

## REQUEST FOR PROPOSAL

**Title: Secure File Sharing**

**RFP # INFC-2016-20**

**Date of RFP: 2016-12-21**

**Return Bids to:**

Email: [infc.contracts-contrats.infc@canada.ca](mailto:infc.contracts-contrats.infc@canada.ca)

**Attn: Andre Gravelle**

**Address Inquiries to the Contracting Officer:**

Email: [infc.contracts-contrats.infc@canada.ca](mailto:infc.contracts-contrats.infc@canada.ca)

**Attn: Andre Gravelle**

**Solicitation Closes**

at 2:00 PM  
on 2017-02-01

**Time Zone**

Eastern Standard Time (EST)  
Eastern Daylight Savings Time (EDST)

Infrastructure Canada (INFC) is requesting proposals for services as detailed in Appendix A, Statement of Work. The proposal must send out the means by which the technical, performance, time and other goals and objectives will be met, having regard to any stated requirements. INFC will consider entering into a contract with the supplier submitting the most acceptable proposal as determined by the evaluation factors set out in this RFP.

Neither the qualifying proposal that scores the highest points nor the one that contains the lowest cost will necessarily be accepted. INFC reserves the right to accept any proposal, as submitted without prior negotiations.

**Vendor/Firm Name and address**

**Telephone No.**

**Fax No.**

**Bidder's Signature:** The Bidder's signature indicates acceptance of the terms and conditions governing this Request for Proposal and certifies the content of the attached bidder's proposal. It also constitutes acknowledgement of receipt and acceptance of all documents indicated in the Table of Contents, relating to this RFP. The Bidder also recognizes having read and understood all terms and conditions in this RFP contained in the documents or incorporated by reference.

\_\_\_\_\_  
**Signature**

\_\_\_\_\_  
**Date**

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BY PROVIDING INFORMATION ON ITS STATUS, WITH RESPECT TO BEING A FORMER PUBLIC SERVANT IN RECEIPT OF A <i>PUBLIC SERVICE SUPERANNUATION ACT (PSSA)</i> 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.....	13
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## **PART 1 - GENERAL INFORMATION**

### **1.1 Security Requirements**

1. Before award of a contract, the following conditions must be met:
  - (a) the Bidder must hold a valid organization security clearance as indicated in Part 6 - Resulting Contract Clauses;
  - (b) the Bidder's proposed individuals requiring access to classified or protected information, assets or sensitive work sites must meet the security requirements as indicated in Part 6 - Resulting Contract Clauses;
  - (c) the Bidder must provide the name of all individuals who will require access to classified or protected information, assets or sensitive work sites;
  - (d) the Bidder's proposed location of work performance and document safeguarding must meet the security requirements as indicated in Part 6 - Resulting Contract Clauses;
  - (e) the Bidder 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. Bidders are reminded to obtain the required security clearance promptly. Any delay in the award of a contract to allow the successful Bidder to obtain the required clearance will be at the entire discretion of the Contracting Authority.
3. For additional information on security requirements, Bidders should refer to the [Industrial Security Program \(ISP\)](http://ssi-iss.tpsgc-pwgsc.gc.ca/index-eng.html) of Public Works and Government Services Canada (<http://ssi-iss.tpsgc-pwgsc.gc.ca/index-eng.html>) website.

### **1.2 Statement of Work**

Refer to Annex A

### **1.3 Debriefings**

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

### **1.4 Trade Agreements**

The requirement is subject to the provisions of the World Trade Organization Agreement on Government Procurement (WTO-AGP), the North American Free Trade Agreement (NAFTA), and the Agreement on Internal Trade (AIT).

## **PART 2 - BIDDER INSTRUCTIONS**

### **2.1 Standard Instructions, Clauses and Conditions**

All instructions, clauses and conditions identified in the bid solicitation by number, date and title are set out in the [Standard Acquisition Clauses and Conditions Manual](https://buyandsell.gc.ca/policy-and-guidelines/standard-acquisition-clauses-and-conditions-manual) (https://buyandsell.gc.ca/policy-and-guidelines/standard-acquisition-clauses-and-conditions-manual) issued by Public Works and Government Services Canada.

Bidders who submit a bid agree to be bound by the instructions, clauses and conditions of the bid solicitation and accept the clauses and conditions of the resulting contract.

The [2003](#) (2016-04-04) Standard Instructions - Goods or Services - Competitive Requirements, are incorporated by reference into and form part of the bid solicitation.

Subsection 3.a) of Section 01, Integrity Provisions - Bid of the Standard Instructions [2003](#) incorporated by reference above is deleted in its entirety and replaced with the following:

- a. at the time of submitting an arrangement under the Request for Supply Arrangements (RFSA), the Bidder has already provided a list of names, as requested under the *Ineligibility and Suspension Policy*. During this procurement process, the Bidder must immediately inform Canada in writing of any changes affecting the list of names<sup>4</sup>.

Subsection 5.4 of [2003](#), Standard Instructions - Goods or Services - Competitive Requirements, is amended as follows:

Delete: 60 days

Insert: 60 calendar days

### **2.2 Submission of Bids**

Bids must be submitted only to Infrastructure Canada by the date, time and place indicated on page 1 of the bid solicitation.

Due to the nature of the bid solicitation, bids transmitted by facsimile to Infrastructure Canada will not be accepted.

### **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 FPSs, bidders must provide the information required below before contract award. If the answer to the questions and, as applicable the information required have not been received by the time the evaluation of bids is completed, Canada will inform the Bidder of a time frame within which to provide the information. Failure to comply with Canada's request and meet the requirement within the prescribed time frame will render the bid non-responsive.

## **Definitions**

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

- 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 Bidder a FPS in receipt of a pension? **Yes ( ) No ( )**

If so, the Bidder must provide the following information, for all FPSs 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, Bidders agree that the successful Bidder's status, with respect to being a former public servant in receipt of a pension, will be reported on departmental websites as part of the published proactive disclosure reports in accordance with [Contracting Policy Notice: 2012-2](#) and the [Guidelines on the Proactive Disclosure of Contracts](#).

## **Work Force Adjustment Directive**

Is the Bidder a FPS who received a lump sum payment pursuant to the terms of the Work Force Adjustment Directive? **Yes ( ) No ( )**

If so, the Bidder must provide the following information:

- 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 - Bid Solicitation**

All enquiries must be submitted in writing to the Contracting Authority no later than 5 calendar days before the bid closing date. Enquiries received after that time may not be answered.

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

## **2.5 Applicable Laws**

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

Bidders may, at their discretion, substitute the applicable laws of a Canadian province or territory of their choice without affecting the validity of their bid, 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 Bidders.

## **PART 3 - BID PREPARATION INSTRUCTIONS**

### **3.1 Bid Preparation Instructions**

Canada requests that Bidders provide their bid in separate electronic sections as follows:

- Section I: Technical Bid (1 soft copy)
- Section II: Financial Bid (1 soft copy)
- Section III: Certifications (1 soft copy)

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

Canada requests that Bidders follow the format instructions described below in the preparation of their bid:

- (a) use 8.5 x 11 inch (216 mm x 279 mm) paper;
- (b) use a numbering system that corresponds to the bid solicitation.

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) (<http://www.tpsgc-pwgsc.gc.ca/ecologisation-greening/achats-procurement/politique-policy-eng.html>). To assist Canada in reaching its objectives, Bidders 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 Bid**

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

**Section II: Financial Bid**

Bidders must submit their financial bid in accordance with the Basis of Payment. The total amount of Applicable Taxes must be shown separately.

**3.2 SACC Manual Clauses**

**Section III: Certifications**

Bidders must submit the certifications and additional information required under Part 5.

**Section IV: Additional Information**

**3.3 Bidder's Proposed Sites or Premises Requiring Safeguarding Measures**

- 3.3.1** As indicated in Part 1 under Security Requirements, the Bidder must provide the full addresses of the Bidder'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

- 3.3.2** The Company Security Officer (CSO) must ensure through the [Industrial Security Program \(ISP\)](#) that the Contractor and individuals hold a valid security clearance at the required level, as indicated in Part 1, clause 1.1, Security Requirements.

## **PART 4 - EVALUATION PROCEDURES AND BASIS OF SELECTION**

### **4.1 Evaluation Procedures**

- (a) Bids will be assessed in accordance with the entire requirement of the bid solicitation including the technical and financial evaluation criteria.
- (b) An evaluation team composed of representatives of Canada will evaluate the bids.

#### **4.1.1 Technical Evaluation**

##### **4.1.1.1 Mandatory Technical Criteria**

Refer to Annex B

##### **4.1.1.2 Point Rated Technical Criteria**

Refer to Annex B

#### **4.1.2 Financial Evaluation**

*SACC Manual* Clause [A0220T](#) (2014-06-26), Evaluation of Price

### **4.2 Basis of Selection**

#### **Highest Combined Rating of Technical Merit 70% and Price 30%**

In the event two or more responsive bids have an identical final result, the responsive bid with the lowest evaluated price will be recommended for award of a contract.

##### **4.2.1**

*SACC Manual* Clause A0036T (2007-05-25) Basis of Selection - Highest Rated Within Budget



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

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

The certifications provided by Bidders to Canada are subject to verification by Canada at all times. Unless specified otherwise, Canada will declare a bid non-responsive, or will declare a contractor in default if any certification made by the Bidder is found to be untrue whether made knowingly or unknowingly, during the bid evaluation period or during the contract period.

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

### **5.1 Certifications Required with the Bid**

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

#### **5.1.1 Integrity Provisions - Declaration of Convicted Offences**

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

### **5.2 Certifications Precedent to Contract Award and Additional Information**

The certifications and additional information listed below should be submitted with the bid, but may be submitted afterwards. If any of these required certifications or additional information is not completed and submitted as requested, the Contracting Authority will inform the Bidder of a time frame within which to provide the information. Failure to provide the certifications or the additional information listed below within the time frame provided will render the bid non-responsive.

#### **5.2.1 Integrity Provisions – Required Documentation**

In accordance with the *Ineligibility and Suspension Policy* (<http://www.tpsgc-pwgsc.gc.ca/ci-if/politique-policy-eng.html>), the Bidder 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 - Bid Certification**

By submitting a bid, the Bidder certifies that the Bidder, and any of the Bidder's members if the Bidder is a Joint Venture, is not named on the Federal Contractors Program (FCP) for employment equity "FCP Limited Eligibility to Bid" list available at the bottom of the page of the [Employment and Social Development Canada \(ESDC\) - Labour's](http://www.esdc.gc.ca/en/jobs/workplace/human_rights/employment_equity/federal_contractor_program.page?&_ga=1.229006812.1158694905.1413548969) website ([http://www.esdc.gc.ca/en/jobs/workplace/human\\_rights/employment\\_equity/federal\\_contractor\\_program.page?&\\_ga=1.229006812.1158694905.1413548969](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 a bid non-responsive if the Bidder, or any member of the Bidder if the Bidder is a Joint Venture, appears on the "FCP Limited Eligibility to Bid" list at the time of contract award.

## **5.2.3 Additional Certifications Precedent to Contract Award**

### **5.2.3.1 Status and Availability of Resources**

The Bidder certifies that, should it be awarded a contract as a result of the bid solicitation, every individual proposed in its bid will be available to perform the Work as required by Canada's representatives and at the time specified in the bid solicitation or agreed to with Canada's representatives. If for reasons beyond its control, the Bidder is unable to provide the services of an individual named in its bid, the Bidder may propose a substitute with similar qualifications and experience. The Bidder must advise the Contracting Authority of the reason for the substitution and provide the name, qualifications and experience of the proposed replacement. For the purposes of this clause, only the following reasons will be considered as beyond the control of the Bidder: death, sickness, maternity and parental leave, retirement, resignation, dismissal for cause or termination of an agreement for default.

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

### **5.2.3.2 Education and Experience**

#### **5.2.3.4.1**        *SACC Manual* clause [A3010T](#) (2010-08-16) Education and Experience

## **PART 6 - RESULTING CONTRACT CLAUSES**

*Delete this title and the following sentence at contract award*

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

## **6.1 Security Requirements**

1. The Contractor/Offeror must, at all times during the performance of the Contract/Standing Offer/Supply Arrangement, hold a valid Designated Organization Screening (DOS) with approved Document Safeguarding at the level of **PROTECTED B**, issued by the Canadian Industrial Security Directorate, Public Works and Government Services Canada.
2. The Contractor/Offeror personnel requiring access to PROTECTED information, assets or work site(s) must EACH hold a valid **RELIABILITY STATUS**, granted or approved by the Canadian Industrial Security Directorate (CISD), Public Works and Government Services Canada (PWGSC).
3. The Contractor MUST NOT utilize its Information Technology systems to electronically process, produce or store PROTECTED information until the CISD/PWGSC has issued written approval. After approval has been granted or approved, these tasks may be performed up to the level of **PROTECTED B**.
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 D;
  - b. *Industrial Security Manual* (Latest Edition).

## **6.2 Statement of Work**

The Contractor must perform the Work in accordance with the Statement of Work at Annex A.

## **6.3 Standard Clauses and Conditions**

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

### **6.3.1 General Conditions**

[2010B](#) (2016-04-04), General Conditions - Professional Services (Medium Complexity) apply to and form part of the Contract.

[N0000C](#) (2013-04-25), Limitation of Liability – Information Management/Information Technology

## **6.4 Term of Contract**

### **6.4.1 Period of the Contract**

The Work is to be performed during the period of contract award to November 30, 2018.

#### 6.4.2 Option to Extend the Contract

The Contractor grants to Canada the irrevocable option to extend the term of the Contract by up to 3 additional 1 year period(s) under the same conditions. The Contractor agrees that, during the extended period of the Contract, it will be paid in accordance with the applicable provisions as set out in the Basis of Payment.

Canada may exercise this option at any time by sending a written notice to the Contractor at least 5 calendar days before the expiry date of the Contract. The option may only be exercised by the Contracting Authority, and will be evidenced for administrative purposes only, through a contract amendment.

#### 6.5 Authorities

##### 6.5.1 Contracting Authority

The Contracting Authority for the Contract is: [\(to be determined at contract award\)](#)

Name: \_\_\_\_\_

Title: \_\_\_\_\_

Public Works and Government Services Canada

Acquisitions Branch

Directorate: \_\_\_\_\_

Address: \_\_\_\_\_

Telephone: \_\_\_\_\_

Facsimile: \_\_\_\_\_

E-mail address: \_\_\_\_\_

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

##### 6.5.2 Project Authority

The Project Authority for the Contract is: [\(to be determined at contract award\)](#)

Name: \_\_\_\_\_

Title: \_\_\_\_\_

Organization: \_\_\_\_\_

Address: \_\_\_\_\_

Telephone: \_\_\_\_\_

Facsimile: \_\_\_\_\_

E-mail address: \_\_\_\_\_

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

### **6.5.3 Contractor's Representative** (to be determined at contract award)

Name: \_\_\_\_\_

Title: \_\_\_\_\_

Organization: \_\_\_\_\_

Address: \_\_\_\_\_

Telephone: \_\_\_\_\_

Facsimile: \_\_\_\_\_

E-mail address: \_\_\_\_\_

### **6.6 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.

### **6.7 Payment**

#### **6.7.1 Basis of Payment**

The Contractor 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 C , to a limitation of expenditure of **\$175,000.00**. Customs duties are included and Applicable Taxes are extra.

#### **6.7.2 Limitation of Expenditure**

1. Canada's total liability to the Contractor under the Contract must not exceed \$ 175,000.00. Customs duties are included and Applicable Taxes are extra.
2. 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
  - c. as soon as the Contractor considers that the contract funds provided are inadequate for the completion of the Work, whichever comes first.

3. 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.

### **6.7.3 Monthly Payment**

Canada will pay the Contractor on a monthly basis for work performed during the month covered by the invoice in accordance with the payment provisions of the Contract if:

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

### **6.8 Invoicing Instructions**

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.

Invoices must be distributed as follows:

- a. One (1) copy must be forwarded to the Contracting Authority identified under the section entitled "Authorities" of the Contract.

### **6.9 Certifications and Additional Information**

#### **6.9.1 Compliance**

Unless specified otherwise, the continuous compliance with the certifications provided by the Contractor in its bid or precedent to contract award, and the ongoing cooperation in providing additional information are conditions of the Contract and failure to comply will constitute the Contractor in default. Certifications are subject to verification by Canada during the entire period of the Contract.

### **6.10 Applicable Laws**

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

### **6.11 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 Articles of Agreement;
- (b) the general conditions 2010B (2016-04-04);
- (c) Annex A, Statement of Work;
- (d) Annex C, Basis of Payment;
- (e) Annex D, Security Requirements Check List;
- (f) Annex F, Service Level Agreement;
- (g) the Contractor's bid dated \_\_\_\_\_

## ANNEX "A"

### STATEMENT OF WORK

#### 1. INTRODUCTION

Infrastructure Canada (INFC) requires a secure Internet based Application capable of securely storing and sharing files as well as collaborate on the creation and modification of documents. The Service Provider shall host, maintain and support this application for a two (2) year contract period, plus three option periods.

#### 2. BACKGROUND

Infrastructure Canada is required to transfer electronic files between its proponents and other partners on a regular basis. Although most of these are often done through the email system some of the files are found to be too large and are needed to be either transferred by some other means or sliced into pieces in order to satisfy the email limits adding time to both INFC and the proponents/partners.

#### 3. OBJECTIVE

The objective of this procurement is to provide INFC with a qualified Service Provider capable of providing INFC with a secure, fully hosted solution to store, share and collaborate on documents that will be available on contract award. The service **must**:

- Have a robust platform –technology platform that is current and stable and offers optimal performance;
- Support multiple independent workspaces, projects or data rooms
- Provide easy navigation from one workspace to another;
- Allow workspaces to be created within 24-hour notice;
- Allow workspaces to be terminated within 24-hour notice; and
- Has the ability to set up and manage multiple workspaces – up to 50 over a 5-year period.

#### 4. SCOPE OF WORK

1. Provide a solution that is fully hosted and managed<sup>1</sup> by the Service Provider and **must** be securely hosted on Canadian soil, including:
    - i. Service Level Agreement (SLA) (See Annex E below) ;
    - ii. The platform **must** provide the technical service requirements identified in Section 6 of the SoW.
    - iii. The Service Provider **must** safeguard the network and all databases including the Government of Canada's (GC) data or information about the GC at all times by taking all measures reasonably necessary to secure it and protect its integrity. To do so, at a minimum, the Service Provider must control access to the databases on which any data, including personal data, relating to this contract is stored; and
    - iv. The platform **must** be available for the entire period of the contract.
    - v. Customizations as required and described by INFC
-



## **5. DELIVERABLES**

1. Provision of a completed Project Plan;
2. Ability to set-up up to 1000 user accounts;
3. A solution that accommodates up to 1000 concurrent users;
4. A solution that is accessible from the INFC corporate network and the general internet from a Windows 7 (or higher) and Internet Explorer 11 (or higher) environment;
5. Training that is compatible with INFC's technical environment;
6. A solution that does not require the addition of software installed on the INFC network or desktops;
7. An environment that is set-up with a single point-of-entry/login;
8. Delivery of usage analysis and reports to INFC on a monthly basis;
9. Provision of on-going troubleshooting, support and maintenance.
10. A complete archive of all data provided by the service provider upon completion of the contract.

All deliverables (i.e. monthly usage reports) are to be provided in English in MS Word format in electronic version.

## **6. TECHNICAL AND FUNCTIONAL SERVICE REQUIREMENTS**

### **Security**

- Secure Login with SSL (Responds only on port 443);
- File Encryption - Communications Security Establishment Canada (CSEC) approved encryption;
- Multiple levels of application security. (permission based);
- Only authorized users with login credentials can access the system, and only those components for which access has been granted by a system administrator;
- Only authorized system administrators can configure system functionality, including security controls; and
- Comprehensive Back-up system to ensure data integrity and availability.
- The application shall timeout and automatically logout/terminates the user session after a predetermined amount of session inactivity (15mins or less).

### **System Configuration**

- Hosted in secure hosting facility with multiple redundant internet connectivity;
- No software to install to access any of the solutions features;
- No Plug-ins to install (i.e.: ActiveX, Java, Flash);
- All features must be fully functional in Internet Explorer 11.0+, and other modern web browsers; and
- Application code and data will be hosted and maintained by the Service Provider .

### **Licensing / Software**

- Up to 1000 number of total and concurrent application users;
- Up to 50 number of workspaces, projects or data rooms; and
- Up to 1 Terabyte / 1000 Gigabytes of storage space (memory) capacity.

## **Solution Features**

- Fully bilingual solution (English and French);
- 100% web-based;
- Reporting capabilities;
- Agenda / Calendar capabilities;
- Dashboard (Current Activity) capabilities;
- Built-In email and external email integration capabilities;
- Discussion forum capabilities;
- External linking capabilities;
- On-Demand workspace / project / data room archiving capabilities;
- Ability to customize interface; and
- Simple and intuitive interface (little or no training required)

## **Team Collaboration**

- Dashboard - Inform members about the latest updates, including reminders for current;
- Scheduled events (7 days in advance), and the latest shared file updates;
- Ability to provide access to a listing of all project members with access to contact information;
- Contact information must include: name, phone, mailing address, email address, fax, job title, and member's company (or organization);
- Ability to export member contact information to vCard format;
- Ability to create groups of members;
- Ability to provide a "private" team feature. (Members can only see the administrators); and
- Ability to automatically send email to single member, multiple members or groups of members.

## **Agenda / Calendar Functionality**

- Ability for any member to add/delete events from a centralized calendar;
- Ability to schedule private and public events;
- Ability to invited selected members to an event;
- Ability to notify other members via automatic notification about scheduled events they are invited/related to; and
- Ability to have a day, week, month and yearly views.

## **Document Management**

- Ability to manage documents via virtual file system;
- Features to include: upload, move, copy, delete, rename, and save (download);
- Ability to have file commenting;
- Ability to sort data by document name, size, author and date added;
- Ability to send automated notifications upon upload of new document and makes clear who uploaded it when and where the document is located;
- Ability to provide permission based multi-level document folder structures;
- At minimum permissions can be set to: None, View, Add, Edit;
- Ability to upload/retrieve files without limitation of file format or size;
- Ability to upload/download files individually and in batches of multiple files; and

- Ability to provide searching on folders as well as documents based with a minimum of file name, author, date, file type and size.

### **Audit Trail**

- Has automatic audit trail logging for actions taken on documents and at minimum logs:
  - Files uploaded, downloaded, renamed, moved, copied, deleted actions and who/when

### **Reporting**

- Ability to report on members' activity:
  - Number of times logged in; and
  - Last login date/time.
- Ability to report on operations on files and folders:
  - Files uploaded, downloaded, renamed, moved, copied, deleted actions and who/when.
- Ability to report on member management:
  - Members added, delete, date/time.
- Ability to report on project space usage:
  - current space usage, and
  - peak space usage
- Ability to export report to multiple types (PDF, Excel, CVS);
- Reports on demand include real-time information and, once generated, can be refreshed to illustrate changed information within a single session:
- Ability to produce reports based on configurable filters for data elements including, but not limited to report type, operation type and date ranges.

### **Project Archiving**

- Ability to provide a project archive on as and when required basis:
  - Archive shall include all data and customized filing structure; and
  - Archive shall be provided in duplicate on appropriate media (CD/DVD/External drive).

### **Project Administration**

- Administration tasks shall be performed by INFC administrators or a designated individual. INFC shall have a complete, non-restricted access to all the shared data;
- Administrative tasks may include, but are not limited to:
  - Ability to add/delete members;
  - Ability to import members' information from one project / workspace / data room to another;
  - Ability to easily modify existing members' information;
  - Ability to manage members' permissions ;
  - Ability to set permissions on a per member basis;
  - Ability to set permissions on a per folder (directory) basis;
  - Ability to set default permission to each managed folder independently. New members added to the project will be granted the manageable default permissions scheme; and
  - Ability to allow a single user to be a member of multiple independent projects / workspaces / data rooms.

## 7. CONSTRAINTS

1. Any Cloud-technology services **must** meet the Government of Canada security requirements and be hosted on Canadian soil;
2. Service **must** be available in English and French; and
3. Ownership of the data and developed products (IP) remains with the Government of Canada during and after contract termination.

## 8. TRAVEL REQUIREMENTS

There is no travel requirement associated with this contract.



## ANNEX "B"

### EVALUATION CRITERIA

#### 1. General

- (a) Bids will be assessed in accordance with the entire requirement of the bid solicitation including the technical and financial evaluation criteria. There are several steps in the evaluation process, which are described below. Even though the evaluation and selection will be conducted in steps, the fact that Canada has proceeded to a later step does not mean that Canada has conclusively determined that the Service Provider has successfully passed all the previous steps. Canada may conduct steps of the evaluation in parallel.
- (b) An evaluation team composed of representatives of Infrastructure Canada (INFC) will evaluate the bids on behalf of Canada. Canada may hire any independent consultant, or use any Government resources, to evaluate any bid. Not all members of the evaluation team will necessarily participate in all aspects of the evaluation.
- (c) In addition to any other time periods established in the bid solicitation:
  - i. **Requests for Clarifications:** If Canada seeks clarification or verification from the Service Provider about its bid, the Service Provider will have 2 working days (or a longer period if specified in writing by the Contracting Authority) to provide the necessary information to Canada. Failure to meet this deadline will result in the bid being declared non-responsive.
  - ii. **Extension of Time:** If additional time is required by the Service Provider, the Contracting Authority may grant an extension at his or her sole discretion.

#### 2. TECHNICAL EVALUATION

##### a) Mandatory Technical Criteria:

Each bid will be reviewed for compliance with the mandatory requirements of the bid solicitation. All elements of the bid solicitation that are mandatory requirements are identified specifically with the words "must" or "mandatory". Bids that do not comply with each and every mandatory requirement will be considered non-responsive and be disqualified. Mandatory evaluation criteria are described in Part 6.

##### b) Point -Rated Technical Criteria:

Each bid will be rated by assigning a score to the rated requirements, which are identified in the bid solicitation by the word "rated" or by reference to a score. Service Providers who fail to submit complete bids with all the information requested by this bid solicitation will be rated accordingly. The rated requirements are described in Part 6.

A Technical Proposal Score (out of 70 points), will be computed for each technically responsive Service Provider using the following formula:

Actual Score	x 70% =	Final Score
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Maximum Score Attainable		70% of Service Providers Calculated Score
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**Example: Given the proposed Resources have met the minimum threshold**

300	x 70% =	<b>Final Score</b>
345		60.869 out of 70

**Note:** Scores will be computed to a maximum of three decimal places.

Technical Proposal Criteria	Level	Minimum Threshold	Maximum Points
Corporate References		N/A	50
Corporate Functional/Technical		90%= 265.5	295
			<b>345</b>

**c. Reference Checks:**

- i. If a reference check is performed, Canada will conduct the reference check in writing by e-mail. Canada will send all email reference check requests to contacts supplied by all the Service Providers on the same day using the email address provided in the bid. Canada will not award any points unless the response is received within 5 working days of the date that Canada's email was sent.
- ii. The Service Provider is to be notified that customer reference has not responded. On the third working day after sending out the reference check request, if Canada has not received a response, Canada will notify the Service Provider by email, to allow the Service Provider to contact its reference directly to ensure that it responds to Canada within 5 working days. If the individual named by a Service Provider is unavailable when required during the evaluation period, the Service Provider may provide the name and email address of an alternate contact person from the same customer. Service Providers will only be provided with this opportunity once for each customer, and only if the originally named individual is unavailable to respond (i.e., the Service Provider will not be provided with an opportunity to submit the name of an alternate contact person if the original contact person indicates that he or she is unwilling or unable to respond). The Service Provider will have 24 hours to submit the name of a new contact. That contact will again be given 5 working days to respond once Canada sends its reference check request.]
- iii. Wherever information provided by a reference differs from the information supplied by the Service Provider, the information supplied by the reference will be the information evaluated.
- iv. Points will not be allocated and/or a Service Provider will not meet the mandatory experience requirement (as applicable) if (1) the reference customer states he or she is unable or unwilling to provide the information requested, or (2) the customer reference is not a customer of the Service Provider itself (for example, the customer cannot be the customer of an affiliate of the Service Provider instead of being a customer of the Service Provider itself). Nor will points be allocated or a mandatory met if the customer is itself an affiliate or other entity that does not deal at arm's length with the Service Provider.

- v. Whether or not to conduct reference checks is discretionary. However, if Canada chooses to conduct reference checks for any given rated or mandatory requirement, it will check the references for that requirement for all Service Providers who have not, at that point, been found non-responsive.

- b) Technically Responsive Proposal:** A technically responsive proposal is a proposal that
  - i. Meets all the mandatory requirements of the solicitation; and
  - ii. Scores the required minimum threshold on the point-rated requirements.

### **3. Financial Evaluation**

- (a) Unless otherwise specified in the RFP, the financial evaluation will be conducted by calculating the Total Bid Price using the Basis of Payment completed by the Bidders. Only the proposals that are technically responsive will be considered.

- (b) **Mandatory Financial Criteria**

- i) The Bidder must provide its financial information using the Excel spreadsheet attached as a separate document. The information required is outlined in Part 3, Basis of Payment. The Financial evaluation will be conducted only on proposals that are technically responsive by using these rates to calculate the Total Financial Score. Failure to abide with these conditions will result in a proposal being considered non-responsive.

The following financial evaluation method will be used for the **bids** that are determined responsive:

The Financial Proposal Score (out of 30 points) will be computed for each technically responsive bid:



**Sample Financial Evaluation**

ITEM	UNIT	Weight in Points and Percentage	Unit Price for Total Contract Period		
			Bidder A	Bidder B	Bidder 3
1. Allocation / Setup of 1000 user accounts, 1TB of data and 50 workspaces.	<b>One-time charge</b>	5	\$ 1,280.00	\$ 1,000.00	\$ 1,600.00
2. Cost for 50 workspaces with 1TB of shared data and up to 1000 user accounts.	<b>Per Month</b>	35	\$5,000.00	\$4,000.00	\$6,000.00
3. Cost for additional users	<b>Per User</b>	5	\$15.00	\$12.50	\$10.00
4. Cost of additional space(for a workspace)	<b>GB/Per Month</b>	5	\$12.00	\$8.50	\$14.00
5. Training	<b>Per Hour</b>	10	\$400.00	\$375.00	\$550.00
6. Administrator	<b>Per Hour</b>	10	\$700.00	\$550.00	\$800.00
7. Programming Services	<b>Per Diem</b>	10	\$1,000.00	\$1,100.00	\$975.00
8. Workspace Archiving (2 copies)	<b>CD/DVD/USB</b>	5	\$75.00	\$150.00	\$100.00
9. Monthly Reports	<b>Per Month</b>	5	\$250.00	\$300.00	\$375.00

**3.2 SAMPLE CALCULATIONS**

POINT ALLOCATION						
ITEM		Bidder A		Bidder B		Bidder C
1. Allocation / Setup of 1000 user accounts, 1TB of data and 50 workspaces.	3.906	<u>Lowest rate of \$1000</u> Bidders rate of <u>\$1280</u> x 5 pts	5	<u>Lowest rate of \$1000</u> Bidders rate of <u>\$1000</u> x 5 pts	3.125	<u>Lowest rate of \$1000</u> Bidders rate of <u>\$1600</u> x 5 pts
2. Cost for 50 workspaces with 1TB of shared data and up to 1000 user accounts.	28	<u>Lowest rate of \$4000</u> Bidders rate of \$5000 x 35 pts	35	<u>Lowest rate of \$4000</u> Bidders rate of \$4000 x 35 pts	23.333	<u>Lowest rate of \$4000</u> Bidders rate of \$6000 x 35 pts
3. Cost for additional users	3.33	<u>Lowest rate of \$10</u> Bidders rate of \$15 x 5 pts	4	<u>Lowest rate of \$10</u> Bidders rate of \$12.50 x 5 pts	5	<u>Lowest rate of \$10</u> Bidders rate of \$10 x 5 pts
4. Cost of additional space(for a workspace)	3.542	<u>Lowest rate of \$8.50</u> Bidders rate of \$12. x 5 pts	5	<u>Lowest rate of \$8.50</u> Bidders rate of \$8.50. x 5 pts	3.036	<u>Lowest rate of \$8.50</u> Bidders rate of \$14. x 5 pts
5. Training	9.38	<u>Lowest rate of \$375.</u> Bidders rate of \$400. x 10 pts	10	<u>Lowest rate of \$375.</u> Bidders rate of \$375 x 10 pts	6.82	<u>Lowest rate of \$375.</u> Bidders rate of \$550. x 10 pts
6. Administrator	7.86	<u>Lowest rate of \$550.</u> Bidders rate of \$700. x 10 pts	10	<u>Lowest rate of \$550.</u> Bidders rate of \$550... x 10 pts	6.88	<u>Lowest rate of \$550.</u> Bidders rate of \$800. x 10 pts
7. Programming Services	9.75	<u>Lowest rate of \$975.</u> Bidders rate of \$1000... x 10 pts	8.864	<u>Lowest rate of \$975.</u> Bidders rate of \$1100. x 10 pts	10	<u>Lowest rate of \$975.</u> Bidders rate of \$975. x 10 pts
8. Workspace Archiving (2 copies)	5	<u>Lowest rate of \$75.</u> Bidders rate of \$75. x 5 pts	2.5	<u>Lowest rate of \$75.</u> Bidders rate of \$150. x 5 pts	3.75	<u>Lowest rate of \$75.</u> Bidders rate of \$100. x 5 pts

POINT ALLOCATION						
ITEM	Bidder A		Bidder B		Bidder C	
9. Monthly Reports	5	<u>Lowest rate of \$250.</u> Bidders rate of \$250. x 5 pts	4.17	<u>Lowest rate of \$250.</u> Bidders rate of \$300. x 5 pts	3.33	<u>Lowest rate of \$250.</u> Bidders rate of \$375. x 5 pts
<b>Total out of Score 100</b>		<b>75.768</b>		<b>8</b>		<b>65.274</b>

**3.3 Sample Financial Proposal Score**

The above is an example. The total financial score for this requirement will be based on 2 resource and three Bidders. Each Bidder’s score will then be calculated out of 30 points.

Financial score for this bid	X	30	= financial score
Maximum financial score			

**Bidder A**

75.768	X	30	<b>25.256 = out of 30</b>
90			

**Bidder B**

84.534	X	30	<b>28.178 = out of 30</b>
90			

**Bidder C**

65.274	X	30	<b>21.758 = out of 30</b>
90			

### 3.2 Basis of Selection

Bids must comply with the requirements of the bid solicitation and meet all mandatory criteria to be declared responsive. The responsive bids as determined by the established pre-determined selection criteria will be recommended for contract award. Only bids that are deemed technically responsive will proceed to financial evaluation.

a)

The Technical and Financial proposals will initially be scored separately. The Proposal Score will be determined by calculating the Financial Proposal Score in accordance with the following weights:

Technical Proposal	=	70
Financial Proposal	=	<u>30</u>
<b>Overall Proposal</b>	=	<b>100</b>

The Service Provider that passes all mandatory criteria and has the **highest overall score** will be recommended for contract award.

- (b) Service Providers should note that all contract awards are subject to Canada's internal approvals process, which includes a requirement to approve funding in the amount of any proposed contract. Despite the fact that the Service Provider may have been recommended for contract award, a contract will only be awarded if internal approval is granted according to Canada's internal policies. If approval is not granted, no contract will be awarded.
- (c) Notification of Evaluation Results: All invited senders will be notified in writing regarding the outcome of the RFP process.
- (d) This notice will include the following information:
- i. Solicitation Number;
  - ii. Company name of winning Service Provider;
  - iv. Total value of contract awarded;
  - vi. Total points scored per individual Service Provider (Note: Service Providers will only receive their own total points scored and not the score of the other Service Providers)

Service Provider Instructions:

- (a) To demonstrate that the Service Provider meets the Mandatory Evaluation Criteria for the Project References, use Table 1 – Corporate Project Reference Template. All fields of the table **must** be completed for the bid to be compliant. (Note: The Service Provider must replicate Table 1 for each project requested.)
- (b) All other projects are to be demonstrated in the grids provided in the column labelled:

**Demonstrated Experience** where applicable.

- (c) The client reference contact **must** be a resource from the client organization and not a contracted consultant.
- (d) Service Providers should note that when completing the grids, INFC is evaluating for the specific information that demonstrates experience for any given criterion. Pasting the same information in a grid and or template every time the same project is used is not what we are expecting. **Only the specific experience for the criterion being evaluated is to be provided.**
- (e) INFC reserves the right to verify any information provided by the Service Provider in response to the mandatory requirements. This will be done by contacting the client contact, using the contact information provided by the Service Provider, and providing the client with a copy of the information submitted by the Service Provider (applicable to that specific client only) for independent verification. If verification is required for a project for which INFC does not have the contact information, the Service Provider will be requested to provide this information.
- (f) Proposals that do not meet all of the mandatory evaluation criteria will be given no further consideration and deemed non-compliant.

## Corporate Reference Template

Table 1 - Corporate Reference Template

Indicate: Reference 1 or 2	
<b>Service Provider Name:</b>	
<b>Client Identification</b>	Title
	Client Name
	Client Address
	Client Contact Name
	Title
	Telephone Number
	Email Address
(i) Was initiated in the last five years.	<p style="text-align: right;">Yes <input type="checkbox"/> No <input type="checkbox"/></p> <p style="text-align: center;">Start Date: dd/mm/yyyy End Date: dd/mm/yyyy</p>
(ii) Delivered, enabled and supported the functionality to manage at least 1000 user accounts, provide forgotten passwords recovery and provide an automatic logoff after a configurable period of inactivity.	<p style="text-align: right;">Yes <input type="checkbox"/> No <input type="checkbox"/></p>
(iii) Overview of client's File Sharing Service installation.	
(iv) Description of the Service Provider's specific tasks, activities and deliverables for the installation.	
(v) Provided on-going troubleshooting, support and maintenance at no additional cost	<p style="text-align: right;">Yes <input type="checkbox"/> No <input type="checkbox"/></p>
(vi) Provided usage analysis.	<p style="text-align: right;">Yes <input type="checkbox"/> No <input type="checkbox"/></p> <p><b>Description of fields in report:</b></p>

**Mandatory Corporate Criteria: Table 2 - Corporate Mandatory Criteria**

#	Mandatory	Demonstrated Experience
M1	<p><b>Corporate Experience- Two (2) Installations</b></p> <p>Using the template in Table 1, The Service Provider <b>must</b> demonstrate experience leading and planning two (2) installations of its File Sharing Service. Each submitted reference must meet the minimum eligibility criteria listed below:</p> <ul style="list-style-type: none"> <li>• The platform <b>must</b> deliver, enable and support the functionality to manage at least 1000 user accounts, provide forgotten passwords recovery and provide an automatic logoff after a configurable period of inactivity;</li> <li>• The platform <b>must</b> have the ability to deliver usage analysis;</li> <li>• The Service Provider <b>must</b> provide on-going troubleshooting, support and maintenance; and</li> <li>• The service agreement <b>must</b> have been initiated in the past five years.</li> </ul>	
M2	<p><b>Hosting</b></p> <p>The Service Provider <b>must</b> certify (Part 5) that it can provide secure, fully hosted services from a location on Canadian soil. The Service must be solely owned and operated in Canada (including, as applicable, all joint ventures, consortia and partners). The hosting facility must also reside in Canada as well as any other back-up facilities.</p>	
M3	<p><b>Service Level Agreement</b></p> <p>The Service Provider <b>must</b> certify (Part 5) that it can provide the service levels required by Infrastructure Canada as described in Appendix B.</p>	
M4	<p><b>Bilingualism</b></p> <p>The Service Provider <b>must</b> certify (Part 5) that it will provide the service in both Canadian French and English languages.</p>	

**Point-Rated Corporate Criteria: Table 3 – Corporate Service Installation References**

#	File Sharing Solution Proposed Service Provider Name:  Point Rated Criteria	Max Points	Demonstrated Experience  <i>Provide information which demonstrates all the requirement(s) for specific criterion.<sup>2</sup></i>
R1	<p>The Service Provider should provide sample installations of its service that meet the following criteria:</p> <ul style="list-style-type: none"> <li>i. Was completed in the past five years;</li> <li>ii. Was for private or public sector client<sup>3</sup>;</li> <li>iii. Was for a File Sharing Solution;</li> <li>iv. File Sharing Supported: supported a minimum of 9 of the following 11 items::                             <ul style="list-style-type: none"> <li>a. Security</li> <li>b. System Configuration</li> <li>c. Licensing/Software</li> <li>d. Multiple Solution Features</li> <li>e. Team Collaboration</li> <li>f. Agenda / Calendar Functionality</li> <li>g. Document Management</li> <li>h. Audit Trail</li> <li>i. Reporting</li> <li>j. Project Archiving</li> <li>k. Project Administration</li> </ul> </li> </ul>	50	<p><b>Installation 1</b> Name of Client: Contact Name, Telephone # and Email Address::</p> <p>i. Installation Date:</p> <p>ii. Sector:</p> <p>iii. File Sharing Solution: Yes <input type="checkbox"/> No <input type="checkbox"/></p> <p>iv. Supported Areas:</p> <p>v. Size of Organization:</p> <p><b>Installation 2</b> Name of Client: Contact Name, Telephone # and Email Address:</p> <p>i. Installation Date:</p> <p>ii. Sector:</p> <p>iii. File Sharing Solution: Yes <input type="checkbox"/> No <input type="checkbox"/></p> <p>iv. Supported Areas:</p> <p>v. Size of Organization:</p> <p><b>Installation 3</b> Name of Client: Contact Name, Telephone # and Email Address:</p>

<sup>2</sup> Only the information required to demonstrate the specific experience requested is to appear in this field

<sup>3</sup> Public Sector is defined as Federal, Provincial, Municipal or State.



File Sharing Solution		Demonstrated Experience	
#	Proposed Service Provider Name:  Point Rated Criteria	Max Points	<i>Provide information which demonstrates all the requirement(s) for specific criterion.<sup>2</sup></i>
	v. Client organization was a minimum of 300 resources.  <b>Evaluation Grid:</b> The Service Provider will receive up to 50 points for installations that satisfy all the above criteria (i-v) as follows:  1 installation- 10 points 2 installations- 20 points 3 installations- 30 points 1 of above was for Public Sector Clients- 10 points 1 of above was for an organization size of 300 to 500 resources – 20 points		i. Installation Date: ii. Sector: iii. File Sharing Solution: Yes <input type="checkbox"/> No <input type="checkbox"/> iv. Supported Areas: v. Size of Organization:
<b>Maximum Score= 50</b>			

**Table 4 – Point-Rated Technical Service Requirements**

Technical Service Requirements	Evaluation Grid If yes, assign points as follows	
<b>Security</b>		
Secure Login with SSL (Responds only on port 443);	<input type="checkbox"/> Yes <input type="checkbox"/> No	5 points
File Encryption - Communications Security Establishment Canada (CSEC) approved encryption;	<input type="checkbox"/> Yes <input type="checkbox"/> No	5 points
Multiple levels of application security. (permission based);	<input type="checkbox"/> Yes <input type="checkbox"/> No	5 points
Only authorized users with login credentials can access the system, and only those components for which access has been granted by a system administrator;	<input type="checkbox"/> Yes <input type="checkbox"/> No	5 points
Only authorized system administrators can configure system functionality, including security controls; and	<input type="checkbox"/> Yes <input type="checkbox"/> No	5 points
The application will timeout and automatically logout/terminates the user session after a predetermined amount of session inactivity.	<input type="checkbox"/> Yes <input type="checkbox"/> No	5 points
<b>System Configuration</b>		
Hosted in secure hosting facility with multiple redundant internet connectivity;	<input type="checkbox"/> Yes <input type="checkbox"/> No	5 points
No software to install to access any of the solutions features;	<input type="checkbox"/> Yes <input type="checkbox"/> No	5 points
No Plug-ins to install (i.e.: ActiveX, Java, Flash);	<input type="checkbox"/> Yes <input type="checkbox"/> No	5 points
All features must be fully functional in Internet Explorer 10.0+, and other modern web browsers; and	<input type="checkbox"/> Yes <input type="checkbox"/> No	5 points
Application code and data will be hosted and maintained by the Application Service Provider (ASP).	<input type="checkbox"/> Yes <input type="checkbox"/> No	5 points
<b>Licensing / Software</b>		
Up to 1000 number of total and concurrent application users;	<input type="checkbox"/> Yes <input type="checkbox"/> No	5 points
Up to 50 number of workspaces, projects or data rooms; and	<input type="checkbox"/> Yes <input type="checkbox"/> No	5 points
Up to 1 Terabyte / 1000 Gigabytes of storage space (memory) capacity.	<input type="checkbox"/> Yes <input type="checkbox"/> No	5 points
<b>Solution Features</b>		

<b>Technical Service Requirements</b>		<b>Evaluation Grid</b> If yes, assign points as follows
Fully bilingual solution (English and French);	<input type="checkbox"/> Yes <input type="checkbox"/> No	5 points
100% web-based;	<input type="checkbox"/> Yes <input type="checkbox"/> No	5 points
Reporting capabilities;	<input type="checkbox"/> Yes <input type="checkbox"/> No	5 points
Agenda / Calendar capabilities;	<input type="checkbox"/> Yes <input type="checkbox"/> No	5 points
Dashboard (Current Activity) capabilities;	<input type="checkbox"/> Yes <input type="checkbox"/> No	5 points
Built-In email and external email integration capabilities;	<input type="checkbox"/> Yes <input type="checkbox"/> No	5 points
Discussion forum capabilities;	<input type="checkbox"/> Yes <input type="checkbox"/> No	5 points
External linking capabilities;	<input type="checkbox"/> Yes <input type="checkbox"/> No	5 points
On-Demand workspace / project / data room archiving capabilities;	<input type="checkbox"/> Yes <input type="checkbox"/> No	5 points
Ability to customize interface.	<input type="checkbox"/> Yes <input type="checkbox"/> No	5 points
<b>Team Collaboration</b>		
Dashboard - Inform members about the latest updates, including reminders for current scheduled events (7 days in advance), and the latest shared file updates;	<input type="checkbox"/> Yes <input type="checkbox"/> No	5 points
Ability to provide access to a listing of all project members with access to contact information;	<input type="checkbox"/> Yes <input type="checkbox"/> No	5 points
Contact information must include: name, phone, mailing address, email address, fax, job title, and member's company (or organization);	<input type="checkbox"/> Yes <input type="checkbox"/> No	5 points
Ability to export member contact information to vCard format;	<input type="checkbox"/> Yes <input type="checkbox"/> No	5 points
Ability to create groups of members;	<input type="checkbox"/> Yes <input type="checkbox"/> No	5 points
Ability to provide a "private" team feature. (Members can only see the administrators); and	<input type="checkbox"/> Yes <input type="checkbox"/> No	5 points
Ability to automatically send email to single member, multiple members or groups of members.	<input type="checkbox"/> Yes <input type="checkbox"/> No	5 points
<b>Agenda / Calendar Functionality</b>		
Ability for any member to add/delete events from a centralized calendar;	<input type="checkbox"/> Yes <input type="checkbox"/> No	5 points

Technical Service Requirements		Evaluation Grid If yes, assign points as follows
Ability to schedule private and public events;	<input type="checkbox"/> Yes <input type="checkbox"/> No	5 points
Ability to invited selected members to an event;	<input type="checkbox"/> Yes <input type="checkbox"/> No	5 points
Ability to notify other members via automatic notification about scheduled events they are invited/related to; and	<input type="checkbox"/> Yes <input type="checkbox"/> No	5 points
Ability to have a day, week, month and yearly views	<input type="checkbox"/> Yes <input type="checkbox"/> No	5 points
Document Management		
Ability to manage documents via virtual file system;	<input type="checkbox"/> Yes <input type="checkbox"/> No	5 points
Features to include: upload, move, copy, delete, rename, and save (download);	<input type="checkbox"/> Yes <input type="checkbox"/> No	5 points
Ability to have file commenting;	<input type="checkbox"/> Yes <input type="checkbox"/> No	5 points
Ability to sort data by document name, size, author and date added;	<input type="checkbox"/> Yes <input type="checkbox"/> No	5 points
Ability to send automated notifications upon upload of new document and makes clear who uploaded it when and where the document is located;	<input type="checkbox"/> Yes <input type="checkbox"/> No	5 points
Ability to provide permission based multi-level document folder structures;	<input type="checkbox"/> Yes <input type="checkbox"/> No	5 points
At minimum permissions can be set to: None, View, Add, Edit;	<input type="checkbox"/> Yes <input type="checkbox"/> No	5 points
Ability to upload/retrieve files without limitation of file format or size;	<input type="checkbox"/> Yes <input type="checkbox"/> No	5 points
Ability to upload/download files individually and in batches of multiple files; and	<input type="checkbox"/> Yes <input type="checkbox"/> No	5 points
Ability to provide searching on folders as well as documents based with a minimum of file name, author, date, file type and size.	<input type="checkbox"/> Yes <input type="checkbox"/> No	5 points
Audit Trail		
Has automatic audit trail logging for actions taken on documents and at minimum logs: <ul style="list-style-type: none"> <li>▪ Files uploaded, downloaded, renamed, moved, copied, deleted actions and who/when</li> </ul>	<input type="checkbox"/> Yes <input type="checkbox"/> No	5 points
Reporting		

<b>Technical Service Requirements</b>		<b>Evaluation Grid</b> If yes, assign points as follows
Ability to report on members' activity: <ul style="list-style-type: none"> <li>▪ Number of times logged in; and</li> <li>▪ Last login date/time.</li> </ul>	<input type="checkbox"/> Yes <input type="checkbox"/> No	5 points
Ability to report on operations on files and folders: <ul style="list-style-type: none"> <li>▪ Files uploaded, downloaded, renamed, moved, copied, deleted actions and who/when.</li> </ul>	<input type="checkbox"/> Yes <input type="checkbox"/> No	5 points
Ability to report on member management: <ul style="list-style-type: none"> <li>▪ Members added, delete, date/time.</li> </ul>	<input type="checkbox"/> Yes <input type="checkbox"/> No	5 points
Ability to report on project space usage: <ul style="list-style-type: none"> <li>▪ Current space usage, and</li> <li>▪ Peak space usage,</li> </ul>	<input type="checkbox"/> Yes <input type="checkbox"/> No	5 points
Ability to export report to multiple types (PDF, Excel, CVS);	<input type="checkbox"/> Yes <input type="checkbox"/> No	5 points
Reports on demand include real-time information and, once generated, can be refreshed to illustrate changed information within a single session:	<input type="checkbox"/> Yes <input type="checkbox"/> No	5 points
Ability to produce reports based on configurable filters for data elements including, but not limited to report type, operation type and date ranges.	<input type="checkbox"/> Yes <input type="checkbox"/> No	5 points
<b>Project Archiving</b>		
Ability to provide a project archive on as and when required basis: <ul style="list-style-type: none"> <li>▪ Archive shall include all data and customized filing structure; and</li> <li>▪ Archive shall be provided in duplicate on appropriate media (CD/DVD/External drive).</li> </ul>	<input type="checkbox"/> Yes <input type="checkbox"/> No	5 points
<b>Project Administration</b>		
Administration tasks shall be performed by INFC administrators or a designated individual. INFC shall have a complete, non-restricted access to all the shared data;	<input type="checkbox"/> Yes <input type="checkbox"/> No	
Administrative tasks may include, but are not limited to: <ul style="list-style-type: none"> <li>▪ Ability to add/delete members;</li> <li>▪ Ability to import members' information from one project / workspace / data room to</li> </ul>	<input type="checkbox"/> Yes <input type="checkbox"/> No	20 points

<p style="text-align: center;"><b>Technical Service Requirements</b></p>	<p style="text-align: right;"><b>Evaluation Grid</b> If yes, assign points as follows</p>	
<p>another;</p> <ul style="list-style-type: none"> <li>▪ Ability to easily modify existing members' information;</li> <li>▪ Ability to manage members' permissions ;</li> <li>▪ Ability to set permissions on a per member basis;</li> <li>▪ Ability to set permissions on a per folder (directory) basis;</li> <li>▪ Ability to set default permission to each managed folder independently. New members added to the project will be granted the manageable default permissions scheme; and</li> <li>▪ Ability to allow a single user to be a member of multiple independent projects / workspaces / data rooms</li> </ul>		
<p><b>Maximum Points = 295</b></p>	<p><b>Minimum Threshold 90%=265.5</b></p>	<p><b>Score out of 295</b></p>

## ANNEX "C"

### BASIS OF PAYMENT

This contract has a limitation of expenditure of **\$ 400,000.00 plus HST** over a five-year period from the date of contract signing.

**The following are estimates and may be changed due to set-up and customizations:**

Year 1	\$100,000.00
Year 2	\$ 75,000.00
Option Period 1	\$ 75,000.00
Option Period 2	\$ 75,000.00
Option Period 3	\$ 75,000.00

ITEM	UNIT	Cost
1. Allocation / Setup of 1000 user accounts, 1TB of data and 50 workspaces.	<b>One-time charge</b>	
2. Cost for 50 workspaces with 1TB of shared data and up to 1000 user accounts.	<b>Per Month</b>	
3. Cost for additional users	<b>Per User</b>	
4. Cost of additional space(for a workspace)	<b>GB/Per Month</b>	
5. Training	<b>Per Hour</b>	
6. Administrator	<b>Per Hour</b>	
7. Programming Services	<b>Per Diem</b>	
8. Workspace Archiving (2 copies)	<b>CD/DVD/USB</b>	

**Solicitation #:**

ITEM	UNIT	Cost
9. Monthly Reports	Per Month	
10. Monthly Reports	Per Month	

Charges for expenses that are normally incurred in the provision of services, such as, labour for providing estimates and conducting contract negotiations, resolving contract disputes, tracking time sheets, monthly invoicing, facsimile, office supplies, computer hardware and software charges, courier, long-distance telephone charges, travel costs from a personal residence to the work site, local travel costs, and the like are included in the firm fixed price and will not be permitted an additional charge under the contract. Prices of deliverables, if any, are included in the Firm Fixed Price and all deliverables are FOB Destination, Canadian Customs Duty included if applicab



# ANNEX "D" SECURITY



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

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

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UNCLASSIFIED





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

8. Will the supplier require access to PROTECTED and/or CLASSIFIED COMSEC information or assets?  
Le fournisseur aura-t-il accès à des renseignements ou à des biens COMSEC désignés PROTÉGÉS et/ou CLASSIFIÉS?  No / Non  Yes / Oui  
If Yes, indicate the level of sensitivity:  
Dans l'affirmative, indiquer le niveau de sensibilité :

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

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

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

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

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

Special comments:  
Commentaires spéciaux :

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

10. b) May unscreened personnel be used for portions of the work?  
Du personnel sans autorisation sécuritaire peut-il se voir confier des parties du travail?  No / Non  Yes / Oui  
If Yes, will unscreened personnel be escorted?  
Dans l'affirmative, le personnel en question sera-t-il escorté?  No / Non  Yes / Oui

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

INFORMATION / ASSETS / RENSEIGNEMENTS / BIENS

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

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

**PRODUCTION**

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

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

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

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

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

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

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

**SUMMARY CHART / TABLEAU RÉCAPITULATIF**

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

12. a) Is the description of the work contained within this SRCL PROTECTED and/or CLASSIFIED?  
 La description du travail visé par la présente LVERS est-elle de nature PROTÉGÉE et/ou CLASSIFIÉE?  No / Non  Yes / Oui
- If Yes, classify this form by annotating the top and bottom in the area entitled "Security Classification".  
 Dans l'affirmative, classifiez le présent formulaire en indiquant le niveau de sécurité dans la case intitulée « Classification de sécurité » au haut et au bas du formulaire.
12. b) Will the documentation attached to this SRCL be PROTECTED and/or CLASSIFIED?  
 La documentation associée à la présente LVERS sera-t-elle PROTÉGÉE et/ou CLASSIFIÉE?  No / Non  Yes / Oui
- If Yes, classify this form by annotating the top and bottom in the area entitled "Security Classification" and indicate with attachments (e.g. SECRET with Attachments).  
 Dans l'affirmative, classifiez le présent formulaire en indiquant le niveau de sécurité dans la case intitulée « Classification de sécurité » au haut et au bas du formulaire et indiquez qu'il y a des pièces jointes (p. ex. SECRET avec des pièces jointes).

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**PART D - AUTHORIZATION / PARTIE D - AUTORISATION**

13. Organization Project Authority / Chargé de projet de l'organisme			
Name (print) - Nom (en lettres moulées) Centralized Professional Services System, CPSS		Title - Titre Professional Services - Methods of Supply	Signature <i>Robert Yaman</i>
Telephone No. - N° de téléphone 000-000-0000	Facsimile No. - N° de télécopieur 000-000-0000	E-mail address - Adresse courriel SSPC.CPSS@tpsgc-pwgsc.gc.ca	Date 2012/03/13
14. Organization Security Authority / Responsable de la sécurité de l'organisme			
Name (print) - Nom (en lettres moulées) Charron, Annick		Title - Titre SO	Signature <i>Annick Charron</i>
Telephone No. - N° de téléphone 819-956-0615	Facsimile No. - N° de télécopieur 819-934-1449	E-mail address - Adresse courriel annick.charron@tpsgc-pwgsc.gc.ca	Date March 20, 2012
15. Are there additional instructions (e.g. Security Guide, Security Classification Guide) attached? Des instructions supplémentaires (p. ex. Guide de sécurité, Guide de classification de la sécurité) sont-elles jointes?			<input type="checkbox"/> No / Non <input type="checkbox"/> Yes / Oui
16. Procurement Officer / Agent d'approvisionnement			
Name (print) - Nom (en lettres moulées)		Title - Titre	Signature
Telephone No. - N° de téléphone	Facsimile No. - N° de télécopieur	E-mail address - Adresse courriel	Date
17. Contracting Security Authority / Autorité contractante en matière de sécurité			
Name (print) - Nom (en lettres moulées)		Title - Titre	Signature <i>Jacques Saumur</i>
Telephone No. - N° de téléphone	Facsimile No. - N° de télécopieur	E-mail address - Adresse courriel	Date 27-MARCH-2012

**Jacques Saumur**  
 Contract Security Officer, Contract Security Division  
 Jacques.Saumur@tpsgc-pwgsc.gc.ca  
 Tel/Tél - 613-948-1732 / Fax/Télec - 613-954-4171

## ANNEX “E” CERTIFICATIONS

### **Service Providers must provide the required certifications with their bid submission.**

If any of these required certifications is not completed and submitted as requested, the Contracting Authority will so inform the Service Provider and provide the Service Provider with a time frame within which to meet the requirement. Failure to comply with the request of the Contracting Authority and meet the requirement within that time period will render the bid non-responsive.

Compliance with the certifications Service Providers provide to Canada is subject to verification by Canada during the bid evaluation period (before award of a contract) and after award of a contract. The Contracting Authority will have the right to ask for additional information to verify Service Providers' compliance with the certifications before award of a contract. The bid will be declared non-responsive if any certification made by the Service Provider is untrue, whether made knowingly or unknowingly. Failure to comply with the certifications or to comply with the request of the Contracting Authority for additional information will also render the bid non-responsive.

#### **1 Reference Checking**

The Service Provider **certifies** that the information provided regarding the proposed Service Provider is fully accurate. Further, the Service Provider acknowledges that Canada may provide the Client Contact(s), identified by the Service Provider, with a copy of the information submitted by the Service Provider (related to the applicable Reference Project) for independent verification. This will be done by contacting the client contact, using the contact information provided by the Service Provider, and providing the client with a copy of the information submitted by the Service Provider (applicable to that specific client only) for independent verification

#### **2. Platform**

The Service Provider **must** certify that it has an existing (HR) Reporting and Analytics platform (at time of submission) to meet the requirements outlined in the Statement of Work. The Platform:

- **Must** safeguard the network and all databases including the Government of Canada's (GC) data or information about the GC at all times by taking all measures reasonably necessary to secure it and protect its integrity. To do so, at a minimum, the Service Provider must control access to the databases on which any data relating to this contract is stored;
- **Must** be able to run successfully with 1000 INFC authorized users accessing the service at the same time;
- The service **must** be accessible from the INFC corporate network from a Windows 7 (or higher) and Internet Explorer 11 (or higher) environment; and
- The solution **must not** require the installation of any software on the Infrastructure Canada network or desktops.

#### **3. Hosting**

The Service Provider **certifies** that it will provide a secure, fully hosted service from a location on Canadian soil. This Service is solely owned and operated in Canada (including, as applicable, all joint ventures,

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consortia and partners). The hosting facility resides in Canada as well as any other back-up facilities.

**4. Bilingualism**

The Service Provider certifies that it will provide this service in both Canadian French and English.

**5. Service Level Agreement**

The Service Provider agrees to provide the service levels described in Appendix B.

---

**Print name of authorized individual**

---

**Authorized signature above**

---

**Date**

**Solicitation #:**

## ANNEX "F"

### SERVICE LEVEL AGREEMENT

The platform must be available to Infrastructure Canada employees 24 hours a day, 365 days a year, and must be available 98.5% of the time.

The Service Provider must provide a fully bilingual (English and French languages) technical support by telephone. Telephone to be available between 08:00 AM to 5:00 PM EST time

Local training and support must be available on 24 hours' notice within the National Capital Region. Training will be used to enhance web site usage performance and the Service Provider will provide all supporting documentation materials for an overview of basic features and functions for users to be operational with application)

The Service Provider must respond to a problem report submitted by INFC within the following time frames, using the classification scheme listed below:

- Respond to critical urgency problems within 4 business hours.
- Respond to high urgency problems within 1 business day.
- Respond to medium urgency problems within 2 business days.
- Respond to low urgency problems within 5 business days.

#### Problem Classification Scheme:

##### **Critical Urgency Problem**

A critical urgency problem renders the service unavailable for use and no work-around solution is available. For example:

- 100% of the Users cannot access the application
- Service is inaccessible due to software, hardware, network, or power outage.
- A breach of security that has rendered the game inaccessible by Administrators and Users

##### **High Urgency Problem**

A high urgency problem is when Service Availability targets are degrading but Users are still able to access the application (i.e. all Users are experiencing slow response performing or navigating the application).

##### **Medium Urgency Problem**

A medium urgency problem has minimal client impact or no Government of Canada (GC) financial impact. For example:

- Less than 10% of the Users experience a slowing of service.

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XXXXXX-XXXXXXX/X

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

XXXXXX-XXXXXXX

Amd. No. - N° de la modif.

File No. - N° du dossier

xxxxx.XXXXXX-XXXXXXX

Buyer ID - Id de l'acheteur

XXXXXX

CCC No./N° CCC - FMS No./N° VME

- 
- Some User content is missing from the interface.

### **Low Urgency Problem**

A low urgency problem only impacts a single client and has no GC financial impact. For example:

- User requires coaching

### **Problem Escalation:**

The Service Provider must deliver, enable and support an escalation procedure, triggered by Infrastructure Canada, if support response times, service availability or search response times are not met as defined in this SLA.



## ANNEX "G"

### Definitions

#### Definition: Fully Managed Service

The proactive management of IT assets or objects by a Managed Service Provider (MSP) will have the following distinguishing characteristics:

- a) Have some form of Network Operation Centre (NOC) service;
- b) Have some form of service or help desk service;
- c) Be able to remotely monitor and manage all or a majority of the objects on behalf of INFC;
- d) Proactively, compared to reactive, maintain the objects under management on behalf of INFC; and
- e) Deliver these solutions with some form of predictable billing model, where INFC knows with great accuracy what its regular IT Management expense will be, if any.

Fully managed support may include, but is not limited to:

- a) Security audits;
- b) Load problems or sluggishness;
- c) Network related issues;
- d) Failure of server to boot;
- e) Hardware failures;
- f) DNS Configuration;
- g) Troubleshooting script configurations and/or website errors;
- h) Firewall setup and troubleshooting;
- i) E-mail configuration;
- j) Secure Web and secure File transfer configuration;
- k) Software upgrades and migrations;
- l) Backup configurations;

The services managed may include, but are not limited to:

- m) Application;
- n) Authentication;
- o) Databases;
- p) Backup;
- q) Data recovery;
- r) Storage;
- s) Security, including audits;
- t) 24/7/365 Monitoring;

- u) Help Desk/Service Desk;
- v) Network Management;
- w) User Management;
- x) Data Management;
- y) Systems Management;
- z) Software – Production support and maintenance;
- aa) Communications Services.

**Definition: Cloud Computing**

Cloud Hosting is the practice of using a network of remote servers hosted by an external provider to store, manage and process data and applications through a real-time communication network such as the Internet.

Cloud computing relies on sharing of resources to achieve coherence and economies of scale, similar to a utility (like the electricity grid) over a network. At the foundation of cloud computing is the broader concept of converged infrastructure and shared services.

Cloud computing, or in simpler shorthand just "the cloud", also focuses on maximizing the effectiveness of the shared resources. Cloud resources are usually not only shared by multiple users but are also dynamically reallocated per demand.

The Service Provider will provide this secure "utility like" cloud service to INFC.

INFC, as the consumer, needs nothing more than a personal computer, a web browser and internet access to use the solution.