



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

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

**REQUEST FOR PROPOSAL  
DEMANDE DE PROPOSITION**

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

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

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

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

**Comments - Commentaires**

**Vendor/Firm Name and Address**

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

**Issuing Office - Bureau de distribution**

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

<b>Title - Sujet</b> INCIDENT COMMAND SYS INFO MGMT SOL	
<b>Solicitation No. - N° de l'invitation</b> EN578-161892/A	<b>Date</b> 2015-12-10
<b>Client Reference No. - N° de référence du client</b> 20161892	
<b>GETS Reference No. - N° de référence de SEAG</b> PW-\$\$XL-127-29687	
<b>File No. - N° de dossier</b> 127xl.EN578-161892	<b>CCC No./N° CCC - FMS No./N° VME</b>
<b>Solicitation Closes - L'invitation prend fin at - à 02:00 PM on - le 2016-01-20</b>	<b>Time Zone Fuseau horaire</b> Eastern Standard Time EST
<b>F.O.B. - F.A.B.</b> <b>Plant-Usine:</b> <input type="checkbox"/> <b>Destination:</b> <input type="checkbox"/> <b>Other-Autre:</b> <input type="checkbox"/>	
<b>Address Enquiries to: - Adresser toutes questions à:</b> Flemming, Brock	<b>Buyer Id - Id de l'acheteur</b> 127xl
<b>Telephone No. - N° de téléphone</b> (819) 956-5708 ( )	<b>FAX No. - N° de FAX</b> ( ) -
<b>Destination - of Goods, Services, and Construction: Destination - des biens, services et construction:</b>  Specified Herein Précisé dans les présentes	

**Instructions: See Herein**

**Instructions: Voir aux présentes**

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

# BID SOLICITATION

## INCIDENT COMMAND SYSTEM INFORMATION MANAGEMENT SYSTEM

### FOR

## DEPARTMENT OF FISHERIES AND OCEANS

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**List of Annexes to the Resulting Contract:**

Annex A	Pricing Table
Annex B	Statement of Requirements
Annex C	Statement of Work
Annex D	Task Authorization Form

**Forms:**

- Form 1 - Bid Submission Form
- Form 2 - Software Publisher Certification Form
- Form 3 - Software Publisher Authorization Form
- Form 4 - Federal Contractors Program for Employment Equity-Certification
- Form 5 - Integrity

**BID SOLICITATION**

**INCIDENT COMMAND SYSTEM INFORMATION MANAGEMENT  
SYSTEM**

**FOR**

**DEPARTMENT OF FISHERIES AND OCEANS**

**PART 1 - GENERAL INFORMATION**

**1.1 Introduction**

The bid solicitation is divided into seven (7) parts plus attachments and annexes, as follows:

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

The annexes include the Statement of Requirements, the Statement of Work, the Security Requirements Check List and any other annexes.

**1.2 Summary**

- (a) This bid solicitation is being issued to satisfy the requirement of the Department of Fisheries and Oceans (DFO) (the "Client") for an Incident Command System's Information Management System (ICSIMS). It is intended to result in the award of a contract for 1 year plus 9 irrevocable one-year options allowing Canada to extend the term of the contract.
- (b) It is estimated that the initial Client requires a license for approximately 100 Users, with the license right to increase use of the Solution in the event of an incident(s). It would be noted that historically there have been 3 major incidents over the last 10 years. It is estimated that there would be approximately ten times the number of Users in the event that a major incident should occur, though that number may vary depending on the circumstances. It would also be

noted that ideally there would be no incidents during the contract periods and that Canada is operationally motivated to bring closure in a timely manner.

- (c) DFO is the Initial Client that will use the ICSIMS (the "Software Solution"). However, this bid solicitation will also allow Canada to make the Software Solution available to any department or Crown corporation (as those terms are defined in the Financial Administration Act) or any other party for which the Department of Public Works and Government Services is authorized to act from time to time under section 16 of the Department of Public Works and Government Services Act (each a "Client"). Although Canada may make the Software Solution available to any or all the Clients, this bid solicitation does not preclude Canada from using another method of supply for entities of the Government of Canada with the same or similar needs.
- (d) The requirement is subject to the provisions of the World Trade Organization Agreement on Government Procurement (WTO-AGP), the North American Free Trade Agreement (NAFTA), the Canada-Chile Free Trade Agreement (CCFTA), the Canada-Peru Free Trade Agreement (CPFTA), the Canada-Colombia Free Trade Agreement (CColFTA), the Canada-Panama Free Trade Agreement (CPanFTA) if it is in force, and the Agreement on Internal Trade (AIT).
- (e) There is a Federal Contractors Program (FCP) for employment equity requirement associated with this procurement: see Part 5 - Certifications, Part 7 - Resulting Contract Clauses and the Form 4 named "Federal Contractors Program for Employment Equity - Certification".

### 1.3 Debriefings

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

### 1.4 Conflict of Interest

The following consultant was involved in preparing the SOR and SOW as per Standard Instructions 2003:

Greg Aikins from:

**Intellection Consulting**  
927Marlborough Ave  
Halifax, NS  
B3H 3G9  
(902) 444-1977

## PART 2 - BIDDER INSTRUCTIONS

### 2.1 Standard Instructions, Clauses and Conditions

- (a) All instructions, clauses and conditions identified in the bid solicitation by number, date and title are set out in the Standard Acquisition Clauses and Conditions Manual (<https://buyandsell.gc.ca/policy-and-guidelines/standard-acquisition-clauses-and-conditions-manual>) issued by Public Works and Government Services Canada.
- (b) Bidders who submit a bid agree to be bound by the instructions, clauses and conditions of the bid solicitation and accept the clauses and conditions of the resulting contract.
- (c) The 2003 (2015-08-17) Standard Instructions - Goods or Services - Competitive Requirements are incorporated by reference into and form part of the bid solicitation. If there is a conflict between the provisions of 2003 and this document, this document prevails
- (d) "Subsections 3 of Section 01, Integrity Provisions - Bid of Standard Instructions (2003) incorporated by reference above are deleted in their entirety and replaced with the following:

#### 3 List of Names

- a) Bidders who are incorporated or who are a sole proprietorship, including those bidding as a joint venture, have already provided a list of names of all individuals who are directors of the Bidder, or the name of the owner(s), at the time of submitting an arrangement under the Request for Supply Arrangement (RFSA).
- b) These Bidders must immediately inform Canada in writing of any changes affecting the list of directors during this procurement process.
- (e) Subsection 5(4) of 2003, Standard Instructions - Goods or Services - Competitive Requirements is amended as follows:
  - (i) Delete: 60 days
  - (ii) Insert: 180 days

### 2.2 Submission of Bids

- (a) Bids must be submitted only to Public Works and Government Services Canada PWGSC Bid Receiving Unit by the date, time and place indicated on page 1 of the bid solicitation.
- (b) Due to the nature of the bid solicitation, bids transmitted by facsimile to PWGSC will not be accepted.

### 2.3 Former Public Servant

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

**(b) Definitions**

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

- (i) an individual;
- (ii) an individual who has incorporated;
- (iii) a partnership made of former public servants; or
- (iv) a sole proprietorship or entity where the affected individual has a controlling or major interest in the entity.

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

"pension" means a pension or annual allowance paid under the [Public Service Superannuation Act](#) (PSSA), R.S., 1985, c.P-36, and any increases paid pursuant to the [Supplementary Retirement Benefits Act](#), R.S., 1985, c.S-24 as it affects the PSSA. It does not include pensions payable pursuant to the [Canadian Forces Superannuation Act](#), R.S., 1985, c.C-17, the [Defence Services Pension Continuation Act](#), 1970, c.D-3, the [Royal Canadian Mounted Police Pension Continuation Act](#), 1970, c.R-10, and the [Royal Canadian Mounted Police Superannuation Act](#), R.S., 1985, c.R-11, the [Members of Parliament Retiring Allowances Act](#), R.S., 1985, c.M-5, and that portion of pension payable to the [Canada Pension Plan Act](#), R.S., 1985, c.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 5 calendar days before the bid closing date. Enquiries received after that time may not be answered.
- (b) Bidders should reference as accurately as possible the numbered item of the bid solicitation to which the enquiry relates. Care should be taken by Bidders to explain each question in sufficient detail in order to enable Canada to provide an accurate answer. Technical enquiries that are of a proprietary nature must be clearly marked "proprietary" at each relevant item. Items identified as proprietary will be treated as such except where Canada determines that the enquiry is not of a proprietary nature. Canada may edit the questions or may request that the Bidder do so, so that the proprietary nature of the question is eliminated, and the enquiry can be answered *with copies* to all Bidders. Enquiries not submitted in a form that can be distributed to all Bidders may not be answered by Canada.

## 2.5 Applicable Laws

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

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

## 2.6 Improvement of Requirement during Solicitation Period

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

entitled "Enquiries - Bid Solicitation". Canada will have the right to accept or reject any or all suggestions.

## **2.7 Volumetric Data**

The data has been provided to Bidders to assist them in preparing their bids. The inclusion of this data in this bid solicitation does not represent a commitment by Canada that Canada's future usage of ICSIMS 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 II: Technical Bid (2 hard copies and 1 soft copy on 2 USB key);
- (ii) Section III: Financial Bid (2 hard copies and 1 soft copy on 2 USB key); and
- (iii) Section IV: Certifications (2 hard copies and 1 soft copy on 2 USB key).

If there is a discrepancy between the wording of the soft copy and the hard copy, the wording of the hard copy will have priority over the wording of the soft copy. Prices must appear in the financial bid only. No prices must be indicated in any other section of the bid.

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

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

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

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

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

- (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 disqualified..
- (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.

- (iii) 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:

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

That show in total 100 billable days.

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

### 3.2 Section I: Technical Bid

- (a) In their technical bid, Bidders must demonstrate their understanding of the requirements contained in the bid solicitation and explain how they will meet these requirements. Bidders must demonstrate their capability in a thorough, concise and clear manner for carrying out the work.
- (b) The technical bid must address clearly and in sufficient depth the points that are subject to the evaluation criteria against which the bid will be evaluated. Simply repeating the statement contained in the bid solicitation is not sufficient. In order to facilitate the evaluation of the bid, Canada requests that Bidders address and present topics in the order of the evaluation criteria under the same headings. To avoid duplication, Bidders may refer to different sections of their bids by identifying the specific paragraph and page number where the subject topic has already been addressed.
- (c) The technical bid consists of the following:
- (i) **Substantiation of Technical Compliance:** The Technical Bid must substantiate the compliance of the Bidder's ICSIMS with Annex B - Statement of Requirements.
- (ii) The Bidder must include a description of its maintenance and support services for software, which must be consistent with all the requirements described in the Resulting Contract Clauses, including the Statement of Work. At a minimum, the Bidder must describe its:
- (A) Problem reporting and response procedures;
  - (B) Escalation procedures;
  - (C) On-site support availability; and
  - (D) Any enhancements to the basic requirements that the Bidder is offering.
- (iii) **List of Proposed Software:** The Bidder must include a complete list identifying both the name and the version number of each component of the Licensed Software required for the proposed Software Solution.
- (iv) **Technical Documentation:** The Bidder must provide technical documentation such as user manuals, screenshots, design or system management documents (or other information sources) to support the Bidder's response to each requirement (a soft copy of the technical documents required to support the Technical Bid is acceptable). Links

to websites are not acceptable and if provided to validate a mandatory requirement, it will render the bid response non-responsive. The Bidder should include the precise location of the reference material including the title of the document, the page and the paragraph numbers when addressing each criterion. Any reference material listed by the Bidder to demonstrate the compliance must be part of the bid (hard copy or soft copy). If it is not included in the bid, it will not be taken into consideration by Canada. Where the reference is not sufficiently precise, Canada may request that the Bidder direct Canada to the appropriate location in the bid documentation.

- (v) **Description of Evolution of Software Solution:** The Bidder is requested to describe when and how the proposed Software Solution was conceived and how it has evolved, with the accomplishments of each release. This is requested for information purposes only and will not be evaluated.

### 3.3 Section II: Financial Bid

- (a) **Pricing:** Bidders must submit their financial bid in accordance with the Annex A – Pricing Tables without any conditions, assumptions, or restrictions. Any financial proposal that purports to restrict the way in which Canada acquires goods or services under the resulting contract, with the exception of those limitations that are expressly set out in this solicitation, will be considered non-responsive. The total amount of Goods and Services Tax or Harmonized Sales Tax must be shown separately, if applicable. Unless otherwise indicated, bidders must include a single, firm, all-inclusive price quoted in Canadian dollars in each cell requiring an entry in the pricing tables.
- (b) **All Costs to be Included:** The financial bid must include all costs for the requirement described in the bid solicitation for the entire Contract Period, including any option to extend the Contract Period. The identification of all necessary equipment, software, peripherals, cabling and components required to meet the requirements of the bid solicitation and the associated costs of these items is the sole responsibility of the Bidder.
- (c) **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.

### 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 of the Client and PWGSC will evaluate the bids on behalf of Canada. Canada may hire any independent consultant, or use any Government resources, to evaluate any bid. Not all members of the evaluation team will necessarily participate in all aspects of the evaluation.
- (c) In addition to any other time periods established in the bid solicitation:
  - (i) **Requests for Clarifications:** If Canada seeks clarification or verification from the Bidder about its bid, the Bidder will have 3 working days (or a longer period if specified in writing by the Contracting Authority) to provide the necessary information to Canada. Failure to meet this deadline will result in the bid being declared non-responsive.
  - (ii) **Requests for Further Information:** If Canada requires additional information in order to do any of the following pursuant to the Section entitled "Conduct of Evaluation" in 2003, Standard Instructions - Goods or Services - Competitive Requirements:
    - (A) verify any or all information provided by the Bidder in its bid; or
    - (B) contact any or all references supplied by the Bidder (e.g., references named in the résumés of individual resources) to verify and validate any information submitted by the Bidder,

the Bidder must provide the information requested by Canada within 3 working days of a request by the Contracting Authority.
  - (iii) **Extension of Time:** If additional time is required by the Bidder, the Contracting Authority may grant an extension in his or her sole discretion.

### 4.2 Technical Evaluation

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

- (i) Each bid will be rated by assigning a score to the rated requirements, which are identified in the bid solicitation by the word "rated" or "should" or by reference to a score. Bidders who fail to submit complete bids with all the information requested by this bid solicitation will be rated accordingly.
- (ii) The point-rated requirements are described in Annex B - Statement of Requirements
- (c) Reference Checks:
  - (i) For reference checks, Canada may conduct the reference check via telephone. Canada may call the contacts supplied by all the Bidders within a 48-hour period using the phone number provided in the bid. Canada will not award any points and/or a bidder will not meet the mandatory experience requirement (as applicable) unless the response is received within 5 working days of the date that Canada first calls.
  - (ii) On the third working day after initially calling, if Canada has not received a response, Canada will notify the Bidder by e-mail, to allow the Bidder to contact its reference directly to ensure that it responds to Canada within 5 working days. If the individual named by a Bidder is unavailable when required during the evaluation period, the Bidder may provide the name and phone number of an alternate contact person from the same customer. Bidders will only be provided with this opportunity once for each customer, and only if the originally named individual is unavailable to respond (i.e., the Bidder will not be provided with an opportunity to submit the name of an alternate contact person if the original contact person indicates that he or she is unwilling or unable to respond). The 5 working days will not be extended to provide additional time for the new contact to respond.
  - (iii) Wherever information provided by a reference differs from the information supplied by the Bidder, the information supplied by the reference will be the information evaluated.
  - (iv) Points will not be allocated and/or a bidder will not meet the mandatory experience requirement (as applicable) if (1) the reference customer states he or she is unable or unwilling to provide the information requested, or (2) the customer reference is not a customer of the Bidder itself (for example, the customer cannot be the customer of an affiliate of the Bidder instead of being a customer of the Bidder itself). Nor will points be allocated or a mandatory met if the customer is itself an affiliate or other entity that does not deal at arm's length with the Bidder.

#### 4.3 Financial Evaluation

- (a) The financial evaluation will be conducted by calculating the **Total Bid Price** using the Pricing Tables completed by the bidders.
- (b) The financial evaluation process is described in Annex A.
- (c) Formulae in Pricing Tables

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

- (d) Substantiation of Professional Services Rates

In Canada's experience, bidders will from time to time propose rates at the time of bidding for one or more categories of resources that they later refuse to honour, on the basis that these rates do not allow them to recover their own costs and/or make a profit. When evaluating the

rates bid for professional services, Canada may, but will have no obligation to, require price support in accordance with this Article. If Canada requests price support, it will be requested from all otherwise responsive bidders who have proposed a rate that is at least 20% lower than the median rate bid by all responsive bidders for the relevant resource category or categories. If Canada requests price support, the Bidder must provide the following information:

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

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

#### 4.4 Basis of Selection

- (a) To be declared responsive, a bid must:
- (i) comply with the terms and conditions of the bid solicitation;
  - (ii) comply with all the requirements of the bid solicitation; and
  - (iii) meet all mandatory technical evaluation criteria.

Bids not meeting (i) or (ii) or (iii) will be declared non-responsive.

- (b) Price is given a rating value which is included in the total calculation of the bid. 50% of the points will be awarded to the technical bid and 50% of the points will be awarded to the financial bid.

To complete this calculation the following formula is used:

$$\left( \frac{\text{Score of the rated requirements of the Bid}}{\text{Maximum score possible}} \right) \times 50\% = \text{Total 1}$$

$$\left( \frac{\text{Lowest Total Assessed Price}}{\text{Total Assessed Price of the bid}} \right) \times 50\% = \text{Total 2}$$

$$(\text{Total 1}) + (\text{Total 2}) = \text{Combined Rating of Technical Merit and Price}$$

The top-ranked responsive bid will be determined based on the proposal which has met all mandatory criteria, has met or exceeded the required minimum pass marks of the rated requirements and offers the **Highest Responsive Combined Rating of Technical Merit and Price** as calculated above. The Top-ranked responsive bid, will be recommended for Contract award.

- (c) 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.
- (d) If more than one bidder is ranked first because of identical overall scores, then the bidder with the best financial score will become the top-ranked bidder.

#### 4.5 Proof of Proposal Test for Top-Ranked Bid:

- (a) Through the Proof of Proposal (PoP) test, Canada may test the solution proposed in the top-ranked bid (identified after the financial evaluation) to confirm both that it will function as described in the bid and that it meets the technical functionality requirements described in Annex B. The PoP test will take place at a site in the National Capital Region provided by Canada that recreates the technical environment described in Annex B, or the PoP test may take place at a location in Canada selected by the top-ranked Bidder, if that location is agreed to by the Contracting Authority and if the Bidder assumes all responsibility for recreating the technical environment described in Annex B (it is within the Contracting Authority's sole discretion to determine whether the Bidder has accurately recreated this environment for the test). Canada will pay its own travel and salary costs associated with any PoP test.

- (b) After being notified by the Contracting Authority, the Bidder will be given a maximum of 15 working days to start the installation of the proposed solution. The installation must be completed and functional within 5 working days of the Bidder starting the installation (7.5 hrs/day during normal working hours, to be determined by the Contracting Authority). Canada will then conduct the PoP test. Representative(s) of the Bidder may be present during the PoP test. The representative(s) named in the bid are to provide technical support during the PoP test should be available in person or by telephone for technical advice and clarification during the PoP test; however, Canada is not required to delay the PoP test if an individual is unavailable.
- (c) Canada will document the results of the PoP Test. If Canada determines that the proposed solution does not meet any mandatory requirement of the bid solicitation, the bid will fail the PoP Test and the bid will be disqualified. Canada may, as a result of the PoP test, reduce the score of the Bidder on any rated requirement, if the PoP test indicates that the score provided to the Bidder on the basis of its written bid is not validated by the PoP test. The Bidder's score will not be increased as a result of the PoP test. If the Bidder's score is reduced as a result of the PoP test, Canada will reassess the ranking of all bidders.
- (d) In connection with the PoP testing, the Bidder grants to Canada a limited license to use the Bidder's proposed software solution for testing and evaluation purposes.
- (e) If, during the initial installation of the software for the PoP test, the Bidder discovers that there are missing and/or corrupt files for software components identified in the technical bid, the Bidder must cease the installation process and inform the Contracting Authority. If the Contracting Authority determines that the missing and/or corrupt files are for components identified in the technical bid, the Bidder may be permitted to submit to the Contracting Authority the missing files and/or replacements for the corrupt files on electronic media or by referring to a web site where the files can be downloaded. These files must have been commercially released to the public before the bid closing date. Upon receiving the files on electronic media or downloading them from a corporate web site, the Contracting Authority will verify that (i) the files were commercially released to the public before the bid closing date; (ii) the files do not include new releases or versions of the software; (iii) the files belong to software components identified in the technical bid; and (iv) the software will not need to be recompiled to make use of the files. The Contracting Authority will have the sole discretion to decide if the additional files may be installed for the PoP test. Under no circumstances will files required to correct flaws in the software programming or code be permitted. This process can be used only a single time, and only during the initial installation of the software for the PoP test.

## 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 Bid

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

#### 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 6, 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 provided 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 names 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" list ([http://www.labour.gc.ca/eng/standards\\_equity/eq/emp/fcp/list/inelig.shtml](http://www.labour.gc.ca/eng/standards_equity/eq/emp/fcp/list/inelig.shtml)) available from Employment and Social Development Canada (ESDC) - Labour's website.

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

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

The Bidder must provide the Contracting Authority with a completed Form 4 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 Form 4 Federal Contractors Program for Employment Equity - Certification, for each member of the Joint Venture.

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

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

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

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

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

### **6.1 Security Requirement**

This document is UNCLASSIFIED, however;

- (a) The Contractor shall treat as confidential, during, as well as after the performance of the services contracted for, any information of the affairs of Canada of a confidential nature to which its servants or agents become privy;
- (b) Contractor personnel requiring casual access to the installation site do not require a security clearance but may be required to be escorted at all times.

### **6.2 Financial Capability**

- (a) SACC Manual clause A9033T (2012-07-16) Financial Capability applies, except that subsection 3 is deleted and replaced with the following:

"If the Bidder is a subsidiary of another company, then any financial information required by the Contracting Authority in 1(a) to (f) must also be provided by each level of parent company, up to and including the ultimate parent company. The financial information of a parent company does not satisfy the requirement for the provision of the financial information of the Bidder; however, if the Bidder is a subsidiary of a company and, in the normal course of business, the required financial information is not generated separately for the subsidiary, the financial information of the parent company must be provided. If Canada determines that the Bidder is not financially capable but the parent company is, or if Canada is unable to perform a separate assessment of the Bidder's financial capability because its financial information has been combined with its parent's, Canada may, in its sole discretion, award the contract to the Bidder on the condition that one or more parent companies grant a performance guarantee to Canada."

- (b) In the case of a joint venture bidder, each member of the joint venture must meet the financial capability requirements.

## PART 7 - RESULTING CONTRACT CLAUSES

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

### 7.1 Requirement

- (a) \_\_\_\_\_ (the "**Contractor**") agrees to supply to the Client the goods and services described in the Contract, including the Statement of Requirements, in accordance with, and at the prices set out in, the Contract. This includes:
- (i) granting the license to use the Licensed Software described in the Contract;
  - (ii) providing the Software Documentation;
  - (iii) providing maintenance and support for the Licensed Software during the Software Support Period;
  - (iv) providing Installation and Implementation Services for the Licensed Software Solution;
  - (v) providing professional services, as and when requested by Canada;
  - (vi) providing training, as and when requested by Canada;
- (b) **Client:** The initial Client is the Department of Fisheries and Oceans (DFO). However, the Contracting Authority can add additional Clients from time to time, which may include any department or Crown corporation as described in the Financial Administration Act (as amended from time to time), and any other party for which the Department of Public Works and Government Services may be authorized to act from time to time under section 16 of the Department of Public Works and Government Services Act.
- (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 Project 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) any reference to a "**deliverable**" or "**deliverables**" includes the license to use the Licensed Software (the Licensed Software itself is not a deliverable, because the Licensed Software is only being licensed under the Contract, not sold or transferred).

## 7.2 Optional Goods and/or Services

- (a) The Contractor grants to Canada the irrevocable option to acquire the goods, services or both, described in the Contract under the same terms and conditions and at the prices and/or rates stated in the Contract. The option may only be exercised by the Contracting Authority by notice in writing and will be evidenced, for administrative purposes only, through a contract amendment.
- (b) The Contracting Authority may exercise the option at any time before the expiry of the Contract by sending a written notice to the Contractor.

## 7.3 Task Authorization

- (a) **As-and-when-requested Task Authorizations:** The Work or a portion of the Work to be performed under the Contract will be on an "as-and-when-requested basis" using a Task Authorization (TA). The Work described in the TA must be in accordance with the scope of the Contract. The Contractor must not commence work until a validly issued TA has been issued by Canada and received by the Contractor. The Contractor acknowledges that any work performed before such issuance and receipt will be done at the Contractor's own risk.
- (b) Form and Content of draft Task Authorization:
  - (i) The Project Authority will provide the Contractor with a description of the task using the "Task Authorization Form".
  - (ii) The draft Task Authorization will contain the details of the activities to be performed, a description of the deliverables, and a schedule indicating completion dates for the major activities or submission dates for the deliverables. The draft TA will also include the applicable basis (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 project, by submitting time sheets filled in at the time of the work by the individual resources to support the charges); and
  - (M) any other constraints that might affect the completion of the task.
- (c) **Contractor's Response to Draft Task Authorization:** The Contractor must provide to the Project Authority, within 15 working days of receiving the draft Task Authorization (or within any longer time period specified in the draft TA), the proposed total price for performing the task and a breakdown of that cost, established in accordance with the Basis of Payment specified in the Contract. The Contractor's quotation must be based on the rates set out in the Contract. The Contractor will not be paid for preparing or providing its response or for providing other information required to prepare and validly issue the TA.
- (d) **Task Authorization Limit and Authorities for Validly Issuing Task Authorizations:**
- To be validly issued, a TA must include the following signatures:
- (i) for any TA with a value, inclusive of revisions, of less than or equal to \$25,000 (including Applicable Taxes), the TA must be signed by:
    - (A) the Project Authority; and
    - (B) a representative from Department of Fisheries and Oceans; and
  - (ii) for any TA with a value greater than this amount, a TA must include the following signatures:
    - (A) the Project Authority; and
    - (B) a representative from Department of Fisheries and Oceans; and
    - (C) the Contracting Authority.

Any TA that does not bear the appropriate signatures is not validly issued by Canada. Any work performed by the Contractor without receiving a validly issued TA is done at the Contractor's own risk. If the Contractor receives a TA that is not appropriately signed, the Contractor must notify the Contracting Authority. By providing written notice to the Contractor, the Contracting Authority may suspend the Client's ability to issue TAs at any time, or reduce the dollar value threshold described in sub-article (A) above; any suspension or reduction notice is effective upon receipt.

- (e) **Periodic Usage Reports:**
- (i) The Contractor must compile and maintain records on its provision of services to the federal government under the Task Authorizations validly issued under the Contract. The Contractor must provide this data to Canada in accordance with the reporting requirements detailed below. If some data is not available, the reason must be indicated. If services are not provided during a given period, the Contractor must still provide a

"NIL" report. The data must be submitted on a quarterly basis to the Contracting Authority. From time to time, the Contracting Authority may also require an interim report during a reporting period.

(ii) The quarterly periods are defined as follows:

- (A) 1st quarter: April 1 to June 30;
- (B) 2nd quarter: July 1 to September 30;
- (C) 3rd quarter: October 1 to December 31; and
- (D) 4th quarter: January 1 to March 31.

The data must be submitted to the Contracting Authority no later than 15 calendar days after the end of the reporting period.

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

- (A) the Task Authorization number and the Task Authorization Revision number(s), if applicable;
- (B) a title or a brief description of each authorized task;
- (C) the name, Category of Personnel of each resource involved in performing the TA, as applicable;
- (D) the total estimated cost specified in the validly issued TA of each task, exclusive of Applicable Taxes;
- (E) the total amount, exclusive of Applicable Taxes, expended to date against each authorized task;
- (F) the start and completion date for each authorized task; and
- (G) the active status of each authorized task as applicable (e.g., indicate whether work is in progress or if Canada has cancelled or suspended the TA, etc.).

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

- (A) the amount, exclusive of Applicable Taxes, specified in the Contract (as last revised, as applicable) as Canada's total liability to the Contractor for all authorized TAs; and
- (B) the total amount, exclusive of Applicable Taxes, expended to date against all validly issued tasks.

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

## 7.4 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>) issued by Public Works and Government Services Canada.

**(a) General Conditions:**

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

**(b) Supplemental General Conditions:**

The following Supplemental General Conditions:

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

apply to and form part of the Contract.

## 7.5 Security Requirement

This document is UNCLASSIFIED, however;

- (a) The Contractor shall treat as confidential, during as well as after the performance of the services contracted for, any information of the affairs of Canada of a confidential nature to which its servants or agents become privy;
- (b) Contractor personnel requiring casual access to the installation site do not require a security clearance but may be required to be escorted at all times.

## 7.6 Contract Period

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

- (i) The "**Initial Contract Period**", which begins on the date the Contract is awarded and ends 1 year(s) after the acceptance of the software solution; and
- (ii) any 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 9 additional 1-year period(s) under the same terms and conditions. The Contractor agrees that, during the extended period of the Contract, it will be paid in accordance with the applicable provisions set out in the Basis of Payment.
- (ii) Canada may exercise this option at any time by sending a written notice to the Contractor at least 2 calendar days before the expiry date of the Contract. The option may only be exercised by the Contracting Authority, and will be evidenced, for administrative purposes only, through a contract amendment.

## 7.7 Authorities

### (a) Contracting Authority

The Contracting Authority for the Contract is:

Name: **Brock Flemming**  
Title: Contracting Officer

Public Works and Government Services Canada  
Acquisitions Branch

Directorate: Software and Shared Systems Procurement Directorate  
Address: 11 Laurier St., Gatineau, QC K1A 0S5  
Telephone: 819-956-2940  
E-mail address: brock.flemming@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) Project Authority

The Project Authority for the Contract is:

**Note to bidders:** information will be completed at contract award

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

**Note to bidders:** information will be completed at contract award

## 7.8 Payment

### (a) Basis of Payment

- (i) **Licensed Software:** For the license to use the Licensed Software (including delivery, installation, integration and configuration of the Licensed Software and the Software, in accordance with the Contract, Canada will pay the Contractor the firm price(s) set out in Annex A, (DDP (Incoterms 2010 or 2000) or FOB destination), including all customs duties, Applicable Taxes extra. The firm prices include the warranty during the Software Warranty Period.
- (ii) **Maintenance and Support for Licensed Software:** For maintenance and support services throughout the initial Software Support Period, in accordance with the Contract,

Canada will pay the Contractor, in, the firm price(s) set out in Annex A, (DDP (Incoterms 2010 or 2000) or FOB destination), including all customs duties, Applicable Taxes extra.

- (iii) **Installation and Implementation Services of Software Solution:** For the Installation and Implementation Services of the Software Solution, Canada will pay the Contractor, following acceptance by the client, based on milestone payments of the Installation and implementation of the Software solution, the firm rates set out in Annex A, Pricing Table, Applicable Taxes extra.
- (iv) **Optional Additional Software Users:** For additional Users to use the Licensed Software, if Canada exercises its option, Canada will pay the Contractor the firm price as set out in Annex A, (DDP (Incoterms 2010 or 2000) or FOB destination), including all customs duties, Applicable Taxes extra.
- (v) **Optional Software Support:** If Canada exercises its option to extend the Software Support Period, Canada will pay the Contractor the firm annual/monthly price set out in Annex A, (DDP (Incoterms 2010 or 2000) or FOB destination), including all customs duties, Applicable Taxes extra.
- (vi) **Professional Services provided under a Task Authorization with a Maximum Price:** For professional services requested by Canada, in accordance with a validly issued Task Authorization, Canada will pay the Contractor, in arrears, up to the Maximum Price for the TA, for actual time worked and any resulting deliverables in accordance with the firm all-inclusive per diem rates set out in Annex A, Pricing Table, Applicable Taxes extra.
- (vii) **Training:** For training courses, as and when requested by Canada during the Contract Period, Canada will pay the Contractor the firm price per day as set out in Annex A, upon completion of the course, Applicable Taxes extra.
- (viii) **Travel and Living Expenses – National Joint Council Travel Directive** Within the scope of this contract, the Contractor will be reimbursed its authorized travel and living expenses under this 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 Project Authority. All payments are subject to government audit.
- (ix) **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.
- (x) **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.

- (xi) **Purpose of Estimates:** All estimated costs contained in the Contract are included solely for the administrative purposes of Canada and do not represent a commitment on the part of Canada to purchase goods or services in these amounts. Any commitment to purchase specific amounts or values of goods or services is described elsewhere in the Contract.

**(b) Limitation of Expenditure**

- (i) Canada's total liability to the Contractor under this Contract must not exceed \_\_\_\_\_ (including customs duties, GST or HST extra, as applicable), as per the following breakdown:

Limitation of Expenditure				
Client	Software Licenses	Maintenance and Support	Training and Professional Services	Total
Department of Fisheries and Oceans				
<b>Total</b>				

- (ii) Any commitments to purchase specific amounts or values of goods or services are described elsewhere in the Contract

**(c) Limitation of Price**

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

**(d) Method of Payment - Single Payment**

- (i) H1000C (2008-05-12), Single Payment

**(e) Method of Payments for the Installation and Implementation Services of Software Solution:**

- (i) Canada will make milestone payments in accordance with the schedule of milestones provided by the Contractor in delivering the installation and implementation of the SOW in Annex C and the payment provisions of the Contract, if:
- (A) an accurate and complete claim for milestone payment using form PWGSC-TPSGC 1111 <http://www.tpsgc-pwgsc.gc.ca/app-acq/forms/1111-eng.html> and any other documents required by the Contract have been submitted in accordance with the invoicing instructions provided in the Contract.
  - (B) all the certificates appearing on form PWGSC-TPSGC 1111 have been signed by the respective authorized representatives; and

- (C) all work associated with the milestone and any deliverable required have been completed, delivered, and accepted by Canada.

**(f) Method of Payment for Task Authorizations with a Firm Price - Milestone Payments**

- (i) For any Task Authorization validly issued under the Contract that includes a schedule of milestone payments to be made once specific portions of the work have been completed and accepted, Canada will make milestone payments in accordance with the schedule of milestones detailed in that TA and the payment provisions of the Contract, if:
- (A) an accurate and complete claim for milestone payment using form PWGSC-TPSGC 1111 <http://www.tpsgc-pwgsc.gc.ca/app-acq/forms/1111-eng.html> and any other documents required by the Contract have been submitted in accordance with the invoicing instructions provided in the Contract.
  - (B) all the certificates appearing on form PWGSC-TPSGC 1111 have been signed by the respective authorized representatives; and
  - (C) all work associated with the milestone and any deliverable required have been completed, delivered, and accepted by Canada.

**(g) Method of Payment for Task Authorizations with a Firm Price – Lump Sum Payment on Completion:** Canada will pay the Contractor upon completion and delivery of all the Work associated with the Task Authorization in accordance with the payment provisions of the Contract if:

- (i) 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;
- (ii) all such documents have been verified by Canada;
- (iii) the Work delivered has been accepted by Canada.

**(h) Method of Payment - Advance Payment**

- (i) Canada will pay the Contractor in advance for the software maintenance and support services 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.
- (ii) Payment in advance does not prevent Canada from exercising any or all potential remedies in relation to this payment or any of the Work, if the Work performed later proves to be unacceptable.

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

- (i) Where the Contractor, its employees, subcontractors, or agents are providing services on government premises under the Contract and those premises are inaccessible because of the evacuation or closure of government offices, and as a result no work is

performed, Canada is not responsible for paying the Contractor for work that otherwise would have been performed if there had been no evacuation or closure.

- (ii) If, as a result of any strike or lock-out, the Contractor or its employees, subcontractors or agents cannot obtain access to government premises and, as a result, no work is performed, Canada is not responsible for paying the Contractor for work that otherwise would have been performed if the Contractor had been able to gain access to the premises.

## 7.9 Invoicing Instructions

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

## 7.10 Certifications

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

## 7.11 Federal Contractors Program for Employment Equity - Default by Contractor

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

## 7.12 Applicable Laws

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

## 7.13 Priority of Documents

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

these Articles of Agreement, including any individual SACC Manual clauses incorporated by reference in these Articles of Agreement;

- (a) supplemental general conditions, in the following order:
  - (i) 4003 (2010-08-16);
  - (ii) 4004 (2013-04-25);
- (b) General conditions 2030 (2015-09-03);
- (c) Annex A, Basis of Payment;
- (d) Annex B, Statement of Requirements
- (e) Annex C, Statement of Work
- (f) Annex D, the signed Task Authorizations;
- (g) the Contractor's bid dated \_\_\_\_\_, 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.

**Note to Bidders:** Information will be completed at contract award

#### 7.14 Foreign Nationals (Canadian Contractor)

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

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

#### 7.15 Foreign Nationals (Foreign Contractor)

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

#### 7.16 Insurance Requirements

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

#### 7.17 Limitation of Liability - Information Management/Information Technology

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

damages. The Contractor is only liable for indirect, special or consequential damages to the extent described in this Article, even if it has been made aware of the potential for those damages.

**(b) First Party Liability:**

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

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

  - (A)** any breach of the warranty obligations under the Contract, up to the total amount paid by Canada (including any applicable taxes) for the goods and services affected by the breach of warranty; and
  - (B)** any other direct damages, including all identifiable direct costs to Canada associated with re-procuring the Work from another party if the Contract is terminated by Canada either in whole or in part for default, up to an aggregate maximum for this subparagraph (B) of the greater of .25 times the total estimated cost (meaning the dollar amount shown on the first page of the Contract in the cell titled "Total Estimated Cost" or shown on each call-up, purchase order or other document used to order goods or services under this instrument), or \$1,000,000.

In any case, the total liability of the Contractor under subparagraph (v) will not exceed the total estimated cost (as defined above) for the Contract or \$1,000,000, whichever is more.

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

**(c) Third Party Claims:**

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

**7.18 Financial Security**

SACC Manual clause E0008C (2014-09-25) Financial Security Definition

**7.19 Joint Venture Contractor**

- (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.

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

## 7.20 Extension of Existing Product Line

- (a) During the Contract Period, if technological improvements have been made to the products available for purchase under the Contract, the Contractor may propose new products that are an extension of an existing product line or the "next generation" of an existing product line that meet or exceed the specification(s) of existing products under the Contract, if the price for the new product does not exceed:
  - (i) the firm price (or ceiling price, if applicable) for the product originally offered in the Contractor's bid that resulted in the award of the Contract;
  - (ii) the current published list price of the substitute product, minus any applicable Government discount; or
  - (iii) the price at which the substitute product is generally available for purchase, whichever is the lowest.
- (b) The proposed new product may be subject to benchmark evaluation and the Contractor must pay for all costs associated with the benchmark evaluation (e.g., transportation, benchmark fee, etc.).
- (c) The Government of Canada reserves the right to convert any of the Enterprise Architecture (EA) solution licenses into a Software as a Service (SaaS) provision model or to have the EA solution hosted in any combination of a contract hosted, third-party hosted, or cloud environment, provided that such offerings comply with the Aim, Scope and Priorities of the Contract.
- (d) Whether or not to accept or reject a proposed new product is entirely within the discretion of Canada. If Canada does not accept a proposed new product that is proposed to replace an existing product, the Contractor must continue to deliver the original product. If accepted, the addition of the new product will be documented for the administrative purposes of Canada by a contract amendment, by adding the new product to the Contract.

## 7.21 Software Solution

- (a) **Software Solution:** The Contractor must provide the Software Solution described in the Contract, which includes everything described in this article, as well as anything further required to ensure that the Users are able to use all the features and functionality of the Licensed Software described in the Specifications, including but not limited to providing any and all agents, host agents, access licenses, drivers, application program interfaces, adapters, connectors, plug-ins, and software development tool kits.
- (b) **Grant of User License:** The Contractor grants to Canada 1 License, to use the License Software in accordance with the Contract. This license is non-exclusive, perpetual, irrevocable, worldwide, fully paid and without royalties. The license cannot be restricted or revised in any way by the Contractor providing any form of notice to the contrary. The number of users required is described in the Pricing Tables in Annex A.

This license includes the right for Canada to install, copy, deploy and use the Licensed Software, which includes the rights:

- (i) to deploy, in whole or in part, any or all of the software products that form part of the Licensed Software, together or separately, and in as many installations and locations (off-site workplaces or work environments "in the field", and in-home work environments for the Client's business purposes) as the Client sees fit, on as many server(s) and processor(s) as the Client chooses from time to time, subject only to the number of Client Users licensed under the Contract, as amended from time to time;
- (ii) to create or process an unlimited number of documents, transactions, data and events;
- (iii) to use English and French versions (if available, these must be the "Canadian English" and "Canadian French" versions);
- (iv) to run the Licensed Software on multiple computing platforms and devices; under the Contract, "devices" are defined as mainframes, servers, desktops, workstations, notebooks, laptops, personal digit assistant(s) and networking equipment and peripheral equipment such as switches, routers, hubs, bridges, phones and Gateways, and any other equipment that has a central processor unit(s), mass storage device(s), input output device(s) and operating system;
- (v) to grant access through a browser using Internet, intranet and extranet environments or any other connections to anyone (Canadians and non-Canadians and employees and contractors of Canada) who uses the services and programs provided by Canada (regardless of their location) to access, view, enter, search, exchange and read information held and created by the Client using the Licensed Software;
- (vi) to make this use by way of a network, the Internet, an intranet, an extranet, a virtual private network (VPN), an inter-network, or such other means as may become possible from time to time so that users have "universal access rights" (i.e., a right to access the Licensed Software by any means from any location as may become possible from time to time), whether their means of access is secure, wireless, mobile or by any other means available from time to time;
- (vii) to make this use regardless of the operating systems, software applications and Application Programming Interface(s) (API) that the Client may be using from time to time; however, Canada acknowledges that the Contractor is not granting any license rights to software other than the Licensed Software;
- (viii) to receive the Licensed Software from the Contractor on Canada's choice(s) of the media on which the Contractor makes the Licensed Software available to customers

(including CD-ROM, Internet download, and such other media that the Contractor uses to distribute the Licensed Software at any given time);

- (ix) to distribute the Licensed Software to individual Client Users on Canada's choice(s) of media; and
- (x) to continue to use the Licensed Software regardless of any changes made at any given time, including but not limited to changes in the operating system, other applications, hardware, peripherals or devices with which the Licensed Software operates; however, the Contractor is not required to deliver a new or different version of the Licensed Software to enable the Client Users to continue to use the Licensed Software in a different environment than the one(s) described in the Contract (unless expressly required to do so as part of the warranty or software maintenance for the Licensed Software described in the Contract),
- (xi) access the Solution's resulting data and information must not be restricted in any manner.

all without affecting the pricing in the Contract and without requiring the Client to obtain additional licences or accept amended licence terms for the Licensed Software. The "**Licensed Software**" includes all the products offered by the Contractor in its bid, including, without limitation, all of the following products:

*Product A*

*Product B*

**Note to Bidders:** The software products under license to be provided under any resulting contract will be included here at contract award.

- (c) **Option to Purchase Additional Users for the initial Client:** The Contractor grants to Canada the irrevocable option to purchase additional Users at the price set out in Annex A on the same terms and conditions as the User licenses granted under the Contract. The option(s) may be exercised at any time during the Contract Period, as many times as Canada chooses. The option(s) may only be exercised by the Contracting Authority by notice in writing and will be evidenced, for administrative purposes only, by a contract amendment.
- (d) **Options to Purchase Additional Users for All Clients:** The Contractor grants to Canada the irrevocable option to purchase additional Users at the price set out in Annex A on the same terms and conditions as the initial Client User licenses granted under the Contract. The option(s) may be exercised at any time during the Contract Period, as many times as Canada chooses. The option(s) may only be exercised by the Contracting Authority by notice in writing and will be evidenced, for administrative purposes only, by a contract amendment
- (e) **Representation and Warranty:** The Contractor warrants and represents that the Licensed Software meets or exceeds all the Specifications.

## 7.22 Licensed Software Warranty, Maintenance and Support

- (a) **Software Warranty Period:** Despite Section 15 of Supplemental General Conditions 4003, the Software Warranty Period is 12 months and starts after acceptance of the Software Solution.
- (b) **Software Maintenance:** In addition to the obligations set out in Supplemental General Conditions 4004, the Contractor must provide the following services as part of the "**Software Maintenance**" throughout the "**Software Maintenance Period**", which is the Software

Warranty Period plus any period during which Canada has exercised its option under the Contract to extend the Software Maintenance:

- (i) The Contractor must provide the Client with the most recent release(s) and version(s) of the Licensed Software throughout the Software Maintenance Period, as soon as they are available.
- (ii) The Contractor must keep track of software releases for the purpose of configuration control.
- (iii) The Contractor must deliver the following software code as part of the Software Maintenance:
  - (A) all bug fixes, software patches, and all other enhancements or interim releases, or version releases, where:
    - (I) **“bug fixes”** means a temporary work-around, patch, or bypass to update the program code to correct errors or defects;
    - (II) **“patch”** means an engineering fix to a problem that may be incorporated into a new release to update the Licensed Software in order to improve or correct errors or defects in the program code;
    - (III) **“error”** means any software instructions or statement contained in (or absent from) the Licensed Program that, by its presence or absence, prevents the Licensed Software from operating in accordance with the Specifications;
    - (IV) **“enhancement”**, also often referred to as an **“interim release”** means an interim release version of the Licensed Software, which is often documented by adding a further decimal and digit to the version or release number (e.g., V.X.X.2 would be the next enhancement after V.X.X.1); and
    - (V) **“version release”** means a release often involving a limited number of new or enhanced features or functionality or features and error corrections, which is often documented by adding a second digit after the release number (e.g., V.X.2.X would be the next version release after V.X.1.X);
  - (B) all major and minor upgrades, updates, major and minor new releases, and renames, where:
    - (I) **“renames”** means an upgrade to the Licensed Software where the product name is changed, but the new software product has similar features and functionality as the Licensed Software, regardless of whether the Contractor refers to it as a “rename”;
    - (II) **“minor upgrade”** means an update to the Licensed Software to add, extend, enhance and/or improve the existing features, functionality and/or performance of the program code, which is documented by a version or build number change to the right of the first decimal (e.g., Product X Version 1.0 changes to Product X Version 1.1 or Product X Version 1.0.0 changes to Product X Version 1.0.1), regardless of whether the Contractor refers to it as a “minor upgrade”;
    - (III) **“major upgrade”** means an update to the Licensed Software to add, extend, enhance and/or improve the existing features, functionality and/or

performance of the program code, which is documented by a version or build number change to the left of the first decimal (e.g., Product X Version 1.3 changes to Product 2.0 or Product X Version 1.1.5 changes to Product X Version 2.0.0), regardless of whether the Contractor refers to it as a "major upgrade"; and

(IV) "new release" means a system release, a version release, and interim release of the Licensed Software, regardless of whether the Contractor refers to it as a "new release".

- (C) all extensions and other modifications, including but not limited to drivers, service packs, and service releases, where "extensions" means an update to the Licensed Software that extends the features, functionality or performance of the Licensed Software program code, regardless of whether the Contractor refers to it as an "extension";
- (D) all application program (APIs), plug-ins, applets and adapters;
- (E) all rewrites, including in other programming language(s), if the original version(s) is no longer being maintained by the Software Publisher; and
- (F) on request, all backgrades or downgrades; however, if these backgrades or downgrades are versions predating the version of the Licensed Software proposed by the Contractor in response to the bid solicitation that resulted in the Contract, Canada acknowledges that the backgrade or downgrade version is provided without warranty and the Contractor will have no obligation to provide Software Maintenance or Software Support Services for the backgrade or downgrade version of the Licensed Software,

if they are generally made available to licensees by the software publisher during the Software Maintenance Period.

(iv) The Contractor must continue to maintain the version of the Licensed Software (i.e., the version or "build" originally licensed under the Contract) as a commercial product (i.e., the Contractor or the software publisher must be continuing to develop new code in respect of the Licensed Software to maintain its functionality, enhance it, and deal with software errors) for at least 2 years from the date the Contract is awarded. After that time, if the Contractor or the software publisher decides to discontinue or no longer maintain the then-current version or "build" of the Licensed Software and, instead, decides to provide upgrades to the Licensed Software as part of the Software Maintenance, the Contractor must provide written notice to Canada at least 12 months in advance of the discontinuation.

(c) **Software Support:** The "Software Support Period" is the same as the Software Warranty Period, plus any period during which Canada has exercised its option under the Contract to extend the "Software Support Services". The Software Support Services include the following Technical Hotline Support and Web Support services:

(i) **Technical Hotline Support:** In addition to the requirements of Supplemental General Conditions 4004, the Contractor must provide the Technical Hotline Support 24 hour a day 365 days a year for Tier Three technical support through the Contractor's toll-free hotline at \_\_\_\_\_, in English. The Contractor must answer or return all calls (with a live service agent) within 60 minutes of the initial time of the Client or User's initial call. The Contractor's personnel must be qualified and able to respond to the Client's Technical questions and, to the extent possible, be able to resolve user problems over

the telephone and provide advice regarding configuration problems relating to the Licensed Software.

**Note to Bidders:** *The Information will be completed before Contract Award*

- (ii) **Web Support:** The Contractor must provide Canada with technical web support services through a website that must include, as a minimum, frequently asked questions and on-line software diagnostic routines, support tools, and services. The Contractor's website must provide support in English. The Contractor's website must be available to Canada's users 24 hours a day, 365 days a year, and must be available 99% of the time. The Contractor's website address is \_\_\_\_\_.

**Note to Bidders:** *The Information will be completed before Contract Award*

- (d) **Option to Extend Software Maintenance and Support Period:** The Contractor grants to Canada the irrevocable option(s) to extend the Software Maintenance and Support Period by 9 additional 1-year periods, exercisable at any time during the Contract Period. The Contractor agrees that, during the entire Software Maintenance and Support Period, the prices will be those set out in Annex A. The option(s) may only be exercised by the Contracting Authority by notice in writing and will be evidenced, for administrative purposes only, by a contract amendment.

## 7.23 Installation and Implementation of the Software Solution

- (a) The Contractor must complete the installation and implementation of the Software Solution as per Annex C – Statement of Work.
- (b) The Contractor must ensure that the Software Solution works in the Client's environment and that any issues that arise are resolved.
- (c) The Contractor must provide the client with on-site support during the installation and implementation of the Software Solution as follows:
  - (i) Liaising with the designated Client Project Authority to gain a full understanding of the Client's technical environment and infrastructure (network, systems and applications) in which the Software Solution is intended to run;
  - (ii) Outlining and presenting a project plan to the Client for the Project Authority's acceptance detailing how the Software Solution can be implemented within the Client's environment while minimizing the impact on the operations of the Client. This plan will describe the "rollback" procedures that will be implemented in case of unexpected problems during implementation;
  - (iii) Providing access to technical support and guidance as required during the implementation of the Software Solution within the Client's environment. During this time, the Contractor will work with and assist the Client technical team and respond to the Client's technical team specialists' questions regarding installation and implementation activities;
  - (iv) Providing a written description of all installation and configuration steps to be performed during installation and integration of the Software Solution as per Annex C. This description is required to allow the Client's technical team to understand and record solutions to site-specific issues encountered during the installation process; and

- (v) Providing any required advice and guidance on configuring the Software Solution with the current and future versions of the client Architecture Framework and the client Architecture Data Model.
- (d) The Contractor will meet with the Client's technical team for a post-implementation review of the implementation, including site-specific actions or requirements, and will advise on operational and maintenance procedures going forward.
- (e) The Contractor will provide a final report, for acceptance by the Client Project Authority, on the implementation including site-specific issues, operational advice and the Implementation Log.

## 7.24 Training

### (a) General Training Requirements

- (i) Canada will be using a Train-the-Trainer (TTT) approach to training. The delivery concept for User training will be either in person or via modular webex-type sessions led by the instructors trained during the Contractor TTT training. This will be taken into account in the development of training.
- (ii) The Contractor will prepare training materials and courseware that identifies all necessary procedures in sufficient detail for normal operation and maintenance of the System in accordance with DID TT-03 Training Manuals. These manuals will include an Instructor Manual for each User course.
- (iii) The Contractor will provide separate courses as follows:
  - (A) User Training TTT Course, including training materials;
  - (B) A supplement to the User Course for System Administrators;
- (iv) The Contractor will deliver the initial training courses for the TTT program (one for each course); Training will be provided in English and French
- (v) Canada reserves the right to copy and use this material to conduct subsequent training.

### (b) User Training Needs Analysis

- (i) As a precursor to developing training material, a Training Needs Analysis will be conducted in order to better determine the course content for the user training package.
- (ii) The Training Needs Analysis should consider the following elements:

### (c) General Users

- (i) Level of user GIS Familiarity
- (ii) Level of General IT Familiarity
- (iii) ICS training and experience
- (iv) GIS Layer Query and Input Concepts
- (v) Display and Annotation Concepts

- (d) System Administrators/Higher Level Users**
  - (i)** Analysis, performance measurement and business rule concepts
  - (ii)** Existing user tasks, workflows and information products
  - (iii)** GIS layer output and exchange functions
  - (iv)** System troubleshooting
  - (v)** Form and workflow customization
  - (vi)** New user registry and account management

## **7.25 Training Plan**

- (a)** The Training Plan will include the following:
  - (i)** A detailed description of the training requirements, objectives and approach;
  - (ii)** The approach to conducting a Training Needs Analysis for user training; and
  - (iii)** Complete course outlines.
- (b)** One week prior to the PDR, the Contractor will provide to Canada the draft Training Plan, including the approach to TTT, draft outlines with tables of contents of the training courseware and instructor packages in accordance with requirements of DID TT-03. The Plan will be reviewed at the PDR.
- (c)** Two weeks after the PDR, the Contractor will provide to Canada one electronic copy of the final Training Plan.
- (d)** Following approval by Canada of the Training Plan, the Contractor will:
  - (i)** Conduct the Training Needs Analysis; and
  - (ii)** Develop the preliminary training courseware and instructor packages in accordance with requirements of DID TT-03;
- (e)** Following approval by Canada of the preliminary courseware and instructor packages, the Contractor will:
  - (i)** Supply instructor packages in each language for the User training course;
  - (ii)** Supply one student package for each student, plus one spare, for the User/Administrator courses;
  - (iii)** Supply all training courseware and all supporting documentation in bound printed and electronic formats three weeks prior to training; and
  - (iv)** Coordinate the scheduling of training courses with the CCG PM.

## 7.26 Providing Software Training:

- (i) The Contractor will provide classroom training on the software products that form part of the Software Solution on an "as-and-when-requested" basis during the Contract Period when a Task Authorization for training is issued in accordance with the Contract.
- (ii) The training will be provided at various locations across Canada, as requested in the Task Authorization.
- (iii) The training must be available within 20 working days of the Task Authorization being issued.
- (iv) The training, including both the instruction and the course materials, must be provided in English and French.

## 7.27 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 Project 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.

### 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 Project 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.

#### **7.28 Safeguarding Electronic Media**

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

#### **7.29 Representations and Warranties**

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

**7.30 Access to Canada's Property and Facilities**

Canada's property, facilities, equipment, documentation, and personnel are not automatically available to the Contractor. If the Contractor would like access to any of these, it is responsible for making a request to the Project Authority. Unless expressly stated in the Contract, Canada has no obligation to provide any of these to the Contractor. If Canada chooses, in its discretion, to make its property, facilities, equipment, documentation or personnel available to the Contractor to perform the Work, Canada may require an adjustment to the Basis of Payment and additional security requirements may apply.

**ANNEX A****Pricing Tables**

<b>TABLE 1</b>				
<b>Initial Requirement</b>				
Column (A)	Column (B)	Column (C )	Column (D)	Column (E )
Item No.	Description	FIRM USER PRICE	No. OF USERS FOR EVALUATION PURPOSES	EXTENDED PRICE FOR EVALUATION PURPOSES
1	Software Users	\$	10	1(C ) * 1(D)
2	Maintenance and Support Services	\$	10	2(C ) * 2(D)
		<b>Firm Price</b>		
3	Installation and Implementation of the Licensed Software Solution	\$		3 (C )
4	Creation of Form 201 as per Annex B (SOR)	\$		4 (C )
5	Publications as per Annex C (SOW)	\$		5 (C )
<b>EXTENDED PRICE FOR EVALUATION PURPOSES</b>				<b>Sum of 1(E ) to 5(E )</b>

TABLE 2 Optional Additional Users				
Column (A)	Column (B)	Column (C )	Column (D)	Column (E )
Item No.	Description	FIRM USER PRICE	No. OF USERS FOR EVALUATION PURPOSES	EXTENDED PRICE FOR EVALUATION PURPOSES
<b>1. Optional Additional Software Users</b>				
1.0	Additional Users for Initial Contract Period	\$	40	1.0(C ) * 1.0(D)
1.1	Additional Users for Option Year 1	\$	50	1.1(C ) * 1.1(D)
1.2	Additional Users for Option Year 2	\$	50	1.2(C ) * 1.2(D)
1.3	Additional Users for Option Year 3	\$	50	1.3(C ) * 1.3(D)
1.4	Additional Users for Option Year 4	\$	50	1.4(C ) * 1.4(D)
1.5	Additional Users for Option Year 5	\$	50	1.5(C ) * 1.5(D)
1.6	Additional Users for Option Year 6	\$	50	1.6(C ) * 1.6(D)
1.7	Additional Users for Option Year 7	\$	50	1.7(C ) * 1.7(D)
1.8	Additional Users for Option Year 8	\$	50	1.8(C ) * 1.8(D)
1.9	Additional Users for Option Year 9	\$	50	1.9(C ) * 1.9(D)
<b>EXTENDED PRICE FOR EVALUATION PURPOSES</b>				<b>Sum of 1.0(E ) to 1.9(E )</b>

TABLE 3				
Optional Maintenance and Support Services				
Column (A)	Column (B)	Column (C )	Column (D)	Column (E )
Item No.	Description	FIRM UNIT PRICE	No. OF USERS FOR EVALUATION PURPOSES ONLY	EXTENDED PRICE FOR EVALUATION PURPOSES ONLY
<b>2. Optional Maintenance and Support Services</b>				
1.0	Optional Maintenance and Support Services for Initial Contract Period	\$	50	1.0(C ) * 1.0(D)
1.1	Optional Maintenance and Support Services for Option Year 1	\$	100	1.1(C ) * 1.1(D)
1.2	Optional Maintenance and Support Services for Option Year 2	\$	150	1.2(C ) * 1.2(D)
1.3	Optional Maintenance and Support Services for Option Year 3	\$	200	1.3(C ) * 1.3(D)
1.4	Optional Maintenance and Support Services for Option Year 4	\$	250	1.4(C ) * 1.4(D)
1.5	Optional Maintenance and Support Services for Option Year 5	\$	300	1.5(C ) * 1.5(D)
1.6	Optional Maintenance and Support Services for Option Year 6	\$	350	1.6(C ) * 1.6(D)
1.7	Optional Maintenance and Support Services for Option Year 7	\$	400	1.7(C ) * 1.7(D)
1.8	Optional Maintenance and Support Services for Option Year 8	\$	450	1.8(C ) * 1.8(D)
1.9	Optional Maintenance and Support Services for Option Year 9	\$	500	1.9(C ) * 1.9(D)
EXTENDED PRICE FOR EVALUATION PURPOSES				Sum of 1.0(E ) to 1.9(E )

TABLE 4 Professional Services on an "As and When Requested" Basis				
Column (A)	Column (B)	Column (C)	Column (D)	Column (E)
Item No.	Description	CEILING UNIT PRICE (per Day)	No. OF DAYS FOR EVALUATION PURPOSES ONLY	EXTENDED PRICE FOR EVALUATION PURPOSES ONLY
<b>1. Business Analyst</b>				
1.0	Rate for the Initial Contract Period	\$	20	1.0(C) * 1.0(D)
1.1	Rate for Option Year 1	\$	10	1.1(C) * 1.1(D)
1.2	Rate for Option Year 2	\$	10	1.2(C) * 1.2(D)
1.3	Rate for Option Year 3	\$	10	1.3(C) * 1.3(D)
1.4	Rate for Option Year 4	\$	10	1.4(C) * 1.4(D)
1.5	Rate for Option Year 5	\$	10	1.5(C) * 1.5(D)
1.6	Rate for Option Year 6	\$	10	1.6(C) * 1.6(D)
1.7	Rate for Option Year 7	\$	10	1.7(C) * 1.7(D)
1.8	Rate for Option Year 8	\$	10	1.8(C) * 1.8(D)
1.9	Rate for Option Year 9	\$	10	1.9(C) * 1.9(D)
<b>2. Software Developer</b>				
2.0	Rate for the Initial Contract Period	\$	20	2.0(C) * 2.0(D)
2.1	Rate for Option Year 1	\$	10	2.1(C) * 2.1(D)
2.2	Rate for Option Year 2	\$	10	2.2(C) * 2.2(D)
2.3	Rate for Option Year 3	\$	10	2.3(C) * 2.3(D)
2.4	Rate for Option Year 4	\$	10	2.4(C) * 2.4(D)
2.5	Rate for Option Year 5	\$	10	2.5(C) * 2.5(D)
2.6	Rate for Option Year 6	\$	10	2.6(C) * 2.6(D)
2.7	Rate for Option Year 7	\$	10	2.7(C) * 2.7(D)
2.8	Rate for Option Year 8	\$	10	2.8(C) * 2.8(D)
2.9	Rate for Option Year 9	\$	10	2.9(C) * 2.9(D)
<b>3. On-Site Incident User Support</b>				
3.0	Rate for the Initial Contract Period	\$	10	3.0(C) * 3.0(D)
3.1	Rate for Option Year 1	\$	10	3.1(C) * 3.1(D)
3.2	Rate for Option Year 2	\$	10	3.2(C) * 3.2(D)
3.3	Rate for Option Year 3	\$	10	3.3(C) * 3.3(D)
3.4	Rate for Option Year 4	\$	10	3.4(C) * 3.4(D)
3.5	Rate for Option Year 5	\$	10	3.5(C) * 3.5(D)
3.6	Rate for Option Year 6	\$	10	3.6(C) * 3.6(D)
3.7	Rate for Option Year 7	\$	10	3.7(C) * 3.7(D)
3.8	Rate for Option Year 8	\$	10	3.8(C) * 3.8(D)
3.9	Rate for Option Year 9	\$	10	3.9(C) * 3.9(D)
Total Price for Evaluated Purposes				Sum Of 1.0(E) to 1.9(E) + 2.0(E) to 2.9(E) + 3.0(E) to 3.9(E)

TABLE 5 Training on an "As and When Requested" Basis				
Column (A)	Column (B)	Column (C)	Column (D)	Column (E)
Item No.	Description	FIRM UNIT PRICE PER COURSE/ PER DAY	No. OF DAYS FOR EVALUATION PURPOSES ONLY	EXTENDED PRICE FOR EVALUATION PURPOSES ONLY
<b>1. Advanced/Admin (End User)</b>				
1.0	Rate for the Initial Contract Period	\$	10	1.0(C) * 1.0(D)
1.1	Rate for Option Year 1	\$	10	1.1(C) * 1.1(D)
1.2	Rate for Option Year 2	\$	10	1.2(C) * 1.2(D)
1.3	Rate for Option Year 3	\$	10	1.3(C) * 1.3(D)
1.4	Rate for Option Year 4	\$	10	1.4(C) * 1.4(D)
1.5	Rate for Option Year 5	\$	10	1.5(C) * 1.5(D)
1.6	Rate for Option Year 6	\$	10	1.6(C) * 1.6(D)
1.7	Rate for Option Year 7	\$	10	1.7(C) * 1.7(D)
1.8	Rate for Option Year 8	\$	10	1.8(C) * 1.8(D)
1.9	Rate for Option Year 9	\$	10	1.9(C) * 1.9(D)
<b>2. Train the Trainer</b>				
2.0	Rate for the Initial Contract Period	\$	10	2.0(C) * 2.0(D)
2.1	Rate for Option Year 1	\$	10	2.1(C) * 2.1(D)
2.2	Rate for Option Year 2	\$	10	2.2(C) * 2.2(D)
2.3	Rate for Option Year 3	\$	10	2.3(C) * 2.3(D)
2.4	Rate for Option Year 4	\$	10	2.4(C) * 2.4(D)
2.5	Rate for Option Year 5	\$	10	2.5(C) * 2.5(D)
2.6	Rate for Option Year 6	\$	10	2.6(C) * 2.6(D)
2.7	Rate for Option Year 7	\$	10	2.7(C) * 2.7(D)
2.8	Rate for Option Year 8	\$	10	2.8(C) * 2.8(D)
2.9	Rate for Option Year 9	\$	10	2.9(C) * 2.9(D)
Total Price for Evaluated Purposes				Sum Of 1.0(E) to 1.9(E) + 2.0(E) to 2.9(E)

TABLE 6 TOTAL ASSESSED PRICE FOR PRICE CALCULATION			
Column (A)	Column (B)	Column (C )	Column (D)
TABLE No.	Description	PRICE CALCULATIONS	EXTENDED PRICE
1	Initial Requirement	\$ Total from Table 1	\$
2	Optional Additional Users	\$ Total from Table 2	\$
3	Firm Prices for Optional Maintenance and Support Services	\$ Total from Table 3	\$
4	Rates for Professional Services on "as and when required basis" as per article 7.27	\$ Total from Table 4	\$
5	Rates for Training on "as and when required basis" as per article 7.24	\$ Total from Table 5	\$
TOTAL ASSESSED PRICE (TAP) FOR EVALUATION PURPOSES:			SUM OF 1(D) to 5 (D)

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## **ANNEX B**

### **STATEMENT OF REQUIREMENT**

**ANNEX C**

**STATEMENT OF WORK**

**Annex D****INCIDENT COMMAND SYSTEM'S INFORMATION MANAGEMENT SYSTEM****AUTHORIZATION OF SERVICES TO BE PERFORMED  
ON AN AS-AND-WHEN-REQUESTED BASIS**

Contractor:	Contract No.:
Financial Code:	GST Financial Code:
Task Authorization No.:	Date:
<b>1.0 DESCRIPTION OF THE TASK / WORK TO BE PERFORMED</b>	
<b>2.0 PERIOD OF SERVICES</b>	
From:	To:
<b>3.0 SERVICES TO BE PERFORMED FOR: (LOCATION / ADDRESS)</b>	

**4.0 AUTHORITIES**

**Project Authority:**

\_\_\_\_\_

**Responsibility Centre:**

\_\_\_\_\_

**5.0 COST**

Category and Level of Personnel / Category of Course	Per Diem Rate / Rate per Course	No. of Days to Perform the Tasks/Work	Total
	\$		\$
	\$		\$
	\$		\$
	\$		\$
	\$		\$
		ESTIMATED PRICE	\$
		GST/HST	\$

	<b>TOTAL</b>	\$
Travel and Living Expenses: Travel and living are a direct charge on a cost reimbursable basis. All expenses shall incurred in accordance with the then-current Treasury Board guidelines. Invoices for Travel and Living costs of the Contractor's employees are to be supported by documentation (receipts) and will be reimbursed in accordance with the Treasury Board Policy and Guidelines on Travel in effect at the time of travel at actual cost with on allowance for mark-up. Charges for air travel shall not exceed that for economy class.	<b>ESTIMATED PRICE</b>	\$
	<b>GST/HST</b>	\$
	<b>TOTAL</b>	\$
	<b>GRAND TOTAL</b>	\$
You are requested 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 services listed herein and on any attached sheets at the price set out therefore.		
<b>6.0 SIGNATURES</b>		
<b>Project Authority:</b>	<b>Signature:</b>	<b>Date:</b>
<b>Name of Contractor authorized to sign (type or print):</b>	<b>Title of Contractor authorized to sign (type or print):</b>	<b>Date:</b>
<b>Signature:</b>		
<b><u>ALL TASK AUTHORIZATIONS MUST BE SIGNED BY PWGSC CONTRACTING AUTHORITY.</u></b>		
<b>PWGSC Contracting Authority:</b>	<b>Signature:</b>	<b>Date:</b>

## BIDDER FORMS

BID SUBMISSION FORM 1	
<b>Bidder's full legal name</b> <i>[Note to Bidders: Bidders who are part of a corporate group should take care to identify the correct corporation as the Bidder.]</i>	
<b>Authorized Representative of Bidder for evaluation purposes (e.g., clarifications)</b>	Name:
	Title:
	Address:
	Telephone #:
	Fax #:
	Email:
<b>Bidder's Procurement Business Number (PBN)</b> <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>	
<b>Jurisdiction of Contract:</b> 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)	
<b>Former Public Servants</b> 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 "

BID SUBMISSION FORM 1		
	<p>Is the Bidder a FPS who received a lump sum payment under the terms of the terms of the Work Force Adjustment Directive?</p> <p>Yes ____ No ____</p> <p>If yes, provide the information required by the Article in Part 2 entitled "Former Public Servant "</p>	
<p><b>Canadian Content Certification</b></p> <p>As described in the solicitation, bids with at least 80% Canadian content are being given a preference.</p> <p><i>[For the definition of Canadian goods and services, consult the PWGSC SACC clause A3050T]</i></p>	<p>On behalf of the bidder, by signing below, I confirm that <i>[check the box that applies]</i>:</p>	
	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)	
<p>(Contracting Officer should only insert when Supplemental General Conditions 4001 have been inserted in Part 7</p> <p><b>Hardware:</b></p>	Toll-Free Telephone Number for maintenance services:	
	Website for maintenance services:	
<p><b>Licensed Software Maintenance and Support:</b></p> <p>(Contracting Officers should only insert when supplemental General Conditions 4004 has been inserted in Part 7).</p>	Toll-free Telephone Access:	
	Toll-Free Fax Access:	
	E-Mail Access:	
	Website address for web support:	
<p><b>Security Clearance Level of Bidder</b></p> <p><b>[include both the level and the date it was granted]</b></p> <p><b>[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.]</b></p>		
<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"> <li>1. The Bidder considers itself and its products able to meet all the mandatory requirements described in the bid solicitation;</li> <li>2. This bid is valid for the period requested in the bid solicitation;</li> <li>3. All the information provided in the bid is complete, true and accurate; and</li> <li>4. If the Bidder is awarded a contract, it will accept all the terms and conditions set out in the resulting contract clauses included in the bid solicitation.</li> </ol>		

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BID SUBMISSION FORM 1	
Signature of Authorized Representative of Bidder	<hr/>

<div>Form 2</div> <div>Software Publisher Certification Form</div> <div>(to be used where the Bidder itself is the Software Publisher)</div>	
<p>The Bidder certifies that it is the software publisher of all the following software products and that it has all the rights necessary to license them (and any non-proprietary sub-components incorporated into the software) on a royalty-free basis to Canada pursuant to the terms set out in the resulting contract:</p>	
<i>[bidders should add or remove lines as needed]</i>	

**Form 3**  
**Software Publisher Authorization Form**  
 (to be used where the Bidder is not the Software Publisher)

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

This authorization applies to the following software products:

\_\_\_\_\_

\_\_\_\_\_

*[bidders should add or remove lines as needed]*

Name of Software Publisher (SP)	_____
Signature of authorized signatory of SP	_____
Print Name of authorized signatory of SP	_____
Print Title of authorized signatory of SP	_____
Address for authorized signatory of SP	_____
Telephone no. for authorized signatory of SP	_____
Fax no. for authorized signatory of SP	_____
Date signed	_____
Solicitation Number	_____
Name of Bidder	_____

**Form 4****Part 5 – Bid Solicitation (*insert if applicable*)****FEDERAL CONTRACTORS PROGRAM FOR EMPLOYMENT EQUITY - CERTIFICATION**

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

For further information on the Federal Contractors Program for [Employment and Social Development Canada \(ESDC\)](#) - Labours' website.

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

Complete both A and B.

A. Check only one of the following:

- ( ) A1. The Bidder certifies having no work force in Canada.
- ( ) A2. The Bidder certifies being a public sector employer.
- ( ) A3. The Bidder certifies being a [federally regulated employer](#) being subject to the *Employment Equity Act*.
- ( ) A4. The Bidder certifies having a combined work force in Canada of less than 100 employees (combined work force includes: permanent full-time, permanent part-time and temporary employees [temporary employees only includes those who have worked 12 weeks or more during a calendar year and who are not full-time students]).
- A5. The Bidder has a combined workforce in Canada of 100 or more employees; and
- ( ) A5.1 The Bidder certifies already having a valid and current [Agreement to Implement Employment Equity](#) (AIEE) in place with ESDC -Labour.

OR

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

B. Check only one of the following:

- ( ) B1 The Bidder is not a Joint Venture.

OR

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



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

File No. - N° du dossier

CCC No./N° CCC - FMS No./N° VME

20161892

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

Additional Comment

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

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

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



Fisheries and Oceans  
Canada

Pêches et Océans  
Canada

Canadian  
Coast Guard

Garde côtière  
canadienne

# *Incident Command System's Information Management System*

## *ANNEX B*



*Canadian Coast Guard*

*Statement of Requirements*

Canada

**Published under the Authority of:**

Integrated Technical Services Directorate  
Fisheries and Oceans Canada  
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ICS IMS –STATEMENT OF REQUIREMENTS

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# Chapter 1      REQUIREMENTS, SCOPE AND CONTEXTUAL INFORMATION

---

## 1.1      REQUIREMENTS

Canada requires an Incident Command System Information Management System (ICS IMS) to deliver, allow and support CCG Incident Management. The ICS IMS solution is required to work, be complete and be responsive to the requirements of the RFP and resulting contract.

The ICS IMS must not prevent CCG from being compliant, responsive and respectful to ITSG-33 and the CCG's Programs, Plans and Priorities. The ICS IMS must include the following deliverables, as per section 7 of the RFP;

1. Licensed Software;
2. Warranty
3. Maintenance & Support Services with Continuous Improvement;
4. Optional Maintenance and Support Services with Continuous Improvement
5. Documentation, Media and Web Self-Services;
6. Training;
7. Optional Professional Services

The contractor agrees to supply CCG with an Incident Command System Information Management System that will be accessed, used and deployed by CCG in support of the CCG Programs, Plans and Priorities, including the following Business Outcomes:

The Information Management System project falls under the *World-Class Prevention, Preparedness, and Response Regime for Oil Spills from Ships*. The Government of Canada intends to establish such regime for the protection of Canada's marine environment and advancement of responsible resource development, with longer-term objectives of economic growth and job creation.

### **Goals and Objectives:**

The project goal is to procure, customize and implement the Incident Command System Information Management System. The application will support the structure for the Incident Command System initiative, including the documentation and tracking of response actions during emergency situations. This system will enhance CCG's capacity to lead and support a response to a large scale, complex incident as well as manage more effectively, the many routine incidents which occur day to day across the full mandate of the CCG.

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## 1.2 SCOPE

The intent of this document is to present the technical requirements for a Commercial-Off-The-Shelf (COTS) ICS IMS for Canadian Coast Guard (CCG) incident management. The Scope of the ICS IMS project will be as follows:

- a) Provide a commercial off-the-shelf (COTS) ICS tool that permits the capture of all information required for incident management, and supports action planning and decision-making related to events within the context of established ICS structures and processes;
- b) Deploy the System, configured to CCG specifications, as a web application on a Government of Canada (GOC) network, using Government Furnished Equipment (GFE);
- c) Provide initial user and technical training; and
- d) Provide the ability to conduct performance measurement based on system information and data layers.

Specifically, this entails the following sub-components:

- a) ICS incident management tools, i.e. software that support the operational requirements at three levels (personal computer, tablet & smart phone);
- b) Field hardware (i.e. personal communication devices with protective cases) **provided as GFE**;
- c) Design required to optimally host the web application on GOC infrastructure;
- d) Installation and testing;
- e) Initial training;
- f) Training and maintenance materials; and
- g) Application maintenance.

## 1.3 CONTEXTUAL INFORMATION

Canada has a requirement for a robust capability to respond to incidents in the maritime domain. The complexity of modern-day incident management, coupled with the growing need for multi-agency/inter-jurisdictional involvement has highlighted the operational requirement for a standard incident management methodology that can be employed by all incident response disciplines. To this end, CCG has decided to introduce the Incident Command System (ICS) as the methodology to be used in response to all-hazard incidents. Further, as one of the main components of the ICS implementation effort, CCG will acquire an ICS-based Information Management System (IMS) to support incident response.

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## **Chapter 2      SYSTEM CONCEPT**

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One of the reasons for the transition of operations to ICS is to enable a seamless scaling up for response to a major oil spill. This would entail the rapid influx of significant numbers of personnel external to CCG and DFO. In order to provide the required access from the field and to external agencies, a “cloud concept” is envisioned for the IM System.

The primary characteristic that drives the “Cloud” architecture as it relates to the IM System is that a user will access the application from any workstation or mobile device without having to install localized software (with the exception of limited mobile “offline” capability). The IM System application is installed on a selected GOC network(s) where all of the data storage, user information/permissions, and software processing will be conducted. Users will then access the hosted application over an internet/network connection using a secure URL that can be opened within any standard internet browser or mobile device. The replication of the IM System application over a minimum of two physical locations will ensure that if one installation goes down, the “cloud” will still be available to all users. Downloadable mobile applications will provide core functionality on mobile devices in the event of losing internet connectivity when in remote locations. An automatic information synchronization would complete the information sharing process once the mobile device re-connects to the internet.

## **Chapter 3      SUPPORT**

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### **3.1 CONCEPT OF SUPPORT**

The IM System, as a COTS solution, will be maintainable through IT support arrangements similar to those employed for existing commercial information technology systems and applications. As the IM System will support critical incident response there is a higher availability requirement and a shorter acceptable outage period than for administrative networks. The system will be maintained according to current Government of Canada (GOC) or CCG/DFO IT Support models, as follows:

Help Desk, Tier 1 and Tier 2 maintenance for IM System application software and dedicated infrastructure would be provided by existing or augmented GOC support personnel. It is understood that this will include a dedicated national system administrator;

The vendor would provide routine patches and updates for the ICS IMS Application Software under the applicable licensing agreements;

The Licensing agreement with the vendor must include Tier 3 support for the ICS IMS Application Software, such as configuration assistance for complex modifications and training material updates on delivery of major application releases/updates;

### **3.2 SUPPORT STAFF**

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The IM System will be primarily supported by first-line GOC IT support personnel who currently support other government or CCG operational IT infrastructure and software. A national system administrator within CCG will enhance the Tier 1 support capability.

As outlined in the Concept of Support, Tier 3 support for software must be conducted by vendor staff.

## **Chapter 4      REQUIREMENTS**

---

### **4.1      DETAILED REQUIREMENTS**

The requirements for the ICS IMS are articulated at Chapters 5 & 6.

## Chapter 5 MANDATORY REQUIREMENTS

Reference Number	Description	Comply (Y/N)	Substantiation	Reference
<b>Incident Action Plan/Case Management</b>				
M1	<p>The contractor must have the qualified experience, certified capabilities and authenticated validations that the contractor is able to deliver, allow and support the ICS IMS. The Bidder must demonstrate that they have experience in customizing ICS<sup>1</sup> software in support of different organizations focussed on emergency/incident management. For the purposes of this requirement “ICS Software” is defined as:</p> <ul style="list-style-type: none"> <li>a) web-enabled;</li> <li>b) based on ICS Organizational Structures and operational processes, including standard, all-hazard forms;</li> <li>c) uses workflows and/or timelines that guide staff through the ICS Planning cycle and support ICS meeting planning and execution;</li> <li>d) uses data inputs across all ICS forms sharing a common data field or a data field based upon the logical result of the data entered into a field on a related form – i.e. enter data once to be reused as appropriate in other forms; and</li> <li>e) includes GIS data layers to support incident management.</li> </ul>		<p>Description of Experience with Previous “ICS Software” Projects: The bid must include a description of 2 similar “ICS Software” projects that the Bidder has completed and were successfully implemented in support of an organization focused on emergency/incident management by the bid closing date (if the bid includes descriptions of more than this number of projects, Canada will decide in its discretion which ones to evaluate).</p> <p>For this requirement the description of each similar project must, at a minimum, include: Project Name; Project Description (as per “ICS Software” definition); Client Organization; Client Contact Name; Client Contact Position; Duration of the Project (YYYY - MM to YYYY - MM); and Phone Number and Email of Client Contact.</p>	
M2	ICS IMS must be based on ICS Organizational Structures and operational processes, including forms		Supporting system documentation with graphics (e.g. screen shots) which demonstrates that the ICS IMS complies to ICS standards	

<sup>1</sup> In all cases in this document “ICS” refers to ICS Canada or US National Incident Management System (NIMS) ICS

Reference Number	Description	Comply (Y/N)	Substantiation	Reference
M3	ICS IMS must have workflows and/or timelines that guide staff through the ICS Planning cycle and support ICS meeting planning and execution. e.g. suggests what forms are required, meeting attendance, sample agenda, sample objectives or tactics through pick lists type tools.		Supporting system documentation with graphics (e.g. screen shots) which demonstrates that the ICS IMS contains embedded aids to assist users in organizing documents and meetings that meet ICS standards for the “Planning P” cycle/workflow	
M4	ICS IMS must use data inputs across all ICS forms sharing a common data field or a data field based upon the logical result of the data entered into a field on a related form – i.e. enter data once to be reused as appropriate in other forms. e.g. #1. ICS 201 info automatically populates other forms as incident ramps up and IAP is developed. e.g. #2. ICS 211 has multiple connections to other forms. e.g. #3. Auto generates logistics ICS 213 RR from ICS 215		Supporting system documentation with graphics (e.g. screen shots) which demonstrates the principle of common data being used automatically across forms	
M5	ICS forms must carry over to next operational period.		Supporting system documentation with graphics (e.g. screen shots) which demonstrates that at the end of one operational period that forms can carry over to the next one to support planning section	
M6	ICS IMS must support consistent data collection on designated data elements through such tools as mandatory fields and drop down menus. See Chapter 8 for requirements relating to ICS 201		Supporting system documentation with graphics (e.g. screen shots) which demonstrates that system is capable of achieving this. Review examples of ICS forms that use data collection tools and/or process for adding such tools to data fields	
M7	ICS IMS must present a customizable ICS 201 based upon the category of incident. Category-based modification example is at Chapter 8. Other categories would require similar modification		Supporting system documentation that confirms requirement can be met. Provide example of a modified ICS 201	
M8	ICS 201 (Incident Briefing) must contain Chapter 8 requirements/functionality for the 5 separate Incident Categories		Confirmation that requirement will be met	

Reference Number	Description	Comply (Y/N)	Substantiation	Reference
M9	As a minimum, the ICS forms listed at Chapter 9 must be available in the ICS IMS		Confirmation that requirement will be met	
			<b>GIS Capabilities</b>	
M10	ICS IMS must have ability to add map/chart/weather/tide & current/ice/water level/vessel data (tombstone & voyage) to forms		Supporting system documentation with graphics (e.g. screen shots) which demonstrates capability of adding an equivalent item to a form.	
M11	ICS IMS must have pre-selected downloaded/cached ICS forms (i.e. forms 201, 204, 211, 213, 214, and 233) and local map/chart layers enabling an "offline" capability to work offline for a specific geographic area for off-grid, field situations. Core off-grid functionality		Supporting documentation that confirms system will have capability as per requirement	
M12	ICS IMS must have ability to show/hide layers		Supporting system documentation with graphics (e.g. screen shots) which demonstrates process for showing and hiding GIS data layers	
M13	ICS IMS must have a bilingual user interface in Canadian English and French.			
			<b>GIS Capabilities</b>	
M14	The GIS component of the ICS IMS must be able to add new external data sources to the existing list of data sources, both global and incident-specific lists		Supporting system documentation which demonstrates process for adding data sources	
M15	The GIS component of the ICS IMS must be capable of loading Web Feature Service (WFS) and Web Map Service (WMS) data provided by external sources		Supporting system documentation with graphics (e.g. screen shots) which demonstrates process for adding data sources	
M16	All information and data structures in ICS IMS must be compatible with S-57 and common format types (i.e.: XML, and/or JSON; KML, GML; and CSV) that will easily allow for the import and export of information to/from external systems.		Supporting system documentation which demonstrates compatibility to <u>all</u> required data formats: S-57; XML and/or JSON; CSV; KML; and GML	

Reference Number	Description	Comply (Y/N)	Substantiation	Reference
M17	The ICS IMS must deliver, allow and support the importing and exporting data layers from/to ArcGIS using the ArcGIS REST API		Supporting system documentation with graphics (e.g. screen shots) which demonstrates process to import/export ArcGIS data using the REST API	
	<b>System General</b>			
M18	The Designated System Administrators (DSA) must have the ability to access customization and configuration functions above that of a regular user.		Supporting system documentation which demonstrates System Administrator processes	
M19	The ICS IMS must comply with WCAG 2.0 AA accessibility standards (with the exception of the GIS interface as it is a “complex map”, and mobile application)		Appropriate document which demonstrates compliance to any level of WCAG or similar accessibility standard at time of bid. Note: As per SOW, by SAT the ICS system must comply with WCAG 2.0 AA accessibility standards (with the exception of the GIS interface as it is a “complex map”, and mobile application <sup>2</sup> )	
M20	The ICS IMS must have an internal monitoring system to monitor application health and basic metrics		Supporting system documentation which demonstrates compliance	
M21	The ICS IMS must be scalable to support up to 100 users with request response times no greater than twice the maximum allowed response time for a single user as measured at the server		Supporting system documentation with graphics (e.g. screen shots) which demonstrates compliance.	
M22	The ICS IMS must be scalable to support up to 800 concurrent users		Supporting system documentation which demonstrates compliance	
M23	Each incident must have a unique identifier that all subsequent incident information references are tagged with the unique identifier		Supporting system documentation which demonstrates compliance	

Reference Number	Description	Comply (Y/N)	Substantiation	Reference
M24	The ICS IMS must support the auto-saving of content, this content must be saved in a draft format until the user submits the content		Supporting system documentation which demonstrates compliance	
M25	The ICS IMS application installation must allow for the separation of services across multiple servers (at minimum: internal web, external web, application and database services)		Supporting system documentation which demonstrates compliance	
M26	The ICS IMS must support web server session management		Supporting system documentation which demonstrates compliance	
M27	The ICS IMS must be SQL compliant and use one of the following Databases : 1- Oracle 11gR2, or- 2- MS SQL Server 2012 on Windows Server 2012		Supporting system documentation which demonstrates compliance	
M28	The ICS IMS database must allow analysis read-only using standard database query tools, including Cognos Connection® v 8.4 and 10.2		Supporting system documentation which demonstrates compliance	
M29	The ICS IMS must work, be complete and be responsive to the requirements of the RFP. The ICS IMS must be secure, and trusted by the Users; have certainty in the output of the ICS IMS and provide all of the necessary software required to deliver, allow and support, a successful quality ICS IMS.		Bid passed all mandates and Proof of Bid requirements	
M30	The ICS IMS must be secure and allow CCG to remain compliant with the Information Technology Security Guidelines (ITSG-33).		Vendor Confirmation	

## Chapter 6 RATED REQUIREMENTS

Reference Number	Description	Available Points	Substantiation	Reference
		Incident Action Plan/Case Management		
R1	The ICS IMS's Incident Organization chart should be reflective of selected ICS incident type (1-5[2]). i.e. Default chart auto structured to incident type 1-5 based on predetermined initial Incident Organization chart for that level	Met: 3 pts Not Met: 0 pts  *Points will be awarded only for meeting the entire criteria of a feature. There will not be partial points awarded for partially meeting a feature.	Supporting system documentation with graphics (e.g. screen shots) which demonstrates that selection of different incident type numbers produce different initial ICS organization charts	
R2	The ICS IMS's initial Incident Organization chart structures should be modified as required by system administrator using standard ICS structure	Met: 2 pts Not Met: 0 pts  *Points will be awarded only for meeting the entire criteria of a feature. There will not be partial points awarded for partially meeting a feature.	Supporting system documentation	
R3	The Selection by the user of incident type (1-5) should scale up or down recommended ICS forms. i.e. Forms associated with different incident types based upon predetermined CCG selections	Met: 3 pts Not Met: 0 pts  *Points will be awarded only for meeting the entire criteria of a feature. There will not be partial points awarded for partially meeting a feature.	Supporting system documentation with graphics (e.g. screen shots) which demonstrates that selection of different incident type numbers produce different suggested list of ICS forms	
R4	The ICS IMS should assist user in populating Org Chart by suggested pre-requisite training and experience	Met: 2 pts Not Met: 0 pts  *Points will be awarded only for meeting the entire criteria of a feature. There will not be partial points awarded for partially meeting a feature.	Supporting documentation	

Reference Number	Description	Available Points	Substantiation	Reference
R5	The ICS IM should assist user in populating Org Chart by matching position's suggested pre-requisite training or experience with personnel data	Met: 1 pt Not Met: 0 pts  *Points will be awarded only for meeting the entire criteria of a feature. There will not be partial points awarded for partially meeting a feature.	Supporting system documentation confirming system is capable of being configured to meet requirement: The ICS IMS retains ICS training and experience in a database that it uses to provide a list of qualified personnel based upon selected training and experience requirements	
R6	The ICS IMS should have dropdown, editable (by system administrator) pick lists for objectives and assignments in ICS forms based upon incident Category	2 pts - Feature confirmed in one ICS Form 3 pts - Feature confirmed in two or more ICS Forms  0 pts for meeting none of the features  Max 3 pts Met: 3 pts Not Met: 0 pts  *Points will be awarded only for meeting the entire criteria of a feature. There will not be partial points awarded for partially meeting a feature.	Supporting system documentation with graphics (e.g. screen shots) which demonstrates that system supports pick lists in ICS forms	
R7	The ICS IMS should recognize user as a "position/role" within ICS, and tracks what individual is filling that position/role at a given time	Met: 3 pts Not Met: 0 pts  *Points will be awarded only for meeting the entire criteria of a feature. There will not be partial points awarded for partially meeting a feature.	Supporting documentation confirming that system will be able to track personal history as per requirement	
R8	The ICS IMS should allow modification to steps and timelines of Planning "P"/ Operational Planning Cycle. e.g. Combine the Develop and Update Objectives and the Command & General Staff Meetings	2 pts - Planning "P" cycle can be modified 3 pts - Modification of cycle also linked to meeting planning/reminder tool  0 pts for meeting none of the features  Max 3 pts Met: 3 pts Not Met: 0 pts  *Points will be awarded only for meeting the entire criteria of a feature. There will not be partial points awarded for partially meeting a feature.	Supporting system documentation with graphics (e.g. screen shots) which demonstrates Planning "P" cycle can be modified	
R9	The ICS IMS should have ability to update resource database through either:	3 pts for meeting BOTH features 2 pts for meeting one feature	Supporting system documentation with graphics (e.g. screen shots)	

Reference Number	Description	Available Points	Substantiation	Reference
	a) importation of standard format data b) manual input	0 pts for meeting none of the features. Max. 3 pts Met: 3 pts Not Met: 0 pts  *Points will be awarded only for meeting the entire criteria of a feature. There will not be partial points awarded for partially meeting a feature.		
R10	The ICS IMS should capture human and material resources on ICS 211E/P (Check-in List Equipment / Personnel) and update the resource database, which includes costing data. ICS 211P needs to have field for gov't of Canada personnel with a. Category; b. Level; c. incentive. For non gov't of Canada personnel field requires hourly or daily rate and overtime cost. Note this would require amending ICS 211 (Resource Request form, see Chapter 10)	Met: 2 pts. 3pts – in addition to meeting requirement information is displayed in ICS IMS in graphical format Not Met: 0 pts	Supporting system documentation with graphics (e.g. screen shots) which demonstrates link between ICS 211 E/ P and resources db associated with incident	
R11	The ICS IMS tracking of human and material resources should enable Users to log resources in/out in the field to track total active time using bar code scanners and card readers. e.g. System linked to third party data server capturing resource active time, which is integrated into ICS IMS	Met: 2 pts 3pts – in addition to meeting requirement information is displayed in ICS IMS in graphical format Not Met: 0 pts	Supporting documentation which demonstrates ability to integrate resource active time data into ICS IMS (Can be third party data integration)	
R12	The ICS IMS should import and display files for cost tracking purposes. e.g. Download tracking reports form to track government acquisition card purchases to display as part of financial tracking in the ICS IMS	Max. 3 pts Met: 2 pts Not Met: 0 pts  *Points will be awarded only for meeting the entire criteria of a feature. There will not be partial points awarded for partially meeting a feature.	Supporting documentation	
R13	The ICS IMS should have ability to generate pre-populated ICS Forms from selected contingency plan/geographic response plan/strategy	Met: 2 pts Not Met: 0 pts  *Points will be awarded only for meeting the entire criteria of a feature. There will not be partial points awarded for partially meeting a feature.	Supporting system documentation with graphics (e.g. screen shots)	

Reference Number	Description	Available Points	Substantiation	Reference
R14	<p>The ICS IMS should have ability to send/receive non-ICS reports from template screen.</p> <p>Report fields generated/populated automatically to/from ICS IMS to generate or update an incident. e.g. MCTS sending an alert/incident report that generates an ICS 201 or generating CCG situation reports from pre-selected fields in ICS forms.</p> <p>Data fields would require mapping from one form to another as part of initial system development. See Chapter 10</p> <p>The ICS IMS should have ability to generate ICS 232 (Resources at Risk Summary e.g. ICS 232-CG) data fields from EC database.</p>	<p>Met: 3 pts Not Met: 0 pts</p> <p>*Points will be awarded only for meeting the entire criteria of a feature. There will not be partial points awarded for partially meeting a feature.</p>	<p>Supporting documentation confirming that system has the capability to be programmed to interact with non-ICS forms for selected data fields</p>	
R15		<p>Met: 2 pts Not Met: 0 pts</p> <p>*Points will be awarded only for meeting the entire criteria of a feature. There will not be partial points awarded for partially meeting a feature.</p>	Supporting documentation	
R16	The ICS IMS should have ability to capture cumulative incident Lessons Observed from an ICS 214 (Requires amending ICS 214)	<p>Met: 2 pts Not Met: 0 pts</p> <p>*Points will be awarded only for meeting the entire criteria of a feature. There will not be partial points awarded for partially meeting a feature.</p>	Supporting documentation confirming system will have capability <i>and</i> that plan to use ICS 214 to populate incident lessons learned log is feasible	
R17	The ICS IMS should provide user Point-to-point and group chat capability (can be 3rd party application)	<p>Met: 2 pts Not Met: 0 pts</p> <p>*Points will be awarded only for meeting the entire criteria of a feature. There will not be</p>	Supporting documentation	

Reference Number	Description	Available Points	Substantiation	Reference
		partial points awarded for partially meeting a feature.		
R18	The ICS IMS should allow the User to generate User alerts for any significant event determined by the User, the System or the Administrator?	Met: 2 pts Not Met: 0 pts  *Points will be awarded only for meeting the entire criteria of a feature. There will not be partial points awarded for partially meeting a feature.	Supporting system documentation	
R19	The ICS IMS should enable user to use archived ICS 204s (Assignment List) and logistics information to help generate or update contingency plans (defined as pre-plan for type of event or specific geo location)	Met: 2 pts Not Met: 0 pts  *Points will be awarded only for meeting the entire criteria of a feature. There will not be partial points awarded for partially meeting a feature.	Supporting documentation	
R20	The ICS IMS should have a standardized table of ICS 204 assignments that can be used when user is developing contingency plans or an IAP (defined as pre-plan for type of event or specific geo location)	Met: 2 pts Not Met: 0 pts  *Points will be awarded only for meeting the entire criteria of a feature. There will not be partial points awarded for partially meeting a feature.	Supporting documentation	
R21	The ICS IMS should have a criteria-based Help function to guide user in selection of incident Level 1-5 and Type. CCG-supplied criteria (similar to NIMMS ICS)	Met: 2 pts Not Met: 0 pts  *Points will be awarded only for meeting the entire criteria of a feature. There will not be partial points awarded for partially meeting a feature.	Supporting system documentation	
R22	The ICS IMS should have capability to insert attachments (audio, fax, emails, videos) to forms, logs or reports	Met: 3 pts Not Met: 0 pts	Supporting system documentation	

Reference Number	Description	Available Points	Substantiation	Reference
		*Points will be awarded only for meeting the entire criteria of a feature. There will not be partial points awarded for partially meeting a feature.		
R23	The ICS IMS should have ICP watch management/planning, with automatic recording of who amends the shift plan	Met: 2 pts Not Met: 0 pts  *Points will be awarded only for meeting the entire criteria of a feature. There will not be partial points awarded for partially meeting a feature.	Supporting documentation	
R24	The ICS IMS should have an editable contact data base	Met: 2 pts Not Met: 0 pts  *Points will be awarded only for meeting the entire criteria of a feature. There will not be partial points awarded for partially meeting a feature.	Supporting documentation	
R25	The ICS IMS should create distribution lists from contacts	Met: 2 pts Not Met: 0 pts  *Points will be awarded only for meeting the entire criteria of a feature. There will not be partial points awarded for partially meeting a feature.	Supporting documentation	
GIS Capabilities				

Reference Number	Description	Available Points	Substantiation	Reference
R26	ICS IMS should retain historical record of data/conditions at time form completed – i.e. form data remains static until user changes are entered. e.g. ICS 201 (Incident Briefing) section 4 would include snapshot of selected area from GIS, which would not be dynamically updated, nor would weather, etc	Met: 3 pts Not Met: 0 pts  *Points will be awarded only for meeting the entire criteria of a feature. There will not be partial points awarded for partially meeting a feature.	Supporting documentation confirming feature or that vendor clearly understands requirement	
R27	The ICS IMS should enable user to plot an incident position on an electronic nautical chart by clicking on the chart and entering details or by entering lat/long	4 pts for meeting BOTH methods 1 pt for meeting one method  0 pts for meeting none of the methods.  Max. 4 pts	Supporting system documentation with graphics (e.g. screen shots) which demonstrates position can be plotted by either clicking on chart (or touch screen equivalent) or entering lat/long	
R28	The ICS IMS should enable user to draw polygon and radius-based circle on map/chart	2 pts for meeting this feature 5 pts for meeting this feature using sequential mouse clicks or touch screen technology.  0 pts for not meeting this feature.  Max. 5 pts	Supporting system documentation with graphics (e.g. screen shots) which demonstrates polygon and radius-based circle can be plotted	
R29	The ICS IMS should enable user to insert standard ICS symbols	Met: 3 pts Not Met: 0 pts  *Points will be awarded only for meeting the entire criteria of a feature. There will not be partial points awarded for partially meeting a feature.	Supporting system documentation with graphics (e.g. screen shots) which demonstrates compliance	
R30	The ICS IMS should enable user to calculate perimeter & area of selected polygon/circle	3 pts for meeting this criteria by using touch screen technology	Supporting system documentation with graphics (e.g. screen shots) which demonstrates compliance	

Reference Number	Description	Available Points	Substantiation	Reference
		2 pts for meeting this criteria with only one or two mouse clicks.  0 pts for not meeting this criteria.  Max. 3 pts Met: 3 pts Not Met: 0 pts  *Points will be awarded only for meeting the entire criteria of a feature. There will not be partial points awarded for partially meeting a feature.		
R31	The ICS IMS should enable user to name polygon/circle (textual markup), and save as sector/area of responsibility/division		Supporting system documentation with graphics (e.g. screen shots) which demonstrates polygons/circles can be named	
R32	The ICS IMS should enable user to place assets/resource allocation on map/chart. e.g. object symbol with underlying information on the object such as the composition details of a task force or strike team	2 pts for accessing underlying information with one or two mouse clicks 3 pts for accessing underlying information with one or two mouse clicks or by using touch screen technology.  0 pts for not meeting this criteria.  Max. 3 pts Met: 1 pt Not Met: 0 pts  *Points will be awarded only for meeting the entire criteria of a feature. There will not be partial points awarded for partially meeting a feature.	Supporting system documentation with graphics (e.g. screen shots) which demonstrates compliance	
R33	The ICS IMS should enable user to plot point to point range and bearing		Supporting system documentation	

Reference Number	Description	Available Points	Substantiation	Reference
R34	The ICS IMS should enable user to display GIS Resource Tracking, i.e. track resources with RFID/AIS/GPS systems, System capable of integrating output from a 3rd party asset tracking application that uses common data standards	Met: 3 pts Not Met: 0 pts  *Points will be awarded only for meeting the entire criteria of a feature. There will not be partial points awarded for partially meeting a feature.	Supporting system documentation with graphics (e.g. screen shots) which demonstrates system capable of integrating output from a 3rd party asset tracking application that uses common data standards	
R35	The ICS IMS should enable user to display geo location of an input such as a picture, e.g. picture of beach tar with embedded geo location data	Met: 3 pts Not Met: 0 pts  *Points will be awarded only for meeting the entire criteria of a feature. There will not be partial points awarded for partially meeting a feature.	Supporting system documentation with graphics (e.g. screen shots) which demonstrates compliance	
R36	The ICS IMS should enable user to add, at a minimum, the following annotations: arrows, lines, text, and graphics/photos	Arrows .5 pts Lines .5 pts Text .5 pts graphics/photo .5 pts  Not Met: 0 pts Max 2 pts Met: 3 pts Not Met: 0 pts  *Points will be awarded only for meeting the entire criteria of a feature. There will not be partial points awarded for partially meeting a feature.	Supporting system documentation with graphics (e.g. screen shots) which demonstrates compliance	
R37	The ICS IMS should enable user to segregate between planned and executed/in course of execution assignments in GIS	Met: 3 pts Not Met: 0 pts  *Points will be awarded only for meeting the entire criteria of a feature. There will not be partial points awarded for partially meeting a feature.	Supporting documentation confirming system will be able to distinguish between planned and executed tasks	

Reference Number	Description	Available Points	Substantiation	Reference
R38	The ICS IMS should enable user to activate a planned GIS assignment object to near real time GIS presentation. e.g. boom planned/boom deployed from an ICS 204	Met: 2 pts Not Met: 0 pts  *Points will be awarded only for meeting the entire criteria of a feature. There will not be partial points awarded for partially meeting a feature.	Supporting the ICS IMS documentation with graphics (e.g. screen shots) which demonstrates compliance	
R39	The ICS IMS should enable user to view object data associated with GIS object from GIS view. e.g. hover over an object such as a containment boom and see attributes of the resource type as well as other details such as when laid, etc	Met: 2 pts Not Met: 0 pts  *Points will be awarded only for meeting the entire criteria of a feature. There will not be partial points awarded for partially meeting a feature.	Supporting system documentation with graphics (e.g. screen shots) which demonstrates functionality that achieves similar capability to: hover over an object such as a containment boom and see attributes of the resource type as well as other details such as when laid, etc.	
R40	The ICS IMS should enable user to collaborate via the web/cloud on maps/reports in near real time (i.e. not simultaneous). Basic functionality, such as marking up map with points, line & text box. e.g. Strike Team Leader and the ICP collaborating	Met: 2 pts Not Met: 0 pts  *Points will be awarded only for meeting the entire criteria of a feature. There will not be partial points awarded for partially meeting a feature.	Supporting system documentation	
<b>User Interface</b>				
R41	Electronic incident Dash Board. The primary user interface screen should have an overview of all active incidents with summary information or a specific incident as designated by user preference	Met: 3 pts Not Met: 0 pts  *Points will be awarded only for meeting the entire criteria of a feature. There will not be partial points awarded for partially meeting a feature.	Supporting documentation confirming system will have capability	

Reference Number	Description	Available Points	Substantiation	Reference
R42	Dash Board should be configurable (i.e. selectable content) providing a situation overview with GIS view combined with key portions of ICS 209 (Incident Status Summary), high priority ICS 233 (Open Action Tracker) entries and urgent 214 (Unit Log) entries	1. Situation overview 2. GIS component 3. ICS 209 content 4. Open Action Tracker content 5. Urgent 214 entries 1 pt each  Not Met: 0 pts Max 5 pts	Supporting documentation confirming system dashboard will meet requirement	
R43	Dash Board should have chronological tracking of issues/inputs as combination of consolidated ICS 214 (Unit Log) section 8 high priority inputs and ICS 233 (Open Action Tracker) (items based on selected display priority for both) that can be edited. Editing consolidated view of issues/inputs would be permission-based. For ease of customization, if a vendor has a pre-existing issues manager status board, this could be fed from selected data fields from various ICS forms	Met: 2 pts Not Met: 0 pts  *Points will be awarded only for meeting the entire criteria of a feature. There will not be partial points awarded for partially meeting a feature.	Supporting documentation confirming system will have capability	
R44	Incident Status Board should be configurable by System Administrator	Met: 3 pts Not Met: 0 pts  *Points will be awarded only for meeting the entire criteria of a feature. There will not be partial points awarded for partially meeting a feature.	Supporting documentation confirming system will have capability	
R45	The ICS IMS should have a user prioritization designation for ICS 233 entries with display of them, sorted by priority. Enables auto populating of high priority entries to the dash board. System administrator should control who can designate high priority	Met: 2 pts 3 pts – In addition to meeting requirement System administrator will also control who can designate high priority.	Supporting documentation confirming system will contain an Open Action Tracker that can be prioritized AND sorted by priority	

Reference Number	Description	Available Points	Substantiation	Reference
		Not Met: 0 pts Max 3 pts		
R46	The ICS IMS should have user urgency designation for ICS 214 entries. Enables auto exporting of urgent entry (e.g. Discovery of dead whale) to the dash board. System administrator controls who can designate high urgency	Met: 2 pts Not Met: 0 pts  *Points will be awarded only for meeting the entire criteria of a feature. There will not be partial points awarded for partially meeting a feature.	Supporting documentation confirming system will have capability	
R47	The ICS IMS should enable user to generate/sort ICS 233 by generating Unit/ICS Strike Team/Task Force/Resource	Met: 3 pts Not Met: 0 pts  *Points will be awarded only for meeting the entire criteria of a feature. There will not be partial points awarded for partially meeting a feature.	Supporting system documentation confirming system will have functionality	
R48	The ICS IMS should enable user to sort/filter incident ICS 233 entries by column	Met: 1 pt Not Met: 0 pts  *Points will be awarded only for meeting the entire criteria of a feature. There will not be partial points awarded for partially meeting a feature.	Supporting documentation confirming system will have capability	
R49	ICS 201 should be optimized for tablet with touch screen interface for functions, such as selection of drop down items and drag and drop (or similar interface) capability to insert GIS snapshot or pictures	5 pts for <i>all</i> following functionality: 1. Optimized for tablet 2. Touch screen interface	Supporting documentation confirming system will have all functionality	

Reference Number	Description	Available Points	Substantiation	Reference
		<p>3. Drop down items and drag and drop (or similar interface)</p> <p>4. Insert GIS</p> <p>5. Insert picture</p> <p>Met: 5 pts Not Met: 0 pts</p> <p>*Points will be awarded only for meeting all 5 points in the list of functionality. There will not be partial points awarded for partially meeting this functionality.</p>		
R50	The ICS IMS should enable user geographical database search of geo-referenced points by name	<p>Met: 1 pt./ Not Met: 0 pts</p> <p>*Points will be awarded only for meeting the entire criteria of a feature. There will not be partial points awarded for partially meeting a feature.</p>	Supporting system documentation confirming system will have capability	
R51	The ICS IMS should have ability to minimize non-operational window space. e.g. Remove banner or minimize navigation bar	<p>Met: 2 pts Not Met: 0 pts</p> <p>*Points will be awarded only for meeting the entire criteria of a feature. There will not be partial points awarded for partially meeting a feature.</p>	Supporting system documentation with graphics (e.g. screen shots) which demonstrates compliance	
R52	The ICS IMS should enable user to combine IAP/reports into single pdf file	<p>Met: 1 pt Not Met: 0 pts</p> <p>*Points will be awarded only for meeting the entire criteria of a feature. There will not</p>	Supporting system documentation	

Reference Number	Description	Available Points	Substantiation	Reference
		be partial points awarded for partially meeting a feature.		
R53	Single user should have multiple roles in single or multiple incidents	Met: 3 pts Not Met: 0 pts  *Points will be awarded only for meeting the entire criteria of a feature. There will not be partial points awarded for partially meeting a feature.	Supporting system documentation	
R54	The ICS IMS should have ability for user to confirm and edit log-in information	Met: 3 pts Not Met: 0 pts  *Points will be awarded only for meeting the entire criteria of a feature. There will not be partial points awarded for partially meeting a feature.	Supporting system documentation	
R55	User help information should be displayed for a form and data field. e.g. clicking help icon by a tab/button/section of an ICS form. ICS IMS displays pop-up help information from the Explanation/Instructions page associated with that form	Met: 2 pts Not Met: 0 pts  *Points will be awarded only for meeting the entire criteria of a feature. There will not be partial points awarded for partially meeting a feature.	Supporting system documentation with graphics (e.g. screen shots) which demonstrates compliance e.g. clicking help icon by a tab/button/section of an ICS form, system displays pop-up help information from the Explanation/Instructions page associated with that form	
R56	The ICS IMS should have user selectable on/off for pop-up information function	Met: 2 pts Not Met: 0 pts  *Points will be awarded only for meeting the entire criteria of a feature. There will not be partial points awarded for partially meeting a feature.	Supporting documentation confirming system will have capability	

Reference Number	Description	Available Points	Substantiation	Reference
R57	The ICS IMS should enable user to conduct keyword search	Met: 1 pt Not Met: 0 pts  *Points will be awarded only for meeting the entire criteria of a feature. There will not be partial points awarded for partially meeting a feature.	Supporting system documentation	
R58	The ICS IMS should enable user selection of UTC or local time zones	Met: 2 pts Not Met: 0 pts  *Points will be awarded only for meeting the entire criteria of a feature. There will not be partial points awarded for partially meeting a feature.	Supporting documentation confirming system will have capability	
R59	The ICS IMS should support bilingual user interface "out of the box"	Met: 10 pts Not Met: 0 pts  *Points will be awarded only for meeting the entire criteria of a feature. There will not be partial points awarded for partially meeting a feature.	Supporting documentation confirming system is already coded for "Native/Multi Language Support"	
<b>ICS IMS General</b>				
R60	The ICS IMS should have on-line or embedded user training to familiarize users with system operation	Met: 3 pts Not Met: 0 pts  *Points will be awarded only for meeting the entire criteria of a feature. There will not	Supporting documentation confirming system will have capability	

Reference Number	Description	Available Points	Substantiation	Reference
R61	There should be an ICS automated refresher tool offered user upon log-in to ICS IMS. e.g. the FEMA ICS Overview or the JIBC ICS Quick Reference Guide Cards.	be partial points awarded for partially meeting a feature.  Met: 2 pts Not Met: 0 pts  *Points will be awarded only for meeting the entire criteria of a feature. There will not be partial points awarded for partially meeting a feature.	Supporting documentation confirming system will have capability	
R62	The ICS IMS should track CCG training qualifications (e.g. ICS and ER courses). Enables allocation of personnel to ICS org chart based upon training and experience	Met: 2 pts Not Met: 0 pts  *Points will be awarded only for meeting the entire criteria of a feature. There will not be partial points awarded for partially meeting a feature.	Supporting documentation confirming system will have capability	
R63	The ICS IMS should track personnel incident ICS staff assignments by position, incident type and incident name. Enables allocation of personnel to ICS org chart based upon training and experience	Met: 2 pts Not Met: 0 pts  *Points will be awarded only for meeting the entire criteria of a feature. There will not be partial points awarded for partially meeting a feature.	Supporting documentation confirming system will have capability	
R64	The ICS IMS should have an exercise mode for user training, e.g. running an incident scenario used to practice using ICS IMS tools without information and notifications being sent. Non-archived unless desired	Met: 2 pts Not Met: 0 pts  *Points will be awarded only for meeting the entire criteria of a feature. There will not be partial points awarded for partially meeting a feature.	Supporting documentation confirming system will have capability	

Reference Number	Description	Available Points	Substantiation	Reference
R65	The ICS IMS forms should be readily customizable by system administrator. e.g. Able to amend dropdown menus related to fields in ICS forms or instructions related to forms/fields	Met 5 pts 15 pts - In addition to meeting criteria forms can be configured by amending plain language templates – no programming required.  Not Met: 0 pts Max 15 pts	Supporting system documentation with graphics (e.g. screen shots) which demonstrates System Administrator can be trained as per requirement	
<b>Mobile Functionality</b>				
R66	The ICS IMS should have a downloadable application for smart phone/tablet's allowing for limited (see #R70) offline functionality of the system. All offline work must be synced with the system once an internet connection has been re-established. Core off-grid functionality	6 pts – Tablet and Smart phone capability. App also syncs information once back on the grid. 4 pts - Tablet and Smart phone capability. 2 pts - Tablet capability.  Not Met: 0 pts Max 6 pts	Supporting documentation Confirm as per requirement Application will provide some or all “core off-grid functionality” (M10, R70-73)	
R67	ICS IMS user should enable user to fill out and update limited ICS forms on smart phone/tablet (e.g. ICS - 201, 204, 211, 213, 214, and 233) with use of pre-populated drop-down (or similar functionality) selections where possible. Core off-grid functionality	Met: 3 pts Not Met: 0 pts  *Points will be awarded only for meeting the entire criteria of a feature. There will not be partial points awarded for partially meeting a feature.	Supporting documentation confirming the tablet version of forms will have tools to simplify task of filling out forms	

Reference Number	Description	Available Points	Substantiation	Reference
R68	ICS IMS should allow a touch-screen user interface allowing users to draw polygons, insert ICS symbols, labels, points, and lines within the GIS. Core off-grid functionality (Assumes a limited GIS area)	Met: 3 pts Not Met: 0 pts  *Points will be awarded only for meeting the entire list of 5 criteria. There will not be partial points awarded for partially meeting this list of functionality.	Supporting documentation confirming the tablet version of system will have touch screen enabling allowing users to do <b>all</b> of following: 1. draw polygons 2. insert ICS symbols 3. insert labels 4. insert points 5. insert lines within the GIS	
R69	ICS IMS should enable user to insert multi-media (photo's, video, audio) directly into forms or as attachments. Core off-grid functionality	Met: 2 pts Not Met: 0 pts  *Points will be awarded only for meeting the entire criteria of a feature. There will not be partial points awarded for partially meeting a feature.	Supporting documentation confirming system will have capability	
R70	ICS IMS should enable user to insert GIS snap shots directly into forms or as attachments. Core off-grid functionality	Met: 3 pts Not Met: 0 pts  *Points will be awarded only for meeting the entire criteria of a feature. There will not be partial points awarded for partially meeting a feature.	Supporting system documentation with graphics (e.g. screen shots) which demonstrates compliance	
R71	The ICS IMS tablet user interface should allow for video streaming (e.g. used as a web cam share between the field operators/supervisors and the ICP)	Met: 1 pt Not Met: 0 pts  *Points will be awarded only for meeting the entire criteria of a feature. There will not	Supporting documentation confirming system will have capability	

Reference Number	Description	Available Points	Substantiation	Reference
		be partial points awarded for partially meeting a feature.		
R72	The ICS IMS smart phone capability is similar to tablet requirements, optimized for smart phone viewing and interface.	Met: 3 pts Not Met: 0 pts  *Points will be awarded only for meeting the entire criteria of a feature. There will not be partial points awarded for partially meeting a feature.	Supporting system documentation	
R73	The ICS IMS user interface should enable maximizing the view port within the browser by minimizing branding such as banners.	Met: 2 pts Not Met: 0 pts  *Points will be awarded only for meeting the entire criteria of a feature. There will not be partial points awarded for partially meeting a feature.	Supporting system documentation with graphics (e.g. screen shots)	
R74	The ICS IMS user interface should allow customization of look and feel (e.g. branding, general layout, etc.)	Met: 2 pts Not Met: 0 pts  *Points will be awarded only for meeting the entire criteria of a feature. There will not be partial points awarded for partially meeting a feature.	Supporting system documentation with graphics (e.g. screen shots)	
R75	The ICS IMS user interface should provide confirmation warnings before submissions and deletions of forms	Met: 3 pts Not Met: 0 pts  *Points will be awarded only for meeting the entire criteria of a feature. There will not be partial points awarded for partially meeting a feature.	Supporting system documentation	

Reference Number	Description	Available Points	Substantiation	Reference
R76	Exported PDF forms should compress internally prior to downloading to the client device	Met: 3 pts Not Met: 0 pts  *Points will be awarded only for meeting the entire criteria of a feature. There will not be partial points awarded for partially meeting a feature.	Supporting documentation confirming system will have capability	
R77	The ICS IMS should provide the user with an option to select different size data files when attaching an image to a form to take into account available bandwidth	Met: 2 pts Not Met: 0 pts  *Points will be awarded only for meeting the entire criteria of a feature. There will not be partial points awarded for partially meeting a feature.	Supporting system documentation with graphics (e.g. screen shots)	
R78	The GIS solution should display entity tombstone data when a map entity/object is selected by user	Met: 2 pts Not Met: 0 pts  *Points will be awarded only for meeting the entire criteria of a feature. There will not be partial points awarded for partially meeting a feature.	Supporting system documentation with graphics (e.g. screen shots)	

Reference Number	Description	Available Points	Substantiation	Reference
R79	<p>The GIS solution should upload the following entity data fields in the appropriate ICS forms (e.g. ICS 201) from ArcGIS:Id (unique entity id);Name (name of entity, example: vessel name);IMO (International Maritime Organization) number;MMSI (Maritime Mobile Service Identity number);Flag (Country of origin);Call Sign (Entity's Call sign, if applicable); Type (type of entity, example: tug boat);Latitude (Decimal Degrees ideally with option to convert deg/min/sec);Longitude (Decimal Degrees ideally with option to convert deg/min/sec);Course (3 digits 000-360);Speed (knots);DTG (of last update);Length; Beam; Draught; Destination (Next Port of Call); andSource (data source e.g. INNAV or exactEarth).</p> <p>The ICS IMS should be able to display external RSS feeds</p>	<p>Met: 3 pts Not Met: 0 pts</p> <p>*Points will be awarded only for meeting the entire criteria of a feature. There will not be partial points awarded for partially meeting a feature.</p>	Supporting system documentation	
R80		<p>Met: 3 pts Not Met: 0 pts</p> <p>*Points will be awarded only for meeting the entire criteria of a feature. There will not be partial points awarded for partially meeting a feature.</p>	Supporting documentation confirming system will have capability	
R81	<p>Data structures should be compatible with:</p> <ul style="list-style-type: none"> <li>- XML, and JSON;</li> <li>- GeoRSS; and</li> <li>- capable of becoming S-101 "ready"</li> </ul>	<p>3 pts - XML <i>and</i> JSON 1 pt - GeoRSS 1 pt - S-101 ready</p> <p>Not met: = 0 pts Max 5 pts</p>	Supporting system documentation which demonstrates compatibility to <b>optional</b> data formats	
R82	<p>The importing and exporting of data from/to ArcGIS should be a straightforward process appropriate for non-technical system administrators</p>	<p>Met: 2 pts Not Met: 0 pts</p> <p>*Points will be awarded only for meeting the entire criteria of a feature. There will not</p>	Supporting system documentation with graphics (e.g. screen shots) which demonstrates the process for data exchange with an Arc GIS System does not involve detailed technical knowledge	

Reference Number	Description	Available Points	Substantiation	Reference
		be partial points awarded for partially meeting a feature.		
R83	The ICS IMS should have native apps for: - iOS; - Android; and - BB devices	1 pt - iOS; 1 pt - Android; and 1 pt - BB devices  Not met: 0 pts Max 3 pts.	Supporting system documentation	
R84	The mobile ICS IMS application should support the user preparation of an ICS 201 "out-of-the-box" that is simple and intuitive to use without prior training	Met: 2 pts Not Met: 0 pts  *Points will be awarded only for meeting the entire criteria of a feature. There will not be partial points awarded for partially meeting a feature.	Supporting system documentation with graphics (e.g. screen shots) which demonstrates compliance. Assumption: Evaluator is familiar with an ICS 201. Evaluator assesses that the form can be completed (including addition of map and one picture) without leaving the page and without having been trained on the specifics of the application functionality beyond a basic familiarization on the form	
R85	ICS IMS application user permission levels should be associated by ICS roles	Met: 3 pts Not Met: 0 pts  *Points will be awarded only for meeting the entire criteria of a feature. There will not be partial points awarded for partially meeting a feature.	Supporting system documentation which demonstrates access within the system is controlled by the profile of the user logged into the system	
R86	ICS IMS user may access multiple incidents simultaneously	Met: 3 pts Not Met: 0 pts  *Points will be awarded only for meeting the entire criteria of a feature. There will not be partial points awarded for partially meeting a feature.	Supporting system documentation	

Reference Number	Description	Available Points	Substantiation	Reference
R87	Existing ICS IMS users can be requested to confirm user account details during the initial ICS check-in process	Met: 2 pts Not Met: 0 pts  *Points will be awarded only for meeting the entire criteria of a feature. There will not be partial points awarded for partially meeting a feature.	Supporting system documentation	
R88	The ICS IMS should have the ability to automatically disable user access upon the conclusion of an incident	Met: 2 pts Not Met: 0 pts  *Points will be awarded only for meeting the entire criteria of a feature. There will not be partial points awarded for partially meeting a feature.	Supporting system documentation	
R89	The ICS IMS should be able to set a predefined period of calendar time a user requires access to the application	Met: 2 pts Not Met: 0 pts  *Points will be awarded only for meeting the entire criteria of a feature. There will not be partial points awarded for partially meeting a feature.	Supporting system documentation	
R90	The ICS IMS should be able to send defined notification to administrators of actions: such as, failed login attempts	Met: 3 pts Not Met: 0 pts  *Points will be awarded only for meeting the entire criteria of a feature. There will not be partial points awarded for partially meeting a feature.	Supporting system documentation confirming capability through example/ use case	

Reference Number	Description	Available Points	Substantiation	Reference
R91	Designated ICS IMS users should be warned when attempting to assign a user to a role they are not qualified to fill	Met: 2 pts Not Met: 0 pts  *Points will be awarded only for meeting the entire criteria of a feature. There will not be partial points awarded for partially meeting a feature.	Supporting system documentation confirming system will have capability	
R92	ICS IMS users should be able to subscribe to alerts/notifications	Met: 3 pts Not Met: 0 pts  *Points will be awarded only for meeting the entire criteria of a feature. There will not be partial points awarded for partially meeting a feature.	Supporting system documentation confirming capability through example/ use case	
R93	Designated ICS IMS users should be able to create custom alerts based on data inputs and processes available within the application	Met: 2 pts Not Met: 0 pts  *Points will be awarded only for meeting the entire criteria of a feature. There will not be partial points awarded for partially meeting a feature.	Supporting system documentation confirming system will have capability	
R94	ICS IMS performance metrics should be available at server to allow System Administrator/Maintainer to know where delay is occurring, either continuously or on demand.	Met: 2 pts Not Met: 0 pts  *Points will be awarded only for meeting the entire criteria of a feature. There will not be partial points awarded for partially meeting a feature.	Supporting system documentation	

Reference Number	Description	Available Points	Substantiation	Reference
R95	The ICS IMS should be scalable to support up to 800 users such that request response times are no greater than three times the maximum allowed response time for a single user	Met: 2 pts Not Met: 0 pts  *Points will be awarded only for meeting the entire criteria of a feature. There will not be partial points awarded for partially meeting a feature.	Supporting system documentation demonstrating response time	
R96	The ICS IMS should be able to work in a configuration that allows splitting the workload across multiple servers (either at web, application or database services) to meet performance standards	Met: 3 pts Not Met: 0 pts  *Points will be awarded only for meeting the entire criteria of a feature. There will not be partial points awarded for partially meeting a feature.	Supporting system documentation	
R97	The ICS IMS supports BlackBerry 10	Met: 2 pts Not Met: 0 pts  *Points will be awarded only for meeting the entire criteria of a feature. There will not be partial points awarded for partially meeting a feature.	Supporting system documentation	
R98	The ICS IMS uses Oracle 11gR2	Met: 2 pts Not Met: 0 pts  *Points will be awarded only for meeting the entire criteria of a feature. There will not be partial points awarded for partially meeting a feature.	Supporting system documentation	

Reference Number	Description	Available Points	Substantiation	Reference
R99	The ICS IMS uses Oracle 11gR2 as well as MS SQL Server 2012 on Windows Server 2012	Met: 2 pts Not Met: 0 pts  *Points will be awarded only for meeting the entire criteria of a feature. There will not be partial points awarded for partially meeting a feature.	Supporting system documentation	

**Management Requirements**

Reference Number	Description	Available Points	Substantiation	Reference
R100	Proposal is coherent, clear, and concise.	<p>The proposal demonstrated a complete understanding of the requirement and clearly linked compliance to references for all mandatory and almost all (<math>\geq 90\%</math>) rated requirements in a concise manner, such that compliance and scoring criteria could be readily applied with minimal searching of the proposal. = 5 points</p> <p>The proposal demonstrated a good understanding of the requirement and clearly linked compliance to references for all mandatory and most (<math>\geq 75\%</math>) rated requirements in a concise</p>	Management Proposal and Technical Proposal. The extent to which the proposal is well organized and clear; particularly, in addressing both the mandatory and rated requirements, without excess content that is not directly relevant	

Reference Number	Description	Available Points	Substantiation	Reference
		<p>manner, such that compliance and scoring criteria could be readily applied without requiring undue searching of the proposal. = 3 points</p> <p>The proposal demonstrated an incomplete understanding of the requirement and clearly linked compliance to references for less than all mandatory and 75% or less of the rated requirements in a concise manner such that compliance and scoring criteria could not be readily applied without requiring searching of the proposal. = 0 points</p>		
R101	<p>Assess the Bidder's preliminary Project Management Plan that details project delivery as defined in the SOW. The PMP should also include the bidder's approach to project management in the areas of:</p> <p>Risk Management Project Communications Schedule Management Quality Assurance</p>	<p>PM methodology and approach clearly covers the following elements:</p> <ul style="list-style-type: none"> <li>- Preliminary Risk Management plan (tailored to CCG, i.e., addresses at least two risk items in the area of: design, implementation, installation or project scheduling which are specific to this project.) = 1 point</li> <li>- Project Communications plan (internal and external) clarity and feasibility= 1 point</li> <li>- Preliminary Master Schedule with critical path</li> </ul>	<p>Preliminary PMP in the required format provided in the SOW with the content stated in the Evaluation</p>	

Reference Number	Description	Available Points	Substantiation	Reference
		items (logic, completeness and feasibility) = 2 points		
R102	User Training. Provision of computer based self-training courseware.	Computer based training available = 2 points Previous example of CBT on similar system = 5 points	Management Proposal demonstrating requirement compliance, with sample of previously provided training	

## Chapter 7 POTENTIAL IMPLEMENTATION ARCHITECTURE

The vendor will be required to propose the optimal solution for System deployment on the COC infrastructure. Bellow is an example of a high level deployment topology. The vendor's solution is to identify how it maps to this design, and any areas that cannot conform to the security zones as described.

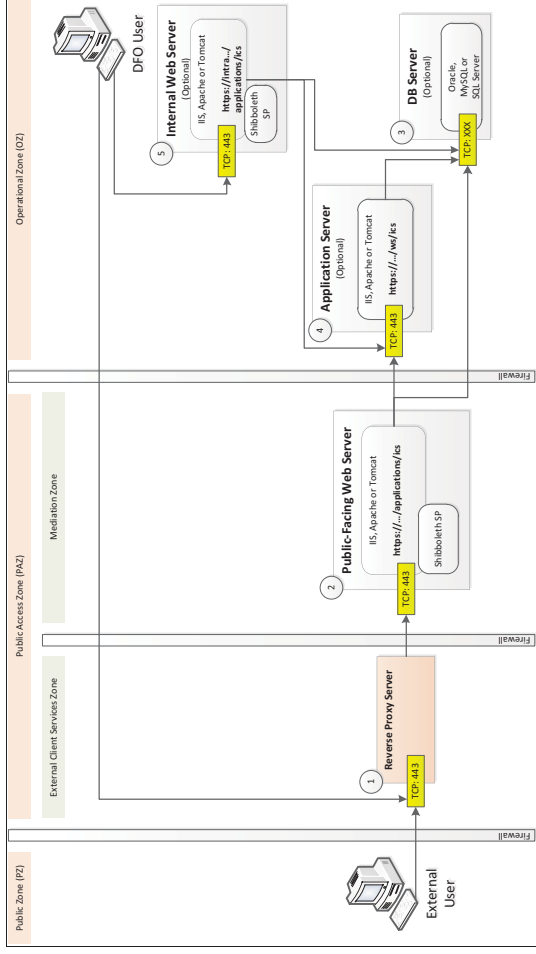


Figure 1. Notional Deployment

## Chapter 8 ICS 201 INCIDENT BRIEFING FORM REQUIREMENTS

#	DATA ELEMENT	COMMENT/FORM OPTIONS	ICS 201 Placement
1	Date/time	Option to accept current date/time	Section 3
2	Map/Sketch	Browse and insert and drag and drop capability	Section 4
3	Cause*	Dropdown Menu (re-use existing fields in MPIRS)	Section 5
4	Incident Location Description*	Free text field of commonly known name of location	Section 4 or 5
5	Incident Lat/Long*	Auto capture from GIS incident location	Section 4
6	Area*	Auto capture in data base based upon incident lat/long. Based on existing list of areas (used for data analysis not incident management)	Not required on form
7	Sub Area*	Auto capture in data base based upon incident lat/long. Based on existing list of sub areas (used for data analysis not incident management)	Not required on form
8	Discharge Type*	Dropdown Discharge/ Threat of Discharge (shipboard spill only)	Section 5
9	Source*	Dropdown with following options: a. Vessel – Tombstone data operator enters IMO#, name or MMSI and Auto fills remainder of available tombstone data b. Land Based – OHF Name/other c. Mystery d. Other	Section 5
10	Vessel Tombstone Data*	Enter IMO# or MMSI# or Name, system then populates, type, flag state, call sign, dimensions, etc using GOC data source	Section 5
11	Oil Handling Facility Name*	Free text	Section 5
12	CCG Role	Dropdown: IC/FMO/Resource	Section 7
13	Prepared by	Auto-fill based on user log on information	Section 8
14	Objectives/Actions/Plans	3 Dropdown lists	Sections 7 & 8
15	Organization	Structure based upon selected incident level	Section 9

### Notes:

1. This is an *example* of how the ICS IMS could simplify data gathering while capturing data necessary for performance measurement in the context of the Environmental Category (1 of 5 categories – see next section). It is not intended to prescribe the precise solution, which must be developed as part of a vendor's scope of work.
2. \* Performance Measurement data. The elements captured in this matrix are a subset of the total data requirements to support performance measurement. The elements not included here are already contained in other ICS forms.
3. MPIRS. Marine Pollution Reporting System
4. Section #s based on FEMA ICS 201 Form

## INCIDENT CATEGORIES / TYPES

When determining incident response, there are two factors to consider. First, what category of incident (incident category) it is and then how large and complex the response will be (incident type). Within CCG ICS methodology there are 6 incident categories and 5 incident types which the IM System will be required to support.

### Incident Categories

- *Environmental Response.* CCG is the lead federal agency for all ship-source spills of oil or other noxious substance into the marine environment in waters under Canadian jurisdiction. Under this category, responses minimize the environmental, economic and public safety impacts of marine pollution incidents.
- *Humanitarian Assistance.* This category captures the wide variety of incidents that are caused by natural or man-made disasters that do not have a security nexus. These include responses to incidents caused by floods, fires, ice storms, hurricanes, and other severe weather events. Incidents in this category are also known as Humanitarian Operations and Disaster Relief (HODR).
- *Maritime Security.* Incidents under maritime security (MARSEC) have a nexus to the Canadian laws and regulations that enforce the integrity of Canadian sovereignty. A maritime security threat/event could include smuggling and trafficking of illicit commodities, irregular migration, illegal fishing, and espionage.
- *Planned Security Events.* These are incidents that are deliberately planned and typically involve a large public event or a gathering of international leaders. The Vancouver 2010 Winter Olympics and the 2010 G8/G20 meetings in Huntsville and Toronto are examples. These events are also known as Major Security Events or Canadian Special Security Events (CSSE).
- *CCG Internal Incidents.* These occur within CCG and include accidents involving CCG personnel and/or the loss of a significant resource or component of a CCG program. An example is a major fire in a Canadian Coast Guard Ship.
- *Major Maritime Incident.* An event, either natural or man-made, that causes great distress or destruction or that requires a response beyond the normal capacities of the agencies involved. In the maritime context this will often be a multi-casualty incident or mass rescue operation that requires a multi-agency response.

Incident Categories		Incident Types (complexity)				
		1	2	3	4	5
A	Environmental Response	This type of incident is the most complex, requiring national resources for safe and effective management and operation.	This type of incident extends beyond the capabilities for local control and is expected to go into multiple operational periods. A Type 2 incident may require the response of resources out of area, including regional and/or national resources, to effectively manage the operations, command, and general staffing.	When incident needs exceed capabilities, the appropriate ICS positions should be added to match the complexity of the incident.	Command staff and general staff functions are activated only if needed.	The incident can be handled with one or two single resources with up to six personnel
B	Humanitarian Assistance			Command staff and general staff functions are activated only if needed.	The incident is usually limited to one operational period in the control phase.	
C	Maritime Security					
D	Planned Security Events					
E	CCG Internal Incidents					
F	Major Maritime Incident					

## Chapter 9 ICS FORM REQUIREMENTS

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Form Number	Name
201	Incident Briefing
202	Incident Objectives
203	Organization Assignment List
204	Assignment List
205	Incident Radio Communications Plan
206	Medical Plan
207	Incident Organization Chart
208	Safety Message/ Plan
209 & 209-OS	Incident Status Summary
211	Check-In
213	General Message
214	Activity Log
215	Operational Planning Worksheet
215A	Incident Action Plan Safety Analysis
216	Radio Requirements Worksheet
217A	Communications Resource Availability Worksheet
218	Support Vehicle/ Equipment Inventory
220	Air Operations Summary
221	Demobilization Checkout
224	Crew Performance Rating
225	Incident Personnel Performance Rating
233	Open Action Tracker
309	Communications Log

## Chapter 10 RESOURCE TRACKING & NATIONAL INCIDENT REPORTING

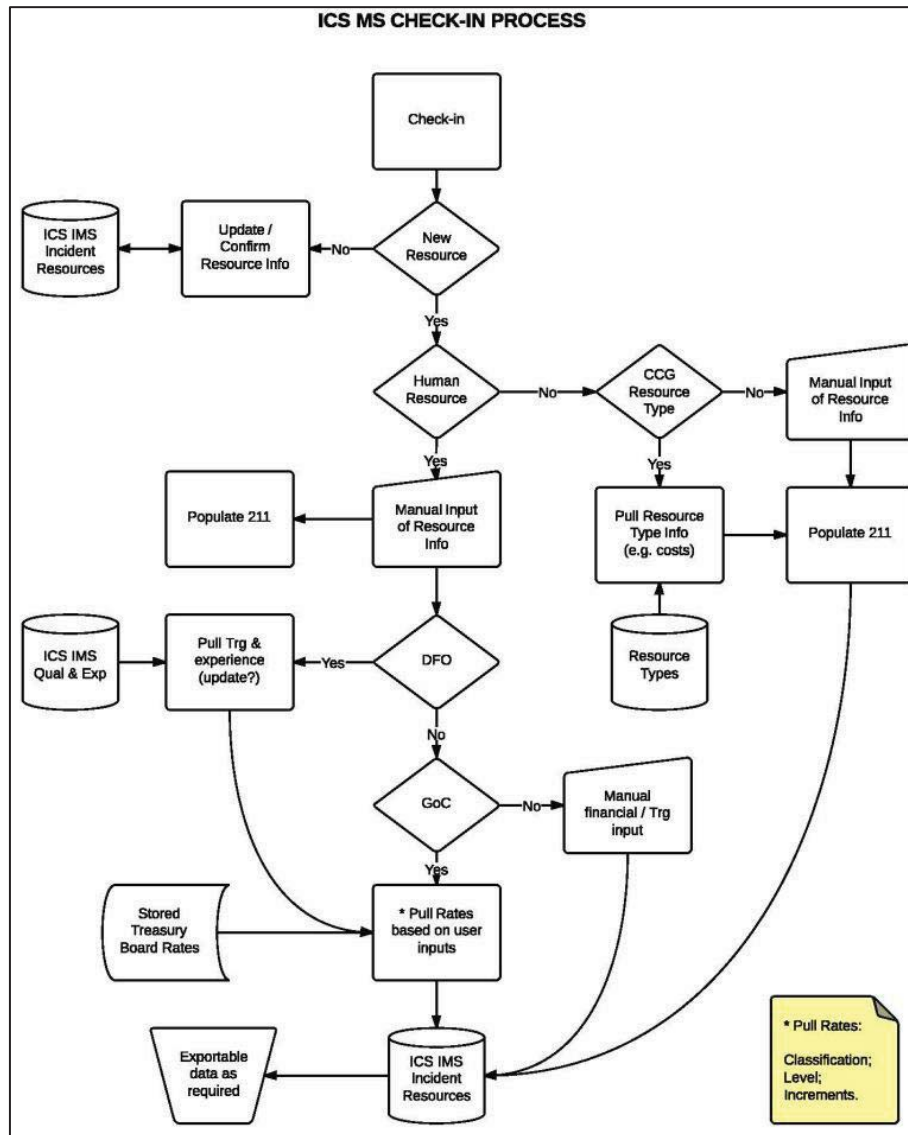
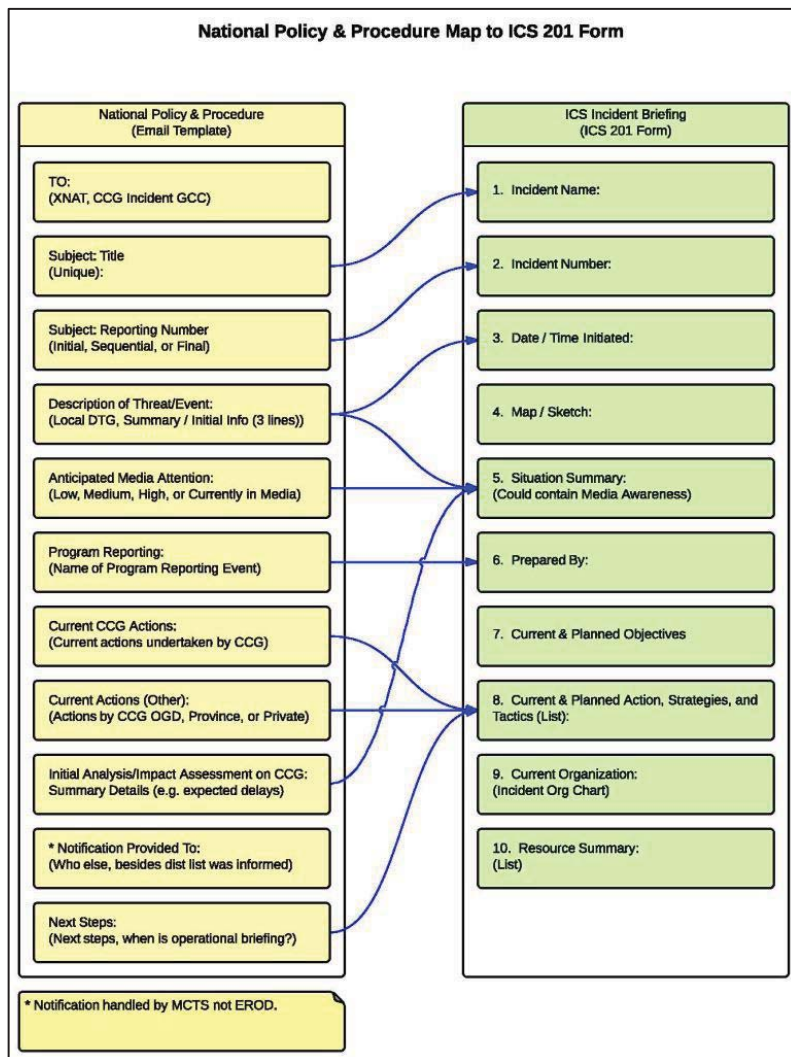


Figure 2. ICS IMS resource check-in process .



**Figure 3.** ICS201 and the National Incident Notification (Incident Report) process

## Chapter 11      ACRONYMS

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AMS	Asset Management System
CCG	Canadian Coast Guard
CONOP	Concept of Operations
COTS	Commercial-off-the-shelf
DFO	Department of Fisheries and Oceans
EEMAP	Environmental Emergencies Mapping System (EC)
ER	Environmental Response (CCG ER)
FIMSI	Fleet Information Management System integration
GFE	Government Furnished Equipment
GOC	Government of Canada
ICS	Incident Command System
IMS	Information Management System
ICP	Incident Command Post
MPIRS	Marine Pollution Incident Reporting System
NIMS	National Incident Command System (United States)
NIMT	National Incident Management Team
NSC	National Situation Centre
PQS	Personnel Qualification System
RIMT	Regional Incident Management Team
RO	Response Organization
SOW	Statement of Work
SA	Situational Awareness
TA	Technical Authority
TSOR	Technical Statement of Requirements
USCG	United States Coast Guard



Fisheries and Oceans  
Canada

Pêches et Océans  
Canada

Canadian  
Coast Guard

Garde côtière  
canadienne

## Integrated Technical Services



Safety First, Service Always



# *Incident Command System's Information Management System*

## *Annex C*

### *Statement of Work*



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## ICS IMS STATEMENT OF WORK

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# **1 INTRODUCTION**

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## **1.1 BACKGROUND**

Canada has a requirement for a robust capability to respond to incidents in the maritime domain. The complexity of modern-day incident management, coupled with the growing need for multi-agency/inter-jurisdictional involvement has highlighted the operational requirement for a standard incident management methodology that can be employed by all incident response disciplines. To this end, CCG has decided to introduce the Incident Command System (ICS) as the methodology to be used in response to all-hazard incidents. Further, as one of the main components of the ICS implementation effort, CCG will acquire a Commercial Off-the-shelf, ICS-based Information Management System (ICS IMS) to support incident response.

## **1.2 OBJECTIVE**

Canada has a requirement for an Incident Command System Information Management System (ICS IMS) to be used by Canadian Coast Guard (CCG) personnel, for Environmental Response (ER) and other program areas in support of incident management.

## **1.3 CONCEPT OF OPERATIONS**

As a software-focused initiative, the concept of operations and detailed business/operational requirements are elaborated in a separate Statement of Operational Requirements document.

## **1.4 CONCEPT OF SUPPORT**

- a) Help Desk, Tier 1 and Tier 2 maintenance for IM System application software and dedicated infrastructure would be provided by existing or augmented GOC IT support personnel. It is understood that this will include a dedicated Coast Guard national system administrator
- b) A cadre of GOC support personnel will be trained to a sufficient level of understanding for system administration and routine maintenance, which includes basic user assistance, patch and version updates and basic configuration.

## **1.5 SCOPE**

This Statement of Work (SOW) establishes the overall requirements for the system customization, implementation, installation, testing, documentation and training of the CCG operational staff for an ICS IMS (referred to as the “System” herein).

## 1.6 APPLICABLE DOCUMENTS

Documents cited in this SOW are listed below. Unless otherwise specified, the issuance or amendment of documents invoked for this Contract **will** be those in effect on the date of contract award.

- a) ICS IMS Statement of Requirements (SOR)
- b) ISO 9001:2008/Cor 1:2009, Quality Management Systems – Requirements
- c) ISO/IEC 90003:2004, Guidelines for the Application of ISO 9001:2000 to Computer Software
- d) ISO 10007:2003, Quality Management – Guidelines for Configuration Management
- e) ASME Y14.34-2008, Engineering Drawing and Related Documentation Practices.

## 1.7 PROJECT DELIVERABLES

### 1.7.1 Software and Infrastructure Design

The ICS IMS **will** be composed of Commercial-off-the-Shelf (COTS) software modified to meet the requirements of the reference at 1.6 a. above and this document. This includes the associated database. COTS is defined as: in production and all “basic”<sup>1</sup> components currently in operational use by a recognized ICS-structured emergency response organization in support of ICS-based incident management. The System design **will** enable the software to be deployed as a web application on government networked infrastructure.

### 1.7.2 Documentation

The Contractor **will** provide all project and technical documentation for the System as specified in this SOW. The Contract Data Requirements List (CDRL) table in Appendix B details required documents that contain information as specified in the Data Item Deliverable (DID). Where required, the format for these required DIDs is included in Appendix A. Guidance on the format or content of any other document deliverables is contained in the body of the SOW, and the format **will** be approved by Canada.

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<sup>1</sup> “Basic” is defined as common functionality enabling incident management using standard ICS organization, processes and forms as detailed in Chapter 5, M1 of the SOR.

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## 2 PROJECT MANAGEMENT

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The Contractor **will** be responsible for the overall management of the development, design, production, pre-delivery testing, delivery, installation and set-up, on-site testing and training in accordance with the requirements stated in the SOW and the SOR. The contractor **will** utilize a formal organization of management disciplines including methods and procedures for directing, coordinating and controlling all contract efforts necessary to complete the contract.

### 2.1 PROJECT REVIEW AND CONTROL

#### 2.1.1 Project Management and Risk Management Plans

- 2.1.1.1 The Contractor's Project Management Plan (PMP) **will** be developed in accordance with PMBOK® Guide or equivalent practices and include the information contained in DID PM-01 *Project Management Plan*.
- 2.1.1.2 The Contractor's Risk Management Plan **will** include the information contained in DID PM-03 *Risk Management Plan*. This plan may be a sub-component of the PMP.
- 2.1.1.3 A preliminary PMP (including the Master Schedule) and Risk Management Plan **will** be submitted with the bidder's proposal.
- 2.1.1.4 One electronic copy and three printed copies of the final PMP, including the baseline Master Schedule showing the critical path, high-risk items, and the associated Risk Management Plan, **will** be submitted for review and acceptance within two weeks after the Project Kick Off meeting.
- 2.1.1.5 The Contractor **will** manage the Contract in accordance with the approved PMP.
- 2.1.1.6 In the event that there is substantive concern with the wording of any contractual/project document, the Contractor **will** submit a *Request for Clarification* DID CM-03 to the CCG PM for the Contracting Authority (CA).

#### 2.1.2 Project Review and Meetings

- 2.1.2.1 The following meetings and reviews **will** be conducted by the Contractor:
  - a) Project Kick-Off (Chair: Contract Authority (CA))
  - b) Preliminary Design Review (Chair:, PM)
  - c) Critical Design Review (Chair: TA)
  - d) Project Progress Review (Chair: PM)
  - e) Factory Acceptance Test Readiness Review (Chair: TA)
  - f) Installation Readiness Review (Chair: TA)
  - g) Final Project Review (Co-Chairs: CA and PM)
- 2.1.2.2 Where practical, reviews and meetings will be scheduled to be held in conjunction with a regular Project Progress Review meeting.

### 2.1.3 Conduct of Meetings

- 2.1.3.1 The Chair for each review meeting **will** be as described in Section 2.3.2.1, unless otherwise agreed to by both the Contractor and Canada.
- 2.1.3.2 The Contractor **will** be responsible for the following in preparing for, and conduct of, these reviews and meetings:
- a) Host and convene the reviews and meetings at the Contractor's facility unless otherwise agreed by Canada
  - b) Prepare the meeting agenda and provide to Canada for approval
  - c) Organize and present briefings as necessary
  - d) Provide all material supporting the meeting
  - e) Record, publish, and distribute minutes and action items documented in the reviews and meetings
  - f) Maintain files of records, action item database, and documentation from all reviews and meetings.

### 2.1.4 Change Requests

Any change that impacts the operational or technical requirements of the System or has a significant impact on the schedule **will** be controlled through the Contractor's Integrated Change Control system. A change request can be initiated by either Canada or the Contractor, as required. Completed Change Requests (DID CM-04) **will** follow the process agreed to at the Kick-Off Meeting.

- 2.1.4.1 At the discretion of Canada, certain meetings will be conducted via teleconference. Meetings conducted by teleconference **will** use web hosting capabilities, and **should** also utilize video or web-teleconference if required to support the intent of the meeting.
- 2.1.4.2 Electronic copies of the agenda and related documents for these meetings **will** be provided to Canada at least one week prior to the meeting. Canada will approve the agenda prior to the meeting.
- 2.1.4.3 The Contractor **will** produce the Minutes of the above meetings in a format agreed to by Canada within five working days of the meeting's completion.
- 2.1.4.4 The final Minutes and action items **will** require Canada's approval to be declared official.
- 2.1.4.5 The reviews and meetings may be cancelled at the discretion of Canada. Rescheduling of reviews and meetings by the Contractor **will** be done only with the approval of Canada.

## 2.1.5 Kick-Off Meeting

2.1.5.1 Within two weeks of Contract Award, the Contractor **will** meet with Canada to:

- a) Introduce Canada and Contractor management teams
- b) Review the PMP, including control processes, the project schedule, milestones, and deliverables
- c) Discuss project risks and any other issues that may affect the project or system performance or deliverables
- d) Discuss Contractor's proposed Integrated Change Control Process and Change Request (DID CM-04)
- e) Discuss on-site inspections and their timings
- f) Provide the Contractor with preliminary information relating to GFE and the GOC network infrastructure, including the DFO/SSC<sup>2</sup>/GOC IT standards to enable deployment design
- g) Clarify any outstanding questions related to the requirements, Contract and Contractor's proposal
- h) Discuss any other business.

## 2.1.6 Preliminary Design Review

2.1.6.1 The Contractor **will** conduct a Preliminary Design Review (PDR) with Canada, in accordance with the approved schedule, but no later than 4 weeks after the Kick-Off Meeting.

2.1.6.2 One week prior to the PDR, the Contractor **will** supply all final relevant technical data and system documentation (the PDR Package) to Canada for approval. The PDR will proceed at the discretion of Canada.

2.1.6.3 The PDR Package, including System Design Documentation, **will** be submitted in electronic copy.

2.1.6.4 The final version of the PDR package **will** include:

- a) Preliminary System Design Documentation Package (PDR Package), which **will** include (*relevant DIDs are in brackets*):
  - 1. Technical description of the System.
  - 2. Deployment block-diagrams/interfaces (TDM-02).
  - 3. Preliminary user interface modification documentation.
- b) Test Plan (TE-02)
- c) Preliminary Factory Acceptance Test (FAT) and Site Acceptance Test (SAT) Test Procedures (TE-03)
- d) Training Plan.

2.1.6.5 Within three weeks after the PDR, the Contractor **will** supply to Canada an electronic copy of the updated PDR Package.

2.1.6.6 Following resolution of any design/customization issues identified during the PDR, Canada will approve, in writing, the PDR.

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<sup>2</sup> Department of Fisheries and Oceans and Shared Services Canada

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## 2.1.7 Critical Design Review

- 2.1.7.1 The Contractor **will** conduct the Critical Design Review (CDR) with Canada when the application modifications and final System design are complete and all relevant documentation has been submitted for approval. The CDR **will** be held in accordance with the approved schedule, but no later than 12 weeks after the PDR.
- 2.1.7.2 During the CDR, the Contractor **will** demonstrate:
- a) That the final design of the System meets the design requirements established in the SOR (in matrix format as per example in Acceptance Test Procedures [DID TE-03]), with content to be agreed upon prior to CDR by Canada and the Contractor)
  - b) That the System will meet the accessibility, security and performance requirements
  - c) That the System design meets the DFO/SSC/GOC IT standards provided to the Contractor
  - d) That the System meets the operational requirements established in the SOR.
- 2.1.7.3 One week prior to the CDR, the Contractor **will** supply all relevant final technical data and documentation (CDR Package) to Canada for approval. The CDR will proceed at the discretion of Canada.
- 2.1.7.4 The CDR Package, including System Design Documentation, **will** be submitted in electronic copy.
- 2.1.7.5 The CDR Package **will** consist of, **but not be limited to**, the following (*relevant DIDs are in brackets*):
- a) Final technical description of System including final detailed System and equipment block diagrams/interfaces (TDM-02)
  - b) Preliminary Software Manual (TDM-08)
  - c) Preliminary Training Manuals (TT-03)
  - d) Prototype customized ICS tool (including bilingual user interface<sup>3</sup>)
  - e) Final Test Plan (TE-02)
  - f) Final Factory Acceptance Test (FAT) and Site Acceptance Test (SAT) Test Procedures (TE-03)
- 2.1.7.6 Within two weeks of the CDR, the Contractor **will** supply to Canada an electronic copy of the updated CDR Package.
- 2.1.7.7 Following resolution of any design issues identified during the CDR, Canada will approve, in writing, the CDR. This approval is required before proceeding with the next phase of the work.

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<sup>3</sup> The CCG designated Operational Authority **shall** review the Contractor's translation to ensure that it conforms to Canadian operational language norms

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## **2.1.8 Project Progress Review**

- 2.1.8.1 The Contractor **will** conduct Project Progress Review (PPR) meetings with Canada's Project Team members.
- 2.1.8.2 Project Progress Review meetings will be conducted monthly subject to the discretion of Canada.
- 2.1.8.3 The PPR **will** encompass the complete project status as of the review date. During PPR meetings, the Contractor **will** review the current DID PM-02 *Contractor's Progress and Status Report*. During this review the Contractor **will** also focus on:
  - a) Variations from planned progress and the corrective action to be taken during the next reporting period
  - b) An explanation of foreseeable issues and proposed resolutions, including an assessment of their impact on the contract in terms of scope, schedule, System performance, and risk
  - c) Other business as mutually agreed to by the CCG, and Contractor.

## **2.1.9 Final Project Review Meeting**

- 2.1.9.1 The Contractor **will** hold a Final Project Review meeting at a time to be agreed to by Canada and the Contractor.
- 2.1.9.2 The Final Project Review will confirm that the following are complete:
  - a) The SATs are complete and all test results are approved
  - b) The SAT Reports are correct and complete and delivered
  - c) All documentation and deliverables have been delivered and approved
  - d) All outstanding project issues have been dealt with.

## **2.1.10 Additional Progress Review Meetings**

- 2.1.10.1 At Canada's discretion, additional progress review meetings **will** be held to resolve specific issues.

## **2.1.11 Project Reporting and Communications**

- 2.1.11.1 The Contractor **will** monitor progress and deliver electronic monthly Progress Reports (DID PM-02) to Canada commencing at the end of the first month after Contract Award until project completion.
- 2.1.11.2 The Contractor **will** advise Canada, by email, as soon as the Contractor has become aware of problems affecting the project schedule or contract deliverables. Upon such notification, Canada will advise whether a meeting or other action is required.
- 2.1.11.3 The Contractor **will** maintain a historical, chronological, and up-to-date list of Action Items resulting from reviews, meetings, or correspondence between the CCG, CA and the Contractor in accordance with DID PM-02.

## 3 TESTING

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### 3.1 GENERAL

- 3.1.1 The FAT and SAT are formal tests which demonstrate to Canada that the Contractor's ICS IMS is compliant with all requirements included in the SOR.
- 3.1.2 Canada reserves the right to waive the requirement for any test called up by DID TE-02 (*Test Plan and Report*) or to call up additional tests to demonstrate that the Contractor's ICS IMS is compliant with the requirements included in the SOR and SOW.
- 3.1.3 Canada, at its discretion, **will** witness any or all tests.

### 3.2 TEST PLANS AND PROCEDURES

- 3.2.1 The Contractor **will** develop an overall Test Plan (DID TE-02 *Test Plan and Report*), which details the methodology for the FAT and SAT.
- 3.2.2 The Contractor **will** develop Test Procedures for the FAT and SAT (DID TE-03 *Acceptance Test Procedures*). The Test Procedures **will** be designed to demonstrate that the System meets or exceeds all requirements of the SOR and this SOW.
- 3.2.3 The Test Plan **will** be provided to Canada for review as part of the PDR package (preliminary) and CDR package (final).
- 3.2.4 The test schedule **will** be included in the Master Schedule.
- 3.2.5 One week prior to the scheduled test, the Contractor **will** submit to Canada one electronic copy of the final FAT or SAT Test Procedures (DID TE-03). Printed copies of the Test Procedures **will** be supplied to Canada's witnesses during tests.
- 3.2.6 The result of each Test Procedure **will** demonstrate that the ICS IMS meets the operational and technical requirements as stated in the SOR, and will be subject to Canada's approval.

### 3.3 FAILURES DURING TESTING

- 3.3.1 The Contractor **will** be responsible for the resolution of all failures observed during all tests, and to perform partial or complete System re-test subject to Canada's discretion and approval.

### 3.4 TEST DIAGNOSTIC ROUTINES

- 3.4.1 Any local and remote test diagnostic routines useful for trouble-shooting hardware and software problems **will** be provided to Canada.

## 3.5 TESTS AT FACTORY<sup>4</sup>

### 3.5.1 System Verification Tests

- 3.5.1.1 The Contractor **will** independently perform System verification tests to confirm that the System meets all technical and operational design parameters and requirements before the formally witnessed FAT.
- 3.5.1.2 System verification tests **will** be conducted in accordance with the approved FAT Test Procedures (DID TE-03). The timing and methodology of these tests will be discussed at the CDR meeting.
- 3.5.1.3 Upon successful completion of the verification tests, the Contractor **will** provide to Canada one electronic and one printed copy of the System Verification Test Report, signed by the appropriate Contractor Authority. The report **will** include a copy of the completed test sheets (as per example provided in DID TE-03).

### 3.5.2 Factory Acceptance Test

- 3.5.2.1 The FAT test setup **will** represent the complete System in operation with the equipment configured to emulate full operational capability on the GOC network.
- 3.5.2.2 At the Contractor's request, Canada may approve the verification of the SOR user-related requirements in an alternate location or via the web.
- 3.5.2.3 Testing **will** be conducted in accordance with the approved FAT Test Procedures (DID TE-03). A scenario-based User Acceptance Test **will** be included to verify the overall system's capability to support incident management. The final scenario will be developed as a collaborative effort between CCG staff and the Contractor.
- 3.5.2.4 The FAT **will** include a demonstration of integrating GIS information from an external ArcGIS source selected by Canada
- 3.5.2.5 Canada **will** witness the FAT testing and approve the results prior to release for installation.
- 3.5.2.6 Any test failure **will** be resolved by the Contractor and a re-test performed. Canada reserves the right to request re-start of the full FAT test in the event of test failure.
- 3.5.2.7 All test results **will** be recorded in the FAT report and certified by the Contractor and Canada as an accurate record of the test results.
- 3.5.2.8 Ten working days after test completion, the Contractor **will** submit to Canada three printed copies, and one electronic copy of the FAT report for final approval and acceptance.

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<sup>4</sup> Note "factory" is the standard term used, but does not constrain the location/method of testing. The system **shall** be tested in a manner logical to the System's test environment (as approved in DID TE-03)

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### 3.5.3 Post-Factory Acceptance Test Review

Following the FAT, a review **will** be held to ensure that any issues identified during the FAT are clearly defined and that any remedial activities required are clearly defined and agreed to by Canada. This may include a complete repeat of the FAT, a repeat of specific tests within the FAT, or certification by other means that the System is compliant with all requirements of the FAT.

## 3.6 TESTS AT SITE

### 3.6.1 Site Acceptance Test

- 3.6.1.1 The Contractor **will** support Canada's technical team in performing the Site Acceptance Tests on the GOC infrastructure.
- 3.6.1.2 On completion of pre-SAT testing as required, the Contractor **will** confirm readiness for SAT to Canada in writing.
- 3.6.1.3 Testing **will** be conducted in accordance with the approved Test Procedures (DID TE-03). The procedure for the SAT **will** include simultaneous use of the system from a mock command post and geographically dispersed "field" units following a pre-scripted scenario (similar to the one used for the FAT) during a period of load testing using jMeter (or similar application).
- 3.6.1.4 The SAT **will** include verification of WCAG 2.0 AA accessibility standards (with the exception of the GIS interface as it is a "complex map", and mobile application). Any test failure **will** be resolved by the Contractor and a re-test performed. Canada reserves the right to request re-start of the full SAT test in the event of a test failure.
- 3.6.1.5 All test results **will** be recorded in the SAT report and certified by the Contractor and Canada as an accurate record of the test results.
- 3.6.1.6 Ten working days after the completion of the test, the Contractor **will** provide to Canada three printed copies and one electronic copy of the SAT report for final approval and acceptance.

## 3.7 INSTALLATION/IMPLEMENTATION

### 3.7.1 Site Inspection Visits

- 3.7.1.1 The Contractor **should** conduct on-site review of the GOC deployment environment(s).
  - 3.7.1.2 To arrange site visits and any other liaison pertaining to System installation, the Contractor will consult with the CCG PM.
  - 3.7.1.3 The CCG will provide technical on-site representatives for site visits and will provide access to all appropriate equipment areas.
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### **3.8 INSTALLATION/IMPLEMENTATION PLAN**

- 3.8.1 The Contractor *will* provide to Canada three printed copies and one electronic copy of the final *Drawings* (DID TDM-02) and Software Manual (DID TDM-08) two weeks before the SAT.
- 3.8.2 The Contractor *will* ensure TDM-08 is updated as required post implementation.
- 3.8.3 Canada will advise the Contractor regarding the least disruptive time to conduct the installation. This may be outside of normal working hours.

### **3.9 SITE ACCESS**

- 3.9.1 The Contractor's personnel will be permitted escorted access to the deployment site on a scheduled basis during installation.
- 3.9.2 The Contractor will advise the CCG Project Manager of the expected working hours of its personnel. It is the CCG's responsibility to arrange for the Contractor to have on-site access and to escort the Contractor's personnel at all times.
- 3.9.3 The CCG will provide adequate work space for work and equipment storage.
- 3.9.4 There may be two deployment sites, depending on the system's design. One will be likely be in the National Capital Region and the other will be determined by Canada based upon the approved system design.

### **3.10 PUBLICATIONS**

#### **3.10.1 Software Manual**

- 3.10.1.1 The Contractor *will* produce System Software Manual in English in accordance with DID TDM-08 Software Manual.
- 3.10.1.2 The Contractor *will* submit The Final Software Manual for Canada's review two weeks (2) prior to the Final Project Review Meeting.

#### **3.10.2 Document Management**

- 3.10.2.1 The transfer of documentation *will* be via a website managed by the Contractor with necessary measures taken to ensure no data is compromised during data transfer.
- 3.10.2.2 The Contractor *will* provide CCG access to all on-line project records and documentation.

### **3.11 CONFIGURATION MANAGEMENT**

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- 3.11.1** The Contractor ***will*** propose, as part of the PMP, a configuration management approach commensurate with the scope and complexity of this project.
- 3.11.2** The Contractor's approach ***will*** be consistent with guidance provided in the Document and Data Control provisions of ISO 9001 and ISO 10007:2003, Quality Management – Guidelines for Configuration Management.
- 3.11.3** Document revisions ***will*** be controlled as per the instructions at Appendix A.1.5.

## **4 QUALITY ASSURANCE PROVISIONS**

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- 4.1 The Contractor *will* propose, as part of the PMP, a Quality Assurance / Quality Control approach commensurate with the scope and complexity of this project.
- 4.2 The Contractor's Quality Assurance / Quality Control Program for Software Quality Assurance should adhere to ISO 9000-3.

## APPENDIX A DOCUMENTATION REQUIREMENTS

### A.1 GENERAL REQUIREMENTS

As a *minimum*, all documents delivered in electronic form by the Contractor *will* be in accordance with Table B-1, unless otherwise agreed by Canada. Manuals (other than Original Equipment Manufacturer (OEM) manuals) and training material that are intended to be used during the in-service phase, *will* be delivered both as a reproducible hard copy and in an electronic format that allows updates by Canada (that is, not as a locked portable document format (PDF) file). OEM manuals that are not available in electronic format *will* be delivered in reproducible hard copies.

Type	Application / Reader	File Ext
Project-produced Text Documents	MS Word	.docx,
Project-produced Presentations	MS PowerPoint	.pptx,
Project-produced Manuals	MS Word & Adobe <sup>5</sup>	.docx, .pdf
Project-produced Spreadsheets	MS Excel	.xls
Project-produced Work Networks and Schedules	MS Project 2010 and Adobe	.msp, .pdf
Project Databases	MS Access	.mdb
Drawings	AutoCAD v13/MS Visio, and Adobe	.dwg, .vsd, .pdf
Table B-1 – Document Electronic Formats		

#### A.1.1 Quality of Documents

For existing documentation to be acceptable to Canada, it *will* be of commercial printing standard of quality for reproducibility. Canada reserves the right to require the Contractor to upgrade any existing documentation which is inadequate for Canada's use.

<sup>5</sup> Pdf text will be in native format (i.e. not scanned) with the exception of text embedded in images.

## **A.1.2 Language**

All project documentation **will** be provided in English. Direction regarding French submissions of DIDs is provided in the CDRL at Appendix B.

## **A.1.3 Data Rights**

The Contractor **will** provide data rights, including the right to make copies for all manuals, drawings, software documentation, and training material required to support operations, maintenance, and training during the System's in-service phase. The Contractor **will** also mark proprietary technical documents and drawings to clearly identify any proprietary rights. Copy protection **will** not be used on electronic files. Canada reserves the right to be able to amend and/or update documents, as required.

## **A.1.4 Format**

All drawings **will** be produced with a file format and version in accordance with *Table B-1 – Document Electronic Formats*.

## **A.1.5 Revision Control**

Once approved, all submitted documents are to be considered baselined and **will** be maintained under strict revision control. Revisions to approved documents **will** be approved by Canada in writing, and a Change Request **will** be used for any significant revisions.



## APPENDIX B CONTRACT DATA REQUIREMENTS LIST AND DATA ITEM DELIVERABLES

Contractor (after contract award):		RFP/Contract:				Original/Amendment: Original	
CCG Project / Technical Authority:		Asset:				Dated:	
DID #	Title	SOW/Ref.	How Often	Lang	Submissions		Remarks
					Initial	Later	
Project Management							
PM-01	Project Management Plan	2.1.1	Twice + updates	Eng	With bid	Kick-Off + 2 weeks	Maintained on ongoing basis
PM-02	Contractor Progress and Status Report	2.1.8.3 2.1.11	M	Eng			Submitted monthly, two days prior to Monthly Project Progress Review meeting
PM-03	Risk Management Plan	2.1.1.2	Twice + updates	Eng	With bid	Kick-Off + 2 weeks	Maintained on ongoing basis
Technical Data Management							
TDM-02	Drawings	2.1.6 2.1.7 3.8.1	See remarks	Eng	PDR -1 week	CDR -1 week, SAT - 2 weeks	Successful submissions <i>will</i> document the: <ul style="list-style-type: none"><li>• preliminary design</li><li>• critical design</li><li>• as deployed configuration.</li></ul>

ERROR! REFERENCE SOURCE NOT FOUND.

TDM-08	Software Manual	2.1.7.5 3.8 3.10	Thrice	Eng	CDR -1 week	SAT weeks	-2 R	Final submission FPRM – 2 weeks
Configuration Management								
CM-03	Request for Clarification	2.1.1.6	AR	Eng			R	
CM-04	Change Request	2.1.4	AR	Eng			R	No DID Contractor's format
Test and Evaluation								
TE-02	Test Plan and Report	2.1.6 2.1.7 3.1 3.2	Twice	Eng	PDR -1 week	CDR week	-1 R	Test Report is due Test +10 days
TE-03	Acceptance Test Procedures	2.1.6 2.1.7 3.2 3.5 3.6	Twice + Tests	Eng	PDR -1 week	CDR week	-1 I	Printed copies Test – 2 weeks and completed copies due with Test Report
Training								
TT-03	Training Manuals	2.1.7.5	Twice + final	B*	CDR – 1 week	Training 2 weeks	- R	*Only the final submission of the User Training manual will be in both English and French: Final Project Review – 2 weeks

ERROR! REFERENCE SOURCE NOT FOUND.

Nil	Training Plan		Twice	B*	PDR -1 week	PDR + 2 weeks	R	*Contractor format IAW 4.14.2 – no associated DID
<b>Note:</b> Frequency requirements do not include post-meeting revision requirements.								
	PDR = Preliminary Design Review	B = Final version <i>will</i> be provided in both English and French language						
	CDR = Critical Design Review	Eng / Fre = English only or French only						Lang. Language =
	IRR = Installation Readiness Review	I = Submitted for Information						CA = Contract
AR = As Required	FPRM = Final Project Review Meeting	R = Review and Acceptance Required						Award

NOTE: Submission requirements in this table do not include the revised submissions that may be required after submissions have been reviewed.

## PM-01 PROJECT MANAGEMENT PLAN

DATA ITEM DESCRIPTION	
<b>1. TITLE</b> Project Management Plan	<b>2. IDENTIFICATION NUMBER</b> PM-01
<b>3. PURPOSE</b> To describe the Contractor's project management methods and resources in accordance with PMBOK® Guide practices (or equivalent). This DID is to be used in conjunction with DIDs PM-02 and PM-03.	
<b>4. DATA PREPARATION INSTRUCTIONS</b>  <b>4.1</b> This DID is not meant to be restrictive, and may be tailored by the Contractor.  <b>4.2</b> The resulting document may be prepared in the Contractor's format and <i>will</i> contain sufficient detail to fully address the information requirements herein.  <b>4.3</b> The Project Management Plan <i>will</i> include the following information <i>as a minimum</i> : <b>4.3.1 Introduction</b> , including purpose, scope, references, definitions, acronyms, and plan update process. <b>4.3.1.2</b> List of project deliverables  <b>4.3.2 Project Organization</b> <b>4.3.2.1</b> Project Manager <b>4.3.2.2</b> Team Organization Chart, along with roles and responsibilities <b>4.3.2.3</b> Coordination, with the CCG Project Authority and PWGSC CA (ensuring an effective working relationship) <b>4.3.2.4</b> Project Sub-Contract Management Plan  <b>4.3.3 Work Plan</b> <b>4.3.3.1</b> Work Breakdown Structure (WBS) <b>4.3.3.2</b> Master Schedule, including milestones and summary level modified Gantt chart, with all task dependencies <b>Note:</b> Once the baseline schedule is submitted it <i>will</i> be retained intact with all subsequent amendments sequentially numbered  <b>4.3.4 Project Control Methods</b> <b>4.3.4.1</b> Scope Control <b>4.3.4.2</b> Integrated Change Control <b>4.3.4.3</b> Work Progress Monitoring and Control <b>4.3.4.4</b> Schedule Control <b>4.3.4.5</b> Quality Management, including description of Integration and Test Plan <b>4.3.4.6</b> Risk Management Plan (in accordance with DID PM-03) <b>4.3.4.7</b> Project Document Control  <b>4.3.5 Issue Management</b> , including escalation process (See DID PM-02)  <b>4.3.6 Project Close Out</b> <b>4.3.6.1</b> Final Project Review	

## PM-02 CONTRACTOR PROGRESS AND STATUS REPORT

### DATA ITEM DESCRIPTION

<b>1. TITLE</b> Contractor Progress and Status Report	<b>2. IDENTIFICATION NUMBER</b> PM-02
<b>3. PURPOSE</b> To evaluate progress and remain cognizant of the project's status. This report <i>will</i> be used as an input to regular Project Progress Review meetings.	
<b>4. DATA PREPARATION INSTRUCTIONS</b>  <b>4.1</b> This DID is not meant to be restrictive and, with prior written agreement from Canada, may be tailored by the Contractor.  <b>4.2</b> The resulting document may be prepared in a format acceptable to Canada and <i>will</i> contain sufficient detail to fully address the information requirements. Any parts that are not relevant to the current reporting period may be left blank.  <b>4.3</b> The report <i>will</i> include the following information: <b>4.3.1 Report Identification</b> <b>4.3.1.1</b> Report title, sequence number, date, Contractor <b>4.3.2 Project Status</b> <b>4.3.2.1</b> Period covered <b>4.3.2.2</b> Status with respect to schedule <b>4.3.2.3</b> Significant events during the reporting period <b>4.3.2.4</b> Reporting period Project Risk Update (if any, may attach current Risk Matrix) <b>4.3.3 Project Changes</b> <b>4.3.3.1</b> Changes (if any) in project scope (since the previous report) <b>4.3.3.2</b> Authorized changes (if any) to agreed schedule, technical objectives or deliverables <b>4.3.3.3</b> Significant changes (if any) to the Contractor's organization or method of operation <b>Note:</b> Change Requests and status <i>will</i> be tracked in the Issue Log/Action Items List <b>4.3.4 Planned Next Period Activities</b> <b>4.3.4.1</b> Plans for activities during the following period (may refer to Master Schedule) <b>Note:</b> If the Master Schedule has been amended since last report it <i>will</i> be attached to this report <b>4.3.5 Issue Log/Action Items List (Spreadsheet)</b> <b>4.3.5.1</b> Significant problems encountered, including recommendations (if any) for CCG action	

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DATA ITEM DESCRIPTION	
<b>1. TITLE</b> Contractor Progress and Status Report	<b>2. IDENTIFICATION NUMBER</b> PM-02
<p><b>4.3.5.2</b> Status of previously identified problems (not previously resolved)</p> <p><b>4.3.5.3</b> Any other action items arising from reviews, meetings, or correspondence between Canada and the Contractor</p> <p><b>4.3.5.4</b> Change Request Tracking</p> <p><b>Note:</b> This list <i>will</i> retain any closed items as an ongoing historical record. Action responsibility and due date are to be included</p>	

## PM-03 RISK MANAGEMENT PLAN

DATA ITEM DESCRIPTION	
1. <b>TITLE</b> Risk Management Plan	2. <b>IDENTIFICATION NUMBER</b> PM-03
3. <b>PURPOSE</b> To establish a risk management methodology, organizational responsibility, and reporting requirements in accordance with PMBOK® Guide practices. This plan may be incorporated into DID PM-01 <i>Project Management Plan</i> .	
4. <b>DATA PREPARATION INSTRUCTIONS</b> <p>4.1 This DID is not meant to be restrictive, and may be tailored by the Contractor.</p> <p>4.2 The resulting document may be prepared in the Contractor's format and <i>will</i> contain sufficient detail to fully address the information requirements.</p> <p>4.3 The report <i>will</i> include the following information:</p> <p>4.3.1 <b>Introduction</b>, including purpose, scope, related plans, references, definitions, acronyms, and plan update process.</p> <p>4.3.2 <b>Risk Management Policy</b></p> <p>4.3.2.1 Overall Approach to Risk Management</p> <p>4.3.3 <b>Organizational Responsibility</b></p> <p>4.3.3.1 Risk Management Responsibilities</p> <p>4.3.3.2 Risk Management Meetings</p> <p>4.3.4 <b>Scheduled Milestones and Reviews</b></p> <p>4.3.4.1 Project Review Meetings, including Risk Management</p> <p>4.3.4.2 Technical Reviews and Audits, including Risk Management</p> <p>4.3.5 <b>Risk Management System</b></p> <p>4.3.5.1 Risk Register</p> <p>4.3.6 <b>Risk Management Process</b></p> <p>4.3.6.1 Risk Identification, including number and description.</p> <p>4.3.6.2 Risk Analysis, including domain, impact/severity, probability, timeframe, and priority</p> <p>4.3.6.3 Risk Mitigation Plan, including risk "owner"</p> <p>4.3.6.4 Risk Tracking, including reporting back date and risk status</p> <p>4.3.6.5 Risk Resolution/Control</p> <p>4.3.6.6 Risk Communication</p> <p>4.3.7 <b>Risk Mitigation Matrix (Note: to be appended to DID PM-02)</b></p> <p>4.3.7.1 Management Risks</p> <p>4.3.7.2 Technical Risks</p> <p>4.3.7.3 Schedule Risks</p> <p>4.3.7.4 Cost Risks</p>	

## TDM-02 DRAWINGS

DATA ITEM DESCRIPTION	
1. <b>TITLE</b> Drawings	2. <b>IDENTIFICATION NUMBER</b> TDM-02
3. <b>PURPOSE</b> To prescribe the format, content and requirements relating to preparation and submission of Drawings.	
4. <b>DATA PREPARATION INSTRUCTIONS</b>  4.1 Drawings <i>will</i> be compliant with the CCG Specification for Electronic Technical Data Deliverables <sup>6</sup> , Chapter 2. This Chapter prescribes: <ul style="list-style-type: none"><li>• Raster Format</li><li>• Vector Format</li><li>• Folder and File Names</li><li>• Metadata</li><li>• Medium of Delivery</li><li>• Data Rights (Unlimited and Limited)</li></ul> 4.2 An equipment block diagram drawing <i>will</i> be provided that depicts, in a top-down breakdown block diagram, the parent-child relationships of the items in the drawing package.  4.3 Drawings <i>will</i> include, <i>but not be limited to</i> , the following: <ul style="list-style-type: none"><li>• Schematic drawings, except as otherwise included in the equipment technical manuals</li><li>• System interconnection/interface diagrams</li></ul>	

<sup>6</sup> Note. Reference (CA-014-000-NU-TD-001).

## TDM-08 SOFTWARE MANUAL

DATA ITEM DESCRIPTION	
<b>1. TITLE</b> Software Manual	<b>2. IDENTIFICATION NUMBER</b> TDM-08
<b>3. PURPOSE</b> To explain how to install computer system software and to properly operate a software-based system.	
<b>4. PREPARATION INSTRUCTIONS</b>  <p><b>4.1</b> This DID is not meant to be restrictive, and with prior written agreement from the CCG Technical Authority (TA) named in the Contract, may be tailored by the contractor.</p> <p><b>4.2</b> The data submission may be prepared in the contractor's format, and <i>will</i> contain sufficient detail to fully address the information requirements.</p> <p><b>4.3</b> The Software Manual <i>will</i> include the following information:</p> <p><b>4.3.1 SYSTEM OVERVIEW</b> – Present a high-level overview of the system – its purpose, required hardware and software architecture.</p> <p><b>4.3.2 APPLICABLE DOCUMENTS</b> – List all applicable product support documents pertaining to the system.</p> <p><b>4.3.3 TARGET COMPUTER SYSTEM HARDWARE</b></p> <ul style="list-style-type: none"> <li>• <b>Hardware Overview</b> – Describe the target network system</li> <li>• <b>Network Configuration</b> – Describe how the network should be configured. Discuss the following topics: <ul style="list-style-type: none"> <li>• <b>Nominal Configuration</b> – Describe the baseline system hardware configuration</li> <li>• <b>Special Variants</b> – Describe any site or application-specific variants in hardware configuration, which may have an impact on the system software</li> <li>• <b>Ports</b> – Specify ports used for communications between various portions of the system (e.g. between a web server and a web service)</li> </ul> </li> </ul> <p><b>4.3.4 COMPUTER SYSTEM SOFTWARE</b></p> <ul style="list-style-type: none"> <li>• <b>Software Overview</b> – Describe the architecture of the computer system software and explain the purpose and functionality of all of the elements.</li> </ul>	

**DATA ITEM DESCRIPTION****1. TITLE**

Software Manual

**2. IDENTIFICATION NUMBER**

TDM-08

- **Software Installation** – Describe how to install or reinstall the system software on the target architecture addressing issues such as:
  - Network hardware and configuration prerequisites – List the baseline hardware requirements that are prerequisites for the execution of the software
  - Software prerequisites – List any dependencies of the computer system software on other software. For example: the host platform's operating system (including version), embedded firmware, software tools such as a database management system, or terminal emulator software
  - Installation procedure – Describe the step-by-step procedure for the initial installation or reinstallation of the computer system software
  - Installation check-out – Describe how the user can ascertain whether the installed computer system software is operating correctly on the target hardware
- **Software Operating Procedures – Describe how the software should be properly operated including:**
  - Start-up – Describe how to initiate software execution
  - Normal Operation – Describe all of the routine operating procedures (e.g. system initialization, data backup and recovery, etc.). Show the relevant operator-machine interactions, data entry screens, hard and soft copy reports generated, etc.
  - Forbidden Actions – List and describe operator software-related actions, which can result in undesirable consequences such as computer hardware damage, or loss of data
  - Back up and Recovery – Describe routine procedures to back-up system data, and in the event of data loss, how to recover and resume operations using the back up media
- **Messages** – List and describe the meaning of all messages generated by the system software. This includes:
  - Operating status messages
  - Diagnostic messages
  - Error messages

DATA ITEM DESCRIPTION	
1. TITLE Software Manual	2. IDENTIFICATION NUMBER TDM-08
<p><b>4.3.5 SECURITY AND PRIVACY</b> – Identify any security or information privacy issues which may exist in the system, and describe how they should be addressed during system operation. This should include such things as user log-in procedures, and user privileges.</p>	

### CM-03 REQUEST FOR CLARIFICATION

DATA ITEM DESCRIPTION	
1. TITLE Request for Clarification	2. IDENTIFICATION NUMBER CM-03
<p>3. PURPOSE To recommend clarification in the wording of project documentation including SOR or SOW.</p>	
<p>4. DATA PREPARATION INSTRUCTIONS</p> <p>4.1 The Request for Clarification may be prepared in the Contractor's format and <i>will</i> contain sufficient detail to fully address the following information requirements:</p> <p>4.1.1 Identification of affected document</p> <p>4.1.2 Identification of affected Configuration Item</p> <p>4.1.3 Existing Wording</p> <p>4.1.4 Proposed Wording</p> <p>4.1.5 Reason For Change</p> <p>4.1.6 Record of Decision (to be completed by the CCG)</p>	

## TE-02 TEST PLAN AND REPORT

### DATA ITEM DESCRIPTION

#### 1. TITLE

Test Plan and Report

#### 2. IDENTIFICATION NUMBER

TE-02

#### 3. PURPOSE

To provide a plan for system testing.

#### 4. DATA PREPARATION INSTRUCTIONS

**4.1** This DID is not meant to be restrictive, and with prior written agreement from Canada, may be tailored by the Contractor.

**4.2** The data submission may be prepared in Contractor's format, and *will* contain sufficient detail to fully address the information requirements.

**4.3** The Test Plan *will* include, but not be limited to, the following information:

**4.3.1 Introduction**, including purpose, scope, references, definitions, and acronyms.

##### **4.3.2 Organization and Management**

4.3.2.1 Organization, including key personnel.

4.3.2.2 Terms of Reference, including responsibilities for preparation, internal/external test permissions, development of acceptance tests, conduct of the tests, witnessing, report preparation, and results follow-up.

4.3.2.3 Methodology for the FAT and SAT.

##### **4.3.3 Test Report**

4.3.3.1 The report *will* include a complete overview of the results covering *as a minimum*:

4.3.3.2 General problems Encountered and action taken

4.3.3.3 Test Results, including details of all of the test data. Reference in this section can be made to attached appendices (which *will* include TE-03 test sheets).

4.3.3.4 Conclusions, including:

- Identify the pass/fail result and provide a brief analysis of the test results in narrative form
- Identify the action plan to resolve any outstanding issues.

## TE-03 ACCEPTANCE TEST PROCEDURES

DATA ITEM DESCRIPTION	
1. TITLE Acceptance Test Procedures	2. IDENTIFICATION NUMBER TE-03
3. PURPOSE To provide the procedures to be followed for the Factory Acceptance Test and Site Acceptance Test.	
4. DATA PREPARATION INSTRUCTIONS  4.1 This DID is not meant to be restrictive and, with prior written agreement from Canada, may be tailored by the Contractor.  4.2 The data submission may be prepared in Contractor's format, and <i>will</i> contain sufficient detail to fully address the information requirements. The Tests <i>will</i> verify all requirements in the SOR and SOW, and <i>will</i> provide the appropriate contract reference (see example Test Sheet below)  4.3 The Test Procedure <i>will</i> include the following information as applicable: <div style="margin-left: 20px;"> 4.3.1 <b>Test Purpose</b> <ul style="list-style-type: none"> <li>Asset / item to be tested</li> <li>Test witnessing</li> <li>Schedule of Events</li> </ul> 4.3.2 <b>Testing Conditions</b> <ul style="list-style-type: none"> <li>Test Equipment, Recording Equipment</li> <li>Set-up and Pre-test Checks</li> </ul> 4.3.3 <b>Test Procedure (see example test sheet)</b> <ul style="list-style-type: none"> <li>Description of requirement to be tested</li> <li>Reference to the section(s) in SOR and/or other applicable documents</li> <li>Test Configuration (if applicable)</li> <li>Test method to be used to test the requirement.</li> </ul> 4.3.4 <b>Recording and Reporting</b> <ul style="list-style-type: none"> <li>Format for Recording Test Results (see example Test Sheet below)</li> <li>Data Collection and Analysis</li> <li>Quality Assurance Certification</li> </ul> 4.3.5 <b>Signature of Participating Organizations on Test Results</b> </div>	

TE-03 Example Test Sheet

Test #	Ref	Aim/Description	VM	Procedure/Pass-Fail Criteria	Result	Init
1			D		P / F	
Test Completion Signatures						
CCG Signatory			Contractor Engineering Signatory			
Name:			Name:			
Signature:			Signature:			
Date:			Date:			

Verification Method (VM): I – Inspection, D – Demonstration, A – Analysis, T – Test

Reference: T (SOR) plus #, S (Statement of Work) plus #

## TT-03      TRAINING MANUALS

DATA ITEM DESCRIPTION	
1. <b>TITLE</b> Training Manuals	2. <b>IDENTIFICATION NUMBER</b> TT-03
3. <b>PURPOSE</b> To provide manuals to be used in training the CCG trainer personnel (TTT). These include student manuals and instructor manuals.	
4. <b>PREPARATION INSTRUCTIONS</b> <p>4.1    This DID is not meant to be restrictive, and with prior written agreement from Canada, may be tailored by the Contractor.</p> <p>4.2    The data submission may be prepared in the Contractor's format, and <i>will</i> contain sufficient detail to fully address the information requirements.</p> <p>4.3    The Maintenance Student Manual <i>will</i>, as a minimum, include the following information:</p> <ul style="list-style-type: none"> <li>a) Fault locating and diagnostic techniques</li> <li>b) Troubleshooting performance problems</li> <li>c) Data model details in order to support business performance measurement data queries</li> <li>d) Importing and exporting GIS data layers, including integrating to ArcGIS systems</li> <li>e) Procedures to load and configure new updates to the application software.</li> </ul> <p>4.4    The User Student Manual <i>will, as a minimum</i>, include the following information:</p> <ul style="list-style-type: none"> <li>a) The ability to demonstrate the correct operation of main system functions</li> <li>b) Interactions between forms</li> <li>c) The operational controls and functions which should be emphasized in the course include the Workstation display, menus, graphics, controls, alarms, as well as information logging, storage, retrieval, processing and printing.</li> </ul> <p>In addition, the System Administrator supplement to the User manual training <i>will, as a minimum</i>, include the following information:</p> <ul style="list-style-type: none"> <li>a)      The ability to recognize faults and take appropriate action</li> <li>b)      Account and security administration</li> <li>c)      Configuring form templates</li> <li>d)      A quick reference fault finding check list.</li> </ul>	

**4.5 Training Documentation:** A standardized approach for the development of key training documentation to support formal training is essential to ensure effective and efficient Training Management. Key documents/sections required to conduct formal training are outlined below.

**4.5.1 Training Objectives:** set tasks in context and describe learning outcomes in observable and measurable terms. It is a behavioural statement of the task to be performed, and the standard or performance desired. Each training objective *should* include the following components:

- a) The skill or activity to be learned
- b) The standard or performance desired
- c) Related references.

**4.5.1.1** Training Objectives are further broken down into terminal and enabling objectives:

- b) **Terminal Objectives**, the action, knowledge, or skills the learner is expected to have acquired at the end of instruction
- c) **Enabling Objectives**, the experiences, ways and means of achieving the Terminal Objective.

**4.5.2 Course Syllabus:** an outline or summary of the details of a course for students including training objectives, target and enabling objectives, course duration, language of training, course schedule, classroom facilities, course material and student evaluation. A course syllabus *should* including the following:

- a) General information
- b) Scope of training
- c) Course management
- d) Training objectives
- e) Schedule.

**4.5.3 Instructor Guidelines:** The Instructor Guidelines are the TTT component of the training deliverables. It should cover the delivery aspects of the training to assist instructors in providing a similar course experience as delivered by the Contractor's instructors. The guidelines *should* including the following:

- a)** Creating a learning climate
- b)** Facilitation
- c)** Learning styles and
- d)** Effective feedback tool.

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## ACRONYMS

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CA	Contract Authority
CCG	Canadian Coast Guard
CDR	Critical Design Review
CDRL	Contract Data Requirements List
CD-ROM	Compact Diskette, Read Only Memory
COTS	Commercial-off-the-shelf
DFO	Department of Fisheries and Oceans
DID	Data Item Deliverable
FAT	Factory Acceptance Test
GFE	Government Furnished Equipment
GIS	Geographic Information System
ICS	Incident Command System
ICS IMS	Incident Command System Information Management System
MPPR	Monthly Project Progress Review
OEM	Original Equipment Manufacturer
OJT	On-the-job Training
PDF	Portable Document Format
PDR	Preliminary Design Review
PM	Project Manager
PMBOK®	Project Management Body of Knowledge Guide
PMP	Project Management Plan
SAT	Site Acceptance Test
SME	Subject Matter Expert
SOR	Statement of Operational Requirement
SOW	Statement of Work
SSC	Shared Services Canada
TA	Technical Authority
SOR	Technical Statement of Requirement
TTT	Train the Trainer
WBS	Work Breakdown Structure