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**SOLICITATION AMENDMENT**  
**MODIFICATION DE L'INVITATION**

The referenced document is hereby revised; unless otherwise indicated, all other terms and conditions of the Solicitation remain the same.

Ce document est par la présente révisé; sauf indication contraire, les modalités de l'invitation demeurent les mêmes.

**Comments - Commentaires**

**Vendor/Firm Name and Address**  
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<b>Title - Sujet</b> GROUND SEGMENT SOLUT. (MEOSAR PROJ)	
<b>Solicitation No. - N° de l'invitation</b> W8474-16ME03/A	<b>Amendment No. - N° modif.</b> 015
<b>Client Reference No. - N° de référence du client</b> W8474-16ME03	<b>Date</b> 2016-08-11
<b>GETS Reference No. - N° de référence de SEAG</b> PW-\$\$ST-005-29512	
<b>File No. - N° de dossier</b> 005st.W8474-16ME03	<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 2017-03-31</b>	
<b>F.O.B. - F.A.B.</b> <b>Plant-Usine:</b> <input type="checkbox"/> <b>Destination:</b> <input type="checkbox"/> <b>Other-Autre:</b> <input type="checkbox"/>	
<b>Address Enquiries to: - Adresser toutes questions à:</b> Byrnes, Ashley	<b>Buyer Id - Id de l'acheteur</b> 005st
<b>Telephone No. - N° de téléphone</b> (873) 469-4453 ( )	<b>FAX No. - N° de FAX</b> ( ) -
<b>Destination - of Goods, Services, and Construction:</b> <b>Destination - des biens, services et construction:</b>	

**Instructions: See Herein**

**Instructions: Voir aux présentes**

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<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/</b> <b>de l'entrepreneur (taper ou écrire en caractères d'imprimerie)</b>	
<b>Signature</b>	<b>Date</b>

Amendment 015 – This amendment serves to publicize the draft bid evaluation plan. Vendors are invited to provide comments on the draft to the contracting authority listed below before August 26, 2016.

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**MEOSAR**  
**Medium Earth Orbit Search and Rescue (MEOSAR) Project**  
**Ground Segment Procurement**

**BID EVALUATION PLAN**

10 August 2016

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**Change Page Record**

RDIMS Document Version	AFFECTED PAGES	DESCRIPTION	ISSUE DATE

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## 1 INTRODUCTION

### *1.1 Purpose*

This Bid Evaluation Plan describes the evaluation process for the bids received in response to the solicitation for the Design, Build and Commission (DBAC), and In-Service-Support (ISS) of a Ground Segment Solution for the Medium Earth Orbit Search and Rescue (MEOSAR) Project. It also describes how the successful bidder will be selected.

### *1.2 The Goals of the Evaluation*

The bid evaluation goals are:

- a. To identify those bids that meet all the mandatory requirements of the solicitation and document any shortcomings of non-responsive bids;
- b. To verify that a bid has met all the mandatory requirements, and then rate it for comprehensiveness, completeness and quality against the point-rated criteria;
- c. To provide DBAC technical, ISS technical, DBAC pricing, and ISS pricing scores for each responsive bid; and
- d. To determine which bid offers Best Value according to the documented Contractor Selection Method (Sec. 1.4, below) and recommend it for resultant Contract award.

### *1.3 Objectives of the Evaluation Plan*

The objectives of the Evaluation plan are to specify the fair-evaluation procedures to be applied and detail how bids will be evaluated.

### *1.4 Contractor Selection Method*

The bid evaluation method will use a combination of DBAC and ISS mandatory and rated criteria. This method is used to determine the "Best Value", which is defined as the "Highest Responsive Combined Rating of Technical Merit and Price". The points awarded for each tab will be calculated into percentage (e.g. If a vendor's proposal is awarded the maximum number of points for the DBAC Technical, then the proposal will be awarded 100% for the DBAC Technical portion). The DBAC technical score, the DBAC pricing score, the ISS technical score, and the ISS pricing score will be combined using the following weighting factors to obtain the Bidder's Total score:

$$\text{Total} = 40\% * (\text{Bidder DBAC Technical}) + 20\% * (\text{Bidder ISS Technical}) + 20\% * (\text{DBAC Price}) + 20\% * (\text{ISS Price})$$

**MEOSAR Ground Segment Bid Evaluation Plan**  
**W8474-XXXXX**

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- a. **To be considered responsive a proposal must meet all mandatory criteria of the solicitation.** Failure to meet any mandatory criteria will result in the bid being declared non-responsive. Non-responsive proposals will not be evaluated against the rated criteria.
- b. **The point scoring will be carried out using the method and formulae detailed in the evaluation plan for DBAC and ISS.** This will be finalized for the RFP.
- c. **The technical evaluation will be based on demonstrated ability to meet the stated requirements, competencies and performance.** Bids must clearly state the capabilities, expertise and experience related to each evaluation criterion. If a criterion has a limit on the number of pages to be submitted (i.e. maximum number of pages), any information provided on pages exceeding the page limit will not be reviewed and will not be considered.
- d. Bidders must clearly identify their experience for both the DBAC and ISS related criteria. The bidder must list previous projects and provide a project summary for each project listed which demonstrates the related experience.
- e. For those criteria which are evaluating project personnel, the bidder must list previous projects, and provide a project summary, including project personnel and their professional experience and education, for each project listed which demonstrates the related experience.
- f. **Bids must clearly identify any risks associated with the Bidder-proposed DBAC system solution and related ISS, as well as the methodologies used to evaluate that the system performance requirements are met and the technical risks are minimized.**

**MEOSAR GROUND SEGMENT**

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**APPENDIX 1 – SUMMARY OF THE SCORING METHODOLOGY**

## **1.0 General**

This Appendix outlines the scoring methodology that will be used during the evaluation process and provides an example of the ranking and aggregation methodology used to rank the individual elements of the bids.

### **1.1 Scoring Methodology**

The scoring methodology uses a point-rated evaluation. The rated evaluation criteria tables found in this document will identify how points are awarded for each criterion.

#### **1.1.1 Point-Rated Scoring**

The point-rated scoring method is used to evaluate performance parameters and other criteria, such as the quality of plans, reports, studies, efficiency of management, effectiveness of a proposed method or approach, comprehension of the work to be done, skills and experience of personnel and capabilities of the bidder.

#### **1.1.2**

A description of the scoring methodology of the spreadsheets that will be used will be provided with the final RFP.

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**APPENDIX 2 – MANDATORY CRITERIA**

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A3.1: DBAC Mandatory Criteria

<b>Design Build and Commission (DBAC) Technical Mandatory</b>	
<b>Experience in SARSAT</b>	
M1	The Bidder must demonstrate in its bid that it and/or its sub-Contractors have at least five (5) years of experience in SARSAT systems equipment and/or software design, and/or technical, engineering and operational support for a SARSAT resultant Contract within the last ten (10) years. The maximum number of pages to be submitted for this criterion is 20 pages.
M2	The Bidder must demonstrate in its bid that each of its provided key personnel, and/or its sub-Contractors' personnel, have at least five (5) years of experience in SARSAT systems equipment and/or software design, and/or technical, engineering and operational support for a SARSAT resultant Contract within the last ten (10) years. All key DBAC personnel must have a science or engineering university degree. The maximum number of pages to be submitted for this criterion is 20 pages.
<b>Experience in Satellite System RF</b>	
M3	The Bidder must demonstrate in its bid that at least one of the key personnel, and/or its sub-Contractors staff or personnel, have at least 5 years' experience in RF engineering and signal processing for satellite systems within the past 10 years. The maximum number of pages to be submitted for this criterion is 20 pages.
<b>Experience in Cospas-Sarsat</b>	
M4	The Bidder must demonstrate that it and/or its sub-Contractors, has at least three (3) years of COSPAS-SARSAT experience. The maximum number of pages to be submitted for this criterion is 10 pages.
<b>Simulations for MEOLUT Coverage Area for Detection and Location</b>	
M5	The Bidder must provide a simulation tool to calculate the probability of locating a beacon within any geographic coverage area on the globe and display the outputs on a world map, called a Coverage Area Simulation Tool (CAST). The tool must use multiple input parameters that impact the performance of the MEOLUT location algorithm to determine the predicted detection coverage and location coverage area. The tool must be configurable, as a minimum, for detection rate, accuracy thresholds, number of antennas, number of local user terminals (LUTs), LUT location, satellite tracking algorithms, and TOA/FOA assumptions. In addition, the tool must be capable of superimposing its outputs on a world map (i.e. google Maps/Earth) to illustrate local and global coverage.
M6	The Bidder must provide simulation examples and results obtained using the above-mentioned tool which verify the MEOLUTs Coverage Area in standalone mode for Canada's Area of Responsibility meets the MEOLUT performance requirements of section 6.4.2.3 to 6.4.2.10 of the GS DBAC SOW.

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<b>RF Propagation Availability</b>	
M7	The Bidder must demonstrate that their proposed solution’s L-band RF propagation availability on the satellite downlink is 99.50%, or greater as per the bid, for each Ground Station, as per section 6.4.2.2.
M8	The Bidder must demonstrate that their proposed solution’s S-band RF propagation availability on the satellite downlink is 99.00%, or greater as per the bid, for each Ground Station as per section 6.4.2.2.
<b>MEOLUT Equipment Availability</b>	
M9	The Bidder must demonstrate by engineering design analysis that each MEOLUT has an Equipment Availability of 99%, or greater as per their bid.

**A3.2 ISS Mandatory Criteria:**

<b>In-Service Support Technical Mandatory</b>	
<b>ISS Experience</b>	
M10	The Bidder must demonstrate in its bid that it and/or its sub-Contractors have at least three (3) years of in-service support experience, including staffed help-desk, on satellite systems within the last ten (10) years. The maximum number of pages to be submitted for this criterion is 20 pages.
M11	The Bidder must demonstrate in its bid that all provided key ISS engineering and technical support personnel have at least three (3) years of in-service support experience on satellite systems within the last ten (10) years. All key engineering and technical support personnel must have a science or engineering university degree and/or an engineering technologist diploma. The maximum number of pages to be submitted for this criterion is 30 pages.
<b>ISS Management Plan (IMP)</b>	
M12	The Bidder’s proposed IMP must include, at a minimum: <ul style="list-style-type: none"> <li>• a traceability matrix that defines how each specific content and performance requirement is addressed;</li> <li>• a description of the assumptions and constraints that will affect the delivery of the ISS plan;</li> <li>• a description of the interfaces between CANADA and the Bidder that are necessary to meet the requirements of the ISS SOW;</li> <li>• a description of how the Bidder will meet and manage the security</li> </ul>

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	<p>requirements of the resultant Contract in relation to the support and systems and equipment to be supported;</p> <ul style="list-style-type: none"> <li>• the risk management processes and Risk register to be used for identifying, capturing, analyzing, assessing, prioritizing, treating, reporting, monitoring and reviewing risks; and</li> <li>• a description of how the Bidder will ensure that the performance of the work will meet practical health and safety management for work done at the Bidder's facility, or by the Bidder on DND/CF premises, in accordance with the Canada Labour Code and provincial standards.</li> </ul>
<b>ISS Organizational Structure</b>	
M13	<p>The Bidder's proposal must include, at a minimum, a description of the organizational structure, and that of its sub-contractors', responsible for managing and providing support under the resultant Contract, including:</p> <ul style="list-style-type: none"> <li>• The Bidder's and its sub-contractors' organizational structure, or organization charts, showing applicable business units, as well as the relationship between each unit;</li> <li>• The role of each business unit, including any sub-contractors, involved in the provision of support or specific functions (e.g., Maintenance Support, Finance); and</li> <li>• Outline lines of authority and responsibility of the units to effectively achieve quality in delivery of the work described in the ISS SOW, including the links with the DND Project Authority.</li> <li>• The maximum number of pages for this criterion is 15 pages.</li> </ul>
<b>Performance Management</b>	
M14	<p>The Bidder's proposal must include, at a minimum, a description of how the Bidder will undertake:</p> <ul style="list-style-type: none"> <li>• The identification, collection, recording and analysis of data in relation to MEOLUT and Electronic Ticketing System (ETS) performance requirements as part of the Electronic Information Environment (EIE);</li> <li>• The use of the performance data to ensure that the resultant Contract performance requirements are being achieved and improved where necessary; and</li> <li>• The mechanisms for monitoring and reporting MEOLUTs and ETS performance.</li> </ul>
<b>Quality Management System (QMS) Certification</b>	
M15	<p>The Bidder must provide their documented Quality Management System in support of ISS SOW activities that has been certified in accordance with ISO 9001.</p>
<b>Maintenance and Engineering Support</b>	

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M16	<p>The Bidder’s proposal must include, at a minimum, a description of the processes used to ensure that Maintenance Support requirements of the resultant Contract are satisfied, including:</p> <ul style="list-style-type: none"> <li>• The management of Maintenance Support, including the identification of any Maintenance-related information-management systems using the EIE and ETS to be employed;</li> <li>• The ability of the Contractor to respond to future engineering changes as approved under the Tasking Authorization Process including the necessary staffing, facilities and process;</li> <li>• The ability to provide maintenance support and execute engineering tasks (e.g., in relation to configuration management, systems engineering and software support); and</li> <li>• The ability to conduct technical investigations and engineering studies (TIES).</li> </ul>
<b>Repair and Overhaul (R&amp;O)</b>	
M17	<p>The Bidder must include, at a minimum, the processes for the provision of Repair and Overhaul, including: forecasting the need for spares and repair parts; sourcing parts with particular attention to parts obsolescence, counterfeit parts and long lead time items.</p>
<b>Electronic Information Environment (EIE) Design Document</b>	
M18	<p>The Bidder’s proposed EIE Design Document must include, at a minimum, a description of how the Contractor will provide:</p> <ul style="list-style-type: none"> <li>• System Design;</li> <li>• Networking and Connectivity;</li> <li>• IT Infrastructure;</li> <li>• Security Framework; and</li> <li>• Management of IT configuration</li> </ul>
M19	<p>The Bidder’s proposed EIE Design Document must include, at a minimum, the following Operational Scenarios involving the EIE:</p> <ul style="list-style-type: none"> <li>• User Account Creation;</li> <li>• Problem Reporting and Tracking; and</li> <li>• EIE Software Changes.</li> </ul>
M20	<p>The Bidder’s proposal must include configuration support documentation detailing the configuration baseline for the MEOSAR Ground Segment and how this is populated and recorded as part of the EIE.</p>
<b>Training</b>	

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M21	The Bidder's proposal must include a description of how the Contractor intends to provide: <ul style="list-style-type: none"><li>• Training of DND personnel throughout the ISS timeframe; and</li><li>• Schedules and milestones for conducting the training activities for the GS and EIE systems.</li></ul>
<b>Support Facilities</b>	
M22	The Bidder must provide details of all of the MEOSAR Ground Segment and EIE support facilities identified in its bid, including: <ul style="list-style-type: none"><li>• Help Desk Call Centres;</li><li>• EIE – including ETS;</li><li>• Engineering Support Facilities;</li><li>• Contractor Management Office;</li><li>• Repair and Overhaul Facility; and</li><li>• All subcontractor facilities</li></ul>

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**BID EVALUATION PLAN**

**APPENDIX 3 – DBAC RATED CRITERIA**

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**NOTE: The SOW in the resultant Contract will be amended to reflect the bidder’s proposed achievable values for every criterion listed below; the Bidder will be required to meet their proposed achievable values.**

The below criteria must be demonstrated by the following:

**R1-R2, R10-R11 – Engineering design analysis; and**

**R3-R9 – Simulation results using the proposed Coverage Area Simulation Tool (CAST)**

**DBAC Rated Evaluation Criteria**

	SOW Reference	DBAC RATED EVALUATION CRITERIA	140 Points
		<b>Availability Analysis</b>	<b>Max 25</b>
R1	6.2.1	Channel Availability of MEOLUTs calculated over a one year period.	> 99.7% <b>10 pts</b> >99.6 to 99.7% <b>5 pts</b> >99.5 to 99.6% <b>3 pts</b> ≤ 99.5% <b>0 pts</b>
R2	6.4.2.2	Link budget best, worse and nominal case analysis to demonstrate that the calculated link margin overcomes excess attenuation at the proposed locations so as to ensure an RF link availability of 99.5% or greater for L-Band.	> 99.7% <b>15 pts</b> > 99.6 to 99.7% <b>10 pts</b> >99.5 to 99.6% <b>5pts</b> ≤ 99.5% <b>0 pts</b>
		<b>Probability of emergency beacon detection</b>	<b>Max 20</b>
R3	6.4.2.3	The probability of detecting an emergency beacon within the Minimum Performance Area (MPA) in standalone mode as per T.019.	> 99.9999% <b>10 pts</b> >99.999 to 99.9999 <b>5 pts</b> ≤ 99.999% <b>0 pts</b>
R4	6.4.2.3	Probability of detecting an emergency beacon in standalone mode of 99.9% or greater.	> 6000km <b>10 pts</b> >5500 to 6000km <b>7 pts</b> >5000 to 5500km <b>5 pts</b> ≤ 5000km <b>0 pts</b>
		<b>Probability of FDOA/TDOA Location</b>	<b>Max 20</b>
R5	6.4.2.6	Probability of providing a FDOA/TDOA location using a single beacon burst within 2 minutes of 90%.	> 6000km <b>10 pts</b> >5500 to 6000km <b>7 pts</b> >5000 to 5500km <b>5 pts</b> ≤ 5000km <b>0 pts</b>
R6	6.4.2.6	Probability of providing a FDOA/TDOA location within 10 minutes of 98%.	> 6000km <b>10 pts</b> >5500 to 6000km <b>7 pts</b> >5000 to 5500km <b>5 pts</b> ≤ 5000km <b>0 pts</b>
		<b>Location Accuracy M/N</b> (M/N where M=number of locations within X km & N = number of locations)	<b>Max 30</b>

**Appendix 3 to MEOSAR Ground Segment Bid Evaluation Plan:  
DBAC RATED CRITERIA**

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R7	6.4.2.8	Location accuracy of a Single Burst within 5km where M/N = 0.9	> 6000km <b>10 pts</b> 5501 to 6000km <b>7 pts</b> 5001 to 5500km <b>5 pts</b> ≤ 5000km <b>0 pts</b>
R8	6.4.2.8	Location accuracy of a Multi-burst within 5km where M/N = 0.95	> 6000km <b>10 pts</b> 5501 to 6000km <b>7 pts</b> 5001 to 5500km <b>5 pts</b> ≤ 5000km <b>0 pts</b>
R9	6.4.2.8	Location accuracy of a Multi-burst within 10km where M/N = 0.98	> 6000km <b>10 pts</b> 5501 to 6000km <b>7 pts</b> 5001 to 5500km <b>5 pts</b> ≤ 5000km <b>0 pts</b>
		<b>Processing Anomalies</b>	<b>Max 20</b>
R10	6.4.2.13	MEOLUT processing anomaly rate	< $1 \times 10^{-6}$ <b>20 pts</b> $1 \times 10^{-5}$ to $1 \times 10^{-6}$ <b>10 pts</b> $\geq 1 \times 10^{-5}$ <b>0 pts</b>
		<b>Satellites tracked</b>	<b>Max 25</b>
R11	6.2.13	Maximum number of satellites tracked simultaneously (per MEOLUT in Stand-alone mode)	> 10 <b>25 pts</b> 9 to 10 <b>20 pts</b> 7 to 8 <b>15 pts</b> 5 to 6 <b>10 pts</b> ≤ 4 <b>0 pts</b>

**MEOSAR GROUND SEGMENT**

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**APPENDIX 4 – ISS RATED CRITERIA**

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Points will be awarded on an "all or nothing" basis. In order to be awarded the indicated point(s), bids must demonstrate all identified content in sufficient detail in terms of the following dimensions: 1) Comprehensiveness; and 2) Clarity.

**The below criteria must be demonstrated by the following:**

**R13-R18 - Operational availability analysis of each system (hardware and software); and**

**R19- R22 - Statistical analysis using vendor proposed channel throughput parameters**

**R23 – R27 - Simulation results using the vendor proposed Coverage Area Simulation Tool (CAST)**

**R28 – R30 – Analysis based on Mean Time To Repair (MTTR) values of the proposed MEOSAR GS system equipment components**

	<b>SoW Ref.</b>	<b>IN-SERVICE SUPPORT RATED EVALUATION CRITERIA</b>	<b>Points</b>
		<b>Total ISS Rated Evaluation</b>	<b>300</b>
	<b>6.9</b>	<b>ISS Performance Management</b>	<b>240</b>
	6.9.9	<b>Reference: SOW Table 2 Availability Performance Requirements</b>	<b>75</b>
R13	2 <sup>nd</sup> row	<ul style="list-style-type: none"> <li>Electronic Information Environment (EIE)</li> </ul>	> 99.5% = 15 pts > 99% to 99.5% = 8 pts <= 99% = 0 pts
R14	3 <sup>rd</sup> row	<ul style="list-style-type: none"> <li>Each CMCC Remote Operator Interface (ROI)</li> </ul>	> 99.5% = 10 pts > 99% to 99.5% = 5 pts <= 99% = 0 pts
R15	4 <sup>th</sup> row	<ul style="list-style-type: none"> <li>Each MEOLUT Network Server</li> </ul>	> 99.5% = 10 pts > 99% to 99.5% = 5 pts <= 99% = 0 pts
R16	5 <sup>th</sup> row	<ul style="list-style-type: none"> <li>Each Networked Location Processor (NLP)</li> </ul>	> 99.5% = 10 pts > 99% to 99.5% = 5 pts <= 99% = 0 pts
R17	6 <sup>th</sup> row	<ul style="list-style-type: none"> <li>Each MEOLUT</li> </ul>	> 99% = 15 pts > 98% to 99% = 8 pts <= 98% = 0 pts
R18	7 <sup>th</sup> row	<ul style="list-style-type: none"> <li>Complete MEOSAR GS System</li> </ul>	> 98% = 15 pts > 95% to 98% = 8 pts <= 95% = 0 pts
	6.9.11	<b>Reference: SOW Table 3 Beacon Probability Detection and Location Performance</b>	<b>50</b>

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R19	Row 1 Col 1	<ul style="list-style-type: none"> <li>Beacon Detection Probability per MEOLUT at <b>Early Operational Capability (EOC)</b></li> </ul>	> 99.5% = 10 pts > 99% to 99.5% = 5 pts <= 99% = 0 pts
R20	Row 1 Col 2	<ul style="list-style-type: none"> <li>Beacon Detection Probability per MEOLUT at <b>Final Operational Capability (FOC)</b></li> </ul>	> 99.99% = 15 pts > 99.9% to 99.99% = 8 pts <= 99.9% = 0 pts
R21	Row 2 Col 1	<ul style="list-style-type: none"> <li>Beacon Detection Probability combined or networked at <b>EOC</b></li> </ul>	> 99.99% = 10 pts > 99.9% to 99.99% = 5 pts <= 99.9% = 0 pts
R22	Row 2 Col 2	<ul style="list-style-type: none"> <li>Beacon Detection Probability combined or networked at <b>FOC</b></li> </ul>	> 99.999% = 15 pts > 99.99% to 99.999% = 8 pts <= 99.99% = 0 pts
	6.9.11	<b>Reference: SOW Table 3 Beacon Probability Detection and Location Performance</b>	<b>50</b>
R23	Row 3 Col 1	<ul style="list-style-type: none"> <li>Single Burst Independent Location Accuracy at <b>EOC (within 10km)</b></li> </ul>	> 95% = 10 pts > 90% to 95% = 5 pts <= 90% = 0 pts
R24	Row 3 Col 2	<ul style="list-style-type: none"> <li>Single Burst Independent Location Accuracy at <b>FOC (within 5km)</b></li> </ul>	> 95% = 10 pts > 90% to 95% = 5 pts <= 90% = 0 pts
R25	Row 4 Col 1	<ul style="list-style-type: none"> <li>Independent Location Accuracy in 10 minutes at <b>EOC (within 10km)</b></li> </ul>	> 98% = 10 pts > 95% to 98% = 5 pts <= 95% = 0 pts
R26	Row 4 Col 2	<ul style="list-style-type: none"> <li>Independent Location Accuracy in 10 minutes at <b>FOC (within 5km)</b></li> </ul>	> 98% = 10 pts > 95% to 98% = 5 pts <= 95% = 0 pts
R27	Row 4 Col 2	<ul style="list-style-type: none"> <li>Independent Location Accuracy in 10 minutes at <b>FOC (within 10km)</b></li> </ul>	> 99% = 10 pts > 98% to 99% = 5 pts <= 98% = 0 pts
	6.9.14 Table 4 <b>Col 3</b>	<b>Table 4 Technical Problem Resolution Times</b>	<b>65</b>
R28	Row 2	<ul style="list-style-type: none"> <li>Medium</li> </ul>	<120Hrs = 15 pts <168-Hrs and >120Hrs = 10 pts <240-Hrs and >168Hrs = 5 pts >240Hrs = 0 pts
R29	Row 3	<ul style="list-style-type: none"> <li>High</li> </ul>	<12Hrs = 20 pts <18Hrs and >12Hrs = 10 pts <24Hrs and >18Hrs = 5 pts >24Hrs = 0 pts
R30	Row 4	<ul style="list-style-type: none"> <li>Critical</li> </ul>	<4Hrs = 30 pts <6Hrs and >4Hrs = 20 pts <8Hrs and >6Hrs = 10 pts >8Hrs = 0 pts

**DRAFT RFP**

		<b>Previous ISS Experience</b>	<b>60</b>
R31		The Bidder's demonstrated cumulative experience in providing ISS with projects independently valued at over \$250,000.00 per year Canadian (CDN) within the past 10 yrs. This includes the extent and depth of corporate resources, including sub-contractor resources and the depth of the Bidder's experience related to In Service Support.	>7 yrs = 30 pts; >5 yrs and <=7 yrs = 20 pts; >3 yrs and <=5yrs = 10 pts; <=3 yrs = 0 pts;
R32		The Bidder's demonstrated experience in providing multiple ISS projects independently valued at over \$250,000.00 per year Canadian (CDN) within the past 10 yrs. This includes the number of projects and their duration related to In Service Support.	>7 = 30 pts; 5-7 = 20 pts; 3-5 = 10 pts; <=2 = 0 pts;