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Place du Portage, Phase III  
Core 0B2 / Noyau 0B2**

**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**

**THIS DOCUMENT CONTAINS A SECURITY  
REQUIREMENT / DOCUMENT CONTIENT DES  
EXIGENCES RELATIVES À LA SÉCURITÉ**

<b>Title - Sujet</b> TBIPS Professional Services	
<b>Solicitation No. - N° de l'invitation</b> W8485-163193/A	<b>Date</b> 2016-03-14
<b>Client Reference No. - N° de référence du client</b> W8485-163193	
<b>GETS Reference No. - N° de référence de SEAG</b> PW-\$\$ZM-619-29966	
<b>File No. - N° de dossier</b> 619zm.W8485-163193	<b>CCC No./N° CCC - FMS No./N° VME</b>
<b>Solicitation Closes - L'invitation prend fin</b> <b>at - à 02:00 PM</b> <b>on - le 2016-04-18</b>	
<b>Time Zone</b> <b>Fuseau horaire</b> Eastern Daylight Saving Time EDT	
<b>F.O.B. - F.A.B.</b> <b>Plant-Usine:</b> <input type="checkbox"/> <b>Destination:</b> <input checked="" type="checkbox"/> <b>Other-Autre:</b> <input type="checkbox"/>	
<b>Address Enquiries to: - Adresser toutes questions à:</b> St-Onge, Josée	<b>Buyer Id - Id de l'acheteur</b> 619zm
<b>Telephone No. - N° de téléphone</b> (819) 956-1193 ( )	<b>FAX No. - N° de FAX</b> ( ) -
<b>Destination - of Goods, Services, and Construction:</b> <b>Destination - des biens, services et construction:</b>  Specified Herein Précisé dans les présentes	

**Instructions: See Herein**

**Instructions: Voir aux présentes**

**Vendor/Firm Name and Address**

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

**Issuing Office - Bureau de distribution**

Informatics Professional Services Division / Division des  
services professionnels en informatique

11 Laurier St., / 11, rue Laurier  
3C2, Place du Portage

Gatineau  
Québec  
K1A 0S5

<b>Delivery Required - Livraison exigée</b> See Herein	<b>Delivery Offered - Livraison proposée</b>
<b>Vendor/Firm Name and Address</b> <b>Raison sociale et adresse du fournisseur/de l'entrepreneur</b>	
<b>Telephone No. - N° de téléphone</b> <b>Facsimile No. - N° de télécopieur</b>	
<b>Name and title of person authorized to sign on behalf of Vendor/Firm</b> <b>(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>

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**BID SOLICITATION**

**FOR CONTRACTS AGAINST A SUPPLY ARRANGEMENT FOR TASK-BASED INFORMATICS PROFESSIONAL SERVICES (TBIPS)  
RESOURCE CATEGORY - LEVEL 2 AND 3**

**FOR**

**DEPARTMENT OF NATIONAL DEFENCE**

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**Stream 1: Aircraft Maintenance Electronic Record Keeping Systems and DGAEPM IO Support Services**

Stream 1, Annex A – Statement of Work

- Stream 1, Appendix A to Annex A – Tasking Assessment Procedure
- Stream 1, Appendix B to Annex A – Task Authorization Form
- Stream 1, Appendix C to Annex A – Resources Assessment Criteria and Response Table
- Stream 1, Appendix D to Annex A – Certification at the TA Stage

Stream 1, Annex B1 – Basis of Payment for Work Package 1 for Data Management (DM) Experts

Stream 1, Annex B2 – Basis of Payment for Work Package 2 for Central Data Management (CDM) Experts

Stream 1, Annex B3 – Basis of Payment for Work Package 3 for Chief Information Officer (CIO) Project Management (PM) Experts

Stream 1, Annex B4 – Basis of Payment for Work Package 4 for Chief Information Officer (CIO) ADAM/ERKS Services

Stream 1, Annex C – Security Requirements Check List

**Stream 1 - List of Attachments to Part 3 (Bid Preparation Instructions):**

- Attachment 3.1 : Bid Submission Form

**Stream 1 - List of Attachments to Part 4 (Evaluation Procedures and Basis of Selection):**

- Attachment 4.1 : Mandatory Technical Criteria
- Attachment 4.2 : Point-Rated Technical Criteria
- Attachment 4.3 : Pricing Tables for Work Package 1 for Data Management (DM) Experts
- Attachment 4.4 : Pricing Tables for Work Package 2 for Central Data Management (CDM) Experts
- Attachment 4.5 : Pricing Tables for Work Package 3 for Chief Information Officer (CIO) Project Management (PM) Experts
- Attachment 4.6: Pricing Tables for Work Package 4 for Chief Information Officer (CIO) ADAM/ERKS Services

**Stream 1 - List of Attachments to Part 5 (Certifications):**

- Attachment 5.1 : Federal Contractors Program for Employment Equity- Certification

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**Stream 2: Royal Canadian Air Force Defence Resource Management Information  
Systems Aircraft Maintenance and Material Management in-service support Services**

Stream 2, Annex A – Statement of Work

- Stream 2, Appendix A to Annex A – Tasking Assessment Procedure
- Stream 2, Appendix B to Annex A – Task Authorization Form
- Stream 2, Appendix C to Annex A – Resources Assessment Criteria and Response Table
- Stream 2, Appendix D to Annex A – Certification at the TA Stage

Stream 2, Annex B1 – Basis of Payment for Work Package 1 for In-Service Support and Development Services

Stream 2, Annex C – Security Requirements Check List

**Stream 2 - List of Attachments to Part 3 (Bid Preparation Instructions):**

- Attachment 3.1 : Bid Submission Form

**Stream 2 - List of Attachments to Part 4 (Evaluation Procedures and Basis of Selection):**

- Attachment 4.1 : Mandatory Technical Criteria
- Attachment 4.2 : Point-Rated Technical Criteria
- Attachment 4.3 : Pricing Tables for Work Package 1 for In-Service Support and Development Services

**Stream 2 - List of Attachments to Part 5 (Certifications):**

- Attachment 5.1 : Federal Contractors Program for Employment Equity- Certification

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**BID SOLICITATION**

**FOR CONTRACTS AGAINST A SUPPLY ARRANGEMENT FOR TASK-BASED INFORMATICS PROFESSIONAL SERVICES (TBIPS) RESOURCE CATEGORY - LEVEL 2 AND 3**

**FOR**

**DEPARTMENT OF NATIONAL DEFENCE**

**PART 1 - GENERAL INFORMATION**

**1.1 Introduction**

This document states terms and conditions that apply to this bid solicitation. It is divided into seven parts plus attachments and annexes, as follows:

- Part 1 General Information: provides a general description of the requirement;
- Part 2 Bidder Instructions: provides the instructions, clauses and conditions applicable to the bid solicitation and states that the Bidder agrees to be bound by the clauses and conditions contained in all parts of 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 Work and any other annexes.

**1.2 Summary**

- (a) This bid solicitation is being issued to satisfy two requirements of Department of National Defence [the "**Client**"] for Task-Based Informatics Professional Services (TBIPS) under the TBIPS Supply Arrangement (SA) method of supply. The requirements are in divided in two streams:
  - **Stream 1: Aircraft Maintenance Electronic Record Keeping Systems and DGAEPM IO Support Services (File W8485-163193)**
- (b) Stream 1 is for the provision of "as and when requested" professional services in the implementation and support of corporate IM/IT initiatives and in-service support business model for

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DGAEPM, in particular for the ADAM and DMS ERP as well as the AEPM portion of the DRMIS ERP. The work will be performed on-site in the National Capital Region (NCR). This requirement is comprised of four Work Packages:

- (i) **Work Package 1 – Data Management (DM) Experts:**  
ERP Systems Analyst (A4) - Level 3  
ERP Systems Analyst (A4) - Level 2  
IM Architect (I5) - Level 2
- (ii) **Work Package 2 – Central Data Management (CDM) Experts:**  
IM Architect (I5) – Level 2  
Business Consultants (B3) - Level 2
- (iii) **Work Package 3 – Chief Information Officer (CIO) Project Management (PM) Experts:**  
Programmer Analyst (A7) - Level 3  
IT Project Manager (P9) – Level 3  
IT Change Management Consultant (P1) - Level 3
- (iv) **Work Package 4 – Chief Information Officer (CIO) ADAM/ERKS Services:**  
Business Analyst (B1) – Level 2  
Technical Writer (B14) – Level 2

(c) It is intended for Stream 1 to result in the award up to four contracts for a period of 1 year, plus 4-1-year irrevocable options allowing Canada to extend the term of the contract(s).

- **Stream 2: Royal Canadian Air Force Defence Resource Management Information Systems Aircraft Maintenance and Material Management in-service support Services (File W3999-165001)**

(d) Stream 2 is for the provision of “as and when requested” professional services for specialized corporate support and associated services for the continued improvement and support of DRMIS aircraft maintenance, material management, and related activities. Most of the resources will be working at CFB Trenton, Ontario and one resource in Winnipeg, Manitoba. This requirement is comprised of one Work Package:

- (i) **Work Package 1: In-Service Support and Development Services:**  
Business Analyst / Aircraft Maintenance (B1) – Level 3  
Business Analysts / Aircraft Maintenance (B1) – Level 2  
Business Analysts / Materiel Management (B1) – Level 2  
Technical Writer (B14) – Level 2  
Help Desk Specialist (B10) – Level 2

(e) It is intended for Stream 2 to result in the award of a contract for a period of 1 year, plus 4-1-year irrevocable options allowing Canada to extend the term of the contract(s).

(f) **Bidders do not have to submit a bid for each Streams or each work package. In the event that Bidder wants to provide services to more than one Stream and work package, a separate bid must be submitted for each Stream and work package.**

(g) There is a security requirement associated with this requirement. For additional information, consult Part 6 - Security, Financial and Other Requirements, and Part 7 – Resulting Contract Clauses. For more information on personnel and organization security screening or security clauses, Bidders should refer to the Canadian Industrial Security Directorate (CISD), Industrial and Security Program

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of Public Works and Government Services Canada (<http://ssi-iss.tpsgc-pwgsc.gc.ca/index-eng.html>) website.

- (h) The requirement is subject to the provisions of the World Trade Organization Agreement on Government Procurement (WTO-AGP), the North American Free Trade Agreement (NAFTA), the Canada-Chile Free Trade Agreement (CCFTA), the Canada-Peru Free Trade Agreement (CPFTA), the Canada-Colombia Free Trade Agreement (CCoIFTA), and the Canada-Panama Free Trade Agreement (CPanFTA), and the Agreement on Internal Trade (AIT).
- (i) There is a Federal Contractor's Program (FCP) for employment equity requirement associated with this procurement; see Part 5 – Certifications, Part 7 – Resulting Contract Clauses and the annex named "Federal Contractor's Program for Employment Equity – Certification."
- (j) This procurement is subject to the Controlled Goods Program. The Defence Production Act defines Canadian Controlled Goods as certain goods listed in Canada's Export Control List, a regulation made pursuant to the Export and Imports Permits Act (EIPA).
- (k) Only TBIPS SA Holders currently holding a TBIPS SA for Tier 2, in the National Capital region (NCR) under the EN578-055605 series of SAs are eligible to compete. The TBIPS SA EN578-055605 is incorporated by reference and forms part of this bid solicitation, as though expressly set out in it, subject to any express terms and conditions contained in this bid solicitation. The capitalized terms not defined in this bid solicitation have the meaning given to them in the TBIPS SA.
- (l) SA Holders that are invited to compete as a joint venture must submit a bid as that joint venture SA Holder, forming no other joint venture to bid. Any joint venture must be already qualified under the SA #EN578-055605 as that joint venture at the time of bid closing in order to submit a bid.
- (m) The Resource Categories described below are required on an as-and-when requested basis in accordance with the TBIPS SA Annex "A". **In order to submit a bid for a given Work Package, an SA Holder must be eligible in all resource categories applicable to the given Work Package only. SA Holders are not required to be eligible for all resource categories in all Work Packages.**

**STREAM 1- WORK PACKAGE 1:**

RESOURCE CATEGORY	LEVEL OF EXPERTISE	ESTIMATED NUMBER OF RESOURCES REQUIRED
A4 – ERP Systems Analyst	Level 3	1
A4 – ERP Systems Analyst	Level 2	2
I5 – IM Architect	Level 2	2

**STREAM 1- WORK PACKAGE 2:**

RESOURCE CATEGORY	LEVEL OF EXPERTISE	ESTIMATED NUMBER OF RESOURCES REQUIRED
I5 – IM Architect	Level 2	1
B3 – Business Consultants	Level 3	3

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**STREAM 1 - WORK PACKAGE 3:**

RESOURCE CATEGORY	LEVEL OF EXPERTISE	ESTIMATED NUMBER OF RESOURCES REQUIRED
A7 – Programmer Analyst	Level 3	1
P9 – IT Project Manager	Level 3	1
P1 – IT Change Management Consultant	Level 3	1

**STREAM 1 - WORK PACKAGE 4:**

RESOURCE CATEGORY	LEVEL OF EXPERTISE	ESTIMATED NUMBER OF RESOURCES REQUIRED
B1 – Business Analyst	Level 2	1
B14 – Technical Writer	Level 2	1

**STREAM 2 - WORK PACKAGE 1:**

RESOURCE CATEGORY	LEVEL OF EXPERTISE	ESTIMATED NUMBER OF RESOURCES REQUIRED
B1 – Business Analyst (Aircraft Maintenance)	Level 3	1
B1 – Business Analyst (Aircraft Maintenance)	Level 2	6
B1 – Business Analyst (Material Management)	Level 2	1
B10 – Help Desk Specialist	Level 2	1
B14 – Technical Writer	Level 2	1

**1.3 Debriefings**

After contract award, 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.

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## **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(s).
- (c) The 2003 (2015/07/03) Standard Instructions - Goods or Services - Competitive Requirements are incorporated by reference into and form part of the bid solicitation. If there is a conflict between the provisions of 2003 and this document, this document prevails.
- (d) 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 and 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 the Public Works and Government Services Canada (PWGSC) Bid Receiving Unit by the date, time and at the PWGSC address indicated on page one of the bid solicitation.
- (b) Due to the nature of the bid solicitation, bids transmitted by facsimile or electronic mail to PWGSC will not be accepted.

### **2.3 Enquiries - Bid Solicitation**

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

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to all Bidders. Enquiries not submitted in a form that can be distributed to all Bidders may not be answered by Canada.

## 2.4 Former Public Servant.

### (a) Information Required

Contracts awarded to former public servants (FPS) in receipt of a pension or of a lump sum payment must bear the closest public scrutiny, and reflect fairness in the spending of public funds. In order to comply with Treasury Board policies and directives on contracts awarded to FPSs, bidders must provide the information required below before contract award.

### (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:

- an individual;
- an individual who has incorporated;
- a partnership made of former public servants; or
- 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:

- name of former public servant;
- 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 web sites 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 ( )**

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If so, the Bidder must provide the following information:

- name of former public servant;
- conditions of the lump sum payment incentive;
- date of termination of employment;
- amount of lump sum payment;
- rate of pay on which lump sum payment is based;
- period of lump sum payment including start date, end date and number of weeks;
- 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.

## 2.5 Applicable Laws

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

**Note to Bidders:** *Bidders may, at their discretion, substitute the applicable laws of a Canadian province or territory of their 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 Volumetric Data

The estimated numbers of days for each resources category for both Streams has been provided to Bidders to assist them in preparing their bids. The inclusion of this data in this bid solicitation does not represent a commitment by Canada that Canada's future usage of the service identified in this bid solicitation will be consistent with this data. It is provided purely for information purposes

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## PART 3 - BID PREPARATION INSTRUCTIONS

### 3.1 Bid Preparation Instructions

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

- (i) Section I: Technical Bid (4 hard copies) and 4 soft copies on USB key.
- (ii) Section II: Financial Bid (1 hard copy) and 1 soft copy on USB key.
- (iii) Section III: Certifications not included in the Technical Bid (4 hard copies).

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

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

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

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

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

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

- (d) **For Stream 1, Bidders must submit a separate bid for one or more Work Package listed below:**

- (i) **Work Package 1**
- (ii) **Work Package 2**
- (iii) **Work Package 3**
- (iv) **Work Package 4**

- (e) **Submission of Only One Bid for each Stream and Work Package:**

- (i) A Bidder, including related entities, will be permitted to submit only one bid for each Stream and Work Package 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. However, a bid may not contain a bid from the Bidder and its related entities to be awarded more than one contract in any given Stream.

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- (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.

**(f) 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

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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) The technical bid consists of the following:

- (i) **Bid Submission Form (Attachment 3.1 for Streams 1 and 2):** Bidders are requested to include the Bid Submission – Attachment 3.1 with their bids. It provides a common form in which Bidders can provide information required for evaluation and contract award, such as a contact name and the Bidder's Procurement Business Number, etc. Using the form to provide this information is not mandatory, but it is recommended. If Canada determines that the information required by the Bid Submission Form is incomplete or requires correction, Canada will provide the Bidder with an opportunity to do so.
- (ii) **Security Clearance:** Bidders are requested to submit the following security information for each of the proposed resources with their bids on or before the bid closing date:

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

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

- (iii) **Substantiation of Technical Compliance (Attachment 4.1 for Streams 1 and 2):** The technical bid must substantiate the compliance with the specific articles of Attachment 4.1, which is the requested format for providing the substantiation. The substantiation must not simply be a repetition of the requirement(s), but must explain and demonstrate how the Bidder will meet the requirements and carry out the required Work. Simply stating that the Bidder or its proposed solution or resources comply is not sufficient. Where Canada determines that the substantiation is not complete, the Bidder will be considered non-responsive and disqualified. The substantiation may refer to additional documentation submitted with the bid - this information can be referenced in the "Bidder's Response" column of Attachment 4.1, where Bidders are requested to indicate where in the bid the reference material can be found, including the title of the document, and the

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page and paragraph numbers; where the reference is not sufficiently precise, Canada may request that the Bidder direct Canada to the appropriate location in the documentation.

- (iv) **For Proposed Resources:** The technical bid must include résumés for the resources as identified in Attachment 4.1 for Streams 1 and 2. The same individual must not be proposed for more than one Work Package. The Technical bid must demonstrate that each proposed individual meets the qualification requirements described (including any educational requirements, work experience requirements, and professional designation or membership requirements). With respect to the proposed resources:
- (A) Proposed resources may be employees of the Bidder or employees of a subcontractor, or these individuals may be independent contractors to whom the Bidder would subcontract a portion of the Work (refer to Part 5, Certifications).
  - (B) For educational requirements for a particular degree, designation or certificate, PWGSC will only consider educational programmes that were successfully completed by the resource by the time of bid closing. If the degree, designation or certification was issued by an educational institution outside of Canada, the Bidder must provide a copy of the results of the academic credential assessment and qualification recognition service issued by an agency or organization recognized by the Canadian Information Centre for International Credentials (CICIC).
  - (C) For requirements relating to professional designation or membership, the resource must have the required designation or membership by the time of bid closing and must continue, where applicable, to be a member in good standing of the profession or membership throughout the evaluation period and Contract Period. Where the designation or membership must be demonstrated through a certification, diploma or degree, such document must be current, valid and issued by the entity specified in this solicitation. If the entity is not specified, the issuer must have been an accredited or otherwise recognized body, institution or entity at the time the document was issued. If the degree, diploma or certification was issued by an educational institution outside of Canada, the Bidder must provide a copy of the results of the academic credential assessment and qualification recognition service issued by an agency or organization recognized by the Canadian Information Centre for International Credentials (CICIC).
  - (D) For work experience, PWGSC will not consider experience gained as part of an educational programme, except for experience gained through a formal co-operative programme at a post-secondary institution.
  - (E) For any requirements that specify a particular time period (e.g., 2 years) of work experience, PWGSC will disregard any information about experience if the technical bid does not include the relevant dates (month and year) for the experience claimed (i.e., the start date and end date). Canada will evaluate only the duration that the resource actually worked on a project or projects (from his or her start date to end date), instead of the overall start and end date of a project or a combination of projects in which a resource has participated.
  - (F) For work experience to be considered by Canada, the technical bid must not simply indicate the title of the individual's position, but must demonstrate that the resource has the required work experience by explaining the responsibilities and work performed by the individual while in that position. In situations in which a proposed resource worked at the same time on more than one project, the duration of any overlapping time period will be counted only once toward any requirements that relate to the individual's length of experience.

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(v) **Customer Reference Contact Information:**

(A) The Bidder must provide customer references. The customer reference must each confirm, if requested by PWGSC the information required in M1 of Attachment 4.1 for Stream 1 and 2.

(B) The form of question to be used to request confirmation from customer references is as follows:

*"Has [the Bidder] provided your organization with [describe the services and, if applicable, describe any required time frame within which those services must have been provided]?"*

*Yes, the Bidder has provided my organization with the services described above.*

*No, the Bidder has not provided my organization with the services described above.*

*I am unwilling or unable to provide any information about the services described above.*

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

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

(vi) **Point Rated Technical Criteria (Attachment 4.2 for Streams 1 and 2):** Bidders are requested to include Attachment 4.2 with their bids. It provides a common form in which bidders can provide information required for evaluation of the rated requirements. Using the form to provide this information is not mandatory, but it is recommended, since Bidders who fail to submit information requested by this form will be rated accordingly.

### 3.3 Section II: Financial Bid

(a) **Pricing:** Bidders must submit their financial bid in accordance with the Pricing Schedules provided in Stream 1 – Attachments 4.3, 4.4, 4.5, 4.6 and for Stream 2 – Attachment 4.3. The total amount of Applicable Taxes must be shown separately, if applicable. Unless otherwise indicated, bidders must include a single, firm, all-inclusive per diem rate quoted in Canadian dollars in each cell requiring an entry in the pricing tables.

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

(i) the rate bid must not increase by more than 5% from one time period to the next and

(ii) the rate bid for the same resource category during any subsequent time period must not be lower than the rate bid for the time period that includes the first month of the Initial Contract Period.

(c) **All Costs to be Included:** The financial bid must include all costs for the requirement described in the bid solicitation for the entire Contract Period, including any option periods. 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.

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- (d) **Blank Prices:** Bidders are requested to insert "\$0.00" for any item for which it does not intend to charge or for items that are already included in other prices set out in the tables. If the Bidder leaves any price blank, Canada will treat the price as "\$0.00" for evaluation purposes and may request that the Bidder confirm that the price is, in fact, \$0.00. No Bidder will be permitted to add or change a price as part of this confirmation. Any Bidder who does not confirm that the price for a blank item is \$0.00 will be declared non-responsive.

### 3.4 Section III: Certifications

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

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## **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 2 working days (or a longer period if specified in writing by the Contracting Authority) to provide the necessary information to Canada. Failure to meet this deadline will result in the bid being declared non-responsive.
  - (ii) **Extension of Time:** If additional time is required by the Bidder, the Contracting Authority may grant an extension in his or her sole discretion.

### **4.2 Technical Evaluation**

The technical evaluation will be conducted for each Streams and Work Package:

- (a) **Mandatory Technical Criteria:**
  - (i) For each Stream and Work Package, each bid will be reviewed for compliance with the mandatory requirements of the bid solicitation. Any element of the bid solicitation that is identified specifically with the words "must" or "mandatory" is a mandatory requirement. Bids that do not comply with each and every mandatory requirement will be declared non-responsive and be disqualified.
  - (ii) The mandatory technical criteria are described in Attachment 4.1 for Streams 1 and 2.
- (b) **Point-Rated Technical Criteria:**
  - (i) For each Stream and Work Package, each bid will be rated by assigning a score to the rated requirements, which are identified in the bid solicitation by the word "rated" or by reference to a score. Bidders who fail to submit complete bids with all the information requested by this bid solicitation will be rated accordingly.
  - (ii) The point-rated requirements are described in Attachment 4.2 for Streams 1 and 2.
- (c) **Reference Checks:**
  - (i) Whether or not to conduct reference checks is discretionary. However, if PWGSC chooses to conduct reference checks for any given rated or mandatory requirement, it will check the references for that requirement for all bidders to be recommended for contract award.
  - (ii) For reference checks, Canada will conduct the reference check in writing by email. Canada will send all email reference check requests to contacts supplied by all the Bidders within a 48-hour period using the email address provided in the bid. Canada will not award any points and/or a bidder will not meet the mandatory experience requirement

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(as applicable) unless the response is received within 5 working days of the date that Canada's email was sent.

- (iii) On the third working day after sending out the reference check request, if Canada has not received a response, Canada will notify the Bidder by email, 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 email address of an alternate contact person from the same customer. Bidders will only be provided with this opportunity once for each customer, and only if the originally named individual is unavailable to respond (i.e., the Bidder will not be provided with an opportunity to submit the name of an alternate contact person if the original contact person indicates that he or she is unwilling or unable to respond). The 5 working days will not be extended to provide additional time for the new contact to respond.
- (iv) 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.
- (v) 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

- (i) There are two possible financial evaluation methods for this requirement. The first method will be used if three or more bids are determined responsive (see (b) Financial Evaluation - Method A below). The second method will be used if fewer than three bids are determined responsive (see (c) Financial Evaluation - Method B below).
- (ii) **Financial Evaluation - Method A:** The following financial evaluation method will be used if three or more bids are determined responsive:
  - a. **Calculation of Total Bid Price:** The financial evaluation will be conducted using the pricing tables completed by the Bidders and the Firm Per Diem Median Rate Evaluation Method explained below. A financial calculation will occur for each Bidder by multiplying its firm per diem rates, or Median Rate(s) if applicable, for the Initial Contract Period and the option period(s) with the estimated number of days of work of the work packages for the Stream for each period, for all the Resource Categories stated in Stream 1 – Attachments 4.3, 4.4, 4.5, 4.6 and Stream 2 – Attachment 4.3. The sum of such rates will constitute the Total Bid Price for that Bidder.
  - b. **Firm Per Diem Median Rate Evaluation**
    - (A) **Use:** The firm per diem median rate calculation will apply to modify the rate to be assessed in the financial evaluation of a Bidder, where that Bidder submits a firm per diem rate for a resource category that is lower than the Lower Band Limit as calculated below. The firm per diem median rate calculation is for evaluation purposes only, and the actual submitted per diem rate will be used in any resulting contract in all instances.

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**(B) Calculation for both the Initial Contract Period and the Option Period**

**medians:** Using the per diem rate proposed for each individual Resource Category a Median Rate will be determined for each Resource Category for the Initial Contract Period, and for each of the option period(s). For each Resource Category, the Median Rate will be calculated using the median function in Microsoft Excel. A Lower Band Limit will be calculated for each Resource Category and will represent a range that encompasses the Median Rate to a value of minus (-) 20% of the Median Rate. If a Bidder bids a firm per diem rate for a Resource Category that is lower than the Lower Band Limit, that Bidder's financial evaluation will be conducted using a per diem rate equal to the Median Rate for that Resource Category.

For example, if the Median Rate is determined to be \$500 for a Resource Category, the Lower Band Limit would be minus (-) 20% of \$500, or \$400. If a Bidder proposes a firm per diem rate that is lower than \$400, the Median Rate of \$500 will be used in the Bidder's financial evaluation for that Resource Category.

- (iii) **Financial Evaluation - Method B:** The following financial evaluation method will be used if less than three bids are determined responsive:

a. **Calculation of Total Bid Price:**

The financial evaluation will be conducted by calculating the Total Bid Price using the pricing tables completed by the Bidders. The Total Bid Price will be determined for each Bidder by multiplying its firm per diem rates for the Initial Contract Period and the option period(s) with the estimated number of days for each category of the work packages for the Stream submitted for each period, for all the Resource Categories stated the Pricing Tables provided in Stream 1 – Attachments 4.3, 4.4, 4.5, 4.6 and Stream 2 – Attachment 4.3. The sum of such rates will constitute the Total Bid Price for that 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 following information is required:

- (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 eighteen months before the date of this request for rate substantiation, 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

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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; and

- (iii) 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.

(e) **Formulae in Pricing Tables**

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

**4.4 Basis of Selection**

- (a) **Selection Process:** The following selection process will be conducted for each Stream and Work Package:
- (b) A bid must comply with the requirements of the bid solicitation, meet all mandatory evaluation criteria and obtain the required pass marks for the point rated criteria identified in this bid solicitation to be declared responsive. For Streams 1 and 2, the responsive bid with the lowest Price-Per-Point per Work Package will be recommended for award of a contract. To calculate the lowest Price-Per-Point per Work Package, the following formula will be used:

$$\frac{\text{Total Bid Price}}{\text{Total points obtained by the Bidder}} = \text{Cost-Per-Point obtained by the Bidder}$$

- (i) For Stream 1, up to four contracts may be awarded in total as a result of this solicitation.
- (ii) For Stream 2, one contract may be awarded in total as a result of this bid solicitation.

**Note to Bidders:** *If a bidder is selected for award of more than one Stream and work package, Canada reserves the right to award one contract for all the Streams and work packages awarded to that bidder.*

- (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 lowest Total Bid Score will become the top-ranked Bidder.

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## **PART 5 – CERTIFICATIONS AND ADDITIONAL INFORMATION**

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

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

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

### **5.1 Certification 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) 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 2 [Federal Contractors Program for Employment Equity - Certification](#), before contract award. If the Bidder is a Joint Venture, the Bidder must provide the Contracting Authority with a completed annex Federal Contractors Program for Employment Equity - Certification, for each member of the Joint Venture.

### **5.2 Additional Certification Precedent to Contract Award**

#### **(a) Professional Services Resources**

- (i) By submitting a bid, the Bidder certifies that, if it is awarded a contract as a result of the bid solicitation, every individual proposed in its bid will be available to perform the Work as required by Canada's representatives and at the time specified in the bid solicitation or agreed to with Canada's representatives.
- (ii) By submitting a bid, the Bidder certifies that all the information provided in the résumés and supporting material submitted with its bid, particularly the information pertaining to

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education, achievements, experience and work history, has been verified by the Bidder to be true and accurate. Furthermore, the Bidder warrants that every individual proposed by the Bidder for the requirement is capable of performing the Work described in the resulting contract.

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

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

### **6.1 Security Requirement**

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

### **6.2 Financial Capability**

- (a) SACC Manual clause A9033T (2012/07/16) Financial Capability applies, except that subsection 3 is deleted and replaced with the following: "If the Bidder is a subsidiary of another company, then any financial information required by the Contracting Authority in 1(a) to (f) must 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 the parent company grant a performance guarantee to Canada."
- (b) In the case of a joint venture bidder, each member of the joint venture must meet the financial capability requirements.

### **6.3 Controlled Goods**

- (a) SACC Manual clause A9130T (2014/11/27), Controlled Goods Program.
- (b) In the case of a joint venture bidder, each member of the joint venture must meet the requirements of the Controlled Goods Program.

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## PART 7 - RESULTING CONTRACT CLAUSES

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

### 7.1 Requirement

- (a) ***TO BE INSERTED UPON CONTRACT AWARD*** (the "Contractor") agrees to supply to the Client the services described in the Contract, including the Statement of Work, in accordance with, and at the prices set out in, the Contract. This includes providing professional services as and when requested by Canada, to one or more locations to be designated by Canada, excluding any locations in areas subject to any of the Comprehensive Land Claims Agreements.

The 2 Streams are:

#### **Stream 1:**

- (i) **Work Package 1 – Data Management (DM) Experts:**  
One (1) ERP Systems Analyst (A4) - Level 3  
Two (2) ERP Systems Analyst (A4) - Level 2  
Two (2) IM Architect (I5) - Level 2
- (ii) **Work Package 2 – Central Data Management (CDM) Experts:**  
One (1) IM Architect (I5) – Level 2  
Three (3) Business Consultants (B3) - Level 2
- (iii) **Work Package 3 – Chief Information Officer (CIO) Project Management (PM) Experts:**  
One (1) Programmer Analyst (A7) - Level 3  
One (1) IT Project Manager (P9) – Level 3  
One (1) IT Change Management Consultant (P1) - Level 3
- (iv) **Work Package 4 – Chief Information Officer (CIO) ADAM/ERKS Services:**  
One (1) Business Analyst (B1) – Level 2  
One (1) Technical Writer (B14) – Level 2

#### **Stream 2:**

- (i) **Work Package 1 – In-Service Support and Development Services:**  
One (1) Business Analyst / Aircraft Maintenance (B1) – Level 3  
Six (6) Business Analysts / Aircraft Maintenance (B1) – Level 2  
One (1) Business Analysts / Materiel Management (B1) – Level 2  
One (1) Technical Writer (B14) – Level 2  
One (1) Help Desk Specialist (B10) – Level 2

**Note to Bidders:** Any resulting contract would only list the applicable Stream(s) and work package(s) above that are awarded to the successful bidder(s) in accordance with the evaluation methodology set out in this bid solicitation. If a bidder is selected for award of more than one Stream and work package, Canada reserves the right to award one contract for all the Streams and work packages awarded to that bidder.

- (b) **Client:** Under the Contract, the "Client" is The Department of National Defence.
- (c) **Reorganization of Client:** The Contractor's obligation to perform the Work will not be affected by (and no additional fees will be payable as a result of) the renaming, reorganization, reconfiguration, or restructuring of any Client. The reorganization, reconfiguration and restructuring of the Client includes the privatization of the Client, its merger with another entity, or

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its dissolution, where that dissolution is followed by the creation of another entity or entities with mandates similar to the original Client. In connection with any form of reorganization, Canada may designate another department or government body as the Contracting Authority or Technical Authority, as required to reflect the new roles and responsibilities associated with the reorganization.

- (d) **Defined Terms:** Words and expressions defined in the General Conditions or Supplemental General Conditions and used in the Contract have the meanings given to them in the General Conditions or Supplemental General Conditions. Any reference to an Identified User in the Supply Arrangement is a reference to the Client. Also, any reference to a "deliverable" or "deliverables" includes all documentation outlined in this Contract. A reference to a "local office" of the Contractor means an office having at least one full time employee that is not a shared resource working at that location.

## 7.2 Task Authorization

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

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sheets filled in at the time of the work by the individual resources to support the charges); and

- (N) any other constraints that might affect the completion of the task.
- (c) **Contractor's Response to Draft Task Authorization:** The Contractor must provide to the Technical Authority, within 2 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, inclusive of revisions, with a value less than or equal to \$ **TO BE INSERTED UPON CONTRACT AWARD** (including Applicable Taxes), the TA must be signed by:
    - (A) the Technical Authority
  - (ii) for any TA with a value greater than \$ **TO BE INSERTED UPON CONTRACT AWARD** (including Applicable Taxes), a TA must be signed by:
    - (A) the Technical Authority; and
    - (B) Contracting Authority

Any TA that does not bear the appropriate signature(s) 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 TA's at any time, or reduce the dollar value threshold described in subarticle (i) 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 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) 1<sup>st</sup> quarter: April 1 to June 30;
    - (B) 2<sup>nd</sup> quarter: July 1 to September 30;
    - (C) 3<sup>rd</sup> quarter: October 1 to December 31; and
    - (D) 4<sup>th</sup> quarter: January 1 to March 31.

The data must be submitted to the Contracting Authority no later than 10 calendar days after the end of the reporting period.
  - (iii) Each report must contain the following information for each validly issued TA (as amended):

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- (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, Resource category and level of each resource involved in performing the TA, as applicable;
  - (D) the total estimated cost specified in the validly issued TA of each task, exclusive of Applicable Taxes;
  - (E) the total amount, exclusive of Applicable Taxes, expended to date against each authorized task;
  - (F) the start and completion date for each authorized task; and
  - (G) the active status of each authorized task, as applicable (e.g., indicate whether work is in progress or if Canada has cancelled or suspended the TA, etc.).
- (iv) Each report must also contain the following cumulative information for all the validly issued TA's (as amended):
- (A) the amount, exclusive of Applicable Taxes, specified in the Contract (as last amended, as applicable) as Canada's total liability to the Contractor for all validly issued TA's; and
  - (B) the total amount, exclusive of Applicable Taxes, expended to date against all validly issued TA's.
- (f) **Consolidation of TA's 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 TA's for administrative purposes.

### 7.3 Minimum Work Guarantee

- (a) In this clause,
- (i) **"Maximum Contract Value"** means the amount specified in the **"Limitation of Expenditure"** clause set out in the Contract (excluding Applicable Taxes); and
  - (ii) **"Minimum Contract Value"** means 1% of the Maximum Contract Value on the date the contract is first issued.
- (b) Canada's obligation under the Contract is to request Work in the amount of the Minimum Contract Value or, at Canada's option, to pay the Contractor at the end of the Contract in accordance with subarticle (c), subject to subarticle (d). In consideration of such obligation, the Contractor agrees to stand in readiness throughout the Contract Period to perform the Work described in the Contract. Canada's maximum liability for work performed under the Contract must not exceed the Maximum Contract Value, unless an increase is authorized in writing by the Contracting Authority.
- (c) In the event that Canada does not request work in the amount of the Minimum Contract Value during the Contract Period, Canada must pay the Contractor the difference between the Minimum Contract Value and the total cost of the Work requested.
- (d) Canada will have no obligation to the Contractor under this article if Canada terminates the entire Contract
- (i) for default;
  - (ii) for convenience as a result of any decision or recommendation of a tribunal or court that the contract be cancelled, re-tendered or awarded to another supplier; or
  - (iii) for convenience within ten business days of Contract award.

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

With respect to Section 30 - Termination for Convenience, of General Conditions 2035, Subsection 04 is deleted and replaced with the following Subsections 04, 05 and 06:

- 4. The total of the amounts, to which the Contractor is entitled to be paid under this section, together with any amounts paid, due or becoming due to the Contractor must not exceed the Contract Price.
- 5. Where the Contracting Authority terminates the entire Contract and the Articles of Agreement include a Minimum Work Guarantee, the total amount to be paid to the Contractor under the Contract will not exceed the greater of:
  - (a) the total amount the Contractor may be paid under this section, together with any amounts paid, becoming due other than payable under the Minimum Revenue Guarantee, or due to the Contractor as of the date of termination, or
  - (b) the amount payable under the Minimum Work Guarantee, less any amounts paid, due or otherwise becoming due to the Contractor as of the date of termination.
- 6. The Contractor will have no claim for damages, compensation, loss of profit, allowance arising out of any termination notice given by Canada under this section except to the extent that this section expressly provides. The Contractor agrees to repay immediately to Canada the portion of any advance payment that is unliquidated at the date of the termination.

##### (b) Supplemental General Conditions:

The following Supplemental General Conditions:

- (i) 4006 (2010/08/16), Supplemental General Conditions - Contractor to Own Intellectual Property Rights in Foreground Information;

apply to and form part of the Contract.

#### 7.5 Security Requirement

The following security requirement applies to and forms part of the Contract.

- (a) The Contractor/Offeror must, at all times during the performance of the Contract/Standing Offer, hold a valid Facility Security Clearance at the level of **SECRET**, issued by the Canadian Industrial Security Directorate (CISD), Public Works and Government Services Canada (PWGSC).
- (b) This contract includes access to **controlled goods**. Prior to access, the contractor must be registered in the Controlled Goods Program of Public Works and Government Services Canada.
- (c) The Contractor/Offeror personnel requiring access to **PROTECTED/CLASSIFIED** information, assets or sensitive work site(s) must **EACH** hold a valid personnel security screening at the level of **SECRET**, granted or approved by CISD/PWGSC.
- (d) The Contractor/Offeror **MUST NOT** remove any **PROTECTED/CLASSIFIED** information from the identified work site(s), and the Contractor/Offeror must ensure that its personnel are made aware of and comply with this restriction.

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- (e) Subcontracts which contain security requirements are **NOT** to be awarded without the prior written permission of CISD/PWGSC.
- (f) The Contractor/Offeror must comply with the provisions of the:
  - (i) Security Requirements Check List and security guide (if applicable), attached at Stream 1, Annex C and/or Stream 2, Annex C.
  - (ii) Industrial Security Manual (Latest Edition).

**7.6 Contract Period**

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

**7.7 Authorities**

(a) **Contracting Authority**

The Contracting Authority for the Contract is:

Josée St-Onge  
Supply Specialist  
Public Works and Government Services Canada  
Acquisitions Branch  
Informatics and Telecommunications Systems Procurement Directorate (ITSPD)  
Place du Portage, Phase III, Tower C,  
11 Laurier Street,  
Gatineau, Quebec K1A 0S5  
Telephone: (819) 956-1193  
Facsimile: (819) 956-1156  
E-mail address: [josee.st-onge@tpsgc-pwgsc.gc.ca](mailto:josee.st-onge@tpsgc-pwgsc.gc.ca)

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

(b) **Technical Authority for Stream 1**

The Technical Authority for the Contract is:

**TO BE INSERTED UPON CONTRACT AWARD**

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

(c) **Technical Authority for Stream 2**

The Technical Authority for the Contract is:

***TO BE INSERTED UPON CONTRACT AWARD***

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

(d) **Contractor's Representative**

***TO BE INSERTED UPON CONTRACT AWARD***

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

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

**7.9 Payment**

(a) **Basis of Payment**

- (i) **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 B\_\_\_ (***TO BE INSERTED UPON CONTRACT AWARD***), Basis of Payment, Applicable Taxes extra. Partial days will be prorated based on actual hours worked based on a 7.5-hour workday.
- (ii) **Travel and Living Expenses – National Joint Council Travel Directive:** The Contractor will be reimbursed its authorized travel and living expenses reasonably and properly incurred in the performance of the Work, at cost, without any allowance for profit and/or administrative overhead, in accordance with the meal, private vehicle and incidental expenses provided in Appendices B, C and D of the National Joint Council Travel Directive and with the other provisions of the directive referring to “travellers”, rather than those referring to “employees”. All travel must have the prior authorization of the Technical Authority. All payments are subject to government audit.
- (iii) **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.
- (iv) **Professional Services Rates:** In Canada's experience, bidders from time to time propose rates at the time of bidding for one or more Resource Categories that they later refuse to honour, on the basis that these rates do not allow them to recover their own

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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.

(b) **Limitation of Expenditure – Cumulative Total of all Task Authorizations**

Canada's total liability to the Contractor under the Contract for all validly issued Task Authorizations (TAs), inclusive of any revisions, must not exceed the amount set out on page 1 of the Contract, less any Applicable Taxes. With respect to the amount set out on page 1 of the Contract, Customs duties are included and Applicable Taxes are included.

- (i) No increase in the total liability of Canada will be authorized or paid to the Contractor unless an increase has been approved, in writing, by the Contracting Authority.
- (ii) The Contractor must notify the Contracting Authority in writing as to the adequacy of this sum:
  - (A) when it is 75 percent committed, or
  - (B) 4 months before the contract expiry date, or
  - (C) As soon as the Contractor considers that the sum is inadequate for the completion of the Work required in all authorized TAs, inclusive of any revisions, whichever comes first.
- (i) If the notification is for inadequate contract funds, the Contractor must provide to the Contracting Authority a written estimate for the additional funds required. Providing this information does not increase Canada's liability.

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

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

(d) **Time Verification**

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

(e) **Payment Credits**

- (i) **Failure to Provide Resource:**

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- (A) If the Contractor does not provide a required professional services resource that has all the required qualifications within the time prescribed by the Contract, the Contractor must credit to Canada an amount equal to the per diem rate (based on a 7.5-hour workday) of the required resource for each day (or partial day) of delay in providing the resource, up to a maximum of 10 days.
- (B) **Corrective Measures:** If credits are payable under this Article for two consecutive months or for three months in any 12-month period, the Contractor must submit a written action plan describing measures it will implement or actions it will undertake to eliminate the recurrence of the problem. The Contractor will have five working days to deliver the action plan to the Client and the Contracting Authority and 20 working days to rectify the underlying problem.
- (C) **Termination for Failure to Meet Availability Level:** In addition to any other rights it has under the Contract, Canada may terminate the Contract for default in accordance with the General Conditions by giving the Contractor three months' written notice of its intent, if any of the following apply:
- (1) the total amount of credits for a given monthly billing cycle reach a level of 10% of the total billing for that month; or
  - (2) the corrective measures required of the Contractor described above are not met.

This termination will be effective when the three month notice period expires, unless Canada determines that the Contractor has implemented the corrective measures to Canada's satisfaction during those three months.

- (ii) **Credits Apply during Entire Contract Period:** The Parties agree that the credits apply throughout the Contract Period.
- (iii) **Credits represent Liquidated Damages:** The Parties agree that the credits are liquidated damages and represent their best pre-estimate of the loss to Canada in the event of the applicable failure. No credit is intended to be, nor will it be construed as, a penalty.
- (iv) **Canada's Right to Obtain Payment:** The Parties agree that these credits are a liquidated debt. To collect the credits, Canada has the right to hold back, draw back, deduct or set off from and against any money Canada owes to the Contractor from time to time.
- (v) **Canada's Rights & Remedies not Limited:** The Parties agree that nothing in this Article limits any other rights or remedies to which Canada is entitled under the Contract (including the right to terminate the Contract for default) or under the law generally.
- (vi) **Audit Rights:** The Contractor's calculation of credits under the Contract is subject to verification by government audit, at the Contracting Authority's discretion, before or after payment is made to the Contractor. The Contractor must cooperate fully with Canada during the conduct of any audit by providing Canada with access to any records and systems that Canada considers necessary to ensure that all credits have been accurately credited to Canada in the Contractor's invoices. If an audit demonstrates that past invoices contained errors in the calculation of the credits, the Contractor must pay to Canada the amount the audit reveals was required to be credited to Canada, plus interest, from the date Canada remitted the excess payment until the date of the refund (the interest rate is the Bank of Canada's discount annual rate of interest in effect on the date the credit was first owed to Canada, plus 1.25% per year). If, as a result of conducting an audit, Canada determines that the Contractor's records or systems for identifying, calculating or recording the credits are inadequate, the Contractor must implement any additional measures required by the Contracting Authority.

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(f) **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

**7.10 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, and must show all applicable Task Authorization numbers.
- (c) By submitting invoices, 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 and two copies of each invoice to the address indicated on page 1 of the Contract and an electronic copy to the Technical Authority, and to the Contracting Authority.

**7.11 Certifications**

- (a) The continuous compliance with the certifications provided by the Contractor in its bid, any TA quotation and the ongoing cooperation in providing associated information are conditions of the Contract. Certifications are subject to verification by Canada during the entire Contract Period. 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.

**7.12 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.

**7.13 Applicable Laws**

The Contract must be interpreted and governed, and the relations between the parties determined, by the laws in force in **TO BE INSERTED UPON CONTRACT**.

**7.14 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:

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- (a) these Articles of Agreement, including any individual SACC clauses incorporated by reference in these Articles of Agreement;
- (b) Supplemental General Conditions, in the following order:
  - (i) 4006 (2010/08/16), Supplemental General Conditions - Contractor to Own Intellectual Property Rights in Foreground Information;
- (c) General Conditions 2035 (2015/07/03), General Conditions - Higher Complexity - Services;
- (d) Stream 1, Annex A, Statement of Work - including its Appendix as follows:
  - (i) Stream 1, Appendix A to Annex A – Tasking Assessment Procedure;
  - (ii) Stream 1, Appendix B to Annex A – Task Authorization Form;
  - (iii) Stream 1, Appendix C to Annex A – Resources Assessment Criteria and Response Tables;
  - (iv) Stream 1, Appendix D to Annex A – Certification at the TA Stage;
- (e) Stream 2, Annex A, Statement of Work - including its Appendix as follows:
  - (i) Stream 2, Appendix A to Annex A – Tasking Assessment Procedure;
  - (ii) Stream 2, Appendix B to Annex A - Task Authorization (TA) Form;
  - (iii) Stream 2, Appendix C to Annex A – Resources Assessment Criteria and Response Tables;
  - (iv) Stream 2, Appendix D to Annex A – Certification at the TA Stage;
- (f) Stream 1, Annex B1, Basis of Payment;
- (g) Stream 1, Annex B2, Basis of Payment;
- (h) Stream 1, Annex B3, Basis of Payment;
- (i) Stream 1, Annex B4, Basis of Payment;
- (j) Stream 2, Annex B1, Basis of Payment;
- (k) Stream 1, Annex C, Security Requirements Check List;
- (l) Stream 2, Annex C, Security Requirements Check List;
- (m) the validly issued Task Authorizations and any required certifications (including all of their annexes, if any);
- (n) Supply Arrangement Number EN578-055605/XXX/EI (the "Supply Arrangement"); and
- (o) the Contractor's bid dated **TO BE INSERTED UPON AWARD**, as clarified on "or" as amended **TO BE INSERTED UPON AWARD** if applicable.

#### **7.15 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.*

#### **7.16 Foreign Nationals (Foreign Contractor)**

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

#### **7.17 Defence Contract**

- (b) SACC Manual clause A9006C (2012/07/06), Defence Contract.

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**7.18 Controlled Goods Program**

- (b) SACC Manual clause A9131C (2014/11/27), Controlled Goods Program - Contract.
- (c) SACC Manual clause B4060C (2011/05/16), Controlled Goods.

**7.19 Insurance Requirements**

**(a) Compliance with Insurance Requirements**

- (i) The Contractor must comply with the insurance requirements specified in this Article. The Contractor must maintain the required insurance coverage for the duration of the Contract. Compliance with the insurance requirements does not release the Contractor from or reduce its liability under the Contract.
- (ii) The Contractor is responsible for deciding if additional insurance coverage is necessary to fulfill its obligation under the Contract and to ensure compliance with any applicable law. Any additional insurance coverage is at the Contractor's expense, and for its own benefit and protection.
- (iii) The Contractor should forward to the Contracting Authority within ten (10) days after the date of award of the Contract a Certificate of Insurance evidencing the insurance coverage. Coverage must be placed with an Insurer licensed to carry out business in Canada and the Certificate of Insurance must confirm that the insurance policy complying with the requirements is in force. If the Certificate of Insurance has not been completed and submitted as requested, the Contracting Authority will so inform the Contractor and provide the Contractor with a time frame within which to meet the requirement. Failure to comply with the request of the Contracting Authority and meet the requirement within the time period will constitute a default under the General Conditions. The Contractor must, if requested by the Contracting Authority, forward to Canada a certified true copy of all applicable insurance policies.

**(b) Commercial General Liability Insurance**

- (i) The Contractor must obtain Commercial General Liability Insurance, and maintain it in force throughout the duration of the Contract, in an amount usual for a contract of this nature, but for not less than \$2,000,000 per accident or occurrence and in the annual aggregate.
- (ii) The Commercial General Liability policy must include the following:
  - (A) Additional Insured: Canada is added as an additional insured, but only with respect to liability arising out of the Contractor's performance of the Contract. The interest of Canada should read as follows: Canada, as represented by Public Works and Government Services Canada.
  - (B) Bodily Injury and Property Damage to third parties arising out of the operations of the Contractor.
  - (C) Products and Completed Operations: Coverage for bodily injury or property damage arising out of goods or products manufactured, sold, handled, or distributed by the Contractor and/or arising out of operations that have been completed by the Contractor.
  - (D) Personal Injury: While not limited to, the coverage must include Violation of Privacy, Libel and Slander, False Arrest, Detention or Imprisonment and Defamation of Character.
  - (E) Cross Liability/Separation of Insureds: Without increasing the limit of liability, the policy must protect all insured parties to the full extent of coverage provided.

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Further, the policy must apply to each Insured in the same manner and to the same extent as if a separate policy had been issued to each.

- (F) Blanket Contractual Liability: The policy must, on a blanket basis or by specific reference to the Contract, extend to assumed liabilities with respect to contractual provisions.
- (G) Employees and, if applicable, Volunteers must be included as Additional Insured.
- (H) Employers' Liability (or confirmation that all employees are covered by Worker's compensation (WSIB) or similar program)
- (I) Broad Form Property Damage including Completed Operations: Expands the Property Damage coverage to include certain losses that would otherwise be excluded by the standard care, custody or control exclusion found in a standard policy.
- (J) Notice of Cancellation: The Insurer will endeavour to provide the Contracting Authority thirty (30) days written notice of policy cancellation.
- (K) If the policy is written on a claims-made basis, coverage must be in place for a period of at least 12 months after the completion or termination of the Contract.
- (L) Owners' or Contractors' Protective Liability: Covers the damages that the Contractor becomes legally obligated to pay arising out of the operations of a subcontractor.
- (M) Advertising Injury: While not limited to, the endorsement must include coverage for piracy or misappropriation of ideas, or infringement of copyright, trademark, title or slogan.

(c) **Errors and Omissions Liability Insurance**

- (i) The Contractor must obtain Errors and Omissions Liability (a.k.a. Professional Liability) insurance, and maintain it in force throughout the duration of the Contract, in an amount usual for a contract of this nature but for not less than \$1,000,000 per loss and in the annual aggregate, inclusive of defence costs.
- (ii) If the Professional Liability insurance is written on a claims-made basis, coverage must be in place for a period of at least 12 months after the completion or termination of the Contract.
- (iii) The following endorsement must be included:  

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

**7.20 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.

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(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 any breach of confidentiality under the Contract. Each of the Parties is also liable for all indirect, special or consequential damages in respect of any unauthorized disclosure of the other Party's trade secrets (or trade secrets of a third party provided by one Party to another under the Contract) relating to information technology.
- (iv) The Contractor is liable for all direct damages relating to any encumbrance or claim relating to any portion of the Work for which Canada has made any payment. This does not apply to encumbrances or claims relating to intellectual property rights, which are addressed under (i)(A) above.
- (v) The Contractor is also liable for any other direct damages to Canada caused by the Contractor'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 either in whole or in part for default, up to an aggregate maximum for this subparagraph (B) of the greater of 0.75 times the total estimated cost (meaning the dollar amount shown on the first page of the Contract in the cell titled "Total Estimated Cost" or shown on each call-up, purchase order or other document used to order goods or services under this instrument), or \$1,000,000.00.

In any case, the total liability of the Contractor under subparagraph (v) will not exceed the total estimated cost (as defined above) for the Contract or \$1,000,000.00, whichever is more.
- (vi) If Canada's records or data are harmed as a result of the Contractor's negligence or willful act, the Contractor's only liability is, at the Contractor's own expense, to restore Canada's records and data using the most recent back-up kept by Canada. Canada is responsible for maintaining an adequate back-up of its records and data.

(c) **Third Party Claims:**

- (i) Regardless of whether a third party makes its claim against Canada or the Contractor, each Party agrees that it is liable for any damages that it causes to any third party in connection with the Contract as set out in a settlement agreement or as finally determined by a court of competent jurisdiction, where the court determines that the Parties are jointly and severally liable or that one Party is solely and directly liable to the third party. The amount of the liability will be the amount set out in the settlement agreement or determined by the court to have been the Party's portion of the damages to

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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).

#### 7.21 Joint Venture Contractor.

- (A) The Contractor confirms that the name of the joint venture is \_\_\_\_\_ and that it is comprised of the following members: **[BIDDERS MUST 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 fully 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.

#### 7.22 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

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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 a specific individual) or complete any task described in the Contract on time, in addition to any other rights or remedies available to Canada under the Contract or the law, Canada may notify the Contractor of the deficiency, in which case the Contractor must submit a written plan to the Technical Authority within ten working days detailing the actions that the Contractor will undertake to remedy the deficiency. The Contractor must prepare and implement the plan at its own expense.
- (c) In General Conditions 2035, the Article titled "Replacement of Specific Individuals" is deleted and the following applies instead:

**Replacement of Specific Individuals**

- (i) If the Contractor is unable to provide the services of any specific individual identified in the Contract to perform the services, the Contractor must within five working days of the individual's departure or failure to commence Work (or, if Canada has requested the replacement, within ten working days of Canada's notice of the requirement for a replacement) provide to the Contracting Authority:

- (A) the name, qualifications and experience of a proposed replacement immediately available for Work; and
- (B) security information on the proposed replacement as specified by Canada, if applicable.

The replacement must have qualifications and experience that meet or exceed those obtained for the original resource.

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

Where an Excusable Delay applies, Canada may require (c) (ii) (B) above instead of terminating under the "Excusable Delay" Article. 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 a resource to 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.

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### **7.23 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.

### **7.24 Reporting Requirements**

The Contractor must provide the reports as detailed in the Stream 1, Annex A- Statement of Work or Stream 2, Annex A- Statement of Work.

### **7.25 Representations and Warranties**

The Contractor made statements regarding its own and its proposed resources' experience and expertise in its bid that resulted in the award of the Contract and the issuance of TA's. The Contractor represents and warrants that all those statements are true and acknowledges that Canada relied on those statements in awarding the Contract and adding work to it through TA's. The Contractor also represents and warrants that it has, and all its resources and subcontractors that perform the Work have, and at all times during the Contract Period they will have and maintain, 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.

### **7.26 Access to Canada's Property and Facilities**

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

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**STREAM 1  
ANNEX "A"  
STATEMENT OF WORK  
AIRCRAFT MAINTENANCE  
ELECTRONIC RECORD KEEPING  
SYSTEMS AND DGAEPM CIO SUPPORT  
SERVICES**

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## 1.0 SCOPE OF SERVICES

- 1.1 The AEPM Division requires assistance in the implementation and support of corporate IM/IT initiatives and in-service support business model for DGAEPM, in particular for the ADAM and DMS ERP as well as the AEPM portion of the DRMIS ERP. In order to move towards this new business environment, the AEPM Division has a requirement for specialized corporate support and associated services for the continued development, improvement and support of the aircraft maintenance ERKS and other DGAEPM CIO related activities. The Contractor resources must interact with other contracted resources as well as military members and public service employees.
- 1.2 A prime requirement for DGAEPM is to obtain aircraft maintenance record keeping and CIO support services from Contractor resources in the following areas:
- a. developing, implementing, managing and/or supporting projects for military weapons systems (aerospace);
  - b. providing both strategic and operational advice and significant guidance in organizational transformation;
  - c. providing both strategic and operational advice and significant guidance in ERP development and implementation; and
  - d. providing organizational support and guidance in the development of a DGAEPM and RCAF data governance structure and assist in the staffing of documents, reports, procedures, etc. to implement the transformation.

## 2.0 OBJECTIVE

- 2.1 DND is seeking Informatics professional services in the following categories to DGAEPM Aircraft Maintenance ERKS in-service support and development
- 2.2 DND required Informatics professional services on an as-and-when-requested basis for four distinct but related Work Packages:

### Work Package 1 – Data Management Experts

- One (1) ERP Systems Analyst (A4) - Level 3
- Two (2) ERP Systems Analyst (A4) - Level 2
- Two (2) IM Architect (I5) - Level 2

### Work Package 2 – CDM Experts

- One (1) IM Architect (I5) – Level 2
- Three (3) Business Consultants (B3) - Level 2

### Work Package 3 – CIO Project Management Experts

- One (1) Programmer Analyst (A7) - Level 3
- One (1) IT Project Manager (P9) – Level 3
- One (1) IT Change Management Consultant (P1) - Level 3

### Work Package 4 – CIO ADAM/ERKS Services

- One (1) Business Analyst (B1) – Level 2
- One (1) Technical Writer (B14) – Level 2

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### 3.0 BACKGROUND

- 3.1. Over the years, the DND and the CAF have seen major changes in the way business is conducted and resourced. Reduced budgets and government workforce reduction programs of the recent past have led to restructuring and process re-engineering within the department.
- 3.2. While some re-engineering and re-organization has occurred to optimize management of activities, a consolidated redesign and change in approach to carrying out in-service support aircraft maintenance and the related ERKS needs to take place.
- 3.3. DGAEPM, or more specifically DAEBM, has continued to evolve over the last few years and is transitioning into the primary focal point for all DGAEPM aircraft related IM/IT, ERKs and CIO requirements. The current organizations and resources allocated to DAEBM are not presently sufficient to meet these demands.
- 3.4. New and future RCAF aircraft require specific IM/IT in-service support within the DGAEPM environment and include CIO activities such as ISSO and CG responsibilities. Government strategic reviews and reduction initiatives have also had an impact upon the organization and lead to restructuring and changes in approach for business processes.

### 4.0 GLOSSARY

ABAP	Advanced Business Application Programming
ADAM	Automated Data for Aerospace Maintenance
ADM(IM)	Assistant Deputy Minister of Information Management
ADM(Mat)	Assistant Deputy Minister of Materiel
AEPM	Aerospace Equipment Program Management
AMMIS	Aircraft Maintenance Management Information System
AMR	Aircraft Maintenance Repository
BI	Business Intelligence
BW	Business Warehouse
C&A	Corporate & Administration
CA	Contracting Authority
CAF	Canadian Armed Forces
CDM	Central Data Management
CG	Controlled Goods
CIO	Chief Information Officer
CM Consultant	Change Management Consultant
CMP	Contract Management Plan
DM	Data Management
DMS	Data Management System
DAEBM	Directorate of Aerospace Equipment Program Management
DGAEPM	Director General of Aerospace Equipment Program Management
DND	Department of National Defence
DOORS	Dynamic Object-Oriented Requirements System
DRMIS	Defence Resource Management Information System
EDP	Electronic Data Processing
ENG	Engineering
ERKS	Electronic Record Keeping System
EPM	Equipment Program Management
ERP	Enterprise Resource Planning
GoC	Government of Canada
IPT	Integrated Program Team

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ISSO	Information Systems Security Officer
LAN	Local Area Network
MAFT	MASIS Air Force Team
NP	National Procurement
O&E	Organization & Establishment
OWSM	Optimized Weapon System Management
OWSS	Optimized Weapon System Support
PA/RA	Procurement Authority/Requisition Authority
PM	Plant Maintenance
PMO	Project Management Office
PO	Project Office
RCAF	Royal Canadian Air Force
SC	Staffing Consultant
TA	Technical Authority
WSM	Weapon System Management

## 5.0 OVERVIEW

5.1 Data Management Services (DMS): The team will be led by a Senior ERP Systems Analyst and consist of two intermediate ERP Systems Analyst and two IM Architects. The DMS team will facilitate the in-service support of pre-existing electronic and paper-based AEPM/RCAF-specific technical data as well as the DRMIS ERP. This includes porting and cleaning legacy system data, new data development, and data manipulation within a DND-provided SAP environment. The DMS team will develop and run new reports as well as review, test and provide feedback on existing reports in all RCAF ERKS.

5.2 Chief Information Officer (CIO), Project Management, ADAM/ERKS and CDM Services: The contracted resources providing CIO/Project Management support must include a Programmer Analyst, an IT Project Manager, and an IT Change Management Consultant. The contracted resources providing CIO/ADAM/ERKS support must include a Business Analyst and a Technical Writer. They must supply support services to ensure effective IT policies and procedures are established within the division by the CIO for DGAEPM. In addition, the contracted resources must provide advice and recommendations on IT priorities established by DGAEPM for the CIO, as well as providing strategic IT-related advice and support to all directorates throughout the AEPM Division when required.

The three Business Consultants and one IM Architect must provide CDM support services. With the deployment of the DRMIS to DGAEPM, RCAF units and squadrons, the CDM contracted resources are required to develop policy in order to ensure data integrity and maintain the highest standards of airworthiness. They must also assist WSMs who will be conducting their day-to-day business within the DRMIS ERP tool.

## 6.0 TASKS

All Work performed must meet DND data security standards and policies. The Contractor must provide resources to perform the tasks as outlined below.

### 6.1 Work Package 1 - DM Services

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6.1.1 One (1) ERP Systems Analyst (A4) - Level 3

6.1.1.1 General services required. The ERP Systems Analyst must provide support services to the CIO PO for the development of the AEPM Enterprise Model.

6.1.1.2 Specific services required. The ERP Systems Analyst must provide support services that include:

- i. Monitoring IM/IT Data Management trends;
- ii. Monitoring and advising on Best Practices within DND and Industry;
- iii. Communicating activities within Data Prep team and between MAFT, WSMs, DND IM/IT staff and Adm(IM) as they apply to data preparation efforts;
- iv. Developing requirements, feasibility, cost, design, and specification documents for the AEPM Division IM/IT Data Management policies and standards that will be required to support the business transition to a DND ERP environment;
- v. Implementing and supporting the DRMIS ERP and other Aircraft Maintenance ERKs to the AEPM Division Data Management governance structure and support processes and to facilitate any business transition that may be required;
- vi. Developing and implementing of interfaces that may be required. Cleanse and review data structure and report on the integrity of AEPM/RCAF-specific technical data;
- vii. Producing and providing reports and related supporting documentation on aircraft maintenance and supply metrics as requested by the TA;
- viii. Providing oversight, control and act as the primary point of contact for the contracted data management team as outline in this SOW;
- ix. Analyzing and recommending alternatives and options for aircraft maintenance reporting and issues as requested by the TA;
- x. Developing and delivering briefings as required;
- xi. Supporting DM Systems Analysts as required;
- xii. Providing additional technical support services; and
- xiii. Any other work related to this category.

6.1.2 Two (2) ERP Systems Analysts (A4) - Level 2

6.1.2.1 General services required. The ERP Systems Analysts must provide support services to the CIO PO for the development of the AEPM Enterprise Model.

6.1.2.2 Specific services required. These ERP Systems Analysts must provide support services that include:

- i. Performing requirements analyses of AEPM/RCAF-specific business processes to identify information, data, processes and work flows for RCAF fleets and AEPM/RCAF-specific users that will adopt DRMIS;
- ii. Assisting the TA in the development and promulgation of detailed AEPM/RCAF-specific statements of requirements for proposed system enhancements;
- iii. Developing, documenting and maintaining the repository of existing AEPM/RCAF-specific requirements for all Air Force maintenance and engineering activities using DND standard tools, consisting of, but not limited to Dynamic Object-Oriented Requirements System (DOORS);
- iv. Identifying new AEPM/RCAF-specific functionality requirements that may require re-design of the DRMIS tool, prototyping potential mitigating solutions, providing trade-off information and recommend courses of action;
- v. Supporting integrated testing of AEPM/RCAF-specific requirements prior to major releases;

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- vi. Supporting AEPM/RCAF-specific units and users in reporting within the DRMIS ERP, ADAM and DMS ERKs;
- vii. Review, evaluate and provide recommended changes to existing AEPM/RCAF reports and reporting practices;
- viii. Assisting in the review and validation of training material related to the SAP ERP and support the business process and work flow aspects of its delivery to AEPM/RCAF-specific personnel;
- ix. Providing additional SAP ERP technical support services; and
- x. Any other Work that is related to this category.

6.1.2.3 In order to perform the tasks outlined above, the resource may use any or all of the following DND-supplied applications:

- i. MS Visio
- ii. MS SharePoint
- iii. MS Office Suites
- iv. DOORS
- v. WIM
- vi. Crystal Reports
- vii. Record and document Management System

6.1.3 Two (2) IM Architects (I5) - Level 2

6.1.3.1 General services required. The IM Architects must provide support services to the CIO PO for the development of the AEPM Enterprise Model.

6.1.3.2 Specific services required. The IM Architects must provide support services that include:

- i. Monitoring IM/IT Data Management trends;
- ii. Monitoring and advising on Best Practices within DND and Industry;
- iii. Communicating activities within IM/IT Group;
- iv. Developing and maintaining of the AEPM Division IM/IT Data Management policies and standards required for business transition to a DND ERP;
- v. Developing, testing, documenting and evaluating new or existing reports and queries as requested by the Team Lead or the TA;
- vi. Implementing and supporting to the AEPM Division Data Management governance structure and support process required for business transition to a DND ERP;
- vii. Implementing version controls and configuration management as required;
- viii. Assisting in the development and implementation of any interfaces, automated or manual, required to verify, cleanse, format, migrate, validate and report on AEPM/RCAF legacy system data;
- ix. Writing technical documentation and specifications;
- x. Developing and delivering briefings as required;
- xi. Providing project management support functions;
- xii. Performing tasks relating to the creation, implementation and execution of interfaces, data movement and migration between AEPM/RCAF-specific legacy systems and DND provided SAP tools;
- xiii. Coordinating all data flow from AEPM/RCAF industry partners contracted to maintain data on behalf of individual WSMs to the MAFT BI service;
- xiv. Writing technical assessments as requested by the Team Lead or the TA;
- xv. Performing technical documentation related duties;
- xvi. Providing additional technical support services; and.

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xvii. Any other Work that is related to this category.

6.1.3.3 In order to perform the tasks outlined above, the resource may use any or all of the following DND-supplied applications:

- i. MS Visio
- ii. MS SharePoint
- iii. MS Office Suites
- iv. DOORS
- v. WIM
- vi. Perl
- vii. Visual Basic
- viii. ABAP
- ix. Crystal Reports
- x. SQL
- xi. BW7.x
- xii. Oracle

## **6.2 Work Package 2 - CDM Services**

6.2.1 One (1) IM Architect (I5) - Level 2

6.2.1.1 General services required. The IM Architect must provide project management and aircraft engineering support services.

6.2.1.2 Specific services required. The IM Architect must provide support services that include:

- i. Analyzing requirements and co-ordinating the implementation of DRMIS for a given fleet;
- ii. Providing fleet-specific DRMIS training on a limited (i.e., one-on-one) basis, if required;
- iii. Providing advice with respect to the implementation of DRMIS at the various bases and units that operate a given fleet;
- iv. Liaising with units and fleets that have already implemented DRMIS to get a separate perspective and gather recommendations on implementation;
- v. Ensuring that all DRMIS documentation is logged and stored in the RDIMS system;
- vi. Ensuring that all Risk Management activities associated with the implementation of DRMIS are logged and addressed;
- vii. Providing recommendations on resources, such as software, hardware, etc., that are required to implement DRMIS in a given fleet;
- viii. Attending DRMIS-related meetings;
- ix. Developing and maintaining computer-based tracking tools for the analysis and resolution of DRMIS technical issues for a given fleet;
- x. Providing DRMIS support for a given fleet’s Life Cycle Materiel Managers upon completion of the implementation;
- xi. Tracking and reporting DRMIS issues, such as the status of implementation, general issues, risks, problems and their disposition, and lessons learned;
- xii. Participating in a given fleet’s DRMIS-related working groups;
- xiii. Providing timely and effective preparation of briefings, updates, reports, correspondence and project documentation, when requested;
- xiv. Maintaining currency on AF9000 directives and procedures; providing additional support services; and.
- xv. Any other Work that is related to this category.

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## 6.2.2 Three (3) Business Consultants (B3) - Level 2

6.2.2.1 General services required. The Business Consultants must provide support services to the CIO for the development of the AEPM Enterprise Model.

6.2.2.2 Specific services required. The Business Consultants must provide support services that include:

- i. Assisting the TA in gathering information concerning the features and functions provided by the developers to update and maintain the AEPM/RCAF-specific aircraft ERKS user manuals including, but not limited to, the functionality and user instructions of the SAP ERP DRMIS and AMMIS reporting systems;
- ii. Maintaining the AEPM/RCAF-specific aircraft ERKS user manuals to comply with existing policies as they apply to AEPM and advise on required changes to the SAP ERP DRMIS Air Force User Manual;
- iii. Assisting the TA in support of the AEPM/RCAF-specific aircraft ERKS and its Air Force users with the update and creation of Quality System Management (AF9000+) processes;
- iv. Assisting the TA in the evaluation and identification of opportunities for improvement of the existing policy, procedures, and manuals;
- v. Assisting the TA in the preparation of correspondence and reports;
- vi. Participating in meetings, providing input, opinions, recommendations, information and data as required;
- vii. Assisting the TA to develop, prepare and deliver SAP ERP briefings and coaching sessions;
- viii. Providing SAP ERP advice to equipment management teams as required by the TA;
- ix. Providing additional technical support services; and
- x. Any other Work that is related to this category.

## 6.3 Work Package 3 – CIO PM Services

### 6.3.1 One (1) Programmer Analyst (A7) - Level 3

6.3.1.1 General services required. The Programmer Analyst must support the software development lifecycle from design through coding to testing and documenting in order to support ADAM and the AMR Repository. The Programmer Analyst must assist the CIO in tasks associated with the AEPM's various information management systems, web based development, databases, application design changes and testing to verify program modifications and new applications.

6.3.1.2 Specific services required. The Programmer Analyst must assist the CIO section by providing specific services that include

- i. Assisting the TA with design methods and procedures for small computer systems and sub-systems of larger systems;
- ii. Assisting the TA to develop web and client-server code and software based upon requirements documents;
- iii. Writing code to write to and read from the database;
- iv. Creating and modify screens and reports;
- v. Assisting the TA to design high-usability web pages to meet the requirement;
- vi. Monitoring the need for design changes as the project progresses;
- vii. Verifying accuracy and completeness of programs by preparing sample data, and testing them by means of system acceptance test runs made by operating personnel;
- viii. Assisting Units with testing of code prior to releasing it for integration;

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- ix. Assisting the TA to correct program errors by revising instructions or altering the sequence of operations;
- x. Providing test instructions and assemble specifications, flow charts, diagrams, layouts, programming and operating instructions to document applications for later modification or reference;
- xi. Providing additional technical support services; and
- xii. Any other Work that is related to this category.

6.3.1.3 In order to perform the tasks outlined above, the resource may use any or all of the following DND-supplied applications:

- i. Oracle
- ii. MS Access
- iii. VBA
- iv. HTML
- v. SQL Server
- vi. ActiveX
- vii. JavaScript
- viii. .NET
- ix. XML
- x. CSS
- xi. MS Visio
- xii. MS Office suit

6.3.2 One (1) IT Project Manager (P9) – Level 3

6.3.2.1 General services required. The IT Project Manager must assist DAEBM in tasks associated with AEPM IT Projects. The IT Project Manager must lead and facilitate coordination and tracking activities with the goal of successful execution of IT projects.

6.3.2.2 Specific services required The IT Project Manager must support CIO and the overall AEPM IT project management activities by providing specific services that include:

- i. Assisting the TA to manage several Team Leads, each responsible for an element of the IT project and its associated project team;
- ii. Providing IT project management guidance and support at the Department level using Project Management Institute standards and CIO IT support;
- iii. Reporting progress of the IT project on an ongoing basis and at scheduled points in the life cycle, and when needed, by providing project communiques at Divisional, Departmental and Sectional levels;
- iv. Managing and deploying IT projects at the DGAEPM and DAEBM level with 900+ users for the CIO;
- v. Assisting in the development and documentation of Statements of Requirements for considered alternatives including dataflow diagrams and process flow;
- vi. Assisting in the development and management of applications using Project Management Institute standards, Software Development Life Cycle, Change Management and ITIL;
- vii. Providing support of MS Access and Web based ASP and HTML applications in order to support developments when called upon at DAEBM;
- viii. Assisting the TA in addressing global IT problems at the section and department level as SME to DND ADM(IM) support environment for technical, request for change and policies issues;
- ix. Assisting the TA in scheduling, conducting and administering BM 5 bi-weekly meetings.

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- x. Creating and distributing meetings minutes and managing project activity schedule action items log, risks log, issues log, status reports, and correspondence using MS SharePoint, MS Project and Document Management (eDOCS/RDIMS);
- xi. Assisting the TA to manage SharePoint sites;
- xii. Assisting the TA with designing Web Pages using Collaboration Sites, List, Web Parts and derived Campaign Plans;
- xiii. Providing additional SAP ERP technical support services; and.
- xiv. Any other Work that is related to this category.

6.3.2.3 In order to perform the tasks outlined above, the resource may use any or all of the following DND-supplied applications:

- i. MS Access
- ii. Oracle
- iii. MS SQL
- iv. SQL Server
- v. MS SharePoint
- vi. MS Project
- vii. MS Visio
- viii. MS Office suites
- ix. MS Excel Pivot tables
- x. Record and document Management System
- xi. ADOBE PDF creator
- xii. HTML

6.3.3 One (1) IT Change Management Consultant (P1) - Level 3

6.3.3.1 General services required. The IT Change Management Consultant must assist DAEBM in tasks associated with AEPM IT change management activities. The IT Change Management Consultant must lead and facilitate business improvement processes and related IM/IT business planning cycle activities. These activities and processes involve management of Divisional intranet content, the Divisional Controlled Goods program and IM/IT Request for Change processes.

6.3.3.2 Specific services required. The IT Change Management Consultant must assist the CIO section by providing specific services that include:

- i. Assisting the TA with change impact analysis and change management activities;
- ii. Assisting other stakeholders within DAEPM in development and implementation of business improvement processes and programs;
- iii. Providing expert advice in defining new requirements and opportunities for applying efficient and effective solutions;
- iv. Assisting the TA in analyzing and recommending alternatives and options for solutions;
- v. Assisting with the management of projects during the development, implementation and operations startup by ensuring that resources are made available and that the project is developed and is fully operational within previously agreed time, cost and performance parameters;
- vi. Reporting progress of projects on an ongoing basis and at scheduled points in the life cycle;
- vii. Creating presentations and present to various stakeholders, and facilitate meetings and discussions;

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- viii. Conducting organizational IM/IT business planning cycle activities including the identification and documentation of IM/IT risks;
- ix. Assisting in the management of the production, submission, publishing and quality control of the organization’s intranet content;
- x. Assisting CIO staff in the refinement and execution of the organization’s Controlled Goods Program;
- xi. Conducting organizational application portfolio management including identification, validation and rationalization activities;
- xii. Conducting annual GoC IT expenditure reporting;
- xiii. Liaising with internal and external IM/IT organizations in support of the organization’s IM/IT objectives;
- xiv. Responding to and providing remits to the IM/IT/IS related directives received by the organization’s senior management. Solicit and coordinate submission of contributed material;
- xv. Providing additional SAP ERP technical support services; and
- xvi. Any other Work that is related to this category.

6.3.3.3 In order to perform the tasks outlined above, the resource may use any or all of the following DND-supplied applications:

- i. MS Project
- ii. MS Visio
- iii. MS SharePoint
- iv. MS Office Suites
- v. DOORS
- vi. WIM
- vii. Assyst (EITSM)
- viii. Record and document Management System

**6.4 Work Package 4 – CIO ADAM/ERKS Services**

6.4.1 One (1) Business Analyst (B1) – Level 2

6.4.1.1 General services required. The Business Analyst must assist DAEBM in tasks associated with supporting AEPM ADAM ERKS and other divisional IT applications. The Business Analyst must monitor and support improvements to the IT applications and related business processes.

6.4.1.2 Specific services required. The Business Analyst must assist the CIO section by providing specific services that include:

- i. Developing and documenting statements of requirements for considered alternatives;
- ii. Performing business analyses of functional requirements to identify information, procedures, and decision flows;
- iii. Evaluating existing procedures and methods, identify and document items such as database content, structure, application subsystems;
- iv. Defining and document interfaces of manual to automated operations within application subsystems, to external systems, and between new and existing systems;
- v. Establishing acceptance test criteria with client; Supporting and use the selected departmental methodologies; and
- vi. Any other Work that is related to this category

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6.4.1.3 In order to perform the tasks outlined above, the resource may use any or all of the following DND-supplied applications:

- i. BPWin
- ii. Oracle CASE
- iii. Rational Rose
- iv. RUP

6.4.2 One (1) Technical Writer (B14) – Level 2

6.4.2.1 General services required. The Technical Writer must assist DAEBM in tasks associated with updating and maintaining various aircraft ERKS manuals, Quality Management processes and the information held on the website for ADAM, AMMIS and DRMIS PM.

6.4.2.2 Specific services required. The Technical Writer must assist the CIO section by providing specific services that include:

- i. Assisting the TA in gathering information concerning the features and functions provided by the developers to update and maintain the AEPM/RCAF-specific aircraft ERKS user manuals; including but not limited to the functionality and user instructions of the ADAM, AMMIS and DRMIS PM systems;
- ii. Maintaining the AEPM/RCAF-specific aircraft ERKS user manuals to comply with existing policies;
- iii. Assisting the TA in support of the AEPM/RCAF-specific aircraft ERKS and its Air Force users with the update and creation of Quality System Management (AF9000+) processes;
- iv. Assisting the TA in the evaluation and identification of opportunities for improvement of existing procedures, manuals and websites;
- v. Assist the TA in the preparation of correspondence and reports;
- vi. Participating in meetings, providing input, opinions, recommendations, information and data as required;
- vii. Assisting the TA to develop, prepare and deliver briefings;
- viii. Providing advice to equipment management teams as required by the TA; providing additional technical support services; and
- ix. Any other Work that is related to this category

6.4.2.3 In order to perform the tasks outlined above, the resource may use any or all of the following DND-supplied applications:

- i. Oracle
- ii. HTML

## 7.0 WORKING HOURS

The Contractor's resources must be able to provide services during the core business hours of Monday to Friday from 0900 to 1500. Note that the building hours at 455 boul de la Carrière are 0600 to 1800, Monday to Friday (with the exception of statutory holidays observed by Canada as defined by the province of work).

## 8.0 LANGUAGE REQUIREMENTS

All work and deliverables are to be done in English only.

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## 9.0 DELIVERABLES

9.1 Deliverables must be in the form of services provided to the TA in accordance with this SOW and of the products generated thereof, which may take the form of reports, briefing packages, discussions, working groups and other means of knowledge management. The schedule of deliverables must be in accordance with the priorities established by the TA.

9.1.1 The Contractor must prepare monthly status reports for work performed by each supplied resource in an electronic format acceptable to the TA. Each monthly status report must document the following information and any additional information required by the TA:

- a. All significant activities performed by each occupational category during the period covered by the Progress Claim;
- b. Status of all action/decision items as well as a list of outstanding activities;
- c. A description of any problems encountered which are likely to require attention by the TA;
- d. Any recommendations relating to the conduct of the work;
- e. Total number of days charged, by resource, against each task for each occupational category during the covered period; and
- f. Cumulative number of days charged for each resource by occupational category since the start of the contract year.

9.1.2 The Contractor must maintain an electronic library of work in progress, delivered items and review comments, and must perform version control. The Contractor must save their work on DND Records Document and Information Management System (RDIMS).

9.1.3 The Contractor must follow the applicable DND work procedures (e.g., Quality Management Systems procedures) ([http://dgaepm.ottawa-hull.mil.ca/af9000/Level5/PDF/AF4\\_01/BM01028\\_e.doc](http://dgaepm.ottawa-hull.mil.ca/af9000/Level5/PDF/AF4_01/BM01028_e.doc)).

## 9.2 FORMAT OF DELIVERABLES

9.2.1 All correspondence and deliverables detailed must be submitted in the format requested by the TA. Unless otherwise specified, one soft copy of these deliverables must be provided to the TA or TA-designated representative.

9.2.2 Soft copy deliverables must be provided on MS-DOS compatible CD-ROM or via electronic mail. These must be prepared using Microsoft Project and Microsoft Office Product Suite, both 2003 versions or newer. The format of deliverables that take the form of reports, plans, correspondence, documentation, etc., must be agreed upon beforehand between the TA and the Contractor. These must be prepared using Microsoft Project and Microsoft Office Product Suite, both 2003 versions or newer, and must be available in hard and electronic copy. The deliverables must, in general, be new or updated electronic information releases, completed reports, memoranda, letters and forms, etc.

## 9.3 MEETINGS

9.3.1 The Contractor resources must make all necessary preparations in order to actively participate in any meeting convened by the TA or TA-designated representative. If requested by the TA, the

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Contractor resources must take minutes when attending meetings; provide information, if available, ahead of time; and perform presentations when requested.

- 9.3.2 If requested by the TA, the Contractor resources must prepare minutes of all discussions and/or record of decisions of the meeting(s) and must provide them to the TA, for review and approval, no later than five working days after each meeting.
- 9.3.3 The Contractor resources must maintain a history of all meetings as well as all incremental changes to action items and submit it to the TA when requested.
- 9.3.4 All meetings must be conducted at facilities to be provided by DND or TA-authorized commercial facility.

## **10.0 LIMITATIONS AND CONSTRAINTS**

- 10.1.1 Decisions concerning revision or definition of policy and budgets, as well as contractual obligations and requirements, are excluded from the contracted services. Contracted resources must limit themselves to providing comments and recommendations only to the TA or TA-designated representative on these issues.
- 10.1.3 The resources of the Contractor providing the services must be independent of direct control by public servants of Canada and are not in any respect employees or public servants of Canada.
- 10.1.4 All correspondence, either initiated by the Contractor resources or by any section of the DND, must be submitted to the TA. Correspondence is defined as records of conversation or decisions as well as any written correspondence in any format.

## **11.0 DND SUPPORT TO CONTRACTOR**

- 11.1 To aid Contractor resources in the provision of the required services, the following information, materials, and assistance will be provided by the DND if available and if approved by the TA (or TA-designated representative):
  - a. All available and required ERKS data and documents and other data deemed necessary by the TA for the provision of services under this SOW;
  - b. On-site work area(s), as detailed in Section 12, 'Location of Work';
  - c. Consultation with the TA and other Government specialists as deemed necessary and arranged by the TA; and
  - d. Other information, data and assistance available and requested by the Contractor and subject to concurrence by the TA.

## **12.0 LOCATION OF WORK**

- 12.1 Contractor resources must access information available exclusively at DND and certain commercial facilities.
- 12.2 Unless otherwise requested by the TA, all of the required services must be delivered on-site at 455 Boulevard de la Carrière, Gatineau, Quebec, primarily to access large amounts of technical data and classified databases, and to attend meetings. DND will provide sufficient office space,

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general purpose office furniture and EDP equipment/services (CPU, keyboard, monitor and access to the divisional LAN subject to security requirements) for Contractor resources.

- 12.3 DND will provide, subject to normal security requirements, and only to the specified Contractor resources, access to identified databases or applications resident on DND computers or networks for the sole purpose of executing the services associated with this Contract. DND, at its sole discretion, must identify the nature and characteristics of such access.
- 12.4 All of the above provisions will, in all cases, be subject to the availability of suitable DND office facilities in the National Capital Region.

### **13.0 TRAVEL AND LIVING**

- 13.1 If requested by the TA, the Contractor resources must travel outside the National Capital Region both nationally and internationally.
- 13.2 All travel must receive authorization from the TA prior to any bookings or arrangements being made.
- 13.3 If required by the TA, Contractor resources must prepare a trip report and provide it to the TA, for review and approval, no later than 10 working days after return from the trip. Content and format will be identified by the TA or their authorized representative.

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## **STREAM 1, APPENDIX A TO ANNEX A TASKING ASSESSMENT PROCEDURE**

1. Where a requirement for a specific task is identified, a draft Task Authorization Form (TA Form) as attached at Appendix B to Annex A will be provided to the Contractor. Once a draft TA Form is received, the Contractor must submit to the Technical Authority a quotation of rates to supply the requested Resource Categories based on the information identified in the TA Form. The quotation must be signed and submitted to Canada within the time for response identified in the TA Form. The Contractor will be given a minimum of 48 hours turnaround time to submit a quotation.
  2. For each proposed resource the Contractor must supply a résumé, the requested security clearance information and must complete the Response Tables at Appendix C of Annex A applicable to the Resource Categories identified in the draft TA. The same individual must not be proposed for more than one Resource Category. The résumés must demonstrate that each proposed individual meets the qualification requirements described (including any educational requirements, work experience requirements, and professional designation or membership requirements). With respect to the proposed resources:
    - (i) Proposed resources may be employees of the Contractor or employees of a subcontractor, or these individuals may be independent contractors to whom the Contractor would subcontract a portion of the Work. (Refer to Appendix D to Annex A, Certifications).
    - (ii) For educational requirements for a particular degree, designation or certificate, Canada will only consider educational programmes that were successfully completed by the resource before the date the draft TA was first issued to the Contractor.
    - (iii) For requirements relating to professional designation or membership, the resource must have the required designation or membership by the time of draft TA issuance and must continue, where applicable, to be a member in good standing of the profession or membership throughout the assessment period and Contract Period. Where the designation or membership must be demonstrated through a certification, diploma or degree, such document must be current, valid and issued by the entity specified in this Contract or if the entity is not specified, the issuer must have been an accredited or otherwise recognized body, institution or entity at the time the document was issued.
    - (iv) For work experience, Canada will not consider experience gained as part of an educational programme, except for experience gained through a formal co-operative programme at a post-secondary institution.
    - (v) For any requirements that specify a particular time period (e.g., 2 years) of work experience, Canada will disregard any information about experience if the résumé does not include the relevant dates (month and year) for the experience claimed (i.e., the start date and end date). Canada will evaluate only the duration that the resource actually worked on a project or projects (from his or her start date to end date), instead of the overall start and end date of a project or a combination of projects in which a resource has participated.
    - (vi) A résumé must not simply indicate the title of the individual's position, but must demonstrate that the resource has the required work experience by explaining the responsibilities and work performed by the individual while in that position. Only listing experience without providing any supporting data to describe responsibilities, duties and relevance to the requirement, or reusing the same wording as the TA Form, will not be considered "demonstrated" for the purposes of the assessment. The Contractor should provide complete details as to where, when, month and year, and how, through which
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activities/responsibilities, the stated qualifications / experience were obtained. In situations in which a proposed resource worked at the same time on more than one project, the duration of any overlapping time period will be counted only once toward any requirements that relate to the individual's length of experience.

3. The qualifications and experience of the proposed resources will be assessed against the requirements set out in Appendix C to Annex A to determine each proposed resource's compliance with the mandatory and rated criteria. Canada may request proof of successful completion of formal training, as well as reference information. Canada may conduct reference checks to verify the accuracy of the information provided. If reference checks are done, they will be conducted in writing by e-mail (unless the contact at the reference is only available by telephone). Canada will not assess any points or consider a mandatory criterion met unless the response is received within 5 working days. On the third working day after sending out the e-mails, if Canada has not received a response, Canada will notify the Contractor by e-mail, to allow the Contractor to contact its reference directly to ensure that it responds to Canada within 5 working days. Wherever information provided by a reference differs from the information supplied by the Contractor, the information supplied by the reference will be the information assessed. Points will not be allocated or a mandatory criteria considered as met if the reference customer is not a customer of the Contractor itself (for example, the customer cannot be the customer of an affiliate of the Contractor). Nor will points be allocated or a mandatory criteria considered as met if the customer is itself an affiliate or other entity that does not deal at arm's length with the Contractor. Crown references will be accepted.
  4. During the assessment of the resources proposed, should the references for two or more resources required under that TA either be unavailable or fail to substantiate the required qualifications of the proposed resources to perform the required services, the Contracting Authority may find the quotation to be non-responsive.
  5. Only quotations that meet all of the mandatory criteria will be considered for assessment of the point rated criteria. Each resource proposed must attain the required minimum score for the point rated criteria for the applicable Resource Category. If the minimum score for any proposed resource is less than what is required, the Contractor's quotation will be found to be non-responsive.
  6. Once the quotation has been accepted by the Technical Authority, the TA Form will be signed by Canada and provided to the Contractor for signature. The TA Form must be appropriately signed by Canada prior to commencement of any work. The Contractor must not commence work until a validly issued TA Form (the Task Authorization) has been received, and any work performed in its absence is done at the Contractor's own risk.
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## **STREAM 1, APPENDIX C TO ANNEX A RESOURCES ASSESSMENT CRITERIA AND RESPONSE TABLE**

To facilitate resource assessment, Contractors must prepare and submit a response to a draft Task Authorization using the tables provided in this Annex. When completing the resource grids, the specific information which demonstrates the requested criteria and reference to the page number of the résumé should be incorporated so that Canada can verify this information. The tables should not contain all the project information from the resume. Only the specific answer should be provided.

1.0 Mandatory Resource Assessment Criteria:

2.0 Point Rated Resource Assessment Criteria:

**Note to Bidders:** *Attachments 4.1 and 4.2 for Streams 1 and 2 – Mandatory and Point-Rated Criteria to be inserted and will form part of the resulting contract.*

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## **STREAM 1, APPENDIX D TO ANNEX A CERTIFICATIONS AT THE TA STAGE**

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

### **1. CERTIFICATION OF EDUCATION AND EXPERIENCE**

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

\_\_\_\_\_  
Print name of authorized individual & sign above

\_\_\_\_\_  
Date

### **2. CERTIFICATION OF AVAILABILITY OF PERSONNEL**

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

\_\_\_\_\_  
Print name of authorized individual & sign above

\_\_\_\_\_  
Date

### **3. CERTIFICATION OF STATUS OF PERSONNEL**

If the Contractor has proposed any individual who is not an employee of the Contractor, the Contractor certifies that it has permission from that individual to propose his/her services in relation to the Work to be performed under this TA and to submit his/her résumé to Canada. At any time during the Contract Period the Contractor must, upon request from the Contracting Authority, provide the written confirmation, signed by the individual, of the permission that was given to the Contractor of his/her availability. Failure to comply with the request may result in a default under the Contract in accordance with the General Conditions.

\_\_\_\_\_  
Print name of authorized individual & sign above

\_\_\_\_\_  
Date

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**4. CERTIFICATION OF LANGUAGE**

The Contractor certifies that the proposed resource(s) in response to this draft Task Authorization is/are fluent in English. The individual(s) proposed must be able to communicate orally and in writing in English without any assistance and with minimal errors.

\_\_\_\_\_  
Print name of authorized individual & sign above

\_\_\_\_\_  
Date

\_\_\_\_\_

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**STREAM 1- ANNEX B1  
BASIS OF PAYMENT FOR WORK PACKAGE 1**

**INITIAL CONTRACT PERIOD:**

<b>Initial Contract Period</b> (Date of Contract award to _____)		
<b>Resource Category</b>	<b>Level of Expertise</b>	<b>Firm Per Diem Rate</b>
A4 – ERP Systems Analyst	Level 3	<i>To be inserted upon award</i>
A4 – ERP Systems Analyst	Level 2	<i>To be inserted upon award</i>
I5 – IM Architect	Level 2	<i>To be inserted upon award</i>

**OPTION PERIODS:**

<b>Option Period 1</b> (_____ to _____)		
<b>Resource Category</b>	<b>Level of Expertise</b>	<b>Firm Per Diem Rate</b>
A4 – ERP Systems Analyst	Level 3	<i>To be inserted upon award</i>
A4 – ERP Systems Analyst	Level 2	<i>To be inserted upon award</i>
I5 – IM Architect	Level 2	<i>To be inserted upon award</i>

<b>Option Period 2</b> (_____ to _____)		
<b>Resource Category</b>	<b>Level of Expertise</b>	<b>Firm Per Diem Rate</b>
A4 – ERP Systems Analyst	Level 3	<i>To be inserted upon award</i>
A4 – ERP Systems Analyst	Level 2	<i>To be inserted upon award</i>
I5 – IM Architect	Level 2	<i>To be inserted upon award</i>

<b>Option Period 3</b> (_____ to _____)		
<b>Resource Category</b>	<b>Level of Expertise</b>	<b>Firm Per Diem Rate</b>
A4 – ERP Systems Analyst	Level 3	<i>To be inserted upon award</i>
A4 – ERP Systems Analyst	Level 2	<i>To be inserted upon award</i>
I5 – IM Architect	Level 2	<i>To be inserted upon award</i>

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<b>Option Period 4</b> (_____ to _____)		
<b>Resource Category</b>	<b>Level of Expertise</b>	<b>Firm Per Diem Rate</b>
A4 – ERP Systems Analyst	Level 3	<i>To be inserted upon award</i>
A4 – ERP Systems Analyst	Level 2	<i>To be inserted upon award</i>
I5 – IM Architect	Level 2	<i>To be inserted upon award</i>

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**STREAM 1 - ANNEX B2  
BASIS OF PAYMENT FOR WORK PACKAGE 2**

**INITIAL CONTRACT PERIOD:**

<b>Initial Contract Period</b> (Date of Contract award to _____)		
Resource Category	Level of Expertise	Firm Per Diem Rate
I5 – IM Architect	Level 2	<i>To be inserted upon award</i>
B3 – Business Consultant	Level 2	<i>To be inserted upon award</i>

**OPTION PERIODS:**

<b>Option Period 1</b> (_____ to _____)		
Resource Category	Level of Expertise	Firm Per Diem Rate
I5 – IM Architect	Level 2	<i>To be inserted upon award</i>
B3 – Business Consultant	Level 2	<i>To be inserted upon award</i>

<b>Option Period 2</b> (_____ to _____)		
Resource Category	Level of Expertise	Firm Per Diem Rate
I5 – IM Architect	Level 2	<i>To be inserted upon award</i>
B3 – Business Consultant	Level 2	<i>To be inserted upon award</i>

<b>Option Period 3</b> (_____ to _____)		
Resource Category	Level of Expertise	Firm Per Diem Rate
I5 – IM Architect	Level 2	<i>To be inserted upon award</i>
B3 – Business Consultant	Level 2	<i>To be inserted upon award</i>

<b>Option Period 4</b> (_____ to _____)		
Resource Category	Level of Expertise	Firm Per Diem Rate
I5 – IM Architect	Level 2	<i>To be inserted upon award</i>
B3 – Business Consultant	Level 2	<i>To be inserted upon award</i>

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**STREAM 1- ANNEX B3  
BASIS OF PAYMENT FOR WORK PACKAGE 3**

**INITIAL CONTRACT PERIOD:**

<b>Initial Contract Period</b> (Date of Contract award to _____)		
Resource Category	Level of Expertise	Firm Per Diem Rate
A7 – Programmer Analyst	Level 3	<i>To be inserted upon award</i>
P9 – IT Project Manager	Level 3	<i>To be inserted upon award</i>
P1 – IT Change Management Consultant	Level 3	<i>To be inserted upon award</i>

**OPTION PERIODS:**

<b>Option Period 1</b> (_____ to _____)		
Resource Category	Level of Expertise	Firm Per Diem Rate
A7 – Programmer Analyst	Level 3	<i>To be inserted upon award</i>
P9 – IT Project Manager	Level 3	<i>To be inserted upon award</i>
P1 – IT Change Management Consultant	Level 3	<i>To be inserted upon award</i>

<b>Option Period 2</b> (_____ to _____)		
Resource Category	Level of Expertise	Firm Per Diem Rate
A7 – Programmer Analyst	Level 3	<i>To be inserted upon award</i>
P9 – IT Project Manager	Level 3	<i>To be inserted upon award</i>
P1 – IT Change Management Consultant	Level 3	<i>To be inserted upon award</i>

<b>Option Period 3</b> (_____ to _____)		
Resource Category	Level of Expertise	Firm Per Diem Rate
A7 – Programmer Analyst	Level 3	<i>To be inserted upon award</i>
P9 – IT Project Manager	Level 3	<i>To be inserted upon award</i>
P1 – IT Change Management Consultant	Level 3	<i>To be inserted upon award</i>

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<b>Client Ref. No. – N° de réf. De client</b> W8485-163193	<b>File No. – N° du dossier</b> 619ZM.W8486-163193	<b>CCC No./ N° CCC – FMS No/ N° VME</b>

<b>Option Period 4</b> ( _____ to _____ )		
<b>Resource Category</b>	<b>Level of Expertise</b>	<b>Firm Per Diem Rate</b>
A7 – Programmer Analyst	Level 3	<i>To be inserted upon award</i>
P9 – IT Project Manager	Level 3	<i>To be inserted upon award</i>
P1 – IT Change Management Consultant	Level 3	<i>To be inserted upon award</i>

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**STREAM 1- ANNEX B4  
BASIS OF PAYMENT FOR WORK PACKAGE 4**

**INITIAL CONTRACT PERIOD:**

<b>Initial Contract Period</b> (Date of Contract award to _____)		
Resource Category	Level of Expertise	Firm Per Diem Rate
B1 – Business Analyst	Level 2	<i>To be inserted upon award</i>
B14 – Technical Writer	Level 2	<i>To be inserted upon award</i>

**OPTION PERIODS:**

<b>Option Period 1</b> (_____ to _____)		
Resource Category	Level of Expertise	Firm Per Diem Rate
B1 – Business Analyst	Level 2	<i>To be inserted upon award</i>
B14 – Technical Writer	Level 2	<i>To be inserted upon award</i>

<b>Option Period 2</b> (_____ to _____)		
Resource Category	Level of Expertise	Firm Per Diem Rate
B1 – Business Analyst	Level 2	<i>To be inserted upon award</i>
B14 – Technical Writer	Level 2	<i>To be inserted upon award</i>

<b>Option Period 3</b> (_____ to _____)		
Resource Category	Level of Expertise	Firm Per Diem Rate
B1 – Business Analyst	Level 2	<i>To be inserted upon award</i>
B14 – Technical Writer	Level 2	<i>To be inserted upon award</i>

<b>Option Period 4</b> (_____ to _____)		
Resource Category	Level of Expertise	Firm Per Diem Rate
B1 – Business Analyst	Level 2	<i>To be inserted upon award</i>
B14 – Technical Writer	Level 2	<i>To be inserted upon award</i>



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Stream 1 - Annex C

SECURITY REQUIREMENTS CHECK LIST (SRCL)

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

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

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Buyer ID – Id de l'acheteur  
6192M

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

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

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

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

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

**PART B: PERSONNEL (SUPPLIER) / PARTIE B: PERSONNEL (FOURNISSEUR)**

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

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

Special comments:  
Commentaires spéciaux : Resource will be an embedded contractor

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

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

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

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

INFORMATION / ASSETS / RENSEIGNEMENTS / BIENS

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

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

PRODUCTION

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

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

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

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

TBS/SCT 350-103(2004/12)

Security Classification / Classification de sécurité  
UNCLASSIFIED

Canada

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619ZM.W8485-163193

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

For users completing the form manually use the summary chart below to indicate the category(ies) and level(s) of safeguarding required at the supplier's site(s) or premises.

Les utilisateurs qui remplissent le formulaire manuellement doivent utiliser le tableau récapitulatif ci-dessous pour indiquer, pour chaque catégorie, les niveaux de sauvegarde requis aux installations du fournisseur.

For users completing the form online (via the Internet), the summary chart is automatically populated by your responses to previous questions.

Dans le cas des utilisateurs qui remplissent le formulaire en ligne (par Internet), les réponses aux questions précédentes sont automatiquement saisies dans le tableau récapitulatif.

**SUMMARY CHART / TABLEAU RÉCAPITULATIF**

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

12. a) Is the description of the work contained within this SRCL PROTECTED and/or CLASSIFIED?

La description du travail visé par la présente LVERS est-elle de nature PROTÉGÉE et/ou CLASSIFIÉE?

No / Non  Yes / Oui

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

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

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

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

No / Non  Yes / Oui

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

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

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**STREAM 2- ANNEX A  
RCAF DRMIS AIRCRAFT MAINTENANCE  
AND MATERIEL MANAGEMENT IN-SERVICE  
SUPPORT SERVICES**

<b>Solicitation No. – N° de l'invitation</b> W8485-163193/A	<b>Amd. No – N° de la modif.</b>	<b>Buyer ID – Id de l'acheteur</b> 619ZM
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## 1.0 SCOPE OF SERVICES

- 1.1 The RCAF has a requirement for specialized corporate support and associated services for the continued improvement and support of DRMIS AM, MM, and related activities. The Contractor must provide a team of ten (10) Contractor resources to interact with industry partners, military members and public service employees.
- 1.2 DND requires Informatics Professional services on an as- and when-requested basis for one Work Package:

### Work Package 1 – In-Service Support and Development Services:

- One (1) Business Analyst / Aircraft Maintenance – Level 3;
- Six (6) Business Analysts / Aircraft Maintenance – Level 2;
- One (1) Business Analysts / Materiel Management – Level 2;
- One (1) Technical Writer – Level 2;
- One (1) Help Desk Specialist – Level 2.

- 1.3 A prime requirement for the RCAF is to obtain DRMIS AM in-service support services from the Contractor resources with demonstrated experience in:
- a. Developing, implementing, managing and/or supporting a relevant project for military weapons systems (preferably aerospace);
  - b. Providing both operational and tactical advice and significant guidance in organizational transformation;
  - c. Providing both operational and tactical advice in ERP development and implementation; and
  - d. Providing organizational support and guidance in the development of a RCAF data management governance structure and assisting in its implementation.

## 2.0 OBJECTIVE

- 2.1 This Statement of Work defines the requirements of the DND and the RCAF for professional in-service support services for the DND Enterprise Resource Planning tool, DRMIS, with respect to Aircraft Maintenance and Materiel Management functions.

## 3.0 BACKGROUND

### 3.1 GENERAL

- 3.1.1 The DND has implemented DRMIS across the RCAF in areas of Materiel Management (MM) and finance. Furthermore, the plant maintenance module of DRMIS, which is used for recording equipment maintenance transactions, has been implemented by the Canadian Army and the Royal Canadian Navy. During the last five years, the RCAF has rolled-out DRMIS to three fleets as an Aircraft Maintenance Management System, with varying degrees of success. DRMIS Aircraft Maintenance (AM) is currently used for the CT142 Dash 8, the CH147F Chinook, and the CC130J Hercules.
- 3.1.2 As the OPI for the overall implementation of DRMIS AM, DGAEPM employs a team of civilian contractors with the mandate of blueprinting RCAF requirements and facilitating unit-level roll outs.
- 3.1.3 Although three roll-outs have been completed, the DRMIS AM implementation has been problematic and remains resource-intensive. A team is required to ensure the compliance of

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functionality changes with RCAF maintenance policy and operational requirements, perform release testing and validation, deliver user support, maintain the DRMIS Air Force User Manual, support training activities, and provide expert advice to the RCAF. The RCAF does not have the technical expertise required to perform the team's functions nor does it have the personnel resources needed. 1 CAD A4 Maintenance is therefore submitting the SOW for a contract for RCAF DRMIS AM and MM in-service support services.

### 3.2 APPLICABLE DOCUMENTS

- 3.2.1 As a minimum, the following documents of the exact issue and revision form part of this SOW to the extent specified herein or in any tasking issued pursuant to the resultant Contract. In the event of conflict between these documents and the contents of the SOW, the contents of the latter must apply.

Nomenclature	Identification number
Technical Airworthiness Manual (TAM)	C-05-005-001/AG-001
Air Force Maintenance Policy	C-05-005-P Series
DRMIS Air Force User Manual (DAFUM)	C-05-025-003/FP-000

### 3.3 TERMINOLOGY

1 CAD	1 Canadian Air Division
AF9000+	Air Force 9000+
ALSE	Aircraft Life Support Equipment
AEPM	Aerospace Equipment Program Management
AM	Aircraft Maintenance
AMSE	Aircraft Maintenance Support Equipment
Central	Standard (back-end) SAP screens
DAFUM	DRMIS Air Force User Manual
DGAEPM	Director General of Aerospace Equipment Program Management
DND	Department of National Defence
DOORS	Dynamic Object Oriented Requirements System
DRMIS	Defence Resource Management Information System
DDRMIS	Directorate Defence Resource Management Information System
DWAN	Defence Wide Area Network
EDP	Electronic Data Processing
EPM	Equipment Program Management
ERKS	Electronic Record Keeping System
ERP	Enterprise Resource Planning
IM	Information Management
IR	Incident Reports
IT	Information Technology
LAN	Local Area Network
MAFT	MASIS Air Force Team
MASIS	Materiel Acquisition and Support Management Information System
Mat KNet	Materiel Knowledge Network
MDS	Mobile Defence Solution
MM	Material Management
OPI	Office of Primary Interest
OT&E	Operational Test and Evaluation
PM	Plant Maintenance
Portal	SAP simplified/customized screens
Production	Real-time operational data
RCAF	Royal Canadian Air Force

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SAP	Systems Applications and Products
SAPGUI	SAP Graphical User Interface
SolMan	Solution Manager
SOW	Statement of Work
TA	Technical Authority
TAM	Technical Airworthiness Manual
TEMMIS	Test Equipment Maintenance Management Information System
WSM	Weapon System Manager/Management

#### 4.0 OVERVIEW

4.1 DRMIS In-Service Support Services: Nine (9) Level 2 Specialists will be led by one (1) Level 3 Specialist. The team of ten (10) Contractor resources must provide in-service support services to ensure that all RCAF user requirements are documented, maintained, and validated. This includes but is not limited to the following:

- a. Perform requirements analyses of RCAF specific business processes to identify information, data, processes and work flows;
- b. Author and maintain the RCAF specific DRMIS Air Force User Manual (DAFUM) that covers or will cover all the functional areas required to conduct business in the DND ERP;
- c. Provide expert training support to unit personnel in RCAF specific business processes and work flows in support of the DND ERP. This must include but is not limited to the following:
  - i. Conduct evaluation and assist with development of DRMIS RCAF AM- and MM-specific training client environments;
  - ii. Conduct evaluation, assist with development, and provide classroom instruction for DRMIS RCAF AM and MM training courses related to specific business processes and work flows, and;
- d. Provide expert coaching support to unit personnel in RCAF specific business processes and work flows in support of the DND ERP either on-site or over the phone.
- e. Support integrated testing of RCAF specific requirements built into the ERP prior to major releases:
  - i. Major Releases. DDRMIS conducts three major software releases per year. The Contractor must provide the following:
    - a) One month prior to a major release: Validation testing (1000 man-hours maximum) in test environments to confirm that the software fixes will fix identified problems and not negatively affect RCAF operations. Immediately inform the TA and DDRMIS when any part of a validation test fails;
    - b) One week prior to a major release: Provide a written guide and briefing to Wing level OPIs on the impacts of the software release on the end user;
    - c) Immediately after a major release: Verification testing (350 man-hours maximum) in either a test or production environment so that the software fixes will fix identified problems and not negatively affect

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RCAF operations. Immediately inform the TA and DDRMIS when any part of a validation test fails;

- d) When a major release negatively impacts RCAF operations: Assist Wing level users and DDRMIS with guidance on contingency process.
- f. Provide support to operational and tactical level users: This activity will include assisting with creation and prioritization of Incident Reports (IRs), validating solutions to IRs, recommending changes to RCAF policies and procedures necessary to do business in the DND ERP, and supporting the implementation of new or changed processes.
- i. Telephone and Email Support. RCAF requires telephone and email support from the Contractor, on an as-required basis, to troubleshoot and assist with DRMIS AM and MM issues. The Contractor must provide, at a minimum, one qualified person available during core operating hours (Monday to Friday, 0800 to 1600 that is assigned to assist Sqns with inquiries; An alternate qualified person must be available during core operating hours when the assigned person is not available. As part of its support tasks, the Contractor must identify and diagnose problems, and provide written action plans that:
- a) Identify the issue;
  - b) Itemize and prioritize the work and/or materials required to resolve the issue;
  - c) Identify the steps to resolve the issue; and
  - d) Provide anticipated timelines for resolution.
- ii. Field Service Visits. When the TA determines that telephone support is not sufficient to resolve an issue, the Contractor must provide a Business Analyst to primarily travel:
- a) from Trenton to Ottawa, Petawawa, or Winnipeg;
  - b) from Winnipeg to Ottawa, Petawawa or Trenton.
  - c) however travel to any RCAF location or location the RCAF is flying may also be required.

After diagnosing the issue, the Contractor must provide to the TA a written action plan that:

1. Identifies the issue;
2. Itemizes and prioritizes the work and/or materials required to resolve the issue;
3. Identifies the steps to resolve the issue; and
4. Provides anticipated timelines for resolution.

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## 5.0 TASKS

As specified in any resulting Task Authorizations the Contractor must supply work in one or more of the following occupational categories as and when requested by Canada:

### 5.1 One (1) Business Analyst (B1) – Level 3

- a. Specific services required. The Business Analyst – Level 3 consultant must provide specific services that includes but is not limited to the following:
  - i. Interact, confer and exchange information with senior RCAF staff as required;
  - ii. Develop RCAF specific acceptance test criteria for DRMIS functionality;
  - iii. Assist in progressing all items in the annual RCAF DRMIS Campaign Plan as specified by the TA in the specific task issued; items include but are not limited to the following:
    1. Conduct process mapping;
    2. Develop and evaluate DRMIS RCAF specific AM and MM training and training client environments;
    3. Develop RCAF CONOP of the DRMIS AM and MM tool;
    4. Assess and develop reports required by the RCAF; and
    5. Assist in the planning, scoping, and execution of OT&E of the DRMIS tool.
  - iv. Implement quality assurance standards;
  - v. Attend meetings as required;
  - vi. Liaise with RCAF specific section heads (or their designates) to establish priorities related to the functionality of DRMIS;
  - vii. Attend regularly scheduled DRMIS progress meetings in support of RCAF specific interests/personnel;
  - viii. Research, prepare, and deliver presentations as required; and
  - ix. Assist in the planning, scoping, and execution of implementing DRMIS AM and MM to pan-Air Force areas, including but not limited to: ALSE, AMSE, tools, TEMMIS, and other fleets as required;
  - x. Draft, review, and amend DAFUM procedures as required; and
  - xi. Any other work that is related to this category.
- b. In order to perform the tasks outlined above, the resource may be required to use any or all of the following IT applications:
  - i. SAPGUI Plant Maintenance (PM)
  - ii. SAPGUI Material Management (MM)
  - iii. SAP Production (backend)

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- iv. SAP Mobile Defence Solution (MDS)
- v. SAPGUI Portal 2.0
- vi. SAP Training Clients (i.e. Gold, MAF)
- vii. SAP Testing Environments (i.e. MBQ)
- viii. DOORS
- ix. SAP Solution Manager
- x. SAP Business Intelligence (BI)
- xi. Microsoft Office Suites (Project, Visio, and SharePoint);
- xii. DOORS;
- xiii. WIM;
- xiv. Assyst (EITSM);
- xv. Uperform

5.2 Six (6) Business Analysts (Aircraft Maintenance) (B1) – Level 2

- a. Specific services required. The Business Analysts – Level 2 consultants must assist the TA by providing specific services that includes but is not limited to the following:
  - i. Perform requirements analyses of RCAF specific business processes to identify information, data, processes, and work flows for RCAF fleets and RCAF specific users that have or will adopt DRMIS;
  - ii. Assist the TA in the development and promulgation of detailed RCAF specific statements of requirements for proposed system enhancements;
  - iii. Develop, document and maintain the repository of existing RCAF specific requirements for all Air Force maintenance and engineering activities using DND standard tools, consisting of, but not limited to DOORS;
  - iv. Identify new RCAF specific functionality requirements, prototype mitigating solutions, provide trade-off information, and recommend courses of action;
  - v. Support integrated testing of RCAF specific requirements prior to major releases;
  - vi. Support RCAF specific units and users for in-service support and in the roll-out of DRMIS to new sites;
  - vii. Assist in the review and validation of training material, and support the business process and work flow aspects of its delivery to RCAF personnel;
  - viii. Draft, review, and amend DAFUM procedures as required; and
  - ix. Any other work that is related to this category.
- b. In order to perform the tasks outlined above, the resource may be required to use any or all of the following IT applications:
  - i. SAPGUI Plant Maintenance (PM)
  - ii. SAPGUI Material Management (MM)
  - iii. SAP Production (backend)
  - iv. SAP Mobile Defence Solution (MDS)
  - v. SAPGUI Portal 2.0
  - vi. SAP Training Clients (i.e. Gold, MAF)
  - vii. SAP Testing Environments (i.e. MBQ)

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- viii. DOORS
- ix. SAP Solution Manager
- x. SAP Business Intelligence (BI)
- xi. Microsoft Office Suites (Project, Visio, and SharePoint);
- xii. DOORS;
- xiii. WIM;
- xiv. Assyst (EITSM);
- xv. Uperform

5.3 One (1) Business Analyst (Material Management) (B1) – Level 2

- a. Specific services required. The Business Analysts (Material Management) – Level 2 consultant must provide support services that include but are not limited to the following:
- i. Perform requirements analyses of RCAF specific MM processes that are affected by the adoption of DRMIS;
  - ii. Participate in working groups to support RCAF specific interests in the formulation of new supply chain policy and RCAF material management procedures that may affect supply data, processes, and work flow;
  - iii. Assist the TA in the development and promulgation of detailed statements of requirements for proposed system enhancements related to RCAF specific MM requirements;
  - iv. Identify RCAF specific MM functionality requirements that require changes to the DRMIS tool, prototype potential mitigating solutions, provide trade-off information, and recommend courses of action;
  - v. Assist the TA with developing, documenting and maintaining the repository of existing RCAF specific requirements for all RCAF logistic activities using DND standard tools, consisting of, but not limited to DOORS;
  - vi. Support integrated testing of RCAF specific requirements built into the DRMIS tool prior to major releases;
  - vii. Support RCAF specific units and users for in-service support and in the roll-out of DRMIS to new sites;
  - viii. Assist in the review and validation of training material and support the business process and work flow aspects of its delivery to RCAF personnel;
  - ix. Create and maintain DND database (Mat KNet) hosted Enterprise Processes for RCAF-specific subjects;
  - x. Visit Wings and Squadrons to provide on-site coaching, fault finding, and resolution of technical issues;
  - xi. Provide procedural advice and expertise to DRMIS AM and MM users; and
  - xii. Actively participate in DRMIS working groups with the goal of mapping processes and streamlining procedures;
  - xiii. Draft, review, and amend DAFUM procedures as required; and

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xiv. Any other work that is related to this category.

b. In order to perform the tasks outlined above, the resource may be required to use any or all of the following IT applications:

- i. SAPGUI Plant Maintenance (PM)
- ii. SAPGUI Material Management (MM)
- iii. SAP Production (backend)
- iv. SAP Mobile Defence Solution (MDS)
- v. SAPGUI Portal 2.0
- vi. SAP Training Clients (i.e. Gold, MAF)
- vii. SAP Testing Environments (i.e. MBQ)
- viii. DOORS
- ix. SAP Solution Manager
- x. SAP Business Intelligence (BI)
- xi. Microsoft Office Suites (Project, Visio, and SharePoint);
- xii. DOORS;
- xiii. WIM;
- xiv. Assyst (EITSM)
- xv. Uperform

5.4 One (1) Technical Writer (B14) – Level 2

a. Specific services required: The Business Analyst (Technical Writer) – Level 2 consultant must provide specific services that include but are not limited to the following:

- i. Develop and maintain a bilingual, indexed, and search friendly RCAF specific DRMIS Air Force User Guide (DAFUM) that includes all of the functional areas required to do business in the DND ERP;
- ii. Verify the RCAF specific DRMIS Air Force User Guide complies with existing policies and correct discrepancies;
- iii. Assist RCAF users with the re-write of RCAF specific procedures (AF9000+) in support of the business transformation requirements necessary to do business in the DND ERP;
- iv. Assist RCAF user units with the development of job aids that would support RCAF specific business processes and work flows;
- v. Liaise with RCAF staff as required to address policy issues that arise from the implementation of DRMIS; and
- vi. Support the RCAF DRMIS web site located on the DWAN by:
  1. Providing web site design services;
  2. Posting content; and
  3. Establishing and maintaining links with other web sites.
  4. Correcting errors in procedures as required.
  5. Any other work that is related to this category.

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## 5.5 One (1) Help Desk Specialist (B10) – Level 2

- a. Specific services required. The Help Desk Specialist – Level 2 consultant must provide specific services that include but not limited to the following:
  - i. Entering, managing and maintaining Incident Reports in SolMan to Support the Business Analyst team. Responding appropriately to user requests and problems. Performing initial problem analysis and triaging problems to other Business Analysts when appropriate. Communicating the status of problem resolution to users. Tracking and reporting on user problem trends.
  - ii. Providing data architecture, data modelling, data mining, coaching of business analysts on use of DOORS, and report generation; and
  - iii. Any other work that is related to this category.
- b. In order to perform the tasks outlined above, the resource may be required to use any or all of the following IT applications:
  - i. SAPGUI Plant Maintenance (PM)
  - ii. SAPGUI Material Management (MM)
  - iii. SAP Production (backend)
  - iv. SAP Mobile Defence Solution (MDS)
  - v. SAPGUI Portal 2.0
  - vi. SAP Training Clients (i.e. Gold, MAF)
  - vii. SAP Testing Environments (i.e. MBQ)
  - viii. DOORS
  - ix. SAP Solution Manager
  - x. SAP Business Intelligence (BI)
  - xi. Microsoft Office Suites (Project, Visio, and SharePoint);
  - xii. DOORS;
  - xiii. WIM;
  - xiv. Assyst (EITSM);
  - xv. Uperform

## 6.0 DELIVERABLES

### 6.1 GENERAL

- 6.1.1 The deliverables to be provided must be specified in any resultant individual Task Authorizations. It is anticipated that deliverables will include, but will not be limited to the following: reports, plans, briefing packages, and reviews.
- 6.1.2 Deliverables must be in the form of services provided to the TA in accordance with this SOW and of the products generated thereof. In general, deliverables must be in the form of business process reviews, analysis, and recommendations to the TA. Deliverables must be provided as reports, briefing packages, discussions, working groups, and other means of knowledge management to acquire information, analyze it, and provide options and solutions to progress the DRMIS implementation and other corporate initiatives. The schedule of deliverables must be in accordance with the priorities established by the TA.

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- 6.1.3 The Contractor must prepare monthly status reports for work performed by each supplied resource in an electronic format acceptable to the TA. Each monthly status report must document the following information and any additional information required by the TA:
- a. All significant activities performed by each occupational category during the period covered by a monthly invoice;
  - b. Status of all action/decision items as well as a list of outstanding activities;
  - c. A description of any problems encountered which are likely to require attention by the TA;
  - d. Any recommendations relating to the conduct of the work;
  - e. Total number of days charged, by resource, against each task for each occupational category during the covered period; and
  - f. Cumulative number of days charged for each resource by occupational category since the start of the contract year.
- 6.1.4 The Contractor must maintain an electronic library of work in progress, delivered items and review comments, and must perform version control.
- 6.1.5 The Contractor must follow applicable DND work procedures (e.g., Quality Management Systems procedures).

## **7.0 FORMAT OF DELIVERABLES**

- 7.1 All correspondence and deliverables detailed must be submitted in the format requested by the TA. Unless otherwise specified, one soft copy of these deliverables must be provided to the TA or TA-designated representative.
- 7.2 Soft copy deliverables must be provided via electronic mail. These must be prepared using Microsoft Project and Microsoft Office Product Suite, both 2003 versions or newer. The format of deliverables that take the form of reports, plans, correspondence, documentation, and must be agreed upon beforehand between the TA and the Contractor. These must be prepared using Microsoft Project and Microsoft Office Product Suite, both 2003 versions or newer, and must be available in hard and electronic copy. The deliverables must, be new or updated electronic information releases, completed reports, memoranda, letters and forms.

## **8.0 WORKING HOURS**

The Contractor's resources must work Monday to Friday from 08:00 am to 4:00 pm (with the exception of statutory holidays observed by Canada as defined by the province of work). The Contractor's resources must work 7.5 hours per day within normal working hours, unless arrangements are made ahead of time with the TA. At the TA's requested, Canada may require the resource to work outside the normal working hours.

## **9.0 MEETINGS**

- 9.1 The Contractor resources must make all necessary preparations in order to actively participate in any meeting convened by the TA or TA-designated representative. If requested by the TA, the Contractor resources must take minutes when attending meetings, provide information, if available, ahead of time, and perform presentations when requested.

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- 9.2 If requested by the TA, the Contractor resources must prepare minutes of all discussions and/or record of decisions of the meeting(s) and must provide them to the TA, for review and approval, no later than five working days after each meeting.
- 9.3 The Contractor resources must maintain a history of all meetings as well as all incremental changes to action items and submit it to the TA when requested.
- 9.4 All meetings must be conducted at facilities to be provided by DND or TA-authorized commercial facility.

## **10.0 LIMITATIONS AND CONSTRAINTS**

- 10.1. For the purposes of this requirement, the Contractor must assign a single point of contact with the TA or his representative who must have the authority to make decisions on all matters with respect to the work done under this Contract.
- 10.2 Decisions concerning revision or definition of policy and budgets, as well as contractual obligations and requirements, are excluded from the contracted services. Contracted resources must limit themselves to providing comments and recommendations only to the TA or TA-designated representative on these issues.
- 10.3 The resources of the Contractor providing the services must be independent of direct control by public servants of Canada and are not in any respect employees or public servants of Canada.
- 10.4 All correspondence related to any activities under this contract, either initiated by the Contractor resources or by any section of the DND, must be submitted to the TA. Correspondence is defined as records of conversation or decisions as well as any written correspondence in any format.

## **11.0 DND SUPPORT TO CONTRACTOR**

- 11.1 To aid Contractor resources in the provision of the required services, the following information, materials, and assistance must be provided by the DND if available and if approved by the TA (or TA-designated representative):
- a. All available and required DRMIS data and documents and other data deemed necessary by the TA for the provision of services under this SOW;
  - b. On-site work area(s), as detailed in Section 9, 'Location of Work';
  - c. Consultation with the TA and other Government specialists as deemed necessary and arranged by the TA; and
  - d. Other information, data and assistance available and requested by the Contractor and subject to concurrence by the TA.

## **12.0 LOCATION OF WORK**

- 12.1 Contractor resources must access information available at DND and certain commercial facilities.
- 12.2 Most of the required services are to be delivered based out of CFB Trenton. One Business Analyst (Material Management) – Level 2 will be required to be based out of 17 Wing Winnipeg. DND will provide sufficient office space, general purpose office furniture and EDP

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equipment/services (CPU, keyboard, monitor and access to the divisional LAN subject to security requirements) for Contractor resources.

- 12.3 Contractor resources must not work from a location other than a DND facility, TA-authorized commercial facility, or Contractor's facility unless exceptional circumstances exist and are agreed to by the Technical Authority.
- 12.4 DND will provide, subject to normal security requirements, and only to the specified Contractor resources, access to identified databases or applications resident on DND computers or networks for the sole purpose of executing the services associated with this Contract. DND, at its sole discretion, must identify the nature and characteristics of such access.
- 12.4 All of the above provisions will, in all cases, be subject to the availability of suitable DND office facilities in the Quinte West Region.

**13.0 TRAVEL AND LIVING**

- 13.1 If requested by the TA, the Contractor resources must travel outside the Quinte West Region (Trenton) both nationally and internationally.
- 13.2 If required by the TA, Contractor resources must prepare a trip report and provide it to the TA, for review and approval, no later than ten working days after return from the trip. Content and format must be identified by the TA or their authorized representative.

**14.0 LANGUAGE REQUIREMENTS**

- 14.1 The resource must be fluent in the English language. Fluent means that the individual must be able to communicate orally and in writing without any assistance and with minimal errors.

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## **STREAM 2, APPENDIX A TO ANNEX A TASKING ASSESSMENT PROCEDURE**

1. Where a requirement for a specific task is identified, a draft Task Authorization Form (TA Form) as attached at Appendix B to Annex A will be provided to the Contractor. Once a draft TA Form is received, the Contractor must submit to the Technical Authority a quotation of rates to supply the requested Resource Categories based on the information identified in the TA Form. The quotation must be signed and submitted to Canada within the time for response identified in the TA Form. The Contractor will be given a minimum of 48 hours turnaround time to submit a quotation.
  2. For each proposed resource the Contractor must supply a résumé, the requested security clearance information and must complete the Response Tables at Appendix C of Annex A applicable to the Resource Categories identified in the draft TA. The same individual must not be proposed for more than one Resource Category. The résumés must demonstrate that each proposed individual meets the qualification requirements described (including any educational requirements, work experience requirements, and professional designation or membership requirements). With respect to the proposed resources:
    - (i) Proposed resources may be employees of the Contractor or employees of a subcontractor, or these individuals may be independent contractors to whom the Contractor would subcontract a portion of the Work. (Refer to Appendix D to Annex A, Certifications).
    - (ii) For educational requirements for a particular degree, designation or certificate, Canada will only consider educational programmes that were successfully completed by the resource before the date the draft TA was first issued to the Contractor.
    - (iii) For requirements relating to professional designation or membership, the resource must have the required designation or membership by the time of draft TA issuance and must continue, where applicable, to be a member in good standing of the profession or membership throughout the assessment period and Contract Period. Where the designation or membership must be demonstrated through a certification, diploma or degree, such document must be current, valid and issued by the entity specified in this Contract or if the entity is not specified, the issuer must have been an accredited or otherwise recognized body, institution or entity at the time the document was issued.
    - (iv) For work experience, Canada will not consider experience gained as part of an educational programme, except for experience gained through a formal co-operative programme at a post-secondary institution.
    - (v) For any requirements that specify a particular time period (e.g., 2 years) of work experience, Canada will disregard any information about experience if the résumé does not include the relevant dates (month and year) for the experience claimed (i.e., the start date and end date). Canada will evaluate only the duration that the resource actually worked on a project or projects (from his or her start date to end date), instead of the overall start and end date of a project or a combination of projects in which a resource has participated.
    - (vi) A résumé must not simply indicate the title of the individual's position, but must demonstrate that the resource has the required work experience by explaining the responsibilities and work performed by the individual while in that position. Only listing experience without providing any supporting data to describe responsibilities, duties and relevance to the requirement, or reusing the same wording as the TA Form, will not be considered "demonstrated" for the purposes of the assessment. The Contractor should provide complete details as to where, when, month and year, and how, through which
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activities/responsibilities, the stated qualifications / experience were obtained. In situations in which a proposed resource worked at the same time on more than one project, the duration of any overlapping time period will be counted only once toward any requirements that relate to the individual's length of experience.

3. The qualifications and experience of the proposed resources will be assessed against the requirements set out in Appendix C to Annex A to determine each proposed resource's compliance with the mandatory and rated criteria. Canada may request proof of successful completion of formal training, as well as reference information. Canada may conduct reference checks to verify the accuracy of the information provided. If reference checks are done, they will be conducted in writing by e-mail (unless the contact at the reference is only available by telephone). Canada will not assess any points or consider a mandatory criterion met unless the response is received within 5 working days. On the third working day after sending out the e-mails, if Canada has not received a response, Canada will notify the Contractor by e-mail, to allow the Contractor to contact its reference directly to ensure that it responds to Canada within 5 working days. Wherever information provided by a reference differs from the information supplied by the Contractor, the information supplied by the reference will be the information assessed. Points will not be allocated or a mandatory criteria considered as met if the reference customer is not a customer of the Contractor itself (for example, the customer cannot be the customer of an affiliate of the Contractor). Nor will points be allocated or a mandatory criteria considered as met if the customer is itself an affiliate or other entity that does not deal at arm's length with the Contractor. Crown references will be accepted.
  4. During the assessment of the resources proposed, should the references for two or more resources required under that TA either be unavailable or fail to substantiate the required qualifications of the proposed resources to perform the required services, the Contracting Authority may find the quotation to be non-responsive.
  5. Only quotations that meet all of the mandatory criteria will be considered for assessment of the point rated criteria. Each resource proposed must attain the required minimum score for the point rated criteria for the applicable Resource Category. If the minimum score for any proposed resource is less than what is required, the Contractor's quotation will be found to be non-responsive.
  6. Once the quotation has been accepted by the Technical Authority, the TA Form will be signed by Canada and provided to the Contractor for signature. The TA Form must be appropriately signed by Canada prior to commencement of any work. The Contractor must not commence work until a validly issued TA Form (the Task Authorization) has been received, and any work performed in its absence is done at the Contractor's own risk.
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## STREAM 2- APPENDIX B TO ANNEX A TASK AUTHORIZATION FORM

All invoices/progress claims must show the referenced Contract and Task numbers. Toutes les factures doivent indiquer les numéros du contrat et de la tâche.		Contract no. - No du contrat
		Task no. - No de la tâche
Amendment no. - No de la modification	Increase/Decrease - Augmentation/Réduction	Previous value - Valeur précédente
To - À	<p><b>TO THE CONTRACTOR</b></p> <p>You are requested to supply the following services in accordance with the terms of the above referenced Contract. Only services included in the Contract can be supplied against this task.</p> <p>Please advise the undersigned if the completion date cannot be met. Invoices/progress claims shall be prepared in accordance with the instructions set out in the contract.</p> <p>À L'ENTREPRENEUR</p> <p>Vous êtes prié de fournir les services suivants en conformité des termes du contrat mentionné ci-dessus. Seules les services mentionnés dans le contrat doivent être fournis à l'appui de cette demande.</p> <p>Prière d'aviser le signataire si la livraison ne peut se faire dans les délais prescrits. Les factures doivent être établies selon les instructions énoncées dans le contrat.</p>	
Delivery location - Expédiez à		
Delivery/Completion date - Date de livraison/d'achèvement From - De : To - À :	_____ Date for the Department of National Defence pour le ministère de la Défense nationale	
Contract item no. No d'article du contrat	Services	Cost Prix
	<b>Applicable Taxes</b>	
	<b>Taxes applicables</b>	
	<b>Total</b>	
TECHNICAL AUTHORITY :  _____ Name (type or print) Title (type or print)  _____ Signature Date		
THE CONTRACTOR HEREBY ACCEPTS THE TASK AUTHORIZATION IDENTIFIED ABOVE :  _____ Name (type or print) Title (type or print)  _____ Signature Date		
APPLICABLE ONLY TO PWGSC CONTRACTS: The Contracting Authority signature is required when the total value of the DND 626 exceeds the threshold specified in the Contract.  NE S'APPLIQUE QU'AUX CONTRATS DE TPSGC : La signature de l'autorité contractante est requise lorsque la valeur totale du formulaire DND 626 est supérieure au seuil précisé dans le contrat.		
_____ for the Department of Public Works and Government Services pour le ministère des Travaux publics et services gouvernementaux		

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## **STREAM 2, APPENDIX C TO ANNEX A RESOURCES ASSESSMENT CRITERIA AND RESPONSE TABLE**

To facilitate resource assessment, Contractors must prepare and submit a response to a draft Task Authorization using the tables provided in this Annex. When completing the resource grids, the specific information which demonstrates the requested criteria and reference to the page number of the résumé should be incorporated so that Canada can verify this information. The tables should not contain all the project information from the resume. Only the specific answer should be provided.

1.0 Mandatory Resource Assessment Criteria:

2.0 Point Rated Resource Assessment Criteria:

**Note to Bidders:** Attachments 4.1 and 4.2 for Streams 1 and 2 – Mandatory and Point-Rated Criteria to be inserted and will form part of the resulting contract.

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<b>Client Ref. No. – N° de réf. De client</b> W8485-163193	<b>File No. – N° du dossier</b> 619ZM.W8486-163193	<b>CCC No./ N° CCC – FMS No/ N° VME</b>

## **STREAM 2, APPENDIX D TO ANNEX A CERTIFICATIONS AT THE TA STAGE**

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

### **1. CERTIFICATION OF EDUCATION AND EXPERIENCE**

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

\_\_\_\_\_  
Print name of authorized individual & sign above

\_\_\_\_\_  
Date

### **2. CERTIFICATION OF AVAILABILITY OF PERSONNEL**

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

\_\_\_\_\_  
Print name of authorized individual & sign above

\_\_\_\_\_  
Date

### **3. CERTIFICATION OF STATUS OF PERSONNEL**

If the Contractor has proposed any individual who is not an employee of the Contractor, the Contractor certifies that it has permission from that individual to propose his/her services in relation to the Work to be performed under this TA and to submit his/her résumé to Canada. At any time during the Contract Period the Contractor must, upon request from the Contracting Authority, provide the written confirmation, signed by the individual, of the permission that was given to the Contractor of his/her availability. Failure to comply with the request may result in a default under the Contract in accordance with the General Conditions.

\_\_\_\_\_  
Print name of authorized individual & sign above

\_\_\_\_\_  
Date

---

<b>Solicitation No. – N° de l’invitation</b> W8485-163193/A	<b>Amd. No – N° de la modif.</b>	<b>Buyer ID – Id de l’acheteur</b> 619ZM
<b>Client Ref. No. – N° de réf. De client</b> W8485-163193	<b>File No. – N° du dossier</b> 619ZM.W8486-163193	<b>CCC No./ N° CCC – FMS No/ N° VME</b>

**4. CERTIFICATION OF LANGUAGE**

The Contractor certifies that the proposed resource(s) in response to this draft Task Authorization is/are fluent in English. The individual(s) proposed must be able to communicate orally and in writing in English without any assistance and with minimal errors.

\_\_\_\_\_  
Print name of authorized individual & sign above

\_\_\_\_\_  
Date

\_\_\_\_\_

Solicitation No. – N° de l'invitation W8485-163193/A	Amd. No – N° de la modif.	Buyer ID – Id de l'acheteur 619ZM
Client Ref. No. – N° de réf. De client W8485-163193	File No. – N° du dossier 619ZM.W8486-163193	CCC No./ N° CCC – FMS No/ N° VME

**STREAM 2- ANNEX B1  
BASIS OF PAYMENT FOR WORK PACKAGE 1**

**INITIAL CONTRACT PERIOD:**

<b>Initial Contract Period</b> (Date of Contract award to _____)		
<b>Resource Category</b>	<b>Level of Expertise</b>	<b>Firm Per Diem Rate</b>
B1 – Business Analyst (Aircraft Maintenance)	Level 3	<i>To be inserted upon award</i>
B1 – Business Analyst (Aircraft Maintenance)	Level 2	<i>To be inserted upon award</i>
B1 – Business Analyst (Material Management)	Level 2	<i>To be inserted upon award</i>
B10 – Help Desk Specialist	Level 2	<i>To be inserted upon award</i>
B14 – Technical Writer	Level 2	<i>To be inserted upon award</i>

**OPTION PERIODS:**

<b>Option Period 1</b> (_____ to _____)		
<b>Resource Category</b>	<b>Level of Expertise</b>	<b>Firm Per Diem Rate</b>
B1 – Business Analyst (Aircraft Maintenance)	Level 3	<i>To be inserted upon award</i>
B1 – Business Analyst (Aircraft Maintenance)	Level 2	<i>To be inserted upon award</i>
B1 – Business Analyst (Material Management)	Level 2	<i>To be inserted upon award</i>
B10 – Help Desk Specialist	Level 2	<i>To be inserted upon award</i>
B14 – Technical Writer	Level 2	<i>To be inserted upon award</i>

<b>Option Period 2</b> (_____ to _____)		
<b>Resource Category</b>	<b>Level of Expertise</b>	<b>Firm Per Diem Rate</b>
B1 – Business Analyst (Aircraft Maintenance)	Level 3	<i>To be inserted upon award</i>
B1 – Business Analyst (Aircraft Maintenance)	Level 2	<i>To be inserted upon award</i>
B1 – Business Analyst (Material Management)	Level 2	<i>To be inserted upon award</i>
B10 – Help Desk Specialist	Level 2	<i>To be inserted upon award</i>
B14 – Technical Writer	Level 2	<i>To be inserted upon award</i>

<b>Solicitation No. – N° de l'invitation</b> W8485-163193/A	<b>Amd. No – N° de la modif.</b>	<b>Buyer ID – Id de l'acheteur</b> 619ZM
<b>Client Ref. No. – N° de réf. De client</b> W8485-163193	<b>File No. – N° du dossier</b> 619ZM.W8486-163193	<b>CCC No./ N° CCC – FMS No/ N° VME</b>

<b>Option Period 3</b> ( _____ to _____ )		
<b>Resource Category</b>	<b>Level of Expertise</b>	<b>Firm Per Diem Rate</b>
B1 – Business Analyst (Aircraft Maintenance)	Level 3	<i>To be inserted upon award</i>
B1 – Business Analyst (Aircraft Maintenance)	Level 2	<i>To be inserted upon award</i>
B1 – Business Analyst (Material Management)	Level 2	<i>To be inserted upon award</i>
B10 – Help Desk Specialist	Level 2	<i>To be inserted upon award</i>
B14 – Technical Writer	Level 2	<i>To be inserted upon award</i>

<b>Option Period 4</b> ( _____ to _____ )		
<b>Resource Category</b>	<b>Level of Expertise</b>	<b>Firm Per Diem Rate</b>
B1 – Business Analyst (Aircraft Maintenance)	Level 3	<i>To be inserted upon award</i>
B1 – Business Analyst (Aircraft Maintenance)	Level 2	<i>To be inserted upon award</i>
B1 – Business Analyst (Material Management)	Level 2	<i>To be inserted upon award</i>
B10 – Help Desk Specialist	Level 2	<i>To be inserted upon award</i>
B14 – Technical Writer	Level 2	<i>To be inserted upon award</i>



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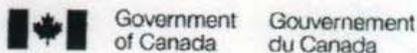
Stream 2 - Annex C

Contract Number / Numéro du contrat TBIPS 2016-02
Security Classification / Classification de sécurité UNCLASS

**SECURITY REQUIREMENTS CHECK LIST (SRCL)**  
**LISTE DE VÉRIFICATION DES EXIGENCES RELATIVES À LA SÉCURITÉ (LVERS)**

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

1. Originating Government Department or Organization / Ministère ou organisme gouvernemental d'origine Department of National Defence		2. Branch or Directorate / Direction générale ou Direction 1 Canadian Air Division / A4 Maintenance Directorate	
3. a) Subcontract Number / Numéro du contrat de sous-traitance		3. b) Name and Address of Subcontractor / Nom et adresse du sous-traitant	
4. Brief Description of Work / Brève description du travail RCAF DRMIS Aircraft Maintenance and Materiel Management support services			
5. a) Will the supplier require access to Controlled Goods? Le fournisseur aura-t-il accès à des marchandises contrôlées?		<input type="checkbox"/> No Non	<input checked="" type="checkbox"/> Yes Oui
5. b) Will the supplier require access to unclassified military technical data subject to the provisions of the Technical Data Control Regulations? Le fournisseur aura-t-il accès à des données techniques militaires non classifiées qui sont assujetties aux dispositions du Règlement sur le contrôle des données techniques?		<input checked="" type="checkbox"/> No Non	<input type="checkbox"/> Yes Oui
6. Indicate the type of access required / Indiquer le type d'accès requis			
6. a) Will the supplier and its employees require access to PROTECTED and/or CLASSIFIED information or assets? Le fournisseur ainsi que les employés auront-ils accès à des renseignements ou à des biens PROTÉGÉS et/ou CLASSIFIÉS? (Specify the level of access using the chart in Question 7. c) (Préciser le niveau d'accès en utilisant le tableau qui se trouve à la question 7. c)		<input type="checkbox"/> No Non	<input checked="" type="checkbox"/> Yes Oui
6. b) Will the supplier and its employees (e.g. cleaners, maintenance personnel) require access to restricted access areas? PROTECTED and/or CLASSIFIED information or assets is permitted. Le fournisseur et ses employés (p. ex. nettoyeurs, personnel d'entretien) auront-ils accès à des zones d'accès restreintes? L'accès à des renseignements ou à des biens PROTÉGÉS et/ou CLASSIFIÉS n'est pas autorisé.		<input checked="" type="checkbox"/> No Non	<input type="checkbox"/> Yes Oui
6. c) Is this a commercial courier or delivery requirement with no overnight storage? S'agit-il d'un contrat de messagerie ou de livraison commerciale sans entreposage de nuit?		<input checked="" type="checkbox"/> No Non	<input type="checkbox"/> Yes Oui
7. a) Indicate the type of information that the supplier will be required to access / Indiquer le type d'information auquel le fournisseur devra avoir accès			
Canada <input checked="" type="checkbox"/>		NATO / OTAN <input type="checkbox"/>	
		Foreign / Étranger <input type="checkbox"/>	
7. b) Release restrictions / Restrictions relatives à la diffusion			
No release restrictions Aucune restriction relative à la diffusion <input checked="" type="checkbox"/>		All NATO countries Tous les pays de l'OTAN <input type="checkbox"/>	
Not releasable À ne pas diffuser <input type="checkbox"/>		No release restrictions Aucune restriction relative à la diffusion <input type="checkbox"/>	
Restricted to: / Limité à: <input type="checkbox"/>		Restricted to: / Limité à: <input type="checkbox"/>	
Specify country(ies): / Préciser le(s) pays:		Specify country(ies): / Préciser le(s) pays:	
7. c) Level of information / Niveau d'information			
PROTECTED A PROTÉGÉ A <input checked="" type="checkbox"/>	NATO UNCLASSIFIED NATO NON CLASSIFIÉ <input type="checkbox"/>	PROTECTED A PROTÉGÉ A <input type="checkbox"/>	
PROTECTED B PROTÉGÉ B <input checked="" type="checkbox"/>	NATO RESTRICTED NATO DIFFUSION RESTREINTE <input type="checkbox"/>	PROTECTED B PROTÉGÉ B <input type="checkbox"/>	
PROTECTED C PROTÉGÉ C <input type="checkbox"/>	NATO CONFIDENTIAL NATO CONFIDENTIEL <input type="checkbox"/>	PROTECTED C PROTÉGÉ C <input type="checkbox"/>	
CONFIDENTIAL CONFIDENTIEL <input checked="" type="checkbox"/>	NATO SECRET NATO SECRET <input type="checkbox"/>	CONFIDENTIAL CONFIDENTIEL <input type="checkbox"/>	
SECRET SECRET <input checked="" type="checkbox"/>	COSMIC TOP SECRET COSMIC TRÈS SECRET <input type="checkbox"/>	SECRET SECRET <input type="checkbox"/>	
TOP SECRET TRÈS SECRET <input type="checkbox"/>		TOP SECRET TRÈS SECRET <input type="checkbox"/>	
TOP SECRET (SIGINT) TRÈS SECRET (SIGINT) <input type="checkbox"/>		TOP SECRET (SIGINT) TRÈS SECRET (SIGINT) <input type="checkbox"/>	



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

8. Will the supplier require access to PROTECTED and/or CLASSIFIED COMSEC information or assets?  
Le fournisseur aura-t-il accès à des renseignements ou à des biens COMSEC désignés PROTÉGÉS et/ou CLASSIFIÉS?  
If Yes, indicate the level of sensitivity.  
Dans l'affirmative, indiquer le niveau de sensibilité:

No  Yes  
 Non  Oui

9. Will the supplier require access to extremely sensitive INFOSEC information or assets?  
Le fournisseur aura-t-il accès à des renseignements ou à des biens INFOSEC de nature extrêmement délicate?

No  Yes  
 Non  Oui

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

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

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

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

Special comments:  
Commentaires spéciaux :

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

10. b) May unscreened personnel be used for portions of the work?  
Du personnel sans autorisation sécuritaire peut-il se voir confier des parties du travail?  
If Yes, will unscreened personnel be escorted?  
Dans l'affirmative, le personnel en question sera-t-il escorté?

No  Yes  
 Non  Oui

No  Yes  
 Non  Oui

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

**INFORMATION / ASSETS / RENSEIGNEMENTS / BIENS**

11. a) Will the supplier be required to receive and store PROTECTED and/or CLASSIFIED information or assets on its site or premises?  
Le fournisseur sera-t-il tenu de recevoir et d'entreposer sur place des renseignements ou des biens PROTÉGÉS et/ou CLASSIFIÉS?

No  Yes  
 Non  Oui

11. b) Will the supplier be required to safeguard COMSEC information or assets?  
Le fournisseur sera-t-il tenu de protéger des renseignements ou des biens COMSEC?

No  Yes  
 Non  Oui

**PRODUCTION**

11. c) Will the production (manufacture, and/or repair and/or modification) of PROTECTED and/or CLASSIFIED material or equipment occur at the supplier's site or premises?  
Les installations du fournisseur serviront-elles à la production (fabrication et/ou réparation et/ou modification) de matériel PROTÉGÉ et/ou CLASSIFIÉ?

No  Yes  
 Non  Oui

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

11. d) Will the supplier be required to use its IT systems to electronically process, produce or store PROTECTED and/or CLASSIFIED information or data?  
Le fournisseur sera-t-il tenu d'utiliser ses propres systèmes informatiques pour traiter, produire ou stocker électroniquement des renseignements ou des données PROTÉGÉS et/ou CLASSIFIÉS?

No  Yes  
 Non  Oui

11. e) Will there be an electronic link between the supplier's IT systems and the government department or agency?  
Disposera-t-on d'un lien électronique entre le système informatique du fournisseur et celui du ministère ou de l'agence gouvernementale?

No  Yes  
 Non  Oui



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

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

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

**SUMMARY CHART / TABLEAU RÉCAPITULATIF**

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

12. a) Is the description of the work contained within this SRCL PROTECTED and/or CLASSIFIED?  
La description du travail visé par la présente LVERS est-elle de nature PROTÉGÉE et/ou CLASSIFIÉE?  No / Non  Yes / Oui

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

12. b) Will the documentation attached to this SRCL be PROTECTED and/or CLASSIFIED?  
La documentation associée à la présente LVERS sera-t-elle PROTÉGÉE et/ou CLASSIFIÉE?  No / Non  Yes / Oui

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