laboratory orders and results. CFHIS Laboratory Information System (LIS) is a LOINC compliant system and CFHIS will be using this standard in the near future DIN Health Canada Drug Identification Number: Standard for medication management. CFHIS is using this standard for medication management.
- HL7 Health Level Seven International: Standards for interoperability of health information. CFHIS use this standard for health care applications integration.
- ISO 27799-2008 - Code of practice for informatics security: CFHIS use this standard with other GoC Information Management (IM) policies and standards to ensure CFHIS system security.

DSM 5 Diagnostic and Statistical Manual of Mental Disorders: Standard for classification of mental health disorder used by mental health professionals. CFHIS is in the process of adapting this standard in the Mental Health initiatives.

APPENDIX III: MAINTENANCE AND SUPPORT ACTIVITIES BY TIER

Item – Tier Task Typical Activities	Environment (ALL, Production, Training, ORE, Validation, TDC)	Tier			
		1	2	3	4
1 Perform Daily Readiness Routine / System Monitoring					
Verification of the HMC & LPARs	ALL	HD	N/A	N/A	N/A
Log onto HMC, VIOS and LPARS and check for errors. Review the logs	ALL	N/A	N/A	ISS Contractor	N/A
SCC Soft Computer AIX environnement checks	ALL	HD	N/A	N/A	N/A
Verify all SCC Soft Computer processes are running following the nightly restart, and there is connectivity to all Instrument Interfaces. Verify the health of the SCC Soft Computer failover solution Verify the internal SCC Soft Computer backups. Start the application in each environment, and verify the app performs as expected.	ALL	N/A	N/A	ISS Contractor	N/A
Interface servers message queues	ALL	HD	N/A	N/A	N/A
Verify messages flow by viewing the Purkinje transaction tables. Check flat file system on interface system to verify proper message handling. View ensemble message queues, and verify messages are flowing. Replay any failed messages. Verify messages are flowing to the PACS system.	ALL	N/A	N/A	ISS Contractor	N/A
Logs and Disk space monitoring	ALL	HD	N/A	N/A	N/A
Disk space is monitored periodically by logging onto each server. Key servers are logged onto and the logs are viewed/analysed daily.	ALL	N/A	N/A	ISS Contractor	N/A
Verification of nightly backups	ALL	HD	N/A	N/A	N/A
Log onto key servers and verify the backup log. Truncate logs periodically	ALL	N/A	N/A	ISS Contractor	N/A

Citrix server farm health	ALL		HD	N/A	N/A	N/A
Verify that XenApp servers are functioning. Verify that servers have a similar load. Ensure that there are no lingering disconnected sessions. Clean up corrupt print spooler files.	ALL		N/A	N/A	ISS Contractor	N/A
Domain and file server checks	ALL		N/A	HD	N/A	N/A
Analyse the domain controller log files, to verify that the Directory Service, DNS and File Replications services are functioning correctly, and are replicated/synchronized on all Domain Controllers	ALL		N/A	N/A	ISS Contractor	N/A
Monitoring of the Window Server VMs	ALL		N/A	HD	N/A	N/A
Ensure that all VM's have the resources required to meet the load, while not over allocating needlessly. Identify trends in load, and plan for the future.	ALL		N/A	N/A	ISS Contractor	N/A
Monitoring ESXi host performance	ALL		N/A	HD	N/A	N/A
Ensure there are no hardware issues with the blade infrastructure. View the overall performance of each blade through VCenter	ALL		N/A	N/A	ISS Contractor	N/A
Monitoring IBM pSeries performance	ALL		N/A	HD	N/A	N/A
Log onto the IBM LPARs periodically and use nmon tool to view overall performance. Process the nmon data files with nmon analyzer, and analyze the output, identifying problems areas and trends. Ensure that traffic is flowing through all channels. Verify performance of VIOS, to ensure LPAR are not waiting on VIOS for IO	ALL		N/A	N/A	ISS Contractor	N/A
Monitoring HL7 Interface messaging performance	ALL		N/A	HD	N/A	N/A
Monitoring CFHIS Domain network performance	ALL		N/A	HD	N/A	N/A

Switch statistics and switch logs	ALL		N/A	HD	N/A	N/A
Log onto all network switches and review/analyse the logs. Verify there are no errors on interfaces. Verify access to all systems.	ALL		N/A	N/A	ISS Contractor	N/A
VPN - verify system access	ALL		N/A	HD	SSC	N/A
VPN - switch statistics and switch logs	ALL		N/A	HD	SSC	N/A
Report System Readiness Problem	ALL		N/A	HD	ISS Contractor	N/A
2 Problem Reporting						
Use DND problem reporting tool to log all issues, bugs, etc.	ALL		DND	HD	ISS Contractor	COTS Ticket System
Monitor DND problem reporting tool	ALL		HD	HD	ISS Contractor	N/A
Update Knowledgebase with resolution	ALL		N/A	HD	ISS Contractor	COTS Vendors
3 Analysis and Resolution Support						
Consult Knowledge Base and Resolve issue	ALL		HD	HD	N/A	N/A
Route problem to appropriate Tier for resolution	ALL		N/A	HD	N/A	N/A
Application interfaces troubleshooting	ALL		N/A	HD	ISS Contractor	COTS Vendors, System Software Vendors
Troubleshooting CFHIS account management	ALL		N/A	HD	ISS Contractor	N/A
Identify quick fixes and provide workarounds	ALL		N/A	HD	ISS Contractor	COTS Vendors, System Software Vendors, SSC, DIMEUS, Local IT
Troubleshooting Active Directory account management	ALL		N/A	HD	ISS Contractor	N/A

Troubleshooting Citrix account management	ALL		N/A	N/A	ISS Contractor	N/A
Configuration corrections (i.e. Lab Tests Config...)	ALL		N/A	CFHSvcs	ISS Contractor	COTS Vendors
Application data related issues & correction	ALL		N/A	HD	ISS Contractor	COTS Vendors
Liaise with COTS Vendors	ALL		N/A	HD	ISS Contractor	
Peripheral & Instruments' connectivity Limited to devices connected to CFHIS Protected B Enclave						
Printers	ALL		LSP	HD	ISS Contractor	COTS Vendors, System Software Vendors, SSC, DIMEUS, Local IT
Scanners	ALL		LSP	HD	ISS Contractor	COTS Vendors, System Software Vendors, SSC, DIMEUS, Local IT
Lab Instruments	ALL		LSP	CFHSvcs	ISS Contractor	COTS Vendors
Interface messaging AGFA PACS connectivity manager	ALL		LSP	CFHSvcs	ISS Contractor	COTS Vendors, System Software Vendors
Dental Imaging Equipment	ALL		LSP	HD	ISS Contractor	COTS Vendors, System Software Vendors, SSC, DIMEUS, Local IT
4 Provide database support for CFHIS						
Backup procedures	ALL		N/A	N/A	ISS Contractor	N/A
Backup	ALL		N/A	N/A	ISS Contractor	SSC
DB table recovery	ALL		N/A	N/A	ISS Contractor	SSC
Restore of databases as required	ALL		N/A	N/A	ISS Contractor	N/A
Data validation	ALL		N/A	N/A	ISS Contractor	SSC

Database tuning	ALL	N/A	N/A	ISS Contractor	N/A
DB Application troubleshooting	ALL	N/A	N/A	ISS Contractor	System Software Vendors
Execute database scripts	ALL	N/A	N/A	ISS Contractor	N/A
Update Database objects for System changes	ALL	N/A	N/A	ISS Contractor	System Software Vendors
RDBMS patches & updates	ALL	N/A	N/A	ISS Contractor	System Software Vendor
Location hierarchy	ALL	N/A	CFHSvcs	ISS Contractor	COTS Vendors
Mapping table synchronizations	ALL	N/A	CFHSvcs	ISS Contractor	COTS Vendors
Relocation table changes	ALL	N/A	N/A	ISS Contractor	COTS Vendors
Logs and Disk space monitoring	ALL	N/A	N/A	ISS Contractor	N/A
Verification of nightly backups	ALL	N/A	N/A	ISS Contractor	N/A
RDBMS Performance	ALL	N/A	N/A	ISS Contractor	System Software Vendor
Synchronization of the environment data from Production	ALL	N/A	N/A	ISS Contractor	N/A
Approve Training Database Reset request	Training	N/A	CFHSvcs	N/A	
Training Database Resets	Training	N/A	N/A	ISS Contractor	N/A
Oracle Streams DB replication monitoring and support	ALL	N/A	N/A	ISS Contractor	N/A
Approve SQL Extract request	ALL	N/A	CFHSvcs	ISS Contractor	
SQL Extract Design Analysis	ALL	N/A	N/A	ISS Contractor	COTS Vendors
5 Provide Blue Cross dispense data import support	PRODUCTION	N/A	CFHSvcs	ISS Contractor	N/A

6 Provide Med Board data import support	PRODUCTION	N/A	CFHSvcs	ISS Contractor	N/A
7 Provide Citrix Server Farm and Domain Administration Support					
Account management for Active Directory on the farm	ALL	N/A	HD	ISS Contractor	N/A
Printing	ALL	LSP	HD	ISS Contractor	COTS Vendors, System Software Vendors, SSC, Local IT
application hosting	ALL	N/A	HD	ISS Contractor	COTS Vendors, System Software Vendors, SSC, Local IT
PKI – Entrust - Citrix access interface	ALL	LSP	HD	ISS Contractor	COTS Vendors, System Software Vendors, DIMEUS, Local IT
modification of publishing apps through security groups	ALL	N/A	N/A	ISS Contractor	N/A
maintaining “gold” images for Citrix servers and domain controller servers	ALL	N/A	N/A	ISS Contractor	N/A
performing Microsoft KMS license server administration	ALL	N/A	N/A	ISS Contractor	DIMEUS
Provide Citrix Licenses	ALL	N/A	N/A	N/A	SSC
Citrix license server administration	ALL	N/A	N/A	ISS Contractor	System Software Vendors
Web interface administration	ALL	N/A	N/A	ISS Contractor	System Software Vendors
maintenance of domain control servers	ALL	N/A	N/A	ISS Contractor	N/A
8 Provide COTS Application Software Support					
Application Launcher	ALL	N/A	N/A	ISS Contractor	COTS Vendors
Tier 4 Vendor support	ALL	N/A	N/A	ISS Contractor	COTS Vendors

9 Provide System hardware/software configuration and installation support – CFHIS Protected B Enclave								
Research & testing of Windows designated NOS Patch updates	ALL		N/A	N/A	ISS Contractor	DIMEUS		
AIX patch updates	ALL		N/A	N/A	ISS Contractor	System Software Vendor		
install NOS Security patches (Windows OS)	ALL		N/A	N/A	ISS Contractor	SCC Soft Computer		
Citrix patch updates	ALL		N/A	N/A	ISS Contractor	System Software Vendor		
Install VSphere patches- VCenter and ESXi Hosts	ALL		N/A	N/A	SSC	System Software Vendors		
Anti-Virus updates	ALL		N/A	N/A	ISS Contractor	DADS, SSC		
NX-OS Switch patch updates	ALL		N/A	N/A	ISS Contractor	SSC, System Software Vendor		
10 Provide Application Global/Local “system fit “configuration								
minor updates to clinical note templates	ALL		N/A	N/A	ISS Contractor	COTS Vendors		
report formats	ALL		N/A	N/A	ISS Contractor	COTS Vendors		
Lab test configuration	ALL		N/A	CFHSvcs	ISS Contractor	COTS Vendors		
Rad test configuration	ALL		N/A	CFHSvcs	ISS Contractor	COTS Vendors		
Dental charting configuration	ALL		N/A	N/A	ISS Contractor	COTS Vendors		
alert engine and validation rule support	ALL		N/A	N/A	ISS Contractor	COTS Vendors		
dispensed medication updates	ALL		N/A	HD	ISS Contractor	COTS Vendors		
Orderable mappings	ALL		N/A	CFHSvcs	ISS Contractor	COTS Vendors		

minor role configuration changes	ALL		N/A	CFHSvcs	ISS Contractor	COTS Vendors
context switches	ALL		N/A	N/A	ISS Contractor	COTS Vendors
Providing MPI weekly updates execution and support	PRODUCTION		N/A	CFHSvcs	ISS Contractor	N/A
12 Deployed Extract Virtual System	Production		N/A	CFHSvcs	ISS Contractor	SSC, DIMEUS
13 Non Tier Support						
Create, Maintain and Modify CFHIS User Accounts	Production, Training, ORE, Validation		DND			
Support DND in carrying out post-mortem problem reviews	Production		ISS Contractor			
Provide Tier 3 / 4 Help desk support; services and response from 0600 EST to 2000 EST, Mon-Fri	ALL		ISS Contractor			
Maintain configuration control baselines of software/hardware components files and associated release configuration documentation	ALL		ISS Contractor			
Maintain Software Problem Report (SPR) and Production Change Request (PCR) Database	Production, ORE, Training		ISS Contractor			
Maintain the Interface Design documentation to the current level	ALL		ISS Contractor			
Update SOPs for System management, administration and support to be delivered every quarterly release	Production, Training, ORE		ISS Contractor			
Provide System, Network & Security Architectural Guidance	ALL		ISS Contractor			
Quarterly Updates of the Purkinje Knowledgebase	ALL		ISS Contractor			
Configuration synchronization of environments with Production	Validation, Training, ORE		ISS Contractor			

Create and maintain Installation Guides to be delivered as per release management process.	Production, Training, ORE, Validation	ISS Contractor	
Maintain Testbed User Accounts and Environments	Testbed	ISS Contractor	
Provide support for Discovery and Assessment phase of Change Management Process	ALL	ISS Contractor	
Review DND RFCs for potential impact on System	Production	ISS Contractor	
Support Rollout activities (Planning, packaging, Implementing)	ALL	ISS Contractor	
Monthly License Report	Production, Training, ORE	ISS Contractor	
Citrix usage report	Production, Training, ORE	ISS Contractor	
Purkinje Number of users / day (Total and Distinct)	Production, Training, ORE	ISS Contractor	
Adstra Number of users / day (Total and Distinct)	Production, Training, ORE	ISS Contractor	
Quarterly Server status report	Production, Training, ORE, Validation	ISS Contractor	
Create and maintain Disaster Recovery Documentation to be delivered every release	Production	ISS Contractor	
Perform Production backup and recovery test once per year in Validation environment	Validation	ISS Contractor	
All Type 1 & 2 change requests as defined in the CFHIS Change Management Process CONOPS.	ALL	ISS Contractor	
All COTS software updates and upgrades	All	ISS Contractor	

APPENDIX IV: CFHIS DID 001 – CONFIGURATION MANAGEMENT PLAN

1. DEFINITIONS

- **Configuration Item (CI):** Aggregation of work products that is designated for configuration management and treated as a single entity in the configuration management process. (ISO/IEC 24765:2009) NOTE— Configuration items may vary widely in complexity, size and type, ranging from an entire system including all hardware, software and documentation, to a single module or a minor hardware component.
- **Configuration Management (Config. Mgt.):** A discipline applying technical and administrative direction and surveillance to: identify and document the functional and physical characteristics of a configuration item, control changes to those characteristics, record and report change processing and implementation status, and verify compliance with specified requirements (ISO/IEC 24765:2009) (2) technical and organizational activities comprising configuration identification, control, status accounting, and auditing. (ISO/IEC29881:2008--FISMA 1.1 functional size measurement method, 4.9)

2. DESCRIPTION/PURPOSE

Configuration Management is essential to Systems Engineering and to Software Engineering.

Config. Mgt., must establish and protect the integrity of a product or product component throughout its lifespan, from determination of the intended users' needs and definition of product requirements through the processes of development, testing, and delivery of the product, as well as during its installation, operation, maintenance, and eventual retirement.

CFHIS Configuration Management (Config. Mgt.) is an integral part of the In-service Support (ISS) activity and key to successful Config. Mgt. is a Configuration Management Plan appropriate to the environment. As is the case for all documentation related to the management and operation of the CFHIS, the Config. Mgt. Plan and changes to it must be approved by the CFHIS Change Control Board CCB.

The purpose of this DID is to describe the content requirements of the configuration management plan for CFHIS.

3. ORIGINATOR

Contractor

4. OFFICE OF PRIMARY INTEREST

DEIMS 5

5. OBJECTIVE

IAW the reference at section 7 (IEEE Std 828-2012) Configuration Management must include:

- Identify and document the functional and physical characteristics of any product, component, result, or service;
- Control any changes to such characteristics;
- Record and report each change and its implementation status; and,
- Support the audit of the products, results, services, or components to verify conformance to requirements.

This DID is intended to describe how the purposes of Config. Mgt. are to be achieved in CFHIS. The following requirements are extracted from the reference to guide the development of a relevant, value added Config. Mgt. Plan.

6. STRUCTURE

6.1. Introduction

6.2. Purpose of the Plan

This sub-section must identify the purpose of the plan and thereby the Config. Mgt. activities. The purpose may include the need to identify the functional and physical characteristics of system components; the need to control

changes, the recording and reporting of each change; the reporting of implementation status; the need to support an audit process.

6.3. Scope of the Plan

The scope must address Config. Mgt. applicability, limitations and assumptions on which the plan is based. This sub-section may identify, in broad terms, the system components under Config. Mgt. control, and the personnel involved in Config. Mgt. activity.

6.4. Relationship to the organization and other projects

This sub-section must provide an overview that identifies portion of the system support activity covered by Config. Mgt. the depth of Config. Mgt. control; and any relationship to other activities.

6.5. Key terms

Key terms must identify the terms and acronyms used in the Config. Mgt. Plan.

6.6. References

This sub-section must list all relevant Config. Mgt. references, including policies, procedures, standards and related documents. These may include Contractor's policies, Client's policies and other guidelines or guiding principles applicable to the Config. Mgt. activity.

6.7. Risks and risk mitigation measures

This sub-section must identify any known risk associated with the Config. Mgt. activity and the associated mitigation measures. Reference to a risk management plan, if one exists, is acceptable.

6.8. Configuration Item (CI) identification

The purpose of the configuration identification process is to establish a list of named, stored and documented CIs that include all elements of the controlled environment. The list of CIs may be comprised of software components, COTS packages or components, firmware, hardware and documentation. The latter must include requirements, descriptive documentation associated with other CIs or interface specifications.

This section of the plan must provide a list of the CIs. The CIs may be grouped in classes or categories, which may comprise two or more levels. For example, high-level CI type may be software components, systems, environments, networks, physical or virtual hardware, which can be further grouped by origin, such as COTS, or subcontracted software, etc.

The CI identification process must employ a consistent naming convention, which must ensure unique identification of each CI and accommodate multiple versions corresponding to different baselines.

This section must also describe any other tool, project and documentation related to CI identification. The Config. Mgt. Plan must define the method of storing and labelling electronic and physical CIs.

6.9. Limitations and assumptions affecting the Config. Mgt. Plan

The Config. Mgt. Plan must describe limitations, such as time constraints, that apply to the plan and assumptions that might have an impact on the cost, schedule, or ability to perform defined Config. Mgt. activities.

6.10. Config. Mgt. responsibilities and authorities

This section must describe the allocation of responsibilities and authorities for Config. Mgt. activities, and must define the management functions of Config. Mgt. The purpose of Config. Mgt. management is to monitor, control and improve Config. Mgt. services. The management function also includes risk monitoring and managing the risks, collection and analysis of Config. Mgt. related project metrics.

Config. Mgt. management topics covered here must include, at a high level: the project organization within which CM applies; Config. Mgt. related responsibilities; references to Config. Mgt. policies and directives; and management of the Config. Mgt. process. These topics are discussed in detail at subsequent paragraphs.

6.11. Project organization

In this section, the Config. Mgt. Plan must identify:

- The organizational unit or resource responsible for Config. Mgt. activity;
- The organizational unit or resource responsible for problem resolution;
- The functional roles of the above organizational units or resources within the project; and,
- Inter-relationships and interfaces of the above organizational units or resources;

The organizational units involved in Config. Mgt. activities may cross Contractor / Subcontractor / Client boundaries. If the relationships are complex, charts or diagrams depicting the structure should be used.

6.12. Config. Mgt. responsibilities

This section of the plan must allocate Config. Mgt. responsibilities to specific organizational units or resources.

6.13. Applicable policies, directives and procedures

Whereas sub-section 6.6 above lists the applicable references, this section must detail the related information, identifying the related Config. Mgt. effort, the impact and effect on the Config. Mgt. process and any other relevant information concerning the policies or directives.

6.14. Planned Config. Mgt. activities, schedules and resources

This section must detail the Config. Mgt. activities for a typical in-service support function. The Config. Mgt. plan should seamlessly integrate these processes.

6.15. Configuration Control / Change Requests (CR) and Change Request Management

Configuration control must apply to designated CIs, and will involve change request, change evaluation, control of change to constituent CIs and to the corresponding baseline, approval of the change (CCB process), and the verification of the change request disposal.

6.16. Configuration status accounting (CSA)

CSA is the process of reporting on the current status of CIs and on the status of changes in progress. The following CSA reports must be generated:

- CI Change Report – monthly (reporting on all changes);
- CI Inventory Report – quarterly (reporting on all CIs in the system with a summary of changes to the baseline since the previous report); and,
- CI Audit Report – annually (verify the actual system against the latest quarterly CI Inventory Report).

As a minimum CI data elements recorded and reported must include:

- CI identifier;
- Date;
- Location;
- CI status, including the Phase and Status of any related Change Request;
- Identification of the current baseline applicable to all CIs;
- Relationship data that enables traceability from requirement to tests to implementation and in reverse (including CI's parent and successor CI); and,
- Other attributes, including technical description, software or hardware version, coding language, data relationship, data or code size, networking requirements)

6.17. Configuration audit

The purpose of the audit is to verify system integrity and the accuracy of the system under configuration management.

Physical configuration audit will inspect build attributes, change management elements and confirm that product characteristics and actual differences from the specified requirements are present in the release notes.

Baseline configuration audit will assess the proper creation of a baseline.

Configuration audit must be performed as part of a Verification and Validation (V&V) process. The Config. Mgt. Plan, however, must include the necessary activities to prepare for and enable the V&V process.

6.18. Config. Mgt. schedules

There are two types of schedule.

- **Work Management.** For the duration of the Config. Mgt. Plan, a Config. Mgt. schedule is required to establish and state the sequence and coordination of all Config. Mgt. activities and the relationship of key Config. Mgt. activities to key contract and system events. Examples of key contract and system events include baseline creations, implementation of change processes, scheduled reports, scheduled configuration audits system backup or recovery, hardware or software upgrades, key system or resource changes, major contract changes or anniversaries.

- **Process Integration.** To verify integration with other processes a Config Mgt schedule is required that situates the activities in the plan relative to other management activities and plans. For example Configuration Management is key to successful Change Management. A Config Mgt schedule is required that situates configuration management activities – state and sequence - relative to Change Management process.

6.19. Config. Mgt. Resources

This sub-section must identify the personnel, environment, infrastructure, tools, techniques, equipment and training necessary for the implementation of Config. Mgt.. The resources must be identified for each major Config. Mgt. activity.

This sub-section must be broken down into the following:

- Roles and responsibilities, identifying personnel resource requirements and their Config. Mgt. related functions. Any one individual may fulfill more than one Config. Mgt. roles;
- Tools and methods, must identify all software tools, logs, methods used in the Config. Mgt. process;
- Applicable standards; and,
- Training, identifying the type of training required for different Config. Mgt. roles.

6.20. Config. Mgt. Plan maintenance

While the initial Config. Mgt. Plan is critical to the establishment of a well-functioning Config. Mgt. process, the maintenance of the plan is essential for the on-going Config. Mgt. activities. This section must describe the maintenance activity associated with the Config. Mgt. Plan.

The plan must be reviewed periodically or anytime a major project change is planned. The plan must include a history of changes and state the following:

- Who is responsible for monitoring the plan;
- Frequency of updates;
- Evaluation and approval process for the Config. Mgt. Plan changes; and,
- The method of disseminating the changes.

7. REFERENCES

IEEE Std 828-2012 - IEEE Standard for Configuration Management in Systems and Software Engineering

8. ABBREVIATIONS & ACRONYMS

CI – Configuration Item

Config. Mgt. – Configuration Management

DEIMS - Director Enterprise Information Management Services

CR - Change Request

CSA – Configuration Status Accounting

Config. Mgt. Plan – Configuration Management Plan

V&V – Verification and Validation

APPENDIX V: CFHIS DID 002 CFHIS ISS TRANSITION PLAN

1. DEFINITIONS

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2. DESCRIPTION/PURPOSE

Across a change in contract there are potential and actual discontinuities that must be managed to resolution.

This DID is to outline the plan to manage and resolve these discontinuities.

3. ORIGINATOR

Contractor

4. OFFICE OF PRIMARY INTEREST

DEIMS 5

5. OBJECTIVE

The Contractor must provide a Transition Plan which details how the transition from the current CFHIS ISS contract to the new CFHIS ISS contract will occur. The fundamental requirement is a smooth and seamless movement from one contract to another with no interruption of system capability during a transition period that:

- Must not exceed 3 months.
- Must not result in an overall staff increase that exceeds 36 person months of effort.

6. STRUCTURE

The Transition Plan must include a description of the following:

6.1. Transition Scope

- System overview;
- System documentation description;
- Interfaces to external agencies, external systems;
- System history relevant to the transition.

6.2. Transitioned Product

- List of items being transitioned (hardware, software, applications, corresponding maintenance and ownership contracts, leases, intellectual property rights, backup systems, configuration management process(es), data repositories, documentation, training systems, user account management, communication equipment, and general knowledge transfer).

6.3. Transition Strategy

- Transition strategy may be parallel operation, incremental transition, one-time transition, or some combination of the above.

6.4. Transition Team organization

- The number, type and names of personnel involved in the transition from both the incumbent and the new Contractor's organization, as well as from the client organization, if any;
- The Development of the organizational structure of the new team.

6.5. Transition Resources

- Software resources, tools, associated license arrangements used during the transition;
- Specific hardware resources used during transition;
- Subcontracts related to the transition process;
- Additional personnel resources required;
- Additional facilities used.

6.6. Risk Management

- Identified risks;
- Contingencies;
- Risk mitigation employed.

6.7. Transition Tasks and Schedules

- Detailed task list and associated personnel resources (including processes transitioned such as Change Management, Configuration Management, Help Desk, Training, Data Archiving, Software Update);
- Associated schedules;

6.8. Transition Management

- Transition project management plan (any details that are not included above);
- Testing and acceptance plans;
- Impact assessment (as a result of the transition);
- Reporting requirements, user feedback and lessons learned.

6.9. Transition Work Breakdown Structure

- Developed to the task level
- Include a GANT chart
- Critical Path Analysis

7. REFERENCES

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8. ACRONYMS

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APPENDIX VI: CFHIS DID 003 – MONTHLY REPORT

1. DEFINITIONS

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2. DESCRIPTIONS/PURPOSE

Monthly reports are the principle mechanism by which the Contractor supports the invoice for the work completed in that month. It is also the primary mechanism to verify that the DND and Contractor management teams have a common understanding of the work completed, in progress or planned, and related issues in the broader context of the whole.

3. ORIGINATOR

The Contractor is responsible to produce reports as described by this DID

4. OFFICE OF PRIMARY INTEREST

DEIMS 5

5. OBJECTIVES

The objectives of the monthly report are many and varied. However they can be captured in the following two statements for service work and change related work.

Service

A service report informs management or customers about the level of service provided. It reports results and review of performance by the supplier against agreed CSI targets and other contractual commitments. It is issued periodically or following major events and changes in the service. It includes a summary of monitoring results, trends and historical analysis, and recorded service improvements. It provides information about non-conformity, action items, corrective actions; and risk treatment actions. It must include actual workload volume and scheduled workloads, and advise on anticipated problems

Change

Change related activities are contained in a progress report on the results of monitoring the execution of the defined plan or processes for internal or external distribution. It includes a summary of decisions, monitoring results, action items, process or service performance data, and recorded process improvements. It assesses the degree of adherence to the plans. It provides information about projected cost, performance, and schedule risks; any changes to previously approved plans and the related impact to the project; corrective actions; risk treatment actions; and problem tracking and problem analysis.

6. STRUCTURE

6.1. Part 1 Identification

6.1.1. Contract References

- PWGSC contract number.
- Corporation name and address

6.1.2. Month

For the contract the:

- Applicable calendar month yyyymm
- Contract year and month y/mm

6.1.3. Dates

- **Date Submitted** by the Implementer yyyymmdd
- **Date Accepted** by DND yyyymmdd

6.1.4. Reviews

- **Reviewed and Approved by:** name of the individual on the Contractor's' team who reviewed and approved the submission of this report to DND.
- **Reviewed and Accepted by:** name of the individual on the DND team who reviewed and accepted the report.

6.2. Part 2 Narrative

6.2.1. Introduction

Provides some introductory comments for the non-regular reader about the purpose scope and intent of this report.

6.2.2. Executive Summary

Provides an overview of the high point in the narrative, reports and data parts of the report.

6.2.3. Significant Problems and issues

Provides the detailed materiel relating to problems, issues that have occurred or are expected to occur from the content of the "Reports" and "Data" parts of the Monthly report. This content supports the Executive Summary.

6.2.4. Outlook

Looks ahead to the next month and quarter to the anticipated agenda and outline any issues or concerns. This part of the report allows an opportunity for insight and other inputs that might not be in the "data". This content supports the Executive Summary.

6.2.5. References

Where required the Contractor must provide the references as Ref, A, B, C etc. and then referred back to them in the body of the report as needed.

6.3. PART 3 Reports

The precise content and presentation of the reports is to be negotiated as part of the Continuous Service Improvement Agreement. (CSIA)

6.3.1. Information Technology Infrastructure (ITI) Reports

These reports are intended to show:

- System Performance
- System Resource Utilisation Hardware
- System Resource Utilisation Software
- Configuration and Release Mgt.
- Events and Problems

Sample charts / tables are presented below for each of these areas.

6.3.1.1. System Performance

Purpose : To monitor system availability performance
 Owner: DEIMS 5
 Hard report: Yes, as diagram 1
 Data file: As required (as Table 1, MS Excel format)
 Originator: CFHIS Contractor

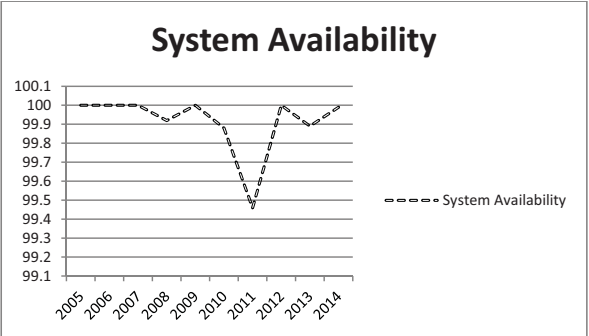


Diagram 1: System availability

Table 1: CFHIS Production Interruption Statistics										
Incident Number	Event Date	Severity	Number of Incidents By Impacted Subsystem					Cause	Duration (hrs.)	Additional Info
			Clinical	Dental	Rad	Lab	ITI	Network		
16	2008-04-21	1	1	1	1	1		1	4	DWAN failure was caused by a OC-3 card failure
21	2008-06-04	1	1	1	1	1		1	1	BORDEN VPN Issue
24	2008-11-25	1	1	1	1	1		1	2	DWAN Routing issue - Bell/Telus
36	2010-01-13	1						1	1.25	BORDEN VPN Issue
39	2010-05-27	1						1	1	Borden National Switch Issue
40	2010-05-28	1						1	8	Borden National Switch Issue
7	2007-05-30	3			1				2	QFIN Issue in SoftRad

Severity: 1 Total System Interruption
 2 Local Site System Interruption
 3 Partial Function Loss

6.3.1.2. System Resource Utilisation Software

Purpose: To monitor the trend of the software license utilization
 Owner: DEIMS 5
 Hard report: Yes, as diagram 2 and diagram 3
 Data file: Yes for SCC (Table 2) and as required for others
 Originator: CFHIS Contractor

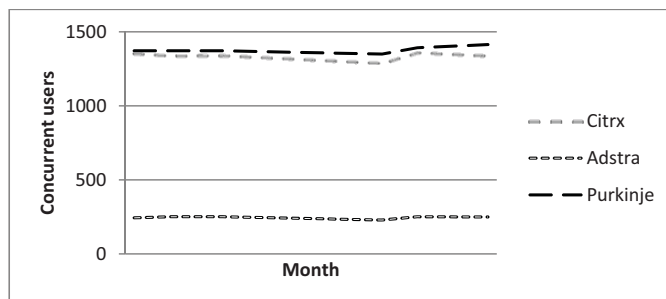


Diagram 2: Software license utilization (Citrix, ADSTRA and Purkinje)

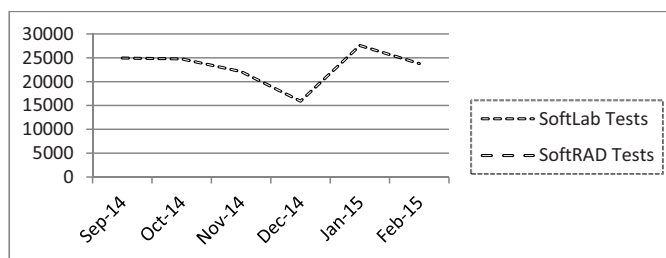
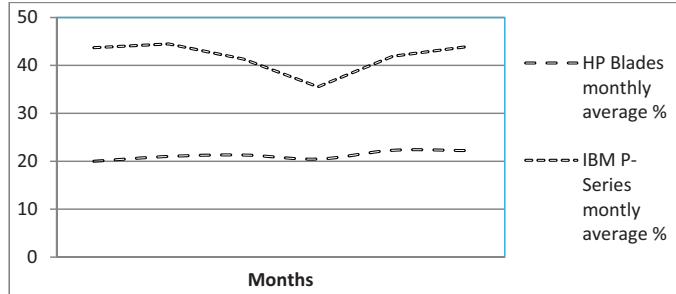


Diagram 3: SoftLAB and SoftRAD Tests

Table 2: SCC SoftLAB and SoftRAD Tests				
Clinic Name	Laboratory Tests		Radiology Tests	
	Current Month Feb 2015	Cumulated YTD (Sept 14-Feb 15)	Current Month Feb 2015	Cumulated YTD (Sept 14-Feb 15)
Bagotville CDU	7	57	171	671
Borden CDU	1934	2434	266	966
Toronto CDU			.	
Cold Lake CDU	655	1165	.	
Edmonton CDU	2243	3747	435	960
Halifax CDU	
Gage Town CDU				
Trenton CDU	
St-Jean CDU				
Kingston CDU1	
Kingston CDU2				
Comox CDU	
Shearwater CDU				
Ottawa CDU	
Suffield CDU				
Esquimalt CDU	..		362	837
Greenwood CDU				
Shilo CDU				
Petawawa CDU	
Test Ward				
Moose Jaw CDU	
Valcartier CDU			527	727
Winnipeg CDU	
Wainwright CDU				
Goose Bay CDU				
Total	4839	7403	1761	4161

6.3.1.3. System Resource Utilisation Hardware

Purpose: To analyze the trend of the system CPU and RAM utilization
 Owner: DEIMS 5
 Hard report: Yes, as diagram 3
 Data file: No (stored in the VMWare vCenter)
 Originator: CFHIS Contractor



:

6.3.1.4. Configuration and Release Mgt

Purpose: To monitor and manage release schedule for previous, current and next months
 Owner: DEIMS 5
 Hard report: Yes, as Table 3
 Data file: No
 Originator: CFHIS Contract

Table 3: Release Management				
CR/SCR	PCR#	PCR Title	Type	Release date
Previous Month				
CR0045	PCR5534		Schedule	09-02-2015
	PCR5538		Schedule	09-02-2015
CR0058			Schedule	09-02-2015
Current Month				
SCR0001	PCR 5540		unscheduled	09-03-2015
SCR0004	PCR 5033	Purkinje - Add new Scanning Titles to 'Other - Primary Care' Folder	Schedule	09-03-2015
Next Month				
CR00 31	PCR5036	Citrix XenApp 6.5 Upgrade	Schedule	13-04-2015
				13-04-2015
				13-04-2015
				13-04-2015
				13-04-2015

6.3.1.5.Event and Problem

Purpose: To monitor the event and problem management performance
Owner: DEIMS 5
Hard report: Yes, as diagram 4
Data file: Yes, as table 4 (MS Excel format)
Originator: H. Svcs. Help Desk

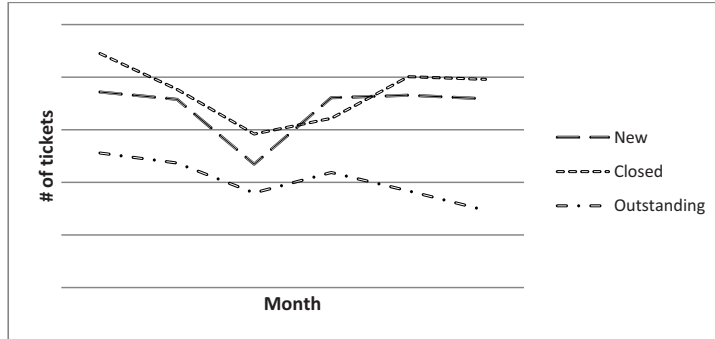


Diagram 4: the event and problem management

Table 4: Event and Problem Management			
Month	New	Closed	Outstanding
Oct-13	372	445	256
Nov-13	358	377	237
Dec-13	235	292	180

6.3.2. Human Resource Management Reports

These reports are intended to show:

- HR Utilisation for As and when requested work

Sample charts / tables are presented below for each of these areas.

6.3.2.1.As and when requested work - HR Utilisation

Purpose: To record how As and when requested work resources are being used
Owner: DEIMS 5
Hard report: Yes, as table 5
Data file: As required, existing MS Access Activity DB
Originator: CFHIS Contractor

Table 5: Human Resource (HR) utilization in hours by Primary in days)

Scope of Work	Contract /T#	FFP WBS/CR Activity	Management		System Architecture (days)		Programming & Analysis (days)		Information Management (days)		Security Analysis (days)		System Support (days)		Health info Analysis (days)		Training Development (days)		Total (days)	
			Feb	YTD	Feb	YTD	Feb	YTD	Feb	YTD	Feb	YTD	Feb	YTD	Feb	YTD	Feb	YTD	Feb	YTD
Primary	Ops. and Maint	1. Perform Daily readiness	0	0	0	2	2.5	2.5	0	0	0	0							2.5	4.5
		2. Problem Reporting	0	0	4	10	0	3	0	0.5	0	0							4.0	13.5
		3. Analysis and Resolution sup.	0	0	0	4.5	0	8	0	0	0	0							0.0	12.5
		4. Database																		
		5.....																		
	CR-37	Discovery	3.5	59.6	0	0	0	0	0	0	2.9	62							6.4	121.6
		Assessment	0	0	3	3	0	0	0	0	0	0							3.0	3.0
	CR-43	Discovery	0	0	0	0	0	0	0	0	0	0							0.0	0.0
		Assessment																		
	Total		3.5	59.6	7.0	19.5	2.5	13.5	0.0	0.5	2.9	62								

6.3.3. Change Management Reports

These reports are intended to show:

- Resource utilization in Change (Table 5 and 6 to this DID)
- Progress against a change project WBs. (Table 13 to this DID)
- Problems, issues, etc. (Table 8 to this DID)
- Summary Status

6.3.3.1.Summary Status

Purpose: To verify alignment of the Contractor’s configuration management activities with the DND change process
Owner: DEIMS 5
Hard report: No
Data file: Yes, as Table 7 (MS Excel format)
Originator: CFHIS Contractor

Table 7: Change management											
SCR/CR #	CR/SCR Title	Impacted Area	PCR #	PCR Title	Phase	Status	Date PCR Submitted for Approval to DND	Date PCR Approved by DND	PCR Implementation Date - Planned	PCR Implementation Date - Actual	Notes
CR0031	CFHIS Citrix Server Farm Upgrade	Purkinje	N/A		Development	Active	N/A	N/A		N/A	
SCR004	Application Configuration and Reporting	Purkinje	PCR5060	Block Users from Moving Documents to Folders They Cannot View	Closed	Closed	22/02/2015	24/02/2015 5		24/02/2015	

6.3.4. Contract Management Reports

These reports are intended to show:

- Risks and Issue
- Deliverables
- Team State
- Invoices
- DND 626 Project Status

6.3.4.1.Risks and Issue

Purpose: To assess the consequences and take necessary actions to resolve the identified risks and issues

Owner: DEIMS 5

Hard report: Yes, as Table 8

Data file: No

Originator: CFHIS Contractor

Table 8: Issues and Risks								
Item #	Service Area	Issues/ Risk#	Reference	Description	Impact Area	Impact/ priority	Risk	Progress /Resolution (Detail)
1	Maintenance CFHIS Operation	1		Access to SCC Level 4 support	SoftLAB and SoftRAD	High	High	PW/GSC is working on SCC software support contract
		2						
2	System Enhancement / Project Risks	3	MHRSK 18	Unavailability or absence of client	MH projects	High	High	
		4						
3	Performance	5						
		6						
4	Management support	7		Contract Amendment#47	Professional service contract	High	High	Resolved
		8						
5	Other	9						

6.3.4.2. Deliverables

To satisfy the contract requirements

Hard report:

Yes, as Table 9 (extract from DOORS project deliverables module)

No

CFHIS Contractor

[illegible]

6.3.4.3. Team Sheet

Purpose: To update the Contractor team sheet with status
Owner: DEIMS 5
Hard report: Yes, as table 10
Data file: No
Originator: CFHIS Contractor

Table 10: Contractor Team Sheet						
Contractor/ Subcontractor	Contractor Name	CFHIS Role	Security Clearance	VCR Status	VCR Expiry Date	Comments
Contractor						
Sub Contractor						

6.3.4.4. Invoices

Purpose: To verify and make arrangement for Contractor payment
 Owner: DEIMS 5
 Hard report: Yes, as table 11
 Data file: No
 Originator: CFHIS Contractor

Table 11: Invoices						
Work Period	Claim #	Type of Work		Type of Work		Status/Comments
		Milestone	Payment Including HST	DND 626	Payment Value Including HST	
Jan 2015	171-ISS	ISS-04-07 Month 52 System Support		T-005: Supplemental Support		Invoice sent via Purolator 02 Feb 2015 and emailed 30 Jan 2015.
	171-ISS	ISS-04-08 Month 52 Functional Support		T-006: CR0039 TIFF		Invoice sent via Purolator 07 Jan 2015 and emailed 08 Jan 2015.
	171-ISS			T-007: WP2A		
	171-ISS			T-008: CR0048		Payment Received
	171-ISS			T-009: CR0054		
	171-ISS			T-010: CR0047		
				T-011: CR0058		
Total	\$667,839.11					

6.3.4.5.DND 626 Register

Purpose: To monitor the contracts status

Owner: DEIMS 5

Hard report: Yes (as table 12)

Data file: No

Originator: CFHIS Contractor

Table 12: Contract amendments report							
Task # / Amendment	Description	Authorized Total Value	Increase / Decrease	Start Date	End Date	Remarks	
A-45	Incorporate ISS Option#4 and add additional Mental Health ROC Funding			16 July 2014	15 Sept 2015	Executed	
T-001	Knowledge Base modifications			20 Jan 2015	28 Feb 2015	Executed	
T-002	CR0060-Access Control WP 02B Tasks 2, 3, 6			01 Mar 2015	15 Sept 2015	Executed	

6.3.4.6. DND 626 Project Progress Details Reports

Purpose: To monitor the project progress and resource consumption

Owner: DEIMS 5

Hard report: Yes, as Table 13

Data file: No

Originator: CFHIS Contractor

Table 13: Project Progress Details Report

[illegible]

6.3.4.7.DND 626 Project Unforecasted Work Items

Purpose: To monitor the project unforecasted work items
Owner: DEIMS 5
Hard report: Yes, as Table 14
Data file: No
Originator: CFHIS Contractor

Table 14: Project Unforecasted Work Items						
DND 626#	Description	LOE Estimate FTE's		Estimated \$		Remarks
		Min	Max	Min	Max	
626-XX	DOORS Ref. MHI&INS688					Since this task is not scheduled to start until May, the decision was made to delay authorization so that a more accurate estimate can be provided.
626-XX	N/A					ROC 122 Amendment 05 approved, Cost factored in the Authorization Costs above.
626-XX	DOORS Ref. MHI&IWP04 554, MHI&IWP04 559, MHI&IWP04 556, MHI&IWP04 560					No financial impact on ROC 125 because training materials requirements "are expected to be" lower than estimated in TB baseline.

6.3.5. Other Performance Reports

As required by the Continuous Management Plan.

6.4. PART 4 DATA

The Contractor must retain and deliver the data to support the reports to DND in a Microsoft Excel format, Access DB (in the version approved for use on the Defence Wide Area Network), or as an XML schema as defined and requested by DND.

The Contractor will submit all text components of reports in a format compatible with the Defence Wide Area Network approved version of Microsoft Word .

7. REFERENCES

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8. ABBREVIATIONS AND ACRONYMS

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ANNEX "B"

BASIS OF PAYMENT

1. General

- 1.1. This Annex B describes the framework and fee structure that Canada will use to establish payment to the Contractor for Work performed pursuant to the Contract. The framework and fee structure will be in place for the duration of the Contract including any applicable Option Periods.
- 1.2 All prices and amounts of money in the Contract are exclusive of Applicable Taxes unless otherwise indicated.
- 1.3 The estimated Applicable Tax is included in the total estimated cost located on page 1 of the Contract.

2. Professional Services provided under a Task Authorization:

For professional services requested by Canada, in accordance with a validly issued Task Authorization, Canada will pay the Contractor, in arrears, in accordance with the basis of payment specified in the Task Authorization. Pricing for a TA shall be calculated in accordance with the following table, Applicable Taxes extra. For actual time worked, partial days will be prorated based on actual hours worked based on a 7.5-hour workday.

**Table 1 – Initial Contract Period
Firm Per Diem Rates**

Resource Category	Level of Expertise	Year 1	Year 2	Year 3
Team Leader	Senior			
Team Leader	Intermediate			
System Architect	Senior			
Programmer Analyst	Senior			
Programmer Analyst	Intermediate			
Programmer Analyst	Junior			
System Support Analyst	Senior			
System Support Analyst	Intermediate			
System Support Analyst	Junior			
Information Management Analyst	Senior			
Security Analyst	Senior			
Health Information Analyst	Senior			
Health Information Analyst	Intermediate			
Health Information Analyst	Junior			
Training Developer	Intermediate			

Table 2 – Option Periods Firm Per Diem Rates

Resource Category	Level of Expertise	Option Year 1	Option Year 2	Option Year 3	Option Year 4
Team Leader	Senior				
Team Leader	Intermediate				

Solicitation No. - N° de l'invitation
W8474-03BH01/E
Client Ref. No. - N° de réf. du client
W8474-03BH01

Amd. No. - N° de la modif.
Original
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002xt.W8474-03BH01

Buyer ID - Id de l'acheteur
002xt
CCC No./N° CCC - FMS No./N° VME

System Architect	Senior				
Programmer Analyst	Senior				
Programmer Analyst	Intermediate				
Programmer Analyst	Junior				
System Support Analyst	Senior				
System Support Analyst	Intermediate				
System Support Analyst	Junior				
Information Management Analyst	Senior				
Security Analyst	Senior				
Health Information Analyst	Senior				
Health Information Analyst	Intermediate				
Health Information Analyst	Junior				
Training Developer	Intermediate				

3. Pre-Authorized Travel and Living Expenses: Canada will reimburse the Contractor for its pre-authorized travel and living expenses reasonably and properly incurred in the performance of the Work, at cost, without any allowance for profit and/or administrative overhead, in accordance with the meal, private vehicle and incidental expenses provided in Appendices B, C and D of the *National Joint Council Travel Directive* and with the other provisions of the directive referring to "travellers", rather than those referring to "employees". All travel must have the prior authorization of the Technical Authority. All payments are subject to government audit.

4. 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.

5. 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.

6. 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.

7. Additional Firm All-Inclusive Per Diem Rates: Firm all-inclusive per diem rates Labour Categories not identified in the contract and which are required for "as and when requested" work to be performed in accordance with Article 7.2 of the Contract, Task Authorizations, will be negotiated as and when required by the Contracting Authority. The firm all-inclusive per diem rates must be fair and reasonable and the Contractor must demonstrate they are not in excess of the best price for similar type quality and quantity of work. Canada reserves the right to apply Contract Cost Principles 1031-2 and the PWGSC departmental Profit Policy in effect at the time. The rates will only apply to the TA for which they were negotiated unless incorporated into the Contract through a formal Contract amendment issued by the Contracting Authority.

Solicitation No. - N° de l'invitation
W8474-03BH01/E
Client Ref. No. - N° de réf. du client
W8474-03BH01

Amd. No. - N° de la modif.
Original
File No. - N° du dossier
002xt.W8474-03BH01

Buyer ID - Id de l'acheteur
002xt
CCC No./N° CCC - FMS No./N° VME

ANNEX "C"

SECURITY REQUIREMENTS CHECK LIST

Solicitation No. - N° de l'invitation
W8474-03BH01/E
Client Ref. No. - N° de réf. du client
W8474-03BH01

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Original
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CCC No./N° CCC - FMS No./N° VME

SEP 28 2015



Government of Canada
Gouvernement du Canada

Contract Number / Numéro du contrat W8474-03BH01
Security Classification / Classification de sécurité UNCLASSIFIED

SECURITY REQUIREMENTS CHECK LIST (SRCL)

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

PART A - CONTRACT INFORMATION / PARTIE A - INFORMATION CONTRACTUELLE		
1. Originating Government Department or Organization / Ministère ou organisme gouvernemental d'origine DND	2. Branch or Directorate / Direction générale ou Direction ADM(IM) / DGEAS / DEIMS	
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 To provide support services to maintain, update and extend the Canadian Forces Health Information System (CFHIS).		
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 checked="" type="checkbox"/> No / Non <input type="checkbox"/> Yes / Oui		
6. Indicate the type of access required / Indiquer le type d'accès requis		
6. a) Will the supplier and its employees require access to PROTECTED and/or CLASSIFIED information or assets? Le fournisseur ainsi que les employés auront-ils accès à des renseignements ou à des biens PROTÉGÉS et/ou CLASSIFIÉS? (Specify the level of access using the chart in Question 7. c) (Préciser le niveau d'accès en utilisant le tableau qui se trouve à la question 7. c) <input type="checkbox"/> No / Non <input checked="" type="checkbox"/> Yes / Oui		
6. b) Will the supplier and its employees (e.g. cleaners, maintenance personnel) require access to restricted access areas? No access to PROTECTED and/or CLASSIFIED information or assets is permitted. Le fournisseur et ses employés (p. ex. nettoyeurs, personnel d'entretien) auront-ils accès à des zones d'accès restreintes? L'accès à des renseignements ou à des biens PROTÉGÉS et/ou CLASSIFIÉS n'est pas autorisé. <input checked="" type="checkbox"/> No / Non <input type="checkbox"/> Yes / Oui		
6. c) Is this a commercial courier or delivery requirement with no overnight storage? S'agit-il d'un contrat de messagerie ou de livraison commerciale sans entreposage de nuit? <input checked="" type="checkbox"/> No / Non <input type="checkbox"/> Yes / Oui		
7. a) Indicate the type of information that the supplier will be required to access / Indiquer le type d'information auquel le fournisseur devra avoir accès		
Canada <input checked="" type="checkbox"/>	NATO / OTAN <input type="checkbox"/>	Foreign / Étranger <input type="checkbox"/>
7. b) Release restrictions / Restrictions relatives à la diffusion	All NATO countries Tous les pays de l'OTAN <input type="checkbox"/>	No release restrictions Aucune restriction relative à la diffusion <input type="checkbox"/>
No release restrictions Aucune restriction relative à la diffusion <input checked="" type="checkbox"/>		
Not releasable À ne pas diffuser <input type="checkbox"/>		
Restricted to: / Limité à: <input type="checkbox"/>	Restricted to: / Limité à: <input type="checkbox"/>	Restricted to: / Limité à: <input type="checkbox"/>
Specify country(ies): / Préciser le(s) pays:	Specify country(ies): / Préciser le(s) pays:	Specify country(ies): / Préciser le(s) pays:
7. c) Level of information / Niveau d'information		
PROTECTED A PROTÉGÉ A <input checked="" type="checkbox"/>	NATO UNCLASSIFIED NATO NON CLASSIFIÉ <input type="checkbox"/>	PROTECTED A PROTÉGÉ A <input type="checkbox"/>
PROTECTED B PROTÉGÉ B <input checked="" type="checkbox"/>	NATO RESTRICTED NATO DIFFUSION RESTREINTE <input type="checkbox"/>	PROTECTED B PROTÉGÉ B <input type="checkbox"/>
PROTECTED C PROTÉGÉ C <input type="checkbox"/>	NATO CONFIDENTIAL NATO CONFIDENTIEL <input type="checkbox"/>	PROTECTED C PROTÉGÉ C <input type="checkbox"/>
CONFIDENTIAL CONFIDENTIEL <input checked="" type="checkbox"/>	NATO SECRET NATO SECRET <input type="checkbox"/>	CONFIDENTIAL CONFIDENTIEL <input type="checkbox"/>
SECRET SECRET <input checked="" type="checkbox"/>	COSMIC TOP SECRET COSMIC TRÈS SECRET <input type="checkbox"/>	SECRET SECRET <input type="checkbox"/>
TOP SECRET TRÈS SECRET <input type="checkbox"/>		TOP SECRET TRÈS SECRET <input type="checkbox"/>
TOP SECRET (SIGINT) TRÈS SECRET (SIGINT) <input type="checkbox"/>		TOP SECRET (SIGINT) TRÈS SECRET (SIGINT) <input type="checkbox"/>

TBS/SC 350-103(2004/12)

Security Classification / Classification de sécurité
UNCLASSIFIED

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Solicitation No. - N° de l'invitation
W8474-03BH01/E
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Government of Canada
Gouvernement du Canada

Contract Number / Numéro du contrat
W8474-03BH01

Security Classification / Classification de sécurité
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PART A (continued) / PARTIE A (suite)

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

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

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

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

Document Number / Numéro du document:

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

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

<input checked="" type="checkbox"/> RELIABILITY STATUS COTE DE FIABILITE	<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: System admin/security/architecture/engineering pers. require SECRET, all others: RELIABILITY

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

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

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

If Yes, will unscreened personnel be escorted? *Unscreened pers. may only access public/reception zone*
Dans l'affirmative, le personnel en question sera-t-il escorté? ☒ No ☐ Yes
Non Oui

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

INFORMATION / ASSETS / RENSEIGNEMENTS / BIENS

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

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

PRODUCTION

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

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

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

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

TBS/SCT 350-103(2004/12)

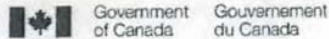
Security Classification / Classification de sécurité
UNCLASSIFIED

Canada

Solicitation No. - N° de l'invitation
W8474-03BH01/E
Client Ref. No. - N° de réf. du client
W8474-03BH01

Amd. No. - N° de la modif.
Original
File No. - N° du dossier
002xt.W8474-03BH01

Buyer ID - Id de l'acheteur
002xt
CCC No./N° CCC - FMS No./N° VME



Contract Number / Numéro du contrat W8474-03BH01
Security Classification / Classification de sécurité UNCLASSIFIED

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

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

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

SUMMARY CHART / TABLEAU RÉCAPITULATIF

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

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

☒ No
Non

☐ Yes
Oui

If Yes, classify this form by annotating the top and bottom in the area entitled "Security Classification".
Dans l'affirmative, classifiez le présent formulaire en indiquant le niveau de sécurité dans la case intitulée « Classification de sécurité » au haut et au bas du formulaire.

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

☒ No
Non

☐ Yes
Oui

If Yes, classify this form by annotating the top and bottom in the area entitled "Security Classification" and indicate with attachments (e.g. SECRET with Attachments).
Dans l'affirmative, classifiez le présent formulaire en indiquant le niveau de sécurité dans la case intitulée « Classification de sécurité » au haut et au bas du formulaire et indiquer qu'il y a des pièces jointes (p. ex. SECRET avec des pièces jointes).

Solicitation No. - N° de l'invitation
W8474-03BH01/E
Client Ref. No. - N° de réf. du client
W8474-03BH01

Amd. No. - N° de la modif.
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002xt.W8474-03BH01

Buyer ID - Id de l'acheteur
002xt
CCC No./N° CCC - FMS No./N° VME

ANNEX "D"

DND 626 TASK AUTHORIZATION FORM

Buyer ID - Id de l'acheteur
002xt
CCC No./N° CCC - FMS No./N° VME

NE S'APPLIQUE QU'AUX CONTRATS DE TPSGC : La signature de l'autorité contractante est requise lorsque la valeur totale du formulaire DND 626 est supérieure au seuil précisé dans le contrat

Solicitation No. - N° de l'invitation
W8474-03BH01/E
Client Ref. No. - N° de réf. du client
W8474-03BH01

Amd. No. - N° de la modif.
Original
File No. - N° du dossier
002xt.W8474-03BH01

Buyer ID - Id de l'acheteur
002xt
CCC No./N° CCC - FMS No./N° VME

ANNEX “E”

ASSESSMENT FOR RESOURCE EVALUATION AT TA

1. Instructions to Bidders

For each proposed resource the Contractor must supply a résumé the requested security clearance information and must complete the applicable table(s) below for the Resource Categories identified in the draft TA. The same individual must not be proposed for more than one Resource Category. The résumés must demonstrate that each proposed individual meets the qualifications requirement described (including any educational requirements, work experience requirements and professional designation or membership requirements).

For the purposes of the assessment, an Bidder's Response Statement must not simply indicate the title of the individual's position, but must clearly demonstrate where, when, (start and end dates), and how, (through which activities/responsibilities), the stated qualifications / experience were obtained. Only listing experience without providing any supporting data to describe responsibilities, duties and relevance to the requirement, or reusing the same wording as the TA Form or SOW, will not be considered "demonstrated".

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 only be counted once toward any requirements that relate to the individual's length of experience.

To facilitate the assessment, page number reference(s) to the attached résumé will be provided for each Bidder's Response Statement. Failure to include Insert Résumé Page #erences will result in the Bidder's Response Statement as being deemed incomplete and will be ignored.

With respect to the proposed resources:

- Proposed resources may be employees of the Contractor or employees of a subcontractor, or these individuals may be independent contractors to whom the Contractor would subcontract a portion of the Work. (Refer to Attachment E "Team certification Form").
- The following caveats apply for education requirements:
 - For a particular degree, designation or certificate, Canada will only consider educational programs that were successfully completed by the resource before the date the draft TA was first issued to the Contractor.
 - An acceptable post-secondary education program must meet the education levels established by Canadian provincial and territorial authorities. Post-secondary education programs that are not Canadian will be accepted if equivalency has been granted by a Canadian provincial and / or territorial authorities.
 - A specialty relevant to the position is defined as an acceptable number of courses in a particular field of study, which may include certificates and professional designations.
- For work experience, the assessor will not consider experience gained as part of an educational program, except for experience gained through a formal co-operative program at a post-secondary institution.
- Demonstrated experience must be a primary task in the referenced work experience. A primary task is defined as one that exceeds 100 billable hours in a referenced 6 month time period.
- For any requirements that specify a particular time period (e.g., 60 months) of work experience, Canada will disregard any information about experience if the résumé does not include the relevant dates for the experience claims (i.e. start and end date). Canada will evaluate only the duration that the resource actually worked on a project or projects (from his or her start date to end date), instead of the overall start and end date of a project or a combination of projects in which a resource has participated.

2. Resource Evaluation

2.1 Senior Team Leader – Mandatory Criteria

Senior Team Leader Resource Name:				
Ref #	Mandatory Criteria	Met or Not Met	Bidder's Response	Insert Resume Page #
STL-M1	The proposed resource must have a minimum 120 months of demonstrated experience in IM/IT, in a management role.			
STL-M2	<p>The proposed resource must have a minimum 48 months of continuous demonstrated experience managing a multidisciplinary team working on multiple concurrent activities which must include creating, maintaining and / or managing to meet <u>all</u> of the following:</p> <ul style="list-style-type: none"> • Schedules • Scope definition documents • Cost <p>In order to be accepted:</p> <ul style="list-style-type: none"> • The experience must be within the last 120months 			
STL-M3	<p>The proposed resource must have a minimum 24months demonstrated experience in producing various progress and status reports that monitor the progress of work.</p> <p>In order to be accepted:</p> <ul style="list-style-type: none"> • The experience must be within the last 120 months and in blocks of 6 consecutive months or greater duration 			
STL-M4	The proposed resource must hold at a minimum a valid RELIABILITY STATUS security clearance			

2.2 Senior Team Leader – Rated Criteria

Senior Team Leader Resource Name:					
Ref #	Rated Criteria	Max points	Scoring Guidelines	Bidder's Response	Insert Resume Page #
STL-R1	<p>The proposed resource should have demonstrated experience in managing scope of work which includes <u>all</u> of the following activities;</p> <ul style="list-style-type: none"> Defining the work; Execution of the work, and Managing changes to the work <p>In order to be accepted:</p> <ul style="list-style-type: none"> The experience is within the last 60 months and in blocks of 6 consecutive months or greater duration 	/30	<p>less than 6 months – 0 pts 6 to less than 12 months – 5pts 12 to less than 18 months – 10pts 18 to less than 24 months – 15 pts 24 to less than 30 months – 20 pts 30 to less than -36 months – 25 pts 36 months or greater - 30pts</p>		
STL-R2	<p>The proposed resource should have demonstrated experience in engaging stakeholders. Engagement includes <u>all</u> of the following activities;</p> <ul style="list-style-type: none"> Regular briefings, Integrated work schedule management, Resolving interference among stakeholder priorities through consensus, and Adjusting scope as a result of changes to stakeholder priorities <p>In order to be accepted:</p> <ul style="list-style-type: none"> The experience is within the last 60 months and in blocks of 6 consecutive months or greater duration 	/30	<p>less than 6 months – 0 pts 6 to less than 12 months – 5 pts 12 to less than 18 months – 10 pts 18 to less than 24 months – 15pts 24 to less than 30 months – 20 pts 30 to less than -36 months – 25 pts 36 months or greater - 30 pts</p>		
	<p>Rated Score Total: Note: Minimum total score is 36</p>	/60			

2.3 Intermediate Team Leader – Mandatory Criteria

Intermediate Team Leader Resource Name:					
Ref #	Mandatory Criteria	Met or Not Met	Bidder's Response	Insert Résumé Page #	
ITL-M1	The proposed resource must have a minimum 60 months of demonstrated experience in IM/IT, in a management role.				
ITL-M2	<p>The proposed resource must have a minimum 18 months of continuous demonstrated experience managing a multidisciplinary team working on multiple concurrent activities which must include creating, maintaining and / or managing to meet <u>all</u> of the following;</p> <ul style="list-style-type: none"> • Schedules • Scope definition documents • Cost <p>In order to be accepted:</p> <ul style="list-style-type: none"> • The experience must be within the last 60 months 				
ITL-M3	<p>The proposed resource must have a minimum 12 months demonstrated experience in producing various progress and status reports that monitor the progress of work.</p> <p>In order to be accepted:</p> <ul style="list-style-type: none"> • The experience must be within the last 60 months and in blocks of 6 consecutive months or greater duration 				
ITL-M4	The proposed resource must hold at a minimum a valid RELIABILITY STATUS security clearance				

2.4 Intermediate Team Leader – Rated Criteria

Intermediate Team Leader Resource Name:					
Ref #	Rated Criteria	Max points	Scoring Guidelines	Bidder's Response	Insert Résumé Page #
ITL-R1	<p>The proposed resource should have demonstrated experience in managing scope of work which includes <u>all</u> of the following activities;</p> <ul style="list-style-type: none"> • Defining the work, • Execution of the work, and • Managing changes to the work <p>In order to be accepted:</p> <ul style="list-style-type: none"> • The experience is within the last 60 months and in blocks of 6 consecutive months or greater duration 	/30	<p>less than 6 months – 0 pts 6 to less than 12 months – 5 pts 12 to less than 18 months – 10 pts 18 to less than 24 months – 15pts 24 to less than 30 months – 20 pts 30 to less than -36 months – 25 pts 36 months or greater - 30pts</p>		
ITL-R2	<p>The proposed resource should have demonstrated experience in engaging stakeholders. Engagement includes <u>all</u> of the following activities;</p> <ul style="list-style-type: none"> • Regular briefings, • Integrated work schedule management, • Resolving interference among stakeholder priorities through consensus, and • Adjusting scope as a result of changes to stakeholder priorities <p>In order to be accepted:</p> <ul style="list-style-type: none"> • The experience is within the last 60 months and in blocks of 6 consecutive months or greater duration 	/30	<p>less than 6 months – 0 pts 6 to less than 12 months – 5 pts 12 to less than 18 months – 10 pts 18 to less than 24 months – 15pts 24 to less than 30 months – 20 pts 30 to less than -36 months – 25 pts 36 months or greater - 30pts</p>		
	<p>Rated Score Total: Note: Minimum total score is 36</p>	/60			

2.5 Senior System Architect – Mandatory Criteria

Senior System Architect Resource Name:				
Ref #	Mandatory Criteria	Met or Not Met	Bidder's Response	Insert Résumé Page #
SSA-M1	The proposed resource must have a minimum 120 months of demonstrated experience in IM/IT, in a technical role.			
SSA-M2	<p>Leadership experience: The following criteria measures the resources' ability to lead a multidisciplinary team:</p> <p>The proposed resource must have a minimum 24 months of continuous demonstrated experience on one project leading a multidisciplinary technical team of not less than 3 resources, in the design and development and resolution of implementation issues for an information system.</p> <p>In order to be accepted:</p> <ul style="list-style-type: none"> • The experience must be within the last 60 months • The referenced Information System must be comprised of 2 or more integrated software applications in a virtual 3 tier (User Interface, Logical Layer containing business rules and Data) or greater environment across a multiplatform Information Technology Infrastructure (ITI) • The referenced Information System can be a new or existing system 			

Senior System Architect Resource Name:					
Ref #	Mandatory Criteria	Met or Not Met	Bidder's Response	Insert Résumé Page #	
SSA-M3	<p>Leadership experience: The following criteria measures the resources' ability to lead a multidisciplinary team:</p> <p>The proposed resource must have a minimum 12 months demonstrated experience leading a team in the implementation or operation and maintenance of information system security architectures, which must include <u>all</u> of the following:</p> <ul style="list-style-type: none"> • Security Information and Event Management (SIEM), • Citrix Thin-Client architecture, and • Public Key Infrastructure (PKI) <p>In order to be accepted:</p> <ul style="list-style-type: none"> • The experience must be within the last 60 months and in blocks of 6 consecutive months or greater duration • The referenced Information System must be comprised of 2 or more integrated software applications in a virtual 3 tier (User Interface, Logical Layer containing business rules and Data) or greater environment across a multiplatform Information Technology Infrastructure (ITI) • The referenced Information System can be a new or existing system 				

Senior System Architect Resource Name:					
Ref #	Mandatory Criteria	Met or Not Met	Bidder's Response	Insert Résumé Page #	
SSA-M4	<p>The proposed resource must have a minimum of 24 months demonstrated experience interpreting functional requirements and documenting the derived technical requirements for designing and developing information systems, which must include <u>all</u> of the following activities;</p> <ul style="list-style-type: none"> • Requirements Identification, • Requirements development, and • Requirements analysis <p>In order to be accepted:</p> <ul style="list-style-type: none"> • The experience must be within the last 120 months and in blocks of 6 consecutive months or greater duration 				
SSA-M5	<p>The proposed resource must have a minimum 12 months demonstrated experience leading a team planning, developing and implementing at least one information system backup and recovery solution and a disaster recovery solution.</p> <p>In order to be accepted:</p> <ul style="list-style-type: none"> • The experience must be within the last 60 months and in blocks of 6 consecutive months or greater duration • The referenced Information System must be comprised of 2 or more integrated software applications in a virtual 3 tier (User Interface, Logical Layer containing business rules and Data) or greater environment across a multiplatform Information Technology Infrastructure (ITI) 				
SSA-M6	The proposed resource must hold at a minimum a valid RELIABILITY STATUS security clearance				

2.6 Senior System Architect - Rated Criteria

Senior System Architect Resource Name:					
Ref #	Rated Criteria	Max points	Scoring Guidelines	Bidder's Response	Insert Résumé Page #
SSA-R1	<p>The proposed resource should have demonstrated experience in the design and development and resolution of implementation issues for an information system.</p> <p>In order to be accepted:</p> <ul style="list-style-type: none"> The experience is within the last 120 months and in blocks of 6 consecutive months or greater duration The referenced Information System is comprised of 2 or more integrated software applications in a virtual 3 tier (User Interface, Logical Layer containing business rules and Data) or greater environment across a multiplatform Information Technology Infrastructure (ITI) The referenced Information System can be a new or existing system 	/30	<p>less than 6 months – 0 pts</p> <p>6 to less than 12 months – 5 pts</p> <p>12 to less than 18 months – 10 pts</p> <p>18 to less than 24 months – 15pts</p> <p>24 to less than 30 months – 20 pts</p> <p>30 to less than -36 months – 25 pts</p> <p>36 months or greater - 30pts</p>		

Senior System Architect Resource Name:					
Ref #	Rated Criteria	Max points	Scoring Guidelines	Bidder's Response	Insert Résumé Page #
SSA-R2	<p>The proposed resource should have demonstrated experience completing at least one Options Analysis for new functionality. Each Options Analysis includes <u>all</u> of the following:</p> <ul style="list-style-type: none"> • Evaluation of system architecture for 2 or more solutions that meet a stated business objective, • An impact assessment on the current solution, • An estimate and level of effort (LOE) for each identified option, and • A recommendation <p>In order to be accepted:</p> <ul style="list-style-type: none"> • The experience is within the last 120 months • The referenced Information System is comprised of 2 or more integrated software applications in a virtual 3 tier (User Interface, Logical Layer containing business rules and Data) or greater environment across a multiplatform Information Technology Infrastructure (ITI) • The referenced Information System can be a new or existing system 	/30	<p>10ppts for each COTS Options Analysis. Maximum of 2</p> <p>10 ppts for each non-COTS Options Analysis. Maximum of 2</p> <p>10 ppts for each Options Analysis that evaluated both COTS and non-COTS solutions. Maximum of 2</p> <p>Maximum of 3 total</p>		

<i>Senior System Architect Resource Name:</i>					
<i>Ref #</i>	<i>Rated Criteria</i>	<i>Max points</i>	<i>Scoring Guidelines</i>	<i>Bidder's Response</i>	<i>Insert Résumé Page #</i>
SSA-R3	<p>The proposed resource should have demonstrated experience in the implementation or operation and maintenance of information system security architectures, which includes <u>all</u> of the following:</p> <ul style="list-style-type: none"> • Security Information and Event Management (SIEM), • Citrix Thin-Client architecture, and • Public Key Infrastructure (PKI) <p>In order to be accepted:</p> <ul style="list-style-type: none"> • The experience is within the last 120 months and in blocks of 6 consecutive months or greater duration • The referenced Information System is comprised of 2 or more integrated software applications in a virtual 3 tier (User Interface, Logical Layer containing business rules and Data) or greater environment across a multiplatform Information Technology Infrastructure (ITI) • The referenced Information System can be a new or existing system 	/30	<p>less than 6 months – 0 pts 6 to less than 12 months – 5 pts 12 to less than 18 months – 10 pts 18 to less than 24 months – 15pts 24 to less than 30 months – 20 pts 30 to less than 36 months – 25 pts 36 months or greater - 30pts</p>		
SSA-R4	<p>The proposed resource should have demonstrated experience in the development and documentation of technical architectures for information systems that are required to comply with one or more Canadian Federal or Provincial Legislation</p> <p>In order to be accepted:</p> <ul style="list-style-type: none"> • The experience is within the last 120 months and in blocks of 6 consecutive months or greater duration 	/30	<p>less than 6 months – 0 pts 6 to less than 12 months – 5 pts 12 to less than 18 months – 10 pts 18 to less than 24 months – 15pts 24 to less than 30 months – 20 pts 30 to less than 36 months – 25pts 36 months or greater - 30 pts</p>		
	<p>Rated Score Total: Note: Minimum total score is 72</p>	/120			

2.7 Senior Programmer Analyst - Mandatory Criteria

Senior Programmer Analyst Resource Name:				
Ref #	Mandatory Criteria	Met or Not Met	Bidder's Response	Insert Résumé Page #
SPA-M1	The proposed resource must have a minimum 120 months of demonstrated experience in IM/IT, in a technical role.			
SPA-M2	<p>The proposed resource must have a minimum 36 months demonstrated experience in integrating 2 or more information system components using HL7 message protocols.</p> <p>In order to be accepted:</p> <ul style="list-style-type: none"> • The experience is within the last 120 months and in blocks of 6 consecutive months or greater duration • The referenced Information System is comprised of 2 or more integrated software applications in a virtual 3 tier (User Interface, Logical Layer containing business rules and Data) or greater environment across a multiplatform Information Technology Infrastructure (ITI) • The referenced Information System can be a new or existing system 			

Senior Programmer Analyst Resource Name:					
Ref #	Mandatory Criteria	Met or Not Met	Bidder's Response	Insert Résumé Page #	
SPA-M3	<p>The proposed resource must have a minimum 18 months of continuous demonstrated experience on one project in the design and development and resolution of implementation issues for an information system.</p> <p>In order to be accepted:</p> <ul style="list-style-type: none"> • The experience must be within the last 120 months • The referenced Information System must be comprised of 2 or more integrated software applications in a virtual 3 tier (User Interface, Logical Layer containing business rules and Data) or greater environment across a multiplatform Information Technology Infrastructure (ITI) • The referenced Information System can be a new or existing system 				
SPA-M4	<p>The proposed resource shall have a minimum of 18 months demonstrated experience programming custom applications using C++ and/or C#, which must include <u>all</u> of the following activities;</p> <ul style="list-style-type: none"> • Development, • Testing, • Implementation, and • Operation and Maintenance <p>In order to be accepted:</p> <ul style="list-style-type: none"> • The experience must be within the last 120 months and in blocks of 6 consecutive months or greater duration 				

Senior Programmer Analyst Resource Name:					
Ref #	Mandatory Criteria	Met or Not Met	Bidder's Response	Insert Résumé Page #	
SPA-M5	<p>The proposed resource must have a minimum 24 months demonstrated experience in middleware and / or web services allowing two or more information systems to share data, which must include <u>all</u> of the following activities;</p> <ul style="list-style-type: none"> • Development, • Testing, and • Implementation <p>In order to be accepted:</p> <ul style="list-style-type: none"> • The experience must be within the last 120 months and in blocks of 6 consecutive months or greater duration 				
SPA-M6	The proposed resource must have Secret Security clearance				

2.8 Senior Programmer Analyst - Rated Criteria

Senior Programmer Analyst Resource Name:					
Ref #	Rated Criteria	Max points	Scoring Guidelines	Bidder's Response	Insert Résumé Page #
SPA-R1	The proposed resource should have demonstrated experience in information system trouble shooting, which includes <u>all</u> of the following activities; <ul style="list-style-type: none">• Documented Diagnosis,• Documented Problem Analysis, and• Documented Recommendations In order to be accepted: <ul style="list-style-type: none">• The experience is within the last 120 months and in blocks of 6 consecutive months or greater duration	/30	less than 6 months – 0 pts 6 to less than 12 months – 5pts 12 to less than 18 months – 10 pts 18 to less than 24 months – 15pts 24 to less than 30 months – 20 pts 30 to less than 36 months – 25pts 36 months or greater - 30pts		
SPA-R2	The proposed resource should have demonstrated experience documenting requirements for information systems, which includes <u>all</u> of the following activities; <ul style="list-style-type: none">• Requirements Identification,• Requirements development, and• Requirements analysis In order to be accepted: <ul style="list-style-type: none">• The experience is within the last 120 months and in blocks of 6 consecutive months or greater duration	/30	less than 6 months – 0 pts 6 to less than 12 months – 5pts 12 to less than 18 months – 10 pts 18 to less than 24 months – 15pts 24 to less than 30 months – 20pts 30 to less than 36 months – 25ts 36 months or greater - 30pts		

<i>Senior Programmer Analyst Resource Name:</i>					
<i>Ref #</i>	<i>Rated Criteria</i>	<i>Max points</i>	<i>Scoring Guidelines</i>	<i>Bidder's Response</i>	<i>Insert Résumé Page #</i>
SPA-R3	<p>The proposed resource should have demonstrated experience completing at least one Options Analysis for new functionality Each Options Analysis includes all of the following:</p> <ul style="list-style-type: none"> • Evaluation of system functionality for 2 or more solutions that meet a stated business objective, • An impact assessment on the current solution, • An estimate and level of effort (LOE) for each identified option, and • A recommendation <p>In order to be accepted:</p> <ul style="list-style-type: none"> • The experience is within the last 120 months • The referenced Information System is comprised of 2 or more integrated software applications in a virtual 3 tier (User Interface, Logical Layer containing business rules and Data) or greater environment across a multiplatform Information Technology Infrastructure (ITI) • The referenced Information System can be a new or existing system 	/30	<p>10pts for each COTS Options Analysis. Maximum of 2</p> <p>10 pts for each non-COTS Options Analysis. Maximum of 2</p> <p>10 pts for each Options Analysis that evaluated both COTS and non-COTS solutions. Maximum of 2</p> <p>Maximum of 3 total</p>		
SPA-R4	<p>The proposed resource should have demonstrated experience in electronic form platform (e-Form) Development, which includes <u>all</u> of the following activities,</p> <ul style="list-style-type: none"> • Testing, • Implementation, and • Operation and Maintenance <p>In order to be accepted:</p> <ul style="list-style-type: none"> • The experience is within the last 120 months and in blocks of 6 consecutive months or greater duration 	/30	<p>less than 6 months – 0 pts</p> <p>6 to less than 12 months – 5 pts</p> <p>12 to less than 18 months – 10 pts</p> <p>18 to less than 24 months – 15 pts</p> <p>24 to less than 30 months – 20pts</p> <p>30 to less than 36 months – 25 pts</p> <p>36 months or greater - 30 pts</p>		
	<p>Rated Score Total: Note: Minimum Total score is 72</p>	/120			

2.9 Intermediate Programmer Analyst – Mandatory Criteria

Intermediate Programmer Analyst Resource Name:					
Ref #	Mandatory Criteria	Met or Not Met	Bidder's Response	Insert Résumé Page #	
IPA-M1	The proposed resource must have a minimum 60 months of demonstrated experience in IM/IT, in a technical role.				
IPA-M2	<p>The proposed resource must have a minimum 12 months demonstrated experience in integrating 2 or more information system components using HL7 message protocols.</p> <p>In order to be accepted:</p> <ul style="list-style-type: none"> • The experience must be within the last 60 months and in blocks of 6 consecutive months or greater duration • The referenced Information System must be comprised of 2 or more integrated software applications in a virtual 3 tier (User Interface, Logical Layer containing business rules and Data) or greater environment across a multiplatform Information Technology Infrastructure (ITI) • The referenced Information System can be a new or existing system 				

Intermediate Programmer Analyst Resource Name:					
Ref #	Mandatory Criteria	Met or Not Met	Bidder's Response	Insert Résumé Page #	
IPA-M3	<p>The proposed resource must have a minimum 18 months of continuous demonstrated experience on one project in the design and development and resolution of implementation issues for an information system.</p> <p>In order to be accepted:</p> <ul style="list-style-type: none"> • The experience must be within the last 60 months • The referenced Information System must be comprised of 2 or more integrated software applications in a virtual 3 tier (User Interface, Logical Layer containing business rules and Data) or greater environment across a multiplatform Information Technology Infrastructure (ITI) • The referenced Information System can be a new or existing system 				
IPA-M4	<p>The proposed resource shall have a minimum of 12 months demonstrated experience programming custom applications using C++ and/or C#, which must include <u>all</u> of the following activities;</p> <ul style="list-style-type: none"> • Development, • Testing, • Implementation, and • Operation and Maintenance <p>In order to be accepted:</p> <ul style="list-style-type: none"> • The experience must be within the last 60 months and in blocks of 6 consecutive months or greater duration 				

Intermediate Programmer Analyst Resource Name:					
Ref #	Mandatory Criteria	Met or Not Met	Bidder's Response	Insert Résumé Page #	
IPA-M5	<p>The proposed resource must have a minimum 24 months demonstrated experience in middleware and / or web services allowing two or more information systems to share data, which must include <u>all</u> of the following activities;</p> <ul style="list-style-type: none"> • Development, • Testing, and • Implementation <p>In order to be accepted:</p> <ul style="list-style-type: none"> • The experience must be within the last 60 months and in blocks of 6 consecutive months or greater duration 				
IPA-M6	The proposed resource must hold at a minimum a valid RELIABILITY STATUS security clearance				

2.10 Intermediate Programmer Analyst – Rated Criteria

Intermediate Programmer Analyst Resource Name:					
Ref #	Rated Criteria	Max points	Scoring Guidelines	Bidder's Response	Insert Résumé Page #
IPA-R1	<p>The proposed resource should have demonstrated experience in information system trouble shooting, which includes <u>all</u> of the following activities;</p> <ul style="list-style-type: none"> • Documented Diagnosis, • Documented Problem Analysis, and • Documented Recommendations <p>In order to be accepted:</p> <ul style="list-style-type: none"> • The experience is within the last 60 months and in blocks of 6 consecutive months or greater duration 	/30	<p>less than 6 months – 0 pts 6 to less than 12 months – 5pts 12 to less than 18 months – 10 pts 18 to less than 24 months – 15 pts 24 to less than 30 months – 20pts 30 to less than 36 months – 25 pts 36 months or greater - 30 pts</p>		
IPA-R2	<p>The proposed resource should have demonstrated experience documenting requirements for information systems, which includes <u>all</u> of the following activities;</p> <ul style="list-style-type: none"> • Requirements Identification, • Requirements development, and • Requirements analysis <p>In order to be accepted:</p> <ul style="list-style-type: none"> • The experience is within the last 60 months and in blocks of 6 consecutive months or greater duration 	/30	<p>less than 6 months – 0 pts 6 to less than 12 months – 5 pts 12 to less than 18 months – 10pts 18 to less than 24 months – 15pts 24 to less than 30 months – 20pts 30 to less than 36 months – 25 pts 36 months or greater - 30pts</p>		

<i>Intermediate Programmer Analyst Resource Name:</i>					
<i>Ref #</i>	<i>Rated Criteria</i>	<i>Max points</i>	<i>Scoring Guidelines</i>	<i>Bidder's Response</i>	<i>Insert Résumé Page #</i>
IPA-R3	<p>The proposed resource should have demonstrated experience completing at least one Options Analysis for new functionality. Each Options Analysis includes all of the following:</p> <ul style="list-style-type: none"> • Evaluation of system functionality for 2 or more solutions that meet a stated business objective, • An impact assessment on the current solution, • An estimate and level of effort (LOE) for each identified option, and • A recommendation <p>In order to be accepted:</p> <ul style="list-style-type: none"> • The experience is within the last 60 months • The referenced Information System is comprised of 2 or more integrated software applications in a virtual 3 tier (User Interface, Logical Layer containing business rules and Data) or greater environment across a multiplatform Information Technology Infrastructure (ITI) • The referenced Information System can be a new or existing system 	/30	<p>10 pts for each COTS Options Analysis. Maximum of 2</p> <p>10 pts for each non-COTS Options Analysis. Maximum of 2</p> <p>10 pts for each Options Analysis that evaluated both COTS and non-COTS solutions. Maximum of 2</p> <p>Maximum of 3 total</p>		
IPA-R4	<p>The proposed resource should have demonstrated experience in electronic form platform (e-Form) development, which includes <u>all</u> of the following activities;</p> <ul style="list-style-type: none"> • Testing, • Implementation, and • Operation and Maintenance <p>In order to be accepted:</p> <ul style="list-style-type: none"> • The experience is within the last 60 months and in blocks of 6 consecutive months or greater duration 	/30	<p>less than 6 months – 0 pts</p> <p>6 to less than 12 months – 5 pts</p> <p>12 to less than 18 months – 10pts</p> <p>18 to less than 24 months – 15pts</p> <p>24 to less than 30 months – 20 pts</p> <p>30 to less than 36 months – 25 pts</p> <p>36 months or greater - 30 pts</p>		
	<p>Rated Score Total: Note: Minimum total score is 72</p>	/120			

2.11 Junior Programmer Analyst – Mandatory Criteria

Junior Programmer Analyst Resource Name:					
Ref #	Mandatory Criteria	Met or Not Met	Bidder's Response	Insert Résumé Page #	
JPA-M1	The proposed resource must have successfully completed two academic years of an acceptable post-secondary educational program in computer science, information technology, information management or another specialty relevant to the position.				
JPA-M2	The proposed resource must have a minimum 6 months of demonstrated experience in IM/IT, in a technical role.				
JPA-M3	The proposed resource must hold at a minimum a valid RELIABILITY STATUS security clearance				

2.12 Junior Programmer Analyst – Rated Criteria

Junior Programmer Analyst Resource Name:					
Ref #	Rated Criteria	Max points	Scoring Guidelines	Bidder's Response	Insert Résumé Page #
JPA-R1	<p>The proposed resource should have demonstrated experience programming custom applications using C++ and/or C#, which includes <u>all</u> of the following activities;</p> <ul style="list-style-type: none"> • Development, • Testing, • Implementation, and • Operation and Maintenance <p>In order to be accepted:</p> <ul style="list-style-type: none"> • The experience is within the last 36 months and in blocks of 6 consecutive months or greater duration 	/30	<p>less than 6 months – 0 pts 6 to less than 12 months – 5 pts 12 to less than 18 months – 10 pts 18 to less than 24 months – 15pts 24 to less than 30 months – 20 pts 30 to less than 36 months – 25 pts 36 months or greater - 30 pts</p>		
	<p>Rated Score Total: Note: Minimum total score is 5</p>	/30			

2.13 Senior Information Management Analyst – Mandatory Criteria

Senior Information Management Analyst Resource Name:					
Ref #	Mandatory Criteria	Met or Not Met	Bidder's Response	Insert Résumé Page #	
SIMA-M1	The proposed resource must have a minimum 120 months of demonstrated experience in IM/IT, in a technical role.				
SIMA-M2	<p>The proposed resource must have a minimum 36 months demonstrated experience in the design and implementation of an information model that includes transactional data, analytical data and various electronic file types for an information system.</p> <p>In order to be accepted:</p> <ul style="list-style-type: none"> • The experience must be within the last 120 months and in blocks of 6 consecutive months or greater duration • The referenced Information System must be comprised of 2 or more integrated software applications in a virtual 3 tier (User Interface, Logical Layer containing business rules and Data) or greater environment across a multiplatform Information Technology Infrastructure (ITI) • The referenced Information System can be a new or existing system 				
SIMA-M3	<p>The proposed resource must have a minimum 36 months demonstrated experience documenting requirements for information systems, which must include <u>all</u> of the following activities;</p> <ul style="list-style-type: none"> • Requirements Identification, • Requirements development, and • Requirements analysis <p>In order to be accepted:</p> <ul style="list-style-type: none"> • The experience must be within the last 120 months and in blocks of 6 consecutive months or greater duration 				

Senior Information Management Analyst Resource Name:					
Ref #	Mandatory Criteria	Met or Not Met	Bidder's Response	Insert Résumé Page #	
SIMA-M4	<p>The proposed resource must have a minimum 18 months of continuous demonstrated experience on one project managing multiple instances of Oracle 11g or greater, which must include <u>all</u> of the following activities;</p> <ul style="list-style-type: none"> • Backups of databases, • Restoring of databases, • Performance monitoring, • Identifying operational deficiencies, • Improving performance, • Managing Security and, • Oracle Streams <p>In order to be accepted:</p> <ul style="list-style-type: none"> • The experience must be within the last 60 months 				
SIMA-M5	<p>The proposed resource must have a minimum of 12 months of demonstrated experience in the design, development and resolution of implementation issues to a health informatics data solution that is required to comply with one or more Canadian Federal or Provincial Legislation</p> <p>In order to be accepted:</p> <ul style="list-style-type: none"> • The experience must be within the last 60 months and in blocks of 6 consecutive months or greater duration 				
SIMA-M6	<p>The proposed resource must have Secret Security clearance</p>				

2.14 Senior Information Management Analyst – Rated Criteria

Senior Information Management Analyst Resource Name:					
Ref #	Rated Criteria	Max points	Scoring Guidelines	Bidder's Response	Insert Résumé Page #
SIMA-R1	<p>The proposed resource should have demonstrated experience in RDBMS and / or system data trouble shooting, that includes <u>all</u> of the following activities;</p> <ul style="list-style-type: none"> • Documented Diagnosis, • Documented Problem Analysis, and • Documented Recommendations <p>In order to be accepted:</p> <ul style="list-style-type: none"> • The experience is within the last 120 months and in blocks of 6 consecutive months or greater duration 	/30	<p>less than 6 months – 0 pts 6 to less than 12 months – 5 pts 12 to less than 18 months – 10pts 18 to less than 24 months – 15 pts 24 to less than 30 months – 20pts 30 to less than 36 months – 25pts 36 months or greater - 30 pts</p>		
SIMA-R2	<p>The proposed resource should have demonstrated experience completing at least one Options Analysis for new functionality. Each Options Analysis includes <u>all</u> of the following:</p> <ul style="list-style-type: none"> • Evaluation of the information management capability for 2 or more solutions that meet a stated business objective, • An impact assessment on the current solution, • An estimate and level of effort (LOE) for each identified option, and • A recommendation <p>In order to be accepted:</p> <ul style="list-style-type: none"> • The experience is within the last 120 months • The referenced Information System is comprised of 2 or more integrated software applications in a virtual 3 tier (User Interface, Logical Layer containing business rules and Data) or greater environment across a multiplatform Information Technology Infrastructure (ITI) • The referenced Information System can be a new or existing system 	/30	<p>10pts for each COTS Options Analysis. Maximum of 2</p> <p>10 pts for each non-COTS Options Analysis. Maximum of 2</p> <p>10 pts for each Options Analysis that evaluated both COTS and non-COTS solutions. Maximum of 2</p> <p>Maximum of 3 total</p>		

Senior Information Management Analyst Resource Name:					
Ref #	Rated Criteria	Max points	Scoring Guidelines	Bidder's Response	Insert Résumé Page #
SIMA-R3	<p>The proposed resource should have demonstrated experience with Oracle 11g or greater, that includes <u>all</u> of the following activities;</p> <ul style="list-style-type: none">• Data Definition Language (DDL) Scripting,• Data Manipulation Language (DML) Scripting,• PL/SQL Scripting, and• Import / Export Tools <p>In order to be accepted:</p> <ul style="list-style-type: none">• The experience is within the last 120 months and in blocks of 6 consecutive months or greater duration	/30	<p>less than 6 months – 0 pts 6 to less than 12 months – 5pts 12 to less than 18 months – 10 pts 18 to less than 24 months – 15 pts 24 to less than 30 months – 20 pts 30 to less than 36 months – 25 pts 36 months or greater - 30 pts</p>		
SIMA-R4	<p>The proposed resource should have demonstrated experience with SQL Server 2008 or greater, that includes <u>all</u> of the following activities;</p> <ul style="list-style-type: none">• Data Definition Language (DDL) Scripting,• Data Manipulation Language (DML) Scripting,• Stored Procedure Scripting,• Function Scripting, and• Import / Export Tools <p>In order to be accepted:</p> <ul style="list-style-type: none">• The experience is within the last 120 months and in blocks of 6 consecutive months or greater duration	/30	<p>less than 6 months – 0 pts 6 to less than 12 months – 5 pts 12 to less than 18 months – 10 pts 18 to less than 24 months – 15 pts 24 to less than 30 months – 20 pts 30 to less than 36 months – 25pts 36 months or greater - 30 pts</p>		
	<p>Rated Score Total: Note: Minimum total score is 72</p>	/120			

2.15 Senior Security Analyst – Mandatory Criteria

Senior Security Analyst Resource Name:				
Ref #	Mandatory Criteria	Met or Not Met	Bidder's Response	Insert Résumé Page #
SSecA-M1	The proposed resource must have a minimum 120 months of demonstrated experience in IM/IT, in a technical role.			
SSecA-M2	<p>The proposed resource must have a minimum 18 months of continuous demonstrated experience on one project in the implementation or operation and maintenance of information system security architectures, which must include all of the following;</p> <ul style="list-style-type: none"> • Security Information and Event Management (SIEM), • Citrix Thin-Client architecture, and • Public Key Infrastructure (PKI) <p>In order to be accepted:</p> <ul style="list-style-type: none"> • The experience must be within the last 60 months • The referenced Information System must be comprised of 2 or more integrated software applications in a virtual 3 tier (User Interface, Logical Layer containing business rules and Data) or greater environment across a multiplatform Information Technology Infrastructure (ITI) • The referenced Information System can be a new or existing system 			

Senior Security Analyst Resource Name:					
Ref #	Mandatory Criteria	Met or Not Met	Bidder's Response	Insert Résumé Page #	
SSecA-M3	<p>The proposed resource must have a minimum 36 months demonstrated experience in configuring and managing <u>all</u> of the following Security areas;</p> <ul style="list-style-type: none"> • IT system security (which includes Network security and Application security), • Endpoint Protection software • Multi-factor authentication • Firewalls and • Virtual Private Networks <p>In order to be accepted:</p> <ul style="list-style-type: none"> • The experience must be within the last 120 months and in blocks of 6 consecutive months or greater duration • The referenced Information System must be comprised of 2 or more integrated software applications in a virtual 3 tier (User Interface, Logical Layer containing business rules and Data) or greater environment across a multiplatform Information Technology Infrastructure (ITI) • The referenced Information System can be a new or existing system 				
SSecA-M4	The proposed resource must have Secret Security clearance				

2.16 Senior Security Analyst – RatedCriteria

Senior Security Analyst Resource Name:					
Ref #	Rated Criteria	Max points	Scoring Guidelines	Bidder's Response	Insert Résumé Page #
SSecA-R1	<p>The proposed resource should have demonstrated experience in system security, that includes <u>all</u> of the following activities;</p> <ul style="list-style-type: none"> • Security Performance monitoring, • Identifying security deficiencies, and • Improving security and performance <p>In order to be accepted:</p> <ul style="list-style-type: none"> • The experience is within the last 120 months and in blocks of 6 consecutive months or greater duration 	/30	<p>less than 6 months – 0 pts</p> <p>6 to less than 12 months – 5pts</p> <p>12 to less than 18 months – 10 pts</p> <p>18 to less than 24 months – 15pts</p> <p>24 to less than 30 months – 20pts</p> <p>30 to less than 36 months – 25pts</p> <p>36 months or greater - 30 pts</p>		
SSecA-R2	<p>The proposed resource should have demonstrated experience completing at least one Options Analysis for new functionality. Each Options Analysis includes <u>all</u> of the following:</p> <ul style="list-style-type: none"> • Evaluation of system security for 2 or more solutions that meet a stated business objective, • An impact assessment on the current solution, • An estimate and level of effort (LOE) for each identified option, and • A recommendation <p>In order to be accepted:</p> <ul style="list-style-type: none"> • The experience is within the last 120 months • The referenced Information System is comprised of 2 or more integrated software applications in a virtual 3 tier (User Interface, Logical Layer containing business rules and Data) or greater environment across a multiplatform Information Technology Infrastructure (ITI) • The referenced Information System can be a new or existing system 	/30	<p>10 ppts for each COTS Options Analysis. Maximum of 2</p> <p>10ppts for each non-COTS Options Analysis. Maximum of 2</p> <p>10 ppts for each Options Analysis that evaluated both COTS and non-COTS solutions. Maximum of 2</p> <p>Maximum of 3 total</p>		

Senior Security Analyst Resource Name:					
Ref #	Rated Criteria	Max points	Scoring Guidelines	Bidder's Response	Insert Résumé Page #
SSecA-R3	<p>The proposed resource should have demonstrated experience in the installation, integration, configuration and maintenance of Citrix XenApp 6 or later.</p> <p>In order to be accepted:</p> <ul style="list-style-type: none">• The experience is within the last 120 months and in blocks of 6 consecutive months or greater duration• The referenced Information System is comprised VMWare and LPAR , hosting Windows servers (2008 or later) and AIX servers (Version 7 or later) using VPNs and firewalls• The referenced Information System can be a new or existing system	/30	<p>less than 6 months – 0 pts</p> <p>6 to less than 12 months – 5pts</p> <p>12 to less than 18 months – 10 pts</p> <p>18 to less than 24 months – 15 pts</p> <p>24 to less than 30 months – 20 pts</p> <p>30 to less than 36 months – 25 pts</p> <p>36 months or greater - 30 pts</p>		
SSecA-R4	<p>The proposed resource should have demonstrated experience in information system trouble shooting, that includes <u>all</u> of the following activities;</p> <ul style="list-style-type: none">• Documented Diagnosis,• Documented Problem Analysis, and• Documented Recommendations <p>In order to be accepted:</p> <ul style="list-style-type: none">• The experience is within the last 120 months and in blocks of 6 consecutive months or greater duration	/30	<p>less than 6 months – 0 pts</p> <p>6 to less than 12 months – 5pts</p> <p>12 to less than 18 months – 10pts</p> <p>18 to less than 24 months – 15pts</p> <p>24 to less than 30 months – 20pts</p> <p>30 to less than 36 months – 25 pts</p> <p>36 months or greater - 30pts</p>		
	<p>Rated Score Total:</p> <p>Note: Minimum total score is 72</p>	/120			

2.17 Senior System Support Analyst – Mandatory Criteria

Senior System Support Analyst Resource Name:					
Ref #	Mandatory Criteria	Met or Not Met	Bidder's Response	Insert Résumé Page #	
SSSA-M1	The proposed resource must have a minimum 120 months of demonstrated experience in IM/IT, in a technical role.				
SSSA-M2	<p>Leadership Experience: The following criteria measures the resources ability to lead a team.</p> <p>The proposed resource must have a minimum 18 months of continuous demonstrated experience on one project, leading a team in the installation, integration, configuration and maintenance of Citrix XenApp 6 or later.</p> <p>In order to be accepted:</p> <ul style="list-style-type: none"> • The experience must be within the last 120 months and in blocks of 6 consecutive months or greater duration • The referenced Information System must be comprised of VMWare and LPAR , hosting Windows servers (2008 or later) and AIX servers (Version 7 or later) using VPNs and firewalls • The referenced Information System can be a new or existing system 				
SSSA-M3	<p>The proposed resource must have a minimum 36 months demonstrated experience in integrating 2 or more information system components using HL7 message protocols.</p> <p>In order to be accepted:</p> <ul style="list-style-type: none"> • The experience must be within the last 120 months and in blocks of 6 consecutive months or greater duration • The referenced Information System must be comprised of 2 or more integrated software applications in a virtual 3 tier (User Interface, Logical Layer containing business rules and Data) or greater environment across a multipatform Information Technology Infrastructure (ITI) • The referenced Information System can be a new or existing system 				

Senior System Support Analyst Resource Name:					
Ref #	Mandatory Criteria	Met or Not Met	Bidder's Response	Insert Résumé Page #	
SSSA-M4	<p>The proposed resource must have a minimum 36 months of continuous demonstrated experience on one project in the implementation or operation and maintenance of information system security architectures, which must include <u>all</u> of the following;</p> <ul style="list-style-type: none"> • Security Information and Event Management (SIEM), • Citrix Thin-Client architecture, and • Public Key Infrastructure (PKI) <p>In order to be accepted:</p> <ul style="list-style-type: none"> • The experience must be within the last 120 months • The referenced Information System must be comprised of 2 or more integrated software applications in a virtual 3 tier (User Interface, Logical Layer containing business rules and Data) or greater environment across a multiplatform Information Technology Infrastructure (ITI) • The referenced Information System can be a new or existing system 				
SSSA-M5	<p>The proposed resource must have a minimum 36 months demonstrated experience in information system trouble shooting, which must include all of the following activities;</p> <ul style="list-style-type: none"> • Documented Diagnosis, • Documented Problem Analysis, and • Documented Recommendations <p>In order to be accepted:</p> <ul style="list-style-type: none"> • The experience must be within the last 120 months and in blocks of 6 consecutive months or greater duration <p>The proposed resource must have Secret Security clearance</p>				
SSSA-M6					

2.18 Senior System Support Analyst – Rated Criteria

Senior System Support Analyst Resource Name:					
Ref #	Rated Criteria	Max points	Scoring Guidelines	Bidder's Response	Insert Résumé Page #
SSSA-R1	<p>The proposed resource should have demonstrated experience in system security, that includes <u>all</u> of the following activities;</p> <ul style="list-style-type: none"> • Monitoring performance, • Identifying operational deficiencies, • Improving system security and performance <p>In order to be accepted:</p> <ul style="list-style-type: none"> • The experience is within the last 120 months and in blocks of 6 consecutive months or greater duration 	/30	<p>less than 6 months – 0 pts 6 to less than 12 months – 5pts 12 to less than 18 months – 10pts 18 to less than 24 months – 15 pts 24 to less than 30 months – 20pts 30 to less than 36 months – 25 pts 36 months or greater - 30 pts</p>		
SSSA-R2	<p>The proposed resource should have demonstrated experience in the installation, integration, configuration and maintenance of Citrix XenApp 6 or later.</p> <p>In order to be accepted:</p> <ul style="list-style-type: none"> • The experience is within the last 120 months and in blocks of 6 consecutive months or greater duration • The referenced Information System is comprised of VMWare and LPAR , hosting Windows servers (2008 or later) and AIX servers (Version 7 or later) using VPNs and firewalls • The referenced Information System can be a new or existing system 	/30	<p>less than 6 months – 0 pts 6 to less than 12 months – 5 pts 12 to less than 18 months – 10 pts 18 to less than 24 months – 15 pts 24 to less than 30 months – 20pts 30 to less than 36 months – 25pts 36 months or greater - 30 pts</p>		
SSSA-R3	<p>The proposed resource should have demonstrated experience in system backup recovery and disaster recovery architecture, that includes all of the following activities;</p> <ul style="list-style-type: none"> • Testing • Implementation, and • Operation and Maintenance <p>In order to be accepted:</p> <p>The experience is within the last 120 months and in blocks of 6 consecutive months or greater duration</p>	/30	<p>less than 6 months – 0 pts 6 to less than 12 months – 5pts 12 to less than 18 months – 10 pts 18 to less than 24 months – 15pts 24 to less than 30 months – 20pts 30 to less than 36 months – 25pts 36 months or greater - 30pts</p>		

Senior System Support Analyst Resource Name:					
Ref #	Rated Criteria	Max points	Scoring Guidelines	Bidder's Response	Insert Résumé Page #
SSSA-R4	<p>The proposed resource should have demonstrated experience in configuring and managing all of the following Security areas;</p> <ul style="list-style-type: none"> IT system security (which includes Network security and Application security), Endpoint Protection software Multi-factor authentication Firewalls and Virtual Private Networks <p>In order to be accepted:</p> <ul style="list-style-type: none"> The experience is within the last 120 months and in blocks of 6 consecutive months or greater duration The referenced Information System is comprised of 2 or more integrated software applications in a virtual 3 tier (User Interface, Logical Layer containing business rules and Data) or greater environment across a multiplatform Information Technology Infrastructure (ITI) The referenced Information System can be a new or existing system 	/30	<p>1 point for each bullet for every 6 months of continuous experience.</p> <p>Maximum of 6 points for each bullet</p> <p>Maximum of 30 points total</p>		
	<p>Rated Score Total: Note: Minimum total score is 72</p>	/120			

2.19 Intermediate System Support Analyst – Mandatory Criteria

Intermediate System Support Analyst Resource Name:					
Ref #	Mandatory Criteria	Met or Not Met	Bidder's Response	Insert Résumé Page #	
ISSA-M1	The proposed resource must have a minimum 60 months of demonstrated experience in IM/IT, in a technical role.				
ISSA-M2	<p>The proposed resource must have a minimum 18 months demonstrated experience in integrating 2 or more information system components using HL7 message protocols.</p> <p>In order to be accepted:</p> <ul style="list-style-type: none"> • The experience must be within the last 60 months and in blocks of 6 consecutive months or greater duration • The referenced Information System must be comprised of 2 or more integrated software applications in a virtual 3 tier (User Interface, Logical Layer containing business rules and Data) or greater environment across a multiplatform Information Technology Infrastructure (ITI) • The referenced Information System can be a new or existing system 				

Intermediate System Support Analyst Resource Name:					
Ref #	Mandatory Criteria	Met or Not Met	Bidder's Response	Insert Résumé Page #	
ISSA-M3	<p>The proposed resource must have a minimum 18 months of continuous demonstrated experience on one project in the implementation or operation and maintenance of information system security architectures, which must include <u>all</u> of the following;</p> <ul style="list-style-type: none"> • Security Information and Event Management (SIEM), • Citrix Thin-Client architecture, and • Public Key Infrastructure (PKI) <p>In order to be accepted:</p> <ul style="list-style-type: none"> • The experience must be within the last 60 months • The referenced Information System must be comprised of 2 or more integrated software applications in a virtual 3 tier (User Interface, Logical Layer containing business rules and Data) or greater environment across a multiplatform Information Technology Infrastructure (ITI) • The referenced Information System can be a new or existing system 				
ISSA-M4	<p>The proposed resource must have a minimum 36 months demonstrated experience in information system trouble shooting, which must include all of the following activities;</p> <ul style="list-style-type: none"> • Documented Diagnosis, • Documented Problem Analysis, and • Documented Recommendations <p>In order to be accepted:</p> <ul style="list-style-type: none"> • The experience must be within the last 60 months and in blocks of 6 consecutive months or greater duration 				
ISSA-M5	The proposed resource must hold at a minimum a valid RELIABILITY STATUS security clearance				

2.20 Intermediate System Support Analyst – Rated Criteria

Intermediate System Support Analyst Resource Name:					
Ref #	Rated Criteria	Max points	Scoring Guidelines	Bidder's Response	Insert Résumé Page #
ISSA-R1	<p>The proposed resource should have demonstrated experience in system security, that includes <u>all</u> of the following activities;</p> <ul style="list-style-type: none"> • Monitoring performance, • Identifying operational deficiencies, • Improving system security and performance <p>In order to be accepted:</p> <ul style="list-style-type: none"> • The experience is within the last 60 months and in blocks of 6 consecutive months or greater duration 	/30	<p>less than 6 months – 0 pts 6 to less than 12 months – 5pts 12 to less than 18 months – 10 pts 18 to less than 24 months – 15 pts 24 to less than 30 months – 20pts 30 to less than 36 months – 25pts 36 months or greater - 30 pts</p>		
ISSA-R2	<p>The proposed resource should have demonstrated experience in the installation, integration, configuration and maintenance of Citrix XenApp 6 or later.</p> <p>In order to be accepted:</p> <ul style="list-style-type: none"> • The experience is within the last 60 months and in blocks of 6 consecutive months or greater duration • The referenced Information System is comprised of VMWare and LPAR , hosting Windows servers (2008 or later) and AIX servers (Version 7 or later) using VPNs and firewalls • The referenced Information System can be a new or existing system 	/30	<p>less than 6 months – 0 pts 6 to less than 12 months – 5pts 12 to less than 18 months – 10pts 18 to less than 24 months – 15 pts 24 to less than 30 months – 20pts 30 to less than 36 months – 25 pts 36 months or greater - 30pts</p>		

Intermediate System Support Analyst Resource Name:					
Ref #	Rated Criteria	Max points	Scoring Guidelines	Bidder's Response	Insert Résumé Page #
ISSA-R3	<p>The proposed resource should have demonstrated experience in system backup recovery and disaster recovery architecture, that includes <u>all</u> of the following activities;</p> <ul style="list-style-type: none">• Testing• Implementation, and• Operation and Maintenance <p>In order to be accepted:</p> <ul style="list-style-type: none">• The experience is within the last 60 months and in blocks of 6 consecutive months or greater duration	/30	<p>less than 6 months – 0 pts 6 to less than 12 months – 5pts 12 to less than 18 months – 10 pts 18 to less than 24 months – 15 pts 24 to less than 30 months – 20pts 30 to less than 36 months – 25 pts 36 months or greater - 30 pts</p>		
ISSA-R4	<p>The proposed resource should have have demonstrated experience in configuring and managing <u>all</u> of the following Security areas;</p> <ul style="list-style-type: none">• IT system security (which includes Network security and Application security),• Endpoint Protection software• Multi-factor authentication• Firewalls and• Virtual Private Networks <p>In order to be accepted:</p> <ul style="list-style-type: none">• The experience is within the last 60 months and in blocks of 6 consecutive months or greater duration• The referenced Information System is comprised of 2 or more integrated software applications in a virtual 3 tier (User Interface, Logical Layer containing business rules and Data) or greater environment across a multiplatform Information Technology Infrastructure (ITI)• The referenced Information System can be a new or existing system	/30	<p>1 point for each bullet for every 6 months of continuous experience.</p> <p>Maximum of 6 points for each bullet</p> <p>Maximum of 30 points total</p>		
	<p>Rated Score Total: Note: Minimum total score is 72</p>	/120			

2.21 Junior System Support Analyst – Mandatory Criteria

Junior System Support Analyst Resource Name:				
Ref #	Mandatory Criteria	Met or Not Met	Bidder's Response	Insert Résumé Page #
JSSA-M1	The proposed resource must have successfully completed two academic years of an acceptable post-secondary educational program in computer science, information technology, information management or another specialty relevant to the position to be staffed.			
JSSA-M2	The proposed resource must have a minimum 6 months of demonstrated experience in IM/IT, in a technical role.			
JSSA-M3	The proposed resource must hold at a minimum a valid RELIABILITY STATUS security clearance			

2.22 Junior System Support Analyst – Rated Criteria

Junior System Support Analyst Resource Name:					
Ref #	Rated Criteria	Max points	Scoring Guidelines	Bidder's Response	Insert Résumé Page #
JSSA-R1	<p>The proposed resource should have demonstrated experience in information system trouble shooting, that includes <u>all</u> of the following activities;</p> <ul style="list-style-type: none"> • Documented Diagnosis, • Documented Problem Analysis, and • Documented Recommendations <p>In order to be accepted:</p> <ul style="list-style-type: none"> • The experience is within the last 36 months and in blocks of 6 consecutive months or greater duration 	/30	<p>less than 6 months – 0 pts 6 to less than 12 months – 5pts 12 to less than 18 months – 10 pts 18 to less than 24 months – 15pts 24 to less than 30 months – 20pts 30 to less than 36 months – 25 pts 36 months or greater - 30 pts</p>		
Rated Score Total: Note: Minimum total score is 5		/30			

2.23 Senior Health Information Analyst – Mandatory Criteria

Senior Health Information Analyst Resource Name:					
Ref #	Mandatory Criteria	Met or Not Met	Bidder's Response	Insert Résumé Page #	
SHIA-M1	The proposed resource must have a minimum 120 months of demonstrated experience in IM/IT, in a business analyst role for a health information solution.				
SHIA-M2	<p>The proposed resource must have a minimum of 12 months of demonstrated experience in the assessment of compliance of a health information solution to Canadian Federal or Provincial Legislation</p> <p>In order to be accepted:</p> <ul style="list-style-type: none"> The experience must be within the last 60 months and in blocks of 6 consecutive months or greater duration 				
SHIA-M3	<p>The proposed resource must have a minimum of 24 months of demonstrated experience in documenting business requirements for information systems, which must include <u>all</u> of the following activities;</p> <ul style="list-style-type: none"> Requirements Identification, Requirements development, and Requirements analysis <p>In order to be accepted:</p> <ul style="list-style-type: none"> The experience must be within the last 120 months and in blocks of 6 consecutive months or greater duration 				

Senior Health Information Analyst Resource Name:					
Ref #	Mandatory Criteria	Met or Not Met	Bidder's Response	Insert Résumé Page #	
SHIA-M4	<p>The proposed resource must have a minimum 24 months of continuous demonstrated experience on one project evaluating and documenting Business and IT impacts for a health information system. In order to be accepted:</p> <ul style="list-style-type: none"> • The experience must be within the last 120 months • The referenced Health Information System must be comprised of 2 or more integrated software applications in a virtual 3 tier (User Interface, Logical Layer containing business rules and Data) or greater environment across a multipatform Information Technology Infrastructure (ITI) • The referenced Information System can be a new or existing system 				
SHIA-M5	<p>The proposed resource must have a minimum 36 months demonstrated experience in functional testing, which must include <u>all</u> of the following activities:</p> <ul style="list-style-type: none"> • Test Plan development, • Testing Coordination, • Developing Test Cases, • Developing Test Scenarios • Documenting Test results <p>In order to be accepted:</p> <ul style="list-style-type: none"> • The experience must be within the last 120 months and in blocks of 6 consecutive months or greater duration 				
SHIA-M6	<p>The proposed resource must hold at a minimum a valid RELIABILITY STATUS security clearance</p>				

2.24 Senior Health Information Analyst – Rated Criteria

Senior Health Information Analyst Resource Name:					
Ref #	Rated Criteria	Max points	Scoring Guidelines	Bidder's Response	Insert Résumé Page #
SHIA-R1	<p>The proposed resource should have demonstrated experience in identifying alternative technology solutions to solve business problems, that includes <u>all</u> of the following activities;</p> <ul style="list-style-type: none"> Analyzing Evaluating Recommending solutions <p>In order to be accepted:</p> <ul style="list-style-type: none"> The experience is within the last 120 months and in blocks of 6 consecutive months or greater duration 	/30	<p>less than 6 months – 0 pts 6 to less than 12 months – 5pts 12 to less than 18 months – 10 pts 18 to less than 24 months – 15 pts 24 to less than 30 months – 20 pts 30 to less than 36 months – 25 pts 36 months or greater - 30 pts</p>		
SHIA-R2	<p>The proposed resource should have demonstrated experience in documenting Business and IT impacts, that includes <u>all</u> of the following activities;</p> <ul style="list-style-type: none"> Business Transformation, Training, Use Cases, Implementation, System Changes, Business Process Changes <p>In order to be accepted:</p> <ul style="list-style-type: none"> The experience is within the last 120 months and in blocks of 6 consecutive months or greater duration 	/30	<p>less than 6 months – 0 pts 6 to less than 12 months – 5 pts 12 to less than 18 months – 10pts 18 to less than 24 months – 15 pts 24 to less than 30 months – 20pts 30 to less than 36 months – 25 pts 36 months or greater - 30 pts</p>		

Senior Health Information Analyst Resource Name:					
Ref #	Rated Criteria	Max points	Scoring Guidelines	Bidder's Response	Insert Résumé Page #
SHIA-R3	<p>The proposed resource should have demonstrated experience completing at least one Options Analysis for new functionality. Each Options Analysis includes all of the following:</p> <ul style="list-style-type: none"> • Evaluation of system functionality for 2 or more solutions that meet a stated business objective, • An impact assessment on the current solution, • An estimate and level of effort (LOE) for each identified option, and • A recommendation <p>In order to be accepted:</p> <ul style="list-style-type: none"> • The experience is within the last 60 months • The referenced Health Information System is comprised of 2 or more integrated software applications in a virtual 3 tier (User Interface, Logical Layer containing business rules and Data) or greater environment across a multiplatform Information Technology Infrastructure (ITI) • The referenced Information System can be a new or existing 	/30	<p>10ppts for each COTS Options Analysis. Maximum of 2</p> <p>10ppts for each non-COTS Options Analysis. Maximum of 2</p> <p>10 ppts for each Options Analysis that evaluated both COTS and non-COTS solutions. Maximum of 2</p> <p>Maximum of 3 total</p>		

Senior Health Information Analyst Resource Name:					
Ref #	Rated Criteria	Max points	Scoring Guidelines	Bidder's Response	Insert Résumé Page #
SHIA-R4	<p>Leadership Experience: The following criteria measures the resources ability to lead a team.</p> <p>The proposed resource should have demonstrated experience in managing a Health Information Management team of 2 or more resources, that includes <u>all</u> of the following activities;</p> <ul style="list-style-type: none"> • Requirements engineering, • Testing, • Development of Training Material, • Documentation of Use Cases • Functional Impact Analysis, and • System compliance reporting <p>In order to be accepted:</p> <ul style="list-style-type: none"> • The experience is within the last 120 months and in blocks of 6 consecutive months or greater duration 	/30	<p>less than 6 months – 0 pts</p> <p>6 to less than 12 months – 5pts</p> <p>12 to less than 18 months – 10 pts</p> <p>18 to less than 24 months – 15pts</p> <p>24 to less than 30 months – 20 pts</p> <p>30 to less than 36 months – 25pts</p> <p>36 months or greater - 30pts</p>		
	<p>Rated Score Total:</p> <p>Note: Minimum total score is 72</p>	/120			

2.25 Intermediate Health Information Analyst – Mandatory Criteria

Intermediate Health Information Analyst Resource Name:					
Ref #	Mandatory Criteria	Met or Not Met	Bidder's Response	Insert Résumé Page #	
IHIA-M1	The proposed resource must have a minimum 60 months of demonstrated experience in IM/IT, as a business analyst role for a health information solution.				
IHIA-M2	<p>The proposed resource must have a minimum of 12 months of demonstrated experience in the assessment of a health information solution that is required to comply with one or more Canadian Federal or Provincial Legislation</p> <p>In order to be accepted:</p> <ul style="list-style-type: none"> The experience must be within the last 60 months and in blocks of 6 consecutive months or greater duration 				
IHIA-M3	<p>The proposed resource must have a minimum of 12 months of demonstrated experience documenting business requirements for information systems, which must include <u>all</u> of the following activities;</p> <ul style="list-style-type: none"> Requirements Identification, Requirements development, and Requirements analysis <p>In order to be accepted:</p> <ul style="list-style-type: none"> The experience must be within the last 60 months and in blocks of 6 consecutive months or greater duration 				

Intermediate Health Information Analyst Resource Name:					
Ref #	Mandatory Criteria	Met or Not Met	Bidder's Response	Insert Résumé Page #	
IHIA-M4	<p>The proposed resource must have a minimum 12 months of continuous demonstrated experience on one project evaluating and documenting Business and IT Impacts for a health information system. In order to be accepted:</p> <ul style="list-style-type: none"> • The experience must be within the last 60 months • The referenced Health Information System is hall comprise of 2 or more integrated software applications in a virtual 3 tier (User Interface, Logical Layer containing business rules and Data) or greater environment across a multiplatform Information Technology Infrastructure (ITI) • The referenced Information System can be a new or existing system 				
IHIA-M5	<p>The proposed resource must have a minimum 18 months demonstrated experience in functional testing, which must include <u>all</u> of the following activities:</p> <ul style="list-style-type: none"> • Test Plan development, • Testing Coordination, • Developing Test Cases, • Developing Test Scenarios • Documenting Test results <p>In order to be accepted:</p> <ul style="list-style-type: none"> • The experience must be within the last 60 months and in blocks of 6 consecutive months or greater duration 				
IHIA-M6	The proposed resource must hold at a minimum a valid RELIABILITY STATUS security clearance				

2.26 Intermediate Health Information Analyst – Rated Criteria

Intermediate Health Information Analyst Resource Name:					
Ref #	Rated Criteria	Max points	Scoring Guidelines	Bidder's Response	Insert Résumé Page #
IHIA- R1	<p>The proposed resource should have demonstrated experience in identifying alternative technology solutions to solve business problems, that includes <u>all</u> of the following activities;</p> <ul style="list-style-type: none"> Analyzing Evaluating Recommending solutions <p>In order to be accepted:</p> <ul style="list-style-type: none"> The experience is within the last 60 months and in blocks of 6 consecutive months or greater duration 	/30	<p>less than 6 months – 0 pts 6 to less than 12 months – 5pts 12 to less than 18 months – 10 pts 18 to less than 24 months – 15 pts 24 to less than 30 months – 20 pts 30 to less than 36 months – 25 pts 36 months or greater - 30 pts</p>		
IHIA- R2	<p>The proposed resource should have demonstrated experience documenting Business and IT impacts, that includes <u>all</u> of the following activities;</p> <ul style="list-style-type: none"> Business Transformation, Training, Use Cases, implementation, System Changes, Business Process Changes <p>In order to be accepted:</p> <ul style="list-style-type: none"> The experience is within the last 60 months and in blocks of 6 consecutive months or greater duration 	/30	<p>less than 6 months – 0 pts 6 to less than 12 months – 5pts 12 to less than 18 months – 10pts 18 to less than 24 months – 15 pts 24 to less than 30 months – 20 pts 30 to less than 36 months – 25ts 36 months or greater - 30pts</p>		

<i>Intermediate Health Information Analyst Resource Name:</i>					
Ref #	Rated Criteria	Max points	Scoring Guidelines	Bidder's Response	Insert Résumé Page #
IHIA-R3	<p>The proposed resource should have demonstrated experience completing at least one Options Analysis for new functionality. Each Options Analysis includes all of the following:</p> <ul style="list-style-type: none"> • Evaluation of system functionality for 2 or more solutions that meet a stated business objective, • An impact assessment on the current solution, • An estimate and level of effort (LOE) for each identified option, and • A recommendation <p>In order to be accepted:</p> <ul style="list-style-type: none"> • The experience is within the last 60 months • The referenced Health Information System is comprised of 2 or more integrated software applications in a virtual 3 tier (User Interface, Logical Layer containing business rules and Data) or greater environment across a multiplatform Information Technology Infrastructure (ITI) • The referenced Information System can be a new or existing system 	/30	<p>10 ppts for each COTS Options Analysis. Maximum of 2</p> <p>10ppts for each non-COTS Options Analysis. Maximum of 2</p> <p>10 ppts for each Options Analysis that evaluated both COTS and non-COTS solutions. Maximum of 2</p> <p>Maximum of 3 total</p>		

Intermediate Health Information Analyst Resource Name:					
Ref #	Rated Criteria	Max points	Scoring Guidelines	Bidder's Response	Insert Résumé Page #
IHIA- R4	<p>The proposed resource should have demonstrated experience with a Health Information Management System that includes <u>all</u> of the following activities;</p> <ul style="list-style-type: none">• Requirements engineering,• Testing,• Development of Training Material,• Documentation of Use Cases,• Functional Impact Analysis, and• System compliance reporting <p>In order to be accepted:</p> <ul style="list-style-type: none">• The experience is within the last 60 months and in blocks of 6 consecutive months or greater duration	/30	<p>less than 6 months – 0 pts 6 to less than 12 months – 5 pts 12 to less than 18 months – 10 pts 18 to less than 24 months – 15 pts 24 to less than 30 months – 20pts 30 to less than 36 months – 25 pts 36 months or greater - 30pts</p>		
	<p>Rated Score Total: Note: Minimum total score is 72</p>	/120			

2.27 Junior Health Information Analyst – Mandatory Criteria

Junior Health Information Analyst Resource Name:					
Ref #	Mandatory Criterion	Met or Not Met	Bidder's Response	Insert Résumé Page #	
JHIA-M1	The proposed resource must have successfully completed two academic years of an acceptable post-secondary educational program in computer science, information technology, information management or another specialty relevant to the position to be staffed.				
JHIA-M2	The proposed resource must have a minimum 6 months of demonstrated experience in IM/IT, as a business analyst role for a health information solution.				
JHIA-M2	The proposed resource must hold at a minimum a valid RELIABILITY STATUS security clearance				

2.28 Junior Health Information Analyst – Rated Criteria

Junior Health Information Analyst Resource Name:					
Ref #	Rated Criteria	Max points	Scoring Guidelines	Bidder's Response	Insert Résumé Page #
JHIA-R1	<p>The proposed resource should have demonstrated experience in documenting business requirements for information systems, which must include <u>all</u> of the following activities;</p> <ul style="list-style-type: none"> • Requirements Identification, • Requirements development, and • Requirements analysis <p>In order to be accepted:</p> <ul style="list-style-type: none"> • The experience is within the last 36 months and in blocks of 6 consecutive months or greater duration 	/30	<p>less than 6 months – 0 pts 6 to less than 12 months – 5pts 12 to less than 18 months – 10pts 18 to less than 24 months – 15pts 24 to less than 30 months – 20pts 30 to less than 36 months – 25 pts 36 months or greater - 30pts</p>		
	<p>Rated Score Total: Note: Minimum total score is 5</p>	/30			

2.29 Intermediate Trainer Developer –Mandatory Criteria

Intermediate Trainer Develop Resource Name:					Insert Résumé Page #
Ref #	Mandatory Criterion	Met or Not Met	Bidder's Response		
IT-M1	The proposed resource must have a minimum 60 months of demonstrated experience in IM/IT, in a trainer role.				
IT-M2	<p>The proposed resource must have a minimum 12 months demonstrated experience in visual and oral presentations which must include <u>all</u> of the following audiences;</p> <ul style="list-style-type: none"> • Individuals, • Small groups (5 – 20), and • Large audiences (20+) <p>In order to be accepted:</p> <ul style="list-style-type: none"> • The experience must be within the last 60 months and in blocks of 6 consecutive months or greater duration 				
IT-M3	<p>The proposed resource must have a minimum 24 months demonstrated experience in developing training content based on <u>all</u> of the following activities;</p> <ul style="list-style-type: none"> • Analysis of training requirements and, • Performing an End User needs assessment <p>In order to be accepted:</p> <ul style="list-style-type: none"> • The experience must be within the last 60 months and in blocks of 6 consecutive months or greater duration 				
IT-M4	<p>The proposed resource must have a minimum 24 months demonstrated experience in the delivery of IT training.</p> <p>In order to be accepted:</p> <ul style="list-style-type: none"> • The experience must be within the last 60 months and in blocks of 6 consecutive months or greater duration 				
IT-M5	The proposed resource must hold at a minimum a valid RELIABILITY STATUS security clearance				

2.30 Intermediate Trainer Developer – Rated Criteria

Intermediate Trainer Developer Resource Name:						
Ref #	Rated Criteria	Max points	Scoring Guidelines	Bidder's Response	Insert Résumé Page #	
IT-R1	<p>The proposed resource should have demonstrated experience in developing and delivering IT training that is performance-based. In order to be accepted:</p> <ul style="list-style-type: none"> The experience is within the last 60 months and in blocks of 6 consecutive months or greater duration 	/30	<p>less than 6 months – 0 pts 6 to less than 12 months – 5 pts 12 to less than 18 months – 10 pts 18 to less than 24 months – 15 pts 24 to less than 30 months – 20 pts 30 to less than 36 months – 25 pts 36 months or greater - 30 pts</p>			
IT-R2	<p>The proposed resource should have demonstrated experience in developing training standards using <u>all</u> of the following:</p> <ul style="list-style-type: none"> Performance measurement standards, and Adjust training content and or methods based on findings <p>In order to be accepted:</p> <ul style="list-style-type: none"> The experience is within the last 60 months and in blocks of 6 consecutive months or greater duration 	/30	<p>less than 6 months – 0 pts 6 to less than 12 months – 5 pts 12 to less than 18 months – 10 pts 18 to less than 24 months – 15 pts 24 to less than 30 months – 20 pts 30 to less than 36 months – 25 pts 36 months or greater - 30pts</p>			
	<p>Rated Score Total: Note: Minimum total score is 36</p>	/60				

Solicitation No. - N° de l'invitation

W8474-03BH01/E

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

W8474-03BH01

Amd. No. - N° de la modif.

Original

File No. - N° du dossier

002xt.W8474-03BH01

Buyer ID - Id de l'acheteur

002xt

CCC No./N° CCC - FMS No./N° VME

ANNEX “F”

LIST OF ABBREVIATIONS

Abbreviation / Acronym	Description
AGFA	AGFA Impax 6 is a PACS client for Windows-based PCs , written by AGFA. It is proprietary software for use at medical facilities using a digital radiology imaging system.
CAF	Canadian Armed Forces
CCB	Change Control Board
CDRL	Contract Deliverable Requirements List
CF	Canadian Forces
CR	Change Request
CM	Change Management
Config. Mgt.	Configuration Management
CMP	Change Management Plan
CSA	Configuration Status Accounting
CSI	Continuous Service Improvement
CF H Svcs Gp	Canadian Forces Health Services Group
CFHIS	Canadian Forces Health Information System
CI	Configuration Item
CIO	Chief Information Officer
CONOPS	Concept of operations
COTS	Commercial Off The Shelf
C++	Object oriented programming language
C#	Multi-paradigm programming language
CMMI	Capability Maturity Model Integration
DB	Database
DCB	Data Center Borden
DDE	Deployable Data Extracts
DEIMS	Director Enterprise Information Management Services
DESC	Defence Enterprise Services Center
DGEAS	Director General Enterprise Application Services
DICOM	Digital Imaging Communication in Medicine
DID	Data Item Description
DIN	Drug Identification Number
DIS	Dental Information System
DND	Department of National Defence
DNDAF	Department of National Defence Architecture Framework
DOORS	Data Object Oriented Repository System (IBM Rational DOORS)
DSM	Diagnostic and Statistical Manual of Mental Disorders
DWAN	Defence Wide Area Network
EA	Enterprise Architecture
e-Form	Electronic form
EHR	Electronic Health Record
EMR	Electronic Medical Record
ERP	Enterprise Resource Planning
FFP	Firm Fixed Price
GC	Government of Canada
HIS	Health Information System
HL7	Health Level 7 (formatting and protocol standard)

Solicitation No. - N° de l'invitation
W8474-03BH01/E
Client Ref. No. - N° de réf. du client
W8474-03BH01

Amd. No. - N° de la modif.
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002xt.W8474-03BH01

Buyer ID - Id de l'acheteur
002xt
CCC No./N° CCC - FMS No./N° VME

Abbreviation / Acronym	Description
HMC	Hardware Management Console
HS	Health Services
HSG	Health Services Group
IAW	In Agreement with / In Accordance With
ICA	Independent Computing Architecture (ICA) is a proprietary protocol for an application server system, designed by Citrix Systems.
ICD	International Classification of Diseases
IIS	Internet Information Services
IM	Information Management
IM/IT	Information Management / Information Technology
IOC	Initial Operating Capability
IPT	Integrated Product Team
ISMS	Integrated Security Management System
ISS	In-Service-Support
IT	Information Technology
ITI	Information Technology Infrastructure
ITIL	Information Technology Infrastructure Library
LAN	Local Area Network
LIS	Laboratory Information System
LOINC	Logical Observation Identifiers Names and Codes (LOINC) is a database and universal standard for identifying medical laboratory observations.
LPARs	Logical Partitions
LSP	Local Service Provider
MAC	Months After Contract Award
MBC	Months Before Contract
MS	Microsoft
NATO	North Atlantic Treaty Organization
NCR	National Capital Region
NT	Initial notification to Client
OGD	Other Government Departments
OPI	Office of Primary interest
ORE	Operational Reporting Environment
PA	Performance Agreement
PACS	Picture Archive Capture System
pCLOD	Pan-Canadian LOINC Observation Code Database
PCR	Production Change Request
PKI	Public Key Infrastructure
PROD	Production
PWGSC	Public Works and Government Services Canada
PSUSA	Partner Supplied User Setup Applications
RDBMS	Relational Database Management System
RFC	Request for Change
RIS	Radiology Information System
SAN	Storage Area Network
SDT	Small Development Task
SIEM	Security Information and Event Management
SLA	Service Level Agreement
SME	Subject Matter Expert
SNOMED	Systematized Nomenclature of Medical Clinical Terms
SOP	Standard Operating Procedure

Solicitation No. - N° de l'invitation
W8474-03BH01/E
Client Ref. No. - N° de réf. du client
W8474-03BH01

Amd. No. - N° de la modif.
Original
File No. - N° du dossier
002xt.W8474-03BH01

Buyer ID - Id de l'acheteur
002xt
CCC No./N° CCC - FMS No./N° VME

Abbreviation / Acronym	Description
SOW	Statement of Work
SPR	Software Problem Report
SRT	Support Response Time
SSC	Shared Services Canada
SSL	Secure Sockets Layer
SQL	Structured Query Language
TA	Task Authorization
TB	Treasury Board
TBD	To be determined
TBS	Treasury Board of Canada Secretariat
TSM	Tivoli Storage Manager
UI	Update Interval
UMS	User Mapping Service
UMU	User Management Unit
VIOS	Virtual I/O Server
VM	Virtual Machine
VPN	Virtual Private Network
V&V	Verification and Validation
WBS	Work Breakdown Structure

Solicitation No. - N° de l'invitation
W8474-03BH01/E
Client Ref. No. - N° de réf. du client
W8474-03BH01

Amd. No. - N° de la modif.
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CCC No./N° CCC - FMS No./N° VME

ATTACHMENT “A”

TECHNICAL EVALUATION CRITERIA

ATTACHMENT A – TECHNICAL EVALUATION CRITERIA

1. TECHNICAL EVALUATION PROCEDURES

1.1 Technical Evaluation Methodology

The technical evaluation will be comprised of two parts: Technical evaluation of the Bidder as a corporate entity and evaluation of the following key resources proposed by the Bidder. Additional resources will only be assessed after contract award once specific tasks are requested of the Contractor.

- Senior Team Leader
- Senior System Architect
- Senior Programmer Analyst
- Senior Information Management Analyst
- Senior Security Analyst
- Senior System Support Analyst

2. CORPORATE TECHNICAL EVALUATION CRITERIA

2.1 *General*

Corporate technical proposals will be evaluated and scored in accordance with the following evaluation criteria:

Corporate mandatory and Corporate rated criteria will be evaluated against one of the three (3) project references provided by the vendor to comply with C-M1.

A project reference may be used for more than one Corporate mandatory or Corporate rated ref#’s in the tables that follow.

Should the bidder provide more than 3 project references, Canada will select the first three (3) references listed to evaluate the Bidder.

To meet the requirements described herein, the experience of the Bidder must be for work conducted outside the Bidder’s own organisation. In the case of a joint venture, the combined experience of the parties forming the joint venture will be considered in the evaluation of the experience of the Bidder

2.2 *Corporate Technical Evaluation Criteria*

2.2.1 Corporate Mandatory Criteria

Corporate Mandatory Criteria			
Ref #	Mandatory Criteria	Met or Not Met	Bidder's Response
C-M1	<p>The Bidder must identify and reference 3 projects where the Bidder was contracted to deliver professional services for on-site in-service-support (ISS) including operation, maintenance and change work for an integrated Information System (IS). To be accepted each project reference must address all the following criteria.</p> <ul style="list-style-type: none"> • A minimum of 10 resources, • A minimum annual budget of \$4M. • A minimum of 1000 concurrent users. • Minimum project duration of 36 months within the last 120 months of bid solicitation closing. 		
C-M2	Of the 3 referenced projects in C-M1, a minimum of one project must have been for work performed on a Health Information System.		
C-M3	Of the 3 projects referenced provided in C-M1, a minimum of one project must have been for work performed on an information system that comprised of 2 or more integrated software applications in a 3 tier (User Interface, Logical Layer containing business rules and Data) or greater environment across a multiplatform ITI.		

Corporate Mandatory Criteria			
Ref #	Mandatory Criteria	Met or Not Met	Bidder's Response
C-M4	<p>The Bidder must clearly demonstrate and substantiate its experience with onboarding resources for one of the 3 projects referenced in CM-1 within a 3 month transition activity.</p> <p>To be accepted, the project must meet all of the following:</p> <ul style="list-style-type: none"> • The transition activity was completed within 3 months. • There were no severity level 1 or 2 failures (as described in Section 4.1.4 of Appendix I – CFHIS Service Model) in the first 12 months of the contract that were attributable to the actions of the support team. 		

2.2.2 Corporate Rated Criteria

Corporate Rated Criteria:				
Ref #	Rated Criteria	Points	Scoring Guidelines	Bidder's Response
C-R1	Of the 3 projects referenced in C-M1, one project should have been for a duration in excess of 36 months over the last 120 months .		Less than 36 months = 0 points 36 to less than 48 months = 15 pts 48 to less than 60 months = 15 pts 60 to less than 72 months = 15 pts 72 months or greater = 15 pts Maximum of 60 points	
C-R2	Of the 3 projects referenced in C-M1, one project should have been for work performed in Canada.		15 points will be provided for each project provided under M1 that was performed in Canada, to a maximum of 45 points.	
C-R3	Of the 3 projects referenced in C-M1, one project should have been for work performed in support of a military organization.		15 points will be provided for each project provided under M1 that was performed in support of a military organization, to a maximum of 45 points.	

Corporate Rated Criteria:				
Ref #	Rated Criteria	Points	Scoring Guidelines	Bidder's Response
C-R4	<p>The Bidder should clearly demonstrate how it performed all of the following activities in the configuration management (config mgt) process used in one of the projects referenced in C-M1.</p> <ul style="list-style-type: none"> • Determined the components of the system that needed to be subject to configuration management processes – Configuration Items (CI's) • Assessed risk of incorrectly identifying or not identifying an item as a CI. • Uniquely identified CI's. • Determined the characteristics of a CI that needed to be recorded and reported upon for effective control of CI's. • Controlled any changes to such characteristics. • Recorded and reported a change to a characteristic of a CI. • Recorded and reported the status of a CI's in the configuration management process. 		<p>40 points will be provided for each demonstrated bullet for a maximum of 280 points.</p>	

Corporate Rated Criteria:				
Ref #	Rated Criteria	Points	Scoring Guidelines	Bidder's Response
C-R5	<p>The Bidder should clearly demonstrate the process it used for a continuous service improvement activity in one of the 3 projects referenced in C-M1. The response should include the following activities:</p> <ul style="list-style-type: none"> • Developed a baseline assesement of current service performance. • Identified and implemented specific activities to improve IT service quality. • Improved the efficiency and effectiveness of the enabling processes. • Improved IT services without negatively impacting customer satisfaction. • Ensured that applicable quality management methods were used to support continual improvement activities • Ensured that processes had clearly defined objectives and measurements that lead to actionable improvements. • Ensured that performance against the baseline was appropriately assessed. • Momentum was sustained by ensuring improvements became embedded. 		20 points will be provided for each demonstrated bullet for a maximum of 160 points.	
C-R6	<p>For the continuous service improvement process evaluation criteria in C-R5 the bidder should describe how the process included all of the following aspects in its Continuous Service Improvement Plan:</p> <ul style="list-style-type: none"> • Client objectives and operations • Organization, • People, • Process, • Technology, • Change (Transition) 		20 points will be provided for each demonstrated bullet for a maximum of 120 points.	
	MAX. AVAILABLE POINTS		710	
	MIN. POINTS REQUIRED:		426	
	POINTS ACHIEVED			

3. RESOURCES TECHNICAL EVALUATION CRITERIA

3.1 *General*

The Bidder must provide one résumé for each of the proposed resources. The Bidder must not propose the same resource in more than one resource category. The resources proposed by the Bidder and the projects substantiating their experience may differ from those substantiating the Corporate Technical Evaluation Criteria.

Proposals must contain supporting information consisting of detailed résumés that clearly describe the degree and nature of the experience possessed by the proposed resource. Supporting information must include relevant previous work experience or projects and dates that enabled the individuals to acquire the necessary experience. For any projects where the project dates overlap in the résumé for a proposed resource, the Bidder must indicate the percentage of time spent on each project versus any other project for that time period for the requirement. Overlapping project dates will not be double counted. Time spent during education and/or training does not count, unless otherwise indicated.

3.2 *Key Resources Roles*

- Senior Team Leader
- Senior System Architect
- Senior Programmer Analyst
- Senior Information Management Analyst
- Senior Security Analyst
- Senior System Support Analyst

3.2.1 Key Resource Mandatory Technical Criteria

Senior Team Leader Resource Name:					
Ref #	Mandatory Criteria	Met or Not Met	Bidder's Response	Insert Resume Page #	
STL-M1	The proposed resource must have a minimum 120 months of demonstrated experience in IM/IT, in a management role.				
STL-M2	<p>The proposed resource must have a minimum 48 months of continuous demonstrated experience managing a multidisciplinary team working on multiple concurrent activities which must include creating, maintaining and / or managing to meet <u>all</u> of the following;</p> <ul style="list-style-type: none"> • Schedules • Scope definition documents • Cost <p>In order to be accepted:</p> <p>The experience must be within the last 120 months</p>				
STL-M3	<p>The proposed resource must have a minimum 24 months demonstrated experience in producing various progress and status reports that monitor the progress of work.</p> <p>In order to be accepted:</p> <p>The experience must be within the last 120 months and in blocks of 6 consecutive months or greater duration</p>				

Senior System Architect - Resource Name:					
Ref #	Mandatory Criteria	Met or Not Met	Bidder's Response	Insert Resume Page #	
SSA-M1	The proposed resource must have a minimum 120 months of demonstrated experience in IM/IT, in a technical role.				
SSA-M2	<p>Leadership experience: The following criteria measures the resources' ability to lead a multidisciplinary team:</p> <p>The proposed resource must have a minimum 24 months of continuous demonstrated experience on one project, leading a multidisciplinary technical team of not less than 3 resources, in the design and development and resolution of implementation issues for an information system.</p> <p>In order to be accepted:</p> <ul style="list-style-type: none"> • The experience must be within the last 60 months prior to bid closing. • The referenced Information System must be comprised of 2 or more integrated software applications in a virtual 3 tier (User Interface, Logical Layer containing business rules and Data) or greater environment across a multiplatform Information Technology Infrastructure (ITI) • The referenced Information System can be a new or existing system 				

Senior System Architect - Resource Name:					
Ref #	Mandatory Criteria	Met or Not Met	Bidder's Response	Insert Resume Page #	
SSA-M3	<p>Leadership experience: The following criteria measures the resources' ability to lead a multidisciplinary team:</p> <p>The proposed resource must have a minimum 12 months demonstrated experience leading a team in the implementation or operation and maintenance of information system security architectures, which must include <u>all</u> of the following:</p> <ul style="list-style-type: none"> • Security Information and Event Management (SIEM), • Citrix Thin-Client architecture, and • Public Key Infrastructure (PKI). <p>In order to be accepted:</p> <ul style="list-style-type: none"> • The experience must be within the last 60 months prior to bid closing and in blocks of 6 consecutive months or greater duration. • The referenced Information System must be comprised of 2 or more integrated software applications in a virtual 3 tier (User Interface, Logical Layer containing business rules and Data) or greater environment across a multiplatform Information Technology Infrastructure (ITI). • The referenced Information System can be a new or existing system. 				

Senior System Architect - Resource Name:					
Ref #	Mandatory Criteria	Met or Not Met	Bidder's Response		Insert Resume Page #
SSA-M4	<p>The proposed resource must have a minimum of 24 months demonstrated experience interpreting functional requirements and documenting the derived technical requirements for designing and developing information systems, which must include <u>all</u> of the following activities;</p> <ul style="list-style-type: none"> • Requirements Identification, • Requirements development, and • Requirements analysis <p>In order to be accepted:</p> <ul style="list-style-type: none"> • The experience must be within the last 120 months prior to bid closing and in blocks of 6 consecutive months or greater duration 				
SSA-M5	<p>The proposed resource must have a minimum 12 months demonstrated experience leading a team planning, developing and implementing at least one information system backup and recovery solution and a disaster recovery solution.</p> <p>In order to be accepted:</p> <ul style="list-style-type: none"> • The experience must be within the last 60 months prior to bid closing and in blocks of 6 consecutive months or greater duration • The referenced Information System must be comprised of 2 or more integrated software applications in a virtual 3 tier (User Interface, Logical Layer containing business rules and Data) or greater environment across a multiplatform Information Technology Infrastructure (ITI) 				

Senior Programmer Analyst - Resource Name:					
Ref #	Mandatory Criteria	Met or Not Met	Bidder's Response	Insert Resume Page #	
SPA-M1	The proposed resource must have a minimum 120 months of demonstrated experience in IM/IT, in a technical role.				
SPA-M2	<p>The proposed resource must have a minimum 36 months demonstrated experience in integrating 2 or more information system components using HL7 message protocols.</p> <p>In order to be accepted:</p> <ul style="list-style-type: none"> • The experience is within the last 120 months prior to bid closing and in blocks of 6 consecutive months or greater duration • The referenced Information System is comprised of 2 or more integrated software applications in a virtual 3 tier (User Interface, Logical Layer containing business rules and Data) or greater environment across a multiplatform Information Technology Infrastructure (ITI) • The referenced Information System can be a new or existing system 				
SPA-M3	<p>The proposed resource must have a minimum 18 months of continuous demonstrated experience on one project in the design and development and resolution of implementation issues for an information system.</p> <p>In order to be accepted:</p> <ul style="list-style-type: none"> • The experience must be within the last 120 months prior to bid closing • The referenced Information System must be comprised of 2 or more integrated software applications in a virtual 3 tier (User Interface, Logical Layer containing business rules and Data) or greater environment across a multiplatform Information Technology Infrastructure (ITI) • The referenced Information System can be a new or existing system 				

Senior Programmer Analyst - Resource Name:					
Ref #	Mandatory Criteria	Met or Not Met	Bidder's Response		Insert Resume Page #
SPA-M4	<p>The proposed resource must have a minimum of 18 months demonstrated experience programming custom applications using C++ and/or C#, which must include <u>all</u> of the following activities;</p> <ul style="list-style-type: none"> • Development, • Testing, • Implementation, and • Operation and Maintenance <p>To be accepted:</p> <ul style="list-style-type: none"> • The experience must be within the last 120 months prior to bid closing and in blocks of 6 consecutive months or greater duration 				
SPA-M5	<p>The proposed resource must have a minimum 24 months demonstrated experience in middleware and / or web services allowing two or more information systems to share data, which must include <u>all</u> of the following activities;</p> <ul style="list-style-type: none"> • Development, • Testing, and • Implementation <p>In order to be accepted:</p> <ul style="list-style-type: none"> • The experience must be within the last 120 months prior to bid closing and in blocks of 6 consecutive months or greater duration 				

Senior Information Management Analyst - Resource Name:					
Ref #	Mandatory Criteria	Met or Not Met	Bidder's Response	Insert Resume Page #	
SIMA-M1	The proposed resource must have a minimum 120 months of demonstrated experience in IM/IT, in a technical role.				
SIMA-M2	<p>The proposed resource must have a minimum 36 months demonstrated experience in the design and implementation of an information model that includes transactional data, analytical data and various electronic file types for an information system.</p> <p>In order to be accepted:</p> <ul style="list-style-type: none"> • The experience must be within the last 120 months prior to bid closing and in blocks of 6 consecutive months or greater duration • The referenced Information System must be comprised of 2 or more integrated software applications in a virtual 3 tier (User Interface, Logical Layer containing business rules and Data) or greater environment across a multiplatform Information Technology Infrastructure (ITI) • The referenced Information System can be a new or existing system 				
SIMA-M3	<p>The proposed resource must have a minimum 36 months demonstrated experience documenting requirements for information systems, which must include all of the following activities;</p> <ul style="list-style-type: none"> • Requirements Identification, • Requirements development, and • Requirements analysis <p>In order to be accepted:</p> <ul style="list-style-type: none"> • The experience must be within the last 120 months prior to bid closing and in blocks of 6 consecutive months or greater duration 				

Senior Information Management Analyst - Resource Name:					
Ref #	Mandatory Criteria	Met or Not Met	Bidder's Response	Insert Resume Page #	
SIMA-M4	<p>The proposed resource must have a minimum 18 months of continuous demonstrated experience on one project managing multiple instances of Oracle 11g or greater, which must include <u>all</u> of the following activities;</p> <ul style="list-style-type: none"> • Backups of databases, • Restoring of databases, • Performance monitoring, • Identifying operational deficiencies, • Improving performance, • Managing Security and, • Oracle Streams <p>In order to be accepted:</p> <ul style="list-style-type: none"> • The experience must be within the last 60 months prior to bid closing 				
SIMA-M5	<p>The proposed resource must have a minimum of 12 months of demonstrated experience in the design, development and resolution of implementation issues to a health informatics data solution that is required to comply with one or more Canadian Federal or Provincial Legislation</p> <p>In order to be accepted:</p> <ul style="list-style-type: none"> • The experience must be within the last 60 months prior to bid closing and in blocks of 6 consecutive months or greater duration 				

Senior Security Analyst - Resource Name:					
Ref #	Mandatory Criteria	Met or Not Met	Bidder's Response	Insert Resume Page #	
SsecA-M1	The proposed resource must have a minimum 120 months of demonstrated experience in IM/IT, in a technical role.				
SsecA-M2	<p>The proposed resource must have a minimum 18 months of continuous demonstrated experience on one project in the implementation or operation and maintenance of information system security architectures, which must include all of the following;</p> <ul style="list-style-type: none"> • Security Information and Event Management (SIEM), • Citrix Thin-Client architecture, and • Public Key Infrastructure (PKI) <p>In order to be accepted:</p> <ul style="list-style-type: none"> • The experience must be within the last 60 months prior to bid closing. • The referenced Information System must be comprised of 2 or more integrated software applications in a virtual 3 tier (User Interface, Logical Layer containing business rules and Data) or greater environment across a multiplatform Information Technology Infrastructure (ITI). • The referenced Information System can be a new or existing system. 				

Senior Security Analyst - Resource Name:					
Ref #	Mandatory Criteria	Met or Not Met	Bidder's Response		Insert Resume Page #
SSEC-A-M3	<p>The proposed resource must have a minimum 36 months demonstrated experience in configuring and managing <u>all</u> of the following Security areas;</p> <ul style="list-style-type: none"> • IT system security (which includes Network security and Application security), • Endpoint Protection software • Multi-factor authentication • Firewalls and • Virtual Private Networks <p>In order to be accepted:</p> <ul style="list-style-type: none"> • The experience must be within the last 120 months prior to bid closing and in blocks of 6 consecutive months or greater duration • The referenced Information System must be comprised of 2 or more integrated software applications in a virtual 3 tier (User Interface, Logical Layer containing business rules and Data) or greater environment across a multiplatform Information Technology Infrastructure (ITI) • The referenced Information System can be a new or existing system 				

Senior System Support Analyst – Resource Name:					
Ref #	Mandatory Criteria	Met or Not Met	Bidder's Response	Insert Resume Page #	
SSSA-M1	The proposed resource must have a minimum 120 months of demonstrated experience in IM/IT, in a technical role.				
SSSA-M2	<p>Leadership Experience: The following criteria measures the resources ability to lead a team.</p> <p>The proposed resource must have a minimum 18 months of continuous demonstrated experience on one project, leading a team in the installation, integration, configuration and maintenance of Citrix XenApp 6 or later.</p> <p>In order to be accepted:</p> <ul style="list-style-type: none"> • The experience must be within the last 120 months prior to bid closing and in blocks of 6 consecutive months or greater duration • The referenced Information System must be comprised of VMWare and LPAR , hosting Windows servers (2008 or later) and AIX servers (Version 7 or later) using VPNs and firewalls • The referenced Information System can be a new or existing system 				

Senior System Support Analyst – Resource Name:					
Ref #	Mandatory Criteria	Met or Not Met	Bidder's Response		Insert Resume Page #
SSSA-M3	<p>The proposed resource must have a minimum 36 months demonstrated experience in integrating 2 or more information system components using HL7 message protocols.</p> <p>In order to be accepted:</p> <ul style="list-style-type: none"> The experience must be within the last 120 months prior to bid closing and in blocks of 6 consecutive months or greater duration The referenced Information System must be comprised of 2 or more integrated software applications in a virtual 3 tier (User Interface, Logical Layer containing business rules and Data) or greater environment across a multiplatform Information Technology Infrastructure (ITI) The referenced Information System can be a new or existing system 				

Senior System Support Analyst – Resource Name:					
Ref #	Mandatory Criteria	Met or Not Met	Bidder's Response		Insert Resume Page #
SSSA-M4	<p>The proposed resource must have a minimum 36 months of continuous demonstrated experience on one project in the implementation or operation and maintenance of information system security architectures, which must include <u>all</u> of the following;</p> <ul style="list-style-type: none"> • Security Information and Event Management (SIEM), • Citrix Thin-Client architecture, and • Public Key Infrastructure (PKI) <p>In order to be accepted:</p> <ul style="list-style-type: none"> • The experience must be within the last 120 months prior to bid closing • The referenced Information System must be comprised of 2 or more integrated software applications in a virtual 3 tier (User Interface, Logical Layer containing business rules and Data) or greater environment across a multiplatform Information Technology Infrastructure (ITI) • The referenced Information System can be a new or existing system 				
SSSA-M5	<p>The proposed resource must have a minimum 36 months demonstrated experience in information system trouble shooting, which must include <u>all</u> of the following activities;</p> <ul style="list-style-type: none"> • Diagnosis, • Problem Analysis, and • Update of Knowledge Base <p>In order to be accepted:</p> <ul style="list-style-type: none"> • The experience must be within the last 120 months prior to bid closing and in blocks of 6 consecutive months or greater duration 				

3.2.2 Key Resource Rated Technical Criteria

Senior Team Leader – Resource Name:					
Ref #	Rated Criteria	Max points	Scoring Guidelines	Bidder’s Response	Insert Resume Page #
STL-R1	The proposed resource should have demonstrated experience in managing scope of work which includes <u>all</u> of the following activities; <ul style="list-style-type: none">Defining the work,Execution of the work, andManaging changes to the work In order to be accepted: The experience is within the last 60 months prior to bid closing and in blocks of 6 consecutive months or greater duration	/30	less than 6 months – 0 pts 6 to less than 12 months – 5pts 12 to less than 18 months – 10 pts 18 to less than 24 months – 15 pts 24 to less than 30 months – 20 pts 30 to less than -36 months – 25pts 36 months or greater – 30pts		
STL-R2	The proposed resource should have demonstrated experience in engaging stakeholders. Engagement includes <u>all</u> of the following activities; <ul style="list-style-type: none">Regular briefings,Integrated work schedule management,Resolving interference among stakeholder priorities through consensus, andAdjusting scope as a result of changes to stakeholder priorities In order to be accepted: The experience is within the last 60 months prior to bid closing and in blocks of 6 consecutive months or greater duration	/30	less than 6 months – 0 pts 6 to less than 12 months – 5pts 12 to less than 18 months – 10 pts 18 to less than 24 months – 15 pts 24 to less than 30 months – 20 pts 30 to less than -36 months – 25pts 36 months or greater – 30pts		
	Rated Score Total: Note: Minimum total score is 36	/60			

Senior System Architect - Resource Name:					
Ref #	Rated Criteria	Max points	Scoring Guidelines	Bidder's Response	Insert Resume Page #
SSA-R1	<p>The proposed resource should have demonstrated experience in the design and development and resolution of implementation issues for an information system.</p> <p>In order to be accepted:</p> <ul style="list-style-type: none"> The experience is within the last 120 months prior to bid closing and in blocks of 6 consecutive months or greater duration The referenced Information System is comprised of 2 or more integrated software applications in a virtual 3 tier (User Interface, Logical Layer containing business rules and Data) or greater environment across a multiplatform Information Technology Infrastructure (ITI) The referenced Information System can be a new or existing system 	/30	<p>less than 6 months – 0 pts</p> <p>6 to less than 12 months – 5pts</p> <p>12 to less than 18 months – 10 pts</p> <p>18 to less than 24 months – 15 pts</p> <p>24 to less than 30 months – 20 pts</p> <p>30 to less than -36 months – 25pts</p> <p>36 months or greater – 30pts</p>		

Senior System Architect - Resource Name:					
Ref #	Rated Criteria	Max points	Scoring Guidelines	Bidder's Response	Insert Resume Page #
SSA-R2	<p>The proposed resource should have demonstrated experience completing at least one Options Analysis for new functionality. Each Options Analysis includes <u>all</u> of the following:</p> <ul style="list-style-type: none"> • Evaluation of system architecture for 2 or more solutions that meet a stated business objective, • An impact assessment on the current solution, • An estimate and level of effort (LOE) for each identified option, and • A recommendation <p>In order to be accepted:</p> <ul style="list-style-type: none"> • The experience is within the last 120 months prior to bid closing • The referenced Information System is comprised of 2 or more integrated software applications in a virtual 3 tier (User Interface, Logical Layer containing business rules and Data) or greater environment across a multiplatform Information Technology Infrastructure (ITI) • The referenced Information System can be a new or existing system 	/30	<p>10 pts for each COTS Options Analysis. Maximum of 2</p> <p>10 pts for each non-COTS Options Analysis. Maximum of 2</p> <p>10 pts for each Options Analysis that evaluated both COTS and non-COTS solutions. Maximum of 2</p> <p>Maximum of 3 total.</p>		

Senior System Architect – Resource Name:					
Ref #	Rated Criteria	Max points	Scoring Guidelines	Bidder’s Response	Insert Resume Page #
SSA-R3	<p>The proposed resource should have demonstrated experience in the implementation or operation and maintenance of information system security architectures, which includes all of the following:</p> <ul style="list-style-type: none">• Security Information and Event Management (SIEM),• Citrix Thin-Client architecture, and• Public Key Infrastructure (PKI) <p>In order to be accepted:</p> <ul style="list-style-type: none">• The experience is within the last 120 months prior to bid closing and in blocks of 6 consecutive months or greater duration• The referenced Information System is comprised of 2 or more integrated software applications in a virtual 3 tier (User Interface, Logical Layer containing business rules and Data) or greater environment across a multiplatform Information Technology Infrastructure (ITI)• The referenced Information System can be a new or existing system	/30	<p>less than 6 months – 0 pts 6 to less than 12 months – 5 pts 12 to less than 18 months – 10 pts 18 to less than 24 months – 15pts 24 to less than 30 months – 20 pts 30 to less than 36 months – 25 pts 36 months or greater – 30pts</p>		
SSA-R4	<p>The proposed resource should have demonstrated experience in the development and documentation of technical architectures for information systems that are required to comply with one or more Canadian Federal or Provincial Legislation</p> <p>In order to be accepted:</p> <ul style="list-style-type: none">• The experience is within the last 120 months prior to bid closing and in blocks of 6 consecutive months or greater duration	/30	<p>less than 6 months – 0 pts 6 to less than 12 months – 5pts 12 to less than 18 months – 10 pts 18 to less than 24 months – 15 pts 24 to less than 30 months – 20 pts 30 to less than 36 months – 25pts 36 months or greater – 30 pts</p>		
	<p>Rated Score Total: Note: Minimum total score is 72</p>	/120			

Senior Programmer Analyst - Resource Name:					
Ref #	Rated Criteria	Max points	Scoring Guidelines	Bidder's Response	Insert Resume Page #
SPA-R1	<p>The proposed resource should have demonstrated experience in information system trouble shooting, which includes <u>all</u> of the following activities;</p> <ul style="list-style-type: none">• Documented Diagnosis,• Documented Problem Analysis, and• Documented Recommendation(s) <p>In order to be accepted: The experience is within the last 120 months prior to bid closing and in blocks of 6 consecutive months or greater duration</p>	/30	<p>less than 6 months – 0 pts 6 to less than 12 months – 5pts 12 to less than 18 months – 10 pts 18 to less than 24 months – 15 pts 24 to less than 30 months – 20 pts 30 to less than 36 months – 25 pts 36 months or greater – 30 pts</p>		
SPA-R2	<p>The proposed resource should have demonstrated experience documenting requirements for information systems, which includes <u>all</u> of the following activities;</p> <ul style="list-style-type: none">• Requirements Identification,• Requirements development, and• Requirements analysis <p>In order to be accepted: • The experience is within the last 120 months prior to bid closing and in blocks of 6 consecutive months or greater duration</p>	/30	<p>less than 6 months – 0 pts 6 to less than 12 months – 5pts 12 to less than 18 months – 10 pts 18 to less than 24 months – 15 pts 24 to less than 30 months – 20pts 30 to less than 36 months – 25 pts 36 months or greater – 30 pts</p>		

Senior Programmer Analyst - Resource Name:					
Ref #	Rated Criteria	Max points	Scoring Guidelines	Bidder's Response	Insert Resume Page #
SPA-R3	<p>The proposed resource should have demonstrated experience completing at least one Options Analysis for new functionality. Each Options Analysis includes <u>all</u> of the following:</p> <ul style="list-style-type: none">• Evaluation of information system functionality for 2 or more solutions that meet a stated business objective,• An impact assessment on the current solution,• An estimate and level of effort (LOE) for each identified option, and• A recommendation <p>In order to be accepted:</p> <ul style="list-style-type: none">• The experience is within the last 120 months prior to bid closing• The referenced Information System is comprised of 2 or more integrated software applications in a virtual 3 tier (User Interface, Logical Layer containing business rules and Data) or greater environment across a multiplatform Information Technology Infrastructure (ITI)• The referenced Information System can be a new or existing system	/30	<p>10pts for each COTS Options Analysis. Maximum of 2</p> <p>10pts for each non-COTS Options Analysis. Maximum of 2</p> <p>10 pts for each Options Analysis that evaluated both COTS and non-COTS solutions. Maximum of 2</p> <p>Maximum of 3 total</p>		
SPA-R4	<p>The proposed resource should have demonstrated experience in electronic form platform (e-Form) development, which includes <u>all</u> of the following activities,</p> <ul style="list-style-type: none">• Testing,• Implementation, and• Operation and Maintenance <p>In order to be accepted:</p> <ul style="list-style-type: none">• The experience is within the last 120 months prior to bid closing and in blocks of 6 consecutive months or greater duration	/30	<p>less than 6 months – 0 pts</p> <p>6 to less than 12 months – 5 pts</p> <p>12 to less than 18 months – 10 pts</p> <p>18 to less than 24 months – 15pts</p> <p>24 to less than 30 months – 20pts</p> <p>30 to less than 36 months – 25 pts</p> <p>36 months or greater – 30pts</p>		

Senior Programmer Analyst - Resource Name:						
Ref #	Rated Criteria	Max points	Scoring Guidelines	Bidder's Response	Insert Resume Page #	
	Rated Score Total: Note: Minimum Total score is 72	/120				

Senior Information Management Analyst - Resource Name:					
Ref #	Rated Criteria	Max points	Scoring Guidelines	Bidder's Response	Insert Resume Page #
SIMA-R1	<p>The proposed resource should have demonstrated experience in RDBMS and / or system data trouble shooting, that includes <u>all</u> of the following activities;</p> <ul style="list-style-type: none"> • Documented Diagnosis, • Documented Problem Analysis, and • Documented Recommendation(s) <p>In order to be accepted:</p> <ul style="list-style-type: none"> • The experience is within the last 120 months prior to bid closing and in blocks of 6 consecutive months or greater duration 	/30	<p>less than 6 months – 0 pts 6 to less than 12 months – 5pts 12 to less than 18 months – 10 pts 18 to less than 24 months – 15 pts 24 to less than 30 months – 20 pts 30 to less than 36 months – 25 pts 36 months or greater – 30 pts</p>		
SIMA-R2	<p>The proposed resource should have demonstrated experience completing at least one Options Analysis for new functionality. Each Options Analysis includes <u>all</u> of the following;</p> <ul style="list-style-type: none"> • Evaluation of the information management capability for 2 or more solutions that meet a stated business objective, • An impact assessment on the current solution, • An estimate and level of effort (LOE) for each identified option, and • A recommendation <p>In order to be accepted:</p> <ul style="list-style-type: none"> • The experience is within the last 120 months prior to bid closing • The referenced Information System is comprised of 2 or more integrated software applications in a virtual 3 tier (User Interface, Logical Layer containing business rules and Data) or greater environment across a multiplatform Information Technology Infrastructure (ITI) • The referenced Information System can be a new or existing system 	/30	<p>10 ppts for each COTS Options Analysis. Maximum of 2</p> <p>10ppts for each non-COTS Options Analysis. Maximum of 2</p> <p>10 ppts for each Options Analysis that evaluated both COTS and non-COTS solutions. Maximum of 2</p> <p>Maximum of 3 total</p>		

Senior Information Management Analyst - Resource Name:						
Ref #	Rated Criteria	Max points	Scoring Guidelines	Bidder's Response	Insert Resume Page #	
SIMA-R3	<p>The proposed resource should have demonstrated experience with Oracle 11g or greater, that includes <u>all</u> of the following activities;</p> <ul style="list-style-type: none"> • Data Definition Language (DDL) Scripting, • Data Manipulation Language (DML) Scripting, • PL/SQL Scripting, and • Import / Export Tools <p>In order to be accepted:</p> <ul style="list-style-type: none"> • The experience is within the last 120 months prior to bid closing and in blocks of 6 consecutive months or greater duration 	/30	<p>less than 6 months – 0 pts 6 to less than 12 months – 5pts 12 to less than 18 months – 10 pts 18 to less than 24 months – 15 pts 24 to less than 30 months – 20pts 30 to less than 36 months – 25 pts 36 months or greater – 30 pts</p>			
SIMA-R4	<p>The proposed resource should have demonstrated experience with SQL Server 2008 or greater, that includes <u>all</u> of the following activities;</p> <ul style="list-style-type: none"> • Data Definition Language (DDL) Scripting, • Data Manipulation Language (DML) Scripting, • Stored Procedure Scripting, • Function Scripting, and • Import / Export Tools <p>In order to be accepted:</p> <ul style="list-style-type: none"> • The experience is within the last 120 months prior to bid closing and in blocks of 6 consecutive months or greater duration 	/30	<p>less than 6 months – 0 pts 6 to less than 12 months – 5pts 12 to less than 18 months – 10 pts 18 to less than 24 months – 15pts 24 to less than 30 months – 20 pts 30 to less than 36 months – 25 pts 36 months or greater – 30 pts</p>			
	<p>Rated Score Total: Note: Minimum total score is 72</p>	/120				

Senior Security Analyst - Resource Name:					
Ref #	Rated Criteria	Max points	Scoring Guidelines	Bidder's Response	Insert Resume Page #
SSecA-R1	<p>The proposed resource should have demonstrated experience in system security, that includes <u>all</u> of the following activities;</p> <ul style="list-style-type: none"> • Security Performance monitoring, • Identifying security deficiencies, and • Improving security and performance <p>In order to be accepted:</p> <ul style="list-style-type: none"> • The experience is within the last 120 months prior to bid closing and in blocks of 6 consecutive months or greater duration 	/30	<p>less than 6 months – 0 pts 6 to less than 12 months – 5pts 12 to less than 18 months – 10 pts 18 to less than 24 months – 15 pts 24 to less than 30 months – 20 pts 30 to less than 36 months – 25 pts 36 months or greater – 30 pts</p>		
SSecA-R2	<p>The proposed resource should have demonstrated experience completing at least one Options Analysis for new functionality. Each Options Analysis includes <u>all</u> of the following;</p> <ul style="list-style-type: none"> • Evaluation of system security for 2 or more solutions that meet a stated business objective, • An impact assessment on the current solution, • An estimate and level of effort (LOE) for each identified option, and • A recommendation <p>In order to be accepted:</p> <ul style="list-style-type: none"> • The experience is within the last 120 months prior to bid closing • The referenced Information System is comprised of 2 or more integrated software applications in a virtual 3 tier (User Interface, Logical Layer containing business rules and Data) or greater environment across a multiplatform Information Technology Infrastructure (ITI) • The referenced Information System can be a new or existing system 	/30	<p>10pts for each COTS Options Analysis. Maximum of 2</p> <p>10pts for each non-COTS Options Analysis. Maximum of 2</p> <p>10 pts for each Options Analysis that evaluated both COTS and non-COTS solutions. Maximum of 2</p> <p>Maximum of 3 total.</p>		

Senior Security Analyst - Resource Name:					
Ref #	Rated Criteria	Max points	Scoring Guidelines	Bidder's Response	Insert Resume Page #
SSecA-R3	<p>The proposed resource should have demonstrated experience in the installation, integration, configuration and maintenance of Citrix XenApp 6 or later.</p> <p>In order to be accepted:</p> <ul style="list-style-type: none">• The experience is within the last 120 months prior to bid closing and in blocks of 6 consecutive months or greater duration• The referenced Information System is comprised VMWare and LPAR , hosting Windows servers (2008 or later) and AIX servers (Version 7 or later) using VPNs and firewalls• The referenced Information System can be a new or existing system	/30	<p>less than 6 months – 0 pts</p> <p>6 to less than 12 months – 5pts</p> <p>12 to less than 18 months – 10 pts</p> <p>18 to less than 24 months – 15 pts</p> <p>24 to less than 30 months – 20 pts</p> <p>30 to less than 36 months – 25 pts</p> <p>36 months or greater – 30 pts</p>		
SSecA-R4	<p>The proposed resource should have demonstrated experience in information system trouble shooting, that includes <u>all</u> of the following activities;</p> <ul style="list-style-type: none">• Documented Diagnosis,• Documented Problem Analysis, and• Documented Recommendation(s) <p>In order to be accepted:</p> <ul style="list-style-type: none">• The experience is within the last 120 months prior to bid closing and in blocks of 6 consecutive months or greater duration	/30	<p>less than 6 months – 0 pts</p> <p>6 to less than 12 months – 5 pts</p> <p>12 to less than 18 months – 10 pts</p> <p>18 to less than 24 months – 15pts</p> <p>24 to less than 30 months – 20 pts</p> <p>30 to less than 36 months – 25 pts</p> <p>36 months or greater – 30 pts</p>		
	<p>Rated Score Total: Note: Minimum total score is 72</p>	/120			

Senior System Support Analyst - Resource Name:					
Ref #	Rated Criteria	Max points	Scoring Guidelines	Bidder's Response	Insert Resume Page #
SSSA-R1	<p>The proposed resource should have demonstrated experience in system security, that includes <u>all</u> of the following activities;</p> <ul style="list-style-type: none">• Monitoring performance,• Identifying operational deficiencies,• Improving system security and performance <p>In order to be accepted:</p> <ul style="list-style-type: none">• The experience is within the last 120 months prior to bid closing and in blocks of 6 consecutive months or greater duration	/30	<p>less than 6 months – 0 pts 6 to less than 12 months – 5pts 12 to less than 18 months – 10 pts 18 to less than 24 months – 15ts 24 to less than 30 months – 20 pts 30 to less than 36 months – 25pts 36 months or greater – 30 pts</p>		
SSSA-R2	<p>The proposed resource should have demonstrated experience in the installation, integration, configuration and maintenance of Citrix XenApp 6 or later.</p> <p>In order to be accepted:</p> <ul style="list-style-type: none">• The experience is within the last 120 months prior to bid closing and in blocks of 6 consecutive months or greater duration• The referenced Information System is comprised of VMWare and LPAR , hosting Windows servers (2008 or later) and AIX servers (Version 7 or later) using VPNs and firewalls• The referenced Information System can be a new or existing system	/30	<p>less than 6 months – 0 pts 6 to less than 12 months – 5 pts 12 to less than 18 months – 10 pts 18 to less than 24 months – 15 pts 24 to less than 30 months – 20pts 30 to less than 36 months – 25 pts 36 months or greater – 30 pts</p>		

Senior System Support Analyst - Resource Name:						
Ref #	Rated Criteria	Max points	Scoring Guidelines	Bidder's Response	Insert Resume Page #	
SSSA-R3	<p>The proposed resource should have demonstrated experience in system backup recovery and disaster recovery architecture, that includes <u>all</u> of the following activities;</p> <ul style="list-style-type: none"> • Testing • Implementation, and • Operation and Maintenance <p>In order to be accepted:</p> <ul style="list-style-type: none"> • The experience is within the last 120 months prior to bid closing and in blocks of 6 consecutive months or greater duration 	/30	<p>less than 6 months – 0 pts 6 to less than 12 months – 5pts 12 to less than 18 months – 10 pts 18 to less than 24 months – 15 pts 24 to less than 30 months – 20 pts 30 to less than 36 months – 25pts 36 months or greater – 30 pts</p>			

Senior System Support Analyst - Resource Name:						
Ref #	Rated Criteria	Max points	Scoring Guidelines	Bidder's Response	Insert Resume Page #	
SSSA-R4	<p>The proposed resource should have demonstrated experience in configuring and managing <u>all</u> of the following Security areas;</p> <ul style="list-style-type: none"> IT system security (which includes Network security and Application security), Endpoint Protection software Multi-factor authentication Firewalls and Virtual Private Networks <p>In order to be accepted:</p> <ul style="list-style-type: none"> The experience is within the last 120 months prior to bid closing and in blocks of 6 consecutive months or greater duration The referenced Information System is comprised of 2 or more integrated software applications in a virtual 3 tier (User Interface, Logical Layer containing business rules and Data) or greater environment across a multiplatform Information Technology Infrastructure (ITI) The referenced Information System can be a new or existing system 	/30	<p>1 point for each bullet for every 6 months of continuous experience.</p> <p>Maximum of 6 points for each bullet</p> <p>Maximum of 30 points total</p>			
	Rated Score Total: Note: Minimum total score is 72	/120				

Solicitation No. - N° de l'invitation
W8474-03BH01/E
Client Ref. No. - N° de réf. du client
W8474-03BH01

Amd. No. - N° de la modif.
Original
File No. - N° du dossier
002xt.W8474-03BH01

Buyer ID - Id de l'acheteur
002xt
CCC No./N° CCC - FMS No./N° VME

ATTACHMENT “B”

BID SUBMISSION FORM

Solicitation No. - N° de l'invitation
W8474-03BH01/E
 Client Ref. No. - N° de réf. du client
W8474-03BH01

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BID SUBMISSION FORM	
Bidder's full legal name <i>[Note to Bidders: Bidders who are part of a corporate group should take care to identify the correct corporation as the Bidder.]</i>	
Authorized Representative of Bidder for evaluation purposes (e.g., clarifications)	Name:
	Title:
	Address:
	Telephone #:
	Fax #:
	Email:
Bidder's Procurement Business Number (PBN) <i>[see the Standard Instructions 2003]</i> <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>	
Jurisdiction of Contract: 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)	
Former Public Servants See the Article in Part 2 of the bid solicitation entitled "Former Public Servant" for a definition of "Former Public Servant".	Is the Bidder a FPS in receipt of a pension as defined in the bid solicitation? Yes ____ No ____ If yes, provide the information required by the Article in Part 2 entitled "Former Public Servant "
	Is the Bidder a FPS who received a lump sum payment under the terms of the terms of the Work Force Adjustment Directive? Yes ____ No ____ If yes, provide the information required by the Article in Part 2 entitled "Former Public Servant "
	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: (Contracting Officers should only insert when supplemental General Conditions 4004 has been inserted in Part 7).	Toll-free Telephone Access:
	Toll-Free Fax Access:
	E-Mail Access:
	Website address for web support:

Solicitation No. - N° de l'invitation
W8474-03BH01/E
Client Ref. No. - N° de réf. du client
W8474-03BH01

Amd. No. - N° de la modif.
Original
File No. - N° du dossier
002xt.W8474-03BH01

Buyer ID - Id de l'acheteur
002xt
CCC No./N° CCC - FMS No./N° VME

BID SUBMISSION FORM	
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.]	
<p>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:</p> <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; and4. 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	<hr/>

Solicitation No. - N° de l'invitation
W8474-03BH01/E
Client Ref. No. - N° de réf. du client
W8474-03BH01

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002xt.W8474-03BH01

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ATTACHMENT “C”

FEDERAL CONTRACTORS PROGRAM FOR EMPLOYMENT EQUITY – CERTIFICATION

I, the Bidder, by submitting the present information to the Contracting Authority, certify that the information provided is true as of the date indicated below. The certifications provided to Canada are subject to verification at all times. I understand that Canada will declare a bid non-responsive, or will declare a contractor in default, if a certification is found to be untrue, whether during the bid evaluation period or during the contract period. Canada will have the right to ask for additional information to verify the Bidder's certifications. Failure to comply with such request by Canada will also render the bid non-responsive or will constitute a default under the Contract.

For further information on the Federal Contractors Program for Employment Equity visit [HRSDC-Labour's website](#).

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

Complete both A and B.

A. Check only one of the following:

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

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

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

OR

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

B. Check only one of the following:

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

OR

- ☐ B2. The Bidder is a Joint venture and each member of the Joint Venture must provide the Contracting Authority with a completed Annex D - Federal Contractors Program for Employment Equity - Certification. (Refer to the Joint Venture section of the Standard Instructions)

Solicitation No. - N° de l'invitation
W8474-03BH01/E
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Buyer ID - Id de l'acheteur
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ATTACHMENT "D"

ESTIMATED RESOURCES FOR AS-AND-WHEN REQUESTED WORK

Resource Category	Level of expertise	Estimated # of resources required
Team Leader	Senior	1
Team Leader	Intermediate	1
System Architect	Senior	1
Programmer Analyst	Senior	2
Programmer Analyst	Intermediate	5
Programmer Analyst	Junior	2
System Support Analyst	Senior	1
System Support Analyst	Intermediate	2
System Support Analyst	Junior	1
Information Management Analyst	Senior	1
Security Analyst	Senior	1
Health Information Analyst	Senior	3
Health Information Analyst	Intermediate	6
Health Information Analyst	Junior	2
Training Developer	Intermediate	2
Total		31