

September 26, 2016

REQUEST FOR PROPOSALS

The Canadian Museum of Nature is looking for an established IT services provider/supplier with a proven track record who can provide expert and highly reliable base IT infrastructure services on an ongoing basis as well as additional specialized or project based IT services when required, to submit a proposal in accordance with the attached 'Terms of Reference'.

CLOSING DATE AND TIME FOR PROPOSALS

Monday September 12, 2016 at 3:00 P.M.

NAME AND ADDRESS OF ORGANIZATION	NAME AND TITLE OF PERSON AUTHORIZED TO SUBMIT A PROPOSAL ON BEHALF OF ORGANIZATION
Name	NAME: _____
Telephone	TITLE: _____
Email	Signature: _____
Please provide a contact name, phone number and an email address for clarification and/or additional information.	Date: _____
	CMN FILE N° 16-1630-CMN-025
	Please return a signed copy of this form with your proposal.

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A) ABOUT THE CORPORATION

The origins of the Canadian Museum of Nature (CMN) were formed within the Geological Survey of Canada in 1842 and for over 170 years, the CMN has worked to increase and preserve Canada's natural history collections, and to use these collections for research and public programming.

The CMN became a Crown corporation on July 1, 1990 through the *Museums Act* and is named in Part 1 of Schedule III to the *Financial Administration Act*. It reports to Parliament through the Minister of Canadian Heritage. The CMN pursues its national mandate as described in the *Museums Act*, within the context of the governance and accountability regime established in that Act and Part X of the *Financial Administration Act*. The Museum's Board of Trustees and management are firmly committed to managing the public and private funds invested in the institution in transparent, accountable manner, and to optimizing the value of the contributions the Museum makes to Canadians and Canadian society.

The mandate of the CMN, as embodied in the *Museums Act* (1990), is:

"To increase, throughout Canada and internationally, interest in, knowledge of and appreciation and respect for the natural world by establishing, maintaining and developing for research and posterity, a collection of natural history objects, with special but not exclusive reference to Canada, and by demonstrating the natural world, the knowledge derived from it and the understanding it represents."

Additional information concerning the Canadian Museum of Nature may be obtained at our Web site: www.nature.ca.

REQUIREMENT

The purpose of this requirement is to invite qualified suppliers with a proven track record who can provide expert and highly reliable base IT infrastructure services on an ongoing basis as well as additional specialized or project based IT services when required, to submit a proposal in accordance with the attached 'Terms of Reference'.

MEET THE CLIENT

A non-mandatory meet the client / question and answer session with the CMN project team has been scheduled for Wednesday August 10, 2016. Bidders (limit of two (2) per company) will assemble in the main entrance lobby of the Natural Heritage Building at **10 AM**. The street address of the Museum is 1740 Pink Road, Gatineau, Quebec.

B) INSTRUCTIONS TO BIDDERS

1. Closing date and time for delivery of proposal:

3:00 P.M., Monday September 12, 2016.

Proposals received after the closing date and time will **NOT** be considered and will be returned unopened.

2. **Deliver four (4) copies of your technical proposal (all non-financial) and one (1) copy (all non-financial) in an electronic format such as MS Word or Adobe PDF in an envelope marked - "CMN IT SERVICES # 16-1630-CMN-025".**

Deliver one (1) copy of your Pricing/Proposed Fees in a sealed envelope marked - "FINANCIAL INFORMATION RFP # 16-1630-CMN-025".

**To: Contracts & Procurement Section
Canadian Museum of Nature**

**By hand: 1740 Pink Road
Gatineau (Aylmer Sector), Quebec J9J 3N7**

**By mail: P.O. Box 3443, Station 'D'
Ottawa, Ontario K1P 6P4**

3. Each bidder must provide a copy of the front page of this Request for Proposal (RFP) signed by a representative who is authorized to act on behalf of the bidder.
4. The CMN reserves the right to proportionally scale down its requirement as identified in the attached Terms of Reference and to select a preferred bidder based upon those reduced requirements.
5. Any questions from potential bidders regarding the RFP should be directed to and will be handled by:

Contracts & Procurement
Telephone: 613 566-4240
Facsimile: 613 364-4025
E-mail: Approvisionnement-Procurement@mus-nature.ca
6. All enquiries must be in writing to receive a response. A written response to any questions will be sent to all participants. Questions will not be accepted or responded to if received after 12:00 Noon, **Tuesday August 23, 2016.**
7. Information provided verbally will not be binding upon the CMN. The bidder must have written confirmation from the CMN for any change or alteration concerning this RFP.
8. The CMN reserves the right to verify all information provided by a bidder by means of direct contact with the bidder's prior clients, associates and personnel. The bidder must agree to provide and release necessary authorizations to verify any of the bidder's previous experience. Misstatements of experience and scope of prior experience may be grounds for disqualification of a bidder.
9. The CMN reserves the right to disqualify any bidder in the event that its response to the RFP indicates that the manner in which the bidder provides services may adversely affect the Canadian Museum of Nature's existing business relationships.
10. At any time, the CMN may cancel this RFP in whole or in part at no cost or penalty to the Canadian Museum of Nature. No reason for cancellation need be given.

11. The disclosure of information received relevant to the issue of bid solicitations or the award of contracts shall be made by the appropriate CMN officers in accordance with the provisions of the *Access to Information Act*, the *Privacy Act*, edicts/acts related to this subject issued by the Crown, and as amended.
12. This Bid Package consists of:
 - a) Request for Proposal document Solicitation No.16-1630-CMN-025 (also referred to as the “Instructions”)
 - b) Appendix “A” – Current CMN IT Environment
 - c) Appendix “B” – Statement of Technical/Service Requirements
 - d) Appendix “C” – Technical/Service Proposal Requirements
 - e) Appendix “D” – Pricing Proposal Requirements
 - f) Appendix “E” – Resulting Contract Clauses
13. By submitting a Proposal, the **Bidder acknowledges that all of the aforementioned documents have been received.** It is the responsibility of the Bidder to verify the inclusion of all documents, and to obtain copies of any missing items by contacting BuyandSell.gc.ca. Failure to obtain any missing document(s) shall not relieve the Bidder of any obligations imposed hereunder nor excuse it from any guidelines set out therein.
14. Proposals must be valid in all aspects, including price, for a period of no less than one-hundred and twenty (120) Calendar Days from the Closing Date of the Solicitation.
15. Pricing information is not to be included in any section of the proposal other than the Pricing/Proposed Fees in a sealed envelope marked - “FINANCIAL INFORMATION RFP # 16-1630-CMN-025.
16. Bidders are advised that only listing experience without providing any supporting data to describe where and how such experience was obtained will not be considered to be “demonstrated” for the purpose of the evaluation.

See Terms & Conditions on CMN website at www.nature.ca

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1.0 REQUEST FOR PROPOSAL

As opposed to an Invitation to Tender, this is a request [commonly referred to as a Request for Proposal (RFP)] that proposals be developed and submitted to the Canadian Museum of Nature (the Corporation) setting out the alternative means by which several technical, performance, time and other goals and objectives may be best met, having regard to stated mandatory requirements. The Corporation will consider entering into a contract for the implementation of the most acceptable proposal which will be determined having regard to the evaluation factors set out in this RFP.

2.0 BACKGROUND AND REQUIREMENT SUMMARY

The Canadian Museum of Nature (CMN) is a federal Crown Corporation mandated “to increase throughout Canada and internationally, interest in, knowledge of, and appreciation and respect for the natural world”. It fulfills this mandate “by establishing, maintaining, and developing for research and posterity, a collection of natural history objects, with special but not exclusive reference to Canada, and by demonstrating the natural world, the knowledge derived from it and the understanding it represents.” The Museum has an IT user population based at two sites, one a public display facility in downtown Ottawa (240 McLeod St) and the other an Administrative, Collections & Research facility 15km away in Gatineau (1740 Pink Rd.). The downtown display facility houses 8,000 sq m of exhibit galleries and educational programmes which not only serve building visitors but are the springboard for national public programs such as traveling exhibits, online forums and Web-based programming. The Pink Road facility houses an extensive collection of Natural History objects/specimens and sophisticated Research Labs in addition to Administrative functions.

The Museum has outsourced a large percentage of its IT infrastructure requirements since 1996 and plans to continue with a substantive outsourced IT services model. We are looking for an established IT services provider supplier with a proven track record who can provide expert and highly reliable base IT infrastructure services on an ongoing basis as well as additional specialized or project based IT services when required. Service requirements are broken down into the following general areas:

- Network and Systems Management Services
- Service/Help Desk Services
- Deskside Services
- Telecommunications (Voice) Services
- Other Services (Cabling, DBA, Technical Specialist Services)
- Transition Services

The successful bidder will be expected to manage and deliver daily Museum IT network, service desk, deskside, and telecommunication operations with substantial autonomy whereas technology development, change, and project activities will be planned in close collaboration with CMN staff.

It is anticipated that the successful bidder will station a small core group of highly qualified service personnel on Museum premises (primarily at the Pink Rd. site) with additional personnel based offsite. Customer service orientation, flexibility, efficiency, and the ability to leverage the contractor’s experience and other operations to benefit services for a small to medium size enterprise like the Museum are other important Contractor attributes. The Contractor’s key service personnel will be required to work very collaboratively with a small group of Museum staff dedicated to the IT function and with a slightly larger group of staff who are involved in various specific IT operations.

3.0 GENERAL INFORMATION AND INSTRUCTIONS TO BIDDERS

This section provides bidders with general information and instructions on RFP documentation and the bidding process.

3.1 Terms and Conditions of Solicitation and Resulting Contract

3.1.1 The general terms, conditions and clauses identified herein by title, number and date, are hereby incorporated by reference into and form part of this bid solicitation and any resulting contract, as though expressly set out herein, subject to any other express terms and conditions herein contained.

3.1.2 Submission of a bid constitutes acknowledgment that the Bidder has read and agrees to be bound by such instructions

3.2 Mandatory and Rated Requirements (M)

For the purpose of qualifying and evaluating Bidders and Bidder Proposals in response to this RFP, specific elements of this RFP Document, of Appendix C – Bidders Technical/Service Proposal Requirements and of Appendix D – Bidder Pricing Proposal Requirement are categorized as either “Mandatory” or “Rated” and are identified as follows:

3.2.1 Mandatory Requirements:

a) Where an element of this RFP is mandatory it will be identified with the word “**Mandatory**” or an “**(M)**”. The words, “shall”, “must”, “essential” and “will”, in this RFP, are to be interpreted as mandatory requirements. Failure to comply with a mandatory requirement, as judged at the sole discretion of the *RFP Evaluation Team*, will result in elimination of a proposal from further consideration.

b) Bidders must specifically indicate their compliance with all Mandatory items listed in Appendix C (Bidder Technical/Service Proposal Requirements) by use of the word “Compliant” or “Agree”. Use of terms such as ‘Comply with the following changes’, ‘Understood’, ‘as per Supplier Agreement’, ‘as per Standing Offer’ or the like shall be considered as ‘Do Not Comply’.

3.2.2 Rated Requirements:

Where an element of this RFP is rated it will be identified with the word “**Rated**” or an “**(R)**”. All rated requirements are specifically identified and listed in Appendix C. The Bidder is not required to respond to rated elements or comply with rated clauses except where such an element is identified as being mandatory. However each response to rated elements will be awarded a score by the RFP Evaluation team based upon the extent to which it meets or exceeds requirements. The total scores of rated elements will be a key factor in qualifying and determining the successful Bidder to this RFP.

3.3 Bid Package Contents

3.3.1 This Bid Package consists of:

- a) Request For Proposal document (also referred to as the “RFP Document & Instructions”)
- b) Appendix “A” Museum of Nature Current Environment
- c) Appendix “B”- Statement of Technical/Service Requirements
- d) Appendix “C” - Technical/Service Proposal Requirements
- e) Appendix “D” - Pricing Proposal Requirements;
- f) Appendix “E” - Resulting Contract Clauses.

3.3.2 Appendix “D” is also available to Bidders in electronic (Excel) format by contacting the Corporation’s Contracting Authority For The Solicitation Period identified in **Section 3.4.1.**

3.3.3 By submitting a Proposal, the **Bidder acknowledges that all of the aforementioned documents have been received.** It is the responsibility of the Bidder to verify the inclusion of all documents, and to obtain copies of any missing items by contacting buyandsell.gc.ca. Failure to obtain any missing document(s) shall not relieve the Bidder of any obligations imposed hereunder nor excuse it from any guidelines set out therein.

3.3.4 The **Definition of Terms**, especially technical terms, used in this RFP is provided in Appendix B section 1.7.

3.4 Communications – Solicitation Period (M)

3.4.1 All enquiries and other communications with CMN personnel pertinent to the Request for Proposal throughout the solicitation period are to be directed **ONLY** to the **Corporation’s Contracting Authority For The Solicitation Period** named herein. Non-compliance with this condition during the bid solicitation period may (for that reason alone) result in disqualification of a Bidder’s proposal.

Contracting Authority For The Solicitation Period:

Max Joly

Tel: 613-566-4240

Fax: 613-364-4025

Email: Approvisionnement-Procurement@mus-nature.ca

3.4.2 All enquiries must be in writing to receive a response. All enquiries must be submitted in writing by facsimile or electronic mail. A written response to any questions will be sent to all participants. Questions will not be accepted or responded to if received after 12:00 Noon, **Tuesday August 23, 2016.**

3.4.3 Information provided verbally will not be binding upon the Corporation. Only additions, deletions or amendments made in writing to this solicitation will be binding on the Corporation.

3.4.4 Bidders should reference as accurately as possible the numbered item of the RFP to which the question applies. Care should be taken by Bidders to explain each question in sufficient detail in order to enable the Corporation to provide an accurate answer. Technical enquiries which 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 the Corporation determines that the enquiry is not of a “PROPRIETARY” nature. In these cases, the Corporation will edit the questions or will request that the Bidder do so, so that the proprietary nature of the question is eliminated, and the question can be answered with copies to all Bidders.

3.4.5 To ensure consistency and quality of information provided to Bidders, the Contracting Authority will provide, through buyandsell.gc.ca, simultaneously to all Bidders to which this solicitation has been sent, any information with respect to significant enquiries received and the replies to such enquiries without revealing the sources of the enquiries.

3.4.6 Bidders who fail to raise issues and questions they may have during the bidding period will be disadvantaged. Bidders should raise questions as early as possible and

should not make assumptions regarding the nature of the requirements of this RFP. Bidders who fail to raise issues prior to the RFP closing date and who, instead, propose deviations to the mandatory requirements of this RFP in their proposals will be disqualified as non-responsive.

3.5 Vendor Performance (M)

3.5.1 The Corporation may reject a bid where any of the following circumstances is present:

- a)** the Bidder, or any employee or subcontractor included as part of the bid, has been convicted under section 121 ("Frauds on the government" & "Contractor subscribing to election fund"), 124 ("Selling or purchasing office"), or 418 ("Selling defective stores to Her Majesty") of the Criminal Code; or
- b)** the Bidder is subject to a Vendor Performance Corrective Measure, under the Vendor Performance Policy, which renders the Bidder ineligible to bid on the Work;
- c)** an employee or subcontractor included as part of the bid, is subject to a Vendor Performance Corrective Measure, under the Vendor Performance Policy, which would render that employee or subcontractor ineligible to bid on the Work, or the portion of the Work the employee or subcontractor is to perform;
- d)** with respect to current or prior transactions with the Government of Canada:
 - i) the Bidder is bankrupt or where, for whatever reason, its activities are rendered inoperable for an extended period;
 - ii) evidence, satisfactory to the Corporation, of fraud, bribery, fraudulent misrepresentation or failure to comply with any law protecting individuals against any manner of discrimination, has been received with respect to the Bidder, any of its employee or any subcontractor included as part of its bid;
 - iii) the Corporation has exercised its contractual remedies of suspension or termination for default with respect to a Contract with the Bidder, any of its employees or any subcontractor included as part of its bid; or
 - iv) the Corporation determines that the Bidder's performance on other contracts, including the efficiency and workmanship as well as the extent to which the Bidder executed the work in accordance with contractual terms and conditions, is sufficiently poor to jeopardize the successful completion of the requirement being bid on.

3.5.2 Where the Corporation intends to reject a bid pursuant to a provision of 3.5.1 other than d) iii), the Contracting Authority will so inform the Bidder and provide the Bidder ten (10) days within which to make representations, prior to making a final decision on the bid rejection.

3.6 Conflict of Interest (M)

The Corporation has employed the assistance of private sector contractors in the preparation of this solicitation. Responses to this solicitation from any such contractor or with respect to which such contractor is in any manner directly or indirectly involved will be deemed to be in conflict of interest (real or perceived) and will not be considered. By submitting a bid, the Bidder represents that there is no conflict of interest as stated above. It is within the Corporation's sole discretion to determine whether a conflict of interest exists.

4.0 PRESENTATION OF PROPOSALS

4.1 General Information

4.1.1 Proposals must be valid in all aspects, including price, for a period of no less than one-hundred and twenty (120) Calendar Days from the Closing Date of the Solicitation.

4.1.2 Proposal documents and supporting information may be submitted in either English or French.

4.1.3 All Proposals received in reference to this RFP become the property of the Canadian Museum of Nature (the Corporation) and will not be returned. Copies of proposals will be treated as confidential and will be made available only to those individuals authorized to participate in the evaluation process.

4.1.4 The Bidder may submit more than one proposal in response to this RFP. If an alternate proposal is submitted, care should be taken to ensure that such proposal is in a physically separate document, clearly marked as an alternate proposal and follows the format specified herein. Alternate proposals will be evaluated independently with no reference to any other proposals.

4.1.5 Pricing information is not to be included in any section of the proposal other than Appendix D – Bidder Pricing Proposal.

4.1.6 The Bidder is requested to submit four (4) hard copies and one (1) electronic copy (preferably in PDF or MS Word formats) of their Technical Proposal and one (1) hard copies and one (1) electronic copy (preferably MS Excel format) of a separately bound Financial Proposal.

4.1.7 Bidders are advised that only listing experience without providing any supporting data to describe where and how such experience was obtained will not be considered to be “demonstrated” for the purpose of the evaluation.

4.2 Required Submission Documents (M)

Bidders **must** submit the following documents in their Proposal:

4.2.1 Response to RFP Document (M)

This Part of the Proposal shall: a) include page one (1) of the RFP and page one (1) of any subsequent amendment, properly signed by an authorized representative, or a letter stating compliance with the entire RFP and all subsequent amendments, properly signed by an authorized representative.

4.2.2 Bidder Technical/Service Proposal (Appendix C) (M)

a) This part of the proposal **must** include the Bidder’s response to all identified Mandatory requirements, either by providing the required information/documentation or by clearly indicating the Bidder’s compliance or agreement with the requirement.

b) This part of the proposal should include the Bidder’s response to all identified Rated requirements. The Bidder’s responses to Rated requirements will be evaluated as described in Section 5.0 of this RFP document.

- c) The Bidder should replicate the numbering of Appendix C requirements in its response.
- d) If the Bidder is awarded a Contract as a result of this RFP process its proposal will form part of this Contract.

4.2.3 Bidder Pricing Proposal (Appendix D) (M)

- a) This section of the Proposal must provide pricing information in accordance with the requirements identified in the main RFP document and Appendix D. The supplied information shall be used as the basis for both the Financial Evaluation and pricing for any resulting Contract.
- b) For Canadian-based suppliers, prices must be firm with Canadian customs duties and excise taxes INCLUDED, as applicable, and Goods and Services Tax / Harmonized Sales Tax (GST / HST) EXCLUDED.
- c) For foreign-based suppliers, prices must be firm, EXCLUDING Canadian customs duties, excise taxes and Goods and Services Tax / Harmonized Sales Tax (GST / HST). (NOTE: CANADIAN CUSTOMS DUTIES AND EXCISE TAXES PAYABLE BY THE CONSIGNEE WILL BE ADDED, FOR EVALUATION PURPOSES ONLY, TO THE PRICE SUBMITTED BY FOREIGN-BASED SUPPLIERS).
- d) Relevant information must be submitted as part of the Financial Proposal to clearly identify the proposing suppliers pricing methodology used to develop Option Year prices.
- e) The rates provided shall include all management, supervisory, back office expertise/support and any other “overhead” costs incurred by the Bidder in the management and delivery of services.
- f) The rates provided shall include all costs associated with any and all training its personnel require to fulfill the duties to which they are assigned, as well as any and all training its personnel require in new technologies adopted by the Canadian Museum of Nature as the Museum’s IT infrastructure evolves throughout the contractual period.
- g) The media (MS Word/Excel or Adobe PDF) containing the Bidder’s electronic copy of the spreadsheets submitted in response to this RFP should be clearly identified with the Bidder’s Name, Solicitation Number, Reference Number and File Name. In case of a discrepancy between the hard copy and electronic copy, the rates on the hard copy shall have precedence.
- h) Appendix “D” contains a series of spreadsheets that provide the format for the pricing to be submitted, including all instructions and assumptions, as part of the Bidder’s response to this RFP.

4.2.4 Bidder Financial Statements (M)

The Bidder must have the financial capability to undertake this requirement. In order to demonstrate its financial capability, the **Bidder must provide the following information to the Corporation’s Contracting Authority within 15 working days of a request:**

- a) Audited Financial Statements, if available, or the Unaudited Financial Statements, for the Bidder’s last three fiscal years, or for the years that the Bidder has been in business if this is

less than three years, [including, as a minimum, the Balance Sheet, the Statement of Retained Earnings, the Income Statement and any notes to the statements].

b) If the date of the Financial Statements provided in (a) above, is more than three months from the date on which the Corporation requests this information, the Bidder must also provide Interim Financial Statements, consisting of a Balance Sheet and year to date Income Statement, as of two months prior to the RFP closing date.

c) Should the Bidder not have been in business for at least one full fiscal year, the following must be provided:

- i) The opening Balance Sheet on commencement of business; and,
- ii) Interim Financial Statements, consisting of a Balance Sheet, and a year to date Income Statement, as of two months prior to the RFP closing date.

d) Evidence by certification from the Chief Financial Officer or an authorized representative of the Bidder, regarding the accuracy of any financial information provided.

e) A confirmation letter from the Bidder's financial institution(s) outlining the total of lines of credit granted and the amount of credit that remains available and not drawn upon as of one month prior to the RFP closing date.

f) If the Proposal is submitted by a joint venture, then the financial information requested at Sub-articles (a) through (e) is required from each member of the joint venture.

g) If the Bidder is a subsidiary of another company then the financial information requested at Sub-articles (a) through (e) is also required from the Parent Company.

h) Confidentiality: Should the Bidder provide the information requested above to the Corporation in confidence while indicating that the disclosed information is confidential, then the Corporation will treat the information in a confidential manner as permitted by the Access to Information Act.

4.2.5 Bidder Point of Contact (M)

The Bidder shall provide the name, phone and fax numbers and e-mail address of the person to contact for any clarifications during the evaluation of the proposal:

NAME: _____ TEL: (____) _____

FAX: (____) _____

E-MAIL: _____

5.0 EVALUATION AND SELECTION METHODOLOGY

5.1 General Information

5.1.1 RFP Evaluation Team - An evaluation team will evaluate the proposals. Decisions on proposal compliance with mandatory requirements and on scores awarded to proposals for rated requirements are at the sole discretion of the RFP Evaluation Team.

5.1.2 The evaluation team reserves the right to interview, at the Bidders cost, any or all proposed resources, at the Canadian Museum of Nature (the Corporation), on five (5)

working days notice, and to contact any or all of the references supplied, and request clarification to verify and validate experience claimed in a proposal. However, the evaluation team is not obliged to verify and validate experience claimed in a proposal.

5.1.3 If the Corporation seeks clarification or verification from the Bidder regarding its Proposal, the Bidder will have two (2) working days or such longer period as is specified in writing by the Contracting Authority to provide the necessary information to the Corporation. Failure to meet this deadline will result in the Proposal being declared non-responsive.

5.1.4 Any Bidder may be required to demonstrate to the Corporation's satisfaction that it is capable of successfully completing the Work in accordance with this solicitation.

5.1.5 Should the Bidder provide the requested information to the Corporation in confidence while indicating that the disclosed information is confidential, then The Corporation will treat the information in a confidential manner as provided in the Access to Information Act.

5.2 Evaluation of Proposals

Proposals shall be evaluated in the following manner:

5.2.1 Evaluation of Mandatory Requirements

a) Technical Proposals will be evaluated on the basis of compliance to all Mandatory (M) requirements set out in this RFP, including all Appendices. During any phase of the evaluation, if a mandatory item is not complied with, the proposal may be deemed non-compliant and receive no further consideration. Failure of a proposal to provide information in sufficient detail and depth to permit evaluation against criteria may render a proposal non-responsive and result in that proposal receiving no further consideration. A decision as to whether a proposal is compliant or not is at the sole discretion of the RFP Evaluation Team.

5.2.2 Evaluation of Rated Requirements (50% of Overall Score) (M)

a) Technical Proposals that have met all the Mandatory requirements shall be evaluated and assigned a score for each Rated Requirement. **Proposals failing to meet the minimum score of 70% for the Rated Requirements will be treated as non-responsive and will result in that proposal receiving no further consideration. In addition a Service Bidder must attain a minimum qualifying score of 70% on the rated portion of Bidder IT Experience and References (Appendix C 2.2).** Scoring of rated requirements for proposals is at the sole discretion of the RFP Evaluation Team.

b) The evaluation weightings for the major rated items listed in Appendix C are provided below. Bidders will note that many of the weights totaled by section:

Item/Section#	Item(s)	Weight
C1.12	GENERAL REQUIREMENTS - Quality/Clarity of Proposal	1%
C2.2	GENERAL CORPORATE CAPABILITY - Bidder IT Service Experience and References	10%
C2.3 to C2.6	GENERAL CORPORATE CAPABILITY - Other General Corporate Capability items	4.5%
C3.0 to C3.5	CONTRACT PERSONNEL & RELATIONSHIP MANAGEMENT	9.8%
C4.0 to C4.3	SERVICES – GENERAL	4%
C5.0 to C5.5	NETWORK AND SYSTEMS MANAGEMENT SERVICES	7.5%

C6.0 to C6.3	SERVICE/HELP DESK & DESKSIDE (ONSITE) SERVICES	5.5%
C7.0 to C7.4	OTHER SERVICES	3.4%
C8.0	TRANSITION SERVICES	1.5%
C9.0 to C10	VALUE ADDED SERVICES	2.8%
	TOTAL	50%

5.2.3 Evaluation of Financial Proposals (35% of Overall Score) (M)

Financial Proposals will be evaluated based on the lowest total cost compliant proposal being awarded maximum points, while other proposals will receive a score (to the nearest hundredth of a point) based on the ratio of the lowest cost proposal to their total cost.

For example: (Note: These numbers are used for illustrative purposes only)

Proposal A Financial Total = \$100,000

Proposal B Financial Total = \$125,000

Proposal A’s financial assessment (being the lowest) would receive the highest mark of 35 points

The score for Proposal B’s financial proposal would be calculated as follows:

Score = (Proposal A Financial Total ÷ Proposal B Financial Total) x 35

Therefore, the score awarded to Proposal B would be:

$(\$100,000 \div \$125,000) \times 35 = 28.00$ points

5.2.4 Preliminary Evaluation Results (M)

A Preliminary Evaluation Score (Rated Requirements Score plus Financial Proposal Score) shall be determined and Bidders with a difference of less than 15% from the highest combined score at this time will be invited to take part in the Oral Presentation phase. Only the names of Bidders that qualify will be disclosed to those scoring Technical Proposals and Oral Presentations. Pricing information and scores of Financial Proposals will not be disclosed to these Evaluation Team members.

5.2.5 Oral Presentation (15% of overall score) (M)

Oral Presentations shall be requested from qualifying Bidders, as identified in Clause 5.2.4 above. Along with the invitation and date, the Evaluation Team will provide a list of required attendees to the invited Bidder(s). The Key Personnel identified by the Bidder in their Technical/Service Proposal (Appendix C, section C3.2) will be expected to play a significant role in the Bidder’s Oral Presentation process.

5.3 Selection Methodology

The Bidder that submits the compliant proposal with the highest combined score of technical merit (Rated Requirements Score plus Oral Presentation Score), weighted at 65% and price, weighted at 35%, shall be recommended for Contract Award, subject to the provisions of this RFP.

5.4 Other Rights of the Canadian Museum of Nature (M)

5.4.1 The Corporation reserves the right to:

a) Cancel and/or reissue this solicitation for any reason at any time prior to award of a contract. The Corporation will not assume any liability for bid preparation costs.

b) Reject any or all proposals received in response to this RFP.

- c) To negotiate with the selected bidder on any aspect of the bidder's proposal.
- d) Accept any proposal in whole or in part without prior negotiation.
- e) Retain all proposals submitted in response to this RFP.
- f) All information contained in this RFP is proprietary and must be kept confidential unless the prior written consent of the Corporation has been obtained.
- g) This RFP and any subsequent agreements related to the subject matter hereof will be governed according to the laws of the Province of Ontario.
- h) This RFP is NOT an offer to enter into an agreement with any party but rather a request to receive proposals from firms interested in providing the services outlined herein. Such proposals will be treated by the Corporation as offers to enter into an agreement. The Corporation reserves the right to reject all proposals, in whole or in part, and/or to enter into negotiations with any party to provide such services to the Corporation.
- i) The Corporation shall not be responsible, and will not reimburse any bidder, for any cost incurred in the preparation of a response to this RFP.
- j) While it will be a significant factor, the lowest bid submitted will not automatically be awarded the contract. The selection of a preferred vendor will be based on an evaluation of ALL of the proposal requirements and NOT on any single factor.
- k) The Corporation reserves the right at any stage of the evaluation of the proposals to request bidders to provide clarification, additional information or personal presentation concerning their proposal. Bidders however, will not be allowed to modify their proposal once submitted.
- l) The obligation of the Corporation to explain its final preferred firm selection to any bidder shall be limited to said bidder's performance within the scope of the evaluation criteria. In order to safeguard the confidentiality of information provided by any bidder, the Corporation shall not, under any circumstances, disclose details of any other bid(s) with the exception of the name of the preferred vendor selected as the successful bidder.

5.4.2 Nothing in this clause is to be interpreted as limiting the rights which the Corporation may otherwise be entitled to.