

SOLICITATION CLOSES L'INVITATION PREND FIN

at - à 02:00 PM

on - le 22 September 2016

Time Zone: - Fuseau horaire : Eastern Standard Time (EST) Heure normale de l'Est (HNE)

REQUEST FOR STANDING OFFERS DEMANDE D'OFFRES À COMMANDES

Proposal to: Department of National Defence

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 au : ministère de la Défense nationale (MDN)

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 / CE DOCUMENT CONTIENT DES EXIGENCES RELATIVES À LA SÉCURITÉ.

Issuing Office - Bureau de distribution

Director Services Contracting 4 (D Svcs C 4) / Direction - Contrats de services 4 (DC Svcs 4)

Title - Sujet

Transcription Services

Solicitation No. - N° de l'invitation

W6369-17-X008

Date

6 September 2016

Reference No. (optional) - N° de référence (facultatif)

RETURN OFFERS TO: RETOURNER LES OFFRES À :

By e-mail to / Par courriel au:

DSvcsC4Contracting-DCSvcs4Contrats@forces.gc.ca

Director Services Contracting 4 / Direction - Contrats de services 4 Attention: Kim Seguin, D Svcs C 4-3-5

Address enquiries to:

Adresser toute demande de renseignements à :

Kim Seguin

Telephone No. E-Mail Address

N° de téléphone Courriel

Kim.Seguin@forces.gc.ca

FOB - FAB

See herein / Voir dans les présentes.

Destination

See herein / Voir dans les présentes.

Vendor/Firm Name and Address

Raison sociale et adresse du fournisseur/de l'entrepreneur

Telephone No. - N° de téléphone Facsimile No. - N° de télécopieur

Name and title of person authorized to sign on behalf of Vendor/Firm (type or print)

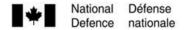
Nom et titre de la personne autorisée à signer au nom du fournisseur/ de l'entrepreneur (taper ou écrire en caractères d'imprimerie)

Signature Date



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PART 1 - GENERAL INFORMATION

1.1 Introduction

The Request for Standing Offers (RFSO) is divided into seven parts plus attachments and annexes, as follows:

Part 1	General Information: provides a general description of the requirement;
Part 2	Offeror Instructions: provides the instructions applicable to the clauses and conditions of the RFSO;
Part 3	Offer Preparation Instructions: provides Offerors with instructions on how to prepare their offer to address the evaluation criteria specified;
Part 4	Evaluation Procedures and Basis of Selection: indicates how the evaluation will be conducted, the evaluation criteria which must be addressed in the offer, and the basis of selection;
Part 5	Certifications and Additional Information: includes the certifications and additional information to be provided;
Part 6	Security, Financial and Insurance Requirements: includes specific requirements that must be addressed by Offerors; and
Part 7	7A, Standing Offer, and 7B, Resulting Contract Clauses:
	7A, includes the Standing Offer containing the offer from the Offeror and the applicable clauses and conditions;

7R includes the clauses and conditions which will apply to any contract resulting from a

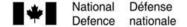
7B, includes the clauses and conditions which will apply to any contract resulting from a call-up made pursuant to the Standing Offer.

The Annexes include the Statement of Work, the Basis of Payment, the Security Requirements Check List (SRCL), the Non-Disclosure Agreement, 942 Call-up form and the Federal Contractors Program for Employment Equity – Certification (if applicable).

1.2 Summary

- 1.2.1 The Department of National Defence (DND) has a requirement to establish a National Individual Standing Offer Arrangement (NISO) for Transcription Services for the Director Special Examinations and Investigations (DSEI) and the Administrative Investigation Support Centre (AISC).
- 1.2.2 The period of the resulting Standing Offer will be from the date of award to one (1) year later with the ability to extend the terms of the Standing Offer for up to two (2) additional one-year options periods under the same terms and conditions.
- 1.2.3 The requirement is subject to the provisions of the Agreement on Internal Trade (AIT).

1.3 Security Requirements



There are security requirements associated with the requirement of the Standing Offer. For additional information, see Part 6 - Security, Financial and Insurance Requirements, and Part 7 - Standing Offer and Resulting Contract Clauses. For more information on personnel and organization security screening or security clauses, Offerors 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.

1.4 Debriefings

Offerors may request a debriefing on the results of the request for standing offers process. Offerors should make the request to the Standing Offer Authority within 15 working days of receipt of the results of the request for standing offers process. The debriefing may be in writing, by telephone or in person.

1.5 Office of the Procurement Ombudsman

If you have issues or concerns regarding the solicitation, you have the option of raising them with the department or with the Office of the Procurement Ombudsman (OPO). The OPO was established by the Government of Canada to provide an independent avenue for suppliers to raise complaints regarding the award of contracts under \$25,000 for goods and under \$100,000 for services. You have the option of raising issues or concerns regarding the solicitation, or the award resulting from it, with the OPO by contacting them by telephone at 1-800-734-5169 or by e-mail at boa.opo.gc.ca. You can also obtain more information on the OPO services available to you at their website at www.opo-boa.gc.ca. Furthermore, the OPO offers an alternative dispute resolution service to resolve any dispute between the parties respecting the interpretation or application of a term or condition of the resulting contract.



PART 2 - OFFEROR INSTRUCTIONS

2.1 Standard Instructions, Clauses and Conditions

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

Offerors who submit an offer agree to be bound by the instructions, clauses and conditions of the RFSO and accept the clauses and conditions of the Standing Offer and resulting contract(s).

The <u>2006 (2016-04-04)</u> Standard Instructions - Request for Standing Offers - Goods or Services - Competitive Requirements, are incorporated by reference into and form part of the RFSO.

Section 02, Procurement Business Number is deleted in its entirety.

Section 05, Submission of Offers – Subsection 2(d) is deleted and replaced by:

It is the Offeror's responsibility to:

send its offer only to Department of National Defence (DND) organization receiving the offers as specified on page 1 of the bid solicitation.

Section 05, Submission of Offers - Subsection 5.4, is amended as follows:

Delete: 60 days Insert: 90 days

Section 07, Delayed Offers is deleted and replace by:

It is the Offeror's responsibility to ensure that the Contracting Authority has received the entire submission. Misrouting or other electronic delivery issues resulting in late submission of offers will not be accepted.

Section 08, Transmission by Facsimile is deleted in its entirety.

Section 20, Further Information is deleted in its entirety.

2.2 Submission of Offers

Unless specified otherwise in the RFSO, offers must be received by the Standing Offer Authority at the electronic address identified by the date, time and place indicated on page 1 of the solicitation.

Electronic Submissions: Individual e-mails that may include certain scripts, formats, embedded macros and/or links, or those that exceed five (5) megabytes may be rejected by Canada's e-mail system and/or firewall(s) without notice to the Bidder or Contracting Authority. Larger bids may be submitted through more than one e-mail. The Contracting Authority will confirm receipt of documents. It is the Bidder's responsibility to ensure that the Contracting Authority has received the entire submission. Bidders should not assume that all documents have been received unless the Contracting Authority confirms receipt of each document. In order to minimize the potential for technical issues, Bidders are requested to allow sufficient time before the closing date and time to confirm receipt. Technical and financial documents received after the closing date and time will not be accepted.

If your offer is transmitted by electronic mail (e-mail), Canada will not be responsible for late offers received at destination after the closing date and time.

2.3 Former Public Servant

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

Definitions

For the purposes of this clause,

"former public servant (FPS)" 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:

- a. an individual;
- b. an individual who has incorporated;
- c. a partnership made of former public servants; or
- d. 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.

Former Public Servant in Receipt of a Pension

As per the above definitions, is the Offeror a FPS in receipt of a pension?

YES () NO ()

If so, the Offeror must provide the following information, for all FPS in receipt of a pension, as applicable:

- a. name of former public servant;
- b. date of termination of employment or retirement from the Public Service.

By providing this information, Offerors agree that the successful Offeror's status, with respect to being a former public servant in receipt of a pension, will be reported on departmental websites as part of the

published proactive disclosure reports in accordance with Contracting Policy Notice: 2012-2 and the Guidelines on the Proactive Disclosure of Contracts.

Work Force Adjustment Directive

Is the Offeror a FPS who received a lump sum payment pursuant to the terms of the Work Force Adjustment Directive? YES () NO ()

If so, the Offeror must provide the following information:

- a. name of former public servant;
- b. conditions of the lump sum payment incentive;
- c. date of termination of employment;
- d. amount of lump sum payment;
- e. rate of pay on which lump sum payment is based;
- f. period of lump sum payment including start date, end date and number of weeks;
- g. number and amount (professional fees) of other contracts subject to the restrictions of a work force adjustment program.

For all contracts awarded during the lump sum payment period, the total amount of fees that may be paid to a FPS who received a lump sum payment is \$5,000, including Applicable Taxes.

2.4 Enquiries - Request for Standing Offers

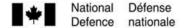
All enquiries must be submitted in writing to the Standing Offer Authority no later than ten (10) calendar days before the Request for Standing Offers (RFSO) closing date. Enquiries received after that time may not be answered.

Offerors should reference as accurately as possible the numbered item of the RFSO to which the enquiry relates. Care should be taken by Offerors to explain each question in sufficient detail in order to enable Canada to provide an accurate answer. Technical enquiries that are of a proprietary nature must be clearly marked "proprietary" at each relevant item. Items identified as "proprietary" will be treated as such except where Canada determines that the enquiry is not of a proprietary nature. Canada may edit the question(s) or may request that Offerors do so, so that the proprietary nature of the question(s) is eliminated, and the enquiry can be answered to all Offerors. Enquiries not submitted in a form that can be distributed to all Offerors may not be answered by Canada.

2.5 Applicable Laws

The Standing Offer and any contract resulting from the Standing Offer must be interpreted and governed, and the relations between the parties determined, by the laws in force in Ontario.

Offerors may, at their discretion, substitute the applicable laws of a Canadian province or territory of their choice without affecting the validity of their offer, by deleting the name of the Canadian province or territory specified and inserting the name of the Canadian province or territory of their choice. If no change is made, it acknowledges that the applicable laws specified are acceptable to the Offerors.



PART 3 - OFFER PREPARATION INSTRUCTIONS

3.1 Offer Preparation Instructions

Canada requests that Offerors provide their offer in separately bound sections as follows:

Section I: Technical Offer (one soft copy)

Section II: Financial Offer (one soft copy)

Section III: Certifications (one soft copy)

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

Canada requests that Offerors follow the format instructions described below in the preparation of their offer.

- (a) use 8.5 x 11 inch (216 mm x 279 mm) paper;
- (b) use a numbering system that corresponds to that of the Request for Standing Offers.

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

- 1) use 8.5 x 11 inch (216 mm x 279 mm) paper containing fibre certified as originating from a sustainably-managed forest and containing minimum 30% recycled content; and
- 2) use an environmentally-preferable format including black and white printing instead of colour printing, printing double sided/duplex, using staples or clips instead of cerlox, duotangs or binders.

Section I: Technical Offer

In their technical offer, Offerors should explain and demonstrate how they propose to meet the requirements and how they will carry out the Work.

Section II: Financial Offer

Offerors must submit their financial offer in accordance with the Annex B, Basis of Payment and Part 4. The total amount of Applicable Taxes must be shown separately.

3.1.1 Exchange Rate Fluctuation

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

Section III: Certifications Offerors must submit the certifications and additional information required under Part 5.

3.1.2 Offeror's Proposed Sites or Premises Requiring Safeguarding Measures



3.1.2.1 As indicated in Part 6 under Security Requirements, the Offeror must provide the full addresses of the Offeror's and proposed individuals' sites or premises for which safeguarding measures are required for Work Performance:

Street Number / Street Name, Unit / Suite / Apartment Number City, Province, Territory / State Postal Code / Zip Code Country

3.1.2.2 The Company Security Officer (CSO) must ensure through the <u>Industrial Security Program (ISP)</u> that the Offeror and proposed individual(s) hold a valid security clearance at the required level, as indicated in Part 6 – Security, Financial and Other Requirements.



PART 4 - EVALUATION PROCEDURES AND BASIS OF SELECTION

4.1 Evaluation Procedures

- (a) Offers will be assessed in accordance with the entire requirement of the Request for Standing Offers including the technical and financial evaluation criteria.
- (b) An evaluation team composed of representatives of Canada will evaluate the offers.

4.1.1 Technical Evaluation

4.1.1.1 Mandatory Technical Criteria

	Mandatory Criteria	Met / Not met	Section/page(s) in Proposal where Mandatory criteria met
M1	The Offeror must demonstrate that it has a transcript validation process before returning the transcripts to the Client/Technical Authority. Offerors must describe this process, or provide their validation process or both.		
M2	The Offeror must demonstrate that it has a minimum of one (1) year of experience within the last two (2) years transcribing digital voice recordings in WMA or WAV format.		
M3	The Offeror must demonstrate that it has a minimum of one (1) year of experience within the last two (2) years providing transcription services in both English and French.		
M4	The Offeror must demonstrate all of the following capabilities and capacities of transcription services: - A minimum capacity to complete 10 projects per year AND - A minimum capability of providing 3 transcribers per project AND - A minimum capacity to transcribe 15K pages per year		

- 1. The price of the offer will be evaluated as follows:
 - a. Canadian-based Offerors must submit firm prices, Canadian customs duties and excise taxes included, and Applicable Taxes excluded.
 - b. foreign-based Offerors must submit firm prices, Canadian customs duties, excise taxes and Applicable Taxes excluded. Canadian customs duties and excise taxes

payable by Canada will be added, for evaluation purposes only, to the prices submitted by foreign-based Offerors.

- 2. Unless the Request for Standing Offers (RFSO) specifically requires offers to be submitted in Canadian currency, offers submitted in foreign currency will be converted to Canadian currency for evaluation purposes. The rate given by the Bank of Canada in effect on the RFSO closing date, or on another date specified in the RFSO, will be applied as a conversion factor to the offers submitted in foreign currency.
- Although Canada reserves the right to issue the Standing Offer either on an FOB plant or FOB destination, Canada requests that Offerors provide prices FOB their plant or shipping point and FOB destination. Offers will be assessed on an FOB destination basis.
- 4. For the purpose of the RFSO, Offerors with an address in Canada are considered Canadian-based Offerors, and Offerors with an address outside of Canada are considered foreign-based Offerors.

4.2 Basis of Selection

- 4.2.1 An offer must comply with the requirements of the Request for Standing Offers and meet all mandatory technical evaluation criteria to be declared responsive. The responsive offer with the lowest evaluated price will be recommended for issuance of a Standing Offer.
- **4.2.2** In the event two or more responsive offers have the same lowest evaluated price, the responsive offer with the most years of experience in mandatory Technical Criterion M3 will be recommended for award of a contract.

4.3 Selection methodology

- 4.3.1 Only one Standing Offer, if awarded, will be awarded to the compliant Offeror that delivers quality services and experience at the Best Value to the Crown. Best Value to the Crown is defined as Lowest Cost Compliant Proposal.
- 4.3.2 For purposes of evaluation only, the aggregate rates of each rate provided in Annex B, the Basis of Payment will be multiplied by the following weighting factor and the aggregate of these weighted rates shall be used to determine the lowest cost.

Description	Weighting Factor		
One (1) business day turnaround	10%		
Two (2) business day turnaround	20%		
Five (5) business days turnaround	70%		

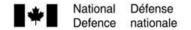
For example:

One (1) Business day turnaround time:

Initial contract =\$\$\$ X 10% = \$\$\$ First option year =\$\$\$ X 10% = \$\$\$ Second option year =\$\$\$ X 10% = \$\$\$

=\$\$\$

Two (2) Business days turnaround time:



Initial contract = \$\$\$ X 20% = \$\$\$ First option year = \$\$\$ X 20% = \$\$\$ Second option year = \$\$\$ X 20% = \$\$\$ = \$\$\$

Five (5) business days turnaround time:

Initial contract =\$\$\$ X 70% = \$\$\$ First option year =\$\$\$ X 70% = \$\$\$ Second option year =\$\$\$ X 70% = \$\$\$

Total = \$\$\$ (Evaluated Price)

=\$\$\$



PART 5 - CERTIFICATIONS AND ADDITIONAL INFORMATION

Offerors must provide the required certifications and additional information to be issued a standing offer.

The certifications provided by Offerors to Canada are subject to verification by Canada at all times. Unless specified otherwise, Canada will declare an offer non-responsive, will have the right to set-aside a standing offer, or will declare a contractor in default if any certification made by the Offeror is found to be untrue whether made knowingly or unknowingly during the offer evaluation period, during the Standing Offer period, or during the contract period.

The Standing Offer Authority will have the right to ask for additional information to verify the Offeror's certifications. Failure to comply and to cooperate with any request or requirement imposed by the Standing Offer Authority will render the offer non-responsive, result in the setting aside of the Standing Offer or constitute a default under the Contract.

5.1 Certifications Required with the Offer

Offerors must submit the following duly completed certifications as part of their offer.

5.1.1 Integrity Provisions - Declaration of Convicted Offences

In accordance with the <u>Ineligibility and Suspension Policy</u> (http://www.tpsgc-pwgsc.gc.ca/ci-if/politique-policy-eng.html), the Offeror must provide with its offer the required documentation, as applicable), to be given further consideration in the procurement process.

5.2 Certifications Precedent to the Issuance of a Standing Offer and Additional Information

The certifications and additional information listed below should be submitted with the offer, but may be submitted afterwards. If any of these required certifications or additional information is not completed and submitted as requested, the Standing Offer Authority will inform the Offeror 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 offer non-responsive.

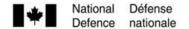
5.2.1 Integrity Provisions – Required Documentation

In accordance with the <u>Ineligibility and Suspension Policy</u> (http://www.tpsgc-pwgsc.gc.ca/ci-if/politique-policy-eng.html), the Offeror must provide the required documentation, as applicable, to be given further consideration in the procurement process.

5.2.2 Federal Contractors Program for Employment Equity - Standing Offer Certification

By submitting an offer, the Offeror certifies that the Offeror, and any of the Offeror's members if the Offeror is a Joint Venture, is not named on the Federal Contractors Program (FCP) for employment equity "FCP Limited Eligibility to Bid" list) available at the bottom of the page of the Employment and Social Development Canada-Labour's website (http://www.esdc.gc.ca/en/jobs/workplace/human_rights/employment_equity/federal_contractor_program.page?&_ga=1.229006812.1158694905.1413548969).

Canada will have the right to declare an offer non-responsive, or to set-aside a Standing Offer, if the Offeror, or any member of the Offeror if the Offeror is a Joint Venture, appears on the "FCP"



Limited Eligibility to Bid" list at the time of issuing of a Standing Offer or during the period of the Standing Offer.





PART 6 - SECURITY, FINANCIAL AND INSURANCE REQUIREMENTS

6.1 Security Requirements

- 1. Before issuance of a standing offer, the following conditions must be met:
 - (a) the Offeror must hold a valid organization security clearance as indicated in Part 7A Standing Offer;
 - the Offeror's proposed individuals requiring access to classified or protected information, assets or sensitive work sites must meet the security requirements as indicated in Part 7A - Standing Offer;
 - (c) the Offeror must provide the name of all individuals who will require access to classified or protected information, assets or sensitive work sites;
 - (d) the Offeror's proposed location of work performance and document safeguarding must meet the security requirements as indicated in Part 7A Standing Offer;
 - (e) the Offeror must provide the addresses of proposed sites or premises of work performance and document safeguarding as indicated in Part 3 Section IV Additional Information.
- 2. Offerors are reminded to obtain the required security clearance promptly. Any delay in the issuance of a standing offer to allow the successful Offeror to obtain the required clearance will be at the entire discretion of the Standing Offer Authority.
- For additional information on security requirements, Offerors should refer to the <u>Industrial</u> <u>Security Program (ISP)</u> of Public Works and Government Services Canada (http://ssi-iss.tpsgc-pwgsc.gc.ca/index-eng.html) website.



PART 7 - STANDING OFFER AND RESULTING CONTRACT CLAUSES

A. STANDING OFFER

- 7.1 Offer
- 7.1.1 The Offeror offers to fulfill the requirement in accordance with the Statement of Work at Annex A.
- 7.2 Security Requirements
- **7.2.1** The following security requirements (SRCL and related clauses provided by ISP) apply and form part of the Standing Offer.

SECURITY REQUIREMENT FOR CANADIAN SUPPLIER: PWGSC FILE # W6369-17-X008

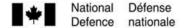
- 1. The Contractor/Offeror must, at all times during the performance of the Contract/Standing Offer, hold a valid **Facility Security Clearance at the level of SECRET**, with approved Document **Safeguarding at the level of SECRET**, issued by the Canadian Industrial Security Directorate (CISD), Public Works and Government Services Canada (PWGSC).
- The Contractor/Offeror personnel requiring access to PROTECTED/CLASSIFIED information, assets or sensitive work site(s) must EACH hold a valid RELIABILITY STATUS, CONFIDENTIAL or SECRET clearance, as required, granted or approved by the CISD/PWGSC.
- 3. The Contractor MUST NOT utilize its **Information Technology** systems to electronically process, produce or store any sensitive PROTECTED/CLASSIFIED information until CISD/PWGSC has issued written approval. After approval has been granted, these tasks may be performed at the level of **SECRET.**
- 4. Subcontracts which contain security requirements are NOT to be awarded without the prior written permission of CISD/PWGSC.
- 5. The Contractor/Offeror must comply with the provisions of the:
 - (a) Security Requirements Check List and security guide (if applicable), attached at Annex C;
 - (b) Industrial Security Manual (Latest Edition).

7.2.2 Offeror's Sites or Premises Requiring Safeguarding

7.2.2.1 Where safeguarding measures are required in the performance of the Work, the Offeror must diligently maintain up-to-date the information related to the Offeror's and proposed individuals' sites or premises for the following addresses:

Street Number / Street Name, Unit / Suite / Apartment Number City, Province, Territory / State Postal Code / Zip Code Country

7.2.2.2 The Company Security Officer (CSO) must ensure through the <u>Industrial Security Program (ISP)</u> that the Offeror and individual(s) hold a valid security clearance at the required level.



7.3 Standard Clauses and Conditions

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

7.3.1 Supplemental General Conditions

4008 (2008-12-12), Personal Information

7.3.2 General Conditions

2005 (2016-04-04) General Conditions - Standing Offers - Goods or Services, apply to and form part of the Standing Offer.

7.3.3 Standing Offers Reporting

M7010C, (2012-07-16), (Periodic Usage Reports – Standing offer)

7.4 Term of Standing Offer

7.4.1 Period of the Standing Offer

The period for making call-ups and providing services against the Standing Offer is from the date of award to one year later date to be specified in the resulting Standing Offer.

7.4.2 Extension of Standing Offer

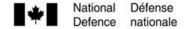
If the Standing Offer is authorized for use beyond the initial period, the Offeror offers to extend its offer for two (2) additional one-year-periods, under the same conditions and at the rates or prices specified in the Standing Offer, or at the rates or prices calculated in accordance with the formula specified in the Standing Offer.

The Offeror will be advised of the decision to authorize the use of the Standing Offer for an extended period by the Standing Offer Authority fifteen (15) days before the expiry date of the Standing Offer. A revision to the Standing Offer will be issued by the Standing Offer Authority.

7.5 Authorities

7.5.1 Standing Offer Authority

The Standing Offer Authority is:
Name: Senior Procurement Officer Director Services Contracting Address: NDHQ 101 Colonel By Drive, Ottawa, ON K1A 0K2 Telephone:
E-mail address:



The Standing Offer Authority is responsible for the establishment of the Standing Offer, its administration and its revision, if applicable. Upon the making of a call-up, as Contracting Authority, he is responsible for any contractual issues relating to individual call-ups made against the Standing Offer by any Identified User.

7.5.2 Technical Authority

Name:	The Technical Authority for the Standing Offer is:
Title: Organization: Address: NDHQ 101 Colonel By Drive, Ottawa, ON K1A 0K2 Telephone:	Name:
Organization: Address: NDHO 101 Colone By Drive, Ottawa, ON K1A 0K2 Telephone: Telephon	Title:
101 Colonel By Drive, Ottawa, ON K1A 0K2 Telephone:	Organization:
Ottawa, ON K1A 0K2 Telephone: E-mail address: The Technical Authority is the representative of the department or agency for whom the Work will be carried out pursuant to a call-up under the Standing Offer and is responsible for all the technical content of the Work under the resulting Contract. The Technical Authority is the representative of the department or agency for whom the Work will be carried out pursuant to a call-up against the Standing Offer and is responsible for all the technical content of the Work under the resulting Contract. 7.5.3 Offeror's Representative Name: Title: Organization: Address: Telephone: E-mail address: 7.6 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 Superanuation Act (PSSA) pension, the Contractor has agreed that this information will be reported on departmental websites as part of the published proactive disclosure reports, in accordance with Contracting Policy Notice: 2012-2 of the Treasury Board Secretariat of Canada. 7.7 Identified Users The Identified User authorized to make Call-ups against the Standing Offer is: Name: Title: The Department of National Defence Director of Special Examinations and Investigations and the Administrative Investigation Support Centre.	
Telephone:	
E-mail address:	
The Technical Authority is the representative of the department or agency for whom the Work will be carried out pursuant to a call-up under the Standing Offer and is responsible for all the technical content of the Work under the resulting Contract. The Technical Authority is the representative of the department or agency for whom the Work will be carried out pursuant to a call-up against the Standing Offer and is responsible for all the technical content of the Work under the resulting Contract. 7.5.3 Offeror's Representative Name: Title: Organization: Address: Telephone:	Telephone:
carried out pursuant to a call-up under the Standing Offer and is responsible for all the technical content of the Work under the resulting Contract. The Technical Authority is the representative of the department or agency for whom the Work will be carried out pursuant to a call-up against the Standing Offer and is responsible for all the technical content of the Work under the resulting Contract. 7.5.3 Offeror's Representative Name:	E-mail address:
carried out pursuant to a call-up against the Standing Offer and is responsible for all the technical content of the Work under the resulting Contract. 7.5.3 Offeror's Representative Name:	carried out pursuant to a call-up under the Standing Offer and is responsible for all the technical content
Name:	carried out pursuant to a call-up against the Standing Offer and is responsible for all the technical content
Title:	7.5.3 Offeror's Representative
Title:	Name:
Organization:Address: Telephone:	Title:
Telephone: Facsimile: E-mail address:	Organization:
Telephone:	
Facsimile:	
 7.6 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 websites as part of the published proactive disclosure reports, in accordance with Contracting Policy Notice: 2012-2 of the Treasury Board Secretariat of Canada. 7.7 Identified Users The Identified User authorized to make Call-ups against the Standing Offer is: Name: Title: The Department of National Defence Director of Special Examinations and Investigations and the Administrative Investigation Support Centre. 	Telephone:
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The Identified User authorized to make Call-ups against the Standing Offer is: Name: Title: The Department of National Defence Director of Special Examinations and Investigations and the Administrative Investigation Support Centre.	Service Superannuation Act (PSSA) pension, the Contractor has agreed that this information will be reported on departmental websites as part of the published proactive disclosure reports, in accordance
Name: Title: The Department of National Defence Director of Special Examinations and Investigations and the Administrative Investigation Support Centre.	7.7 Identified Users
Title: The Department of National Defence Director of Special Examinations and Investigations and the Administrative Investigation Support Centre.	The Identified User authorized to make Call-ups against the Standing Offer is:
The Department of National Defence Director of Special Examinations and Investigations and the Administrative Investigation Support Centre.	
Director of Special Examinations and Investigations and the Administrative Investigation Support Centre.	
	Director of Special Examinations and Investigations and the Administrative Investigation Support Centre.



Ottawa, ON K1A	A 0K2
Telephone:	<u>-</u>
Facsimile:	
E-mail address:	

7.8 Call-up Procedures

- 7.8.1 Call-ups which are estimated to be valued at \$40,000.00, including HST, will be issued and approved by authorized Identified Users (Paragraph 7.7) using the PWGSC-TPSGC 942 Call-up Against a Standing Offer forms. A sample call up form is attached at Annex "E".
- 7.8.2 All Call-ups against this Standing Offer may only be approved by the Identified Users designated as authorized to sign and approve the 942 Form.
- 7.8.3 For all Call-ups from the Identified Users, the Offeror will be provided with a description of the work to be performed on a 942 Call-up form based on rates from the Offeror's proposal. Call-ups can be paper-based, hard copy versions of the 942 Call-up form OR may be sent to the Offeror via email, with the 942 Call-up form included as attachments. If Call-ups are handled by email a hard copy if the 942 form will also be printed and placed on the procurement file.
- 7.8.4 Offeror Acceptance: Upon receipt of a 942 Call-up against a Standing Offer form, the Offeror will acknowledge the 942. The acknowledgement can be in hard copy or by email, but must contain the following: "(Name of Offeror) has received and acknowledges Call-up No. _____ and agrees with the cost and time estimated stated in the Call-up".
- 7.8.5 In the event the Offeror does not agree with the cost or time estimate in the Call-up, the Offeror shall contact the Call-up originator (Identified User) to notify its concerns. The parties shall work together to come to an agreement. The D Svcs C Standing Offer Authority can be consulted when agreements are not forthcoming.
- 7.8.6 Upon receipt of the Call-up acknowledgement from the offeror, the Call-up originator (Identified User) shall place the acknowledgement on the Call-up Contract file.

7.9 Call-up Instrument

The Work will be authorized or confirmed by the Identified User(s) using form *PWGSC-TPSGC 942*, *Call-up Against a Standing Offer*.

7.10 Limitation of Call-ups – Identified Users

Individual Call-ups against the Standing Offer raised by the Identified Users must not exceed \$40,000.00 (Applicable Taxes included). Any Call-up exceeding this value must be approved by the Standing Offer Authority.

7.11 Financial Limitation

The total cost to Canada resulting from call ups against the Standing Offer must not exceed the sum of \$_____ for all services and miscellaneous expenses (Applicable Taxes excluded) to be specified in the resulting Standing Offer unless otherwise authorized in writing by the Standing Offer Authority. The Offeror must not perform any work or services or supply any articles in response to Call-ups which would cause the total cost to Canada to exceed the said sum, unless an increase is so authorized.

The Offeror must notify the Standing Offer Authority as to the adequacy of this sum when 75 percent of this amount has been committed, or four (4) months before the expiry date of the Standing Offer, whichever comes first. However, if at any time, the Offeror considers that the said sum may be exceeded, the Offeror must promptly notify the Standing Offer Authority.

7.12 Priority of Documents

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

- a) the Call up against the Standing Offer, including any annexes;
- b) the articles of the Standing Offer;
- the general conditions <u>2005</u> (2016-04-04), General Conditions Standing Offers Goods or Services
- d) the supplemental general conditions 4008 (2008-12-12), Personal Information
- e) the general conditions 2035 (2016-04-04), General Conditions Higher Complexity Services
- f) Annex A, Statement of Work
- g) Annex B, Basis of Payment
- h) Annex C, Security Requirements Check List
- i) Annex D, Non-disclosure Agreement;
- the Offeror's offer dated _____ (insert date of offer), (if the offer was clarified or amended, insert at the time of issuance of the offer. "as clarified on _____ " or "as amended on " and insert date(s) of clarification(s) or amendment(s) if applicable).

7.13 Certifications and Additional Information

7.13.1 Compliance

Unless specified otherwise, the continuous compliance with the certifications provided by the Offeror with its offer or precedent to issuance of the Standing Offer (SO), and the ongoing cooperation in providing additional information are conditions of issuance of the SO and failure to comply will constitute the Offeror in default. Certifications are subject to verification by Canada during the entire period of the SO and of any resulting contract that would continue beyond the period of the SO.

7.14 Applicable Laws

The Standing Offer and any contract resulting from the Standing Offer must be interpreted and governed, and the relations between the parties determined, by the laws in force in Ontario.

B. RESULTING CONTRACT CLAUSES

The following clauses and conditions apply to and form part of any contract resulting from a call-up against the Standing Offer.

7.1 Statement of Work

The Contractor must perform the Work described in the Call-up against the Standing Offer.

7.2 Standard Clauses and Conditions

7.2.1 General Conditions

2035 (2016-04-04), General Conditions - Higher Complexity - Services, apply to and form part of the Contract.

7.2.2 Supplemental General Conditions

the supplemental general conditions 4008 (2008-12-12), Personal Information

7.3 Term of Contract

7.3.1 Period of the Contract

The Work must be completed in accordance with the Call-up against the Standing Offer.

7.4 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 <u>Public Service Superannuation Act</u> (PSSA) pension, the Contractor has agreed that this information will be reported on departmental websites as part of the published proactive disclosure reports, in accordance with <u>Contracting Policy Notice</u>: 2012-2 of the Treasury Board Secretariat of Canada.

7.5 Payment

7.5.1 Basis of Payment

The Offeror will be reimbursed for the costs reasonably and properly incurred in the performance of the Work, as determined in accordance with the Basis of Payment in Annex B, to a limitation of expenditure of \$_____ for all services and miscellaneous expenses (to be specified in the resulting Standing Offer). Customs duties are included and Applicable Taxes are extra.

7.5.2 Limitation of Expenditure

7.5.2.1 Canada's total liability to the Offeror under the SO must not exceed \$ ______. (to be specified in the resulting Standing Offer) for all services and miscellaneous expenses. Customs duties are included and Applicable Taxes are extra.

No increase in the total liability of Canada or in the price of the Work resulting from any design changes, modifications or interpretations of the Work, will be authorized or paid to the Contractor unless these design changes, modifications or interpretations have been approved, in writing, by the Contracting Authority before their incorporation into the Work. The Contractor must not perform any work or provide any service that would result in Canada's total liability being exceeded before obtaining the written approval of the Contracting Authority. The Contractor must notify the Contracting Authority in writing as to the adequacy of this sum:

- a. when it is 75 percent committed, or
- b. four (4) months before the contract expiry date, or
- as soon as the Contractor considers that the contract funds provided are inadequate for the completion of the Work, whichever comes first.
- 7.5.2.2 If the notification is for inadequate contract funds, the Contractor must provide to the Contracting Authority a written estimate for the additional funds required. Provision of such information by the Contractor does not increase Canada's liability.

7.5.3 Multiple Payments



Canada will pay the Offeror upon completion and delivery of the Work in accordance with the payment provisions of the PWGSC –TPSGC 942 Call-Up Against a Standing Offer if:

- a. an accurate and complete invoice and any other documents required by the PWGSC-TPSGC 942 have been submitted in accordance with the invoicing instructions provided in the Contract:
- b. all such documents have been verified by Canada; and
- c. the Work performed has been accepted by Canada.

7.5.4 SACC Manual Clauses

C0705C, (2010-01-11), Discretionary Audit, apply to and form part of the Contract.

7.6 Invoicing Instructions

- 7.6.1 The Contractor must submit invoices in accordance with the section entitled "Invoice Submission" of the general conditions. Invoices cannot be submitted until all work identified in the invoice is completed.
- 7.6.2 Invoices must be distributed as follows:
 - a. The original and one (1) copy must be forwarded to the address shown on page 1 of the Contract for certification and payment.
 - b. One (1) copy must be forwarded to the Standing Offer Authority identified under the section entitled "Authorities" of the SO.

7.7 Insurance

SACC Manual clause G1005C (2016-01-28) Insurance, apply to and form part of the Contract.

7.8 Defence Contract

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

SACC Manual clause A9062C (2011-05-16), Canadian Forces Site Regulations.



ANNEX "A"

STATEMENT OF WORK

1. TITLE

1.1 Transcription Services for the Assistant Deputy Minister (Review Services) (ADM RS), Director Special Examinations and Inquires (DSEI), and the Administrative Investigation Support Center (AISC).

2. SCOPE

2.1 Purpose

The purpose of this Standing Offer is to provide (DSEI) and (AISC) with complete transcription services from electronic media sources provided by the Crown on an "as and when" requested basis.

2.2 Background

- 2.2.1 The AISC provides support to Canadian Forces (CF) Boards of Inquiry (BOI) throughout Canada and abroad, including transcription services. The DSEI also requires transcription services on an occasional basis. Transcription may also be required to comply with Access to Information requests. Requirements for this service are usually generated on very short notice.
- 2.2.2 DSEI and the AISC historically oversee on average forty (40) investigations per year that require transcription services. Statistically, the average page count for DSEI is **150** pages (approximately 10 investigations per year) and **1,000** pages for AISC (approximately 30 investigation per year) or approximately **31,500** pages per year.

2.3 Acronyms/Definitions:

ADM (RS): Assistant Deputy Minister (Review Services); AISC: Administrative Investigation Support Center;

BOI: Board of Inquiry: A tool to enable the Chain of Command to conduct

independent, internal investigations within an administrative framework;

CD ROM: Compact Disc Read-Only Memory;

CF: Canadian Forces:

DND: Department of National Defence;

DSEI: Director Special Examinations and Investigations:

DVD: Digital Video or Versatile Disc:

Exhibit: A document or an object shown and identified as evidence in an investigation.

Normally, it is assigned an identifying letter or number in alphabetical or

numerical order before offered as evidence;

MP3: Moving Picture Group – Originators of this file structure;

PDF: Portable Document Format;

SOW: Statement of Work;

Transcript: A transcript is an official word-for-word recording of a legal or other official

proceeding produced by a verbatim reporter at the time. For the purposes of this contract, the official record is the written transcript through an electronic copy:

TA: Technical Authority;

WAV: Waveform Audio File Format: and

WMA: Windows Media Audio.



3. REQUIREMENTS

3.1 General

3.1.1 The Standing Offer is to provide the DSEI and the AISC with Transcription Services from standard digital media format produced by DND on an 'as and when' required basis.

3.2 Call-Up Requirement

3.2.1 A Call-Up under any agreement will consist of the DSEI or AISC Technical Authority providing copies of video/audio recordings of interviews requiring transcription. The Offeror will provide a hard copy transcript and an electronic copy in PDF format saved on an identified CD-ROM with associated reference number. The last page of the transcribed copy will identify the Transcriber.

3.3 Language Requirement

3.3.1 The Offeror shall provide the Technical Authority with related transcription services verbatim in both English and/or French as requested in the approved Call-Up request.

4 TASKS DETAILS AND DELIVERABLES

4.1 Transcript Production

- 4.1.1 Produce one (1) electronic copy of transcript(s) in PDF format, fully searchable, on a CD-ROM as defined in paragraph 4.2. The Offeror shall ensure that the information stored on the electronic file copy is identical to the Transcript Format. The Offeror shall identify the CD-ROM with a red security label Classified, Confidential or Secret and the applicable reference number as specified by the Technical Authority or by the contact identified in the Call-Up against the Standing Offer.
- 4.1.2 Produce one (1) original paper copy transcript, as defined in paragraph 4.2, of interviews/testimonies from DVD or CD-ROM digital recording format.

4.2 Transcript Format

- 4.2.1 All transcriptions must meet the following specifications:
 - a. The Offeror shall type the transcript on white bond paper, 21.5 cm (8.5 inches) x 27.8 cm (11 inches);
 - b. Be not less than 25 lines per page a minimum 225 typewritten words, with the exception of the cover, front and last page;
 - c. Double spaced:
 - d. New paragraphs or new speakers shall be indented fifteen (15) spaces;
 - e. Optimization to be set at 100%;
 - f. Font to be used is Courier, 12-point;
 - g. Margins to be used are:
 - (1) Top 1";
 - (2) Left 1.5";
 - (3) Bottom 1"; and
 - (4) Right 1".
 - h. Names and complete addresses of witnesses called to testify shall be indicated at the beginning of the transcript:
 - i. Canadian spelling and grammar rules shall be used;



- j. The date, commencement and completion times for hearings shall be indicated on all transcripts;
- k. Have a page header identifying the File Number assigned by the Technical Authority, the name of the interviewee and the date of the interview;
- I. Have a footer identifying the page number and the total number of pages;
- m. The commencement of each new line with a different speaker will have the speaker identified (i.e. CPL SMITH);
- n. The Offeror shall ensure that the final page of the transcript includes a signed signature block identifying the Transcriber of the interview;
- o. A covering letter shall accompany the CD-ROM with a signed statement confirming that the Transcriber certifies the accuracy of the transcript submitted on the electronic copy such as "I certify that the transcript is true and accurate to the best of my skill and ability as submitted to the Technical Authority in its original format"; and
- p. The Offeror shall ensure that each volume is hard cardboard bound and labelled with the Security Identification as specified by the Technical Authority.

4.3 CD-ROM

4.3.1 The Offeror shall produce electronic files on CD-ROMs in PDF format of all transcripts. The Offeror shall ensure that the information stored on the electronic file copy is identical to the paper copy.

4.4 Shipment

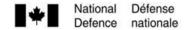
4.4.1 All shipments must be packaged in accordance with appropriate security standards as defined in the National Defence Security Orders and Directives and a copy of the security standards will be provided to the Offeror.

4.5 Delivery

4.5.1 By the delivery date and time specified in the Call-up, the Offeror shall provide the materials as defined within Section (3 to 4.4) above. The Offeror will confirm delivery arrangements with the Technical Authority or the contact identified in the Call-up. Where the Technical Authority approves delivery by courier, the Offeror will be reimbursed on a cost reimbursable basis supported by receipts submitted with each invoice.

4.6 Delivery Timeframes

- 4.6.1 The Offeror shall provide transcription services within the following timeframes as specified in an approved Call-Up. The Technical Authority will deal directly with the Offeror so that the process outlined in this Statement of Work is efficient at all times, even for emergency requests. The following are the approved delivery timeframes:
 - a. Within one (1) business day delivery for <u>very urgent and sensitive interviews</u>. These submissions shall only occur during weekdays not after 4pm on Fridays and not including Statutory Federal or Provincial holidays;
 - b. Within two (2) business days delivery for <u>urgent and sensitive interviews</u>. These submissions shall only occur during weekdays not after 4pm on Fridays and not including Statutory Federal or Provincial holidays; or
 - c. Five (5) business days delivery for standard turnaround interviews.
- 4.6.2 The above timeframes will take effect as soon as the Offeror is in receipt of the recordings. The address of delivery will be different for each Call-up and provided to the Offeror with a point of contact and will be identified in the Call-Up against the Standing Offer.



5 SOURCE MEDIA

5.1 The Offeror will receive, either hand delivered or by courier digital voice recordings generally in WMA or WAV format on CD-ROM or DVD. The Boards of Inquiry (BOI) or DSEI Investigator will be responsible for providing these recordings to the contractor. All source media/recordings remain the property of the Crown and shall be returned along with the transcriptions, in accordance with the terms of the Call-up. Recordings shall be created with high quality digital recorders that will eliminate a large number of inaudible words.

6 EQUIPMENT AND FACILITIES

6.1 The Offeror shall provide its own photocopying equipment and facilities for transcription services.

7 VALIDATION PROCESS

7.1 The Offeror shall have in place a validation process before returning transcription material back to the Technical Authority. Offerors shall proof read the transcription materials prior to sending them back to the Technical Authority along with the source audio/video submission(s) so as to ensure accuracy and to eliminate as many inaudibles/indiscernibles as possible.

8 INSPECTION

8.1 The Technical Authority shall be the Inspection Authority. All services rendered under this Standing Offer shall be subject to inspection by the Inspection Authority or the designated representative. Should any deliverables not be in accordance with the requirements of the Statement of Work and to the satisfaction of the Inspection Authority, the Inspection Authority shall have the right to reject it or require its correction at the sole expense of the Offeror before recommended payment. Any communication with the Offeror regarding the acceptability of the work performed pursuant to this Standing Offer shall be undertaken by official correspondence through the Technical Authority. The individual identified in the Call-Up against the Standing Offer will notify the Offeror within five (5) working days after delivery of the materials.

9 ERRORS

- 9.1 The contact identified in the Call-up will review transcriptions for any errors and amend as required, with the proviso that should there be more than a 5 percent error in a transcript, the Offeror will be required to re-transcribe the testimony (ies) at its own expense.
- 9.2 Inaudibles/indiscernibles will not be included in the "5 per cent error" caveat. However, the Offeror must ensure that any inaudibles/indiscernibles are truly so. For example, if a computer program is utilized to initially transcribe the recording and a filter program is utilized to filter background noise but affects the recording itself, it is expected that the Offeror will listen to the recording by ear if necessary, and accordingly add a typed portion to the overall transcript in order to provide as complete a record as possible.
- 9.3 Misspelling of a name for which an appropriate spelling was not received will not constitute an "error".



ANNEX "B"

BASIS OF PAYMENT

Solicitation No. W6369-17-X008

Page 1 revised 7 September 2016

All prices are in Canadian Dollars, and exclusive of all applicable taxes.

If foreign currency is used, it will be converted into Canadian dollars, using exchange rates as posted by Bank of Canada at the Solicitation closing date.

The financial proposal shall include a Firm, All-inclusive Rate for each item as outlined in the tables below inclusive of all costs except for courier costs.

1. PERIOD OF THE STANDING OFFER: FROM DATE OF STANDING OFFER AWARD TO _____[Date to be inserted in the resulting Standing Offer].

During the period of the Standing Offer, the Offeror will be paid, a sum not to exceed \$_____ for all transcription services (amount to be inserted in the resulting Standing offer) in accordance with the following firm rates for work performed pursuant to any SO resulting from a Call-up against the Standing Offer. Applicable taxes are extra.

Description	Firm, All-inclusive Rate
One (1) business day turnaround	Per page = \$
Two (2) business days turnaround	Per page = \$
Five (5) business days turnaround	Per page = \$

2. OPTION TO EXTEND THE TERM OF THE STANDING OFFER

This section is only applicable if the option to extend the Standing Offer is exercised by Canada. During the extended period of the Standing Offer specified below, the Offeror will be paid as specified below to perform all the Work in relation to the Standing Offer extension.

2.1 EXTENDED SO OPTION PERIOD 1: FROM THE END OF THE SO PERIOD TO _____[Date to be inserted in the resulting Standing Offer].

During the extended period one (1) of the Standing Offer, the Offeror will be paid, a sum not to exceed \$_____ for transcription services (amount to be inserted in the resulting Standing Offer) in accordance with the following firm rates for work performed pursuant to any Contract resulting from a call-up against the Standing Offer. Applicable taxes are extra.

Description	Firm, All-inclusive Rate
One (1) business day turnaround	Per page = \$
Two (2) business days turnaround	Per page = \$
Five (5) business days turnaround	Per page = \$



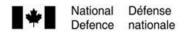


2.2 EXTENDED SO OPTION PERIOD 2: FROM THE END OF EXTENDED SO OPTION PERIOD 1 TO [Date to be inserted in the resulting Standing Offer]. During the extended SO Option Period 2 of the Standing Offer, the Offeror will be paid, a sum not to for transcription services (amount to be inserted in the resulting Standing Offer), in accordance with the following firm rates for work performed pursuant to any Contract resulting from a callup against the Standing Offer. Applicable taxes are extra. Description Firm, All-inclusive Rate One (1) business day turnaround Per page = \$ Two (2) business days turnaround Per page = \$ Per page = \$ Five (5) business days turnaround 3.0 MISCELLANEOUS EXPENSES 3.1 An amount is hereby set aside for miscellaneous expenses such as courier costs required in the performance of the work. Miscellaneous expenses charged to the Crown must be identified separately on each applicable invoice for which the charge applies and must be accompanied by original receipts. 3.2 Any unused miscellaneous expense amounts not used during the SO period will carry-over to any Option Periods should they be exercised. 3.3 Miscellaneous Expenses not to exceed: \$5,000.00 (applicable taxes excluded). 4.0 **TOTAL POTENTIAL SO VALUE:** 4.1 The total overall potential value of the SO is as follows based on the above: i. Original Standing Offer Period: \$ (applicable taxes extra) (amount to be specified in the resulting Standing Offer) ii. Extended SO Option Period 1: \$ (applicable taxes extra) (amount to be specified in the resulting Standing Offer) iii. Extended SO Option Period 2: \$ (applicable taxes extra) (amount to be specified in the resulting Standing Offer) iv. Miscellaneous Expenses: \$5,000.00 (applicable taxes extra) Total: \$_____ (applicable taxes extra) (amount to be specified in the resulting Standing Offer)

ANNEX "C"

SECURITY REQUIREMENTS CHECK LIST

		JUL 0 5 2016				
Government of Canada	Gouverner du Canada			Contract Number / Numéro du co W6369-17-X008	ntrat	
E I O Carlada	ou Canada		Securi	ty Classification / Classification d	le sécurité	
		and the same of the same of		UNCLASSIFIED		
	LISTE DE VÉ	SECURITY REQUIREMENTS RIFICATION DES EXIGENCES	S CHECK LIST (S	RCL) A SÉCURITÉ (LVERS)		
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4. Brief Description of Work / B	Brève description	du travail	1 1 2 Y 2 1 1 1 1			
requested basis.	with complete	transcription services from p	provided electron	ic media sources on an "a	s and when	
5. a) Will the supplier require a Le fournisseur aura-t-il ac	ccess to Controll	ed Goods?			No Non	Ye
5. b) Will the supplier require a		ified military technical data subject to	the provisions of th	e Technical Data Control	No	Ye
Regulations? Le fournisseur aura-t-il ac Règlement sur le contrôle		es techniques militaires non classifié	es qui sont assujetti	es aux dispositions du	Non	
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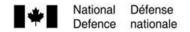


一	of Canada Gouverner			Number / Numéro du co W6369-17-X008	
			Security Class	ification / Classification UNCLASSIFIED	de sécurité
8. Will the sup Le fourniss If Yes, India Dans l'affin 9. Will the sup Le fourniss	mative, indiquer le niveau de se polier require access to extreme	gnements ou à des biens COMS nsibilité : ly sensitive INFOSEC informati gnements ou à des biens INFOS	SEC désignés PROTÉGÉS et/ou (No Non Oui No Yes Non Oui
Document I	Number / Numéro du document	: IEIB = PERSONNEL (FOURNIS	SSEURN		
10. a) Personr	RELIABILITY STATUS COTE DE FIABILITÉ	ired / Niveau de contrôle de la s CONFIDENTIAL CONFIDENTIEL	SECRET SECRET	TOP SECF TRÈS SEC	
	TOP SECRET - SIGINT TRES SECRET - SIGINT SITE ACCESS	NATO CONFIDENTI			OP SECRET RÉS SECRET
	ACCÉS AUX EMPLACEMENT Special comments: Commentaires spéciaux :	TS			
	REMARQUE : Si plusieurs niv	eaux de contrôle de sécurité so	lassification Guide must be provide nt requis, un guide de classificatio	d. n de la sécurité doit être	fourni.
Du persi If Yes, w Dans l'a	screened personnel be used for connel sans autorisation sécurita will unscreened personnel be escriffirmative, le personnel en quest EGUARDSI(GURRUIER)///PAR ON / ASSETS / RENSEIGNE	re peut-il se voir confier des pa corted? UNSCRUMED P tion sera-l-il escorté?	ers, may only a sublic / reception		No Yes Oui
11. a) Will the premise	supplier be required to receive a s? hisseur sera-t-il tenu de recevoir	and store PROTECTED and/or	CLASSIFIED information or asset		No Yes Non Oui
	supplier be required to safeguar isseur sera-t-il tenu de protéger				No Yes Oui
PRODUCTIO	ON				
at the su Les insta	ipplier's site or premises?		TECTED and/or CLASSIFIED mate		No Yes Non Oui
INFORMATIO	ON TECHNOLOGY (IT) MEDIA	SUPPORT RELATIF À LA TI	ECHNOLOGIE DE L'INFORMATIO	N (TI)	
informati Le fourni	ion or data?	propres systèmes informatiques p	produce or store PROTECTED and pour traiter, produire ou stocker élec		No Yes Non Oui
	e be an electronic link between the				

TBS/SCT 350-103(2004/12)

Security Classification / Classification de sécurité

Canadä



Government of Canada

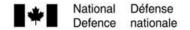
Gouvernement du Canada

Solicitation No. W6369-17-X008 Page 1 revised 7 September 2016

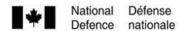
Contract Number / Numéro du contrat W6369-17-X008

For users completing the site(s) or premises. Les utilisateurs qui rempli niveaux de sauvegarde re	form						Sec					ssification de IFIED	sécurité	
For users completing the Dans le cas des utilisateu dans le tableau récapitula	form	nt le form s aux inst	lly use the sur ulaire manue tallations du fo via the Interne ssent le formu	ellement dournisseur et), the su plaire en li	doivent utilis r. immary cha gne (par In	er le tableau ré	capitulatii Ily popula	ted by you	us po	ur in	dique	er, pour chaq	ue catégo	rie, les
Calegory PROTECTE PROTEG		CLASSIFIED CLASSIFIE			NATO	NATO			COMSEC					
A B	С	CONFIDENT	TIAL SECRET	SECRET SECRET		NATO CONFIDENTIAL	NATO SECRET	COSMIC	PROTECTED CONFIDE			CONFIDENTIAL	TAL SECRET	TOP
		CONFIDENT	ries	TRES	NATO DIFFUSION RESTREINTE	NATO CONFIDENTIEL		SECRET COSMIC TRES SECRET	A	8	С	CONFIDENTIEL	- Joseph -	TRES
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Page 4 (to be inserted in the resulting Standing Offer)

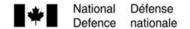


ANNEX "D"

NON DISCLOSURE AGREEMENT

This annex is to be completed after contract award and is not required in the bid.1

1 r	recognize that in the course of my work as an employee or
	, I may be given access to information by
or on behalf of Canada in connection with between Her Majesty the Queen in right of and proprietary to third parties, and informatio	the Work, pursuant to Contract Serial No. W6369-17-X008 of Canada, represented by the Department of National Defence, including any information that is confidential or n conceived, developed or produced by the Contractor as part
instructions, guidelines, data, material, ad printed form, recorded electronically, or of	ement, information includes but not limited to: any documents lyice or any other information whether received orally, in therwise and whether or not labeled as proprietary or sensitive son becomes aware of during the performance of the Contract
way or form any information described ab on a need to know basis. I undertake to s	e, divulge, release or disclose, in whole or in part, in whatever ove to any person other than a person employed by Canada afeguard the same and take all necessary and appropriate written or oral instructions issued by Canada, to prevent the in in contravention of this agreement.
	provided to the Contractor by or on behalf of Canada must be ct and must remain the property of Canada or a third party, as
I agree that the obligation of this agreeme W6369-17-X008.	ent will survive the completion of the Contract Serial No.:
Signature	
Date	



ANNEX "E" 942 Call-up Against a Standing Offer

	Supply and Services Canada	Co	Call-Up Against a Standing Offer Commande subséquente à une offre à commandes								
Ship to - Expédier à National Defense Headquarters 101 Colonel By Drive MGEN George R. Pearkes Bldg. Ottawa, Ont, Canada, K1A 0K2 Attn:					To the supplier: Your standing offer referred to below is hereby accepted as follows: you are required to supply the goods and/or services shown below at the prices or pricing basis and in accordance with the other terms and conditions stated in the standing offer. Only goods and services included in the standing offer shall be supplied against this call-up.						
Suppl	Supplier - Fournisseur				Au fournisseur : votre offre à commandes, dont le numéro figure conformité des autres conditions stipulés dans l'offre à commandes. Ne seront fournis en vertu de la présente commande que les biens et services figurent dans l'offre à commandes.						
			Security: This call-up includes security provisions. If yes, an SRCL shall accompany all DSS call-ups. No/Non Sécurité: Cette commande comprend des exigences en matière de sécurité. Si oui, on doit joindre une Yes/Oui LVERS à toutes les commandes du MAS.								
	es are to be addressed in a es selon :	ccordance with: Adresser le	es								
offer	The detailed instructions in Les instructions détaillées nandes	L'adress			in the "Ship to la case "Exp			ecial instruction s instructions pa s			
Each shipment shall be accompanied by a packing slip or delivery slip. All invoices, shipping bills and packing slips must show the following reference numbers. Chaque envoi sera accompagné d'un bordereau d'emballage ou d'expédition. Les factures, connaissements et bordereaux d'emballage doivent tous porter les numéros de référence				Financial Code(s) - Code(s) financier(s)							
Standing Offer No Nº d'offre à commandes				Requisition No N° de commande Order. Off Bur. dem. Year - Année Serial no N° de série							
prices de	o not include GST.	ess otherwise indicated, unit/o			Provincial S	Sales Tax	- Taxe de v	rente provincial	e		
Amewno	lment No N° de tion	Previous Value - Valeur précédente		Value of ou dimin	inc. or dec - ution	Augm.	Tot. est. exp. or rev. tot. est. exp Mont. tot. prév. ou mont. tot. prév.				
Item no. No. de l'art		iption tion d	ion U. of in de l'article I. U. de D.			Quantit y Quantit e	Unit Price Prix unitaire	Extended price Prix total prevu			
For further information call - Pour renseignements sup					plémentaires Delivery required by - Livra requise de				Livraison		
Name – Nom				phone No -	N° de télépho	one	. D-		М		
Admi Certif	ied pursuant to subsection 3 nistration Act ié en vertu du paragraphe 3 ces publiques	32(1) of the Financial 2(1) de la Loi sur la gestion d	es	Approv	ed for the Mir	nister - Ap	I Y-A prouvé pou	ır le Ministre			